

## Group Discussion Notes

1. Strategy is more mission statement than strategy. Needs feedback KPI's
2. Suggested traffic light system
3. Each strategy needs to be allocated to someone to take ownership of it
4. Needs targets
5. BPA good organisation
6. Website needs work
7. Acknowledge work in loading alternative to access information
8. Individual members do not feel they get the benefits of council members
9. BPA membership – networking days would be useful
10. What is liked about the BPA
  - (i) Networking
  - (ii) Practice notes
  - (iii) Speedy response regarding government legislation
  - (iv) Separate forums for special interest groups
11. New ideas
  - (i) Customer reviews on BPA website
  - (ii) BPA providing path for new people in parking who come up when other retire.
  - (iii) Improve customer experience & public perception