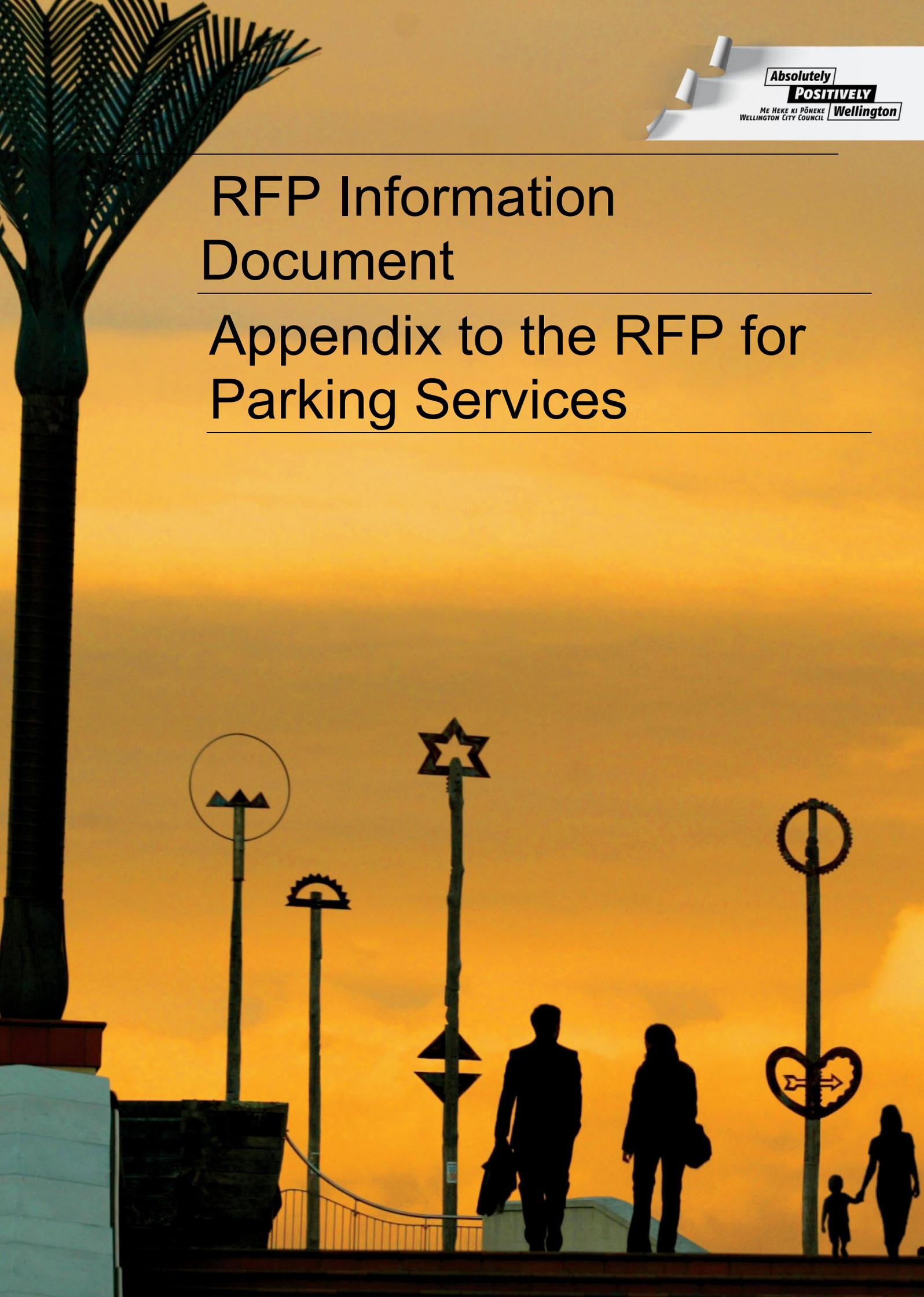


RFP Information Document

Appendix to the RFP for Parking Services



1. Introduction and About Wellington City Council

Introduction

This RFP Information Document provides information about Wellington City Council's Parking Services and is the Appendix to the RFP for Parking Services issued September 2013.

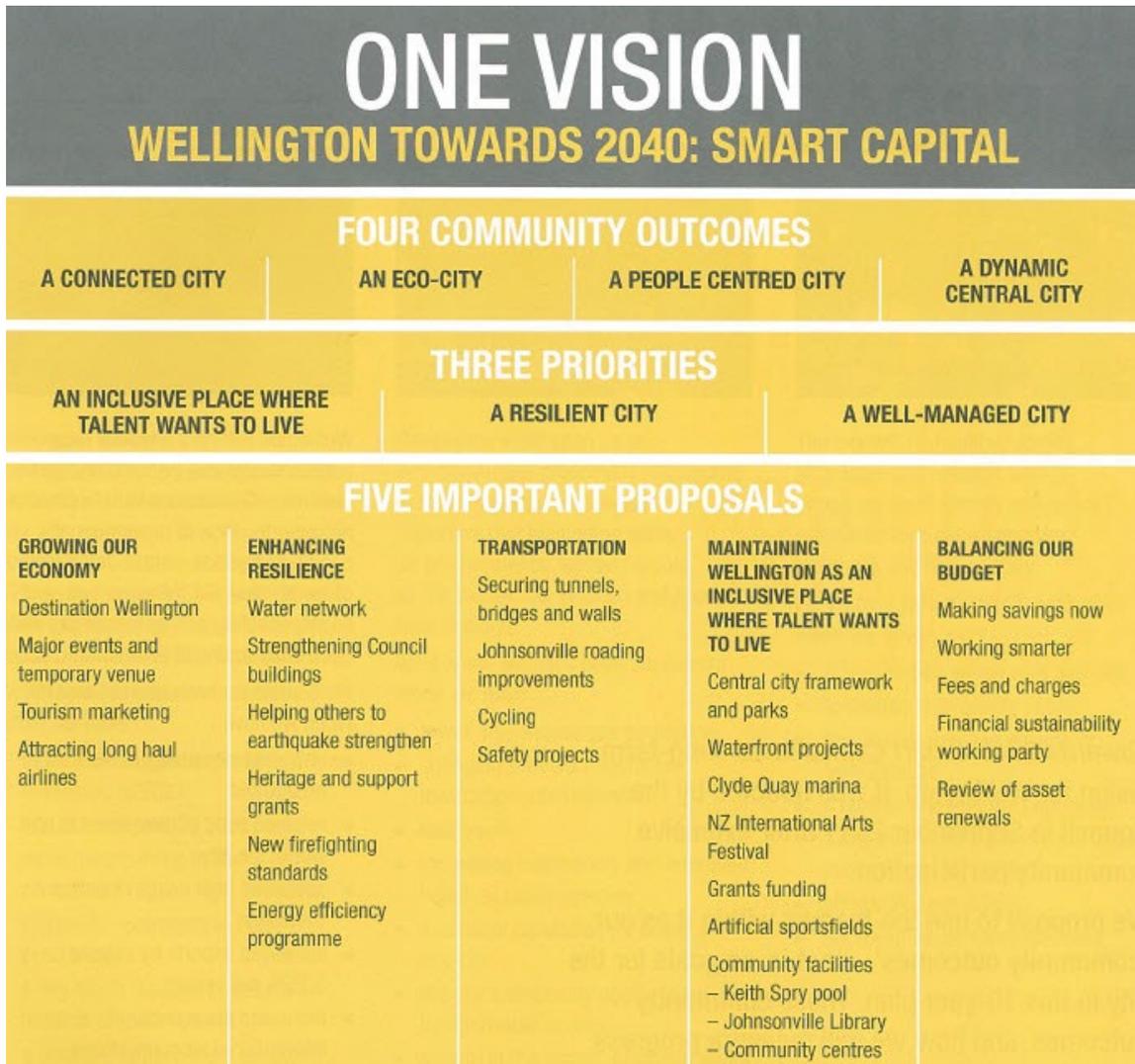
Purpose

The purpose is to provide indicative information so that suppliers can understand the general objectives, methods, and tasks associated with the services. It is not intended as a complete description of the services and any possible requirements. Additional information will be provided if there is subsequent procurement.

About Wellington City Council

Wellington City Council is responsible for activities, services and works that touch every single resident's lives. This includes delivering high-quality, resilient infrastructure and community services, libraries, recreation and arts facilities, maintaining the city's parks and reserves and ensuring Wellington has a year-round programme of exciting entertainment and events.

The summary of our Smart Capital vision is as follows:



To support this Vision we expect innovation and high quality customer service.

2. Current Scope of Parking Services

Street parking enforcement services

- on street parking enforcement services (including ticket issue);
- abandoned vehicle control;
- logging of pay and display machine and parking meter faults;
- logging of faulty road signs and road markings
- special event parking enforcement services;
- supplier of appropriate personnel for court hearings; and
- reporting.

Parking ticket and parking coupon and permit processing and administration services

- processing of parking infringement tickets, Smartpark and other similar services, parking permits and coupon parking tickets;
- collection of infringement fees;
- provision of telephone and internet credit card payment services (including management of an internet web page);
- provision of New Zealand Post agency payment services;
- debt collection services;
- communication centre operation;
- responding to customer queries and complaints regarding infringement notices
- administration of prosecution hearings; and
- reporting.

Outside of scope for the purposes of the RFI is collection of on-street meter fees.

Current Parking Controls

Council's parking controls consists of:

- Pay and Display machines. These are ticket-producing machines that can take coin, mobile and credit card payments (Snapper is now an option on some machines)
- Coupon parking using pre-paid coupons
- Smartpark systems for high-use CBD parking users
- Designated parking time limits in certain areas
- Resident parking zones

- Parking enforcement officers monitor for compliance with these and vehicle offences such as parking on clearways, yellow lines, loading zones.

3. Performance and Volume Information

Annual Report Performance Measures

The following is an extract from the 2011/12 Council Annual Report.



Infringement Volumes and Values

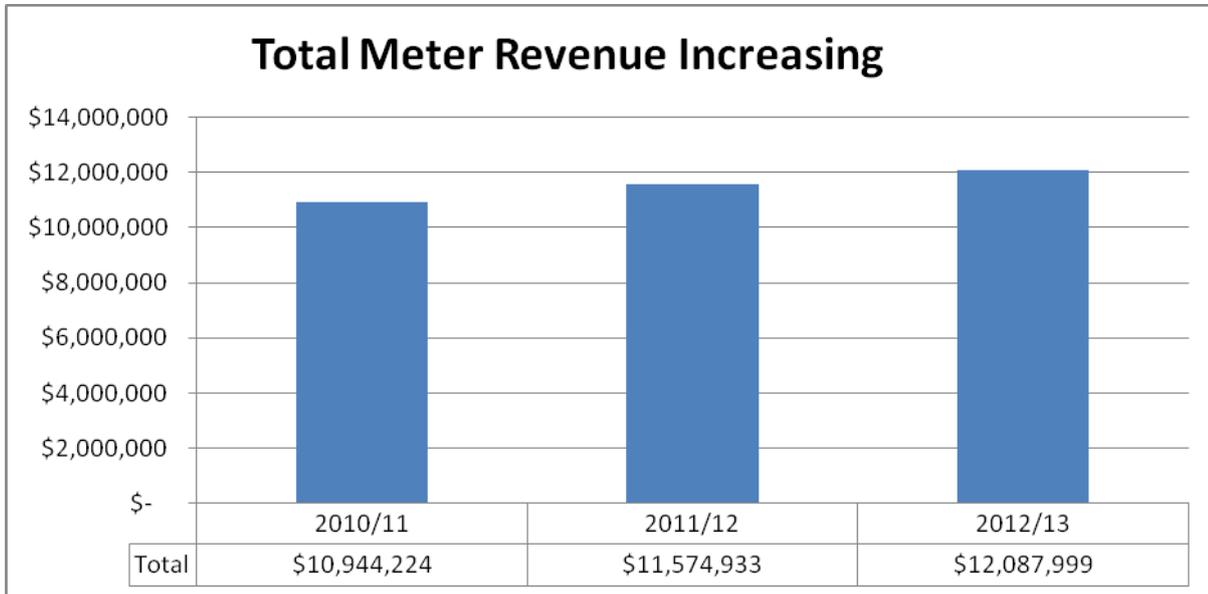
The following are the average numbers of tickets, and revenues collected, by ticket value, by month. This information is based on 9 months of the current financial year (July 2013 to March 2013).

Ticket Value	Average Infringements per month	Average revenue per ticket per month	Average Tow fees per month	Average Total Fees Collected per month
\$12.00	9,779	\$117,348	\$38	\$ 117,386
\$15.00	1,114	\$ 16,708	\$-	\$16,708
\$21.00	540	\$ 11,349	\$12	\$11,361
\$30.00	236	\$ 7,067	\$53	\$ 7,119
\$40.00	5,889	\$235,556	\$ 4,193	\$ 239,748
\$42.00	57	\$ 2,413	\$18	\$ 2,431
\$57.00	11	\$ 633	\$24	\$ 657
\$60.00	563	\$ 33,807	\$ 4,558	\$38,364
\$150.00	82	\$ 12,267	\$30	\$12,296
\$200.00	1,719	\$343,756	\$ 6	\$ 343,762
\$600.00	3	\$ 2,067	\$-	\$ 2,067
Grand Total	19,994	\$782,969	\$ 8,931	\$ 791,900

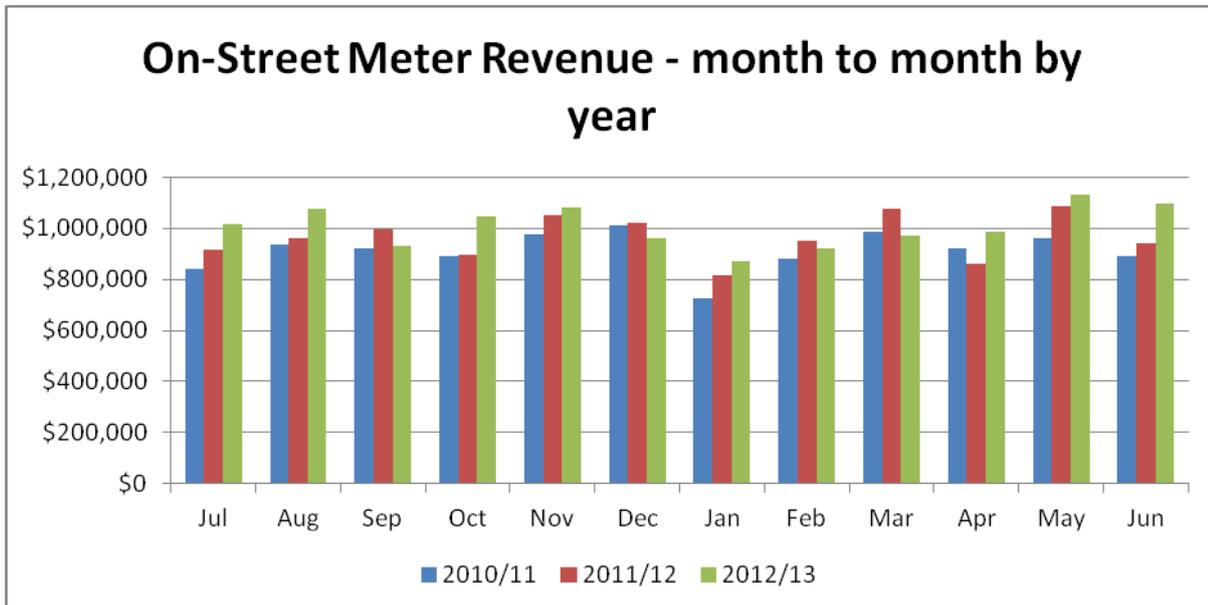
Note that most of the value of tickets collected come from \$12 fines (e.g. overstaying parking by not more than 30 minutes); \$40 fines (include a range of offences such as parking on footpath etc., and also failure to pay for parking); and \$200 fines (e.g. failure to display WOF or registration).

On-street meter revenue

There has been an increase year on year on on-street meter revenues. This is a 5.8% increase between 2010/11 to 2011/12 and a 4.4% increase from 2011/12 to 2012/13. This represents over \$1.1 million additional over the two years as indicated in the following:



The breakdown per month is as follows:



Coupons and Permits

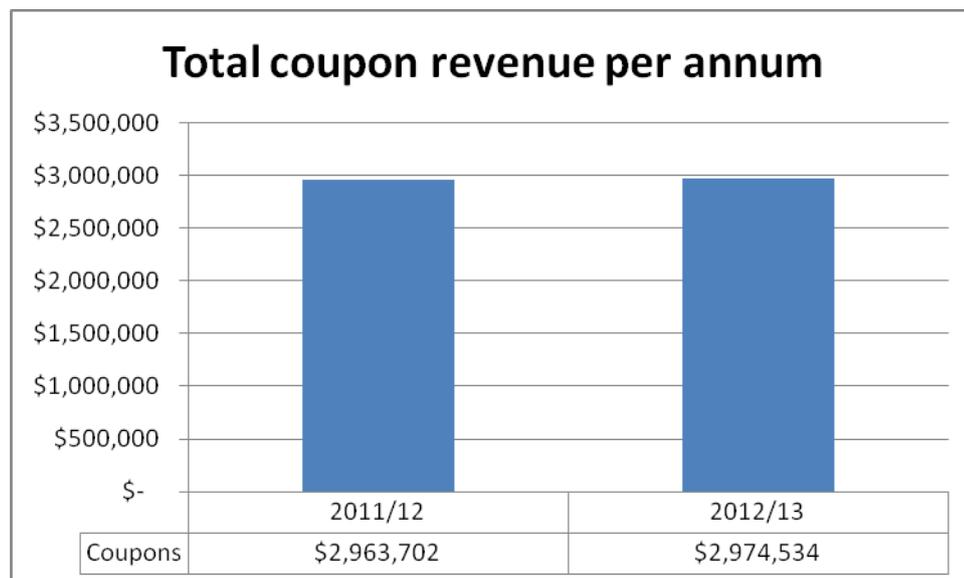
Coupon systems are currently managed by the Contractor. These include processing (through requests, renewals, and distribution etc. of the following):

- Resident Parking Permits
- Coupon Parking Exemptions
- Parking Coupons
- Loading Zones Permits
- Trade Parking Permits
- ½ day CBD Parking Permits

- Full day CBD Parking Permits
- Smartpark cards

Coupons are distributed for sale at Council sites as well as retail outlets such as dairies etc.

Coupon revenue has only increased slightly (0.4%):



The Coupon revenue is as follows:

Coupon mix	2011/12	2012/13
Residents Permits	\$ 407,460	\$ 389,759
Coupons Exemptions	\$65,959	\$65,345
Parking Coupons (Monthly, Daily, Vendor and Coupon Upgrade Sales)	\$1,953,895	\$1,960,517
Trade Permits (Suburban, CBD, 1/2 day and CBD Full Day)	\$ 117,855	\$ 144,471
Load zone permits	\$39,706	\$36,225
Parking Authorisations	\$3,545	\$2,803
SmartPark	\$ 375,283	\$ 375,415
TOTAL	\$2,963,702	\$2,974,534

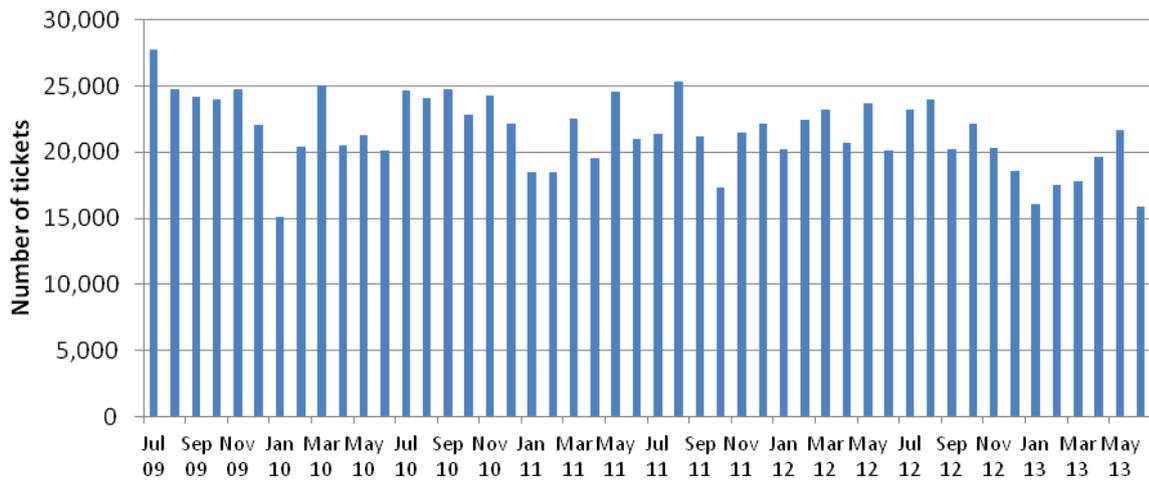
Note that SmartPark is really parking for on-street – but processed and included with the above revenues.

Compliance

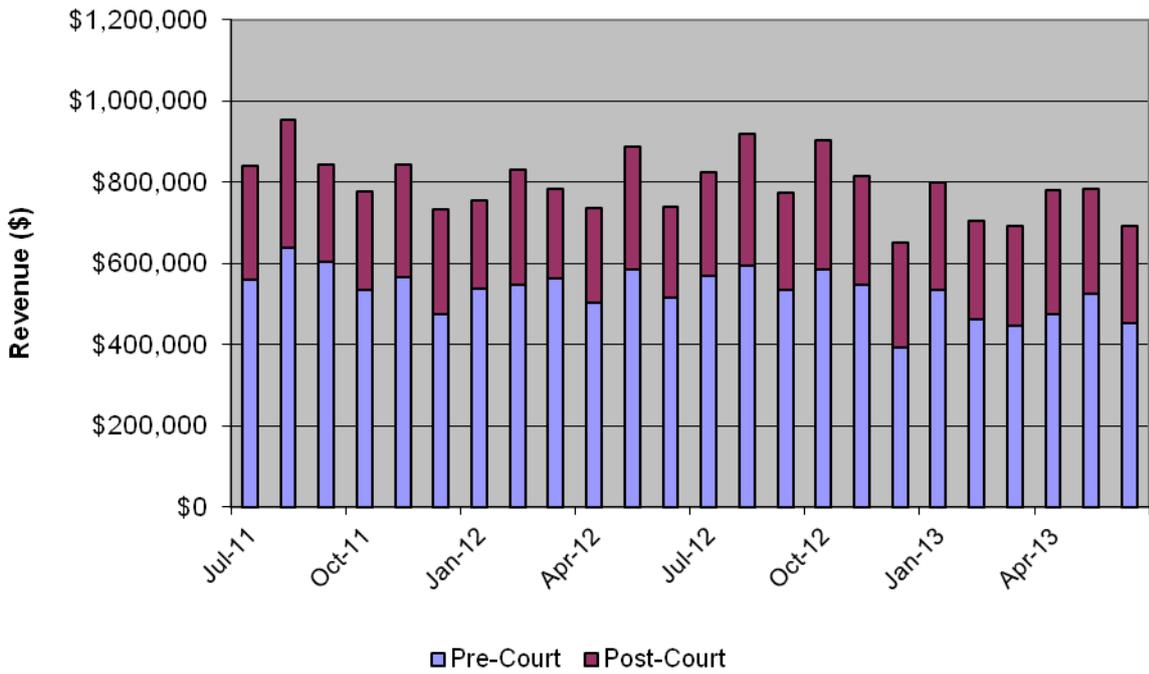
The increase in meter revenue is only partly attributable to occupancy. There also appears to be increased payment, supported by greater uptake of payment channels (such as Snapper, txt a park etc.). It may also indicate greater awareness of compliance and avoidance of ticketing by the public.

This is reflected in somewhat reduced monthly ticket uploads, and in reduced enforcement revenues:

No. of uploaded tickets (monthly)

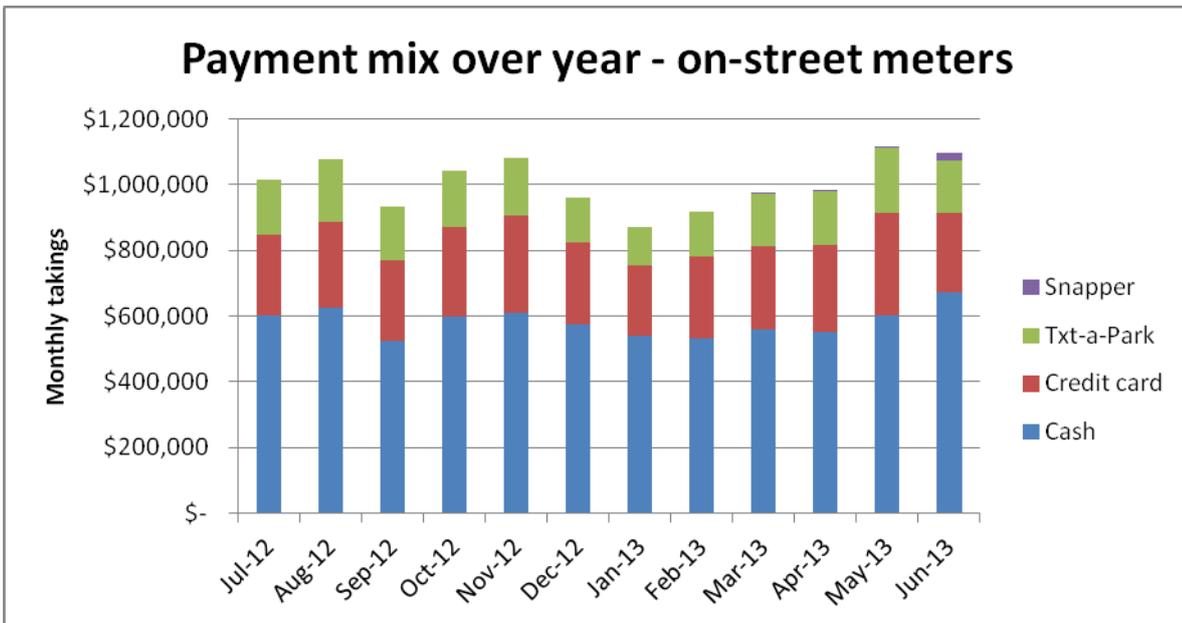


Parking Enforcement Revenue by month

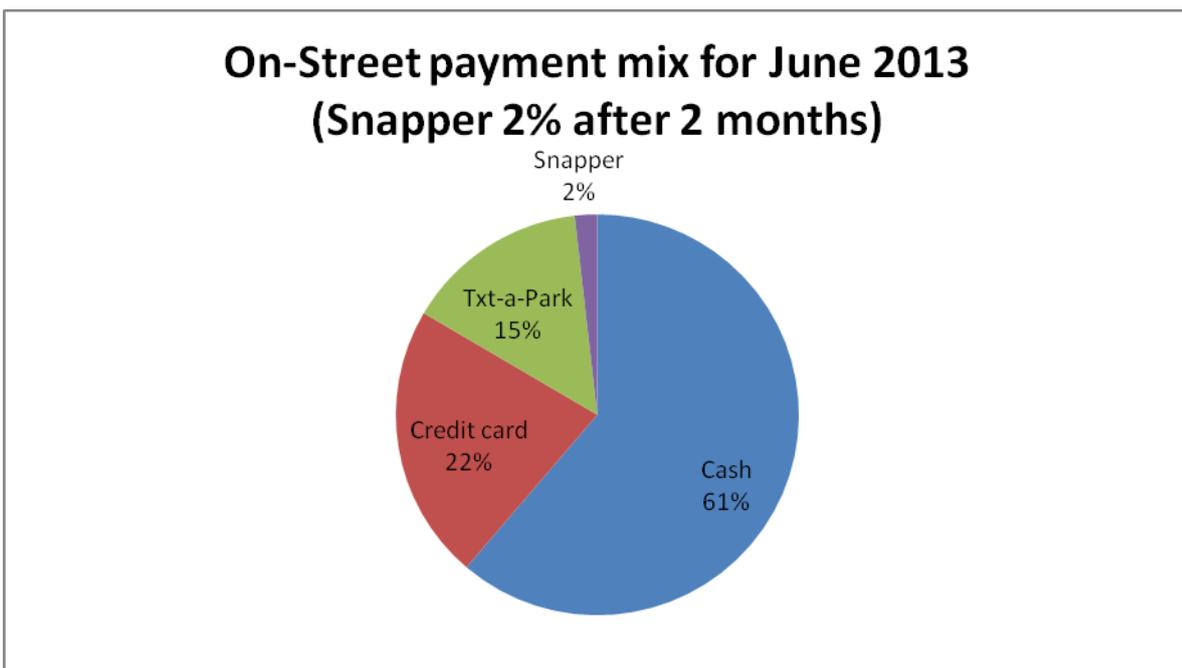


Payment methods- on-street

Cash still remains the main payment method for on-street meters (average out at about 58% over the last year).



Snapper payment has been introduced in March 2013 and has reached 2% of payments (note cash proportion higher than average in June 2013):



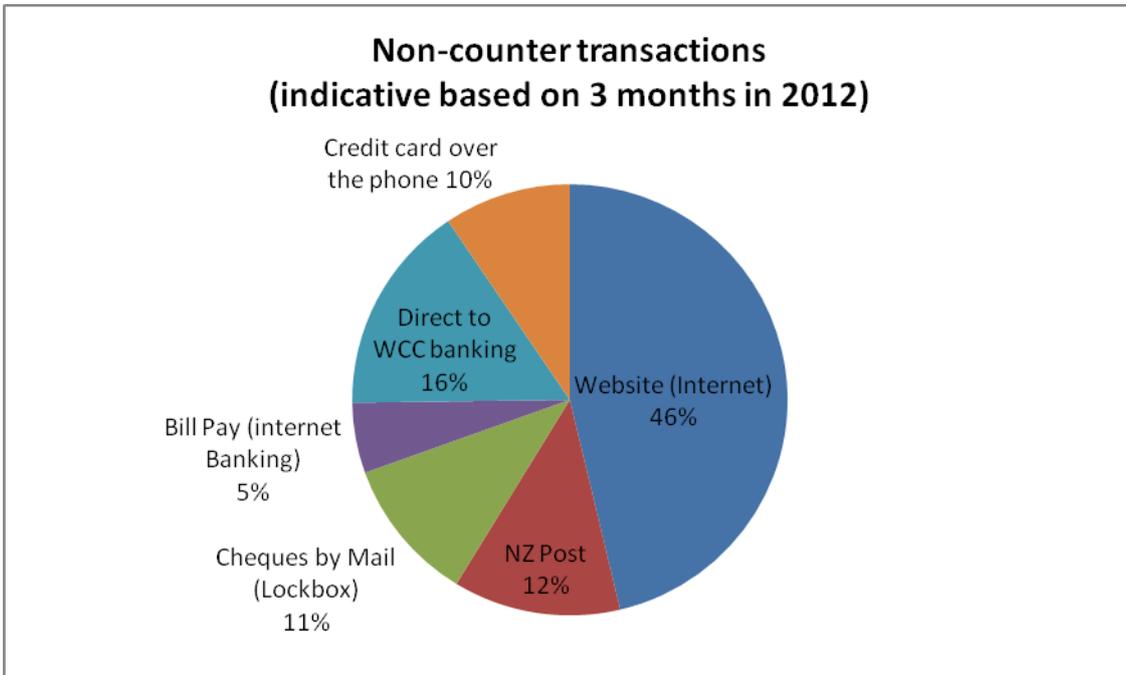
Ticket Payment Options

Tickets must be able to be paid for:

- in person at a centrally located CBD site (as a minimum open 8:30am to 5:00pm Monday to Friday excluding statutory holidays)
- online
- internet banking
- by credit card over the phone

- by post (include your cheque or money order with the infringement details)
- Any New Zealand Post Shop or Books and More outlet.

Currently less than 1/3 of tickets are paid over the counter. For non-counter transactions, the breakdown is as follows:



Infringement Lifecycle Measures

The following table summarises the payment and other performance measures that arise from issued infringements:

	Item:	Indicative Performance
1	Pre-Court payment rate	74.20%
2	Lodged in Court	16%
3	Warden error rate	0.80%
4	Warden complaints	0.01%
5	Warden compliments	0.10%
6	Appeals received	8.50%
7	Discretionary waive	10%
8	Reminders sent each month	5.3%
9	Defended hearings	0.1%

(These are historical figures purely for indicative purposes).

4. Wellington's Paid Parking

1. Metered Parking

The majority of parking within the CBD (Central Business District) and close by is controlled by parking meters. There are two main types of meters that provide the motorist with "short term" parking only:

- Electro-mechanical and electronic parking meters (Meter). "Paid" time on this meter is displayed visually inside the meter-head.
- Pay and Display meters (P & D). "Paid" time on a P & D is printed by a paper receipt.



Meters that display "visual time" are individual to each metered space. P & Ds service a number of parking spaces known as a "multiple parking meter area". The Meters are coin operated, whereas all P & Ds, accept coins, credit cards and text-a-park (using mobile phones through both the Telecom and Vodafone networks).

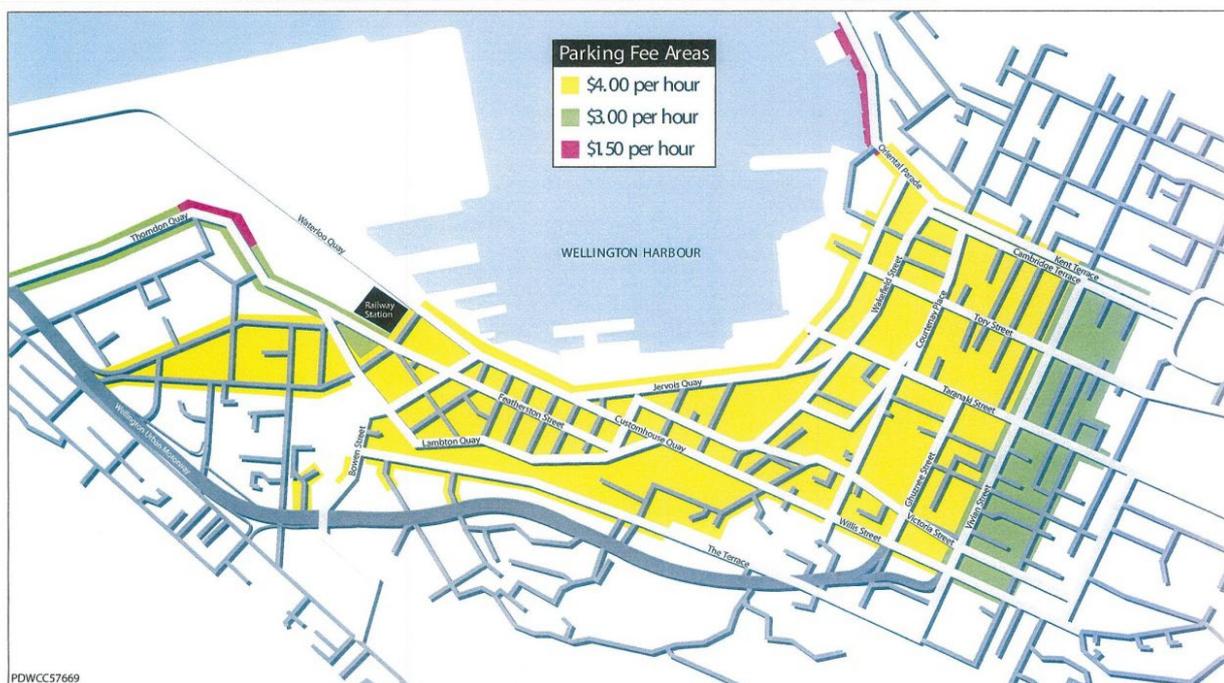


The control of where parking meters operate is authorised by the provisions contained in Part 7 of the Wellington Consolidated Bylaw 2008.

The Parking Fees in the CBD are indicated below:



Central city parking fee areas



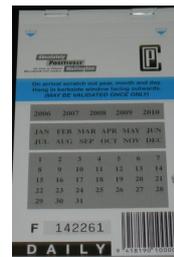
In a metered area (on-street) meters apply from:

- 8am - 6pm Monday to Thursday
- 8am - 8pm Fridays
- 8am - 6pm Saturdays
- 8am - 9pm in Thorndon Parking Area at all times
- 8am -12 midnight (Monday to Friday) In parking buildings (operated by Council)

At present, parking on meter spaces on Saturday is free. Free parking also applies to “on street” pay and display areas, and to off-street parking areas operated by Wellington City Council. Payment of money is not required. However, the maximum meter time permitted still applies, and any vehicle parked in excess of this period may be issued with an infringement notice.

2. Coupon Parking

Coupon Parking Zones are areas that have been created in or near the CBD to reflect potential longer term parking requirements, and to encourage a greater use of public transport. They are sold as monthly or daily coupons.



3. Other Payment

A Smart Park is an "in vehicle personal parking meter" which takes away the need to have cash for a meter or a pay & display machine. Basically it is another option to pay for parking and applies to metered parking spaces and in coupon parking zones with around a 1000 in use around Wellington. The user puts money on a card which is inserted into the device. They then choose the parking area they wish to park in. This is indicated on pay & display machines by a sticker. The customer purchases a card with a set monetary value on it, just like a Telecom phone card. Each time they use the device the money is debited from the card till it has no value left.



4. Parking Infringements

The following table shows the fees that apply (these also apply for non-metered parking where there are time limits).

Any parking offence involving parking on a road in breach of a Local Authority Bylaw, in excess of a period fixed by a meter or otherwise, where the excess time is as follows:

Time Limit	Infringement Fee
Not more than 30 minutes	\$12
More than 30 minutes but not more than 1 hour	\$15
More than 1 hour but not more than 2 hours	\$21
More than 2 hours but not more than 4 hours	\$30
More than 4 hours but not more than 6 hours	\$42
More than 6 hours	\$57

5. Other Parking Controls and Infringements

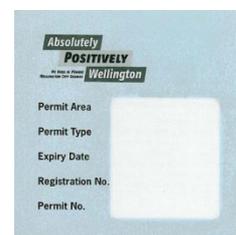
Time Limit Parking

Throughout the city there are areas where there are designated time limits for parking. These areas carry the same infringements fees as for overstaying in metered parking.



Resident Parking

Residents Parking restrictions (in the Suburbs) are designed to provide residents with on street parking spaces in areas where off street parking is not available. A coupon is displayed.



Other authorisations

There are a range of other parking authorisations including:

- Authorisation Permits
- Temporary Permits
- Inner City (CBD) Trade Permits
- Suburban Trade Coupons
- Justice of the Peace permits
- Freyberg Pool Car Park Permit
- Complimentary Coupons

Infringement Monitoring

The Parking Wardens monitor compliance around the CBD with normal parking restrictions (e.g. parking on mobility parks, parking on yellow lines etc.). There may also be specific campaigns to address issues e.g. parking on clearways, parking on bus lanes etc. There will also be complaint driven activity which requires deployment of parking wardens. The following is a list of potential parking offences.

List of Offences

Loading - P2: Unlawfully left unattended on a loading zone in excess of the time limit
Loading - P5: Unlawfully left unattended on a loading zone in excess of the time limit
Loading - P10: Unlawfully left unattended on a loading zone in excess of the time limit
Loading - P15: Unlawfully left unattended on a loading zone in excess of the time limit
Loading - P30: Unlawfully left unattended on a loading zone in excess of the time limit
>7 Days: Parked a vehicle without motive power on a road for more than 7 days
4-6pm Clearway: Parked contrary to signs indicating a 4pm-6pm clearway
500mm Fire Hydr: Parked within 500mm of a fire hydrant
6m Intersection: Parked within 6 meters of an intersection
6m ped crossing: Parked within 6 meters of the drivers approach of a pedestrian crossing
7-9.30am Clearw: Parked contrary to signs indicating a 7am-9:30am clearway
7-9am Clearway: Parked contrary to signs indicating a 7am-9am clearway
Angle Parking: Parked contrary to signage or roadmarkings indicating angled parking
Authorised vehi: Parked in an area reserved for authorised vehicles only
Bus Lane: Parked in a bus only lane as indicated by signage or road markings
Bus Stop: Parked on or within 6 metres of a bus stop
BYLs Private ve: Parked in an area marked with broken yellow lines
COF: No evidence of vehicle inspection for heavy vehicle or vehicle used in a transport service
Coupon: Parked in excess of 2 hours while not displaying a current coupon as required
Cycle Lane: Parked on a cycle path
DC/CC/FC: Parked contrary to signs indicating parking is reserved for dc,cc,fc registered vehicles only
Displayed incor: Displays the approved parking device so that cannot be read for enforcement purposes
Double Parked: Double parked
Drainage: Parked contrary to signs indicating parking is reserved for drainage vehicles only
Expired Meter: Parked in a metered parking space while the meter indicated time expired
Fails to activate: Fails to activate an approved parking device while parked in space
Flush Median: Parked on a flush median
Food Vendor: Parked contrary to signs indicating parking is reserved for authorised
Footpath: Parked on a footpath
Inconsiderate P: Parked without due care or consideration for other persons using the road
Incorrect area : Adjusts the tariff to make it different from that required in the space
Intersection: Parked so close to an intersection so as to obstruct other traffic or view of the road
Kerb Parking: Failed to park the left side of the vehicle as close as practicable to the left side of the road
Lane or Isle: Parked in a carpark on a aisle or lane used for the ingress or egress within the car park
Licence Label: Current licence label not affixed in prescribed manner

Loading Zone : Unlawfully parked on a loading zone contrary to signs specifying the class of vehicle
Meter operation: Failed to operate a parking meter in the manner required by a notice on the meter
Monopolising fr: Monopolising the frontage of a property in a residential zone
Motorcycles: Parked contrary to signs indicating parking is reserved for motorcycles
No Autho on WCC: Parked without authority on wellington city council property
No Load: Parked on a loading zone for the purposes other than loading or unloading of passengers or goods
No Stopping: Parked contrary to signs indicating no stopping
One Way Street: Failed to park close as Practicable to either side of a one way road
Op Mobility: Parked contrary to signs indicating parking is reserved for disabled persons
P&D Exp < 30min: Displaying an expired Pay and Display receipt for not more than 30 mins
P&D Exp > 1hr: Displaying an expired Pay and Display receipt for more than 1 hour but not more than 2 hours
P&D Exp > 2hrs: Displaying an expired Pay and Display receipt for more than 2 hrs but not more than 4 hours
P&D Exp > 4hrs: Displaying an expired Pay and Display receipt for more than 4 hrs but not more than 6 hours
P&D Exp > 6hrs: Displaying an expired Pay and Display receipt for more than 6 hours
P&D Exp >30mins: Displaying an expired Pay and Display receipt for more than 30 mins but not more than 1 hour
P&D No Receipt: Parked in a pay and display area while not displaying a receipt ticket
Ped crossing: Parked on a pedestrian crossing
Pedestrian Mall: Parked in a pedestrian mall
Police Park: Parked contrary to signs indicating parking is reserved for police
Red Light: Parked a goods service vehicle during the hours of darkness while not displaying a marker light
Residents: Parked contrary to signs indicating parking is reserved for authorised residents vehicles only
Taxi Stand: Parked on a taxi stand
Temp No Stoppin: Parked in an area temporarily discontinued as a parking place
Temp Reserved: Parked in an area temporarily discontinued as a parking place except for authorised vehicles
Time Max < 30mi: Parked in excess of a Time Restriction for not more than 30 minutes
Time Max > 1hr: Parked in excess of a Time Restriction for more than 1 hour but not more than 2 hours
Time Max > 2hrs: Parked in excess of a Time Restriction for more than 2 hours but not more than 4 hours
Time Max > 30mi: Parked in excess of a Time Restriction for more than 30 mins but not more than 1 hour

Time Max > 6hrs: Parked in excess of a Time Restriction for more than 6 hours
Time Max >4hrs: Parked in excess of a Time Restriction for more than 4 hours but not more than 6 hours
Tour Bus Stop: Parked contrary to signs indicating parking is reserved for tour operators only
Traffic Island: Parked on a traffic island
Veo: Parked so as to obstruct the entry/exit of a driveway
White Line: Parked on or over any markings indicating the limits of a parking space
WOF: No evidence of vehicle inspection
Wrong Way: Parked facing the wrong way - one and two way road
P2TimeMax < 30m: Parked in excess of a Time Restriction for not more than 30 minutes
P2TimeMax > 30m: Parked in excess of a Time Restriction for more than 30 mins but not more than 1 hour
P2TimeMax > 1hr: Parked in excess of a Time Restriction for more than 1 hour but not more than 2 hours
P2TimeMax > 2hr: Parked in excess of a Time Restriction for more than 2 hours but not more than 4 hours
P2TimeMax > 4hr: Parked in excess of a Time Restriction for more than 4 hours but not more than 6 hours
P2TimeMax > 6hr: Parked in excess of a Time Restriction for more than 6 hours
P5TimeMax < 30m: Parked in excess of a Time Restriction for not more than 30 minutes
P5TimeMax > 30m: Parked in excess of a Time Restriction for more than 30 mins but not more than 1 hour
P5TimeMax > 1hr: Parked in excess of a Time Restriction for more than 1 hour but not more than 2 hours
P5TimeMax > 2hr: Parked in excess of a Time Restriction for more than 2 hours but not more than 4 hours
P5TimeMax >4hrs: Parked in excess of a Time Restriction for more than 4 hours but not more than 6 hours
P5TimeMax > 6hr: Parked in excess of a Time Restriction for more than 6 hours
P10TimeMax < 30: Parked in excess of a Time Restriction for not more than 30 minutes
P10TimeMax > 30: Parked in excess of a Time Restriction for more than 30 mins but not more than 1 hour
P10TimeMax > 1h: Parked in excess of a Time Restriction for more than 1 hour but not more than 2 hours
P10TimeMax > 2h: Parked in excess of a Time Restriction for more than 2 hours but not more than 4 hours
P10TimeMax >4hr: Parked in excess of a Time Restriction for more than 4 hours but not more than 6 hours
P10TimeMax > 6h: Parked in excess of a Time Restriction for more than 6 hours
P15TimeMax < 30: Parked in excess of a Time Restriction for not more than 30 minutes
P15TimeMax > 30: Parked in excess of a Time Restriction for more than 30 mins but not more than 1 hour

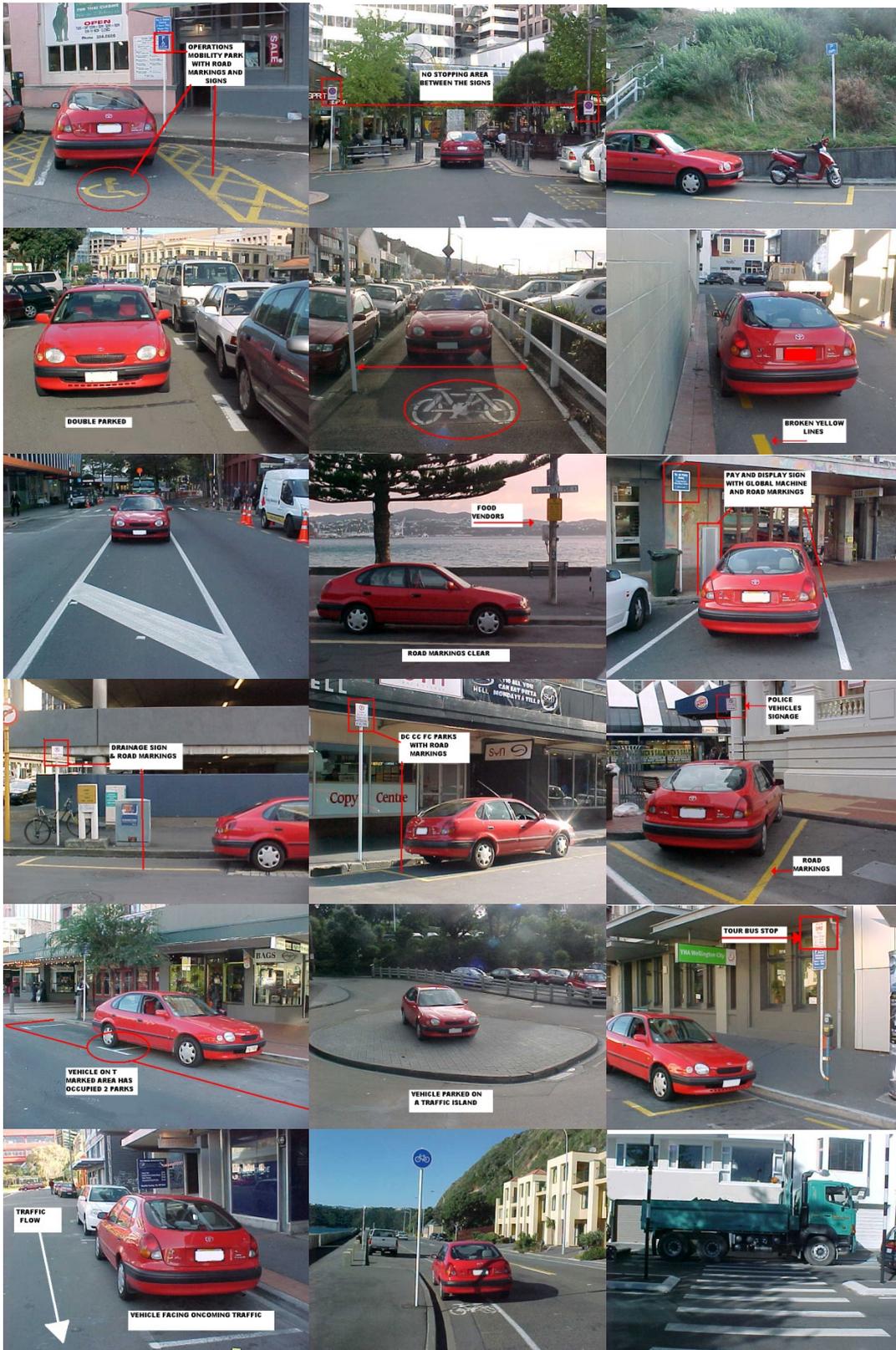
P15TimeMax > 1h: Parked in excess of a Time Restriction for more than 1 hour but not more than 2 hours
P15TimeMax > 2h: Parked in excess of a Time Restriction for more than 2 hours but not more than 4 hours
P15TimeMax >4hr: Parked in excess of a Time Restriction for more than 4 hours but not more than 6 hours
P15TimeMax > 6h: Parked in excess of a Time Restriction for more than 6 hours
P20TimeMax < 30: Parked in excess of a Time Restriction for not more than 30 minutes
P20TimeMax > 30: Parked in excess of a Time Restriction for more than 30 mins but not more than 1 hour
P20TimeMax > 1h: Parked in excess of a Time Restriction for more than 1 hour but not more than 2 hours
P20TimeMax > 2h: Parked in excess of a Time Restriction for more than 2 hours but not more than 4 hours
P20TimeMax >4hr: Parked in excess of a Time Restriction for more than 4 hours but not more than 6 hours
P20TimeMax > 6h: Parked in excess of a Time Restriction for more than 6 hours
P30TimeMax < 30: Parked in excess of a Time Restriction for not more than 30 minutes
P30TimeMax > 30: Parked in excess of a Time Restriction for more than 30 mins but not more than 1 hour
P30TimeMax > 1h: Parked in excess of a Time Restriction for more than 1 hour but not more than 2 hours
P30TimeMax > 2h: Parked in excess of a Time Restriction for more than 2 hours but not more than 4 hours
P30TimeMax >4hr: Parked in excess of a Time Restriction for more than 4 hours but not more than 6 hours
P30TimeMax > 6h: Parked in excess of a Time Restriction for more than 6 hours
P60TimeMax < 30: Parked in excess of a Time Restriction for not more than 30 minutes
P60TimeMax > 30: Parked in excess of a Time Restriction for more than 30 mins but not more than 1 hour
P60TimeMax > 1h: Parked in excess of a Time Restriction for more than 1 hour but not more than 2 hours
P60TimeMax > 2h: Parked in excess of a Time Restriction for more than 2 hours but not more than 4 hours
P60TimeMax >4hr: Parked in excess of a Time Restriction for more than 4 hours but not more than 6 hours
P60TimeMax > 6h: Parked in excess of a Time Restriction for more than 6 hours
P90TimeMax < 30: Parked in excess of a Time Restriction for not more than 30 minutes
P90TimeMax > 30: Parked in excess of a Time Restriction for more than 30 mins but not more than 1 hour
P90TimeMax > 1h: Parked in excess of a Time Restriction for more than 1 hour but not more than 2 hours

P90TimeMax > 2h: Parked in excess of a Time Restriction for more than 2 hours but not more than 4 hours
P90TimeMax >4hr: Parked in excess of a Time Restriction for more than 4 hours but not more than 6 hours
P90TimeMax > 6h: Parked in excess of a Time Restriction for more than 6 hours
P120TimeMax < 3: Parked in excess of a Time Restriction for not more than 30 minutes
P120TimeMax > 3: Parked in excess of a Time Restriction for more than 30 mins but not more than 1 hour
P120TimeMax > 1: Parked in excess of a Time Restriction for more than 1 hour but not more than 2 hours
P120TimeMax > 2: Parked in excess of a Time Restriction for more than 2 hours but not more than 4 hours
P120TimeMax >4h: Parked in excess of a Time Restriction for more than 4 hours but not more than 6 hours
P120TimeMax > 6: Parked in excess of a Time Restriction for more than 6 hours
MtrMax30 < 30m: Parked in excess of the Maximum meter time for not more than 30 mins
MtrMax30 > 30m: Parked in excess of the Maximum meter time for more than 30 mins but not more than 1 hour
MtrMax30 > 1hr: Parked in excess of the Maximum meter time for more than 1 hour but not more than 2 hours
MtrMax30 > 2hr: Parked in excess of the Maximum meter time for more than 2 hours but not more than 4 hours

MtrMax30 > 4hr: Parked in excess of the Maximum meter time for more than 4 hours but not more than 6 hours
MtrMax30 > 6hr: Parked in excess of the Maximum meter time for more than 6 hours
MtrMax90 < 30m: Parked in excess of the Maximum meter time for not more than 30 mins
MtrMax90 > 30m: Parked in excess of the Maximum meter time for more than 30 mins but not more than 1 hour
MtrMax90 > 1hr: Parked in excess of the Maximum meter time for more than 1 hour but not more than 2 hours
MtrMax90 > 2hr: Parked in excess of the Maximum meter time for more than 2 hours but not more than 4 hours
MtrMax90 > 4hr: Parked in excess of the Maximum meter time for more than 4 hours but not more than 6 hours
MtrMax90 > 6hr: Parked in excess of the Maximum meter time for more than 6 hours
MtrMax120 < 30m: Parked in excess of the Maximum meter time for not more than 30 mins
MtrMax120 > 30m: Parked in excess of the Maximum meter time for more than 30 mins but not more than 1 hour
MtrMax120 > 1hr: Parked in excess of the Maximum meter time for more than 1 hour but not more than 2 hours
MtrMax120 > 2hr: Parked in excess of the Maximum meter time for more than 2 hours but not more than 4 hours
MtrMax120 > 4hr: Parked in excess of the Maximum meter time for more than 4 hours but not more than 6 hours
MtrMax120 > 6hr: Parked in excess of the Maximum meter time for more than 6 hours

Parking Offences

The following photos provide examples of parking infringements:



Parking Offence Fines

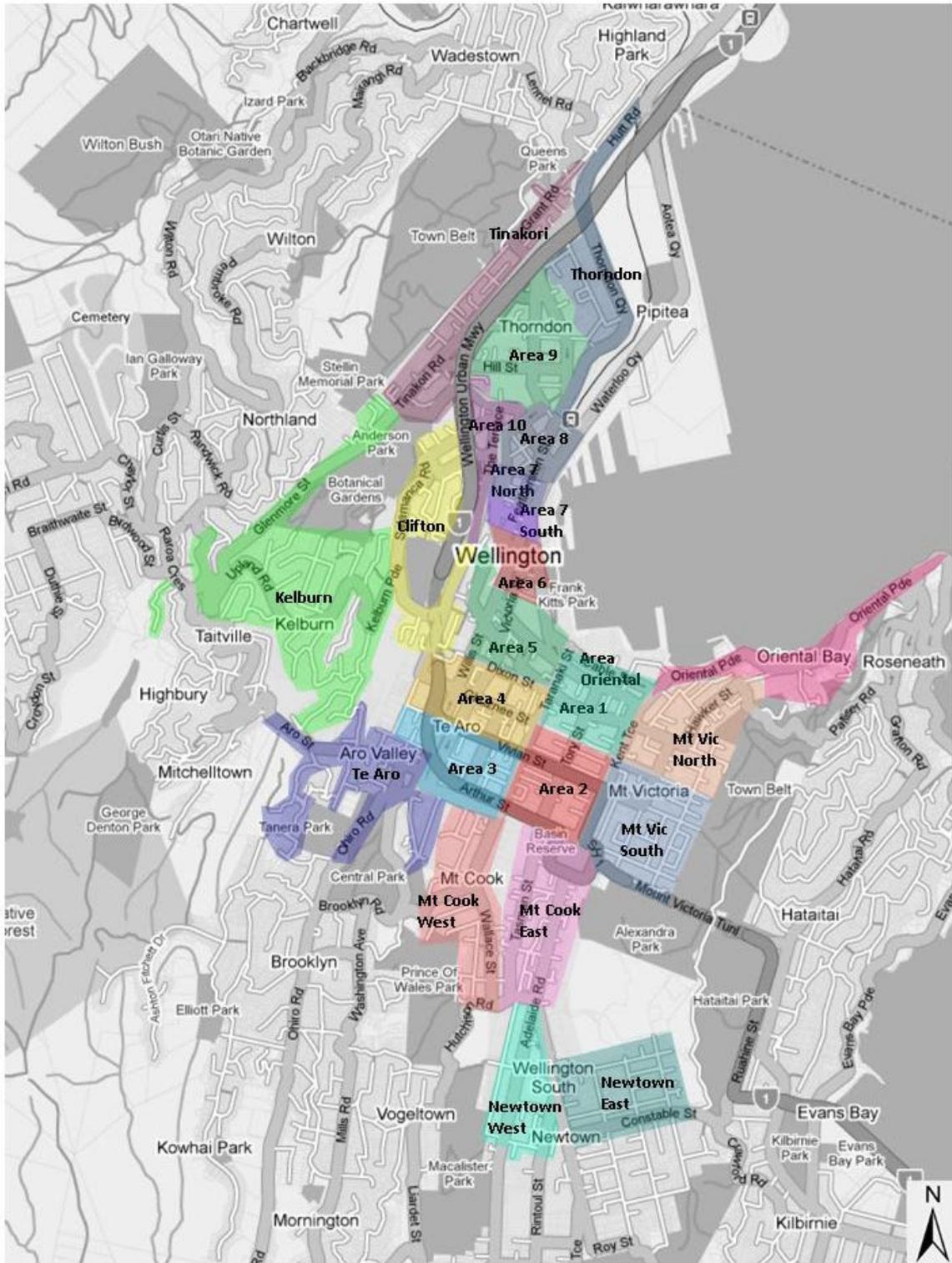
The following are examples of the Parking Offence Fines:

(a) Parked on or within 6m of an intersection	\$60.00
(b) Parked on or near a pedestrian crossing	\$60.00
(c) Parked on broken yellow lines	\$60.00
(d) Double parking	\$60.00
(e) Inconsiderate parking	\$60.00
(f) Parked on a clearway	\$60.00
(g) Parked on a bus only lane	\$60.00
(h) Parked in an area reserved for disabled persons	\$150.00
All other parking offences	\$40.00
<p>Towage Fee: Where expenses are incurred by an enforcement authority in respect of the movement or proposed movement under section 113(2)(c) of the Land Transport Act 1998 or section 68BA(2)(b) of this Act of the vehicle involved in the offence (whether or not the vehicle has in fact moved), the infringement fee is the total of the amount specified above in respect of the offence and the amount of the appropriate towage fee (including any goods and services tax payable) with respect of the towage.</p>	

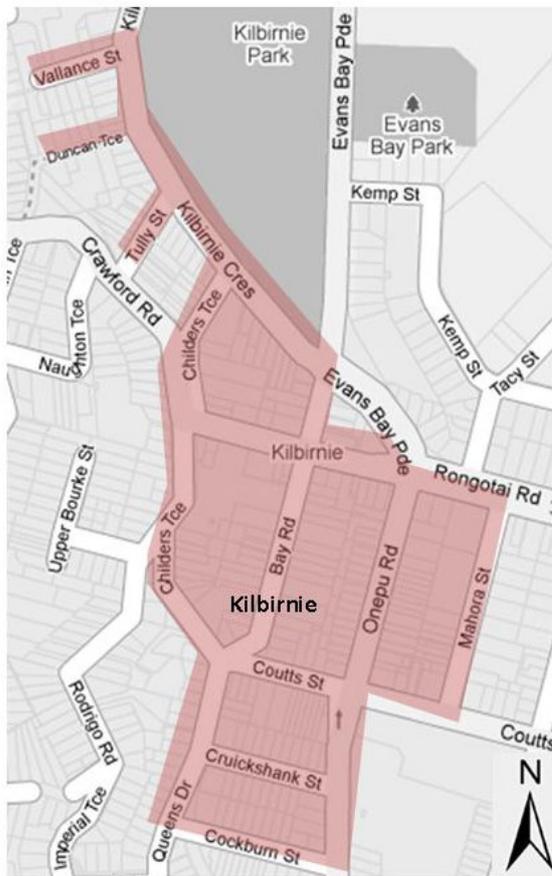
6. Parking Methodology and Controls

Parking Enforcement Zones

To maintain consistency in reporting and management, Council aligns reporting as per the following CBD zones:



Kilbirnie is also an area that is included in this reporting.



Other suburbs are also monitored on an ad-hoc basis or in relation to complaints or identified issues.

The Parking Warden Roles

The job of Parking Warden involves the performance of different roles. Parking Wardens are be required to:

- Be a Parking Law Enforcer.
- Educate and Assist the Public.
- Report or Request Information from base.
- Take Action in an Emergency.
- Give Evidence in Court.

A Parking Warden is a warranted officer position. The Parking Warden is expected to manage all aspects of customer relationships.

The Parking Warden is seen as a representative of the Council and is expected to act in accord with the Council's expectations for customer service, conduct, and aligned to the Council values which are:

Aim high	Whaia te iti kahurangi
Encourage fresh thinking	Whakatoitoi i ngā hua auaha
Deliver what's right	Whakatinanahia te tika
Work together	Mahi ngātahi

Act with integrity and respect

Tū rangatira

Aspire to zero harm

Kia pūmau ki te haumaruru

Suppliers may like to consider what additional services or attributes of customer service they can add to improve the alignment with Council aspirations.

Council is interested in maintaining a consistent Parking Warden presence as well as consistency in the exercise of warden functions. Consistent visibility, monitoring and enforcement contribute to higher compliance by the public. Council will not necessarily mandate methods and numbers of staff deployed, however this need for consistent presence means that suitable back-up resources must be available to cater for leave, sick leave, special events, additional resource requests etc. Resourcing generally follows the parking restrictions: more during Monday to Friday, but through the weekend there is still time limit enforcement, parking offence monitoring etc.

Council prohibits the setting of quotas for tickets as this is inconsistent with the fair exercise of a regulatory function. However, suppliers may like to consider that a warden, on average, may issue between 3-4 tickets per hour.

Parking Ticketing Equipment

On Street ticketing equipment solutions must be able to:

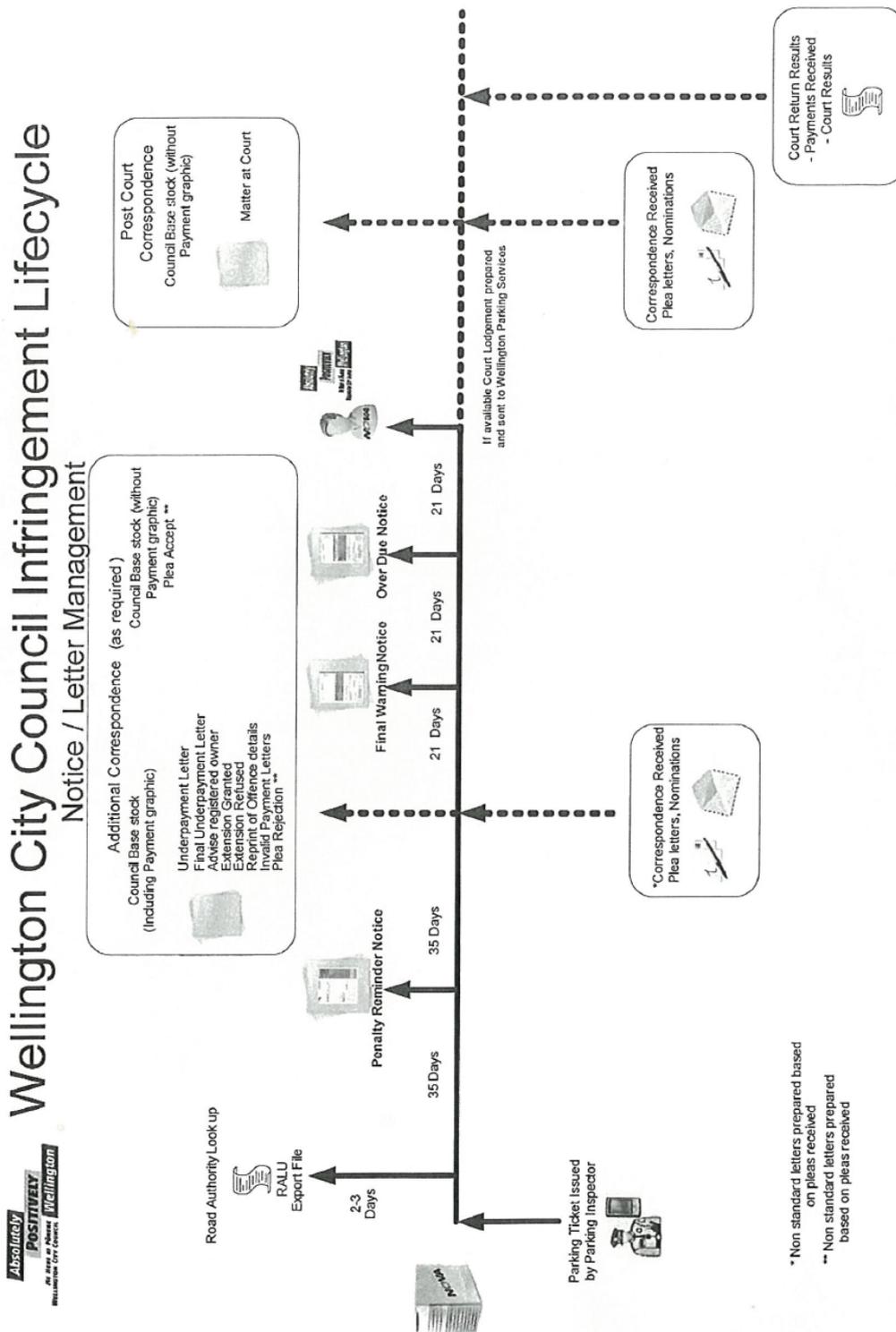
- Issue the full range of infringement notices;
- Have business rules integrated to the handheld (e.g. to ensure that there is little room for dispute on time of offence, exercise of any 'grace' period etc.);
- Integrated photos for each offence instance;
- Integrated printing of formatted infringement notices;
- Upload of infringement information to the ticket processing system.
- Backup systems for other infringements.

Basic ticket information that needs to be recorded and stored will include (as a minimum):

- Registration No.
- Vehicle Make
- Vehicle Type
- Name of Street
- Suburb
- Locality
- Side of Street
- Violation Offence
- Time
- Towage
- Driver Returned
- Notes 1 & 2
- Additional Notes/Diagram
- Issue Mode

Ticketing Lifecycle Management

Council has a manual outlining ticket processing guidelines. The following diagram outlines the ticketing lifecycle:



above the following activities of Parking System management can be expected:

- Daily upload of all parking tickets.
- Counter services and phone services to take payments. Counter services must be in a suitable CBD location for customer service, and as a place where general enquiries and minor disputes can be handled.
- Responses to inquiries and questions about offences.

- Debt collection processes (including reminders, phone calls, emails etc.).
- Formal correspondence and document management.
- Investigation and management of complaints.
- Court lodgement processes including Court Hearings process.

Reimbursable costs associated with the Court process may include: court costs, tow fee, prosecuting costs, restitution, reparation, solicitor fees, witness fee, analysis fees, expert witness, interpreters etc.

Transaction Volumes

These vary, but over the 9 months (July 2012 to March 2013) the following is indicative:

- Over 2,000 phone calls per month and over 1,400 items of correspondence
- About 28 investigations requested per month
- Managed on average about 350 payment plans, with outstanding fines averaging over \$40,000.

Council integration

Detailed reporting, performance, and financial information is required to be passed through to Council. Currently all the details of infringements reside with the Contractor. There are financial reconciliation and transfer mechanisms with Council. The Contractor has access to the Pay & Display system information to identify compliance.

7. Proposed Uniform Essentials

The uniform essentials are:

- Incorporates Council branding elements in accordance with brand guidelines. Must be seen to be working on behalf of Council;
- Uniform must support a professional street presence and be identifiable;
- Full range of weather-appropriate options (e.g. sunsmart, waterproof etc.)
- Must be supported by policies that ensure it is worn appropriately, and is not detracted by personal grooming (e.g. visible tattoos, etc.)