



**Notes of the London Group Meeting  
Held on: 6 December 2016**

**At: Chartered Institute of Highways & Transportation, 119 Britannia Walk,  
London N1 7JE**

1.	<p><b>Welcome, apologies and Notes of Previous Meeting</b></p> <ul style="list-style-type: none"><li>• John McArdle introduced the meeting, thanked the organisers and outlined two changes to the agenda: the meeting would need to conclude at 13:00 and not 13:30 as shown, due to travel issues items 3 and 5 would be swapped around.</li><li>• No matters raised from minutes from last meeting</li></ul> <p>Signed in Attendees : John McArdle (John McArdle Consulting), Caron Fassetta (BPA), Rebecca Harper (BPA), Anthony Powell (BPA), Cedric Besson (Egis), Rob Coston (Cambridge Publishers), Tim Daniels (Videalert Ltd), Mark Davis (TES), Fiona Deans (Barbour Logic Limited), Barry Francis (NSL Limited), Ian Gamble (Newlyn PLC), Louis Greely (Carflow Limited), Conor Greely (Carflow Limited), Debbie Greenwood (Jacobs), Tim Gunn (London Borough of Haringey), Janet Homer (Marston Holdings), Andrea Jones (London Borough of Camden), Arlene Main (Marie Curie), John Mason (JBW Group Limited), Chris Murphy (Mouchel Limited), Christina Onesirosan Martinez (Parkopedia Limited), Angela O’Shea, Clive Paul (TES Ltd), Fatmia Rhazouani (Marston Holdings), Stephen Rickett (APCOA), Natalia Sliverstone (Pod-Point), Stevie Steel (Marston Holdings), Ian Vail (London Borough of Camden), Paul Wolf (London Borough of Harrow), Mike Woodward, Bob Spicer (Phoenix Commercial Collections) Jon Caudell (Parkmobile), Manny Rasores de Toro (Mr Parking), Philip Morris (Upper Street Car Park Ltd), Luke Hurst (Upper Street Car Park Ltd)</p>
2.1	<p><b>BPA Updates</b></p> <p>Following an organisational restructure, the BPA team will be focusing on innovation and continuous improvement. This will include the introduction of dedicated account managers for each of the BPA membership groups, details of which will be circulated shortly.</p> <ul style="list-style-type: none"><li>• Members are entitled to 30 minutes free legal advice. Contact <a href="mailto:bpa@jmw.co.uk">bpa@jmw.co.uk</a> for more information</li><li>• POPLA appeals are currently averaging 35/65 in favour of the motorist</li><li>• A list of the consultations the BPA has submitted can be found here: <a href="http://www.britishparking.co.uk/Consultations">http://www.britishparking.co.uk/Consultations</a></li><li>• The “Parking Bulletin” focused on a PCN pilot scheme taking place in Royal Borough of Windsor and Maidenhead. They are providing a 25% discount to motorists who lose their appeal at the Traffic Penalty Tribunal (TPT) stage of the PCN process. The scheme will be reviewed in January 2017</li><li>• The BPA wants to hear from you on how membership services can be developed and improved to serve you better <a href="mailto:membership@britishparking.co.uk">membership@britishparking.co.uk</a></li></ul> <p>If you have any questions following the BPA update or related to the BPA events offering, please email Rebecca Harper – Membership and Events Officer: <a href="mailto:rebecca.h@britishparking.co.uk">rebecca.h@britishparking.co.uk</a></p> <p>A copy of the full update presentation is attached with these notes.</p>
2.2	<p><b>Charity matters: Presentation by Arlene Main (Marie Curie)</b></p> <p>The BPA’s corporate charity is Marie Curie and this presentation demonstrated how members can get involved, along with some fundraising ideas. <a href="https://www.mariecurie.org.uk/get-involved@mariecurie.org.uk">https://www.mariecurie.org.uk/get-involved@mariecurie.org.uk</a></p> <p>Arlene can be contacted directly on: <a href="mailto:Arlene.Main@mariecurie.org.uk">Arlene.Main@mariecurie.org.uk</a></p> <p>Presentation is attached with these notes</p>

3	<p><b>Electric and Ultra low Emission Vehicles – Prediction for market growth and use of charging points by Natalia Silverstone (Pod-Point)</b></p> <p>The electric vehicle market has grown at an exponential rate of 50% each year. It is predicted that 6% of all cars in the UK will be electric by 2020. Implementation of the charging infrastructure required to support these vehicles in where Pod-Point comes in.</p> <p>The benefits of providing EV charging include:</p> <ul style="list-style-type: none"> <li>• Enabling the take up of electric vehicles – drivers of electric vehicles tend to be loyal customers. If they know you offer a charge point they will keep coming back</li> <li>• Improve your service – brand awareness opportunity at various consumer touch points inkling the charge station itself and the app based booking system.</li> <li>• Create a new revenue stream – Place a tariff on your charge points</li> <li>• Improve sustainability – contributing to lower emissions</li> </ul> <p>There are two charging options:</p> <ol style="list-style-type: none"> <li>1. Fast charging – 30 miles/hour of charge. Easy to build up a network of chargers</li> <li>2. Rapid charging – designed for fleets or motorway stops. More expensive to install</li> </ol> <p>It's important to think about who you would be providing these charge points for – Fleets, staff or the public this may impact on whether a charge is offered for free or on a PAYG (pay as you go) tariff rate.</p> <p>It is recommended to start with a couple of charging points, monitor the demand and then increase accordingly. A MIS (management information system) allows you to stay in control of your charging network and monitor demand and other analytics.</p> <p>Q: Could there be a portable battery for your car, much like the ones you can get for your smartphones?  A: Pod-Point work closely with car manufacturers and it does not appear that the evolution of the electric vehicle concept will result in this being a realistic offering.</p> <p>For further information, please contact Natalia on: <a href="mailto:natalia.silverstone@pod-point.com">natalia.silverstone@pod-point.com</a></p> <p>Presentation is attached with these notes</p>
4.	<p><b>Case study – “A platform approach to camera enforcement - how London Borough of Barnet are achieving more with less” by Tim Daniels (Videalert)</b></p> <p>The session started with some videos demonstrating multiple offences and how the Videalert Digital Video Platform captures these. Some scenarios included: yellow box enforcement, restricted access, enforcement of school “keep clear” areas, bollard control and vehicle access. The single platform combines analytics and ANPR with the use of multiple static cameras and a PTZ camera. Using these cameras in conjunction with each other means that stationary objects, slow moving objects and objects crossing boundaries can all be captured whilst taking into account the direction of travel, distance travelled and the size of the object.</p> <p>It is important to note that a single platform approach like this could be used by other bodies besides parking services including the police, traffic signal management and those monitoring public safety.</p> <p>Case study:  The key project drivers were:</p> <ol style="list-style-type: none"> <li>1. To make the roads safer</li> <li>2. To improve traffic flows</li> <li>3. Reduce air pollution</li> </ol> <p>The Videalert system was initially deployed at 26 MTC sites and 20 school sites, with 58 sites being occupied by the end of October. Further deployment is planned to occupy 100 sites in total.</p> <p>Some of the benefits of this system being implemented include:</p> <ol style="list-style-type: none"> <li>1. Automating the enforcement process means Barnet can achieve higher levels of productivity at a lower cost, utilising their on-street CEO's more efficiently</li> <li>2. This system does not require any manual operation so further savings are made through a reduction in staffing costs</li> </ol>

	<p>An improvement in driver compliance has already been realised</p> <p>The full presentation is attached with these notes</p>
5.	<p><b>Vulnerable people and parking enforcement by Bob Spicer (Phoenix Commercial Collections)</b>  Carole Kenney sent her apologies for being unable to present this item. As an ongoing project of hers, a full overview on this will be given at the next meeting.</p> <p>Vulnerable group of people can be identified in society but is vulnerability something that is relevant to the parking industry?</p> <p>The majority of debts progress to enforcement because the customer forgot to pay or was afraid and embarrassed to deal with the situation at the outset. Vulnerability does not prevent enforcement or payment, but early identification of a vulnerable individual through good customer service and continued engagement will help lead to buy-in and ultimately payment.</p> <p>The full presentation is attached with these notes</p>
6.	<p><b>Case study: Digital Parking in Amsterdam by Cedric Besson (Egis)</b></p> <p>Egis provides project structuring, equity investment, turnkey systems delivery, operation and mobility services</p> <p>In 2015 Egis was awarded the contract for the operation of on-street parking services of Amsterdam municipality.</p> <p>The city has 150,000 parking spaces and 160,000 permit holders with the project designed to make parking enforcement 100% digitalised.</p> <p>The objectives of this contract were:</p> <ul style="list-style-type: none"> <li>• To improve the service to residents, by making the permit application easier, stop the vandalism of permits and gain resident support</li> <li>• Make parking payment more social through market segmentation and adjusting exemption rights and fares depending on these segments. Special fees will also be set up for events</li> <li>• Increase collection efficiency by setting up a performance service contract which focuses on payment collection rate and accuracy of enforcement.</li> </ul> <p>The system deployed uses special scanning cars that drive around the city's payment areas, checking license plates, limiting presence of parking agents walking on the street. The scanned plates, as well as the associated GPS data of the parked cars are sent from the car to the enforcement back office of the operator which remotely checks the existence of legitimate parking rights for each scanned license plate. The parking rights are daily checked in cooperation with the local authorities such as the Police and the City Tax service.</p> <p>Since the implementation of this system, 2,000,000 scans have been taken each month and 600,000 fines have been issued in the last year, with 10% leading onto an appeal.</p> <p>For further information please contact Cedric on: <a href="mailto:cedric.besson@egis.fr">cedric.besson@egis.fr</a></p> <p>The full presentation can be found attached</p>
7.	<p><b>Digital Parking in London – A case study on the London 2012 Olympics by Mark Davis</b></p> <p>TES provide specialised mobile CCTV and ANPR solutions to the Parking and Traffic Enforcement service sectors</p> <p>TES Compliance Display Map (CDM) is a cloud based system that combines GPS tracking, GIS Mapping and 3G/4G technology to help local authorities manage parking and traffic operations. This system was implemented to managed over 200,000 permits for the London 2012 Olympic Games</p>

	<p>Throughout the 2012 games TES cars were used in “Spotter Mode” to patrol the specially created Olympic controlled parking zones and identify potentially non-compliant vehicles by reading the number plates of parked vehicles within a zone using ANPR and instantly checking their permit status in real time by linking to the virtual permit system database over the 3G network.</p> <p>Any potential contraventions were automatically sent on to Compliance Display Map by the TES CCTV cars. Compliance Display Map then identified the nearest CEO to the potential contravention and instantly forwarded a map, the street and location of the vehicle in potential contravention along with an image of the vehicle in question to the CEO’s hand held computer for action.</p> <p>Some of the benefits of using CDM in a virtual world include:</p> <ol style="list-style-type: none"> <li>1. Eliminating the paper permits reduces the chances of fraud</li> <li>2. Permits can now be obtained online, which makes the process more efficient</li> <li>3. Cost reductions as the system does not require back office staff</li> </ol> <p>Q: When will all of London be using this system?  A: In 2017 a London Borough will be adopting virtual permits and cashless solutions system.</p> <p>The full PowerPoint presentation can be found attached</p>
8.	<p><b>NSL and the Child Rescue Alert by Barry Francis (NSL)</b></p> <p>NSL are a trusted outsourcer to UK government and business helping clients to innovate and improve services to deliver better outcomes. Through a multi-functional approach to frontline services NSL enables its people to do more in local areas -acting as ambassadors for the council while also helping to build stronger solutions.</p> <p>With this in mind, NSL have been working with local authorities on training their CEO’s to act as multi-functional officers. CEO’s have been trained to offer tourist advice, directions, issue on the spot fines for environmental offences and to spot the warning signs of dementia.</p> <p>Barry then introduced the Child Recue Alert Initiative which was initiated by Paul Abbott – a CEO. Child Rescue Alert is the responsibility of CEOP, a command of the National Crime Agency (NCA). It is managed in partnership with the charity Missing People.</p> <p>A Child Rescue Alert is activated when a child is known to have been abducted or their life is believed to be at immediate risk.</p> <p>Child Rescue Alert is only as effective as the number of people registered. When a child goes missing it’s vital that as many people as possible are on the lookout, reporting sightings and helping to get them found safely as quickly as possible.</p> <p>Staff at NSL are being encouraged to register for Child Rescue Alerts with their phone number or email address. Many NSL staff are uniquely placed to really help when the crisis of a high-risk missing child, or even an abduction, occurs.</p> <p>There is an app available to download, please head to the website for more information.  <a href="https://www.childrescuealert.org.uk/">https://www.childrescuealert.org.uk/</a></p> <p>Q: How has the Child Recue Alert Initiative been received by Local Authorities?  A: Worthing have been working with NSL on this and it has been received very well. Paul is also travelling around the country to encourage other LA’s to sign up.</p> <p>The full presentation can be found attached</p>
9.	<p><b>Three key things</b></p> <p>Due to time constraints, this item had to be dropped from the agenda. Please take a couple of minutes to complete the following survey found <a href="#">here</a>. Your input will help us with planning agendas for 2017!</p>
<b>AOB</b>	<b>N/A</b>
	<b>Meeting closed.</b>

