



# Enforcement: On- & Off-Street

A Certified Administrator of Public Parking (CAPP) Two-Day Seminar  
Presented by the International Parking Institute



***Thursday & Friday,  
October 20 & 21, 2011***

Omni William Penn Hotel  
Pittsburgh, Pennsylvania



Registration deadline is  
**October 7, 2011** so register today!  
Deadline for hotel reservations is  
**September 28, 2011!**

## You Can Expect to Learn...

- Access to the latest technology in enforcement.
- The chance to discuss trends and techniques with your colleagues.
- Better ways to identify and track scofflaws.
- Exposure to new ideas to enhance your career.
- Information to improve the efficiency of your enforcement operation.
- Other topics designed to increase your operations' efficiency.

# PROGRAM

## THURSDAY, OCTOBER 20, 2011

8:30 a.m. to 9:30 a.m.

### Continental Breakfast & Registration

9:30 a.m. to Noon

### Planning, Evaluating and Assessing the Need for Your Enforcement Program

This morning session will cover the steps you should consider when planning a new enforcement program, and how to go about a logical, comprehensive evaluation of your existing program. It will also cover specific tools for assessing enforcement needs and handheld technology. The session will include information on how to establish a policies and procedures manual for training your parking enforcement officers. It will conclude with a discussion on how to evaluate your parking enforcement officers and the methods you can use to improve productivity, levels of service and employee morale.

Noon to 1:00 p.m.

### Lunch

1:00 p.m. to 2:15 p.m.

### The DMV: How it Can Work *With You!*

This session will address scofflaws—how best to get their attention, disability plates, placards, parking regulations, and more.

2:15 p.m. to 2:30 p.m.

### Break

2:30 p.m. to 4:30 p.m.

### Program Promotion, Quality Service and Constituency Building

Including neighborhoods, businesses, institutions and others have often proved to be one of the most challenging aspects of effective enforcement. City-to-city program comparisons will be discussed to highlight good ideas and mistakes to avoid.

4:30 p.m. to 5:30 p.m.

### Networking Reception



## FRIDAY, OCTOBER 21, 2011

8:45 a.m. to 9:30 a.m.

### Continental Breakfast

9:30 a.m. to Noon

### Enforcement Programs: Adjudication

Criminal vs. civil has been one of the more controversial questions when it comes to carrying out enforcement programs. This session explains the pros and cons of each and presents an explanation of the process of legislation necessary to change to civil. This session provides a look at setting up your system effectively and efficiently, including such specifics as staffing, physical layout, appropriate scheduling for the staff, and your constituency, etc. The success of many programs using administrative adjudication has led to innovations in efficiency and service to citizens. Specifics will include a "how to" for conducting hearings.

Noon

### Adjournment

1:30 p.m. to 6:30 p.m.

### CAPP Exam

Anyone eligible and interested in sitting for the CAPP exam may plan to do so at this time. Please allow 4.5 additional hours to complete the exam before planning your return trip (2 hours for the objective/short answer section and 2.5 hours for the essay section). Please ensure that you have submitted your Petition to Exam and exam fee to Lauri Chudoba no later than Friday, September 9, 2011. The exam will commence promptly at 1:30 p.m. in the classroom.

#### Instructors:

**Roamy Valera, CAPP**

*Municipal Services, Standard Parking Corporation*

**Stephen Hittman**

*Complus Data Innovations, Inc.*

## WHO SHOULD ATTEND

This two-day seminar is specifically designed to meet the additional challenges placed upon candidates in the Certified Administrator of Public Parking (CAPP) Program as well as the parking and transportation professionals from these industry segments:

- **Municipalities, Hospitals, and Institutional Parking Enforcement Administrators**
- **Airports**
- **Commercial Operators**
- **Police and Security Professionals**
- **Manufacturers and Suppliers of Enforcement/ Revenue Control Equipment**

The topics presented in this seminar cover areas important to your operation. Other professionals will be on-hand to discuss their operations and trends and share ideas and experiences with you. The instructors are experts recognized in their fields and have devoted significant time in providing timely, interesting, and informative sessions for you.

Delegates at this seminar may earn one (1) point towards their Certified Administrator of Public Parking (CAPP) application. If you apply to the CAPP Program within three (3) weeks of the seminar, you may receive the full 15 points towards your Personal Data Form (PDF)/CAPP candidacy. Current active CAPP candidates will earn 15 points for attending this seminar. Additionally, participants will receive reference materials and information necessary to pass this section of the CAPP examination.

## REGISTRATION FEES

Registration for IPI members is \$400; non-members \$650. This rate includes two (2) days of intensive technical and discussion sessions, all seminar materials, continental breakfasts, lunch and reception. **The deadline to register is October 7, 2011.** Registration should be made in advance and payment should accompany the registration form. If the seminar is canceled for any reason, fees will be refunded. If unable to attend, registrant must notify IPI at least ten (10) days prior to the seminar to receive a refund, less a \$50 administrative fee.

Please return your completed registration form to Lauri Chudoba at [chudoba@parking.org](mailto:chudoba@parking.org), via fax at 540.371.8022 or via U.S. mail at: IPI Enforcement Seminar, P.O. Box 7167, Fredericksburg, VA 22404-7167.

## REGISTRATION FORM

Please complete the following information and return this registration form for the Enforcement: On- & Off-Street two-day CAPP seminar. Please include payment with registration **no later than October 7, 2011. Registration and payment should be sent directly to IPI for attendance at this seminar.**

Name \_\_\_\_\_

Title \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

I am an:  IPI Member—\$400\*  IPI Non-Member—\$650\*

**\*Registration deadline is October 7, 2011!**

### PAYMENT:

Check / P.O. number \_\_\_\_\_ enclosed

Please invoice me at the address provided above

I am attending this seminar on an approved CAPP Scholarship

Charge my:  Visa  MasterCard

Discover  American Express

Account Number \_\_\_\_\_

Expiration Date \_\_\_\_\_ Security Code \_\_\_\_\_

Name on Card \_\_\_\_\_

Signature \_\_\_\_\_

Billing Address  Same as Above  See Below

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

# ENFORCEMENT: ON- & OFF-STREET

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**Omni William Penn Hotel**  
530 William Penn Place  
Pittsburgh, PA 15222  
1-800-THE OMNI



## HOTEL RESERVATIONS

Single/Double rooms are \$175/night plus tax. Deadline for hotel reservations is **September 28, 2011**.

Please mention "IPI" To receive this discounted rate. Includes 24-hour complimentary executive fitness center, plush robes, foam and feather pillows available, windows that open, in-room safe, full size iron and ironing board, coffeemaker, mini fridge, spacious bathrooms with luxurious bathroom amenities, hair dryer, complimentary newspaper.

### The Ultimate Luxury Hotel in Downtown Pittsburgh

Since 1916, the Omni William Penn Hotel has captivated guests such as John F. Kennedy and Lawrence Welk with its striking beauty and charming elegance. Celebrated for its ultra-comfortable guest room accommodations, award-winning cuisine, and exquisite banquet space, this Pittsburgh luxury hotel has been lavishly restored to its original grandeur. The Omni William Penn Hotel is just 19 miles from Pittsburgh International Airport.

Register by **October 7, 2011** and make your hotel reservations by **September 28, 2011** to receive the discounted IPI rate. **REGISTER TODAY!**



## FYI—UPCOMING CAPP OFFERINGS

All CAPP offerings for all new candidates are **REQUIRED**. Contact Lauri Chudoba at 540.371.7535 or [chudoba@parking.org](mailto:chudoba@parking.org) for more information.

### Winter 2012

#### **CAPP Parking Facility Design, Rehabilitation & Maintenance Two-Day Seminar**

*Location and dates to be determined and announced as soon as possible.*

### June 2012

#### **CAPP Management Five-Day Conference Session**

Phoenix, Arizona

*More details can be found at [www.parking.org/conference](http://www.parking.org/conference)*

### Fall 2012

#### **CAPP Media "You're On! How the Media Gets Your Message!" Two-Day Seminar**

### Winter 2013

#### **CAPP Enforcement: On- & Off-Street Two-Day Seminar**

### May 2013

#### **CAPP Parking Industry Specific Five-Day Conference Session**

### Fall 2013

#### **CAPP Parking Facility Design, Rehabilitation & Maintenance Two-Day Seminar**

For more detailed information regarding the CAPP Program, please visit [www.parking.org/capp](http://www.parking.org/capp) or contact Lauri Chudoba at [chudoba@parking.org](mailto:chudoba@parking.org) or 540.371.7535.