

# The eyes in the streets - Barcelona



17th of December 2012

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**B:SM** : On-street parking



# 01 Project Description



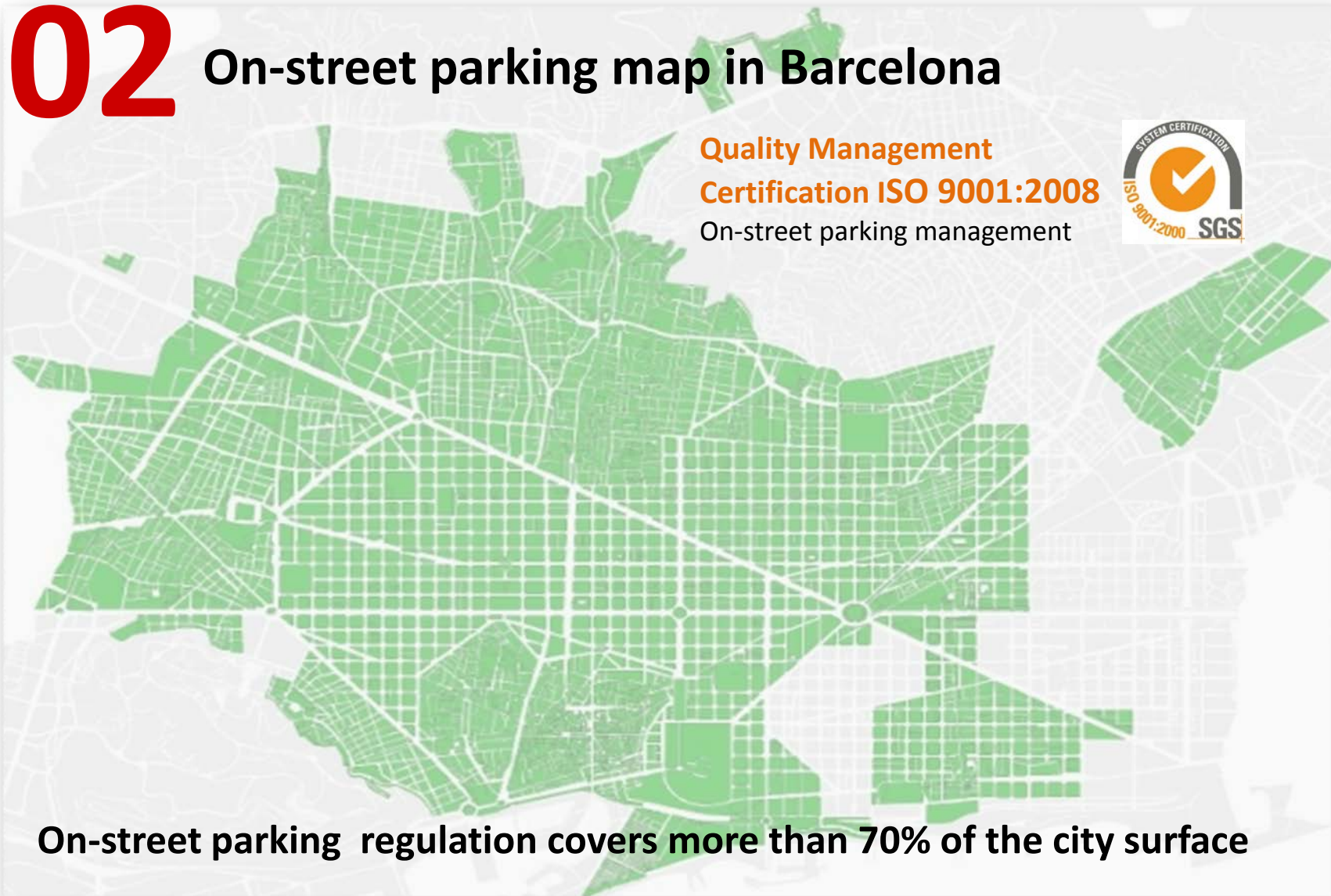
Our employees work controlling on street parking. In addition to their main functions they report daily incidents in the streets of Barcelona that should be detected and repaired by other companies or public actors in the city.

We help the city to be more efficient as far as we lead the networking with other areas of the council being proactive and we contribute definitely in terms of economic savings.



# 02 On-street parking map in Barcelona

Quality Management  
Certification ISO 9001:2008  
On-street parking management



**On-street parking regulation covers more than 70% of the city surface**



# 03 Main Goals

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## *Overview:*

- More efficiency in terms of inspection (detection) resources in the city
- Better service level to citizens and to Barcelona Council
- Increase of quality of life
- Less abandoned vehicles on street

## *Resource/budget management:*

- Direct economic savings to the city (less inspectors in total)

## *Quality:*

- Better Customer Satisfaction
- Better surveillance of the city
- Improvement in maintenance city indicators



# 04 Our job description and functions

- We ensure the compliance of on-street parking rules/regulations.
- We do also control bus lanes, bus stops, pedestrian passages, double lane parking, and places of loading and unloading, so as to help improving traffic flow/safety.

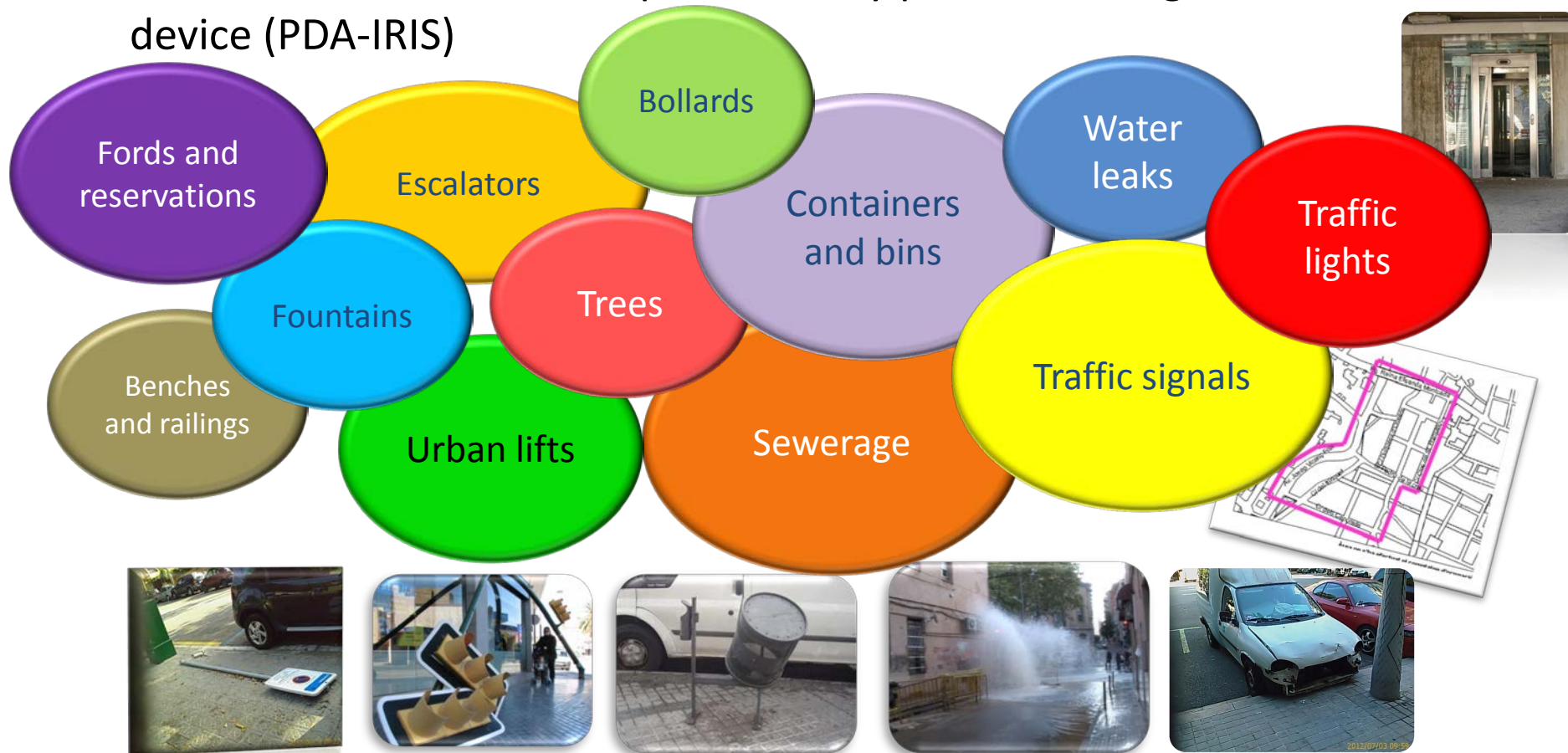
**Despite is not our main function, since 2011 we also focus on reporting incidents found in the streets in order to add more value to the city and their citizens.**





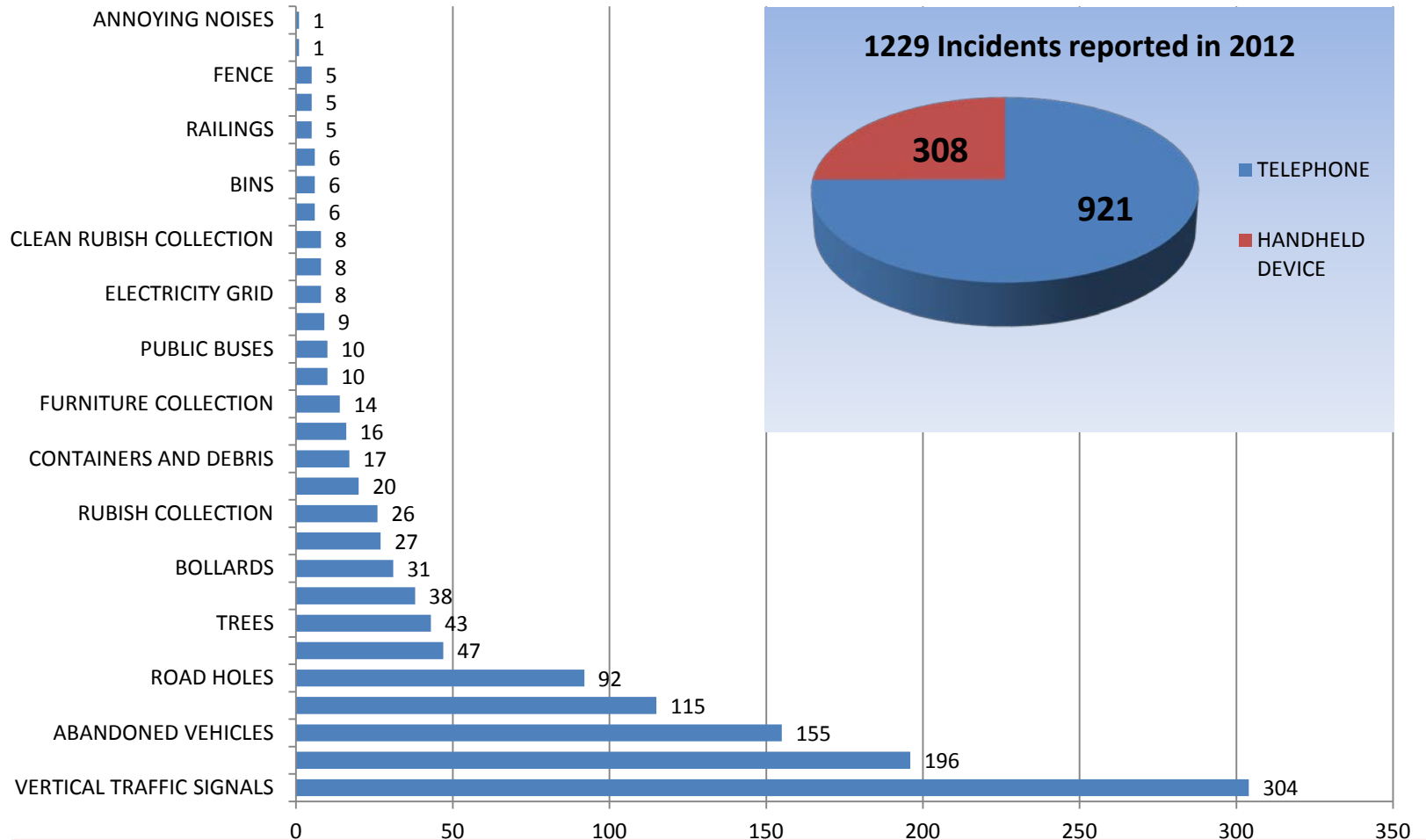
# 05 What kind of incidents we report daily?

- We detect incidents and report them by phone or using our own handheld device (PDA-IRIS)





# 06 Reported incidents by type 2012





# 07 How we report daily incidents?

1



2



**Telephone  
call**

To civility  
phone number



**Register the  
incident**

Handheld  
device

3



**IRIS  
Information  
System**

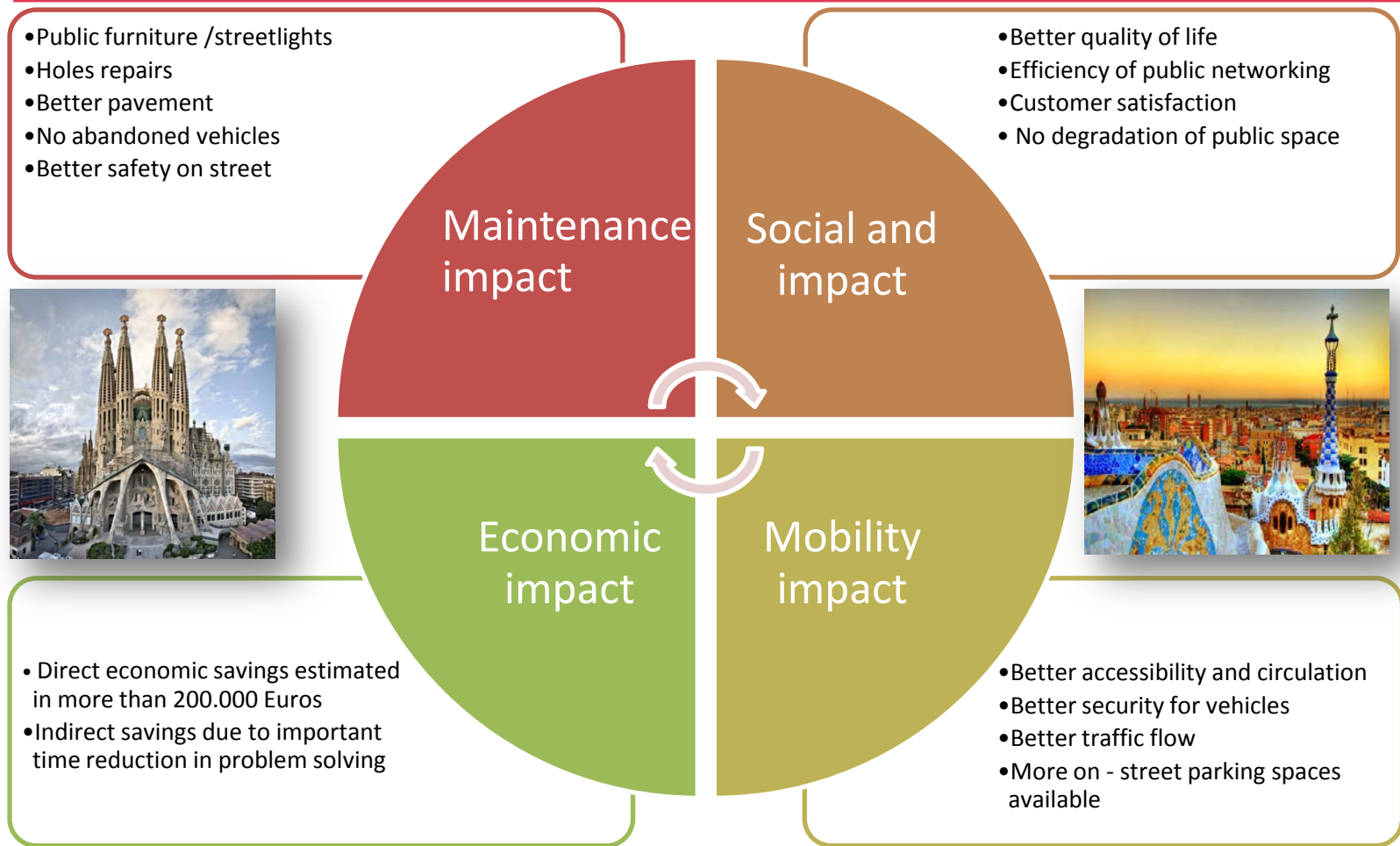
4

Incident  
resolution





# 08 Our impact and contribution to the city



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