Traffic – Parking Attendant

Certified Sport Venue Staff (CSV) Training
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Developed with grant funding from the Mississippi Office of Homeland Security
The United States Department of Homeland Security has identified professional and collegiate sports venues as potential terrorist targets.

The National Center for Spectator Sports Safety and Security (NCS$^4$) has developed training courses to enhance safety and security efforts by:

- Building security awareness
- Improving sport security standards
- Enhancing the capabilities for planning, emergency response, and protective actions.
Introduction

The basic responsibilities of the team member's role which include the following disciplines:

- Cleaning Attendant
- Concessions
- Gate Security
- Ticket Taker
- Traffic and Parking Lot Attendant
- Guest Services
- Retail Associate
- Usher
Introduction

The goals of the safety and security venue training program are designed so that each member of the event team will learn:

- The importance of **observing, listening, and monitoring** the actions of individuals attending the event
- The importance of **communication**
- Techniques for **problem solving** and **conflict resolution**
- How to **identify, assess, and evaluate** safety and security risks
- **Your role** as a member of the venue **safety and security team**
- How to conduct yourself in a professional, calm, and restrained manner
Traffic—Parking Attendant

Traffic—Parking Attendants play a critical role in venue security. They are responsible for the safe movement of vehicles entering and leaving the venue site as well as the safe movement of people crossing active roadways and in the parking lots on the venue site.

The Toll Collector is responsible for processing the parking fee at the entrances to the venue site or the parking lot(s).
Introduction

Traffic–Parking Attendants must provide high quality service to the patrons (guests) while making them feel welcome, comfortable and safe.

They assist other members of the safety and security team with maintaining order and ensuring the safety and security of the guests, fellow members of the event staff and the venue.

The role and responsibilities of the Traffic–Parking Attendant are very important and directly contribute to the overall success of the guests' event experience.
The role and responsibilities of Traffic–Parking Attendants are very important and directly contribute to the overall success of the guests' event experience.

You must always Be Alert, Be Vigilant, and Be Safe.

If you See Something Say Something!
Traffic – Parking Attendant

The Traffic – Parking Attendant Module consists of the following Lessons:

- **Lesson 1**: Basic Responsibilities
- **Lesson 2**: Duties of Traffic – Parking Attendant
- **Lesson 3**: Additional Traffic – Parking Attendant Responsibilities
- **Lesson 4**: Communication
- **Lesson 5**: Teamwork
- **Lesson 6**: Problem Solving Tips
- **Lesson 7**: Guests with Disabilities
- **Lesson 8**: Standards of Conduct
- **Lesson 9**: Your Role as a Member of the Safety and Security Team
- **Lesson 10**: Risk Assessment and Evacuation Procedures

You are responsible for learning **ALL** the material in this module so that you can perform your duties.
Lesson 1

Basic Responsibilities of Traffic – Parking Attendant
Lesson 1: Basic Responsibilities

Lesson 1 provides the information needed to perform the tasks of a Traffic – Parking Attendant and Toll Collector.

The Traffic–Parking Attendant is responsible for the safe movement of vehicles entering and leaving the venue site as well as the safe movement of people crossing active roadways and in the parking lots on the venue site.

The Toll Collector is responsible for processing the parking fee at the entrances to the venue site or the parking lot(s) that are controlled by venue management.

Traffic–Parking Attendants and Toll Collectors are an important part of the event team. They play a critical role in the safety and security of the guests and the venue.

You will need to rely on all your professional training, knowledge and skills to efficiently and effectively fulfill this role.
Lesson 1: Basic Responsibilities

Learning Objective

After completing Lesson 1, you will be able to describe the role of a Traffic-Parking Attendant and a Toll Collector.
Lesson 1: Basic Responsibilities

Traffic–Parking Attendant

A Traffic–Parking Attendant is responsible for:

- Maintaining the orderly and safe direction of traffic and pedestrians.
- Checking for the appropriate parking permits/passes for reserved parking areas.
- Presenting a firm and controlled presence.
- Maintaining constant vigilance for suspicious or confrontational guests who appear to be impaired.

Traffic–Parking Attendants must always be aware of their surroundings while greeting guests and directing and admitting vehicles into the parking areas.
Lesson 1: Basic Responsibilities

Traffic–Parking Attendant

The role of a Traffic–Parking Attendant includes:

- Conducting a thorough inspection of all venue parking areas prior to opening the parking lots for an event.
- Resolving any security issues and removing any hazards from the parking lots prior to opening the parking lots to the public.
- Assisting Security team members in establishing a secure inner perimeter in and around the venue with limited and controlled vehicle and pedestrian access points.
- Contacting a supervisor or law enforcement if a situation arises that could result in harm or injury to a guest or another member of the event team.
Lesson 1: Basic Responsibilities

Traffic–Parking Attendants

Traffic–Parking Attendants will also:

• Ensure that
  • Vehicles do not cause delays in drop-off and pick-up areas.
  • No any unauthorized vehicles are parked in reserved parking areas.

• Prohibit anyone without the proper authorization from parking **within 100 feet** of the venue.

• Manage reserved parking areas that are **within 100 feet** of the venue for employees, VIPs, or other persons affiliated with the venue that have approval to park in these areas.
  • This will provide a safety buffer zone.
  • In some venues, this responsibility may be assigned to the Safety and/or Security staff.
Lesson 1: Basic Responsibilities

Toll Collectors

Toll Collectors must:

• Greet guests entering the venue site at entry access points.
• Process the parking fee (i.e., cash, credit cards, permits, passes) at the entrances to the venue site or parking lots.
• Answer guests' questions.
• Provide directions to parking locations.
• Explain venue policies if tailgating is permitted.
• Observe and evaluate guests during the transaction.
Lesson 1: Basic Responsibilities

Toll Collectors

Toll Collectors must:

- Engage guests in a brief and friendly conversation during the parking fee transaction by welcoming them to the venue and stating that they hope the guests enjoy the game/event.
- Monitor guests’ speech, body language, and movements for suspicious, criminal, or terrorist activities.
- Notice dangerous or prohibited items the guests may have
  - Inform the guest that the item will not be permitted in the venue.
  - If a weapon is noticed, the Toll Collector should immediately notify a supervisor or law enforcement.
Vigilance

If you become suspicious of a guest(s) in a vehicle you should:

- Record the:
  - Description of the vehicle.
  - License plate number of the vehicle.
  - Number of occupants in the vehicle.
- Indicate the parking lot where the guest is likely to park.
- Notify your supervisor or law enforcement immediately and explain your concern.
Quiz

Click the Quiz button to edit this object

Knowledge Check

Traffic-Parking Attendant
Basic Responsibilities

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 2

Duties of Traffic – Parking Attendants
Lesson 2: Identifying and Assessing Risks

Lesson 2 provides a basic description of the required duties of a Traffic–Parking Attendant.

Learning Objectives

After completing Lesson 2, you will be able to discuss the required duties of a Traffic–Parking Attendant.
Lesson 2: Duties of Traffic–Parking Attendants

Duties

As a Traffic–Parking Attendant and safety and security team member, you will be required to:

- Conduct sweeps of the parking lots before they are open to the guests.
- Check all dumpsters and trash receptacles to make sure they don't contain hazardous materials. The receptacles should be empty.
- Secure and staff all entry and exit points to the venue site.
- Staff the entrances and exits to all parking lots.
Lesson 2: Duties of Traffic–Parking Attendants

Duties

The following duties may be assigned to Traffic–Parking Attendants or Safety/Security personnel:

- Check photo ID's and verify the identification of drivers of delivery trucks and other personnel (photo ID's) on non-event days. **NOTE: Deliveries should not be made on game or event days.**
- Maintain a log of each delivery with the name of the company, driver and other personnel if the deliveries are going to be made within 100 feet of the venue.
- Accept deliveries by appointment at the appointed times.
Lesson 2: Duties of Traffic–Parking Attendants

Duties

As a Traffic–Parking Attendant and safety and security team member, you will be required to:

- Be visible and remain at your post before, during, and after an event.
- Be knowledgeable of evacuation procedures and be prepared to implement them.
Knowledge Check

Duties of Traffic-Parking Attendants

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 3

Additional Traffic–Parking Attendant Responsibilities
Lesson 3 covers additional responsibilities for Traffic–Parking Attendants.

Learning Objectives

After completing Lesson 3, you will be able to explain additional Traffic–Parking Attendant responsibilities.
Lesson 3: Additional Traffic–Parking
Attendant Responsibilities

Observation

By observing and listening to the guests, you will become familiar with good and bad behavior as well as identifying individuals who look out of place such as someone loitering in a restricted area.

If you become suspicious of certain persons, you should approach them and ask if they need help. This gives you the opportunity to "out" them and lets them know they are being watched.
Tailgating Areas

Tailgating areas should be designated and monitored at all times.

Tailgating rules and regulations may be distributed to drivers of vehicles as they enter the venue parking areas. All Traffic–Parking Attendants must be knowledgeable of the venue tailgating policies.

Traffic–Parking Attendants **MUST** ensure that emergency lanes on the roadways and drive aisles in the parking lots remain clear and unimpeded at all times **BEFORE, DURING, and AFTER** the event.
Not only does excessive drinking negatively affect the tailgating experience of others, but it can be transferred into the venue and have a subsequent effect on other ticket holders as well.
Knowledge Check

Additional Responsibilities of Traffic-Parking Attendants

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 4

Communication
Knowledge Check

Communication

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 5

Teamwork
Knowledge Check

Teamwork

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 6

Problem Solving Tips
Knowledge Check

Problem Solving

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 7

Guests with Disabilities
Knowledge Check

Guests with Disabilities

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Lesson 8

Standards of Conduct
Lesson 8: Standards of Conduct

Lesson 8 presents the standards of conduct that are to be followed by all event staff.

Standards of conduct are important because they set forth the rules that you must follow as a representative of the venue.

Learning Objectives

After completing Lesson 8, you will be able to discuss the elements and importance of standards of conduct.
Lesson 8: Standards of Conduct

Standards of Conduct

Although the standards of conduct may vary from one venue to another, they should include the following items:

- Event staff must maintain a positive attitude and be polite, courteous, and helpful at all times
- Dress appropriately and according to venue policies
- Concentrate on job responsibilities rather than being a spectator at the event
- Never use offensive or obscene language
Lesson 8: Standards of Conduct

Standards of Conduct

Standards of conduct may vary from one venue to another, they should include the following:

- Never consume alcoholic beverages prior to or during an event.
- Never use illegal drugs.
- Never be seen eating, drinking, or smoking in public view.
- Never celebrate at a sporting event.
- Always remain at your post unless otherwise directed by your supervisor.
- Always present yourself in the most professional manner possible.
Knowledge Check

Standards of Conduct

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 9

Your Role as a Member of the Safety and Security Team
Quiz

Click the Quiz button to edit this object

Knowledge Check

Your Safety and Security Team Role

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed
Lesson 10

Risk Assessment and Evacuation Procedures
Quiz

Click the Quiz button to edit this object

Knowledge Check

Risk Assessment and Evacuation Procedures

Use this Knowledge Check to prepare you for the final exam at the end of all your lessons.

Remember, you must score 100% on your final exam to pass.

Click the "Start Quiz" button to proceed.
Traffic and Parking Team

Put Your Training to Work

You can now put your Traffic and Parking team training to use in the venue in which you work.

By taking on the role of Traffic and Parking Team member, you are agreeing to do your best and take your responsibilities seriously.

You agree to do whatever is necessary to provide a safe and secure environment for guests attending an event at your venue.
Traffic and Parking Team – Next Step

- You have completed the training module.
- You will now take the final exam.
- Final Exam
  - 25 question, multiple choice exam
  - You must score 100% to pass the exam
  - You will be retested on any missed questions
- You will receive your certificate after you pass the final exam.
- You will receive additional location-specific training when you join your team at the venue.
THIS CONCLUDES YOUR TRAINING