

Service Excellence Action Plan for: Parking and Transportation Services

Dimension	Action Steps	Timeframe
Knowledge	Create a quick reference guide for infrequent parking situations to aid parking ambassadors with parking operations. This will be information that coincides with the operations manual which is already placed in each garage location inside each booth for ambassadors use.	Aug-25
Communication	Create quick reference information cards for all parkers in regards to Frequently Asked Questions. These cards will be handed out to all current parkers and new parkers during the permit application process.	Aug-25
Process Improvement	Create and update protocols between Public Safety/Security and Parking and Transportation Services in regards to parking safety and parking violations on campus.	Aug-25
Attitude	Continue to train and promote the CORE values of the university with every interaction.	Ongoing
Ownership & Accountability	Continue to provide new and innovative programs to all parkers at UMB	Ongoing