**Certified Parking Professional
Certification Program**

The National Parking Association has proudly served the nation's parking industry since 1951. NPA membership includes thousands of parking professionals in every facet of the industry around the world.

The NPA Board of Directors established an independent Certification Advisory Board, currently comprised of 12 industry professionals, to develop and oversee the Certification for Parking Professional (CPP) Program. The mission statement for this Board is to ensure that Certified Parking Professionals have demonstrated a superior level of knowledge and expertise, which promotes professionalism within the parking industry.

Standards and Guidelines
The NPA Certified Parking Professional program meets and in some aspects exceeds the American Psychological Association's Joint Technical Standards on testing and has been designed to comply with the Educational Testing Services' Standards for Quality and Fairness, standards which are the highest in the industry.

The NPA has formal affiliation with numerous state, local, and international associations, and is a member of the National Organization for Competency Assurance (NOCA), an agency that recognizes certifying programs. The CPP program is designed to meet the NOCA standards for certification agencies, the highest in the testing industry.

The Purpose of Certification
The Certified Parking Professional program is a practical, comprehensive curriculum designed to assist managers in performing their duties in an effective and professional manner.

This program sets performance and service standards at the point where the parking industry and the customer meet. The CPP credential is the standard against which excellence and professionalism are judged.

Development of the Certification Program
A national study, conducted in September 1993 by the NPA, defined the role of parking professionals. A cross-section of professionals in the parking industry provided the information used to define the roles and responsibilities of the parking professional. This information was then used to develop performance objectives, which in turn became the basis of the NPA Study Guide and the outline of the examination. The CPP test questions were written by the NPA Certification Advisory Board and its appointees.

The passing score determination for the CPP program was determined by the NPA Certification Advisory Board and its appointees.

Test Development and Administration
The NPA has retained Professional Credential Services (PCS), a full-service testing agency, to provide for scheduling, ongoing examination development, administration, and score reporting. All correspondence and questions related to the CPP should be directed to:

Professional Credential Services (PCS)
NPA Coordinator
P.O. Box 198689
Nashville, TN 37219

Or

150 Fourth Avenue North
8th Floor
Nashville, TN 37219

Toll free: 1.877.887.9727; fax: 615.846.0153; e-mail: npacord@pcshq.com;
web site: www.pcshq.com

PCS staff is available by telephone Monday through Friday between 8:00 am and 4:30 p.m. Central Time.

Eligibility Requirements
Prior to sitting for the examination, the applicant *must* have completed one year of full-time employment in the parking industry in order to be eligible to take the examination.

Fees for Taking the Examination
The first-time application fees for taking the certification examination are as follows:

National Parking Association Members*	$400
Non-Members**	$700

Volume discounts are available for a company sending in 10 or more Scheduling Application Forms at one time. Please contact PCS for the procedural process.

The re-take application fees are as follows:

National Parking Association Members*	$250
Non-Members**	$500

Must currently be an NPA member in good standing to be eligible for the member rate.

**Non-members may wish to contact NPA concerning membership.*

If you have a question concerning membership, please contact NPA at: 1.800.647.PARK or e-mail: info@npapark.org. Visit the NPA web site at: www.npapark.org.

Payment must be made by corporate, institutional, municipal, cashier's check, or money order, and made payable to PCS. The Scheduling Application Form will also include information on the use of credit cards. Contact PCS for the procedures and requirements in the event that there is a request for purchase orders.

You must test within one year of issuance of your Authorization Letter. Failure to test within the one-year window will result in the forfeiture of your examination fees. You must then call PCS, as you need to submit the re-take fee to reinstate your eligibility status.

Eligibility Documentation for the Approval Process
On the PCS web site (www.pcshq.com) the following information can be found: (1) the Scheduling Application Form (included with this Bulletin); (2) a sample letter to be used to verify your length of employment, which needs to be signed by your employer and printed on your employer's letterhead; and (3) instructions as to where to mail the examination fee and related documents.

The name on your Scheduling Application Form *must* be an exact duplicate of the name on your photo and signature identification. If the information is not an exact duplicate, you may encounter a problem when you arrive at the test site.

Once PCS approves your documentation, your eligibility file will be forwarded to PSI, the computer-based testing platform company. You will receive an Authorization Letter with instructions on how to schedule your test administration. If you do not receive your Authorization Letter outlining the steps to be taken to schedule your examination with PSI within three weeks of the submission of your documentation, please contact PCS.

Scheduling Your Examination Test Date
You will receive an Authorization Letter once you have been approved to test. Your Authorization Letter will provide you with information on how to contact PSI to schedule your examination.

PSI is also the computer-based testing platform company for other national and state certification and licensure programs. Thus, you should permit a sufficient amount of time between the time you call to schedule your examination and the time you wish to sit for your examination. This is due to the fact that a "seat" may not be readily available at the time you wish to test if there is not sufficient lead-time in placing your scheduling call.

Admission Requirements
You should plan to arrive at the test center at least 30 minutes prior to your scheduled testing time. It is your responsibility to be at the test center on time. Candidates will not be permitted into the testing room after the scheduled testing time. It is strongly suggested that you visit the site before the day of the exam so you are familiar with the route and the needed time. If you are not present for your scheduled testing time, you will forfeit your fee.

You *must* have your Authorization Letter and one form of identification with your photograph and your signature (e.g., driver's license, school or work identification card, or passport) in order to be admitted to the examination room. The name submitted on your Application Scheduling Form *must* be an exact duplication of the name on your identification.

The identification must be current and clearly recognizable or you will not be admitted to the test. If your photo does not have a signature, you must bring a second form of signature identification. If you do not have proper identification, you will not be admitted to test and you will forfeit your fee. *There are no exceptions*.

Study Guide and Preparing to Test
The NPA developed Study Guide will be forwarded to each approved candidate. The Study Guide will accompany the Authorization Letter. The Study Guide was developed as a national source for the body of knowledge for the parking industry. It is recognized that individual companies, institutions and/or municipalities may have their own operational guidelines; however, candidates should answer the test questions correctly based on the information found in the Study Guide.

Use the Study Guide to study and review the examination outline. Answer the sample questions in the Study Guide to help familiarize yourself with the nature and format of the kinds of questions that will be appear on the examination. If there are issues you do not understand in the Study Guide, review them with your supervisor.

Computer Testing
The NPA certification examination will be administered throughout the year at PSI test centers. The 150 question, multiple-choice test will be administered on computers during a 3.5 hour testing session.

For the candidate, all test functions are controlled by the candidate's choice of the keyboard or mouse. PSI exam capabilities include on-screen graphics, tagging of questions for later review, on-screen calculator, and the ability to review any question with a click to the help screen.

The site administrator will be available to assist you with becoming familiar with the testing process prior to your actual testing time. In rare instances, technical problems may require late starts and/or rescheduling of your examination. If, at any time during the examination, you believe you have a problem with your computer, notify the site administrator.

Paper and Pencil Testing
If requested by a candidate, a special paper-and-pencil test is still available by special arrangement at an additional fee. Contact PCS for details.

About PSI Test Centers
All PSI Test Centers: ▪ Are accessible to individuals with disabilities. ▪ Utilize monitor screens that are Super VGA and 17" in size plus larger fonts providing optimal readability. ▪ Have a testing room, separated from the business offices and reception area. ▪ May be monitored by a direct view window from the proctor's area or through the use of video. ▪ Have convenient parking. ▪ Are temperature-controlled and secure with convenient restroom facilities.

Test Center Locations
Examinations are offered daily at PSI Test Centers. Operation hours vary. PSI has approximately 600 U.S. and 100 Canadian test sites. You may also access the PSI web site for the nearest location at: www.psiexams.com. You can enter your zip code under "Quick Find" or choose "Find a Testing Center." You may also download site directions and site hours from this web site. All the Canadian test sites may not be listed on the web site but a PSI call center representative will make these sites known to you when you call to schedule your examination.

Testing Candidates with Special Needs
The CPP program, in accordance with the provisions of the Americans with Disabilities Act (ADA), provides examination administration modifications to candidates who qualify. Such candidates must obtain an official form from PCS on which to request special modifications. The completed form must be returned to PCS with all required documentation 60 days prior to the month in which you wish to schedule an examination. These accommodations are made available at no extra charge.

The Special Accommodation Form can be found on the PCS web site.

Site Environmental Distractor
Although every attempt is made to provide a quiet and comfortable test environment, noise and room temperature may be an unforeseen distractor. It is suggested that if you are sensitive to noise or temperature variations, you may want to bring earplugs and types of dress that can help you to adapt to a cooler or warmer climate in the examination room. Since PSI provides many different examinations for many different clients, be aware that candidates will be working at different paces in the testing room. PSI will work with the test site staff to anticipate potential problems.

Refund Policy
Candidates who wish to cancel from the examination process and receive a partial refund must notify PCS prior to scheduling an examination test date. A written request must be received within 30 days of the submission of your Scheduling Application Form to PCS. A $200 processing fee will apply to all candidates. All refunds will be issued 30 days after receipt of the request.

Refunds are not granted to candidates who have scheduled an examination and then withdraw from the examination process; who have failed to test within the one-year window; who have failed to reschedule their examination within the appropriate timeframe; or who have failed to appear or were not admitted for testing.

If an employer-sponsored candidate is not available for testing, the application fee may be transferred to another individual. The employer should provide PCS with a replacement Scheduling Application Form, eligibility letter, and $100.00 transfer fee. A Study Guide will not be re-issued to the replacement candidate.

Rescheduling Policy
Candidates who wish to reschedule an examination *must* notify PSI at least three working days prior to the scheduled test date. If your scheduled test date is within this three-day window, you will not have the opportunity to reschedule.

You will forfeit all examination fees if you do not appear for your scheduled examination or if you are not admitted due to lack of proper photo/signature identification.

Emergency Policy
In the event of inclement weather or similar emergency, you should contact PSI to ascertain the status of the test site. If PSI must cancel or delay an examination, you will be notified and rescheduled at no additional cost.

However, given the difficulties in canceling a test center, this decision is rarely made. If the test center is open and you choose not to appear for testing, your examination fee will be forfeited.

Security Guidelines for Taking the Examination
The National Parking Association copyrights all test questions. Copying, reproducing or taking any action to reveal the contents of an examination in whole or in part is unlawful.

Any irregularity such as an act of impersonation, creating a disturbance, giving or receiving unauthorized information or aid to other candidates, attempting to remove test information by any means, possession of unauthorized notes or equipment may be sufficient cause for you to leave the examination room. Irregularities may be identified by observation or suspicion by the examination proctors, or may be evidenced by subsequent statistical analysis of testing materials. All such irregularities will generate a report to NPA and PCS.

Notebooks, magazines, reference materials, backpacks, briefcases, hats, caps or electric devices such as cameras, walkmans, radios, tape players, portable fax machines, cellular telephones, calculator watches, reproduction equipment, beepers or pagers are NOT permitted in the examination room. Neither PCS nor PSI will be responsible for the security of this material; therefore, it should remain outside the test center. If any of the aforementioned items are found on a candidate in the examination room, the Site Administrator will collect it and hold it until the end of the examination and provide a written report of the incident to NPA and PCS. It is possible that some confiscated material will be forwarded to NPA and PCS and will not be returned to the candidate.

Each incident of misconduct or irregularity will be investigated and will be reported to NPA. NPA will hold responsibility for the final decision on score invalidation or cancellation. All fees will be forfeited if a candidate is found to have violated any security measure.

Test Center Regulations
You should arrive at the test center 30 minutes prior to your scheduled examination. If you fail to appear on time, you will forfeit your fees.

To be admitted you will need your Authorization Letter and photo identification with signature. If you are not admitted due to lack of proper identification, you will forfeit your fees.

You may bring a silent, simple (i.e. four-function) pocket calculator. Programmable and text calculators will not be permitted. The PSI software will provide a built-in calculator for your use.

The examination is closed book. Please review the security guidelines above. You will be provided with scratch paper to use during the examination. This will be collected prior to your leaving the test center.

No tobacco, food, or beverage will be permitted in the examination room. No visitors, guests or children are permitted in the examination room.

Test Taking Suggestions
- Take time to familiarize yourself with the location of the test site. Ensure that you have ample time to get to the test site. This will reduce your stress.
- Double-check that you have your Authorization Letter and your photo with signature identification.
- Use the Study Guide to prepare for the examination. Test questions are referenced against the Study Guide.
- Get plenty of rest the night before and do not go to the site hungry.
- Pace your progress on the test. It is not a test to measure how quickly you can read so you should have plenty of time to finish. There will be a clock within the computer so you will be able to keep track of your testing time.
- Do not spend too much time struggling with questions that you cannot answer. Mark them on the computer and return to them after you have answered the questions that you are more familiar with.
- There is no penalty for guessing. It is to your advantage to take a guess on any questions where you are totally unsure of the correct answer.
- Read the questions carefully and do not skim the test questions or the options.
- Pick out the key phrases of each question to assist in choosing the correct response.

Examination Scoring and Reporting

Examination questions are multiple-choice with one correct answer and three incorrect responses. Your score will be based on the number of questions you answer correctly.

Candidates must achieve a scaled score of 70 to pass the examination. Scaling the scores permits the different forms of an examination to be reported on a common, consistent scale and is not necessarily equivalent to the scores based on a percentage.

Upon completion of your testing session, you will automatically receive your score report. If you have passed the examination, your score report will indicate a "Pass." If you have failed the examination, your score report will indicate a "Fail" and will provide you with a diagnostic analysis of your strengths and weaknesses in your test performance based on the content outline.

All score results will be forwarded to PCS from PSI on a weekly basis. PCS in turn will provide the score results to NPA and your employer as discussed on the Scheduling Application Form.

Request for Hand Scoring

If you wish your computer score results to be verified by hand, a candidate must make the request in writing and it must be accompanied by a Money Order in the amount of $50.00 made payable to PCS. Requests for hand scores will only be honored up to three months after the testing date.

Candidate Feedback

Candidates may make comments about the test administration or a particular test question on-line. All comments will be researched and acted upon accordingly. You will not receive a response letter based on the candidate feedback section on the computer.

Candidate Appeal Process

Please contact PCS in writing if you wish to make a comment concerning the test administration process or on a particular test question for which you wish a written response. You should provide your name, address, social security number and the test date with your particular comment. Your letter will be researched and acted upon accordingly.

Certification

Candidates who pass the exam will receive a certificate suitable for framing and will be able to use the credential "CPP" (Certified Parking Professional). Certification will remain valid for a period of three years. If you have failed the examination, you may apply to re-take the examination. A Study Guide will not be re-issued.

Name or Address Change

Any name or address change must be reported in writing to PCS. Be sure to include your name, as it appears on your application, social security number, and signature along with the information to be changed. For a name change, you must submit a photocopy of a legal document verifying the name change (i.e. marriage certificate, divorce decree, or legal document indicating a name change).

Examination Outline
The CPP Examination is comprised of 150 multiple-choice test questions with 3.5 hours of testing time. This is a closed book examination.

Content Area 1: Operations (30% of the examination)

Chapter 1: Types of Parking Operations
Industry Market Segments
       Airport and Off-Airport
       Colleges and Universities
       Event
       Hotel and Restaurant
       Hospital and Medical
       Municipal and Governmental Services
       Office Buildings
       On-Street
       Retail and Mixed-Use Developments
       Transit and Intermodal
Modes of Operation
Unattended (Honor) Facilities
       Location and Frequency of Turnover
       Layout and Appearance
       Frequency of Audits and Collections
       Enforcement of Procedures
       Robotic Parking
Attended Facilities
       Attended Self-Park
Valet Attendant Parking
       On-Site Valet
       Off-Site Valet
       Special Event Valet
Attendant Assist Parking

Chapter 4: Facility Design
Traffic Access Variables
       About On-Street Parking
Key Parking Facility Design Elements
       Siting of Entrances and Exits
       Entrances
       Exits
       Reversible Lanes
Layout of Spaces and Aisles
       Types of Vehicles Using the Facility
       Facility turnover Rate
       Local Codes and Legal Requirements
       Two-Way vs. One-Way Traffic Patterns

Parking Space Design
        Parking Space Width and Length
        Customers Being Served
        Parking Space Turnover Rate
        State and Local Requirements
ADA: Special Design Considerations
Signs and Graphics
        Signs for Drivers
                Entrance Signs
                Available Space Signs
                Vehicle Clearance Signs
                Rate Signs
                Hours of Operation Signs
                Parking Restriction Signs
Signs within the Facility
        Signs for Pedestrians
        Vehicle Location Information
        Destination Directions
Sign Messages
        Information
        Direction
        Identification
Standard Sign Layout
Location of Signs
Characteristics of a Good Sign System
Lighting
        Exterior Lighting
        Interior Lighting
        Drainage, Landscaping, and Other Fixtures

Chapter 5: Equipment Technology
        Revenue Control Equipment Systems
        Computer Systems
        Signage Systems
        Security Equipment Systems
        Cleaning and Maintenance Systems
Revenue Control Equipment Systems
        Levels of Revenue Control Systems
Automated Versus Cashiered Transient Systems
Revenue Control Equipment – Automated, Transient Systems
        Ticket Dispenser Arming Loops
        Ticket Dispensers
        Entry Barrier Gate
        Entry Barrier Gate Counter
        Pay-In-Lane Device
        Pay-On-Foot
        Exit Barrier Gate
        Exit Barrier Gate Counter

Revenue Control Equipment – Typical Cashier and/or Automated Transient System
     Credit Card Processing
     Fee Computer
Count Systems
     Lane Counter
     Level Count Systems/Parking Guidance Systems
     Mass Validation Coupon Encoder
     Store Validation Encoder Device
Revenue Control Equipment in Lower Volume, Unattended Transient Facilities
     Meter
     Honor Box
     Pay-and-Display/Pay-by-Space
Typical Equipment Found in a Contract Parker System
     Card Access Readers
     Automatic Vehicle Identification (AVI)
Other Equipment Located in a Parking Facility
     Back –up Power Systems
     Intercoms
     Computer Systems
     Hardware, Including Peripherals
     Software
     Other Computer Based Terms and Technology
Signage Systems
     Fixed Message Signs
     Variable Message and Dynamic Signs
     Dynamic Signs
     Single Space Monitoring
Security Equipment Systems Found in Parking Facilities
Active Security Systems
     Closed-Circuit Televisions (CCTV) and VCRs
     Alarms
     Audio Monitoring Devices
     Two-way Audio Systems
     Telephones
     Watchman's Clocks
Passive Security Systems
     Lighting and Lighting Control
     Controlled Access
     Paint
     Open Façade
     Elevators and Stairways
Cleaning and Maintenance Systems
     Snow/Ice Control Systems
     Sweeping/Scrubbing Machines
Safety Equipment Systems
     Mechanical Ventilation System
     Automatic Carbon Monoxide (CO) Detectors and Alarms
     Pedestrian Exit Signs

Chapter 13: Valet Parking Operations
Key Elements of Valet Parking
      Service
      Safety
      Security
      Staffing
Valet Personnel Requirements and Positions
Valet Equipment and Supplies
General Procedures
      Some Recommended Dos and Don'ts
      Tipping
      Defensive Driving Techniques
      Facility Safety
Special Event Parking
      Steps to Prepare for a Special Event with Valet Parking
Considerations for Valet Parking Operations
      Altered Vehicles
      Intoxicated Guests
      Lost Keys and/or Ticket
      Security of High-Value Vehicles
      Handling Customer Complaints
      Incident/Accident Investigations

Content Area 2: Revenue Control (20% of the examination)

Chapter 10: Accounting
Importance of Reviewing Revenue and Expenses
      Basic Accounting Procedures
      Data Collection
      Summarizing
      Reporting
      Responding
Reporting Tools
      Daily or "Flash" Report
      Daily Shift Report
      Location Summary Report
      Carryover Reports
      Missing Ticket Report
      Summary of Income and Expenses
      Key Card Control Reports
      Contract/Monthly Reports
      Duplicate Permit/Tag Reports
      Ticket Summary
      Monthly Report by Daily Totals
      Revenue Summary
      Income and Expense Statement
            Reconciliations
            Banking

Chapter 11: Auditing

Void Transactions
Employee Access to Equipment
Excessive Errors (Over/Short, Over-ring/Under-ring)
Illegal Forwards/Reverses
Manual Gate Vends
Mysterious Power Outages
Active Access Cards in Inventory
Missing Cash Equivalents
Shift Report Auditing
Ticket-to-Tape Audit
Over/Short Register
Over-ring/Under-ring
Spot Audits
Spot Audit at an Attended Self-Park Location
Attendant-Park Location
Valet Location
Special Event Location
Petty Cash and Change Fund Audit
License Plate Inventory
Monthly Account Audit: Non-Key Card
Monthly Account Audit: Key Card
Common Code Key Card System
Individually Coded Key Card System
"Shopper" Audit

Content Area 3: Human Resources (20% of the examination)

Chapter 3: Human Resources
The Professional as Leader
Openness in Communication
Communication Methods
Speak Openly and Honestly
Listen
Visit Frequently with Employees
Develop Effective Written Communications
Hold Frequent Facility Meetings
Fairness to Employees
Attendance
Grooming and Appearance
Communication
Respect Towards Customers
Honesty
Adherence to Procedures
Hiring
Establish Qualifications
Create Job Descriptions
Describe Job Functions, Not Individuals
Advertisements

Wage Payment
Sexual Harassment
National Labor Relations Act

Content Area 4: Customer Service (10% of the examination)

Chapter 2: Customer Service
Principles of Customer Service and Courtesy
    Service with a Smile
    Make Good Eye Contact
    Greet Every Customer
    Always Wear the Proper Attire
    Always Be Professional When in Uniform
    Present a Good Appearance
    Ask Before You Are Asked
    Deliver Prompt, Accurate Service
    Never Ignore the Customer
    Provide Excellent Service, With or Without a Tip
    Always Thank the Customer
Additional Responsibilities for the Certified Parking Professional
    Be Available
    Return Phone Calls and E-mails Promptly
    If You Make a Promise to a Customer, Follow Through Promptly
    Treat Customers Professionally at All Times
    Understand the Service Level Your Customers Expect
Service Levels for Different Types of Facilities
    Unattended Facilities
    Facility Design
    Facility Appearance
    Equipment
    Attended Facilities
    Knowledgeable Personnel
    Equipment Operation
    Valet Facilities
    Courteous Valet Service With a Cashier
    Courteous Valet Service Without a Cashier
    Prompt Check Out
Policies, Procedures, and Customer Service
    Customer Safety
    Prompt Handling of Damages and Claims
    Handling Lost Tickets Claims
    Deal with Problems – Don't Ignore Them
    Customers Are Not Always Right, but They Are Your Customers
    Help Staff Deal with Dissatisfied Customers
    Good Customer Service Training
    Follow-up Consultations with Employees
    Periodic Customer Service Performance Reviews
    Open Communications with Customers

Content Area 5: Marketing/Administration (10% of the examination)

Chapter 9: Administration
General Organization
Insurance
       General Liability Insurance
       Garage Keepers Legal Liability Insurance
       Procedures for Damage Claims
Occupational Safety and Health Administration (OSHA)
       OSHA Inspections
              Review of Paperwork
              Facility Tour
              Private Interview of Employees
       OSHA Requirements
       Occupational Illness and Diseases
       On-the-Job Injuries
              Hazard Communication Program
Workers' Compensation Insurance
       Reducing Workers' Compensation Claims
       Remove Unsafe Working Conditions
       Potentially Unsafe Workplace Conditions
       Adopt a "Safety-First" Attitude
       Recognize Potentially Unsafe Employee Behavior
       How to Handle Workers' Compensation Claims
Operating Licenses and Permits
       Certificate of Occupancy
       Parking Facility Permit
       Business License
       Open Lot Permit or Parking Attendant License
       Man Lift Permit
       Man Lift Operator License
       Elevator Inspection License
       Driver's License
       Work Permit
       Police Permit
       Parking Lot License Bond
       Parking Tax Bond

Chapter 12: Marketing
What Is Marketing
All Parking Is Local
Staying Competitive
       Know Your Parking "Product"
Know Your Customer
Know the Competition
       Comparison – How Do You Measure Up?
       Determining Rates
       Planning
Identify Generators and Promote New Business
       Operate a Well-Managed, Clean, and Well-Lit Facility
       Improve Signage
       Benefit From Name Recognition
       Offer Low Introductory Rates
       Offer Special Daily Rates
       Advertise
       Internet
       Promote Validation Programs
       Increase the Level of Service
       Lease Business Space to Vendors that Attract Parkers
Enhance Owner and Customer Relationships
       Run a Successful Operation
       Communicate Effectively
       Be Professional
       Take Charge
       Enhance Customer Relationships
Become a Part of the Community
       Operate a Clean and Professional Parking Facility
       Offer Validation Programs and Discount Coupons
       Approve Reasonable Requests from Neighboring Businesses
       Participate in Community Events
       Become Involved in Area Improvement Organizations
Maximizing Revenue Through Rate Management
       Capacity
       Turnover
       Increments
       Customer Mix
       Physical Improvements
       Special Services
       Operating Policies
       Competition
Validation Programs

Content Area 6: Maintenance (10% of the examination)

Chapter 8: Maintenance
The Condition Assessment
General Maintenance Schedules
       Daily Housekeeping
              Sweeping
              Grease and Oil
              Windows
              Miscellaneous
              Parking Control Equipment
              Elevator Doorsills
              Periodic Washdown
              Drains
Doors and Hardware
       Pedestrian and Vehicle Access Doors
Electrical System
       Lights
       Battery Packs
       Control Panels
Elevators
       Lamps and Cabs
       Safety Checks
Heating, Ventilating, Air Conditioning (HVAC)
       Ventilation
       Repairs and Replacement
Landscaping
       Maintenance Schedule
       Consult with a Professional
       Man Lift
       Painting
       Striping
       Curbs
       Metals
       Concrete
Parking Control Equipment
       Operation
       Service Agreement
Plumbing Systems
       Hoses
       Fire Extinguishers
       Fire Protection System
       Water Supply
       Storm Water Collection and Drainage Piping System
Roofing and Waterproofing
       Membranes
Safety Checks
       Carbon Monoxide Monitors

Mechanical Ventilation Systems
Metal Guardrails and Handles
Pedestrian Exit Signs
Emergency Lights and Signs
Fire Safety Equipment and Signs
Concrete Floors
Security Systems
Two-way Audio Systems
Telephones
Alarms
Camera Systems
Signs
Snow and Ice Control
Snowplow
Salt
Snow and Ice Buildup
Structural System
Cleaning Floor Surfaces
Proper Drainage
Proper Sealing
Concrete Floor Deterioration
Damage Caused by Salt
Damage Caused by Gas, Oil, and Other Fluids
Damage Caused by Moisture
Damage Caused by Vehicles
Warning Signs of Concrete Deterioration
Cracking
Spalling
Leaching
Rust Stains