

Accredited Parking Organization (APO) Program Overview

Accredited Parking Organization (APO) is a designation for parking, transportation, and mobility organizations that have achieved a comprehensive standard of excellence. The International Parking & Mobility Institute (IPMI) established this standard in 2015 to recognize best practices in responsible parking management and operations, customer service, professional development, security, sustainability, and more.

APO establishes a quality benchmark by which a parking, transportation, or mobility 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 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 international endorsed standards for professionalism, accountability, creativity, responsibility, and performance.
- Establishes 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.



IPMI: Setting Standards & Raising the Bar

Parking, transportation, & mobility professionals achieve the CAPP credential by meeting standards for knowledge and professionalism.

Parking and transportation facilities achieve Parksmart Certification by meeting standards for environmental responsibility.

Parking organizations pursue Accredited Parking Organization (APO) by meeting standards for excellence in operations and management.



APO Program Overview

ACCREDITATION PROCESS

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



ACCREDITATION AND ACCREDITATION WITH DISTINCTION

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

CRITERIA FOR SUCCESS

The APO Manual for Applicants defines the performance measures and documentation requirements and is available for download at parking-mobility.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, applicants present clear, objective documentation for third-party review. APO reviewers are certified by IPMI after completing training that focuses on accreditation best practices.

ACCREDITATION CATEGORIES

In addition to a third-party site review, accreditation is granted to organizations that meet specific criteria within 14 categories, as outlined in the APO Manual for Applicants and accompanying Matrix. Categories include:

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

Download the APO Manual for Applicants at parking-mobility.org/APO.

Questions? Contact apo@parking-mobility.org.

PROGRAM FEES

IPMI Member Application Fee: \$250 (waived through 12/31/22)

IPMI Member Accreditation Fee (three-year period): \$2,500 (discounted to \$2,000 through 12/31/22)

Third-Party Site Review: Determined by applicant & reviewer

IPMI Member Reaccreditation Fee: \$1,500 (discounted to \$1,250 through 12/31/22)

