

# ***Car Wash Parking Lot Safety Webinar***



**CAR WASH<sup>®</sup>  
INSURANCE PROGRAM**

BY  **McNeil&Co.**



## ***Why are we here?***

Engagement in awareness for parking lot safety!

- Accident reduction
- Injury reduction
- Eliminate fatalities



Expect the unexpected!



# ***How Many Parking Lots are there in the US?***

A *NY Times* article from January 8, 2012 noted:

- There are at least 105 million
- It is further estimated they account for about 2 billion parking spaces
- This is equal to about 8 parking spaces for every car in the country



## So Many Distractions

In a National Safety Council Poll, 66% of drivers nationwide said they would make phone calls while driving through parking lots.

Respondents also said they would:

- Program GPS systems (63%)
- Text (56%)
- Use social media (52%)
- Send or receive emails (50%)
- Take photos or watch videos (49%)



NSC found teens (59%) were more likely to engage in personal grooming than adults (53%) while driving in parking lots, but less likely to be on the phone (60% vs, 66%)

According to a report issued by the National Safety Council:

- More than 50,000 crashes occur in parking lots each year
  - Causing 60,000+ injuries
  - Causing 500 + deaths
- Like any workplace accident, they can lead to unforeseen direct and indirect costs to the business owner. (Iceberg Effect)
  - Lost productivity
  - Lower employee moral
  - Costs associated with hiring and training a replacement
  - Higher insurance rates





According to a report released by the National Safety Council's Journal of Safety Research:

Over 2,000 people died on business parking lots between 1993 and 2003.



This is not something you want engrained in your memory every time you come to work!



The table below accounts for non-traffic fatalities and Injuries for 2007

Event	Fatalities	Injuries
Non-occupant in Non-traffic Crash: Backing Vehicle	99	2,000
Non-occupant Struck by Driverless Vehicle	5	<500
Non-occupant in Non-traffic Crash: Forward-Moving Vehicle	106	3,000
Total (approx)	210	5,000



According to a NHTSA report published in 2014

- An average of 221 children ages 14 and under were killed
- 5,000 were injured

These were non-occupant crashes during a period of 2008 -2011, the vast majority of children involved were under the age of 4 (84%).

\*\*Per NHTSA's definition, "non-occupant" refers to individuals who are not riding in a vehicle at the time of incident, such as pedestrians and bicyclists.





# ***Anatomy of a Parking Lot***

Car Wash Parking Lots Consist of the Following:

- Entrances and exits
  - From street
  - From wash bays and tunnels
- Lanes of traffic flow
- Parking spaces
- Detail areas
- Drainage



All of these have their own inherent points of danger for pedestrians & other vehicles.

# **Safety Controls**

Parking lot safety begins with the following:

- Evaluation of traffic flow onsite – vehicle & pedestrian
  - Directional signage
  - Painted direction arrows
  - One way traffic flow where possible
- Assessment of topography
  - Is the parking lot flat or are there grades
  - Will cars need to increase acceleration to maneuver
  - Areas where pedestrians can slip under wet or icy conditions
- Reducing points of backing
  - Consider using spotters if staff have to back vehicles



# **Safety Controls**

Parking lot safety begins with the following:

- Looking for potential high foot traffic points
  - Paint crossing lines
  - Include crossing signage
  - Use cones to identify the area (be careful not to make a trip hazard)
- Reducing foot traffic as much as possible
  - Placement of trash cans
  - Placement of vending machines
- Post traffic speed
  - 5 MPH or less

*If operating a full service wash teach designated drivers to go no faster than they can walk.*



# **Safety Controls**

Parking lot safety begins with the following:

- Proper Lighting
  - Will operations be going as dusk and darkness set in
  - Overnight security
- Drainage
  - Keep drains cleaned out
  - Monitor areas of runoff not to drains
  - Frequent power washing transfer areas
- Maintenance
  - Fill potholes when they appear
  - Watch for heaving concrete and blacktop



Part of Safety Controls is the process of adding signs around the parking lot.

This is not an easy task and should not be taken lightly.

Consider the following when placing signs:

- Keep signage simple
  - Drivers have a limited time to read them
  - Too many can cause unwanted braking in areas you want traffic flowing
- Place in a reasonable line of sight
  - The message you are conveying needs to be in direct sight
- Avoid sign clutter
  - Unfocused drivers looking around at multiple signs stop looking for hazards
  - People stop looking at the messages when they are inundated with signage





# **Signage**

In addition to speed and directional signage, here are some additional considerations for parking lot safety:



Take control of your  
Parking Lot!



# ***Audio Messages***

Do you have audio loops at your location?

- Consider adding in some safety messages
  - We care about your children's safety, please keep them close at all times.
  - Please use caution while navigating the property as traffic flow can be high at times.
  - Please be sure to watch your step when entering any areas that appear wet, car wash soaps and water can create slippery conditions.
  - Safety is our top priority, please drive slow while entering and exiting all areas of the property.
  - Please stay alert and look both ways when crossing through the parking lot.



# ***High Alert Situations***

Always pay attention to the parking lot and be on high alert for:

- Individuals under the influence of drugs or alcohol
  - Individuals who could be experiencing medical emergencies
  - Senior or disabled clients with mobility issues
  - Domestic disputes in progress
  - People on cell phones
  - Customers not supervising children properly
- 
- Train staff on how to approach these situations
  - Have procedures in place before they happen
  - Everyone needs to be a leader and not look the other direction when a problem is spotted





# **Staff Safety**

## Staff Placement

- Areas to avoid putting staff if possible
  - In direct line of the tunnel exit
  - Areas where a car can pin them up against something
- Teach staff and frequently provide reminders
  - Do not get directly behind vehicles
  - Do not get directly in front of vehicles
  - Don't dart between cars
  - Always look both ways when crossing the lot – treat it as a busy street
  - Zero tolerance for cell phone use or earbuds with music playing
  - If you need to navigate between cars make eye contact, use hand signals





# **Staff Safety**

## Additional Safety Points

- Bright colored clothing to identify staff
- During night operations add a reflective vest
  - Or working near the street if you have a small site plan
- Ensure proper footwear is worn
- Avoid having staff work who are exhausted or sick







# ***Closing Thoughts***

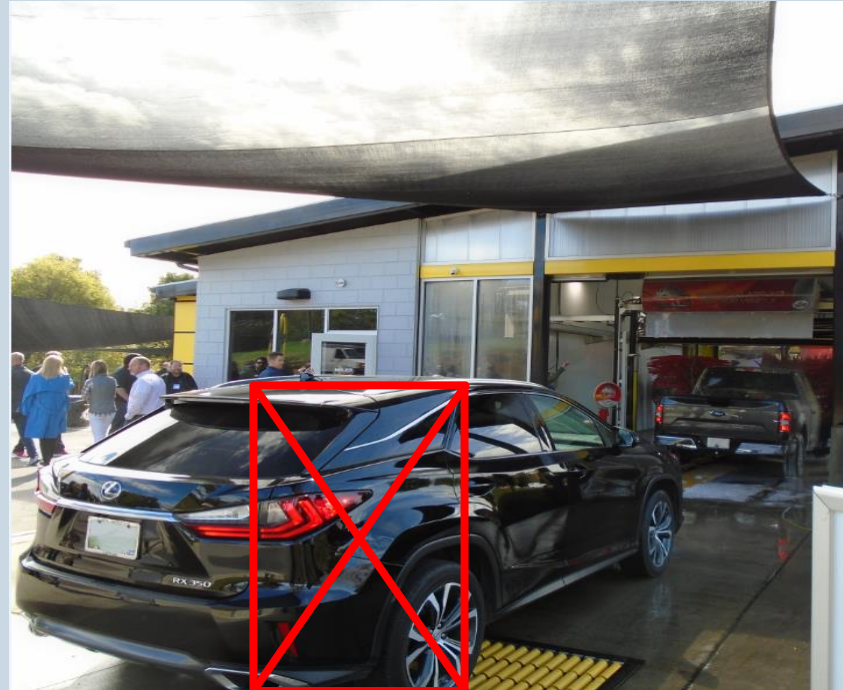
People entering the lots are too busy looking ahead for where they are trying to get and they forget about pedestrians who are on the move.





# ***Closing Thoughts***

Remember all vehicles have blind spots – accidents can happen in the split second a driver cannot see you.





# ***Closing Thoughts***

Parking lots heat up this time of year

- Have a policy in place to prevent heat emergencies
- Make sure staff is hydrated properly
- Rotate and provide extra breaks if needed
- Train staff to identify signs and symptoms of heat stress/stroke
  - Call emergency services for an evaluation if concerned



**Claims can rise just like the temperatures with a heat stressed staff!**

# ***Parking Lot Safety is Everyone's Job!***

## **Thank You**



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