



SP PlusSM
Transportation

Superior People. Superior Performance.

A service of Standard Parking



“Almost immediately, SP PlusSM Transportation identified potential opportunities to improve service and developed new operational procedures that have increased service without adding buses or staff.”

Portland International Airport



Destination: Satisfaction

In transportation services, delivering passengers safely and on time is just the starting point. The final destination? Customer satisfaction.

At SP PlusSM Transportation, we're driven to reach that destination. We field a well-maintained fleet of immaculate vehicles. Our routing and scheduling systems run like clockwork, and our courteous, dedicated employees pull out all the stops to provide responsive, reliable service. Airports, hotels, municipalities, healthcare and educational institutions across the country are arriving at the same conclusion: SP PlusSM Transportation delivers satisfied customers.

Fleet of Services

SP PlusSM Transportation operates a nationwide fleet of hundreds of shuttle vehicles that transport more than 20 million passengers a year. Whether connecting airport travelers with their flight, circulating patients and staff through a medical complex, moving students and faculty across campus or transporting fans to the arena, we bring decades of experience and expertise in:

- > Fixed-route and trunk-to-trunk operations
- > Vehicle selection and specification
- > Fleet procurement and finance
- > Facility design
- > Routing and scheduling
- > Safety and training
- > Maintenance
- > Alternative fuels
- > Transportation technologies
- > Marketing and graphic design
- > ADA sensitivity and compliance
- > Consolidated rental car facility shuttles

Customized fleet procurement

SP PlusSM Transportation manages vehicle selection and procurement, building and updating fleets customized to meet client needs. We develop technical specifications, negotiate pricing and delivery schedules, and inspect and road-test buses upon delivery. We also design and coordinate vehicle graphics in synch with client branding and install needed safety and communications equipment.



Fine-tuned maintenance

SP PlusSM Transportation has developed fine-tuned programs for vehicle maintenance, washing and fueling. Repair requests are uploaded to the maintenance shop through an on-board, hand-held device. Each vehicle undergoes preventative maintenance that meets or exceeds manufacturer specifications. A meticulous log tracks all maintenance activity and warranty services to prolong vehicle life and ensure that passengers receive safe, clean and reliable transportation.

Efficient scheduling

Through effective driver communication, meticulous route review and precise planning, we maintain optimal headways and seat availability. Hour-by-hour, we review and adjust vehicle requirements and staffing schedules according to fluctuations in vehicular traffic and passenger demand.

Safety emphasis

Passenger safety is our first priority. We require thorough training, defensive driving, scrupulous maintenance and strict compliance with Department of Transportation regulations. DriveCams record any deviation from established norms.

Security support

Committed to public safety, our staff coordinates with our clients' security personnel to maintain a conspicuous, reassuring presence. We patrol facilities, provide vehicle escort services and establish emergency protocols. In selected markets, more comprehensive services are available through SP PlusSM Security.

Facilities maintenance

We set high standards for our facilities and maintain them through carefully developed and strictly enforced monitoring systems. SP PlusSM Maintenance provides more extensive services in some markets.

Routes to Success

Staffing and training

SP PlusSM Transportation achieves outstanding customer service through conscientious hiring combined with comprehensive classroom and behind-the-wheel training. Cutting-edge training techniques include MP3 modules for employees on the go. Attractive benefits and a competitive system of recognition, rewards and advancement opportunities help attract a reliable and responsible workforce. To maximize efficiency, we use an automated workforce management system that streamlines scheduling, tracks time and lowers labor costs.

Client profit maximization

Volume purchasing saves our clients money, while electronic procurement streamlines invoicing and validates expenses. We provide a variety of targeted financial reports formatted to meet client needs. And with our Web-based Client View[®] system, clients can securely download monthly financials and detailed backup reports at their convenience.

Customer surveys

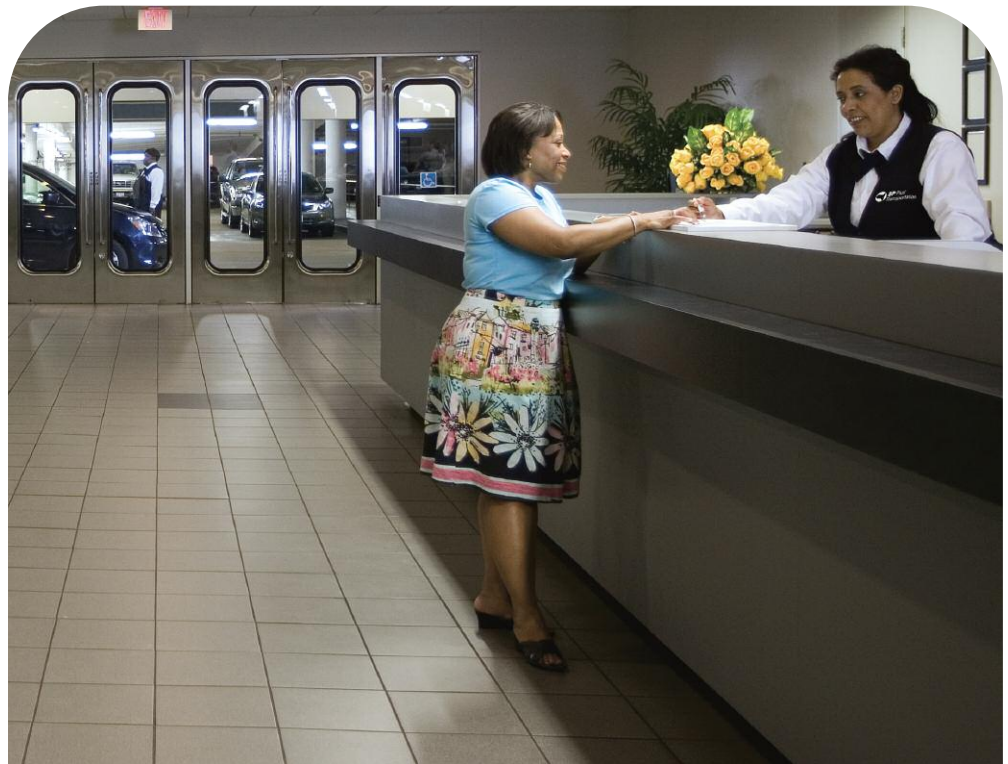
We measure our success not just by how many passengers we transport but by how well our passengers rate their experiences. In a typical year, well over 90 percent of passengers responding to our surveys scored their satisfaction at nine points or better out of a possible 10.

Performance reports

To keep clients informed, we deliver regular reports detailing vehicle engine hours, maintenance procedures, passenger counts, on-time performance and customer survey results.

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.





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Full Schedule of Services

SP PlusSM Transportation is a service of Standard Parking, an industry leader offering comprehensive capabilities tailored for a variety of property types.

- > Airport
- > Healthcare
- > Hotel
- > Municipal
- > Office
- > Residential
- > Retail
- > University

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A service of Standard Parking
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