

| CAPP Examination Content based on 2013 Parking Professionals Job Analysis Study | CAPP Examination Content based on 2018 Parking Professionals Job Analysis Study | Notes about Significant Changes |
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| Content Area I: General Knowledge (5 % of exam) | | Content Areas are now called domains. |
| A. Understands the variables and considerations of facility design (surface and structure), including: | | Moved to Domain II, A. Project Management |
| 1. Functional design | | Moved to Domain II, A. 1. |
| 2. Operational considerations (e.g., safety and security, automated) | | Moved to Domain II, A. 2. |
| 3. Financial feasibility | | Moved to Domain II, A. 3. |
| 4. Site considerations, location, climate, and local architecture | | Moved to Domain II, A. 4. |
| 5. Maintenance considerations | | Moved to Domain II, A. 5. |
| 6. Federal, state, and local ordinance requirements | | Moved to Domain II, A. 6. |
| B. Understands the relationship of sustainability practices to parking management | | Moved to Domain II, B. |
| C. Understands the variables and considerations of facility construction, including: | | Focus changed from procurement to construction |
| 1. Bid process | | Moved to Domain II, C. 2. and expanded |
| 2. Project management | | Changed to Domain topic |
| D. Manages the procurement process for goods and services | | Moved to Domain II, C. |
| E. Understands debt (e.g., types and purposes, bond indenture, and debt service obligations) | | Moved to Domain II, D. |

| Content Area II: General Management (20 % of exam) | Domain I: General Management (22 % of exam) | Previously Content Area II |
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| A. Establishes, leads, and holds responsibility for corporate/facility: | A. Demonstrates knowledge of the following management practices and techniques: | Previously Content Area II. A. |
| 1. Management structure and teams | 1. Management structure and teams | |
| 2. Internal communications | 2. Internal communications | |
| 3. Business and strategic plan | 3. Business and strategic plan | |
| 4. Performance measures | 4. Performance measures | |
| 5. Budgeting | 5. Budgeting | |
| 6. Hardware and software interoperability | 6. Hardware and software interoperability | |
| 7. Electronic data security (e.g., encryption, data storage, back-up, PCI compliance) | 7. Electronic data security (e.g., encryption, data storage, back-up, PCI compliance) | |
| 8. Customer service policies | 8. Customer service policies | |
| 9. Project management | 9. Project management | |
| 10. Risk management, including: 1. Business practices/liability exposure 2. Financial markets/economy 3. Revenue/inventory/asset control 4. Facility maintenance 5. Data management, data security, remediation 6. Safety and security 7. Emergency procedures | 10. Risk management, including: a. Business practices/liability exposure (e.g., insurance, permits, licenses) b. Financial markets/economy c. Revenue/inventory/asset control auditing d. Facility maintenance e. Data management, data security, remediation f. Safety and security (e.g., security patrol, emergency phones, cameras, suicide prevention) g. Emergency procedures (e.g., power/system outages, disaster) | Expanded KPI elements |
| B. Manages revenue sources, cash flow, allocation of resources | B. Manages revenue sources, cash flow, and/or allocation of resources | |
| C. Establishes/maintains business partner relationships and alliances, including: | C. Analyze, propose, and/or determine aspects of revenue control solutions including: | Previously Content Area II, D. |
| 1. Government and quasi-government | 1. Researching and matching various systems options to customer usage patterns | Previously Content Area II, D. 1. |
| 2. Administrative services providers (e.g., bookkeeping, banking, insurance, record-keeping) | 2. Performing a cost-benefit analysis on different systems; selecting system(s) | Previously Content Area II, D. 2. |

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| 3. Professional service providers (e.g., architects, engineers, attorneys, consultants) | 3. Financing and contracting system purchase and installation | Previously Content Area II, D. 3. |
| 4. Facilities and operational services providers (e.g., physical maintenance, staff, security, data management, revenue equipment) | D. Determine, recommend, and/or employ business-partner relationships and alliances including: | Previously Content Area II, C |
| D. Makes decisions concerning revenue control equipment, including: | 1. Government and quasi-government | Previously Content Area II, C. 1. |
| 1. Researching and matching various system options to use patterns (e.g., gated vs. un-gated, coin, electronic, self-pay) | 2. Administrative services providers (e.g., bookkeeping, banking, insurance, recordkeeping) | Previously Content Area II, C. 2. |
| 2. Performing a cost-benefit analysis on different systems; selecting system(s) | 3. Professional service providers (e.g., architects, engineers, attorneys, consultants) | Previously Content Area II, C. 3. |
| 3. Financing and contracting system purchase and installation | 4. Facilities and operational services providers | Previously Content Area II, C. 4. |
| E. Establishes/reviews policies and procedures (e.g., enforcement, fines, special events) | E. Evaluate, review, and/or select policies and procedures | Previously Content Area II |
| F. Develops/implements transportation demand management (TDM) plans, including: | F. Examine and/or select Transportation Demand Management (TDM) plans including: | Previously Content Area II |
| 1. Programming by mode-split (e.g., bike, carpools, transit) | 1. Programming by mode-split (e.g., bike, carpools, transit) | Previously Content Area II |
| 2. Coordinating TDM and transit with parking management | 2. Coordinating TDM and transit with parking management | Previously Content Area II |
| 3. Marketing to and educating stakeholders | 3. Marketing to and educating stakeholders | Previously Content Area II |
| 4. Assessing and measuring the effectiveness of the program/strategies | 4. Assessing and measuring the effectiveness of the program/strategies | Previously Content Area II |
| | G. Recognize organizational human resources practices regarding: | Previously Content Area III, B. |
| | 1. Writing and updating employee job descriptions based on required skills and responsibilities | Previously Content Area III, B. 1. |
| | 2. Recruiting staff | Previously Content Area III, B. 2. |
| | 3. Setting staffing levels, organizational structure, performance goals, scheduling and succession planning | Previously Content Area III, B. 3. Succession planning added |

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| | 4. Performing staff internal and external training (e.g., safety, benefits) | Previously Content Area III, B. 4. |
| | 5. Identifying and complying with organized workers' associations (e.g., unions, collective bargaining agreements) | Previously Content Area III, B. 5. Reworded |
| | 6. Applying management/leadership principles | Previously Content Area III, B. 7. |
| | 7. Establishing, applying, monitoring, and/or enforcing: <ul style="list-style-type: none"> a. A Code of Ethics b. Policies and procedures c. Incentive programs and retention | Previously Content Area III, B. 8. |
| | 8. Develop and monitor performance metrics for unambiguous evaluation | Previously Content Area III, B. 9. |
| | 9. Providing a safe and secure work environment by: <ul style="list-style-type: none"> a. Applying government workplace standards b. Posting applicable employee safety and rights information and hazardous materials data sheets c. Providing protection from workplace injury, hazards, the elements, and crime | Previously Content Area III, B. 10. |

| | Domain II: Project Management (15 % of exam) | Previously Content Area I. General Knowledge |
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| | A. Identify/recognize the variables and considerations of facility design (surface and structure), including: | Previously Content Area I, A. |
| | 1. Functional design | Previously Content Area I, A. 1. |
| | 2. Operational considerations (e.g., safety and security, automated) | Previously Content Area I, A. 2. |
| | 3. Financial feasibility | Previously Content Area I, A. 3. |
| | 4. Site considerations, location, climate, and local architecture | Previously Content Area I, A. 4. |
| | 5. Maintenance considerations | Previously Content Area I, A. 5. |
| | 6. Relevant government requirements (e.g., disability, environmental, building codes) | Previously Content Area I, A. 6. Slightly reworded |
| | B. Recognize the components to sustainability | Previously Content Area I, B. |
| | C. Explain the variables and considerations of procurement practices including: | Previously Content Area I, C. |
| | 1. Research and due diligence (e.g., test, pilot, systems, demo, site visits) | New KPI element |
| | 2. Bid process (e.g., request for proposal/information/qualifications, selection process) | Previously Content Area I, C. 1. |
| | 3. Implementation | New KPI element |
| | D. Recognize and/or compare financial options new or capital renewal (e.g., types and purposes, bond indenture and debt service obligations, mortgages) | Previously Content Area I, E. |

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| Content Area III: Operations Management (40 % of exam) | | |
| A. Performs operation management services based on: | | Moved to Domain IV, A. |
| 1. Industry segment (e.g., airport, municipal, university, hospital, commercial operators) | | Moved to Domain IV, A. 1. |
| 2. Number of spaces, ingress/egress lanes, and demand cycles | | Moved to Domain IV, A. 2. |
| 3. Standard operating procedures, including: 1. On-Street 2. Off-Street 3. Valet 4. Multi-modal 5. Fleet management 6. Buses and shuttles 7. Events | | Moved to Domain IV, A. 3. |
| 4. Use of technology (e.g., parking guidance systems, hand-held equipment) | | Moved to Domain IV, A. 4. |
| 5. Peak demand/utilization strategies | | Moved to Domain IV, A. 5. |
| B. Manages parking system staff by: | | Moved to Domain I, G. |
| 1. Writing and updating employee job descriptions based on required skills and responsibilities | | Moved to Domain I, G. 1. |
| 2. Recruiting staff | | Moved to Domain I, G. 2. |
| 3. Setting staffing levels, organizational structure, performance goals, and scheduling | | Moved to Domain I, G. 3. |
| 4. Performing staff internal and external training (e.g., safety, benefits) | | Moved to Domain I, G. 4. |
| 5. Adhering to union and/or parking system contract requirements | | Moved to Domain I, G. 5. reworded |
| 6. Coordinating with human resources personnel | | Incorporated into Domain I, G. |
| 7. Applying management theories | | Moved to Domain I, G. 6. |
| 8. Establishing, applying, monitoring, and/or enforcing: 1. A code of ethics 2. Policies and procedures 3. Incentive programs | | Moved to Domain I, G. 7. |

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| 9. Monitoring performance and conducting evaluations | | Moved to Domain I, G. 8. |
| 10. Providing a safe and secure work environment by: 1. Complying with the Fair Labor Standards Act (e.g., discrimination, sexual harassment, severance, overtime, minimum wage) 2. Posting employee safety and rights information, material safety data sheets (MSDS), and hazardous material placards 3. Providing protection from workplace injury, hazards, the elements, and crime | | Moved to Domain I, G. 9. |
| C. Establishes policies for and manages emergencies (e.g., fire, injury/accident, crime, power outages) | | |
| D. Establishes relationships with third-party service providers | | |
| E. Manages the revenue control system(s) by: | | Moved to Domain IV, B. |
| 1. Managing the installation of system hardware and software | | Moved to Domain IV, B. 1. |
| 2. Training staff and ensuring customers are able to use the system | | Moved to Domain IV, B. 2. |
| 3. Managing, supervising, auditing, and reporting on functionality, security, and revenue | | Moved to Domain IV, B. 3. |
| 4. Setting maintenance and revenue collection schedules | | Moved to Domain IV, B. 4. |
| F. Establishes and follows a maintenance program schedule by: | | Moved to Domain IV, C. |
| 1. Conducting regularly scheduled inspections to identify maintenance requirements for facility: 1. Structure (e.g., corrosion, spalling, delamination, oxidization, cracking, roof leaks) 2. Equipment (e.g., elevators, fencing, lavatories (WC), lighting, signage, revenue) | | Moved to Domain IV, C. 1. |

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| 3. Aesthetics (e.g., painting, landscaping, cleaning) | | |
| 2. Identifying, analyzing, and prioritizing long-term, short term, and preventive maintenance projects | | Moved to Domain IV, C. 2. |
| 3. Implementing cost-saving measures, including energy-efficient equipment upgrades | | Moved to Domain IV, C. 3. |
| 4. Ensuring continuity of services | | Moved to Domain IV, C. 4. |
| 5. Performing in-house or sub-contracted maintenance: 1. Structural (e.g., concrete, beams, coatings, sealants) 2. Equipment (e.g., elevators, fencing, lavatories (WC), lighting, signage) 3. Aesthetics (e.g., painting, landscaping, cleaning) | | Moved to Domain IV, C. 5., eliminated geographical weather mitigation |
| 6. Conducting quality control maintenance performance inspections | | Moved to Domain IV, C. 6. |
| G. Safeguards parking system assets by: | | Moved to Domain IV, D. |
| 1. Establishing internal revenue controls by: 1. Eliminating staff conflicts of interest 2. Segregating duties 3. Managing bank-facility relationship | | Moved to Domain IV, D. 1. |
| 2. Managing assets by keeping inventory records, redundant systems, and performing audits | | Moved to Domain IV, D. 3. |
| 3. Responding immediately and consistently to unexpected findings in revenue and inventory audits | | Moved to Domain IV, D. 2. |
| 4. Using active and passive security monitoring systems | | Moved to Domain IV, D. 4. |
| H. Establishes and supervises the parking system enforcement policy, including: | | Moved to Domain IV, E. |
| 1. Purpose of enforcement (e.g., safety, vehicle turnover requirements, quality of life for stakeholders) | | Moved to Domain IV, E. 1. |
| 2. Personnel training | | Moved to Domain IV, E. 2. |

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| 3. Enforcement practices (e.g., warning, citations, booting, towing, impounding) | | Moved to Domain IV, E. 3. |
| 4. Fine collections | | Moved to Domain IV, E. 5. |
| 5. Adjudication and appeals | | Moved to Domain IV, E. 4. |
| I. Holds responsibility for day-to-day financial operations, including: | | Moved to Domain IV, F. |
| 1. Establishing and reviewing fee structures and revenue collection procedures based on evaluation of: 1. Numbers of transactions 2. Types of fees (e.g., permit, hourly, daily, weekly, event) 3. Rate schedules related to time of day, special events, overnight, long term, and lost tickets 4. Fee payment options 5. Market survey comparisons 6. Budget variances | | Moved to Domain IV, F. 1. reworded |
| 2. Controlling and auditing revenue by performing: 1. Daily reconciliation by method of payment 2. Monthly access card/permits audits comparing active vs. paid 3. Scheduled and unscheduled internal auditing of revenue (e.g., surprise equipment and vehicle inventories, audit of payroll records) 4. Reporting on audit findings | | Moved to Domain IV, F. 2. |
| 3. Controlling and auditing expenses, including: 1. Comparison of orders-to-invoice to-inventory 2. Comparison of contract to payments 3. Payroll 4. Taxes and fees 5. Changes to purchase patterns (e.g., gas purchase doubled in one month) | | Moved to Domain IV, F. 3. Reworded slightly |
| 4. Performing internal operational performance audits to assess: 1. Cash and credit transaction processing procedures | | Moved to Domain IV, F. 4. Reworded slightly |

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| <ul style="list-style-type: none"> 2. Data security for credit transactions 3. Stakeholder satisfaction 4. Safety and security 5. Emergency preparedness 6. Staffing requirements 7. Maintenance goals and requirements 8. Energy consumption | | |
| <p>J. Designs and maintains a disaster preparedness program, including responses to and safeguards for:</p> | | <p>Moved to Domain IV, G.</p> |
| <ul style="list-style-type: none"> 1. Natural and/or man-made disasters/incidents | | <p>Moved to Domain IV, G. 1.</p> |
| <ul style="list-style-type: none"> 2. Data and information protection (e.g., computer system backups, off-site data storage, off-site monitoring) | | <p>Moved to Domain IV, G. 2.</p> |
| <ul style="list-style-type: none"> 3. Equipment and asset protection | | <p>Moved to Domain IV, G. 3.</p> |

| Content Area IV: Financial and Operational Auditing (15 % of exam) | Domain III: Financial and Operational Auditing (16 % of exam) | Previously Content Area IV |
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| A. Performs strengths, weaknesses, opportunities, and threats (SWOT) analyses | A. Performs strengths, weaknesses, opportunities, and threats (SWOT) analyses | Previously Content Area IV, A. |
| B. Develops and evaluates performance metrics | B. Develops and evaluates performance metrics | Previously Content Area IV, B. |
| C. Performs internal financial audits | C. Performs internal audits | Previously Content Area IV, C. |
| D. Assists external financial auditors | D. Commission and/or assist external auditors | Previously Content Area IV, D. |
| E. Prepares for/assists in unscheduled outside regulatory compliance audits (e.g., EPA, OSHA, fire marshal, FTA) | E. Prepares for/assists in unscheduled outside regulatory compliance audits | Previously Content Area IV, E. |
| F. Creates/implements management plans to address audit findings | F. Creates/implements management plans to address audit findings | Previously Content Area IV, F. |

| | Domain IV: Operations Management (21 % of exam) | Previously Content Area III |
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| | A. Applies operational management based on: | Previously Content Area III, A. |
| | 1. Industry segment (e.g., airport, municipal, university, hospital, commercial operators) | Previously Content Area III, A. 1. |
| | 2. Number of spaces, ingress/egress lanes, and demand cycles | Previously Content Area III, A. 2. |
| | 3. Prepare standard operating procedures, including: <ul style="list-style-type: none"> a. On-Street b. Off-Street (e.g., multi-use garage) c. Valet d. Multi-modal (e.g., bikes, ped, TNC) e. Fleet management f. Buses and shuttles g. Events | Previously Content Area III, A. 3. |
| | 4. Integration of technology (e.g., parking guidance systems, handheld equipment, LPR) | Previously Content Area III, A. 4. |
| | 5. Employ peak demand/utilization strategies | Previously Content Area III, A. 5. |
| | B. Manages the revenue control system(s) by: | Previously Content Area III, E. |
| | 1. Managing the installation of system hardware and software | Previously Content Area III, E. 1. |
| | 2. Training staff and ensuring customers are able to use the system | Previously Content Area III, E. 2. |
| | 3. Managing, supervising, auditing, and reporting on performance, security, and revenue | Previously Content Area III, E. 3. |
| | 4. Determining maintenance and revenue collection schedules | Previously Content Area III, E. 4. |
| | C. Determines and follows a maintenance program schedule by: | Previously Content Area III, F. |
| | 1. Conducting regularly-scheduled inspections to identify maintenance requirements for facility: <ul style="list-style-type: none"> a. Structure (e.g., corrosion, spalling, delamination, oxidization, cracking, leaks) | Previously Content Area III, F. 1. |

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| | <ul style="list-style-type: none"> b. Equipment (e.g., elevators, fencing, lighting, signage, revenue) c. Aesthetics (e.g., painting, landscaping, cleaning) | |
| | 2. Identifying, analyzing, and prioritizing long-term, short term, and preventive maintenance projects | Previously Content Area III, F. 2. |
| | 3. Implementing cost-saving measures, including energy-efficient equipment upgrades | Previously Content Area III, F. 3. |
| | 4. Ensuring continuity of services | Previously Content Area III, F. 4. |
| | 5. Performing in-house or sub-contracted maintenance/repairs: <ul style="list-style-type: none"> a. Structural (e.g., concrete, beams, coatings, sealants) b. Equipment (e.g., elevators, fencing, lighting, signage) c. Aesthetics (e.g., painting, landscaping, cleaning, sweeping) d. Geographical weather mitigation (e.g., snow/ice removal as applicable, floods, sandstorm) | Previously Content Area III, F. 5. |
| | 6. Conducting quality control maintenance performance inspections | Previously Content Area III, F. 6. |
| | D. Manages parking system revenues by: | Previously Content Area III, G. Reworded from "safeguards" to "manages" |
| | 1. Establishing internal revenue controls by: <ul style="list-style-type: none"> a. Eliminating staff conflicts of interest b. Segregating duties c. Managing bank-facility relationship (e.g., financial flows within your organization, managing revenue processing relationships) | Previously Content Area III, G. 1. |
| | 2. Responding to unexpected findings in revenue and inventory audits | Previously Content Area III, G. 3. |

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| | 3. Keeping inventory records, redundant systems, and performing audits | Previously Content Area III, G. 2. |
| | 4. Using active and passive monitoring systems | Previously Content Area III, G. 4. |
| | E. Establishes and supervises the parking system enforcement policy including: | Previously Content Area III, H. |
| | 1. Purpose of enforcement (e.g., safety, vehicle turnover requirements) | Previously Content Area III, H. 1. |
| | 2. Personal training | Previously Content Area III, H. 2. |
| | 3. Enforcement practices (e.g., warning, citations, booting, towing, impounding, LPR) | Previously Content Area III, H. 3. |
| | 4. Adjudication and appeals | Previously Content Area III, H. 5. |
| | 5. Fine collections (e.g., lookups, notices, third party collections) | Previously Content Area III, H. 4. |
| | F. Manage day-to-day financial operations including: | Previously Content Area III, I. |
| | 1. Creating and assessing fee structures and revenue collection procedures based on evaluation of: <ul style="list-style-type: none"> a. Utilization and occupancy studies b. Types of fees (e.g., permit, hourly, daily, weekly, event) c. Rate schedules (e.g., time of day, special events, overnight, long-term, and lost tickets) d. Fee payment options e. Market survey comparisons f. Budget variances g. Pricing strategies (e.g., dynamic, progressive) | Previously Content Area III, I. 1. Added Pricing strategies |
| | 2. Managing revenue by performing: <ul style="list-style-type: none"> a. Daily reconciliation by method of payment b. Monthly access card/permits audits comparing active vs. paid c. Scheduled and unscheduled internal auditing of revenue | Previously Content Area III, I. 2. Changed "Controlling and auditing" to "Managing" and changed "Reporting on audit findings" to "Execution of audit findings" |

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| | (e.g., surprise equipment and vehicle inventories, audit of payroll deduction records) d. Execution of audit findings | |
| | 3. Managing expenses, including: a. Comparison of orders-to-invoice to inventory b. Comparison of contract to payments (e.g., accounts payable) c. Staff salaries and/or expenses d. Taxes and fees where applicable e. Changes to purchase patterns (e.g., gas purchase doubled in one month) | Previously Content Area III, I. 3. Changed “Controlling and auditing” to “Managing” |
| | 4. Evaluate internal operational policies to assess potential improvements to: a. Cash and credit transaction processing procedures b. Data security for credit transactions c. Stakeholder satisfaction d. Safety and security e. Emergency preparedness f. Staffing requirements g. Maintenance goals and requirements h. Energy consumption | Previously Content Area III, I. 4. |
| | G. Create and implement an emergency management/disaster preparedness program including responses to and safeguards for: | Previously Content Area III, J. Reworded from “Designs and maintains” to “Create and implement” |
| | 1. Natural and/or man-made disasters/incidents | Previously Content Area III, J. 1. |
| | 2. Data and information protection (e.g., computer system backups, off-site data storage, off-site monitoring) | Previously Content Area III, J. 2. |
| | 3. Equipment and asset protection | Previously Content Area III, J. 3. |

| Content Area V: Federal, State, and Local Laws (7 % of exam) | | Removed from Standard |
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| A. Understands the basics of public policy, including: | | |
| 1. Federal and state funding initiatives affecting parking and business pattern operations | | |
| 2. Grant funding | | |
| 3. Advocacy to protect the public, serve the general welfare, and improve operations | | |
| 4. Community development initiatives | | |
| 5. Enterprise zone initiatives/parking benefit districts | | |
| B. Understands applicable rules, regulations, and laws, including: | | |
| 1. Compliance requirements of: 1. Americans with Disabilities Act 2. Environmental Protection Agency or state or local equivalent 3. Family Education Rights and Privacy Act (FERPA)/Health Insurance Portability and Accountability Act (HIPPA) 4. Use of commercial driver's licenses (CDL) | | |
| 2. Reporting requirements for: 1. Transportation Safety Administration/Federal Transit Authority 2. Hazardous materials regulations (HMR) (e.g., state and local emergency response commissions) | | |
| C. Understands federal, state, and local funding opportunities | | |
| D. Understands grant application, spending, and reporting requirements | | |
| E. Understands the relationship between federal, state, and local agencies; advocates on behalf of stakeholders | | |

| Content Area VI: Marketing and Public Relations (7 % of exam) | Domain V: Marketing and Public Relations (10 % of exam) | Previously Content Area VI |
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| A. Establishes and/or implements an external communications policy and protocol | A. Establishes and/or implements an external communications policy and protocol to communicate with stakeholders | |
| B. Shares the details of emergency/disaster response(s) with stakeholders | B. Shares the details of emergency/disaster response(s) with stakeholders | |
| C. Identifies and markets services based on stakeholder and service profiles, competitors, and feedback | C. Identifies and markets services based on stakeholder and service profiles, competitors, and feedback | |
| D. Implements marketing practices to increase market share, improve customer retention and satisfaction, and increase revenue | D. Communicates organizational mission and service expectations to stakeholders | Previously Content Area VI, E. |
| E. Communicates organizational mission and service expectations to stakeholders | E. Practices community involvement / engagement | Previously Content Area VI, F. and expanded |
| F. Practices community involvement/engagement | F. Integrates marketing tools to increase market share and improve brand (e.g., external wayfinding, focus groups, customer survey, newsletter, social media, website, online search optimization, email marketing) | Previously Content Area VI, D. now expanded into two KPIs |
| | G. Develops and implements customer retention and satisfaction programs (e.g., jump starts, flat tires, lights left on, lost cars) | Previously Content Area VI, D. now expanded into two KPIs |

| Content Area VII: Analysis and Application of Technology, Including Use of: (6 % of exam) | Domain VI: Analysis and Application of Technology (16 % of exam) | Domain VI KPIs were reduced from 11 to 8 |
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| A. Online business services (e.g., reservations, permit applications and renewal, citation payments and appeals) | A. Analyze, manage, and/or apply parking management solutions (e.g., PARCS, ALPR, RFID, robotic systems, parking guidance systems, event parking solutions) | New KPI |
| B. Smartphone technology (e.g., pay-by-phone, near-field communications, QR code) | B. Analyze, manage, and/or employ enforcement applications (e.g., citation management, LPR, enforcement handhelds, plate lookups, online appeals/payments) | Previously Content VII, A. |
| C. Real-time communications (e.g., GPS, parking availability, bus schedules/arrivals) | C. Examine and propose payment processing and applications (e.g., credit card processing, PCI compliance, online payments, cybersecurity, cashiering systems, payment apps) | New KPI |
| D. License plate recognition | D. Evaluate and recommend smartphone technology (e.g., payment/reservation apps, near field communications, QR code, parking availability, trip planning) | Previously Content VII, B. |
| E. Social media marketing and communication | E. Evaluate and/or employ real-time communications (e.g., GPS, parking availability, sensors, APIs, bus schedules/arrivals) | Previously Content VII, C. |
| F. Web-app technology | F. Evaluate and/or employ sustainable technologies (e.g., EV charging stations, smart lighting, solar panels, ride sharing, bicycle sharing, car sharing) | Previously Content VII, H. and J. |
| G. Wireless sensing devices for traffic/inventory management | G. Manage data collection, reporting and analytics (e.g., cloud-based data, parking utilizations, predictive parking algorithms, demand-based pricing recommendations) | Previously Content VII, I. and K. |
| H. Green/sustainable technologies and systems (e.g., EV stations, smart lighting, solar) | H. Review and evaluate emerging technologies (e.g., autonomous vehicles, Mobility as a Service (Maas), Smart Cities) | New KPI |
| I. Cloud-based programming (e.g., security, connectivity access, data-storage capacities) | | |
| J. Demand response transportation systems (e.g., bicycle sharing, car sharing) | | |
| K. Predictive parking algorithms | | |