

	<b>PVAMU PARKING DEPARTMENT</b>	
	<b>Policy 01- Information Center and Parking Management Office Operation</b>	
	<b><u>Effective Date:</u></b> May 1 <sup>st</sup> ,2022	<b><u>Replaces:</u></b> NEW
	<hr/> <b>Associate Vice President of Public Safety</b>	
	<b><u>Reference:</u></b>	

## I. Purpose

A functioning and operational Information Center (IC) and Parking Management Office (PMO) are vital to the image of Prairie View A&M University. The purpose of the policy is to address day to day operations of the IC and PMO. The PMO is where customers get the most up-to-date information regarding Parking Rules and Regulations.

## II. Information Center and Parking Management Office Operations

The IC will operate from 7:00 a.m. to 4:00 p.m. daily. The IC shall be staffed by a combination of Administrative Associates and Parking Enforcement Officers (PEO). The PMO will operate from 8:00 a.m. to 5:00 p.m. daily. The PMO shall be staffed by Administrative Associates and Parking Enforcement Officers (PEO).

## III. Opening Procedures

- A. Check for any visible damages, leaks, or deficiencies and notify the Supervisor of any issues.
- B. Turn on all interior lights.
- C. Open all shades in the office.
- D. Check overall cleanliness of the IC, interior as well as exterior (clean up as needed or contact SSC for a clean-up crew).
- E. Refill brochures and forms bank.

## IV. Daily Operations

- A. Answer all phone calls within two rings.
- B. Assist visitors/vendors/contractors to campus.
- C. Ensure cleanliness of the IC (inside & outside). Notify SSC for support beyond minor issues.
- D. The primary means of communication between PMO staff shall be the issued radio.
- E. The operational radio frequency for the Parking team is Parking 2.

## **V. Closing Operations**

- A. Inform the UPD dispatcher that the IC is closed.
- B. Clean off the desk.
- C. Make sure the back door is locked.
- D. Turn off all lights.
- E. Make sure all shades are drawn and closed.
- F. Front door is secured and locked after you leave.