



ABM Parking Services

FastSwitch Program

An accelerated process to seamlessly transition parking management to elevate customer experience and profitability

Now Is the Time to Elevate Your Parking Experience

The ABM FastSwitch program enables you to quickly and seamlessly transition parking management for your facility in as little as 30 days.

It ensures that your garages will be fully ready as more people return to work and higher numbers commute from the safety of their cars instead of using mass transit.

With FastSwitch, ABM will give you access to a partner with the expertise, services, financial resources, staff and supply chain you need now to help elevate operations, customer experience and revenue.



ABM PARKING SERVICES AT A GLANCE

2,000+

Client parking locations nationwide

1M+

Vehicles parked by ABM daily

\$1.5B

Parking revenue collected for clients annually

10-15% More Revenue



Clients generate more revenue with ABM

100K+

People nationwide

50+

Years of parking experience

PCI Compliance

Level 1 - Highest level of payment security standards

FastSwitch: A Roadmap for Accelerated Success

ABM FastSwitch is based on best practices from the ABM parking audit process. The initial focus is on immediate needs to ensure a smooth transition at operational, financial, customer satisfaction and safety levels.

Priorities

This accelerated approach identifies near-term priorities so you are ready as more people return to your garages with high expectations for their health and safety.

Roadmap

ABM also provides a long-term roadmap for continuous optimization with an emphasis on helping you maximize revenue.

Assessment

Every parking operation has unique needs. The FastSwitch program is customized to your facilities, customers and goals based on a six-part assessment.



Site Assessment

The site assessment captures a baseline for your facility.

- Location
- Layout of facility
- Number of spaces
- Signage
- Path of travel
- Ingress/egress
- Stairwells/elevators
- Lighting
- Cleaning and disinfection
- Garbage/recycling

Performance Assessment

Evaluation of parking usage and occupancy patterns.

- Traffic patterns
- Peak/non-peak times
- Occupancy average and trends
- Pricing strategy
- Revenue enhancements

Technology Assessment

Audit of on-site technology, including:

- Card readers/ticket machines
- Pay stations and locations
- Exit payment system technology
- Call box
- Cashier/cashier hours
- EV ports
- Carsharing on-site

Area Assessment

Analysis of your location in context of other parking garages.

- Location of other garages
- Traffic patterns
- Competitive parking rates
- Condition of competitive garages

Financial Management Assessment

Analysis of current payment and forecasting technology along with consulting with you on current and future business goals.

- Payment system
- Payment method analysis: cash, credit, mobile wallet, online
- Traffic/occupancy pattern by hour, daytime, evening, weekend and special events
- Revenue goals, opportunities and issues
- Occupancy/forecasting platform
- Dynamic pricing approach

Human Resources Assessment

Evaluation of current staffing levels and customer experience measures.

- Size of current staff
- Daypart/evening/weekend staffing
- Valet services
- Shuttle services
- Uniforms
- Customer service skills
- Training

FastSwitch: Customized Analysis and Transition Plan

The data-driven approach of FastSwitch recommendations and timing are based on the information captured during our assessments and calibrated to the needs of your facility and goals.

Priorities

Our assessments identify 30-, 60- and 90-days priorities and implementation plans tied to each step. Priorities will range from a basic transition of parking management to varying levels of optimization to your facility, technology or amenities to achieve your goals.

Recommended Optimizations

During our collaborative assessment project, areas for potential optimization may be identified to help you increase revenue, save costs, improve operational efficiency, improve health and safety, and enhance customer experience. We will provide recommendations along with critical projects.

Transition Timing

ABM will develop turnkey transition plans and timing. The speed of transition will be based on the complexity of your operations and needs. Working with each client, our goal is to accelerate your readiness to make a fast and seamless transition supported by a detailed plan for next steps.

Mid- and Long-term Opportunities

ABM takes a proactive approach in working with our parking clients. Your overall operational goals enable us to create a roadmap and ROI for future opportunities that would add value to your business, operations or customers.



Make the Switch to ABM Parking Services

ABM Parking Services teams are ready to help accelerate and elevate your parking experience to increase customer satisfaction, operational efficiencies and revenue.

Contact us to take the next step.

abm.com/parking
866.624.1520

ABM PARKING SERVICES

- Parking management
- Technology consultation
- Customer parking app and loyalty programs
- Trained parking staff
- Valet services
- Shuttle bus services
- Disinfection, cleaning and janitorial services
- EV charging port installation
- Lighting
- General maintenance