

# Overview:

## How to Become an Accredited Parking Organization



### What is the Accredited Parking Organization Program?

Accredited Parking Organization (APO) is a new designation for parking organizations that have achieved a comprehensive standard of excellence. The International Parking Institute (IPI) has established this standard to recognize best practices in responsible parking management and operations, customer service, professional development, safety, and security.

The APO establishes a quality benchmark by which a parking management organization conducts its business and maintains its facilities and services. Becoming an APO signifies an organization's commitment to ongoing evaluation and improvement of program outcomes through the implementation of industry best practices.



### Benefits of Accreditation

- Engages managers and staff to learn and adopt industry best practices.
- Encourages aspiring organizations to improve their programs, facilities, services, and results.
- Recognizes organizations that demonstrate ongoing and exemplary performance as industry leaders.
- Fosters an organization-wide focus on improving internal efficiency and operational excellence.
- Assures the public that a program meets national and internationally endorsed standards for professionalism, accountability, creativity, responsibility, and performance.
- Situates an organization within an advanced peer group for networking and business development purposes.
- Makes a positive impression on patrons and stakeholders.
- Gives confidence to the public that the organization adheres to a strict code of ethics.

### International Parking Institute: Setting Standards and Raising the Bar

**Parking professionals** can achieve the CAPP credential by meeting standards for knowledge and professionalism.

**Parking facilities** can achieve Green Garage Certification (now ParkSmart) by meeting standards for environmental responsibility.

**Parking organizations** can now become an Accredited Parking Organization (APO) by meeting standards for excellence in parking operations and management.

### Accreditation Process

Applicant organizations review criteria and gather information to work with a third-party, IPI-approved site reviewer to organize and present evidence that demonstrates accomplishment of each required item in the APO standard. The reviewer will visit the applicant site and work through the evidence to determine suitability and applicability. Based on the reviewer's recommendation, IPI may award the APO designation at the appropriate level. The APO designation is bestowed for three years, after which renewal is required to maintain the accreditation.

## Accreditation and Accreditation with Distinction

Accreditation and Accreditation with Distinction designations are granted by IPI's independent APO Board, established to ensure and support the development and maintenance of industry standards representing the highest level of professionalism and competency. Accreditation indicates that an organization has met 25 required criteria, plus 80% of the remaining 105 criteria. Accredited with Distinction is reserved for those organizations meeting 80% of 86 criteria that represent exceptional practices. Both levels of accreditation require that at least one facility meet 80% of 43 required criteria in Part II of the matrix.

## Criteria for Success

The **APO Manual for Applicants** defines the performance measures and documentation requirements of the program and is available for download at [parking.org/APO](http://parking.org/APO). The materials identify criteria in categories related to industry best practices and program features in institutional, municipal, medical, university, airport, commercial, private, and other parking programs. To satisfy each of the criteria, the applicant is required to present clear, objective documentation for third-party review. APO reviewers are trained and qualified by IPI based on their successful completion of APO training seminars that focus on accreditation best practices.

## Registration and Fees

Fees	IPI Member Rate	Non-Member Rate
Application	\$250	\$750
APO (3-year period)	\$2,500* *Accreditation fee includes up to 3 facilities.	\$4,500
Additional Facility	\$500	\$500
Review Process	Determined by applicant and reviewer*	
Renewal Fee	\$1,500	\$3,000

\*IPI recommends that applicants budget \$5,000 for reviewer fees, report, travel, and expenses for a two-day on-site meeting and review, but acknowledges that each organization is unique and may require a customized approach.

## Recognition and Ongoing Support

After notification of accreditation, IPI provides a comprehensive package of benefits and support for the organization, to include certificate, plaque, permission to use the APO logo, and branding guidelines. In addition, IPI will provide ongoing support and visibility through its website and multiple platforms. Accredited organizations hold the designation for a three-year period.

## Accreditation Categories

In addition to a site visit assessment, accreditation is granted to organizations that meet specific criteria within 14 categories, as outlined in the APO Manual for Applicants. Included with the manual is an APO matrix to aid in the application process. Categories include:

- Governance and Organization
- Planning and Monitoring
- Financial Budgeting and Financial Management
- Customer Service
- Personnel Education and Development
- Access and Revenue Control
- Asset Maintenance
- Regulations, Enforcement, Adjudication, and Collections
- Safety, Security, and Risk Management
- Sustainability
- Access Management
- Marketing and Communications
- Data Management and Security
- Third-Party Contractors and Service-Level Agreements

## Get Started.



Download the **APO Manual for Applicants** or apply today at [parking.org/APO](http://parking.org/APO).

For more information, contact Rachel Yoka, at [yoka@parking.org](mailto:yoka@parking.org), or 571.699.3011.



To learn more, visit: [parking.org/APO](http://parking.org/APO)