ABM Parking Services

Parking, Elevated.

Readiness Guide: Comprehensive Solutions for Parking and Transportation Management

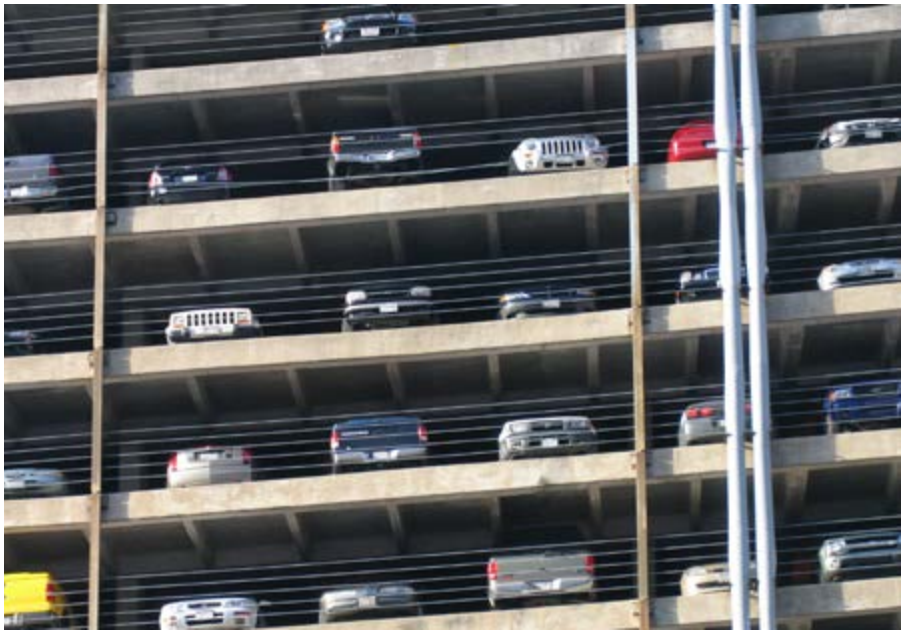
ABM™
Parking Services

Parking, Elevated: Scale and Expertise for Today's Opportunities

ABM Parking Services gives you the scale and expertise to cost-effectively elevate your parking experience—from customer service to operations and financial management.

ABM applies its expertise, financial resources, highly trained workforce and comprehensive services to deliver solutions customized to the needs of your garages and the people who rely on them every day.

ABM aims to deliver immediate impact to help ensure that your garages are safe, ready and efficiently managed as more people return to their offices and may opt to commute in their own vehicles instead of mass transit.



2,000+

Client parking locations nationwide

1M+

Vehicles parked by ABM daily

$1.5B

Parking revenue collected for clients annually

100K+

People nationwide

50+

Years of parking experience

PCI Compliance

Highest level of payment security standards

Comprehensive Parking Services

ABM Parking Services gives you the specialized expertise, scale and readiness plans to reopen your facility in a way that helps establish and maintain safe, well-managed spaces for your staff and guests. From facility parking management to shuttle service and valet, ABM constantly calibrates to the needs and size of your facility to deliver consistent, high-value results.

Proven Track Record

ABM supports a wide range of off-street and on-street parking facilities across more than 2,000 client locations, including some of the largest and most prestigious buildings in the U.S. Clients rely on ABM for best practices in operations and maintenance to elevate their overall guest experience while operating at peak safety, efficiency and profitability.

Parking Management, Elevated

Companies that entrust ABM for parking management typically earn 10-15% more in revenue. ABM teams who manage and work in your garages are dedicated to the success of your facility in revenue management, operations and customer service.

Financial Management, Elevated

ABM collects more than $1.5 billion in parking revenue for our parking clients every year. We use stringent auditing procedures, the highest level of PCI payment security, and data from leading parking payment and data platforms to help forecast and maximize occupancy and revenue.

Earn 10-15% more revenue with ABM

$1.5B parking revenue collected for clients every year

Optimal Technologies for Your Facility Needs

ABM is well-versed in current and emerging trends in touchless technologies, mobile payment, contactless card readers, license plate readers, and platforms to optimize occupancy and deploy dynamic pricing.

Business Intelligence Platforms

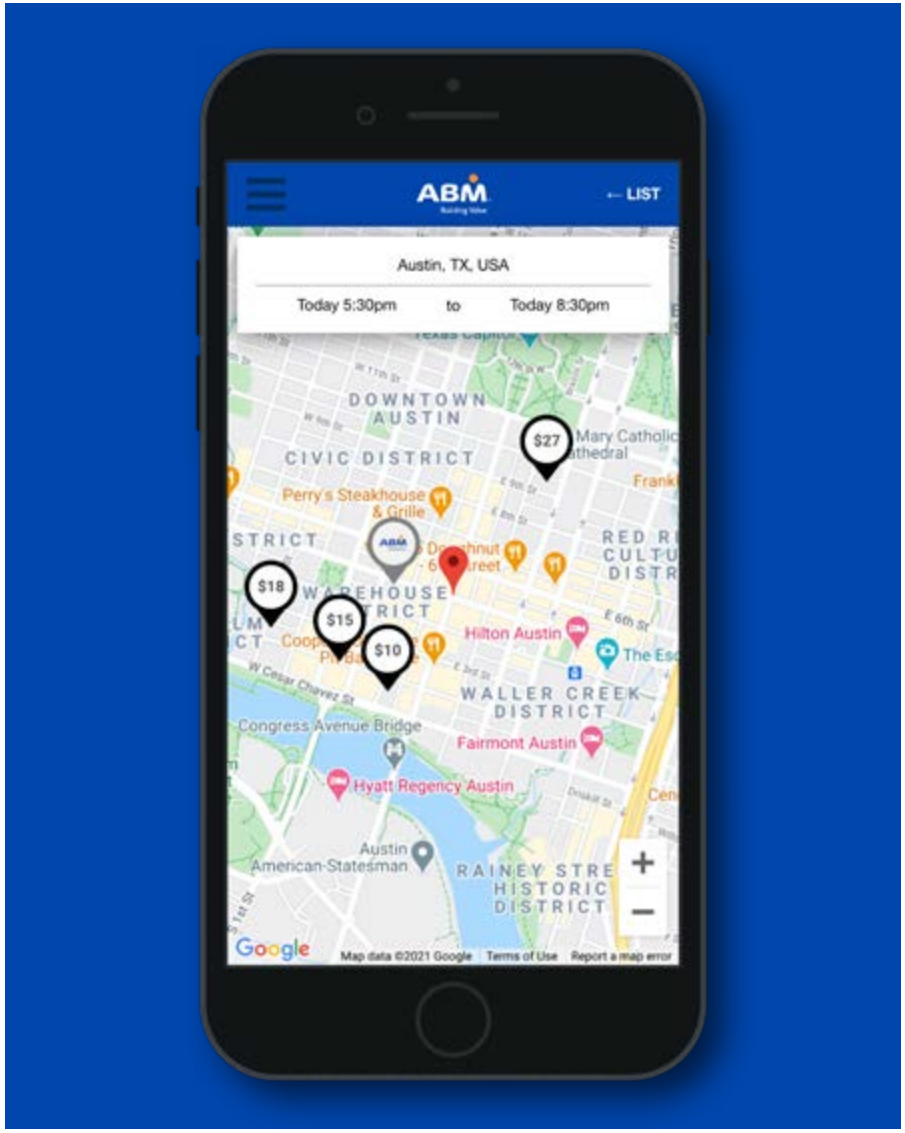
Real-time data gives facilities new insights to help optimize revenue, pricing and occupancy. ABM works the leading business intelligence platforms to give clients up-to-date data to make smarter decisions. Business intelligence tools enable integration across multiple parking data systems and provide access to current ABM analytics across the country. These insights can inform dynamic pricing, set evening rates and make price adjustments on the spot.

Advanced Technologies

ABM provides its expertise on virtually every aspect of current and proposed revenue control systems to ensure that the unique needs of your facility and budget are addressed. Our teams work with the leading parking technology companies and will collaborate with you to assess current systems and plans for future optimization. Preferred pricing agreements with technology companies enable us to make connections for you and provide a balanced framework to assess proposals.

ABM Customer Parking Solutions

From ABM's mobile parking app to online payments, frequent parker programs and online reservations, ABM's parking management programs help simplify and enhance your overall parking experience. ABM is ready as payment continues to shift to digital platforms.



The Human Face of Parking

ABM services go beyond the typical model. We approach parking as part of a transportation ecosystem to serve our clients and their drivers.

Valet Services

Now more than ever, trust is a primary consideration for anyone hiring or using a valet service. ABM provides advanced training to all employees to ensure high levels of service. We can also provide PPE, floor mats, steering wheel shields and disinfection services to sanitize customers' vehicles. These steps provide a visual reassurance of safety that will be critical as the pandemic enters its next phases.

Shuttle Bus Service

As businesses reopen, guests and staff expect well-maintained spaces, especially in shared environments. ABM's shuttle bus service doesn't just provide efficient routes and vehicle maintenance. Our team of carefully vetted employees are equipped with the training, resources and technology to help all of your passengers have a more comfortable ride.

Trained Cleaning Teams

With more than 100,000 employees nationwide, ABM attracts dedicated individuals who value a culture that provides a career path and not simply a job. ABM's focus on talent enables us to quickly attract, train and retain top people to help parking clients enhance the operations and safety of their garages through disinfection and cleaning of high-touch surfaces such as any doors, railings, elevator banks and shared entryways with adjoining buildings.

Capabilities Beyond Traditional Parking Services

As one of the leading facility services companies, ABM provides an extended range of expertise and services to elevate your parking experience.

EV Charging Ports

A leader in EV charging port installation, ABM provides measurable pay-off and new revenue streams for your business and an essential service for the growing number of electric vehicles drivers. ABM delivers charging ports right to your facility and installs them onsite. Our all-inclusive charging service plan means there is no need to choose between DC or Level 2 Fast Charging Stations.

Electrical Lighting

ABM is a CALCTP certified Acceptance Test Employer and product-neutral contractor with the experience, knowledge and capacity to improve your facility's productivity, security and energy savings. Our efficient lighting solutions reduce downtime, risk and operating costs.

Vehicle Services

ABM vehicle services teams give you an impeccable guest experience without human resources headaches. ABM teams greet guests, shuttle cars, clean vehicles and take care of all the little details, leaving your people free to focus on world-class service.

ABM IMPACT:
Elevating the Guest Experience for Chicago's Historic Navy Pier

Constructed in 1916 and extending the length of ten football fields into Lake Michigan, historic Navy Pier is among the most visited destinations in the world. It welcomes nearly nine million guests each year and has hosted 186+ million people since its reopening in 1995.

The People's Pier for Culture

Navy Pier plays host to concerts, sporting events, fireworks, festivals, tour boats, free public programs, theatre, dining, sightseeing, weddings and the majestic 200-foot high Centennial Wheel that is part of Chicago's famous skyline. Navy Pier is also home to many beloved Chicago attractions, including Chicago Shakespeare Theater, Chicago Children's Museum, the AMC Navy Pier IMAX Theatre and more.

Modern Guest Experience for a Historic Venue

After 25 years with one parking management company, the Navy Pier team wanted a new partner to bring elevated levels of innovation and data to increase revenue and optimize profitability during peak and off-peak times.

Since 2018, ABM has provided parking services management, janitorial for garages, and valet services for both events and a new hotel. The ABM Parking Services team also introduced new business intelligence platforms, technology and equipment to improve operational efficiencies, the guest experience and profitability.

HISTORIC NAVY PIER:

- 50 acres on Lake Michigan lakefront
- Two parking garages
- 1,500 parking spaces
- Over 9 million guest per year
- 40 restaurants, retailers, museums and partners
- 6 event venues
- Hotel
- Year-round programming and cultural events
- Peak seasonal and holiday events

NAVY PIER
Elevating Performance

Financial Management Upgrades:

Working with the Navy Pier team, ABM implemented dynamic pricing to maximize revenue, automated the debit card process to save time, and introduced online parking reservations to improve both the guest experience and garage egress. Staffing levels were optimized to provide better guest service while lowering cost.

Wayfinding and Garage Entry:

ABM enhanced wayfinding by adding live signs to attract parkers to Navy Pier garages. Guests can find their cars by simply entering their license plate number into clearly marked kiosks. Implementing prepaid parking reservations improved entry into garages.

Online Parking Aggregation:

A partnership with a leading online parking aggregator was implemented to more efficiently host the wide range of events at Navy Pier.

"As one of the top-attended destinations in the region, Navy Pier serves millions of guests on an annual basis at a very unique location. ABM has helped enhance the experiences of our guests by modernizing and improving our parking facilities."

—Brian Murphy,
Chief Operating Officer, Navy Pier

NAVY PIER
Elevating Performance

Enhanced Health Protocols:

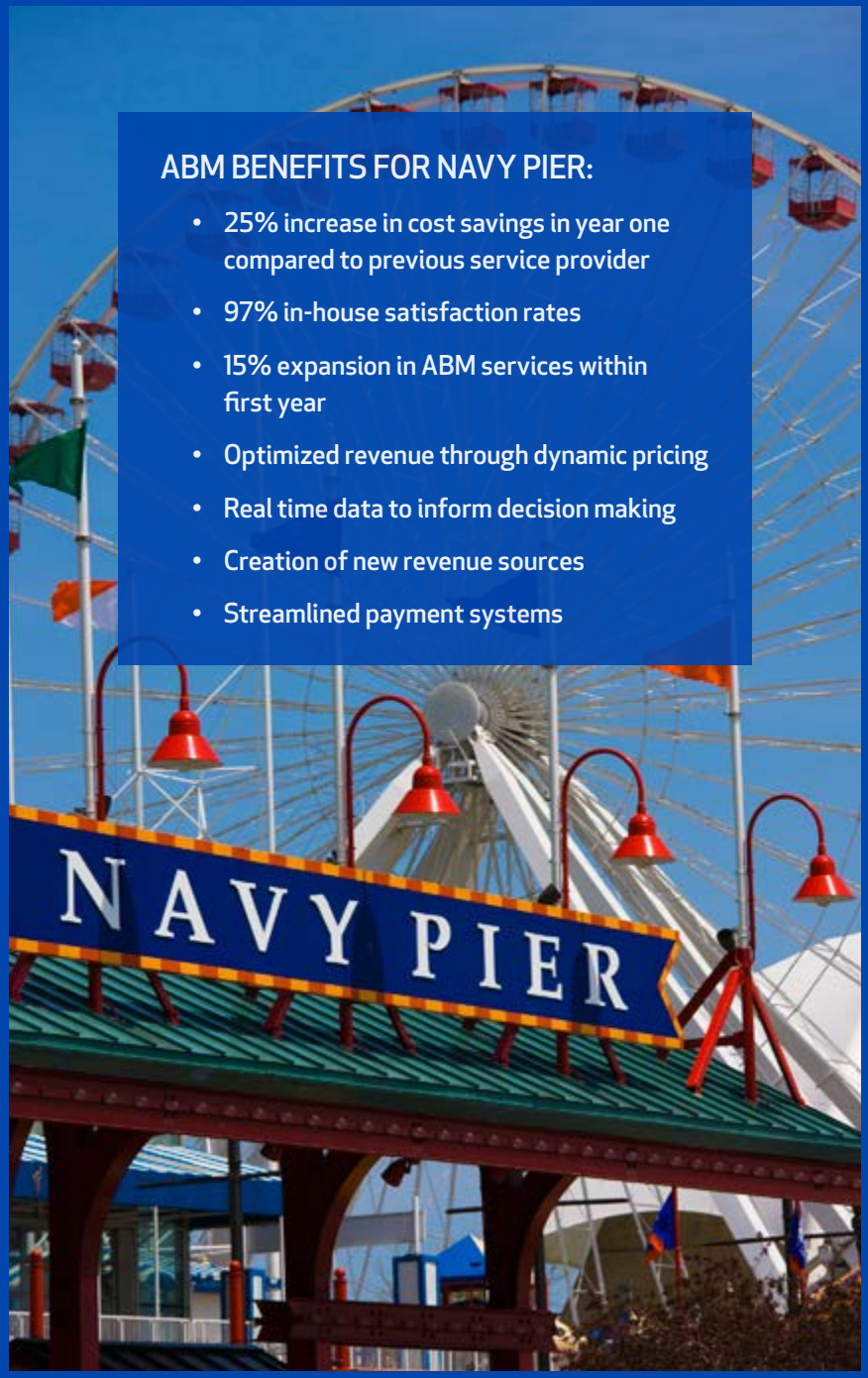
Starting in 2020, touchless payment systems, enhanced cleaning protocols and signage reinforce social distancing and the enhanced cleaning that Navy Pier had put in place to help with guest health and safety.

Data for Management Decision Making:

New technology introduced by ABM provided real-time parking and data analytics for the Navy Pier board and executive team. This enables them to make dynamic pricing decisions and helps identify new revenue sources during off-peak times.

Proactive Partner:

ABM works closely with its Navy Pier clients to optimize all aspects of parking operations.



ABM BENEFITS FOR NAVY PIER:

- 25% increase in cost savings in year one compared to previous service provider
- 97% in-house satisfaction rates
- 15% expansion in ABM services within first year
- Optimized revenue through dynamic pricing
- Real time data to inform decision making
- Creation of new revenue sources
- Streamlined payment systems

ABM PARKING SERVICES FOR NAVY PIER:

- Parking services management
- Janitorial for garages
- Event and hotel valet
- Touchless technology
- Live garage signage
- Dynamic pricing tool
- Online reservations
- Business intelligence

Best Practices from the Largest Companies in the Country

ABM works with companies in all industries and sectors, from Fortune 500 leaders to the top parking operators, property management companies, manufacturers, airlines, airports, universities and healthcare systems.

Expanded Expertise

ABM applies best practices across all our clients. Our depth of experience in healthcare was the core of our EnhancedClean™ program that leveraged hospital-grade processes and protocols for enhanced cleaning and disinfection. The program is helping facilities in all sectors respond to the pandemic to help keep people safe.

A Culture of Dedicated Training

ABM applies a consistent and disciplined approach to training for all the services we provide. Best practices in process, training, protocols and measurement enable us to deliver higher quality and higher cost efficiencies. ABM people are trained to both perform their jobs at the highest levels but also serve as ambassadors for our clients and their facilities.

Innovation for What's Next

As an industry leader, ABM has teams identifying and prototyping new technologies and systems to optimize facility solutions and health. Instead of seeing facility solutions as a set of discrete services, we are working with many clients to adopt a holistic approach to create new efficiencies and values through services that work more closely together.

4B+
Square feet of commercial buildings serviced every day.

100+
Years of commercial janitorial expertise.

50%+
Of Fortune 500 companies rely on ABM.

15+
Industries from Parking to Commercial Office Buildings, Manufacturing, Technology, Healthcare, Education and more.

Parking, Elevated.

Our teams are ready to help you accelerate and elevate your parking experience to help drive driver satisfaction, optimized operations, cost efficiencies, revenue and profitability.

ABM.com/Parking
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