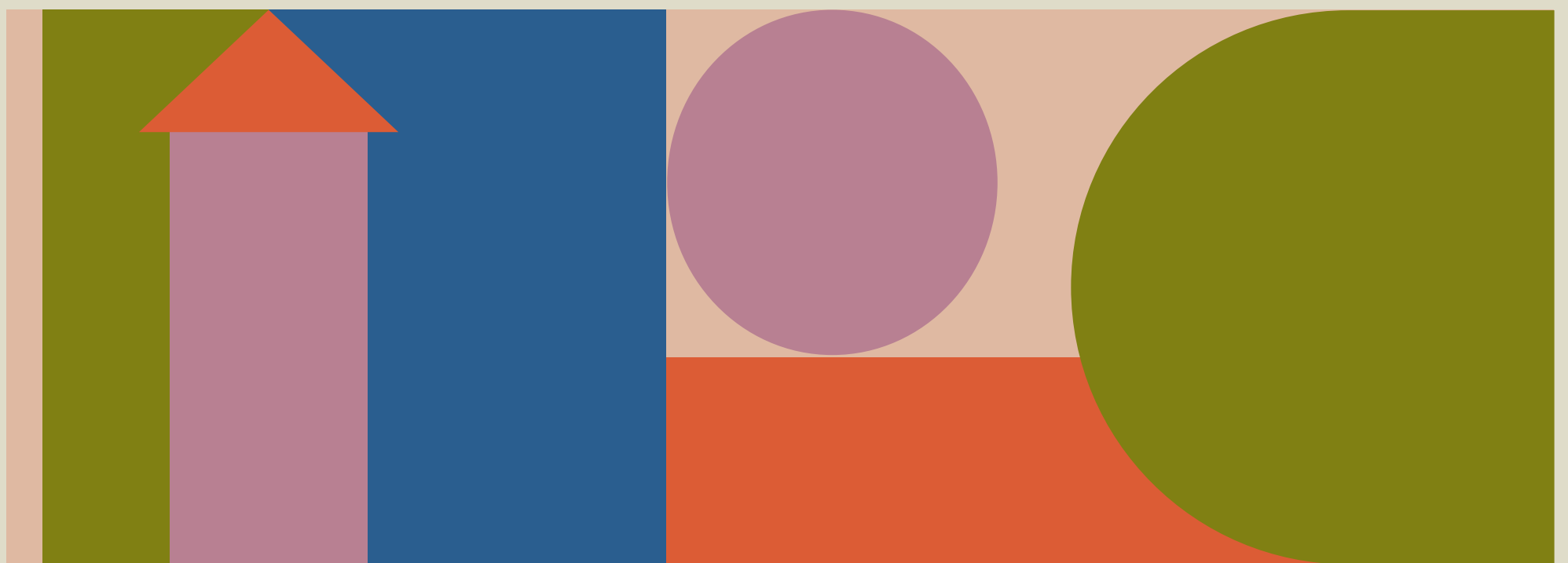


# Equip

MANUAL



PARKING TEAM

**Parking**  
TEAM

# Section I

KEYSTONE  
MISSION, VISION  
AND VALUES

## Part One: Keystone Mission

Jesus said, "...Therefore go and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything I have commanded you. And surely I am with you always, to the very end of the days." (Matthew 28:19-20, NLT)

## Part Two: Keystone Vision

Leading everyone to experience a passionate life in Christ!

## Part Three: Keystone Values

Keystone's seven values describe WHO WE ARE and WHO WE STRIVE TO BE as a church. As we carry out the great mission and vision God has called us to, together we must create a culture that reflects the values God has made clear. With every touch, every conversation, every act of service, every move we make, we commit to carry out this great vision and these values as we love God and love others at Keystone Church.

### 1. Jesus Changes Lives

Life change begins in a relationship with Jesus. We love seeing lives changed so much you might say we are addicted to life change! We are passionate! As a result, we steadfastly commit to help people encounter God, receive the gift of salvation and experience the purpose and freedom Jesus promises for those who put their trust in Him. (John 3:16)

### 2. The Bible Is our Truth

The Bible is God's voice. In a world full of opinions, we choose to find our truth in God's Word, the Bible. We believe the Bible is the authoritative, supernatural revelation of God Himself and God's gift to guide those who love and seek Him. The Bible reveals God's design for His Creation and shows us the way to live life beyond what we could ask or imagine. (Psalm 119:11)

### **3. We Sing Loud**

Anytime we gather together, God gives us unforgettable experiences as we praise and worship Him. God created worship and praise as an opportunity to connect intimately with Him. We sing loud because of what God has done, what God is doing and what we believe God will do in our lives as we stay close to Him! (Psalm 47:1)

### **4. We're in This Together**

You matter to God. You matter to us. We weren't meant to live this life alone. God created the Church to be a family and we want this place to feel like home. Like any healthy family grows in size, the church was created to grow. As we grow larger our passion is that it's not about our size, it's about our spirit. We're in this together! (John 17)

### **5. We Always Bring our Best**

God calls us to love Him and to love others. One of the ways we love well is to BRING OUR BEST. Jesus brought His BEST for us! We are driven to bring our best for Him and others. As a result, we value hard work, creativity, beautiful spaces, and doing everything we do with EXCELLENCE. (Colossians 3:23, 1 Corinthians 10:31)

### **6. We Are Serious About Having Fun**

God is the creator and author of FUN. We believe God is a blast and the church should be too! We recognize that every good gift comes from God. We seek to enjoy God and His gifts His way as we create FUN environments that point us to the God who loves life! (Song of Songs, James 1:4, Psalm 34:8)

### **7. Passion Drives Us**

Passion is not something that has to be pulled out of us. Rather, passion pours out! As God has loved us, we will love. As God has served us, we will serve. As God has generously given to us, we will generously give. We love God and His Church with PASSION. We embrace the mission from Jesus with PASSION. (Matthew 22:37-40)



# Parking

TEAM

## Section 2

### TEAM MINISTRY STANDARDS

Part One: General Expectations  
and Behaviors

Part Two: Age and Background  
Check Requirements

Part Three: Team  
Characteristics

Part Four: Position Descriptions

We are the Keystone Family. We are people who answer God’s call to love God, love people, and serve God’s Church. As Jesus served us, we serve others as we lead everyone to experience a passionate life in Christ!

## **Part One: General Expectations and Behaviors**

### **Serving and Attending the Worship Experience**

All Servant Leaders will commit to regularly attending the in-person weekend worship experience at Keystone. For teams that require Servant Leaders to be in position for an entire service, these Servant Leaders serve at a separate service from the one they attend in the Auditorium.

### **Servant Leader Safety Considerations**

While serving, always make an effort to maintain safety for yourself and those who are serving with you. This means avoiding situations where a person’s integrity could be called into question. Never enter a closed-door room with a child (who is not your own) without another unrelated adult present, nor a closed-door room with only one other Servant Leader of the opposite gender.

### **Weekly Communication and Preparation**

Being prepared and communicating with our team helps us bring our best as we serve God and others. Each Servant Leader is asked to communicate regularly with their team’s leadership via Planning Center Online. Schedule requests will be sent weekly via email and the Planning Center Services app. Please promptly respond to these schedule requests (Accept or Decline) when they are sent each week.

### **Dress Code**

Each Servant Leader will receive a Keystone Church tech shirt that should be worn at all times while serving on the campus. (During inclement weather, jackets and umbrellas are also available.) A modest dress code is required. A helpful question to ask oneself is, “Could I bend over or sit on the ground without revealing anything?”

## Arrival and Departure

The arrival time for Servant Leaders is normally 60 minutes before the service start time, or immediately after the service they attend. This allows time for parents to check in and drop off their children prior to the team huddle. Children ages birth to 6th grade should attend their Keystone Kids programming while their parent is serving.

Upon arrival, all Servant Leaders should immediately connect with their Service Lead and will be dismissed by the Service Lead at the end of the service. Below is a sample timeline of what your experience may look like during a normal service while serving on this team.

60 minutes prior to service	Arrival, check in and drop off kids ages birth to 6th grade. Connect with Service Lead and set up parking lot supplies.
45 minutes prior to service	Parking Team Servant Leaders are in place. Other Servant Leaders begin arriving.
Service begins	
20 minutes after service start time	Work with Service Lead to count cars. This time can fluctuate depending on the traffic of people arriving.
25 minutes after the final service start time	Tear down all parking lot supplies.

## Cell Phone Usage

Cell phones are to be used for assigned ministry use only. Please keep your cell phone hidden while you are in position and serving on behalf of the team.

## Transferring or Stepping Down

Please give your team's leadership a two-weekend notice if you are interested in stepping down or transferring to a different serving team. If you are interested in serving in a different ministry, Keystone Staff will help make this process as smooth as possible by connecting with the leadership of that ministry to get the process started.



## Part Two: Age and Background Check Requirements

Servant Leaders on the Parking Team must be at least 16 years old. Background checks are required for all adult Servant Leaders serving on the Parking Team.

## Part Three: Parking Team Characteristics

As Servant Leaders, we commit to carry out our church's vision and values through clearly defined standards that are specific to the role each Key Team contributes to the overall experience at Keystone. The priority of the Parking Team is to help traffic enter and exit smoothly, while honoring people and helping them get excited for their experience at Keystone Church.

### 1. **Safe.** Create a safe experience for everyone driving, parking, and walking in the church parking lot.

- Be attentive. Keep your hands free (i.e., don't hold your coffee and refrain from using your phone).
- Remain alert and attentive, fully present at the task at hand.
- Be familiar with and follow all safety policies and procedures.
- Park all guests in a safe, simple, and smooth manner.

### 2. **Confident.** Present yourself in a positive and confident manner in the way you dress and how you communicate.

- Act with clarity and certainty.
- Convey a calm and confident attitude. Bring peace (not panic) to high pressure moments and situations.
- Be open to receiving coaching from your Service Lead.
- If you are not confident in a safety policy, ask your Service Lead.

**3. Welcoming.** The parking lot is the first impression guests receive, so welcome everyone with a friendly attitude.

- Smile and wave as you direct traffic and park cars.
- Exude a friendly and warm presence. This looks like smiling, uncrossed arms, and friendly eye contact.
- Greet guests with enthusiastic phrases such as:
  - “Good morning!”
  - “We’re glad you are here today!”
- Radio usage should be fun and honoring.

**4. Efficient.** Lead people to park quickly, correctly, and safely.

- Be prepared and knowledgeable of all goals, processes, and protocols.
- Follow the strategy and procedures for how to park cars for the current service.
- Work together and communicate with others on the team to create smooth experiences.

## Part Four: Parking Team Position Descriptions

### Parking Team Lead

The Parking Team Lead is responsible for leading team members by caring for and encouraging spiritual health as they are equipped to serve at Keystone Church. The Parking Team Lead will monitor the weekly schedule with the Parking Team Service Lead to ensure that necessary positions are filled. The Parking Team Lead is responsible for all training for new Servant Leaders. The Parking Team Lead reports directly to staff and is to oversee the Servant Leaders to ensure the safe and efficient operation of the Parking Team.

## **Parking Team Service Lead**

The Parking Team Service Lead reports directly to the Parking Team Lead. The Parking Team Service Lead is responsible for guiding Servant Leaders during their assigned service hour spiritually and procedurally. The Parking Team Service Lead will monitor weekly schedules and make sure all necessary positions are filled. The Parking Team Service Lead is responsible for their team carrying out all tasks during their service hour.

## **Parking Team Servant Leader**

The Parking Team Servant Leader is responsible for following all processes and procedures for the Parking Team. The Parking Team Servant Leader is responsible for responding to weekly schedule requests and communicating with their Service Lead.

**Parking**  
TEAM

# **Section 3**

PROCEDURES

Part One: General Principles

Part Two: Before and After  
Service

Part Three: Lot Management  
and Strategy

# Part One: General Principles

## Safety First

As a team, we serve in the spirit of hospitality, by providing an easy first step for every person's arrival at Keystone, and safety, by keeping our campus safe for those driving and walking through the parking lots. Below are some ideas of what that means.

- Manage flow to prevent traffic from backing up into Keller Parkway and Pearson Lane.
- Keep pedestrians safe from moving vehicles.
- Keep vehicles from contacting other vehicles (e.g. backing out of parking spaces).
- Keep other team members safe with radio communication.

## Welcome Everyone

Greet guests, other servant leaders, and staff in every vehicle with a wave and a smile as they arrive.

## Parking Service Duration

- Parking service begins 45 minutes before the scheduled church service time.
- Parking service ends 20 minutes after scheduled church service time or when traffic stops flowing.

## Park Vehicles “Wide, Then Deep”

In the designated parking lot, Parking Servant Leaders will fill the parking row closest to the church completely. Then move to the next parallel row moving away from the church building. Continue filling each row entirely before moving to the next row away from the church building.

## Lightning Policy

A “Lightning Delay” shall be called when the time between a visible lightning flash and the attendant sound of thunder is 12 seconds or less. At this time, all Parking Servant Leaders will leave their stations and move inside the church building. A Lightning Delay shall last for 20 minutes, and the delay shall restart each time the Lightning Delay criteria above is met. When 20 minutes elapses without the Lightning Delay criteria being met, Parking Servant Leaders will move back into position and continue parking service.

## Part Two: Before and After Services

### Servant Leader Childcare

Servant Leaders on the Parking Team are encouraged to utilize the Keystone Kids programming while they are serving. If you have a question about what is available for your kids when serving, ask a Parking Team or Service Lead, or the Ministry Staff member over the Parking Team.

### Pre-Service Responsibilities

The Parking Team should be among the first teams to start serving. When this happens, it creates both a welcoming presence as other Servant Leaders arrive on campus, and creates a good flow of traffic to safely manage the capacity of the lot. To do this, the Parking Team begins serving at least 45 minutes prior to service.

The Parking Team ensures all signs, cones, and flags are in position prior to the start of service. For the first service of the day, it will be necessary to set up the lot by moving signs, cones, and flags from storage and into position. Lot setup should begin one hour prior to the first service of the day.

As cars arrive for service, greet every vehicle with a smile and a wave. This is hospitality, and the ultimate first impression of Keystone Church! The Service Lead for the given service will communicate with the team to manage incoming cars so that everyone can park safely and efficiently.

Since the Parking Team has the purpose of directing traffic, this team serves as long as there are vehicles entering or exiting the campus. Once the flow of traffic lessens, the team then counts all the cars in the lot and records this number in the Planning Center Headcounts app.

## Post-Service Responsibilities

If there is another service starting soon, that service's team will already be in the lot directing traffic. After the last service of the day, the team may continue to direct traffic for a safe and efficient exit.

The team serving the last service of the day is responsible for picking up all signs, cones, and flags, after that service's traffic direction has finished.

## Part Three: Lot Management and Strategy

To safely and efficiently manage the flow of traffic prior to weekend services, the Parking Team uses unique strategies to safely and efficiently park cars as they arrive for services, and for dismissal.

### First Service Traffic Flow

For the first service of the day, the East Lot is the primary lot.

- South Entrance on Pearson Lane is Exit Only and should be coned off.
- Traffic arriving from Keller Parkway will be directed west to east across the front of the campus, in between the Plaza and Reflection Lake, to the south side of the East Lot, A Parking Team Servant Leader stationed on the south side of the East Lot will direct cars north into the East Lot rows using the Wide, then Deep principle.
- Traffic arriving from Pearson Lane will enter through the North Entrance and travel west across the north side of the East Lot. A Parking Team Servant Leader stationed on the north side of the East Lot will direct cars south into the appropriate row using the Wide, then Deep principle.
- A Parking Team Servant Leader will be stationed at the entrance walkway to the Plaza to facilitate drop-offs and handicap parking.
- See the guide below for positions, placement of cones, and flow of traffic.



## Second Service Traffic Flow

For the second service of the day, the North Lot is the primary lot.

- Exiting traffic should be directed to the South Exit on Pearson Lane, and the Keller Parkway Exit Lane.
- A Parking Team Servant Leader shall be stationed at the South Exit on Pearson Lane to facilitate exiting traffic and to prevent incoming traffic from attempting to
- Traffic arriving from Keller Parkway will be directed north, along the west side of the church building, in between the rear of the building and the property line. A Parking Team Servant Leader will be stationed at the west side of the North Lot and will direct cars to the appropriate row in the North Lot using the Wide, then Deep principle.



- Traffic arriving from Pearson will enter through the North Entrance, and travel west across the north side of the East Lot. A Parking Team Servant Leader will be stationed at the east side of the North Lot and will direct cars into the appropriate row in the North Lot using the Wide, then Deep principle.
- If the North Lot fills up, the team will move into position to park the East Lot using the First Service Traffic Flow pattern.
- See the guide below for positions, placement of cones, and flow of traffic.



## Working With VIP Parking

First time guests are our VIPs! We want to roll out the red carpet for them and make their first experience with Keystone a great one. To this end, we have signage for our guests in the parking lot asking them to turn on their hazards to let us know they are VIPs.

When you see a car with its hazards flashing, direct it through the normal traffic pattern (as indicated by which service), and direct them to the VIP Parking Lot. This may mean, at times, stepping in to hold traffic so VIPs coming from the Pearson entrance can turn left into the lot.

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KEYSTONE APP  
SCAN HERE

