

Management Committee Checklist

Entrance Way:	When inspecting the entrance way particular care should be taken in reviewing the signage, lights and cleanliness. This is the first impression when entering the lot. Street appeal.
Entrance Ramp:	As entering the parkade what is the impression. Is it clean, are the lights operational, signage, and painting should all be considered.
Booths:	are the booths clean, well painted, undamaged? Is the inside tidy or messy. Are the windows clean? Are the lights turned on? Included with the booth should be the office area as well.
Signage:	The signage includes all the signage throughout the parkade. Are signs consistent throughout the parkade? Are the rates easy to understand. Are all the signs clean? Are they all mounted correctly and properly.
Equipment clean:	Does the equipment appear clean and painted or is it damaged and scratched? Also do the wipe test with your hand. The equipment is to be wiped down daily.
Equipment fully operational	Is there any equipment out of order? This includes both the attendant equipment, gate arms, spitters and meters.
Fan Vents	Throughout the parkade there are multiple fan vents/exhausts. The grills for these should be inspected that they are clean.
Staff	
Appearance	Is the staff well groomed both in terms of uniform and personal hygiene
Approachable	Does the attendant appear approachable? Are they looking up or down.
Professionalism	Are they aware of their surroundings? Are they doing the meet and greets? Are they handling the afternoon rush ok? When interacting with the customers are they enjoying it or is it forced?
Litter & Ash Trashes	
P1-P7	When walking the parkade are there any visible signs of trash? Does it appear as though the garbage cans and ash trays have been emptied?
YWCA Elevator Lobbies	
P1-P7	Are the lobbies clean , free from litter and freshly washed? Graffiti?
Core Elevator Lobbies	
P1	Are the lobbies clean , free from litter and freshly washed? Graffiti?
Dunsmuir Elevator Lobbies	
P1	Are the lobbies clean , free from litter and freshly washed? Graffiti?
Stairwells	
YWCA	Are the stairwells free from litter, clean, do they smell? Is there graffiti?
Dunsmuir	Are the stairwells free from litter, clean, do they smell? Is there graffiti?
Core	Are the stairwells free from litter, clean, do they smell? Is there graffiti?
North Alley	Are the stairwells free from litter, clean, do they smell? Is there graffiti?
Lighting:	
P1-P7	Are there any burnt out lights and do they look clean. This includes all lights including exits.

Management Committee Checklist

Complete by:

Time:

Date:

Scale of 1-5 where one is extremely poor and 5 is perfect

Entrance Way:	1	2	3	4	5
Entrance Ramp:	1	2	3	4	5
Booths:	1	2	3	4	5
Signage:	1	2	3	4	5
Equipment clean:	1	2	3	4	5
Equipment fully operational	1	2	3	4	5
Fan Vents	1	2	3	4	5
Staff					
Appearance	1	2	3	4	5
Approachable	1	2	3	4	5
Professionalism	1	2	3	4	5
Litter & Ash Trashes					
P1	1	2	3	4	5
P2	1	2	3	4	5
P3	1	2	3	4	5
P4	1	2	3	4	5
P5	1	2	3	4	5
P6	1	2	3	4	5
P7	1	2	3	4	5
YWCA Elevator Lobbies					
P1	1	2	3	4	5
P2	1	2	3	4	5
P3	1	2	3	4	5
P4	1	2	3	4	5
P5	1	2	3	4	5
P6	1	2	3	4	5
P7	1	2	3	4	5
Core Elevator Lobbies					
P1	1	2	3	4	5
P2	1	2	3	4	5
P3	1	2	3	4	5
P4	1	2	3	4	5
P5	1	2	3	4	5
Dunsmuir Elevator Lobbies					
P1	1	2	3	4	5
P2	1	2	3	4	5
P3	1	2	3	4	5
P4	1	2	3	4	5
P5	1	2	3	4	5
P6	1	2	3	4	5
Stairwells					
YWCA	1	2	3	4	5
Dunsmuir	1	2	3	4	5
Core	1	2	3	4	5
North Alley	1	2	3	4	5
Lighting:					
P1	1	2	3	4	5
P2	1	2	3	4	5
P3	1	2	3	4	5
P4	1	2	3	4	5
P5	1	2	3	4	5
P6	1	2	3	4	5
P7	1	2	3	4	5

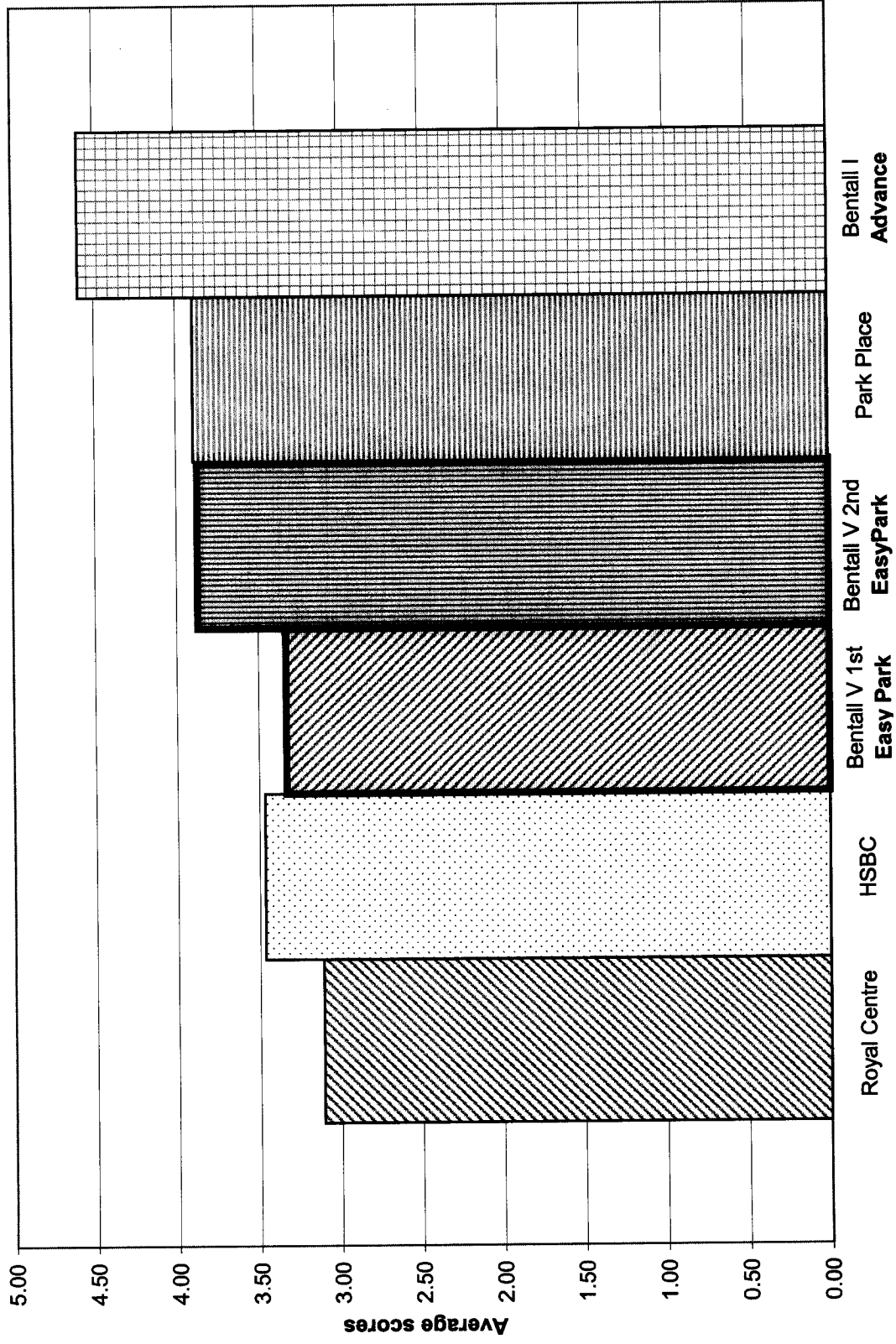
Other Comments:

BENTALL V PARKADE REVIEW: SURVEY SUMMARY

Parkade	P1 - P2		P3 - P5			P6	
	Bentall V		Comparables			Comparables	
	(n=14)	(n=14)	Park Place (n=4)	Bentall I (n=4)	Royal Centre (n=2)	HSBC (n=2)	
General	3.86	4.07	4.25	4.5	2.5	4	
Entrance Way	4.00	4.07	4.25	5	3	4	
Entrance Ramp	3.93	4.21	4.5	5	3.5	4	
Booths	3.86	3.86	3.75	5	3.5	4	
Signage	3.14	3.64	4.25	4.5	3	3	
Equipment clean	3.36	3.79	4	3.75	3.5	3.5	
Equipment fully operational	2.71	3.93	3.5	4.75	3.5	4	
Fan Vents	3.55	3.51	4	3.75	3.5	3.5	
Litter & Floors	4.25	3.92	4.25	5	3.5	4.5	
Elevator Lobbies	3.71	3.73	3.25	4.75	2	3	
Stairwells	4.17	4.53	3.75	4.75	3	4.5	
Lighting	3.69	3.93	3.98	4.61	3.14	3.82	
Score							
Staff							
Appearance	2.21	4.21	3.75	5	4	2.5	
Approachable	2.00	3.57	3	5	3	2	
Professionalism	1.86	3.14	4	3.57	2	2	
Score	2.02	3.64	3.58	4.52	3.00	2.17	
Total Score	3.33	3.87	3.89	4.59	3.11	3.46	
	July 1st - 27th, 2003	July 28th - September 1st, 2003	September 11th, 18th, 2003				

Appendix B-2

Bentall V Parkade Review: Quality of Service



Appendix C-1

Assumed Operating Revenue \$2,000,000

	42% City		58% Bentall		Combined	
	Advanced Operates Lot	EasyPark Operates Lot	Advanced Operates Lot	EasyPark Operates Lot	Advanced	EasyPark
Gross Revenue	\$840,000	\$840,000	\$1,160,000	\$1,160,000	\$2,000,000	\$2,000,000
Operating Costs**						
Supervisory Costs					(\$335,900)	(\$379,300)
Total Operating Costs	(\$147,126)	(\$194,754)	(\$203,174)	(\$268,946)	(\$350,300)	(\$463,700)
Management Fee						
Administrative OH	(\$22,260)		(\$30,740)		(\$53,000)	
Total Mgmt & Adm OH	(\$22,260)		(\$30,740)	(\$29,000)	(\$53,000)	(\$50,000)
Total Operating & Mgmt costs	(\$169,386)	(\$215,754)	(\$233,914)	(\$297,946)	(\$403,300)	(\$513,700)
Net Revenue	\$670,614	\$624,246	\$926,086	\$862,054	\$1,449,800	\$1,389,400
City to absorb EasyPark Adm OH	(\$146,900)	(\$96,900)			(\$146,900)	(\$96,900)
Service enhancement by EasyPark ⁽¹⁾		(\$27,300)		(\$37,700)		(\$65,000)
City to absorb Supervisory Cost	(\$84,400)				(\$84,400)	
Adjusted Net Revenue	\$439,314	\$500,046	\$926,086	\$824,354	\$1,365,400	\$1,324,400

** See attached Schedule of Operating Cost

⁽¹⁾ Service enhancement to include the following costs (not yet accepted):

Janitorial Services \$4,715 /month

Day Porter Service \$700 /month

⁽²⁾ 58% of 2.5% of gross revenue

Appendix C-2

Schedule of Operating Costs

	Advanced	EasyPark
Salaries & Wages	45,723	99,711
Cleaning/Maintenance	137,540	98,519
Utilities	51,000	51,000
Phone	2,000	2,000
Security	74,000	74,000
Miscellaneous	25,551	54,061
Supervisory Costs	<u>14,400</u>	<u>84,400</u>
TOTAL Operating Costs	<u>350,214</u>	<u>463,691</u>