

Case Study **Citizens Banking Corporation**
Asphalt Parking Lot Maintenance Standards & Assessment

Client	Citizens Banking Corporation
Department	Facilities and Real Estate Group
Location	Flint, MI
Project	Asphalt Parking Lot Maintenance Standards and Assessment Procedure for Project Planning
Deliverables	Baseline Corporate Maintenance Standard (version 0.1) Assessment Template, with Instructions
Participants	District Facilities Supervisor (Parking Lot Specialist) Facilities Coordinators (test and evaluate the assessment template)
Staffing	Principal, Consulting Engineer (Rowe Engineering)
Duration	2 months development, 1 month test & reviews, 2 months final approvals
Background	<p>Citizens Banking corporation operates nearly 300 branches plus various corporate administrative and operations centers in Michigan (Lower and Upper Pensinsulas), Ohio, Wisconsin and Iowa. These facilities were developed throughout the bank's history, and vary widely in age, construction standards, maintenance histories, local climate and traffic conditions. Parking lots create the banking customers' first impression, and Citizens is committed long-term to sustaining high maintenance standards for parking lots as part of its corporate image.</p>
Approach	<p>Facility Managers are generalists, and the Corporate Head of Real Estate and Facilities is assigning specialist duties to key staff and creating a corporate portfolio of standards, specifications and assessment tools. The standard enables the facility manager to identify the principal forms of deterioration: fading, striping, potholes, drainage, cracks and alligating, and general pavement failure. The standard guides a determination as to one of four outcomes: maintenance, repair, replacement or upgrade.</p> <p>The assessment template enables the facility manager to quantify the type and extent of the deterioration, and assign a budgetary cost range for recommended improvements. This enables the Corporate Facility Manager to allocate funds for maintenance, engineering or construction.</p>
Benefits	<p>The Asphalt Parking Lot Standards provide the facilities team with technical information in a convenient format. It promotes knowledgeable assessment, planning and action to prevent further degradation and improve the banks' facilities and image with its customers.</p>

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 Branch Manager's Facilities Desk Guide

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 Parking Lot Maintenance Process – 06/2006**

