



## **Advisory Guidelines for Downtown Memphis Parking Garages & Surface Parking Lots**

**(Adopted by the Downtown Parking Authority on December 10, 2014)**

### **I. Facilities**

#### **A. Cleanliness & Maintenance**

- 1) All surface lots and parking structures must be free of dirt, litter, graffiti, and be well maintained.
- 2) When needed, maintenance and repair work should be completed promptly.
- 3) Floors must be swept regularly and snow and ice removed in a timely manner.
- 4) Trash cans must be conveniently located and be emptied as needed.
- 5) Cashier booths must be clean and free of visible personal items and clutter.
- 6) All equipment must be in good working condition.
- 7) Ticket issuing machines must have a well-maintained appearance.
- 8) All elevators must be in good working order and be cleaned regularly.
- 9) All sidewalks along the perimeter of the property must meet City code.

#### **B. Lighting**

- 1) All surface lots and structures must be well-lit.

2) All lighting equipment and fixtures must be in good working order. Lamps, when out, must be replaced in a timely manner.

3) Lighting levels should be consistent throughout the parts of the facility accessible to customers. Lighting fixtures should be located such that there are no dark corners or dimly lit areas.

### **C. Signage**

1) Signage text should be short and concise, delivering a clear and consistent message.

2) Public parking should be clearly identified. The white “P” with a blue background should be used as the parking industry’s most recognized symbol for public parking.

3) Directional and information signs within the facility must be used to direct the smooth flow of traffic.

4) Parking rates and accepted credit cards should be clearly posted at entrances and exits.

5) Handwritten or unprofessional signs should not be used.

6) Aisle numbers and stall markings must be visible.

7) If an emergency call box is located in the parking facility, proper signage is required.

8) Exit lanes must be clearly marked.

9) The cashier’s first name and a telephone number for customer service or complaints should be clearly visible at each cashier booth.

10) A phone number to contact for after-hours assistance should be prominently displayed.

11) A sufficient and legally required number of handicap parking spaces must be provided for and properly identified with standard signage.

## **II. Operations**

### **A. Security & Safety**

1) Entrances, exits, parking aisles, and any other area accessible to customers should be illuminated sufficiently to deter crime and enhance the customer’s sense of safety and security.

2) In most cases, an attendant or security guard should be present and highly visible during peak

usage hours and late night operation.

- 3) Security cameras should be installed and kept in good working order. Cameras should cover all entrances, exists, and areas accessible to the customer.
- 4) An emergency call box kept in good working order may be placed in publicly accessible areas to provide enhanced safety and another option for the customer to summon emergency help, if needed.
- 5) During special events or on days when parking demand is high, the operator should have a plan in place to expedite the exit process and minimize queuing.

### **B. Services**

- 1) Operator should consider offering complimentary emergency services including a “jump start” for vehicles with dead batteries and provide air to inflate flat tires.
- 2) The garage operator should accept nationally recognized and valid credit cards for payment of parking fees, including MasterCard, Visa, Discover, and American Express.