

*Dublin Street Parking Services
EPA 2011 Awards
Category 3
On-Street Parking Project*

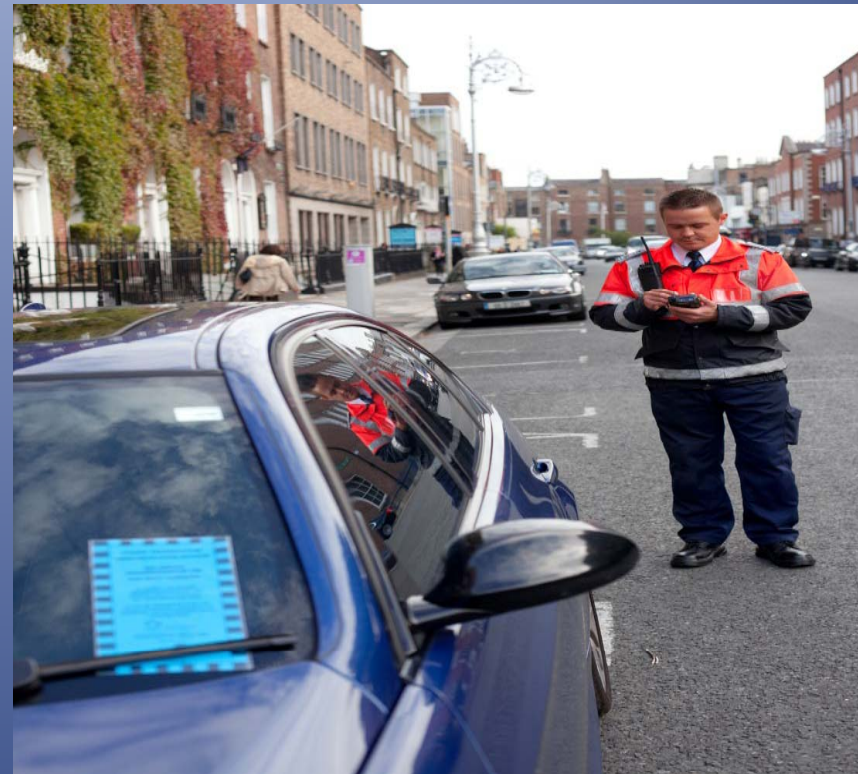


Dublin Street Parking Services

“Promoting Sensible Parking”

- Enforcement service covering the greater Dublin City area. 24/7 service and call centre
- Green and technology led innovations
- Award winning service

“We work closely with the DSPS management team. Their dedicated response has been exemplary”- An Garda Síochána (Irish Police Service)



An important stakeholder in the community

- Increased the availability of parking within the City Centre
- Improved traffic flow to praise of business community
- Fleet of fuel efficient vans with low carbon emissions
- Work with the Police and Irish Road Safety Authority promoting responsible driving



An Important stakeholder in the community

- Special payment system for the deaf
- Work with Irish Wheelchair Association
- Enhancing environment of residential housing estates
- Work with the community

“DSPS has been instrumental in enhancing the image of the parking service in Dublin and we are delighted with this” – Brian Riddick, Parking Enforcement Officer for Dublin City Council.

Enforcement Policy

- Balanced approach
 - “Promoting Sensible Parking”
- Consistent and transparent
- Positive PR strategy
 - Proactive approach to press queries inviting journalists on-street to observe the service in operation
- Speedy removal times
 - 98% of all clamps are removed within one hour
- Changing public perception



Innovations

- Relocate rather than remove:
 - resulting in reduced pound costs for the city and reduced charges to motorists
- Requests system: on-line, real time, facilitating rapid response to requests
- Parking permit database gives us access to all current permit holders
- On-line relocation system and appeals tracking system

“The level of customer care training, and particularly conflict resolution training, is very impressive” - Excellence Ireland



Call Centre and Back office

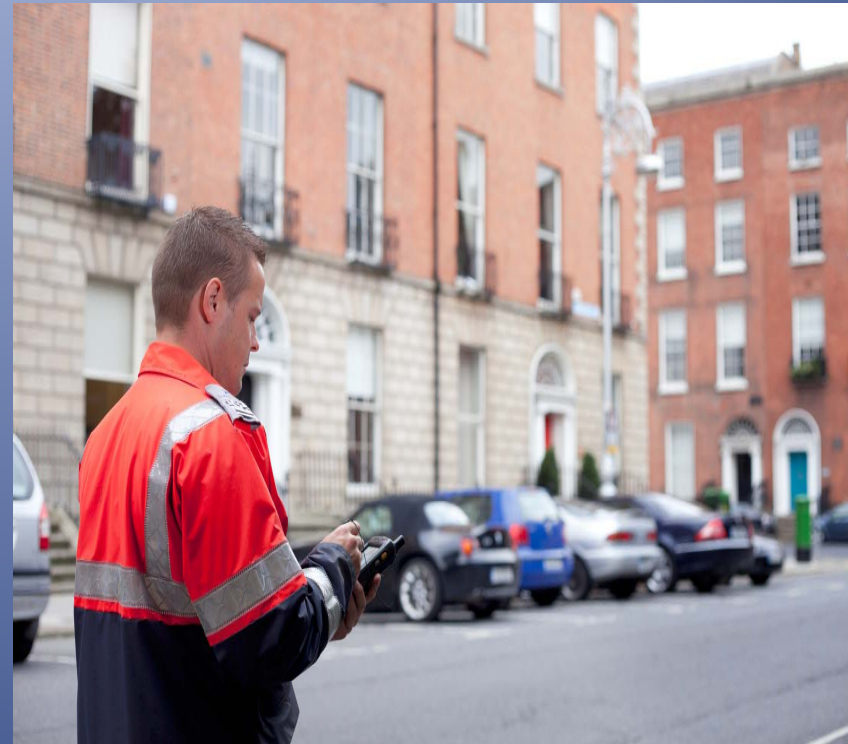
- 24/7 Call Centre dealing with payments, queries and stakeholder requests
- Processing clamp release payments
- Liaising with On-Street Parking Officers and Gardaí to deal with traffic issues
- Adjudicating on appeals to parking fines
- Correspondence system to track the full life cycle of all appeals

*“It is easy to forget that this difficult job yields considerable benefits to the city in terms of improved traffic movement and ease of access for car-borne shoppers, visitors, services and business people to their desired destinations”-
Independent Parking Appeals Office Report*



Innovations

- Text to mobile service notifying customers that car has been declamped
- Voucher payment option allowing public to pay fine in shops throughout the city
- All employees trained to best practice industry standard- conflict management specialists



Award Winning Service

Deloitte Best Managed Company



DSPS were named one of Ireland's 'Best Managed' companies in the Deloitte Best Managed Companies Awards 2010

- *Irish Parking Association award winner for the best on-street parking service*
- *Certified with the European Quality Management System ISO 9001:2008.*

Q Mark Awards



DSPS were awarded the National Q Mark Award for Quality at the National Quality & Excellence Awards 2010