PTMP

Parking, Transportation & Mobility Professional ™

Certification Program
Candidate Handbook

IPMI
International Parking & Mobility Institute

Dear PTMP™ Applicant:

Welcome and congratulations on deciding to take this step to become a PTMP, respected worldwide as the leading credential in parking, transportation, and mobility.

What does it mean to be a PTMP? You need only connect with any industry professional who currently holds the credential to know that the PTMP community comprises the very best in the profession—mentors, innovators, leaders—who combine talent, skills, expertise, and a commitment to share their ideas and experience to advance the profession.

It's a special group, but not an exclusive one. PTMPs warmly welcome new certificants to the fold, expanding what has become a close-knit family of colleagues with whom to network, share, learn, and grow.

As you will see in the PTMP Candidate Handbook, the PTMP program is regularly updated to reflect advancements in parking, transportation, and mobility management. These updates ensure that we follow best practices in credentialing, and to align the expectations for a PTMP's body of knowledge with IPMI's groundbreaking Job Analysis Survey. This survey is conducted periodically to verify that the PTMP credential reflects the real-world breadth of knowledge and skills required of today's parking and mobility professionals.

Congratulations on taking this first step on the road to becoming a PTMP. All of us at IPMI and IPMI's Certification Board wish you great success and look forward to sharing the journey with you.

Shawn Conrad

Shawn Conrad, CAE
Chief Executive Officer
International Parking and Mobility Institute

International Parking and Mobility Institute PTMP Certification Program

P.O. Box 3787 Fredericksburg, VA 22402
571.699.3011 | certification@parking-mobility.org

www.parking-mobility.org/education-advancement/

*The PTMP credential is a program of the International Parking & Mobility Institute (IPMI)
and is administered through the Independent Certification Board of IPMI.*

Table of Contents

Communications

MAILING ADDRESS: International Parking & Mobility Institute
                    Attn: PTMP Certification Program
                    P.O. Box 3787
                    Fredericksburg, VA 22402

PHONE: 571-699-3011

WEB: www.parking-mobility.org/education-advancement/

EMAIL: certification@parking-mobility.org

Introduction

Thank you for your interest in the PTMP Certification Program. The PTMP Certification Program is administered by the Certification Board of the International Parking and Mobility Institute (IPMI).

The Certification Board is responsible for all aspects of the PTMP credential, as authorized by the bylaws of IPMI. IPMI is a nonprofit membership 501(c)(6) trade organization providing services to and representing the parking industry since 1962.

The PTMP Candidate Handbook details the process, policies, and procedures supporting the PTMP Certification Program. It contains the application, eligibility, and experience requirements; PTMP Examination Content Outline; reference recommendations; information about registering for and taking the examination; and recertification requirements.

Mission Statement

The certification program is designed to:

- Establish a benchmark of excellence for the parking, transportation, and mobility profession.

- Provide continual information and training to parking, transportation, and mobility professionals.

- Increase the body of knowledge available to parking, transportation, and mobility professionals.

- Provide a means by which parking, transportation, and mobility professionals may demonstrate their proficiency and be recognized by their peers, employers, regulators, customers, and the public.

Certification Program

Designation as a PTMP assures stakeholders (employers, regulators, consumers, and the public) that the credentialed professional has demonstrated an established level of knowledge that serves as a foundation for competent practice as a parking, transportation, and mobility professional.

The goals of the certification program are to:

- Provide a means for parking, transportation, and mobility professionals to demonstrate the critical knowledge, skills, and abilities necessary to serve the public trust and interest.

- Encourage personal and professional growth.

- Recognize parking, transportation, and mobility professionals who have demonstrated knowledge and maintain their certification through ongoing professional development.

Becoming a PTMP

To become a candidate for the PTMP credential, applicants must:

- Complete the application in its entirety.

- Document a minimum of three years of management/supervisory experience in parking, transportation, mobility (e.g., planning, operations, management, architecture/engineering, construction/ maintenance, service/material supplier, consultant).

- Document the minimum education of a high school diploma.

- Document the minimum of 25 professional development contact hours within the past four years of the PTMP application.

- Document the minimum of 50 combined education, experience, and professional development eligibility points as they relate to the profession.

- Receive an endorsement from a PTMP or applicant's employer attesting to the accuracy of education, training, and experience claimed on the application.

- Sign the Statement of Understanding agreeing to abide by the PTMP Code of Ethics, attesting to the applicant's good standing according to the PTMP Code of Ethics, and to the truth of the professional experience, education, and professional development documentation.

- Submit the application fee.

Eligibility Requirements

Eligibility is based on three criteria:

- Education.

- Experience.

- Professional Development.

  Experience and Professional Development must be related to the parking, transportation, and mobility profession. (To determine if professional development is related to the parking, transportation, and mobility profession, please refer to the PTMP Examination Content Outline.)

The Certification Board recognizes that the pathway to the PTMP credential is diverse. Some professionals have a wealth of experience managing parking facilities; others come to work in the industry based on education or experience in the fields of facility design, urban planning, construction, maintenance, traffic management, etc. Still others working in the industry are consultants, or vendors in the parking, transportation and mobility industry. Therefore, the minimum requirements in each of the three required criteria allow applicants to apply various combinations of education, experience, and professional development to meet these eligibility requirements.

Applicants should compare their current level of knowledge and understanding to the domains in the PTMP Examination Content Outline. Passing the examination ensures that credential holders have demonstrated mastery of the full complement of subspecialty domain knowledge.

Eligibility Matrix

The following matrix outlines point distributions and requirements:

1. **Education/License/Credential:**

   Minimum Points: 4/Maximum Points: 40

   Note: Points awarded for highest level of education achieved from an accredited educational institution.

   ‣ High School Diploma (or International Equivalent). . . . . 4 points
   ‣ Associate degree (or International Equivalent). . . . . 8 points
   ‣ Bachelor's Degree (or International Equivalent) . . . . 16 points
   ‣ Master's Degree . . . . 24 points
   ‣ Doctorate. . . . . 40 points
   ‣ **Applicable Professional License**: (e.g., engineer, architect): . . . . . 8 points per license.*
   ‣ **Applicable Professional Certification Designation:**
   (must be aligned with the knowledge and tasks reflected in the PTMP Examination Content Outline):
   (e.g. PE, AIA, LEED, Parksmart Advisor, etc.): . . . . 4 points per designation.*

   *Note: Applicant must be in good standing with the licensing agency/credentialing body.

   Total Education/Licensing/Credential Points: _____

2. **Experience:**

   Minimum Points: 12 (3 years)/Maximum Points: 40 (10 years)

   Note: Professional experience refers to supervisory and/or managerial roles within the parking, transportation, mobility or a related field that manages parking, transportation, or mobility (e.g., consultants, vendors). Four points can be claimed for each year of management/supervisory experience up to a maximum of 40 points.

   ■ **Examples of applicable job titles include:**
   ‣ Parking, Transportation, Mobility.
   ‣ Director/Executive Director.
   ‣ Administrative, Operations, IT, or Financial Manager.
   ‣ Coordinator/Administrator.
   ‣ Associate/Assistant Director/Manager.
   ‣ Project Manager.
   ‣ Consultant/Vendor.
   ‣ Program Supervisor (Parking, Transport, Enforcement, Security, Mobility).
   ‣ Contract (Procurement) Manager/Parking Operator.

   ■ **Managerial/Supervisory Experience:**
   # years × 4 points per year = Total Managerial/Supervisory Experience points

   Total Experience Points: _____

3. **Professional Development/Continuing Education:**

Minimum Points: 25/No Maximum

Note: Professional development courses must have been completed within the past four years and be applicable to the role of the PTMP* (e.g., IPMI webinars, IPMI courses and training, approved State and Regional Association (SRA) educational events, other professional development training programs, other professional certificates.) One point is awarded per contact hour of professional development/continuing education.

- ■ To determine the applicability of the training, refer to the PTMP Examination Content Outline, which lists the knowledge and tasks that form the foundation of the examination.
  - ‣ Professional Development Continuing Education _____
  - ‣ Professional Certificate Award Continuing Education _____

  Total Points: _____

Minimum Number of Eligibility Points Required for PTMP Candidacy: 50 Category Points
  - ‣ Education/License/Credential _____
  - ‣ Experience _____
  - ‣ Professional Development/Continuing Education _____

  Total Points: _____

Questions concerning eligibility should be directed to certification@parking-mobility.org.

Applying for the Credential

The application is downloadable from the website by clicking here. Applications must be completed, signed and emailed to certification@parking-mobility.org. Applications will not be accepted without documentation of all three requirements which are education, experience, and professional development. Endorsements must be received via email (certification@parking-mobility.org) independent of the application.

The application fee is $475 (IPMI members) or $700 (IPMI non-members) U.S., which includes a non-refundable $100 administrative processing fee. Additional testing fees may apply outside the U.S.

Applicants are responsible for notifying IPMI staff in writing of any change of name, address, or contact information.

The application contains a checklist you can use to determine if you have the minimum eligibility requirements. Applications will be processed within 20 days of receipt. If an application is approved, applicants will receive emailed instructions concerning examination registration procedures and testing options.

Applicants submitting incomplete applications will be notified in writing of deficiencies and provided 30 days to produce the missing documentation. If the application is not completed within the 30-day window, applicant will be notified via email that the application has been denied.

Verifying Eligibility Documentation

The Certification Board and/or Certification Program staff reserve the right to audit/verify the education, experience and professional development provided by the applicant. This may be accomplished by a phone interview or through verification of education/professional development transcripts, certificates, and/or licenses. Additional documentation may be requested to support the information provided by the applicant.

Statement of Understanding

Applicants are required to attest to the accuracy of the application and to agree to abide by the PTMP Code of Ethics. Any misrepresentation or misconduct related to the application or examination may result in disqualification or revocation of certification. By applying for the credential, applicants agree to the terms set forth in the application and PTMP Candidate Handbook.

Endorsement

All applicants must receive an endorsement from a PTMP or applicant's employer attesting to the accuracy of education, training, and experience claimed on the application.

The endorsement must be submitted independent of the application.

IPMI Certification Scholarship Fund

IPMI Certification Scholarship Fund was established in 1997 to benefit applicants in need of financial support to earn a credential. The scholarship fund is designed to provide financial assistance to support applicants' efforts to achieve and/or maintain the credential. The Certification Board offers scholarship awards. Scholarships are available to offset the cost of registration fees, travel and lodging expenses related to earning and maintaining the credential.

- If requesting assistance for professional development to support an application, candidates must demonstrate a minimum of 10 points within the professional development category toward the required minimum of 25 eligibility points.
- If requesting assistance toward recertification requirements, a PTMP must demonstrate that he or she has accumulated a minimum of 6 recertification points supporting the three-year, 20-point requirement.
- There is a lifetime award limit of $2,500 U.S. per applicant.

Applying for a Scholarship

Scholarship application forms are downloadable here. All information included on the scholarship application is kept confidential and secure in accordance with the IPMI privacy policy. Scholarships are provided to individuals needing to attend training and/or professional development courses per the scholarship guidelines. Applications are accepted year-round but must be submitted at least six weeks prior to the event. Award decisions are made within 30 days of application. Questions concerning the scholarship program should be directed to certification@parking-mobility.org.

PTMP Code of Ethics

Introduction

The Certification Board has adopted a Code of Ethics and Professional Responsibility (Code of Ethics) which establishes the expected level of professional conduct and practice for PTMP certificants. The Certification Board retains the right to amend the Code of Ethics as required.

To promote and maintain the integrity of its PTMP certification for the benefit of credential holders and stakeholders, the Certification Board can enforce the provisions of the Code of Ethics. The Certification Board shall be required to enforce sanctions against PTMPs who violate the regulations as written in the Code of Ethics. The Certification Board will follow the disciplinary rules and procedures set forth below when enforcing the Code of Ethics.

PTMP Code of Ethics

The Certification Board is the sole body authorized to award the PTMP designation. The PTMP designation bestows a recognized level of competence in the field of professional parking, transportation, and mobility management. The purpose of this Code is to direct PTMPs to conduct themselves with competency, honesty, professionalism, integrity and fairness, and to provide a benchmark code of conduct that stakeholders may expect.

To this end, the Certification Board hereby establishes this Code of Ethics stating that all PTMPs are bound to:

- Conduct their businesses according to high standards of honesty and fairness.
- Provide competent, "customer-centric" service that serves all stakeholders.
- Abide by all applicable governing rules, regulations and standards.

The Code consists of two parts: The Principles and The Rules. The Principles embody the ethical and professional standards expected of PTMPs. The principles are the guidelines of professional conduct, the same conduct that any customer would expect of any professional on whom they rely. The rules serve as a description of best-practice for PTMPs.

The Principles

Principle 1. Competence

A PTMP shall provide services to stakeholders in a manner that demonstrates competency. Competency must be maintained through participation in recertification activities that demonstrate the PTMP has maintained currency in the necessary knowledge, skills and abilities required in the role of the PTMP.

Competence is defined as having adequate levels of knowledge and skill to provide appropriate service in the parking, transportation, and mobility profession as judged by one's peers. Competence includes the recognition that when one is involved in matters beyond one's competence, one must withdraw or seek appropriate professional assistance.

Principle 2. Confidentiality

A PTMP shall not disclose any confidential customer information without the specific written consent of the customer unless the disclosure is made in response to a legal proceeding, to defend against charges of wrongdoing by the PTMP or in connection with a civil dispute between the PTMP and a claimant.

Confidentiality is a fundamental aspect of trust on which the professional-customer relationship is based.

Principle 3. Professionalism

A PTMP's conduct in all matters shall reflect professionalism, as expected by the PTMP designation. A PTMP represents the credential and may not behave in any manner that would discredit the credential.

Principle 4. Fairness and Integrity

A PTMP shall perform professional services in a manner that is fair and reasonable to customers, prospective customers, colleagues, employers, and regulators, and shall disclose any conflicts of interest associated with service as a PTMP. Fairness includes subordinating one's own personal interest when it conflicts with the stakeholder's interests and when such conflicts are unclear, attempting to be transparent and balance the interests of all parties equitably.

The Rules

Rules that Relate to Principle I: Competence

Rule 101: PTMPs shall keep informed of developments in the profession and participate in continuing education throughout their professional careers to improve professional competence in all fields in which the designee is involved. PTMPs shall satisfy all minimum continuing education requirements established by the Certification Board.

Rule 102: PTMPs shall provide service and expertise only in those areas where they have competence. In those areas where the PTMP is not professionally competent, the PTMP shall seek the counsel of qualified individuals and/or refer stakeholders/customers to such persons or withdraw from providing service or expertise.

Rules that Relate to Principle 2: Confidentiality

Rule 201: A PTMP shall not reveal or use, without the customer's written consent, any personally identifiable information relating to the customer except to the extent that disclosure or use is reasonably necessary to:

    a. Comply with legal requirements or legal process; or

    b. Defend the PTMP against charges of wrongdoing; or

    c. Defend the PTMP in connection with a civil dispute between the PTMP and the customer.

Rule 202: A PTMP shall maintain the same standards of confidentiality to employers and employees as to customers.

Rules that Relate to Principle 3: Professionalism

Rule 301: A PTMP shall use the designation in compliance with the current rules and regulations of the Certification Board, as established and amended.

Rule 302: A PTMP shall abide by the IPMI's Anti-trust Policy.

Rule 303: A PTMP who has knowledge that another PTMP has committed a violation of this Code shall promptly notify the Certification Board. A violation would be any act that raises substantial questions as to another PTMP's honesty, integrity, competence, trustworthiness or fitness to practice. For the purposes of this Rule, knowledge means no substantial doubt.

Rule 304: A PTMP who has knowledge that raises a substantial question of legally actionable, unprofessional, fraudulent or illegal conduct by a PTMP shall promptly inform the appropriate regulatory body if appropriate, as well as the Certification Board. For purposes of this Rule, knowledge means no substantial doubt.

Rule 305: In all professional activities, a PTMP shall perform services in accordance with:

    a. Applicable laws, rules and regulations of governmental and other applicable authorities; and

    b. Applicable rules, regulations and other established policies of the Certification Board.

Rules that Relate to Principle 4: Fairness and Integrity

Rule 401: A PTMP shall not, while rendering professional services, engage in conduct that involves dishonesty, fraud, deceit or misrepresentation, or knowingly make a false or misleading statement to a customer, employer, employee, professional colleague, governmental or other regulatory body or official, or any other person or entity.

Rule 402: A PTMP is prohibited from the unauthorized or misleading use of the PTMP credential. PTMPs are prohibited from using the PTMP designation to represent themselves as specialists in a particular product or service, as having specific knowledge that they do not possess. A PTMP may not use the designation in any way to mislead stakeholders about their expertise or breadth of experience or knowledge.

Rule 403: If the PTMP's renewal date has passed and the PTMP has not fulfilled requirements to maintain certification, the PTMP designation may not be used until the PTMP meets all requirements and pays all outstanding fees and fines.

Rule 404: A PTMP shall not discriminate against others based on, but not limited to, gender, race, age, religion, disability, nationality, or sexual orientation. Please see the IPMI Non-Discrimination Policy.

Violation of the Code of Ethics

PTMPs who violate the Code of Ethics shall be subject to disciplinary actions. The Disciplinary Policy and Procedures may be found on the Certification portion of the IPMI website.

Special Accommodations

The Certification Board grants reasonable accommodations for candidates with documented disabilities in compliance with the Americans with Disabilities Act. If special assistance or arrangements are required, the following protocol must be followed:

- Applicants must make a request for accommodations in writing when the application is submitted. This request must include a complete description of the requested accommodation.
- Documentation of the disability, as diagnosed by a qualified health care professional, must accompany the accommodation request.

Applicants requesting accommodations must contact the Certification Program staff to discuss the requested accommodation. Every effort will be made to provide a reasonable accommodation within the constraints of consideration of examination security and administration guidelines. Applicants will be notified in writing of accommodations that can be offered.

Privacy/Confidentiality Policy

The Certification Board abides by IPMI's strict privacy/confidentiality policy, demonstrating its firm commitment to applicant, candidate, and certificant privacy. The policy applies to all aspects of the credential, including the secure handling and storage of application materials, examinations, scores, and candidate and certificant records. IPMI's Certification Program staff are required to complete a confidentiality/non-disclosure document agreeing to protect the privacy of applicants, candidates, and certificants.

The Certification Board's policy is that applicants protected by non-disclosure, candidate, and certificant information (i.e., protected information) may not be released to or shared with:

- Any member of the public, unless there is applicable statutory exception or written release from the applicant, candidate, or certificant.
- Any member of the Certification Board, unless the recipient has a legitimate interest for the use of that protected information to perform a service or carry out a responsibility within that person's scope of employment or engagement as a public official.

Certification Program staff with access to protected information are expected to safeguard that information from unauthorized disclosure. This includes, as appropriate:

- Computer systems and applications security: central processing units, peripherals, portable storage devices, operating systems, applications software, and data.
- Physical security: The premises occupied by PTMP and/or the IPMI personnel or contractors using computer equipment storing or having access to protected information.
- Operational security: Environmental control, power equipment, and operational activities related to operations.
- Procedural security: Established and documented security processes for information technology staff, vendors, management, and individual users of protected information.
- Network security: Communications equipment, transmission paths, switches, terminals, and adjacent areas.

IPMI and the Certification Board reserve the right to change this policy at any time by notifying users of the adoption of a new privacy statement.

Examination Information

Examination Development

The content validity (relevance), fairness, and accuracy of the PTMP examination are assured. The Certification Board, working with experts in the field of certification program management, mandates that the examination development, administration, scoring, and reporting adhere to international professional certification standards and guidelines establishing assessment and certification best practices.

The Standards for Educational and Psychological Testing(3) (2014) (The Standards) is a comprehensive technical guide that provides criteria for the evaluation of tests, testing practices, and the effects of test use. It was developed jointly by the American Psychological Association (APA), the American Educational Research Association (AERA), and the National Council on Measurement in Education (NCME). The guidelines presented in The Standards, by professional consensus, have come to define the necessary components of quality testing. As a consequence, a testing program that adheres to The Standards is more likely to be judged to be valid and defensible than one that does not.

The job analysis study for parking, transportation, and mobility professionals involved a multi-method approach that included meetings with subject-matter experts and a comprehensive survey. The use of a job analysis study (also known as practice analysis, role and function study, or role delineation) to define the content domain(s) is a critical component in establishing the content validity of the certification. Content validity refers to the extent to which the content covered by an examination is representative of the task and knowledge of a job (tasks, knowledge, skills, or abilities). The 2024 job analysis survey documents the link between the content of the examination and practice on the job.

Ongoing item writing, item review, and examination and item analyses are conducted to ensure that the validity, reliability, and other psychometric characteristics of the examinations conform to standards. New questions written by SMEs are reviewed multiple times, verified to an approved reference, and linked to the PTMP Examination Content Outline. All questions undergo statistical review to ensure they perform properly.

Examination Design, Scoring, and Reporting

The examination has 165 questions: 150 live (scored) and 15 pretest (not scored) four-option, multiple-choice questions, with one correct answer choice administered using computer-based technology. Candidates may take up to three hours to complete the exam. It is a closed-book examination. Candidates always have access to an on-screen calculator during the examination and are provided scratch paper that will be collected after the test administration.

Candidates are encouraged to read the questions carefully and choose the best response, first answering the questions they are sure of and returning to the more difficult questions as time allows. Credit is given only for questions that candidates have answered. Questions left blank will be scored as incorrect. Therefore, there is no penalty for guessing.

At the end of a testing session, a computer-generated score report will be issued.* This score is provisional, pending statistical verification that will take place within 72 hours. If candidates do not hear from the Certification Department within that time, they may assume the score stands as reported.

Failing candidates will receive a scaled score along with a diagnostic report indicating the percent of questions answered correctly in each of the representative domains.

At times during the examination development cycle, candidate scores may be withheld pending further psychometric analysis. Withheld scores will be released within approximately 60 days of the test administration date.

Examination Content

As described, the PTMP Examination Content Outline is based upon the *2024 IPMI Parking, Transportation & Mobility Professional™* Job Analysis Study and is divided into four domains. The complete PTMP Examination Content Outline follows.

PTMP Examination Content Outline

Domain I: People, Culture, and Public Relations

(15 percent of exam)

A. Apply organizational human resources practices.

1. Management structure and teams
2. Internal communications
3. Business and strategic plans
4. Employee Performance measures
5. Employee job descriptions based on required skills and responsibilities
6. Recruitment and retention of staff (e.g., diversity, equity and inclusion (DEI), incentive programs)
7. Staffing levels, scheduling, and succession planning
8. Internal and external staff training (e.g., safety, benefits) and professional development
9. Organized workers' associations (e.g., unions, collective bargaining agreements)
10. Management/leadership principles

B. Create communications and marketing plan.

1. Parking, transportation, and mobility services stakeholders, including the public
2. Tools to create brand recognition and growth (e.g., external wayfinding, focus groups, customer survey, newsletter, social media, website, online search optimization, email marketing)

Domain II: Compliance and Governance

(23 percent of exam)

A. Develop and enforce parking policies.

1. Purpose of enforcement (e.g., safety, time limits)
2. Enforcement practices (e.g., warnings, citations, booting, towing, impounding, license plate recognition (LPR))
3. Adjudication and appeals
4. Fine collections (e.g., lookups, notices, third party collections)
5. Permits (e.g., daily, monthly, residential, commuter, zone)

B. Develop and enforce transportation and mobility policies.

1. Fixed and variable transit (e.g., bus, rail, on-demand)
2. Non-motorized transportation (e.g., bikes, scooters, skateboards, walking)
3. Fleet (e.g., bus, vehicles, electric, utility terrain vehicles (UTVs))

C. Develop and enforce Transportation Demand Management (TDM) policies.

1. Mode-split (e.g., bike, carpools, transit, scooters, walking, on demand)
2. TDM and transit with parking management (e.g., parking cash-out, telework)
3. Stakeholder outreach
4. Assessment of the effectiveness of program/strategies
5. Transportation management organizations (TMO) or transportation management associations (TMA)

D. Develop and enforce risk management policies.

1. Business practices/liability exposure (e.g., insurance, permits, licenses)
2. Financial markets/economy
3. Revenue/inventory/asset control auditing
4. Facility maintenance

5. Data management, data security, remediation (e.g., payment card industry (PCI) compliance)

6. Safety and security (e.g., security patrol, emergency phones, cameras, suicide prevention)

7. Emergency procedures (e.g., power/system outages, disaster)

8. Cybersecurity

E. Create and implement an emergency management/disaster preparedness program.

1. Disaster and incident response

2. Data and information protection (e.g., computer system backups, off-site data storage, off-site monitoring, cyber attack)

3. Equipment and asset protection

4. Business continuity plan

F. Create and foster a safe and secure work environment.

1. Government workplace standards

2. Employee safety and rights information and materials safety data sheets (MSDS)

3. Protection from workplace injury, hazards, weather, and crime

G. Develop customer service policies and procedures.

1. Customer interaction protocols (e.g., phone/email etiquette)

2. Complaint resolution (e.g., response time, escalation protocols)

3. Deescalation techniques (e.g., active listening, body language, tone of voice)

Domain III: Financial Planning and Management

(22 percent of exam)

A. Develop and execute budget.

1. Budget types (e.g., operating, capital)

2. Budget cycles (e.g., fiscal, calendar, quarterly, monthly)

3. Budget methods (e.g., zero-based, incremental, variable)

4. Revenue and expense projections/profit and loss

5. Variance and adjustment (e.g., forecasting)

6. Finance options (e.g., bonds, loans, grants)

B. Analyze, propose, and select revenue control solutions.

1. Customer usage patterns to guide system selection

2. Cost-benefit analysis on different systems

3. Financing and contracting system purchase and installation

C. Create and assess fee structures and revenue collection procedures.

1. Utilization and occupancy studies

2. Types of fees (e.g., permit, hourly, daily, weekly, event)

3. Rate schedules (e.g., time of day, special events, overnight, long-term, and lost tickets)

4. Fee payment options

5. Market rate survey comparisons

6. Pricing strategies (e.g., dynamic/demand, progressive)

D. Manage revenue.

1. Daily reconciliation by method of payment

2. Monthly access card/permit audits comparing active vs. paid

3. Transaction processing procedures

4. Scheduled and unscheduled internal auditing of revenue (e.g., equipment and vehicle inventories, audit of payroll deduction records)

5. Audit resolutions

E. Manage expenses.

1. Order-to-invoice to inventory

2. Contract to payments (e.g., accounts payable)

3. Staff salaries and expenses

4. Taxes and fees where applicable

5. Changes to purchase patterns

F. Implement audit controls.

1. Potential conflicts of interest and segregation of duties

2. Operational inefficiencies

3. Banking relationships (e.g., financial flows, revenue processing)

4. Records retention

5. Redundant systems

6. External auditing

G. Establish procurement practices.

1. Market research and due diligence (e.g., test/pilot, demonstration, site visits)

2. Bid process (e.g., request for information/qualifications/quote/proposal,

selection, purchasing agreement/cooperative)

3. Contracting and negotiations

4. Implementation

Domain IV: Design, Maintenance, and Operations Management

(40 Percent of exam)

A. Manage parking, transportation, and mobility operations.

1. Industry segments (e.g., airport, transit authority, municipal, university, hospital, commercial operator)

2. Asset inventory and demand cycles

3. Standard operating procedures

a. On-street/curb management

b. Off-street

c. Valet

d. Multi-modal (e.g., bike, pedestrian, on demand, scooter)

e. Fleet management

f. Buses and shuttles

g. Events

B. Analyze technology solutions.

1. Parking management solutions (e.g., parking access and revenue control systems (PARCS), smartphone technology, LPR, radio frequency identification (RFID), automated systems, parking guidance systems, event parking solutions)

2. Enforcement applications (e.g., citation management, LPR, enforcement handhelds, plate lookups, online citation/appeals)

3. Payment processing and applications (e.g., credit card processing, PCI compliance, online   payments, cybersecurity, cashiering systems, payment apps)

4. Real-time communications for transit/parking operations

5. Sustainable technologies (e.g., EV charging stations, smart lighting, solar panels, on demand)

6. Data collection, reporting, and analytics (e.g., cloud-based data, parking utilizations, predictive parking algorithms, demand-based pricing recommendations)

7. Debt collections

8. Emerging technologies

C. Implement and manage technology solutions.

1. Installation of system hardware and software

2. Staff and stakeholder education

3. Auditing, and reporting on performance, security, and revenue

4. Maintenance and revenue collection schedules

D. Identify the considerations and components of facility design (surface and structure).

1. Needs demand analysis
2. Site selection, climate, and local requirements
3. Financial feasibility/return on investment (ROI)
4. Design (e.g., structural system, materials, functional, aesthetics, accessibility)
5. Operations (e.g., safety and security, targeted use, displaced parking)
6. Technology (e.g., PARCS, lighting, EV charging, signage)
7. Sustainability (e.g., Parksmart)
8. Maintenance

E. Establish and follow a maintenance program schedule.

1. Inspections to identify maintenance requirements
   a. Structure/surface (e.g., corrosion, spalling, cracking, leaks, pavementrepairs)
   b. Equipment (e.g., elevators, lighting, signage, PARCS, vehicles)
   c. Aesthetics (e.g., painting, landscaping, cleaning)
2. Budgeting for long-term, short-term, and preventative maintenance projects
3. In-house versus contracted maintenance and repairs

F. Determine, recommend, and engage business partners.

1. Government, quasi-government, and public-private partnerships
2. Administrative service providers (e.g., bookkeepers, bankers, insurance agents, recordkeepers)
3. Professional service providers (e.g., architects, engineers, attorneys, consultants)
4. Facilities and operational service providers (e.g., cleaning, sweeping, maintenance)

Suggested Study References

The Certification Board provides a suggested reference list as a resource that may be useful to candidates as they study for the exam. This list is not intended to be all-inclusive, but reflects references used to support the test development process.

Candidates are encouraged to review resources and information in all content areas. The Certification Board does not endorse any text or author.

The Certification Board does not recommend candidates memorize all suggested references.

The exam questions are written based on the knowledge and tasks identified in the PTMP Examination Content Outline.

Note: Using the references does not guarantee successful performance on the examination.

Parking-Related Texts

- A Guide to Parking, International Parking & Mobility Institute
- Sustainable Parking Design & Management: A Practitioners Handbook, International Parking & Mobility Institute
- The Technology Glossary for Parking Professionals (First edition 2017), International Parking & Mobility Institute and the British Parking Association
- Parksmart Certification Standard, Version 1.0 with Addenda, Green Business Certification Inc.
- The High Cost of Free Parking, (Edition June 2011) Shoup, Donald C., APA Planners Press
- Parking Management Best Practices, (Second edition March 2006) Litman, Todd, APA Planners Press
- Signage and Wayfinding Design: A Complete Guide to Creating Environmental Graphic Design Systems 2nd Edition Published by John Wiley & Sons, 2015; Authors, Chris Calori and David Vanden-Eynden
- An Overview of System Design issues related to Safety Aspects of Bicycle Infrastructure, Mineta Transportation Institute, Jan L. Botha, PhD January 2016
- American Concrete Institute - GUIDE TO CONCRETE FLOOR AND SLAB CONSTRUCTION (ACI 302.1R-15)
- Spill Prevention, Control, and Countermeasure (SPCC) for the Upstream (Oil Exploration and Production) Sector
- Parking Management, Strategies, Evaluation and Planning, October 2024, Todd Litman
- Grants 101
- Making Business Districts Work; Leadership and Management of Downtown, Main Street, Business District, and Community Development Organizations, 2006, Published by Routledge, By Marvin D Feit, David Feehan
- Parking the Future: How Autonomous Vehicles Will Transform Urban Mobility, First Edition, Brooke Krieger; 2024
- A Guide to Paid Parking – Isaiah Mouw, PTMP; 2025
- Crime Prevention through Environmental Design, Timothy D. Crowe, revised by Lawrence J. Fennelly, Third Edition, Published by Elsevier

Regulations/Processes

- The Generally Accepted Accounting Principles
- The Generally Accepted Auditing Standards
- Strategic Planning and Forecasting in Operating Budgets, AccountingInsights.org
- Emergency Services Sector Cybersecurity Initiative, Cybersecurity & Infrastructure Security Agency
- Ready.gov Disaster Planning Toolkit – Step-by-Step Guide for your Organization
- Emergency Preparedness Manual, International Parking & Mobility Institute
- PCI Compliance Guide for eCommerce
- OSHA Guide Hazard Communication Standard Safety Data Sheets
- Fair Labor Standards Act
- ADA Regulations
- Omnibus Transportation Act of 1991
- FEMA Training IS 700 An Introduction to National Incident Management System
- Intermodal Surface Transportation Efficiency Act (ISTEA)
- 2010 ADA Standards for Accessible Design
- Government of Canada, Emergency Preparedness Guide - Languages: French and English
- Payment Card Industry Data Security Standard, PCI Security Standards Council
- Occupational Safety and Health Administration (OSHA) Work Zone Hazards Workbook V. 2008
- Effective Transport Policies for Corporate Mobility Management – © 2010, OECD, International Transport Forum
- The Road to Full Automation, National Highway Traffic Safety Administration
- Alternative Fuels Data Center: Electric Vehicle Readiness

People Resources

- Management: Leading and Collaborating in a Competitive World, (12th edition, January 2012) Bateman and McGraw-Hill/Irwin; 10th edition (2016)
- Retention Leadership: Building a Culture of Engagement and Success: The Better Manager's Guide to Employee Retention Paperback – January 9, 2023, Benjamin Stephenson
- Leading Successful Change, Revised and Updated Edition: 8 Keys to Making Change Work Paperback, February 11, 2020, Authors, Gregory P. Shea & Cassie A. Solomon

https://www.revechat.com/blog/customer-service-policy/

Additional Opportunities for Study

IPMI offers single- and multi-day training seminars and workshops independent of the Certification Board.

Opportunities to earn PTMP points and education related to the credential include:

- IPMI's Annual series of webinars
- IPMI's Instructor-Led Trainings
- IPMI's On-demand Courses, covering comprehensive topics in IPMI's online library, featuring individual courses and certificate programs
- Attending education sessions at IPMI's Annual Parking & Mobility Conference & Expo
- IPMI's Conference Courses offered in conjunction with the annual Parking & Mobility Conference & Expo
- Approved State and Regional Association education offered by IPMI affiliates

Please note that the Certification Board provides neither training nor educational materials, and candidates are not required to purchase training or education materials from IPMI to pass the examination. IPMI's education courses are not designed to serve as examination preparation classes. Attendance at IPMI courses and training is not a prerequisite to take the PTMP examination.

Examination Registration

Once an application is approved, applicants receive a Candidate Admission Letter via email with instructions on how to schedule an in-person or remote proctored exam.

Note: Applicants must bring the Candidate Admission letter to the test center (or show to their remote proctor) or they will be denied access to take the exam.

The examination is administered on computers at more than 180 countries around the world through Prometric, global assessment services provider.

Note: Candidates may not register for the exam until information is approved by the IPMI Certification Department.

Note: Candidates must test and pass the exam within one year of application approval or will have to re-apply with all initial application fees to take the PTMP Exam.

Rescheduling an Examination Registration

Candidates scheduled to take the examination may reschedule or cancel for a $35 charge, if the request is made five working days in advance of the scheduled administration date. If the request is made less than five days before the test date, and is not one of the four approved reasons below, the candidate will incur a $150.00 U.S. reseat fee.. Additional non-U.S. (international) rescheduling fees may apply. The only reasons a candidate can reschedule an exam are:

- Jury duty
- Death in the immediate family*
- Military deployment
- Sickness

Immediate family is defined as a person's grandparents, parents, spouses, siblings, and children.

Note: Proper documentation will be required for any of the four reasons before rescheduling to a new date.

Rescheduling a Missed Examination

The fee for rescheduling a missed examination administration appointment is $150.00 U.S. Additional retesting fees may apply outside the U.S.

Examination Administration Rules and Regulations

Any individual who has engaged in conduct that compromises or attempts to compromise the integrity of the examination process will be subject to disciplinary action as sanctioned by the Certification Board, the Code of Ethics, and the Certification Board policies and procedures. Examinations are administered according to a strict protocol to ensure the examination's security and protect the right of each candidate to a standardized testing experience.

Candidates are required to sign a security affidavit agreeing to abide by all rules and regulations. For information on the remote proctored exam, click here.

For information on the testing center on-site exam, click here.

Application Process

Candidate Comments About Examination Questions

During the examination, candidates may post comments by clicking on the icon "Comment on this Question." Upon completion, candidates may provide additional feedback about exam questions or processes via the Examination Exit Survey.

Examination proctors may neither discuss nor comment on the examination contents. All comments and questions are reviewed and considered by the PTMP Examination Item Writing Committee and the IPMI Certification Board. Neither the PTMP Examination Item Writing Committee, nor the Certification Board, nor IPMI staff, will discuss individual test questions or comments with candidates. Candidates should not expect a response to a comment unless it relates to a problem with the examination administration. Candidate comments or lack thereof may be taken into consideration as evidence during any appeals process (details of examination appeal procedures follow).

Note: no additional test taking time is provided for candidates to make comments.

Examination Scoring and Reporting

Candidates passing the examination receive notice they passed the exam. The PTMP examination is not intended to distinguish scores above the passing point; therefore, scores are not reported above the passing score.

Failing candidates receive a score and a report indicating percent of questions the candidate answered correctly in each of the four content areas of weakness. The report is designed to provide a tool for study and preparation for retaking the examination.

At the testing site, candidates receive a preliminary printed score report upon completion of the examination. At certain times in the test development process, scores may be withheld pending test/question statistical review.

Retesting

Candidates are given one year in which to take and pass the examination. This one-year period includes any failures. Failing candidates can reapply to retake the examination upon payment of a $150.00 U.S. re-examination fee within their original one-year timeframe from the date of the application submission acceptance.

The first retake may take place as soon as the $150.00 U.S. re-examination fee is received and processed. Candidates may retest up to three times within one year of initial application approval with a re-examination fee of $150.00 U.S. for each attempt. After the fourth failure there is a six-month waiting period, after which candidates need to submit a new application and pay the full initial application fees.

Additional retesting fees may apply outside the U.S.

Examination Appeals

Candidates have the right to appeal examination results within the following specified criteria established by the IPMI Certification Board.

Section 1: Grounds for Appeal

Appellants may appeal examination results in situations restricted to extraordinary circumstances that:

- Arise coincidentally with the examination administration.
- Are outside the control of the appellant.
- Made the appellant's experience different from other candidates (related to the examination administration) and/or affected the candidate's ability to receive credit for a test question (related to the examination content).
- Was severe enough to account for examination failure.
- Was properly reported to the examination administrator and IPMI Certification Board.

Appellants must meet all the above criteria to submit an appeal.

If written documentation of extraordinary circumstances is not received by the IPMI Certification Board within 72 hours of an examination, an appellant will forfeit the right to appeal.

Section 2: Method of Appeal

Appeals will:

- Be provided in writing.
- Detail the specific nature of the appeal and all documentation and information necessary for the appeal to be adjudicated.
- Be mailed within 72 hours of the examination administration to certification@parking-mobility.org.
- Include a non-refundable fee of $50.00 U.S.

Section 3: Appeal Procedures

Level One: IPMI Certification Board Consideration:

- An appeal will be submitted to the IPMI Certification Board within 72 hours of the candidate receiving examination scores. All communication from the IPMI Certification Board will be emailed to the address stated on the submitted appeal.
- Two representatives of the IPMI Certification Board will determine the validity of the appeal based upon the submitted documentation as to the existence of extraordinary circumstances described in Section 1.01.
- An IPMI Certification Board representative will notify the appellant by mail within 10 business days of receipt of the appeal regarding whether the appeal has been accepted or denied. Accepted appeals will be brought to the consideration of the IPMI Certification Board.

Level Two: IPMI Certification Board Action:

- Appeals brought forth for consideration will be reviewed by the full IPMI Certification Board within 60 days.

- IPMI Certification Board will review:

    1. The appellant's statement of appeal.

    2. A statement from an IPMI staff member and Prometric testing report, and video, if necessary, concerning the exam process relative to the appeal.

    3. Examiner reports and comments submitted by the appellant at the time of the examination.

- The IPMI Certification Board decision will be sent to the appellant by mail within 15 business days of the hearing.

- No member of the IPMI Certification Board will communicate directly with an appellant. IPMI staff will communicate with the appellant.

Section 4: IPMI Certification Board Decisions

The IPMI Certification Board may take the following action based upon evidence presented by the appellant:

- Grant the appeal.

- Deny the appeal.

- Deny the appeal and grant the appellant an attempt at the next examination administration at no cost.

All decisions of the IPMI Certification Board are final.

Awarding the Credential

Upon notification from the testing center that a candidate has passed the exam, candidates may immediately use the credential of PTMP, if all requirements for certification are met. The PTMP credential may be used as part of a signature (e.g., on letterheads and business cards) and in accordance with the policies and procedures of the Certification Board.

Maintaining the Credential

The PTMP credential is valid for three years from the date it was awarded. Please see the Pro-Rate chart of the PTMP Recertification Guidelines to determine your point requirement for your first recertification cycle.

To maintain the PTMP credential, recertification requirements must be met every three years. Requirements include earning a total of 20 points that were earned during these three years and submitting them prior to the credential expiration date.

Points may be spread across the recertification matrix ensuring the Mandatory Program Types points are met. Points may not be carried forward from one recertification period to another. The recertification matrix outlines the point distributions and requirements. For additional information, refer to the PTMP Recertification Guidelines.

Recertification Point Matrix

The following matrix outlines the recertification point distributions and requirements. A minimum of 20 points per three-year certification cycle is required to recertify.

The program has a January 1 recertification date for all certificants. Recertification will continue to follow a three-year cycle. Points may be spread across various program types on the recertification matrix. The recertification cycle begins as soon as the credential is earned. Points may not be carried forward from one recertification period to another. The Recertification Recordkeeping Form is included as Appendix B and is also available for download here.

To ensure a fair and equitable process of rolling certificants, the Certification Board allows the pro-rating of points, depending on the month they take the PTMP exam. The three-year recertification cycle starts the month and year the credential is earned.

To calculate pro-rated points, the year is divided into four quarters. Points per quarter are rounded down to one for calculations.

Identify your PTMP award date and reference the next column containing required recertification points due before January 1.

PTMP/CAPP Award Date	Recertification Date	Pro-Rated Recertification Points Required
Jan. 1 – Mar . 31, 2023	Jan . 1, 2026	20
Apr. 1 – Jun . 30, 2023	Jan . 1, 2026	19
Jul 1 – Sept . 30, 2023	Jan . 1, 2026	17
Oct. 1 – Dec . 31, 2023	Jan . 1, 2026	16
Jan. 1 – Mar . 31, 2024	Jan . 1, 2027	20
Apr. 1 – Jun . 30, 2024	Jan . 1, 2027	19
Jul. 1 – Sept. 30, 2024	Jan . 1, 2027	17
Oct. 1 – Dec 31, 2024	Jan . 1, 2027	16
Jan. 1 – Mar 31, 2025	Jan . 1, 2028	20
Apr. 1 – Jun. 30, 2025	Jan . 1, 2028	19
Jul. 1 – Sept. 30, 2025	Jan . 1, 2028	17
Oct. 1 – Dec 31, 2025	Jan . 1, 2028	16
Jan. 1 – Mar. 31, 2026	Jan . 1, 2029	20
Apr. 1 – Jun. 30, 2026	Jan . 1, 2029	19
Jul. 1 – Sept. 30, 2026	Jan . 1, 2029	17
Oct. 1 – Dec. 31, 2026	Jan . 1, 2029	16
Jan . 1 – Mar . 31, 2027	Jan . 1, 2030	20
Apr . 1 – Jun . 30, 2027	Jan . 1, 2030	19
Jul . 1 – Sept . 30, 2027	Jan . 1, 2030	17
Oct . 1 – Dec . 31, 2027	Jan . 1, 2030	16
Jan . 1 – Mar . 31, 2028	Jan . 1, 2031	20
Apr . 1 – Jun . 30, 2028	Jan . 1, 2031	19
Jul . 1 – Sept . 30, 2028	Jan . 1, 2031	17
Oct . 1 – Dec . 31, 2028	Jan . 1, 2031	16
Jan . 1 – Mar . 31, 2029	Jan . 1, 2032	20
Apr . 1 – Jun . 30, 2029	Jan . 1, 2032	19
Jul . 1 – Sept . 30, 2029	Jan . 1, 2032	17
Oct . 1 – Dec . 31, 2029	Jan . 1, 2032	16

Program Type 1—Education

No Mandatory point requirement

Note: Points must be earned through receipt of a degree or passing grade of a course offered/taken outside of a degree program, as bestowed by an accredited institution of higher education.

College-level course in a related professional discipline (e.g., urban planning, information technology, accounting, finance, economics)	2 points per class
Associate degree (or International equivalent)	8 points
Bachelor's Degree (or International equivalent)	16 points
Master's Degree (or International equivalent)	24 points
Doctorate	40 points

Program Type 2—Professional Development/Continuing Education

Mandatory: 1 point*; Maximum: 4 points per year. *One point is awarded per continuing education hour of professional development/continuing education.*

- **Annual IPMI Conference & Expo attendance at education sessions** –One point is awarded per 60-minute education session attended up to a maximum of 4 points annually.

- **IPMI Seminars/Courses/Training Programs**—Points as assigned; up to max. 4 points annually.

- **Other Professional Seminars/Conferences (such as approved State and Regional education)**— Points as assigned; up to max. 4 points annually.

Note: Professional development courses/training examples include industry seminars, other professional training programs, other professional certificates. One point is awarded per continuing education hour of professional development/continuing education.

Program Type 3—Board-Level Professional Service/ Leadership/IPMI Committees

No mandatory point requirement; Maximum/ 4 points per year. (2 points per year, per industry-related Board or IPMI Committee).

Program Type 4

Mandatory: 1 point* - No maximum. Professional Presentation/Feature Article/Regular Column- Each article/presentation/Parking & Mobility contribution is worth 1 point. Two blog posts per year for three years totaling six 200-word blogs are worth 1 point. Review guidelines for Parking & Mobility magazine and the IPMI Blog.

Program Type 5

No minimum point requirement - Online Training Modules (e.g., webinars, web-based seminars, IPMI Online courses) :

Attendance at an industry-related online course (1 point per hour of instruction)	Points as assigned
Attendance at an industry-related webinar (1 point per hour of instruction)	Points as assigned

Program Type 6—Re-taking the Certification Exam

No minimum point requirement - Re-taking the Certification Exam: 20 points for passing the exam to recertify for the next three-year period.

Note, if you fail this exam for recertification, you will lose your credential and have to re-apply as a new candidate.

Status of the Credential

Certificants failing to recertify within the three-year window are forbidden to use the PTMP credential.

A certificant whose certification has lapsed will be reinstated if they apply again to obtain the credential and take and pass the PTMP exam.

Under special circumstances the following alternative statuses will be considered:

■ PTMP Retired status may be requested by PTMPs in good standing who are retiring or leaving the profession. Requests must be made within one year of a PTMP's retirement or professional change; recertification requirements are waived for professionals holding this status. The designation PTMP(Ret.) may be used. PTMP(Ret.) status cannot be reversed. To go back to PTMP certification, a new application must be processed, and an exam must be passed.

■ Suspended status may be awarded in the case of extenuating circumstances that preclude a certificant from earning the required points within the three-year recertification window (e.g., serious illness, military leave, or family emergency.) The credential may not be used during suspension and may only be reactivated after the missed recertification points have been made up and the PTMP is again in good standing. The recertification date will not change despite the suspended status.

Fee Schedules
All fees are in US dollars

PTMP Application:	**$475 for IPMI members** **$700 for non-members** (includes a $100 non-refundable administrative processing fee for both members and non-members)
Exam Administration:	Failing to test within 12 months of an application approval will result in forfeiture of the entire $475/$700 application fee.
Rescheduling an examination:	**$150 Failure to reschedule** within a one-year window of the application approval will result in forfeiture of the entire $475/$700 PTMP application fee.
Retesting for failing candidates:	**$150 per retest in the United States**. Additional fees may apply outside the U.S.
Recertification:	**$200 every three years for IPMI members/$300 every three years for non-members**
No Show Fee:	**$150 per retest in the United States**. Additional fees may apply outside the U.S.

Appendix A — Candidate Application Packet

Congratulations on starting the process of becoming a PTMP. Before completing this application, please visit IPMI's Certification page. Applicants must review this PTMP Candidate Handbook in its entirety to properly complete this application.

There are five parts to the application:

- **Part 1:** Personal Information
- **Part 2:** Eligibility
- **Part 3:** Candidate Endorsement
- **Part 4:** Statement of Understanding
- **Part 5:** Payment Information

Please ensure all parts of the application are complete. If you have questions, please contact IPMI staff at certification@parking-mobility.org.

Application information is held in strict confidence. To view our privacy policy, please go to parking- mobility.org and click Privacy Policy.

Application Instructions

1. List your legal name: this is the name that will be submitted to the testing center. The name must match the name on your government-issued picture identification card, which you will be required to present at the testing center or to the remote proctor.

2. Once you have completed the application, scan and email it to certification@parking-mobility.org. Applications will not be considered without payment. Applicants will be directed to an online invoice to process payment securely.

3. Endorsements must not be submitted with the application. Your endorsement provider must complete the Endorsement Form and email it to: certification@parking- mobility.org.

Application for the PTMP Examination

The completed application should be completed and emailed to: certification@parking-mobility.org

Part 1. Personal Information

Legal Name:

Last _____ First _____ Middle _____

Business Contact Information:

Organization: _____

Title: _____

Address: _____

City _____State _____ ZIP/Postal Code _____

Country: _____

Phone (plus extension if applicable): _____

Cell: _____ Email: _____

Home Contact Information:

Please address all PTMP communication using my home information   Yes   No

Address: _____

City _____State _____ ZIP/Postal Code _____

Country: _____

Phone (plus extension if applicable): _____

Cell: _____ Email: _____

Application for the PTMP Examination

Part 2. Eligibility

To be eligible for the credential, you must meet the minimum education, experience, and professional development requirements. The following matrix outlines the point distributions and requirements. Please note that if you have acquired 50 points in 1. Education and 2. Experience, you still must meet the 25 minimum point requirement in 3. Professional Development/ Continuing Education.

1. **Education/License/credential:** (Required Minimum Points: 4/Maximum Points: 40)

   Note: License/credential holder must be in good standing with the licensing agency/credentialing body

   ■ Highest level of education achieved from an accredited educational institution:
   (High School Diploma = 4 points; Associate Degree = 8 points;
   Bachelor's Degree = 16 points; Master's Degree = 24 points;
   Doctorate = 40 points)   Points: _____

   ■ Applicable Professional Licensing: (e.g. engineer, architect):
   (8 points per license)   Points: _____

   ■ Applicable Professional Certification (must be applicable to competency
   as a PTMP): (e.g. LEED, PE, AIA, Parksmart Advisor, etc.):
   (4 points per designation)   Points: _____

   Total Education/License/Credential Points: **Points: _____**

2. **Experience: (Required Minimum Points:** 12 (3 years)/Maximum Points: 40 (10 years)

   Note: Professional experience refers to supervisory and/or managerial roles within parking, transportation, mobility or a related field that manages parking, transportation, or mobility (e.g., consultants, vendors). Four points can be claimed for each year of management/supervisory experience up to a maximum of 40 points.

   Acceptable job titles are provided earlier in this handbook under "Candidate Eligibility Matrix/2. Experience."

   ■ Managerial/Supervisory Experience: years × 4 points per year = _____

   Total Experience Points: **Points: _____**

3. **Professional Development/ Continuing Education:** (Required Minimum Points: 25/No Maximum)

   Note: Professional development courses/training must have been completed within the past four years and be applicable to the role of the PTMP* (e.g., IPMI courses and training, other professional training programs, other professional certificates). One point is awarded per hour of professional development/ education courses.

   *Note: Refer to the PTMP Examination Content Outline if you have any questions about the applicability of your professional development courses/ education courses.

   ■ Professional Development Education Courses: Points: _____
   ■ Professional Certificate Education: Points: _____

   Total Professional Development Points: **Points: _____**

Application for the PTMP Examination

Minimum Number of Eligibility Points Required: 50

Category Points
    1. Education/License/Credential   _____

    2. Experience   _____

    3. Professional Development/Continuing Education   _____

    Total Points: **Points: _____**

Part 3. Endorsement

Please provide the Application Endorsement Form with a copy of your Experience Documentation Form to a PTMP in good standing or to your employer who can attest to the accuracy on the application and your suitability for certification. The PTMP or employer is required to email the document to the Certification Department separately to certification@parking-mobility.org.*

Do not include this document with your application.

Part 4. Statement of Understanding

To qualify for the PTMP credential, you must respond to the following questions and sign the Statement of Understanding:

1. **PTMP Code of Ethics**

   I hereby attest that the following statements are true, correct, and accurate to the best of my knowledge, and I further agree to fulfill the following obligations:

   a. ❏Yes ❏No — I agree to give the Certification Department timely notice of contact or address change in writing.

   b. ❏Yes ❏No — I hereby confirm that I have not violated any of the provisions of the PTMP Code of Ethics in the past and will comply with all tenets in the future. I agree to act and conduct my professional practice in accordance with the currently adopted code of ethics

   c. ❏Yes ❏No — I understand that any intentional or unintentional failure to provide true and complete responses to this application may result in sanctions by the IPMI Certification Board of Directors.

   If you answered "no" to any statements above, please provide a written explanation on a separate page. Attach the page to this application.

2. **Special Accommodations:**

   I am requesting special testing accommodations ❏Yes ❏No

   If you answered "yes," please attach documentation as specified in the PTMP Candidate Handbook.

3. **Privacy Policy:**

   ❏Yes ❏No - I understand that a condition of certification is accepting all official correspondence from the Certification Board.

Application for the PTMP Examination

I understand that all material included in this application becomes the property of the Certification Board upon receipt and that neither originals nor photocopies will be returned to me. If my certification is suspended or revoked, I agree to comply with all directives of the Certification Board, including the return of all PTMP credentialing documents. I agree to comply with such directives and orders in a timely manner and at my own expense.

Signature: _____ Date: _____

Print Name: _____

Part 5. Payment

❑ I am an IPMI member applying for the PTMP Certification. **$475 U.S. fee**

❑ I am an IPMI non-member applying for PTMP Certification. **$700 U.S. fee**

❑ If paying by check, I understand my application will be held until the check clears.

Please select one: ❑credit card   ❑check

To pay by credit card, please submit your application to certification@parking-mobility.org. Once the application is received, IPMI will send you an email with login instructions to make payment online with a credit card. For your application to be processed, the application fees must be paid within 48 hours.

To pay by check, please make all checks payable to: International Parking & Mobility Institute (IPMI) And remit to:

> International Parking & Mobility Institute (IPMI) Certification Processing Department
> P.O. Box 3787
> Fredericksburg, VA 22402 USA

Checks must be received within 10 business days of the PTMP Application submission, or your application will not be processed.

APPLICATION CHECKLIST:

❑ Complete **Part 1: Personal Information**

❑ Complete **Part 2: Eligibility Form, Certificates, and Supporting Documents/Education, Experience, Professional Development**

❑ Complete **Part 3: Endorsement:** Provide an endorsement form to a PTMP or employer with a copy of your Experience Documentation Form. The endorsement provider must scan and email a copy of your experience document along with the Endorsement Documentation Form to Certification@ parking-mobility.org.

❑ Complete **Part 4: Statement of Understanding and Signature**

❑ Complete **Part 5: Payment**

Education/License/Credential Documentation Form

(Minium of a High School Diploma)

Candidate Name

Last, First, Middle _____ Date Submitted _____

Dates of Education or Receipt of License/ Credential	Names and Address of Educational Facility/ License or Credential Issuing Body	Name and Title of Program (e.g., college major, etc)	Description of Courses of Study

Experience Documentation Form

Note: Use this form to document your supervisory/managerial experience as a parking, transportation, mobility professional (minimum of three years required.) The original must be included with your application. A copy must be provided to the endorsement provider and included in the separate endorsement mailing.

Candidate Name

Last, First, Middle _____ Date Submitted _____

Dates of Employment	Organization Name and Address	Name and Title of Supervisor	Include your job title(s) and description of roles and responsibilities related to parking, transportation & mobility and management.

Professional Development Documentation Form

Note: There is a 25 Point Minimum for professional development. Professional development/Continuing Education must have occurred within the last four years from the date of application. This form is incomplete without the minimum educational requirements. Refer to the PTMP Examination Content Outline if you have any questions about the applicability of your education/professional development. If more space is needed, please feel free to use an additional Word document with your information.

Candidate Name

Last, First, Middle _____ Date Submitted _____

Dates of Education or Receipt of License/ Credential	Names and Address of Educational Facility/ License or Credential Isssuing Body	Title and length in hours of Program. Include links, if possible.	Description of Courses of Study

PTMP Application Endorsement Form

(Present this form to endorser with copy of your completed application.) Please type or legibly print all information in black or blue ink. Sign, scan and email this form to:

International Parking & Mobility Institute
ATTN: PTMP Certification Program
Email: certification@parking-mobility.org

PTMP Applicant Information:

Last _____ First _____ Middle _____

Endorser's Information:

Last _____ First _____ Middle _____

Organization: _____

Title: _____

Address: _____

City _____State _____ZIP/Postal Code _____

Country: _____

Phone (plus extension if applicable): _____

Cell: _____ Email: _____

Endorsement:

I, _____, hereby state that I am

(select all that apply)

❑   A PTMP in good standing

❑   Licensed, commissioned, and/or certified as a: _____

❑   License/Certificate #s: _____

❑   Employer/Human Resources Department Representative _____

❑   Employment supervisor: Position/Title _____

and am knowledgeable of, and in good standing within, the parking, transportation, and mobility profession. I hereby affirm that I personally know or have researched and reviewed to the best of my ability, the work history, experience, and reputation of the above-referenced candidate and find she/he meets the PTMP Certification Program eligibility requirements indicated in this handbook. In support of my findings, I have attached a copy of the applicant's statement of experience as presented to me by the applicant. Based upon my findings, I hereby endorse the above-referenced applicant for consideration as a candidate for the PTMP Credentialing Program.

Submitted this _____ day of _____, 20_____ .

Endorser's signature: _____