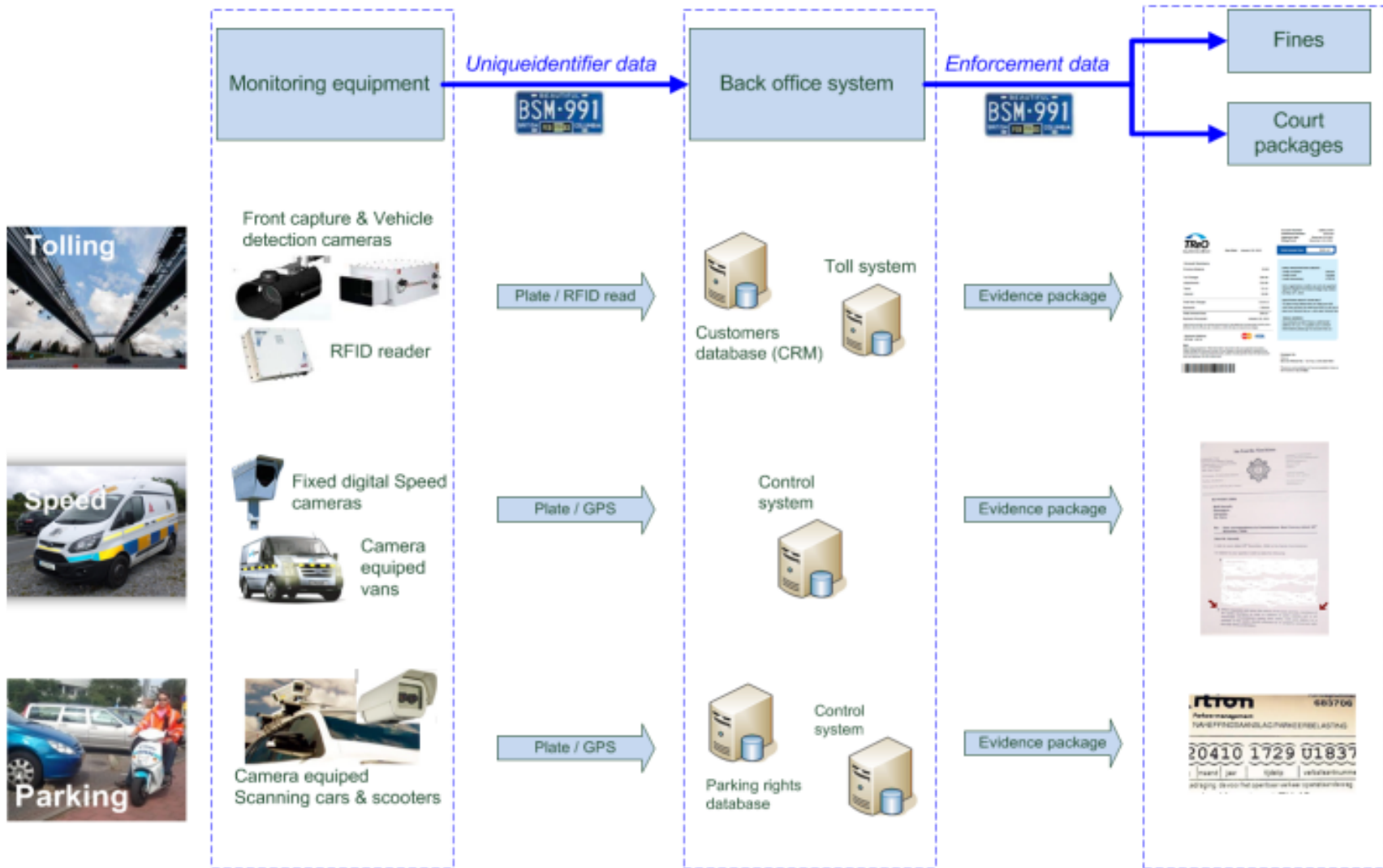


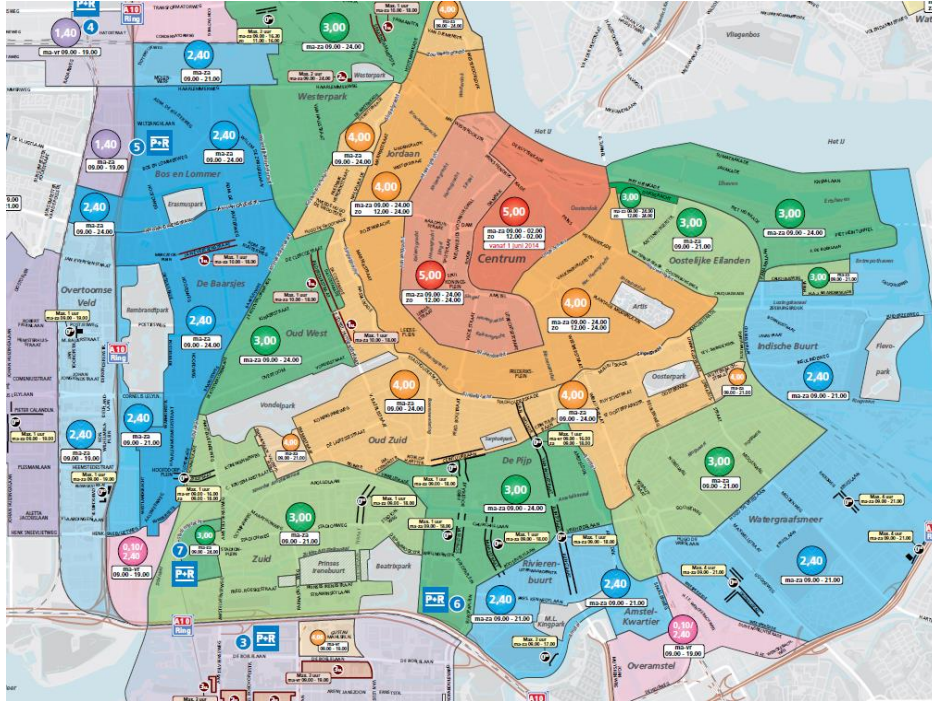
# A MODEL FOR DIGITALIZING ON-STREET PARKING FOR LONDON – AMSTERDAM BUSINESS CASE



# EGIS ENFORCEMENT SOLUTIONS



# AMSTERDAM ON-STREET OUTLINE



**150,000** parking spaces

**Fares:**

- *Between 0.1 to 5 € an hour*
- *PCN: 47.5 €*

**160,000** permit owners

- *56 different permit areas*
- *26 different types of permits*

**30** types of **exemption rights**, e.g:

- *Disabled persons*
- *Social workers*
- *Sport clubs*

**2400** park meters

**100% Digitalised**

# EGIS PARKING SERVICES

**Payment collection** and **enforcement** subcontracted to **Egis**

**€200m+** annual parking revenue for the Municipality

- *70% parking fees*
- *21% permit fees*
- *9% PCN*



**600,000** Fines imposed per year (10% leads to an appeal)

**2 million** scans per month

**Customer contact** (payment, enforcement, claim mgmt):

- *120,000 calls*
- *300,000 letters to permit holders*
- *900,000 visitors on website*

Maintenance of **park meters**

# MUNICIPALITY OBJECTIVES



**Improve service to residents**

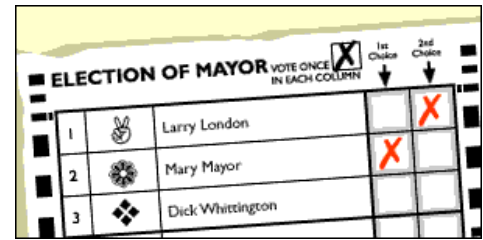
**Make parking payment more social**

- *Adjusting fares policy to the different people*

**Increase collect efficiency** to finance other municipal programs

- *Increase parking revenue*
- *Reduce operation cost*
- *Keep parking city employment*

# OBJ. #1: BETTER SERVE RESIDENTS



Make resident **permit application easier**

- *On-line (internet)*
- *District town hall*

**Stop vandalism** by removing paper permits (dematerialised permits)

**Gain residents support** explaining the benefits of the new parking policy:

- *Low cost of resident permits*
- *Increase city center attractiveness*
- *Enforce the payment for car park*

## OBJECTIVE #2: BE SOCIAL



### Adjusting exemption rights and fares to people

#### Categories of people:

*Residents (from different areas)*

*Disabled drivers*

*Disabled passengers*

*Local companies*

*Shop-keepers*

*Deliverymen*

*Urban gardener*

*Parking cleaner*

*Social and Sport clubs*

*Social workers*

*VIP (senior officials,*

*MPs...)*

*Taxis and cabs*

*Frequent visitors (prepaid cards, flat-rate subscription)*

*(Low-emission and electrical vehicles)*

#### Special events

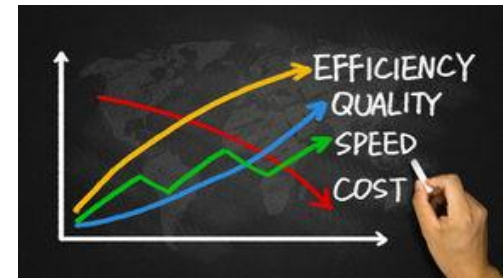
*Street markets*

*Town fete*

*Cultural events*

*Sport events*

## OBJECTIVE #3: BE PERFORMANT



Setting up a **performance service contract**

### **Payment collect rate**

- *KPI: 80% payment rate for visitors (92% in 4 years)*

### **Accuracy of enforcement**

- *KPI: <10% Appeals/PCNs ratio (7% in 4 years)*
- *KPI: <50% Granted objections/Total obj. (35% in 4 years)*

### **Achievements:**

- **Revenue increase** from €99m to €200m+ in 2016
- **Operation costs dropped** by 28% in 5 years



# AMSTERDAM VS LONDON

AMSTERDAM	LONDON
<p><b><u>Resident policy</u></b></p> <ul style="list-style-type: none"> <li>- Residents get their e-permit on-line or through the city hall. No more paper permits.</li> <li>- ANPR enforcement</li> </ul>	<p>Same as in some London boroughs</p>
<p><b><u>Social parking</u></b></p> <ul style="list-style-type: none"> <li>- Adjusting fares to 56 areas and 26 types of people/events</li> <li>- ANPR enforcement</li> </ul>	<p>UK law allows it</p>
<p><b><u>Operational efficiency</u></b></p> <ul style="list-style-type: none"> <li>- Improve payment rate for visitors</li> <li>- Get &lt;10% appeals / PCN issued</li> <li>- Get lower operation cost</li> <li>- In return, require <b>all visitors to register their number plates</b> by phone, park meters or online to be checked by ANPR</li> <li>- Get the lowest operational cost</li> <li>- Send <b>PCNs by mail</b></li> </ul>	<p>Matter of political will and public relations</p> <p>UK law must be changed</p>



# DARE TO CHANGE?



## CONTACT

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