



VINCI Park UK
&

Watford Borough
Council

Keeping Traffic Moving

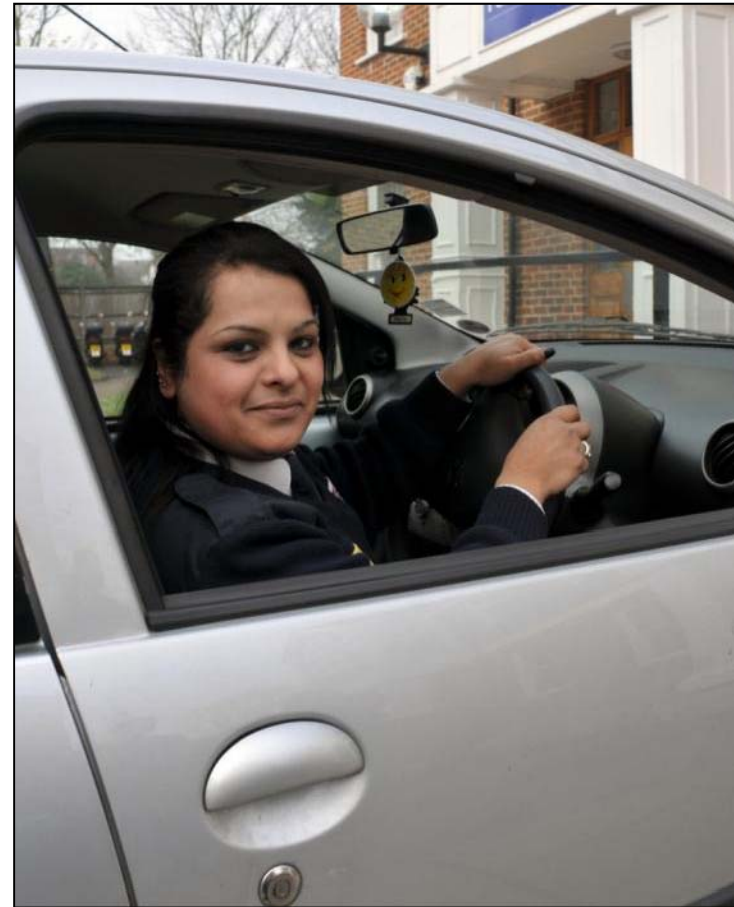
The VINCI Park and Watford Borough Council Enforcement Contract



- ❖ 10 year contract for on and off-street enforcement
- ❖ British Parking Association Model Contract
- ❖ Borough covers 21.5km²
- ❖ Longest standing Council partnership

Challenges

- ✚ Servicing three boroughs across a vast distance, from one main contract base
- ✚ Ensuring consistency of service for a range of customers with differing needs
- ✚ Continually improving service in line with the Council's wider transport policy



Solutions



- ✚ Effective deployment of CEOs - extensive analysis of local area
- ✚ Refurbishment of Parking Shop - improving customer service
- ✚ Proactive approach - listening to client and customer requirements, adapting processes accordingly

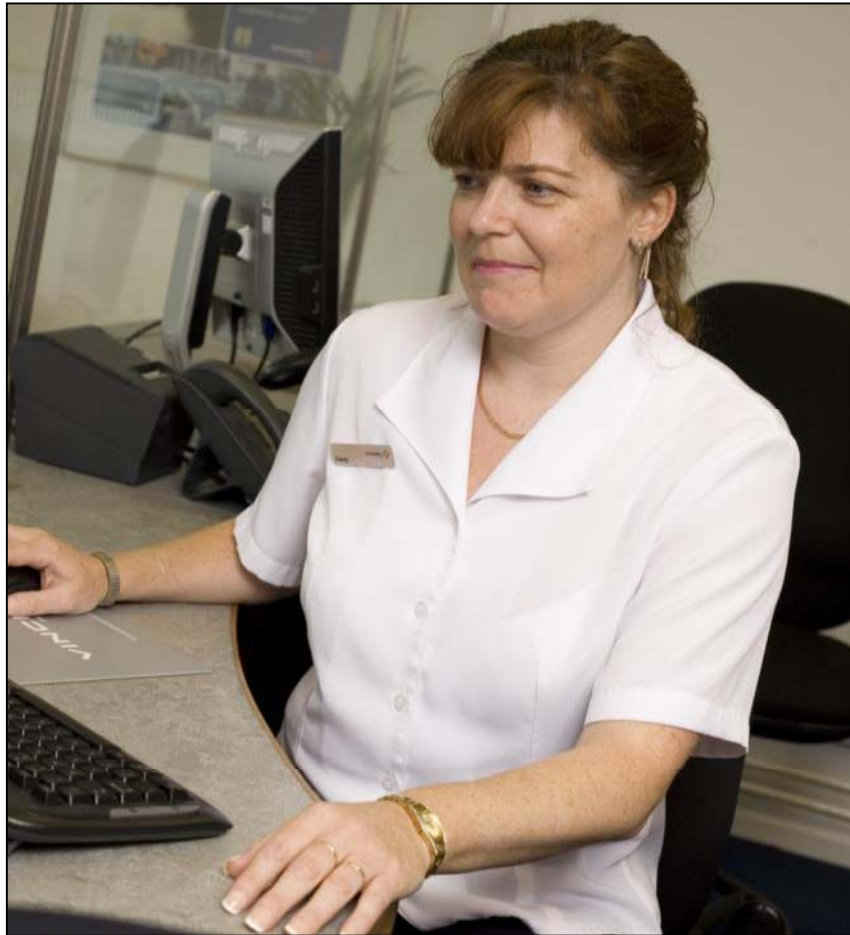
Parking Shop – Customer Focus



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Efficient Notice Processing



Continuously updating the service



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British Parking Award winning training



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Communication with residents, visitors and business users



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Conclusion

- ✚ A flexible and adaptable approach
- ✚ Listening to feedback
- ✚ Empowering staff
- ✚ Improving processes

