



**SP** Plus<sup>SM</sup>  
Residential Services

*Superior People. Superior Performance.*

A division of Standard Parking



*“SP Plus™ Residential Services continues to do an exemplary job seeing that our garage flows smoothly. They are always apprised of current codes and laws and ensure they are implemented and adhered to on site.”*


*2800 Lake Shore Drive Condominium Association, Chicago*



## **Experts in Residence**

**For residential properties, parking is more than an amenity; it's part of the household.**

SP Plus<sup>SM</sup> Residential Services takes that responsibility to heart. Our courteous and caring professionals deliver efficient service with a friendly smile. We maintain impeccable housekeeping standards and an unyielding focus on customer service. Today, owners and managers of condominium and apartment properties across the country consider us their experts in residence.




A division of industry leader Standard Parking, SP Plus<sup>SM</sup> Residential Services offers clients multifaceted corporate resources and comprehensive capabilities, all under one roof.

## Family of Services

### Parking planning and management

#### Parking facility planning

- > New facility design
- > Facility reconfiguration
- > Graphics/signage
- > Lighting/security
- > Automated traffic and revenue controls



Our parking professionals advise clients on lighting, security, signage, and automated traffic and revenue control equipment. At existing facilities, we ease crowding with solutions from stack parking to layout redesign. As an added service, our signage specialists can create parking facility graphics compatible with each property's identity.

#### Parking facility management

- > Facilities startup
- > Self-park operations
- > Cash-flow management
- > Revenue control
- > Monthly parking/validation management
- > Pro forma projections of traffic volume
- > Car wash services
- > Pricing optimization

Intimately familiar with the priorities of homeowner and tenant associations, SP Plus<sup>SM</sup> Residential Services develops customized operating plans that combine courtesy and convenience with efficiency and economy. By adding thoughtful touches such as a decorative planter at a parking entrance, we make our facilities feel like home.





#### Valet and customer service

- > Traffic management
- > Staging
- > Package and grocery assistance

Drawing upon our experience serving five-star hotels, we provide white-glove valet service that anticipates and addresses residents' parking-related needs.

#### Marketing and advertising programs

For properties focused on revenue generation, we offer extensive experience in developing appropriate marketing and advertising initiatives. From entrance signage to print and online ads, customer-appreciation programs, promotional giveaways, and direct marketing to prospective parkers in the neighborhood, we get the word out and bring the patrons in. Similarly, advertising — from indoor billboards and lighted displays to ticket imprints and product-sample distribution — can open the door to added parking facility income.

#### Safety and security

Our attendants work with building security to provide an active presence that enhances resident safety, day and night. In selected markets, we provide more comprehensive services through SP Plus<sup>SM</sup> Security.

#### Maintenance

Because residential owners and tenants see the parking facility as a reflection of their household, we dwell on the details. We set meticulous standards and maintain them through a carefully developed, strictly enforced monitoring system. SP Plus<sup>SM</sup> Maintenance provides more extensive services in some markets.





## Welcome Innovations

### Advanced technologies

SP Plus<sup>SM</sup> Residential Services brings our clients the latest parking technologies, including license plate inventory systems, bar-code decals, key-card control, automated payment lanes and hand-held cashiering. Our flexible monthly billing management system handles multiple rates and rate changes, reserved spaces and inventory control. Parking coupons offer residents a gracious way to provide parking for their guests. These advanced systems, monitored off-site by our back-office support system, capture revenues while reducing labor and operating costs.

### Revenue and expense controls

We provide stringent revenue controls backed by the accounting and auditing procedures of a publicly traded company. Transaction automation and secure collection systems help protect revenue and manage costs. Volume purchasing saves our clients money, while electronic procurement streamlines invoicing and validates expenses. To maximize labor efficiency, we use an automated workforce management system that streamlines scheduling, tracks time and lowers labor costs. And with our Web-based Client View<sup>®</sup> system, property managers and association board members can securely download monthly financials and detailed backup reports at their convenience.

### Staff training and stability

For many residents, our attendants are the first people to greet them in the morning and the last faces they see at night. Because our employees serve as property ambassadors, they must complete award-winning customer-service training programs at Standard University<sup>SM</sup>. Thanks to our attractive benefits, incentives and opportunities for advancement, SP Plus<sup>SM</sup> Residential Services is a preferred employer, enabling us to develop a personable and stable workforce in which our residential managers' average tenure exceeds 10 years.





## Gracious Amenities

### Eco-friendly operations

We look for every opportunity to make our operations more eco-friendly and reduce our carbon footprint. Our innovative business processes won an “Empower the Green Enterprise” award from software giant Oracle. With our new processes, each year we expect to save 312 tons of paper, 624 tons of trees, 5.1 million gallons of water, 600,000 pounds of waste and 19,000 pounds of emissions.

### SP Plus<sup>SM</sup> Residential Services rolls out the welcome mat with amenities such as:

- > Books-To-Go<sup>®</sup> CD lending library
- > Films-To-Go<sup>®</sup> DVD lending library
- > Standard Road Assist<sup>®</sup> emergency services
- > CarCare services
- > On-site car wash services
- > Courtesy umbrellas
- > Complimentary vehicle assistance services
  - Tire inflation
  - Tire change
  - Battery jump start
  - Windshield cleaning
- > Customer-appreciation promotions



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A division of Standard Parking  
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