



## SCRUTINY COMMITTEE

### Scrutiny Committee Recommendations on Parking Enforcement

<b>Portfolio Holder(s):</b>	Councillor David Simmons, Cabinet Member for Environmental and Rural Affairs	<b>Lead Officer:</b>	Brian Planner
Scrutiny Committee Recommendations		Cabinet Response	
<p><b>R1:</b> Cabinet should continue to keep Apcoa Parking UK Ltd's performance under the contract under review to ensure that Swale continues to receive an effective parking enforcement service.</p>	<p>Civil Parking Enforcement services provided by APCOA UK are very closely monitored by the Parking Services team. Services are reviewed against the contract specification at weekly review meetings to examine key performance indicators relating to customer service, pay and display repair performance, and levels of deployed patrol hours for both on street and within pay and display car parks. Levels of parking contravention are also monitored throughout Swale and resources deployed accordingly to improve driver compliance levels.</p> <p>Performance is reviewed at regular meetings with the Cabinet Member and reports will be made to Cabinet as appropriate.</p>		
<p><b>R2:</b> The Council should explore possible options to purchase pay and display parking tickets for the convenience of Swale's residents and visitors to the Borough.</p>	<p>Options for cashless parking have been explored and a contract specification for this service has been prepared. Procurement teams are in the process tendering the service to provide alternative payment methods for Pay &amp; Display customers via mobile phone / smart phone APP with a target date of September 2013.</p>		