

Putting customers first.
Providing a professional
parking service.

Parking Shop

Epping Forest District Council

- Providing a new parking shop
- On and off-street parking enforcement
- Refurbishing operations base
- New notice-processing IT system
- Parking permit management
- Cash collection



“Having a parking shop at a separate and more central location has helped us provide a better service, bringing with it enhanced security and a more customer-focused environment”

Paul Blamey, Parking Manager, Epping Forest District Council.

New parking shop

When VINCI Park successfully re-tendered for the DPE contract for Epping Forest District Council in 2007, new developments included the provision of a dedicated parking shop situated more centrally for the benefit of customers.

A more professional customer-focused service

VINCI Park fitted-out the new shop on-time and on-budget in just four weeks. The professional, retail-style environment means we can deliver a better, more comprehensive range of services, including notice processing, permit issue, payment handling and dealing with all parking enquiries.

A separate operations centre

The new shop has freed up space in the separate operations centre. This has been refurbished to better meet the needs of the operational and client parking teams, and a new enforcement/office staff rotation system ensures the risk of conflict from potentially emotional customers is kept to an absolute minimum.

Better communications

A new IT system has also been implemented, with Bluetooth-enabled handsets providing attendants with instant access to information through an online system. The result is quicker response to queries and more detailed and flexible reporting systems.



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