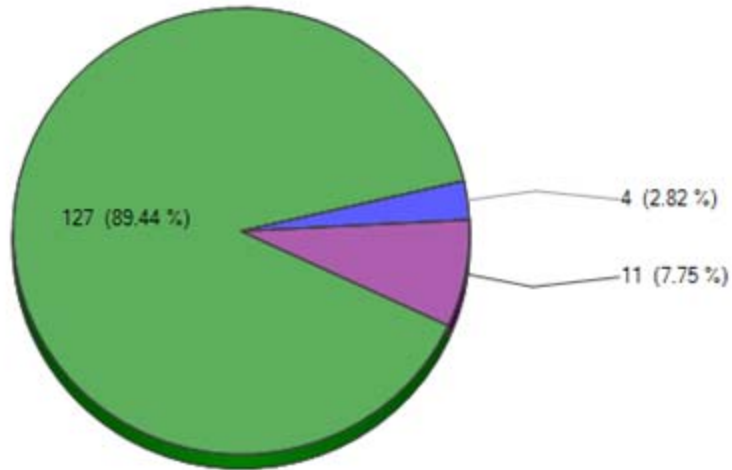




2010 CPA Member Survey

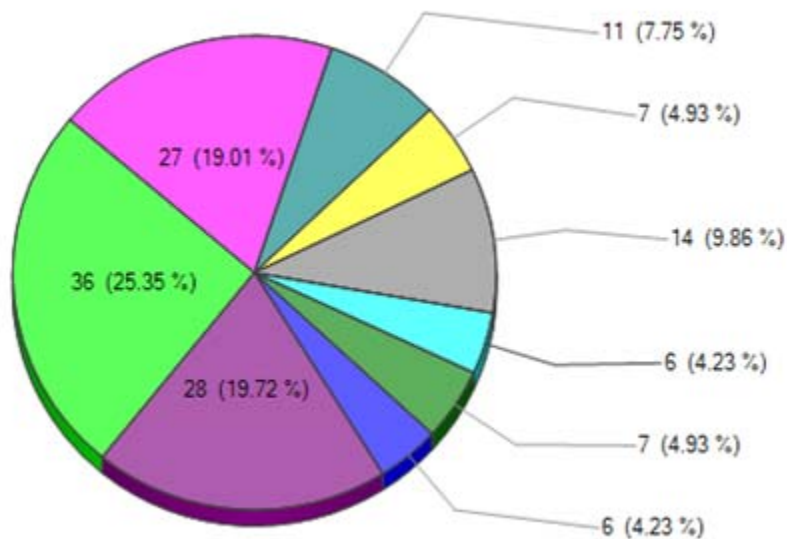
This survey was conducted in March 2010 and was sent to 430 people, primarily 2009 membership.

Are you a Member of the Canadian Parking Association?



Colour	Response	Respondents	Percent
Green	Yes	127	89.44 %
Blue	No	4	2.82 %
Purple	Asked, but did not Respond	11	7.75 %
	Total Respondents	142	100.00 %

What is your sector?



Colour	Response	Respondents	Percent
Green	Airport	7	4.93 %
Blue	Hospital	6	4.23 %
Purple	University/College	28	19.72 %
Light Green	Municipality	36	25.35 %
Pink	Private Operator Supplier	27	19.01 %
Teal	Consultant	11	7.75 %
Yellow	Government	7	4.93 %
Grey	Other	14	9.86 %
Cyan	Asked, but did not Respond	6	4.23 %
	Total Respondents	142	100.00 %

What province are you from?



Colour	Response	Respondents	Percent
■	Alberta	19	13.38%
■	British Columbia	20	14.08%
■	Manitoba	10	7.04%
N/A	Newfoundland	0	0.00%
■	Nova Scotia	6	4.23%
■	New Brunswick	3	2.11%
■	Ontario	64	45.07%
■	Quebec	6	4.23%
■	Saskatchewan	4	2.82%
N/A	Yukon/NW Territories	0	0.00%
■	Asked, but did not Respond	10	7.04%
	Total Respondents	142	100.00 %

District Chapters

Are you aware that there are District Chapters within the CPA?

Colour	Response	Respondents	Percent
Green	Yes	125	88.03%
Blue	No	2	1.41%
Purple	Unsure	8	5.63%
Light Green	Asked, but did not Respond	7	4.93%
Total Respondents		142	100.00 %

If Yes, then where?

Colour	Response	Responses	Percent
Green	Atlantic	9	10.98%
Blue	Calgary	11	13.41%
Purple	Guelph	9	10.98%
Light Green	Manitoba	8	9.76%
Pink	Ottawa	12	14.63%
Teal	Pacific	13	15.85%
Yellow	Quebec	6	7.32%
Grey	Saskatchewan	4	4.88%
Cyan	Toronto	17	20.73%
Total Respondents		82	

Have you attended any District Chapter meetings?

Colour	Response	Respondents	Percent
Green	Yes	83	58.45%
Blue	No	52	36.62%
Purple	Asked, but did not Respond	7	4.93%
Total Respondents		142	100.00 %

If attended, how do you rate the benefits of your Chapter?

Colour	Response	Respondents	Percent
Green	High	31	21.83%
Blue	Med	47	33.10%
Purple	Low	9	6.34%
Light Green	Asked, but did not Respond	55	38.73%
Total Respondents		142	100.00 %

Comments on District Chapters: (benefits you like most, meeting formats, problems, concerns, need to ...

The benefits include networking and learning/topics discussed need to be more regular for networking as well as information based

Some chapters are definitely run more efficiently than others. The concept is good but often poorly managed. I realize the time constraints on the volunteers can be too much.

Not one chapter meeting in 2009, at least not one that I was invited to.

Atlantic chapter has been a bit slow with information and meetings in the past few years, but previous years were very beneficial in terms of annual conference and guest speakers.

We usually meet once in the spring and once in the fall; alternating between Regina and Saskatoon. We often determine the next meeting date at the previous meeting to suit the needs of our group. I find it distressing when CPA determines that our group should meet on certain dates. It is hard enough to get a group together when half the group is required to drive 2.5 hours to get to the meeting. Putting the meeting at times that may not suit members of the group just aggravates the matter even more. Louis Letiecq was a great help and encouragement in starting the CPA Sask Chapter. His suspension, and his and the U of C's subsequent leaving the CPA, I find very distressing. I do not know the details of the conflict, nor should I, but I have been involved in enough conflict situations to determine that the result of this conflict reflects very poorly on those in charge at the CPA and reinforces my perception that a select few run things. I am not familiar enough with the CPA constitution, but the action of suspending a board member that was elected by the membership seems very high handed and if it isn't unconstitutional it should be.

Would suggest that major chapter reports could be brought forward at the annual convention in some fashion.....

As a manufacturer, meetings with cities as potential clients will give me a better idea of what they need.

Presentations and discussions were useful.

The last time I attended was probably 6 years ago!

Should be open style format, possible table of specific request, general discussion

The most benefit gained from District Chapters is networking. Meeting format should be left with the Chapters. If time permits I would participate in helping out

Regional event provides excellent networking and professional development opportunities that complement the CPA national conference and allow for more staff to attend.

The benefit is in meeting people who are in the same industry as I am

I'm trying to find out more information on them - I haven't heard from them in 4 months

I will attending the next Chapter Meeting in calgary. If possible there should be some meetings held in Edmonton.

being in the US this does not apply

opportunity to network and discuss opportunities and challenges within the business

Need to have a formal setting. Getting together to 'just' socialize is not advantageous to me or my business

none

District chapter meeting are good, I don't attend many due to time constraints

We are based in Shreveport, Louisiana, USA.

On Vancouver Island we find it difficult to always get over to Vancouver for the chapter meetings but when we do we find them beneficial.

District Chapters meetings are harder to hold on a regular basis because the distance between Maritime locations are quite far and it would make sense to hold a chapter meeting say starting say Thursday at Noon and ending Friday at noon with a hospitality event or room on the Thursday evening. This will allow everyone to use twodays and have minimal travel costs. In my opinion the meetings should have a variety of topics that are of interest to smaller cities and towns and make a special point to go outside the box and invite current CPA members and outside people who may or may not be join the CPA in future but would get exposure to the CPA and why it is in existence.

relaxed atmosphere serves me well; a number of new contacts met through this venue.

I d'ont know if the Montreal chapter still exist because I d'ont receive invitation anymore

I think our area has a great group of individual with a great deal of expertise. I would like to see a district listserv set up. This would allow quick and easy access to the group regarding large or small matters

... Chapter comments cont.

When I was new to this industry, these conferences provide me the opportunity to meet other and to establish resource contacts. As time went on, they provided me with the opportunity to be aware of advances in technology. Some of the presentations have not been of any benefit to me but may have been for others. Some of the presentations were opportunities to "Brag" rather than providing informative sessions to members. Overall the five conferences that I have attended had value.

Just the opportunity to keep in touch and network - I do wish there was a set schedule of meetings.

NC

District meetings most often held in Toronto and not readily accessible from my current location.

I really like the focus on what's new in the district ie: Airport parkade Good way to network and meet folks from own district

I am new to CPA and not sure who is head of the Manitoba Chapter

Get together and learn what's happening in our industry. The larger the attendance the more benefits for all.

like seminars & demonstrations relevant to our field

Feel that the District Chapters should get more involved with political issues and become more of a lobby group for parking related issues that arise from time to time. I feel it is only a business lunch group.

Needs to be shorter duration, (1 overnight stay) to entice many of the prospects from the Maritimes. Mostly very small organizations with limited funds.

It's an opportunity to network in an informal setting. The challenge is getting people to present. One idea would be for the local Board member to provide an update on what's happening at the CPA.

2.5 hour travel time makes it difficult for members to attend.

Gatherings in an informal atmosphere where camaraderie is established. Learning that the majority of organizations have the same concerns as ones we face.

I'm a new member and I have had no interaction with the old members as of yet. Maybe if I know who they are I could approach them and be more active.

Small scale local events are fun and informative. No time and budget for major activities

Networking, Camaraderie, socializing with industry knowledgeable people, discussing/dealing with regional concerns

Meetings should take place in the office of CPA Ottawa chapter to give it more formal as well as casual gathering.

I attended only one time in Toronto.

Annual Conference & Trade Show

Did you attend last year's conference in Quebec City?

Colour	Response	Respondents	Percent
Green	Yes	71	51.08%
Blue	No	63	45.32%
Purple	Asked, but did not Respond	5	3.60%
Total Respondents		139	100.00 %

Did you attend the 2008 conference in Victoria?

Colour	Response	Respondents	Percent
Green	Yes	74	53.24%
Blue	No	60	43.17%
Purple	Asked, but did not Respond	5	3.60%
Total Respondents		139	100.00 %

Did you attend the 2007 conference in Charlottetown?

Colour	Response	Respondents	Percent
Green	Yes	65	46.76%
Blue	No	65	46.76%
Purple	Asked, but did not Respond	9	6.47%
Total Respondents		139	100.00 %

How would you rate your satisfaction with the conference?

Colour	Response	Respondents	Percent
Green	High	44	31.65%
Blue	Med	23	16.55%
Purple	Low	3	2.16%
Light Green	Asked, but did not Respond	69	49.64%
Total Respondents		139	100.00 %

How would you rate your satisfaction with the conference?

Colour	Response	Respondents	Percent
Green	High	50	35.97%
Blue	Med	21	15.11%
Purple	Low	2	1.44%
Light Green	Asked, but did not Respond	66	47.48%
Total Respondents		139	100.00 %

How would you rate your satisfaction with the conference?

Colour	Response	Respondents	Percent
Green	High	44	31.65%
Blue	Med	19	13.67%
Purple	Low	2	1.44%
Light Green	Asked, but did not Respond	74	53.24%
Total Respondents		139	100.00 %

Do you plan to attend the 2010 conference in Whistler?

Colour	Response	Respondents	Percent
■	Yes	73	52.52%
■	No	26	18.71%
■	Unsure	34	24.46%
■	Asked, but did not Respond	6	4.32%
	Total Respondents	139	100.00 %

Is the October timing of the conference convenient for you?

Colour	Response	Respondents	Percent
■	Yes	109	78.42%
■	No	18	12.95%
■	Asked, but did not Respond	12	8.63%
	Total Respondents	139	100.00 %

If not, what month would be more appropriate for you?

June July

May or June

August, December

September

I am in an interim position.

Depending on the location it would be nice to have the conference a couple of weeks early but this may or may not be good for others. Also warmer to have golf as the social event.

June

Spring months

Time of year is good, ending prior to Thanksgiving weekend makes additional days difficult

first of the school term

August September

February

November

End of September

May or June

School, just starts, hectic

February - May

may

In terms of conferences, generally, rank these areas in terms of importance to you:

Professional Development (speakers, seminars, keynotes)

Colour	Response	Respondents	Percent
Green	High	91	65.47%
Blue	Med	28	20.14%
Purple	Low	8	5.76%
Light Green	Asked, but did not Respond	12	8.63%
Total Respondents		139	100.00 %

General Networking

Colour	Response	Respondents	Percent
Green	High	97	69.78%
Blue	Med	31	22.30%
N/A	Low	0	0.00%
Purple	Asked, but did not Respond	11	7.91%
Total Respondents		139	100.00 %

The Trade Show

Colour	Response	Respondents	Percent
Green	High	89	64.03%
Blue	Med	35	25.18%
Purple	Low	6	4.32%
Light Green	Asked, but did not Respond	9	6.47%
Total Respondents		139	100.00 %

Social Events

Colour	Response	Respondents	Percent
Green	High	43	30.94%
Blue	Med	68	48.92%
Purple	Low	17	12.23%
Light Green	Asked, but did not Respond	11	7.91%
Total Respondents		139	100.00 %

Round Tables (group discussion that are problem/sector specific)

Colour	Response	Respondents	Percent
Green	High	63	45.32%
Blue	Med	45	32.37%
Purple	Low	19	13.67%
Light Green	Asked, but did not Respond	12	8.63%
Total Respondents		139	100.00 %

Spousal Program

Colour	Response	Respondents	Percent
Green	High	11	7.91%
Blue	Med	42	30.22%
Purple	Low	72	51.80%
Light Green	Asked, but did not Respond	14	10.07%
Total Respondents		139	100.00 %

Pre-conference events, such as golf, local tours, site seeing, etc.

Colour	Response	Respondents	Percent
■	High	23	16.55%
■	Med	51	36.69%
■	Low	53	38.13%
■	Asked, but did not Respond	12	8.63%
Total Respondents		139	100.00 %

Comments on the Conference and Trade Show

Going back thinking about trade show in Charlottetown the special events portion was really good. Mackay meters luncheon, tour and networking that happened was something I truly remember today.

the one I attended was excellent from start to finish

I find the round table discussions with our sector to be the most important and beneficial meeting of the conference. I would like more time allocated for these meetings and an alternative time other than 1:00 pm or 2:00 pm on Sunday afternoon for these meetings to be held. I find that depending on where the conference is held, either those from the east or west have a hard time getting to these meetings on time or at all. Information on the site seeing and local tours came out too late this year for me to take advantage of.

Generally okay

Need to have bigger trade show - its nice to kick the tires

2009 was very good the topic were right on attendance on the show floor was so so

tickets for spouse meal were \$100, I thought very expensive for the quality and quantity of meal provided. The previous years meal in victoria for spouses was much superior.

very professional

Parking is a unique segment, over the years I found it great to get together with my counterparts from across the country as we share similar problems the wheel was already invented so it's up to us to invent a parking space.

Not a particular fan of themed conferences. Keep it wide open in terms of subject matter. Stress to presentors that practical information is most helpful to members. At the end of the conference pull together the various themes and presentations into a general open presentation where the various topics are

discussed as a whole - Lessons learned kind of thing

Peu de place à l'élément francophone

It has been awhile. I liked that the conference had a meet and greet for first time attendees, I did feel a little lost not knowing many people at the time.

The trade show is the best for me.....and the conference part should always contain a high proportion of "grass roots" topics. Trade shows are critical for us.

Excellent opportunity to learn what's new in parking and lessons learned by others.

After a few years, some of the topics become very repetitive. With the addition of the Sustainable Transportation element, it is becoming more and more interesting.

needs to be more free flowing, not regimented to specific timetables / groups, sessions one or two per day for all interested trade show should be focus of show, mix and mingle in the open area (more IPI format)

In Charlottetown I found the Trade Show most beneficial. Some of the seminars (work shops) were interesting and informative to a degree. Round table discussions were usually controlled by some a small group. I found those to be pretty useless. I'm not familiar with the spousal program.

Incorporate 'certification' and accredited professional development opportunities.

I believe the previous parking manager attended 2007 and 2008? Due to my lack of experience I am reserving judgement on what aspects are important to me.

keep up the good work

Just like everything else, most business gets down at the golf tournament and social functions.

I look forward to seeing colleagues each year and I really enjoy the whole experience.

I havent attended one yet but that's what im looking forward to.

I enjoyed the golf before the conference

Best in North America!

Very good

As always the CPA does a good job in putting together a good program.

National Chapter Golf Day Scholarship Fundraiser

In 2009, the Scholarship golf fundraiser was moved from the annual conference dates to the month of June at local events.

Did you attend the 2009 Golf day in your local area?

Colour	Response	Respondents	Percent
Green	Yes	26	19.12%
Blue	No	107	78.68%
Purple	Asked, but did not Respond	3	2.21%
Total Respondents		136	100.00 %

How would you rate your satisfaction with the event?

Colour	Response	Respondents	Percent
Green	High	19	13.97%
Blue	Med	12	8.82%
Purple	Low	18	13.24%
Light Green	Asked, but did not Respond	87	63.97%
Total Respondents		136	100.00 %

Do you plan to attend a golf event in 2010?

Colour	Response	Respondents	Percent
Green	Yes	45	33.09%
Blue	No	84	61.76%
Purple	Asked, but did not Respond	7	5.15%
Total Respondents		136	100.00 %

How would you rate your satisfaction with the golf fundraiser being separated from the annual conference?

Colour	Response	Respondents	Percent
Green	High	26	19.12%
Blue	Med	31	22.79%
Purple	Low	24	17.65%
Light Green	Asked, but did not Respond	55	40.44%
Total Respondents		136	100.00 %

Would you prefer to have the Scholarship Golf Fundraiser returned to the conference schedule?

Colour	Response	Respondents	Percent
Green	Yes	38	27.94%
Blue	No	54	39.71%
Purple	Asked, but did not Respond	44	32.35%
Total Respondents		136	100.00 %

Comments on the National Chapter Golf Events

Not all chapters are big enough to hold a golf tournament!

Engage chapter members in planning and participant recruiting.

I don't golf

There is no golf tournament held in Sask so I cannot speak from experience. However, I think requiring local chapters to have the tournament on dates not of their own choosing is wrong. We all have different work situations and family situations so asking organizers to plan an event at a time that doesn't suit them, because the CPA has made an arbitrary decision on the date, doesn't seem right or beneficial to anyone.

I don't golf

Not a Golfer, so this has no interest to me personally, but always feel that Local Chapters of organisations should undertake this type of event

gives a reason to be with other folks'

Im not a golfer sorry

another worthwhile opportunity to network and enjoy a game of golf

As I am not a golpher I cannot comment on that activity.

have both golf events - national golf week and a social at conference

Timing is everything and if the date will be the difference on whether or not one is able to attend.

Just a better time of the year for me. Able to cull several others to the event because of the timing in June. Easier to connect when the participants are locally based. I appreciate that golf is important as a fund raiser but do not recall how many women came out. Run the risk of being viewed as old-school/boys

Manitoba has a small group, however it is a great team builder

no comment

Due to heavy workload, it is not always easy to take time off for the event, but will do my best for 2010. It will all depend on when it is held

Enjoyed very much. Excellent opportunity to interact.

another great way for locals to network, more affordable than at the conference

Scholarship Fundraisers can be a number of different events?

We don't have enough attendees that golf to offer our own tournament.

I feel that the District golf tournament must be held in accordance to the best time frame for the district. I believe that the districts should contribute to the Scholarship fund which would depend on the success of the event.

Tough to get good weather late in the year.

It is easier for me to arrange an extra day to play golf with colleagues nationally, than to participate in a number of local events

October is problematic to get a round of golf in in most locations across Canada.

i don't participate golf

Publications

Parker

Do you read the Parker?

Colour	Response	Respondents	Percent
■	Every Issue	73	53.68%
■	Most Issues	46	33.82%
■	Some Issues	9	6.62%
■	Rarely/Never	5	3.68%
■	Asked, but did not Respond	3	2.21%
Total Respondents		136	100.00 %

How would you rate your satisfaction with the Parker?

Colour	Response	Respondents	Percent
■	High	73	53.68%
■	Med	54	39.71%
■	Low	2	1.47%
■	Asked, but did not Respond	7	5.15%
Total Respondents		136	100.00 %

What parts of the Parker do you value most?

The articles and learning about new products
 Greening aspects of parking
 New items for parking and ground transportation
 Canadian content.
 anything to do with University/community concerns regarding sustainable transportation and parking solutions
 Any articles on facility maintenance, technical articles, innovations, advertising.
 every parts
 Articles written by members
 Technical information/advancements to processes - White Papers & User Stories
 actual feed back from owners

articles about people within Canada that are looking to improve technology, efficiencies, the environment and the like
 keeping up to date

Technical and latest technology

Articles-parking operations, maintenance, technology Editorial and presidential columns Industry trends information

Evaluation of new technology

Industry news articles, new trends and ideas

Keeping current in the world the parking

What i really like about the parker is the information provided by other parking groups and their activities. It is also nice to read about new parking approaches and technologies used by various municipalities, hospitalies and universities.

Feature topics, advertisement

Trends and Best Practices

The new informations that come in.

i like to hear what is happening in other regions and other parking operations

Industry trends and knowledge, new product information, New Members to the organization.

Policy issues and tech advances

it's all good

editorials

Article on audit trails and similars

CAse law and best practices are very important

Parking articles

ARTicles pertaining to recent changes that have taken place in Canada.

Analysis and well thought out articles.

articles

Articles relating to other facilities and their parking solutions/ideas. Thinking outside the box.

Technical articles

I appreciate the articles on various projects and events that are going on in the parking world, Whistler, Expansion at GTAA etc. The advertizing space is also a good quick reference when looking for various types of vendors.

like to read about the industry

Articles that relate to improving customer service, sustainable transportation, and lessons learned

Technology Parking facility maintenance

All

New technology articles are most valuable to me. Structural articles I pass along to our appropriate manager for his information.

conference recap

Industry articles

innovation and current/emerging trends

Vendors and Conference recaps

Letter from the editor

All articles....from different areas across the country and the variety of topics

Topics are current and very well documented.

articles - news about the cpa - programs

Industry news, advertising of parking products

all

Seeing pictures and reading articles about people I know.

All aspects. I like the "Transportation Plan", the Member Profile City and the "News".

Technical articles

Comments on the Parker

Keep up the good work

Excellent production.

see above

A good industry magazine

I would prefer it in electronic form. The nature of the articles should be more substantive.

the french is distracting - how many french people really read it?

just keep it up

worthwhile, look forward to reading

Professional presentation; good representation of the industry, great balance of articles and advertising

Good read, believe it helps me keep up to date on industry trends

I review all of the major magazines and I believe the Parker is as interesting as any of them.

Keep on working hard and producing a good product.

Traduction en français, c'est bien mais la qualité de la traduction laisse quelques fois à désirer

Great tools

More of a local breakout would be beneficial...even by province

The articles are usually relevant with Canadian content and information

professional magazine

The Parker is an informative magazine with useful information and it looks really good on my office coffee table.

In general, it is a very interesting magazine

Very professional

I feel that it is an excellent and valuable initiative.

entertaining

Member profile.

None

Well put together

It's a very valuable link.

keep it going

none

I like the format. It is interesting reading and very informative.

very well organized and informative

i think there should be more articles not just a lot of advertising.

Hard to put words on it....I like the Canadian way of conveying a story...

Great

Nice layout and informative

Bi-Annual Products & Services Reference Guide

Do you utilize the PSR Guide?

Colour	Response	Respondents	Percent
■	Very Often	1	0.76%
■	Often	27	20.61%
■	Occasionally Never	98	74.81%
■	Asked, but did not Respond	5	3.82%
Total Respondents		131	100.00 %

Rate your satisfaction with the Guide ?

Colour	Response	Respondents	Percent
■	High	11	8.40%
■	Med	60	45.80%
■	Low	29	22.14%
■	Asked, but did not Respond	31	23.66%
Total Respondents		131	100.00 %

Comments on the Guide

none
 see above
 worthwhile/good
 dont use
 I can always look up products on Internet or more often seek out various suppliers via the Parker
 wish there were more suppliers!
 Very professional.
 No comments.
 N/A
 very usefull to have.
 Satisfactory
 i didnt get one
 not used as much by vendors

What part of the Guide do you value most?

Easier then to use other types of guides
 have never used it
 names and numbers
 different product availabilities
 We print parking tickets and therefore do not have this need.
 I feel it provides the members with the information that we require if you want information on a particular products. I just feel that the advertisers should ensure tha they provide the users with a contact person to call directly to discuss a product or service rather than just a company name with an address and company web page. A person contact is very important to me so I do not have to search around for someone to talk to when I am making a query.
 Do not really use this guide
 being able to find suppliers list quickly.
 Contact info for vendors - quick reference.
 Contact info
 Finding vendors for particular products.
 N/A
 Have not seen this?
 Unaware of the Guide at this point, as being new to CPA
 Telephone numbers.
 searching for contacts
 It's not something I use that often. Good way to find out if there is a new vendor on the scene. Generally, the best way to meet or find out about those in parking industry is to go to a trade show.
 directory
 Contact information
 i didnt get one

Website

Do you access the CPA Website?

Colour	Response	Respondents	Percent
■	Very Often	3	2.29%
■	Often	56	42.75%
■	Occasionally Never	68	51.91%
■	Asked, but did not Respond	4	3.05%
Total Respondents		131	100.00 %

Rate your satisfaction with the Website

Colour	Response	Respondents	Percent
■	High	29	22.14%
■	Med	74	56.49%
■	Low	10	7.63%
■	Asked, but did not Respond	18	13.74%
Total Respondents		131	100.00 %

What part of the Website do you value most?

I only consult the conference section

Member area.

information on conferences/events

Information on equipment vendors

jobs rfp

calendar of events

conference info

Latest events key contacts

No opinion because I use it on a very limited basis.

conference information;

Event information and Publications

I will be utilizing the website more in the immediate future. No comments right now.

show and conference info.

Each component has value

Conference info

checking dates/agendas of events

I'm usually looking to book for the conference

I mostly consult it prior to a conference, to view the program

Conference/Chapter Meeting updates.

Parker, news, events and product guide

I visit from time to time to see what is new.

N/A

Conferences, Canadian Parking Foundation link

on line registrations

Quick Reference, easy to access items

Up to date data and event calendar.

parker resource area

easy registration to events. Up to date information regarding

conference. Can access the "keys to parking".

trade show info

Conference information, past and present.

All

job postings, rfp's,

The PSR Guide

Immediate information needs for events etc.

The new professional layout and design.

all

Need more information forms, survey info...

How could CPA improve access to online services through the Website?

There doesn't seem to be a great deal of content on the website.

n/a

Greater access to professional development materials

I don't think it should be password controlled. The more people that can access the site and the info the more know we become.

none really

wish that it becomes a source of proposal calls related to parking; and a source of contacts for services and products

Value added impressions are to my mind a specific snap shot in time. You are looking for like situations and situation resolution or product information. It may not be there, that's not a problem with the web site it may be simply the wrong choice on that subject.

anything new on the website could be "pushed" out via email with a weblink to get us to use it more often

Forums, list-serve...s

For my purposes it is great the way it is. I get the information I need and access to CPA personnel.

N/A

It would be faster to access.

Updated conference information on a regular basis

I think it is very accessible.

More interesting stuff to put in about parking which could help the members like a online consultation with problems going on in their areas or company.

web site should be portal to parking services, not just CPA provided services. Can CPA have a membership list, email link to others, and usable email list by service sector (universities, municipalities etc.)

offer discounts for everything CPA if website is used for registration, procurement etc.

Comments on the Website

good look, easy navigation

Should be updated from time to time.

simple, user friendly

very well thought out

On the whole, it is a good website

Nice web site.

Much improved over the last 2 years

No comments.

Should be updated regularly.

Satisfies are needs.

Information easy to access. Website is very professional.

It needs upgrading and updating.

easier access to login info - can we use email address or name instead of membership number? I never remember my membership number; would use the site more if it was easier for me to get at.

Excellent Job!

Difficult to find what you are looking for sometimes

Technical Bulletins

Do you access CPA's Technical Bulletins?

Colour	Response	Respondents	Percent
■	Very Often	4	3.15%
■	Often	17	13.39%
■	Occasionally	59	46.46%
■	Never	43	33.86%
■	Asked, but did not Respond	4	3.15%
	Total Respondents	127	100.00 %

Rate your satisfaction with the Bulletins?

Colour	Response	Respondents	Percent
■	High	22	17.32%
■	Med	52	40.94%
■	Low	14	11.02%
■	Asked, but did not Respond	39	30.71%
	Total Respondents	127	100.00 %

What aspect of the Bulletins do you value most?

currency
 I haven't seen much that applies to my situations
 I see the technical bulletins as being very valuable information. Please keep up the good work in this area.
 the message
 goog technical knowledge
 no comment
 I feel that this is the CPA's most valueable asset next to their staff and should be continually upgrade.
 Topics are relevant to my work
 Information that applies to all aspects of design
 Good info. trying to obtain some now.
 have never seen one
 No Comments.
 N/A
 we participate in creating the bulletins, this gives us a chance to contribute to other members
 Current developments.
 content

Comments on the Bulletins

I think it would be a good idea if we had an alert as I'm guessing most of us are very busy and don't have any time to search all goog

Useful to me

I am not sure I have ever seen a technical bulletin

Well done

Bulletins need to be kept up to date.

I very seldom visit this features consequently have no comments.

none

My bad...I guess I should have paid a little more attention to the website; I did know they were there.

Contains useful information.

keep them updated

Need more stuff to ut in

What topics could CPA add to the Technical Bulletins to be current with industry advancements?

I know you updated the lighting one in 2006, but there have been so many changes in this area I would like to see it updated again. Snow removal seems to be a big topic for us. The when and how for both surface lots and parkades with open decks.

security, cctv, employee theft

keep current with technical developments in Europe and around the world

Equipment bulletin would be a possible addition to outline the various types of parking technology available on the market and link it to your Product and Services Reference Guide that provides the names of the various suppliers.

Green design guidelines; construction side of surface and structured parking facilities; parking and travel demand management and sustainability trends

When OADA becomes law in Ontario (not sure about other provinces) impact on parking facilities bulletin would be useful

Asset management, condition assessments, life cycle analysis

More ticketing handheld info perhaps

??

N/A

Changes in city policies dealing with traffic and parking.

hst info,

Sustainable parking

More related to various kinds of parking standards, guidelines, practices

Security, Equipments,

why not compile bulletins into chapters and assemble as a collection of books, I would buy that for my library. Or make the bulletins searcheable by key word on line.

Training & Certification

Have you or your staff become a CCPFM?

Colour	Response	Respondents	Percent
■	Yes	25	19.69%
■	No	89	70.08%
■	Underway	6	4.72%
■	Asked, but did not Respond	7	5.51%
Total Respondents		127	100.00 %

If not, do you or your staff plan to access the program?

Colour	Response	Respondents	Percent
■	Yes	4	3.15%
■	No	40	31.50%
■	Unsure	41	32.28%
■	Asked, but did not Respond	42	33.07%
Total Respondents		127	100.00 %

If yes, what value does the program have for you?

The value is that it is recognized designation

One of my staff is currently enrolled in this program so not sure yet of the benefits.

Provides a basic grounding.

Was new to the industry when I took the course and it gave a great overall view of the industry

Still many are unaware that this program exist in parking business. It has given me confident in doing my day to day operations.

helped me in landing the current job

increased specialized knowledge and increased value as an employee to the organization

insight into parking operations and customer service

Not sure yet

Understanding of different operational models.

Training and industry knowledge is a good thing

the designation is of value

The program has given me a better understanding of all aspects of managing a parking operation.

Help get a better picture of the industry, especially due to the fact that I was fairly new in parking

Gives a better understanding of all aspects that one may have not touched on for a long time. Refresher

allow me to meet the professional standard level

Made us aware of maintenance programs for parking garages and real costs to run a bigger operation.

gives more knowledge - member of a group

The letters.

It presents me with a professional designation. Used it to argue why I needed to go to Whistler (or any CPA event) ---- attendances keeps my certification up.

Credibility for our staff member

It brings credibility to what i do and helped me more understand that i need a lot more to get better.

none

First level entry program for all staff

If yes, why, if no, why not?

Does not relate to my functions

Not applicable to us.

Cost

The staff member I encouraged to apply in this program is the one who I see as the future management of our department and I have started to expose him to a variety of training experiences.

I'm not directly involved in Parking Control

see above

It is not required at the level that I am functioning.

No longer applicable - retired member

My municipality does not have a parking facility

Not sure as a consulting firm if we can be part of the program.

Not applicable to our service

Not applicable.

time commitment

not at this time

Professional designation...credibility.

n/a

I am approaching the end of this career and I am grooming a successor. I feel that it would be most advantageous for him to receive this accreditation.

Not really sure of the benefits.

New to the positions. many options still under review

We do not run a parking facility

as a consultant I do not expect this would be of value to me.

personal & professional growth

FCP Parking is an in house operation.

We are looking at expanding our lots and maybe a parking garage.

As there will be a change in management in the next year, the successful applicants will most likely have a CCPFM designation.

Not applicable

professional development

Good to have a professional designation within our industry.

It brings credibility to what I do and helped me more understand that I need a lot more to get better.

do not want to do this again

Need a program in our industry for entry level staff, supervisors, and managers. Do we still do Keys to Parking? That was a great program

In my opinion ...paying for the course and/or allowing time to take the course coupled with fear of losing employees once they have their certification.

It's good ideal to establish a standard

Have you or your staff used the PPP program?

Colour	Response	Respondents	Percent
■	Yes	5	3.97%
■	No	112	88.89%
■	Underway	2	1.59%
■	Asked, but did not Respond	7	5.56%
	Total Respondents	126	100.00 %

If not, do you or your staff plan to access the program?

Colour	Response	Respondents	Percent
■	Yes	3	2.38%
■	No	43	34.13%
■	Unsure	65	51.59%
■	Asked, but did not Respond	15	11.90%
	Total Respondents	126	100.00 %

If yes, what value does the program have for you?

good customer service training

Improving customer service and program delivery.

It provides comprehensive knowledge and trains staff to provide a standard operating procedure

If yes, why, if no, why not?

Need to determine if program will meet needs of entry-level staff with some local augmentation.

Not a Parking Professional

no information about the program - not sure what it is

not applicable

Not applicable to our service

not sure what it is

Don't know what it is.

Not really sure of the benefits

as a consultant I do not expect it would be helpful. I might be surprised if I looked at , perhaps....

have similar in house program

operation too small, no more cashiers, just enforcement staff. We can muddle away on our own without the program

I have not accessed the PPP. However, Norma may have accessed it.

Not applicable

Needs more promotion, not sure what it is.

good refresher

Have you accessed the PFSA program?

Colour	Response	Respondents	Percent
■	Yes	14	11.11%
■	No	102	80.95%
■	Underway	1	0.79%
■	Asked, but did not Respond	9	7.14%
Total Respondents		126	100.00 %

If not, do you plan to access the program?

Colour	Response	Respondents	Percent
■	Yes	4	3.17%
■	No	46	36.51%
■	Unsure	48	38.10%
■	Asked, but did not Respond	28	22.22%
Total Respondents		126	100.00 %

If yes, why, if no, why not?

No money in healthcare for these types of things.
 I actually was unaware of this program, but it does look interesting
 as above
 see above
 We are in the process of constructing many state of the art facilities
 Useful information for consulting certainly but not really directly
 accessed by me
 What is the program?
 Not applicable.
 Need more information on this program.
 lack for time
 All surface parking

If yes, what value does the program have for you?

Provides tangible evidence of quality of facilities for public relations
 purposes.
 helps setting a standard
 general industry knowledge
 Benchmarking international standards
 provided a list of deficiencies that could be addressed
 Recognition for others.
 keeps standards up and consistent
 It is good to know that our facility has the approval and now
 credentials of the PFSA.
 it helps me apply what ive learned in my CCPFM program.
 establishes the standard for parking services and facilities in the
 region

If yes, why, if no, why not?

I have met with my senior management folks to discuss this issue.
 The GM very much likes the idea so I need to familiarize myself
 with the requirements. This initiative may be passed on to my
 successor in the next year or so.
 Don't know what it is.
 Will look into it when we build/upgrade in the near future.
 i am a consultant and would not expect it to apply to me.
 Never heard of it.
 We are proud to have the designation at one of our facilities
 Not applicable
 Too expensive to obtain -- landlords don't have a lot of interest.
 facilities and services in this region are poor over all and this
 establishes leadership direction.
 no parkades

Canadian Parking Foundation

Are you aware of the mandate and programs of the Canadian Parking Foundation?

Colour	Response	Respondents	Percent
■	Yes	57	46.34%
■	No	63	51.22%
■	Asked, but did not Respond	3	2.44%
	Total Respondents	123	100.00 %

Scholarships

Have you applied for the scholarship program for yourself, or your dependents?

Colour	Response	Respondents	Percent
■	Yes	10	8.13%
■	No	111	90.24%
■	Asked, but did not Respond	2	1.63%
	Total Respondents	123	100.00 %

Have your employees or their dependents applied for the scholarship program?

Colour	Response	Respondents	Percent
■	Yes	18	14.63%
■	No	101	82.11%
■	Asked, but did not Respond	4	3.25%
	Total Respondents	123	100.00 %

Do you plan to submit an application for scholarships for yourself, your dependents, or your employees and their dependents in the future?

Colour	Response	Respondents	Percent
■	Yes	42	34.15%
■	No	75	60.98%
■	Asked, but did not Respond	6	4.88%
	Total Respondents	123	100.00 %

What value does the Scholarship program have for you?

It's a great help for the kids that receive one as cost of education is soaring

I think it's a great opportunity

n/a

I don't know.

with 2 teen agers - it will help

helps subsidize expensive education costs

No longer applicable - retired member

Think it adds to the professionalism of our association

The program provides an opportunity to help fund and promote higher education opportunities for the employees of the members of the CPA.

Aside from the monetary assistance, it actually helps to - in a way - connect my kids to how I spend my time during the day (and late nights!). Further, the need to show community contributions and provide references demonstrates to my kids the requirement to become a more complete person - beyond the academics. That shows that we value that kind of contribution.

None for me but it is a good program to help with the education of the younger generation and will more relevant when programs directly related to the parking industry are offered as in some European countries and I think LA

This program is terrific. My daughter has been thrilled to receive the endorsement from the CPA and indirectly from all CPA members. Very classy and good spirited.

Excellent way to increase the awareness of parking as a career

The program is a very generous one for young students who need a helping hand

Great value. Must invest in our future

I have a dependant who was a successful applicant two years ago and she is planning to submit another application. The value is monetary. She began post secondary in a Criminology program but has since switched to business as one of her majors.

Don't know what it is.

Good value since it help the student to pay for some of the fee they have during the academic year.

not sure...I will have to look into this further.

Very valuable. Money is tight for students - they can use the money and are very appreciative. It is a good opportunity for CPA to provide value to members.

Proper training and knowledgable practices.

no personal value, but it is important that our organization continues to be leaders by offering the scholarship program nice to have for others

The scholarship fund is nice to have, but the primary function of the conference golf tournament should be for members to meet and have fun. If surplus funds are raised for the scholarships that's great, but maybe it shouldn't be the primary focus. There is probably families that have benefitted from the scholarship fund that have never attended a golf tournament and vice versa.

The majority of people do not have a vast knowledge regarding the parking industry. By providing a scholarship, it bring more attention to our institution.

If someone explains this better, why we do it, who started and why, i think i would better see the value that it does.

Nothing for me, but my staff may see some benefit

Industry recognition..

World Parking Symposium

The Canadian Parking Foundation organizes a biennial World Parking Symposium. Have you attended a World Parking Symposium?

Colour	Response	Respondents	Percent
■	Yes	17	13.82%
■	No	103	83.74%
■	Asked, but did not Respond	3	2.44%
	Total Respondents	123	100.00 %

If yes, what value did the WPS have for you?

very informative

Provided a more indepth look at parking and parking issues around the world. Quality of presentations is higher and it is easier for consultants to gain valuable experience than from a CPA conference.

The World Parking Symposium like the CPA conferences provides a good inside into various parking operations and in many cases outline the reasons why parking is so important to a lot of communities.

Love the international flavours of expression, experiences

More suppliers ans contacts

Gives a chance to what issues other countries struggle with and proposed and attempted solution. As a young country one can see the progression of issue that will develop before they happen

Academic interest in parking

World wide perspective....great for new ideas.....predicting future.

Similar to the CPA conference benefits. The WPS had excellent sessions on parking policy.

Worldly view/perspective...seeing technology from Europe and seeing their successes/failures. Networking...

Networking, learing the latest, visiting interesting venues, building a sense of community accross the oceans.

Very little

Huge educational value in understanding the larger context of parking in western society. also good for networking outside the country

Awards Program

Do you support these awards?

Colour	Response	Respondents	Percent
Green	Yes	94	76.42%
Blue	No	10	8.13%
Purple	Unsure	17	13.82%
Red	Asked, but did not Respond	2	1.63%
Total Respondents		123	100.00 %

Comments on the Awards

none

there should be something for inovation and initiative

Sometimes I see these awards as well deserved and sometimes a little self servcing in that the selection committees seem to recognize their buddies, but that is the way of things some times.

I think those who have contributed to the organization need to be recognized. After all it is a voluntary organization.

Recognising Individuals & Companies for their contributions either to an Industry or Organisation is always a way to reward & retian membership

very worthwhile to recognize individual contributions within the industry

I think the CPA has sufficient recognition programs in place.

Proliferation of awards will not enhance CPA image; the existing awards are prestigious.

No comments

Have more and lots of recognition (maintains memberships.

Awards are the the "pop" that make any career more satisfying. They also tend to influence industry direction in visible and positive ways.

Should the Canadian Parking Association develop more recognition programs for members?

Colour	Response	Respondents	Percent
Green	Yes	71	57.72%
Blue	No	42	34.15%
Purple	Asked, but did not Respond	10	8.13%
Total Respondents		123	100.00 %

Awards could be developed for front line staff who deal with customers, for office staff, etc.

I have only been in the industry for 6 years. My first years was learning the industry pretty much on my own. I have local resource contacts but I don't know very many other in the industry making it next to impossible to express a value opinion on who should get what.

acknowledge and celebrate innovation and change.

It is a good way to improve the standard of Service Excellence and a way of showing how good performane is rewarded

I indicted "no" in question P2 I am not opposed to having more recognition by CPA. I just don't have suggestions.

It creates an incentive for new comers

intimidating to send in entries for the current awards. If new categories were opened up for general membership, more of the membership may be inclined to nominate or submit names

People in the parking industry do need to be recognized.

This may encourage more members to be involved in the CPA.

Awards for parking facility of the year (hospital, college, private), customer service awards, parking professional of the year etc. Similar to BOMA-style awards --- renovation of the year, sign upgrade etc....

The CPA should develop more recognition programs especially for the up and coming members.

Awards should be promoted more dynamically like with an email reminder. we should have awards for innovation and quality in facilities and services.

Membership

Overall, rate your satisfaction with your CPA membership

Colour	Response	Respondents	Percent
■	High	62	51.67%
■	Med	47	39.17%
■	Low	3	2.50%
■	Asked, but did not Respond	8	6.67%
Total Respondents		120	100.00 %

Why do you feel this way?

Being in the Parking business it's a good organization to belong to for updated parking information and networking..

needs to be more pro active...

I'm more involved with ACT Canada as it relates alot more to my duties

Would like more time to attend?

Other than the annual conference, I don't feel that there has been much memeber engagement.

quality organization with timely information in my field

newly involved ,but have been greatly impressed with CPA

I am happy with the CPA in most aspects except that, even though I and a number of other others have been members for years, this is the first time we have ever been asked for our opinions and quite frankly I doubt that what someone from Sask thinks or wants is going to have very much influence. To put it another way at the first conference a new colleague of my attended, her comment to me after several days was "this is sure a cliquish organization". I had to agree with her.

An important link to the industry, I'm the only game in town and this is the easiest way to find out what everyone else is doing.

we are a new member

Because I am a consultant and most of CPA activities are geared towards parking operators.

New member, and so far not had much communication from the local chapter.

huge cost to join as one

Enjoy the annual conference, the Parker publication all of the related networking oportunities that membership provides great networking opportunities

It is the main way to stay current and gain experience in issues that one has not yet needed to deal with

I have not had the opportunity to really depend on the association yet, it is hard to comment

CPA feels like a club that i'm part of. networking is invaluable!

I know well where it has come from and can easily see the annual "value added".

A good introduction to the parking community in Canada.

Provides an excellent networking opportunity with our clients, and provides a forum to understand the needs and challenges faced by our clients, which makes us better able to provide a high level of service to them

The group is very well run by Carol & co, listens to its members, seems free of corrosive politics and is sponsoring good programs. Nice job!

Membership is good value.

The contacts made through CPA are invaluable but from a professional and personal point of view.

Its there when we need it

I am proud to be a CPA member and wish I had more time to be more involved within the association

Nice to have a Canadian parking association and ability to network with fellow parking professionals.

Chapter meetings are rare. Would like to see more Municipalities attend.

Very well organized and thorough with information

I have met some very informative members and I have met some windbags. Some of the good folks have help me enormously in my development in this industry. My first year with the company I did not renew membership because I felt that all I had gotten from the CPA for the fee was 4 publications. Richard Smith contacted me and after a discussions with him and with Carol (then Dunlieve) I opted to try it again and have been pleased ever since that I did. I also manage a security department with this same company. The Security industry is a very large organization as well but not very organized. There are several associations etc like CSIS (Canadian Society for Industrial Security) and CANASA who send most of their time trying to competing against each other rather than work together for the common cause. I was with the security department 6 years before I accepted the parking responsibilities and I can unequivocally say that the CPA are light years ahead of these other associations.

Small, but for what I pay it keeps me "in the loop".

Our municipal parking program in it's infancy and not a full-time consideration.

The regular feedback and knowledge of updates on the parking Industry both local and International

a great tool to understand the direction of parking and the ever changing needs of our communities.

New to the association, so I still need some time to learn about what the CPA has to offer

networking in the parking community for friendships, learning, and business development.

Helps improve communications and creates a standard for parking.

Encourage growth and development in the sector, keep up with current knowledge, share and network in social atmospheres

Couldn't manage to do this work without occasionally consulting others in the industry. My membership has helped me gain the "friendships" that I needed, tradeshow are the best way to learn about all the equipment.

Cross country contacts Tradeshow is great

It is important to have an organization to network with other people in the parking industry.

I feel that the CPA is available to provide support and assistance to its members.

very collegial, very informative, excellent resource

Do not feel that it is a true voice of the industry -- the private operators get very little value.

I think there a lot more room for improvement and progress.

Trade show, conference and magazine are good but not enough in our modern industry. CPA needs to promote training, quality standards, outreach to other industries and countries. Develop the concept of parking service providers.

The best, most organized, unbiased and professional Parking Organization in North America

Very professional organization - great opportunity to connect with other professionals in the industry.

I am a member of many different organization and by far the CPA is one of the best

Please rank the following benefit of membership, with 1 being most important and 5 being least important;

Membership Benefits	MOST	%	VERY	%	IMPORTANT	%	SOMEWHAT	%	LEAST	%	Response Asked	%	Total
	IMPORTANT		IMPORTANT				IMPORTANT		IMPORTANT		Did not respond		Respondents
Certification Programs (CCPFM,PPP,PFSA)	24	20.0%	27	22.5%	33	27.5%	19	15.8%	11	9.2%	6	5.0%	120
Annual Conference & Trade Show	73	60.8%	28	23.3%	12	10.0%	2	1.7%	0	0.0%	5	4.2%	120
Publications (Parker, PSRG, Tech. Bulletins, Web Site)	45	37.5%	47	39.2%	20	16.7%	2	1.7%	0	0.0%	6	5.0%	120
Chapter Events	23	19.2%	31	25.8%	43	35.8%	16	13.3%	2	1.7%	5	4.2%	120
Scholarships	13	10.8%	26	21.7%	36	30.0%	24	20.0%	13	10.8%	8	6.7%	120
Access to Industry Contacts	61	50.8%	39	32.5%	11	9.2%	2	1.7%	1	0.8%	6	5.0%	120
Industry News & Updates	57	47.5%	42	35.0%	15	12.5%	1	0.8%	0	0.0%	5	4.2%	120
Registration Fee Discounts	13	10.8%	36	30.0%	41	34.2%	16	13.3%	5	4.2%	9	7.5%	120

Do you plan to renew your CPA membership?

Colour	Response	Respondents	Percent
Green	Yes	107	89.17%
N/A	No	0	0.00%
Blue	Unsure	8	6.67%
Purple	Asked, but did not Respond	5	4.17%
Total Respondents		120	100.00 %

If yes, why, if no, why not?

as noted above

Plan on attending the conference in Whistler

To keep receiving information

see Q3

CONTINUED USE OF TRADE SHOWS FOR OUR PRODUCT

I will renew my membership because even with your flaws, you are the best source of information regarding many aspects of the parking industry.

I am a member

We feel we have products & Services tht would be of interest to the General Membership

its out of my pocket

enjoy the benefits of membership

valuable tool for our operation

It is benefical overall

I am in an interim position

Lifetime member

wantto remain a member

Feel it's valuable and necessary to stay connected to the parking industry and the CPA helps me accomplish this task.

CPA continues to be money and time well spent. While attendance at the last show was down, it is still a very good opportunity for us to see several existing customers in one location and find prospects as well.

Our membership is for a small parking authority and I feel that my membership should cover the seven members of my Commission and I should not have a purchase an affilate membership to get the convention discount for my board members.

It has some value.

Cross country contacts Tradeshow is great

It is important to have an organization to network with other people in the parking industry.

To continue to enjoy the services that the CPA provides.

Defines what I do; expression of my professional commitment;

There is value in the networking and knowledge of others. We are a small operation. Don't want to reinvent the wheel.

Yes, because everything depends on the levels of communication provided by all its aspects.

It is a good investement for our firm.

The information provided in the Parker has high value and the discount on the conference is a benefit but most of all the contacts and associations that are made are priceless.

I am proud to be a CPA member

Great association...good networking opportunities.

It is a valuable way to network and gain more knowledge of the industry.

Because I do derive value benefits.

Good to support the CPA and good value

To stay connected with the industry.

Like to be a member so we can keep in touch with other members and to keep up to date with events surrounding the Industry

an excellent tool in the industry

I am very pleased to be a member for the reasons mentioned above. Carole does a fantastic job. (No, I'm not a relative of hers, I just think she does a great job)

Access to trade shows, events, industry contacts etc...

To belong to an association that deals with parking innovation

We renew every year.

continue to share knowledge, be updated in my industry, enjoy the social networking opportunities, contribute to the association
Im hopeful that the CPA will be better within the next couple of years.

Support for national association.

The effort the CPA puts forward to help in our success is worth the cost of renewal.

Good organization lots of good information

How could the CPA increase the value of membership to you?

More engagement of members within the chapter.

better discounts at venue accomodations

Sask has some very capable parking professionals, take the time to find out who they are and ways they could be involved in the CPA.

An expanded certification program, with professional credential recognition through partnering with an educational institution.

CPA should study the composition of its membership and find a way to tailor some programs to meet the needs of most members.

We would just like to get to meet them at local events

make it cheaper to join - not every one needs to be a voting member

I would like to see reduced membership fees as well as reduced fees for the annual conference and tradeshow.

Improve the annual conference

Increased memebership. For us, it is all about the number of people we can see at the conference and tradeshow.

Allow my Commission members the opportunity to attend the CPA conference by paying the regular membership fee for the conference and not have to purchase an affiliate membership before my Commission can receive the regular convention rate.

Meilleure représentation au Québec

List serve to members

More members = more networking - a membership drive would help increase the value of my membership.

Chapter events to include seminars

Develop on-line forums/chat groups, webinars, and list-serves.

By allowing the District Chapters to continue to organize their events in their manner but being there for support.

Improve.

Progressive training programs Progressive standards program

More staff to assist at CPA office More attention to industry image

More attention to issues that improve lives of members rather than CPA as an association.

provide updated electronic membership client information

Perhaps by understanding the smaller service provider needs. Yes the Stanfield International Airport is new and nice but smaller service providers in Nova Scotia, New Brunswick, Newfoundland and PEI maybe planning an upgrade in services and require information and direction for their specific needs. We changed to fully automated some 6 years ago knowing absolutely nothing about automation. We chose a system that is good but not without its problems which we have overcome. I think that anyone wanting to do what we did could benefit from our experiences both positive and negative. I wish we had had that opportunity. So if the CPA can develop and means to gather this type of information and distribute it to their membership, someone may gain from others experiences.

Not sure how - is already inexpensive. Perhaps some more international flavour?

Research and preparation of 'The case for paid parking' (benefits other than economic/business, i.e. community enhancement, economic development, environmental, transportation demand management, etc.) as a way to influence political will to make difficult decisions. As we work to introduce paid parking the common refrain from the private sector is that paid parking will 'kill their business' and the primary research (evidence based in a Canadian context) could be enhanced.

N/A

N/A

Continue developing the Chapters

More articles on current events.

Access to benchmarking from our industry.

encourage district chapter meetings, events to encourage growth from locally

Knowledge of onnovative ideas.

Do you have any other comments that you would like to offer to the CPA to help develop and provide m ...

keep up the good work

As a new member & possible Supplier, to the members, and not a Parking Professional, unfortunately most of the survey wasn't really appropriate or relevant to us. However, I do value the opportunity to participate and offer suggestions where I felt it was appropriate nothing further

apart from the once a year conference I have little in the way of time or funds to add any other events etc.

Not at this time.

Tell Carol that she's doing a great job

Provide a source of resident peer reviewers of various parking related research; a review committee of sorts - draw from academic, business, industry suppliers and others to form a center for information and research; something like a Best Practices Committee;

Has the CPA given any thought to a retired member status

Probably need to sit in meetings to get a better feel.

CPA and ACT Canada should get together to form one association. In these difficult times, one annual conference could bring together more people instead of separating them. We all have a lot to learn in terms of sustainable transportation which is why I sincerely believe that it would be beneficial to all if CPA and ACT Canada merged.

See Q6

Keep up the good work.

N?A

N/A

Keep the good work going.

possibly look into small training seminars/courses for members (such as cash handling sessions offered with a nominal fee)etc along with the programs taht are currently offered

None - great job.

doing a great job...

Follow up requested:

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