

## 21 PARK & RIDE CAR PARK MANAGEMENT

### 21.1 The Park & Ride Sites

- 21.1.1 The Council operates two Park & Ride car parks currently. These are the Thornhill site located to the east of the City and Water Eaton, to the north of the City.
- 21.1.2 The operational times of these sites are:
- Water Eaton: 07:30 – 19:30 Monday to Saturday;
  - Thornhill: 05:30 – 23:30 Monday to Saturday;  
08:30 – 22:00 Sundays and Bank Holidays.
- 21.1.3 The Service Provider must provide effective and safe management of the car parks, including the terminal buildings and all components and equipment, ensuring that all facilities are maintained to a high standard. Assisting the car park users and deterring criminal activity is also an important factor at these sites.

### 21.2 Car Park Operation

- 21.2.1 The Service Provider must employ sufficient numbers of staff to ensure that these sites are operated effectively by patrolling the car parks, monitoring security cameras, maintaining equipment, reporting faulty equipment as appropriate, and ensuring all operational procedures are in place and are adhered to.
- 21.2.2 The effective operation of all car parks must be checked regularly. Security equipment must be checked a minimum of twice daily. Faulty equipment must be reported within the fault reporting priority hours and all instances must be recorded and reported to the Council's Maintenance Team and the Maintenance Contractors (and/or equipment providers).
- 21.2.3 The Service Provider must keep a daily record of activities and conditions at each car park. The following data must be recorded:
- 21.2.3.1 Staff on duty (arrival and departure times);
  - 21.2.3.2 Maintenance reports, including all defects reported and remedial actions taken (including response and repair times);
  - 21.2.3.3 ECN related problems (including problem description, time of failure, action taken and repair time)
  - 21.2.3.4 Terminal building cleaning times;
  - 21.2.3.5 The numbers of vehicles parked at opening times and all instances of the car parks being full;
  - 21.2.3.6 Any incidents, with full details including witness names and police incident numbers, when appropriate;
  - 21.2.3.7 Complaints, compliments and suggestions received;

- 21.2.3.8 Use of the agricultural accesses to the car parks, where appropriate;
  - 21.2.3.9 Bus service failures or issues;
  - 21.2.3.10 CCTV read/write DVD changes;
  - 21.2.3.11 ECNs issued; and
  - 21.2.3.12 The presence and details of unscheduled buses and minibuses.
- 21.2.4 The Service Provider must also provide equipment to record reliably the presence of staff on site and to make these records available to the Council upon request.
- 21.2.5 Any lost property found in the car park must be recorded and kept securely on site until claimed or passed to other authorities (property found on buses will be the responsibility of the bus operator).
- 21.2.6 Up to four spaces at each car park will be allocated by the Council for use by the Service Provider and its employees for operational use.

### 21.3 Car Park Security

- 21.3.1 The Service Provider should seek to engender a sense of security and help to prevent crime at these sites. It will be responsible for the security of buildings and for ensuring security equipment is maintained properly and operates effectively.
- 21.3.2 Service Provider's staff must patrol the car parks regularly, ensuring that the entire car park area is covered by each patrol. Any suspicious activity must be investigated thoroughly and, if necessary, reported to the appropriate authority, e.g. the Council or the Police.
- 21.3.3 It is important that staffing and patrolling of the car parks are obvious to the public and all staff must wear uniforms for identification and to aid visibility. The entire site must be patrolled thoroughly, as a minimum when staff come on duty and go off duty and then every 30 minutes between those times.
- 21.3.4 Security patrols must be equipped with suitable communications devices, e.g. two-way radios or mobile telephones, to enable assistance to be summoned in any urgent or emergency situation.
- 21.3.5 CCTV cameras and monitors with pan, tilt and zoom capabilities are provided by the Council at these sites. Suitable magnetic media must be provided by the Service Provider to an approved quality and must be reused on an agreed basis.
- 21.3.6 The Service Provider must ensure that CCTV cameras are fully operational at all times. Through the recording of incidents via the CCTV system and in the provision of evidence, assistance must be given to the police to aid crime prevention and, when appropriate, the prosecution of criminals.

- 21.3.7 Continuous, 24 hour video recording of CCTV images, the marking, dating and filing of DVDs/magnetic media and the storage of data disk/magnetic media must be performed in accordance with written procedures and to schedules agreed with the Council's Representative. As a minimum, however, media must be stored for 28 days before being reused.
- 21.3.8 The Service Provider's staff must be trained fully in the use of the CCTV system, in particular in obtaining, recording and processing of evidential footage. The CCTV monitors must be viewed in accordance with a rota agreed with the Council's Representative.
- 21.3.9 Terminal building security is the responsibility of the Service Provider, which should patrol the building in line with car parks patrols. It is responsible for ensuring that the building is clear of personnel, secure and locked at the agreed time each day and that the building is opened at the agreed time each day.
- 21.3.10 In the event of a building security problem that prohibits the secure locking of the building(s) the Service Provider will provide security (manpower) cover until the building(s) can be secured.
- 21.3.11 Should members of the public be observed smoking within the terminal building, staff should remind the individual of the national ban of smoking in enclosed spaces and ask them to either extinguish their cigarettes/cigars or smoke outside the terminal building.
- 21.3.12 The Service Provider will liaise with the appropriate emergency service in the event of any car park security incident, public safety or criminal damage occurring on any site. All such incidents must be recorded and major incidents must be reported to the Council within 24 hours of their occurrence.

## **21.4 Fault Reporting**

- 21.4.1 The Service Provider must report any faults found for which it is not responsible to the Council or the Council's contractors. The Council will provide a list of contacts and their details during the implementation period.

## **21.5 Assistance and Guidance to Car Park Users**

- 21.5.1 The Service Provider's staff must be welcoming and helpful to all car park users, guiding them in the proper use of the car park, advising them regarding bus service operation and providing information about Oxford to visitors and tourists.
- 21.5.2 Car park staff must be prepared to escort people who may be considered to be vulnerable, for example lone women, the elderly or infirm, to their cars, especially at quiet times and/or late at night. In the event of the public telephones being out of operation, access to the site telephone for emergency calls must be provided.

- 21.5.3 The Service Provider will be responsible for ensuring sufficient stocks of appropriate tourism leaflets, maps and other information provided by the Council are kept and displayed clearly for the use of car park users.
- 21.5.4 Staff must respond to Intercom enquires from members of the public in a timely and polite manner.

## **21.6 Parking Enforcement**

- 21.6.1 A limited parking enforcement service is required at these sites, to manage the limited waiting times in the car parks. Vehicles are allowed a maximum stay of 72 hours, after which time they will be eligible to receive Excess Charge Notices (ECNs). Records of all vehicles parked overnight must be kept to ensure maximum stay periods are calculated accurately. ECNs may also be issued to vehicles parked outside the marked bays, but only when they are causing an obstruction or preventing another vehicle from parking.
- 21.6.2 Tenderers should be aware that the enforcement of the Park & Ride sites may transfer to the relevant District Councils when the County-wide CEA becomes operational and will, therefore, cease to be a provision of this Contract.
- 21.6.3 The Service Provider's I.T. System must include the provision of all HHCs, software, stationery and back-office processing functions to manage the issue and processing of these ECNs.
- 21.6.4 The Service Provider must contact the Abandoned Vehicle Officer to facilitate the removal of vehicles from any site under the following conditions:
- Vehicles left within the car park for longer than the period of time agreed with the Council's Representative. An ECN must also be issued;
  - Vehicles causing an obstruction to either the entrance, exit, bus turning circles or other routes through any Park and Ride facility. An ECN must also be issued; and
  - Vehicles left abandoned and/or deemed unsafe or likely to cause a hazard to the public. The Service Provider will obtain an abandoned vehicle disposal authorisation from the Council and arrange disposal of the vehicle.

## **21.7 Vehicle Height Barriers**

- 21.7.1 The Service Provider will be responsible for the day-to-day operation of the vehicle height barriers, ensuring that they are maintained properly to preclude entry by inappropriate vehicles but that acceptable high-sided vehicles are allowed entry (e.g. maintenance vehicles).

## 21.8 Cycle Lockers

- 21.8.1 Users of the cycle lockers will enter into period hire contracts with the Council. These hire contracts will be managed by the Service Provider on behalf of the Council, including collection of charges due, issuing of keys, informing the Council of all new hires, expiries and extensions in any particular month. Site staff will be responsible for ensuring that lockers are used, cleaned and maintained properly.
- 21.8.2 The Service Provider will be responsible for collecting payments, issuing and collecting the cycle locker keys, and collecting, recording and submitting payments to a tariff specified by the Council.

## 21.9 Car Park Maintenance

- 21.9.1 The Service Provider will be responsible for the maintenance of:
- Fencing and bollards;
  - Vehicle height barrier(s);
  - Grass cutting and landscape maintenance; and
  - Sign cleaning and site cleanliness.
- 21.9.2 One of the Council's maintenance contractors will be responsible for structural maintenance of car park buildings, but the Service Provider will be responsible for day to day maintenance of the terminal building, including:
- Minor non-structural repairs to fixtures and fittings inside the building, for example:
    - glass replacement;
    - terminal building public seating repair or replacement;
    - litter bin repair or replacement;
    - toilet sink waste repair, sink plug replacement or tap washer repair or tap repair;
    - internal waste pipe clearance, drainage un-blockage;
    - toilet soap dispenser repair or replacement; and
    - interior decoration and graffiti removal, but annual decoration is subject to a separate quotation;
  - Fencing and bollard repair;
  - Minor electrical repairs, such as bulb and fuse replacement; and
  - Terminal building cleanliness, including the toilets.
- 21.9.3 The Service Provider must report other types of building defect to the 24-hour repair service call desk provided by the Council or its maintenance contractors.
- 21.9.4 Minor non-structural repairs are limited to a maximum of £1,000.00 (one thousand pounds) cost per single repair, which includes any management fees, but excludes VAT/Taxes. This limit will be reviewed annually.
- 21.9.5 The Service Provider shall keep records of all repairs, copies of third party quotations and invoices for Council audit.

- 21.9.6 If any minor non-structural repair costs exceed the agreed limit at 21.9.4 above, this will be reported to the Council's maintenance contractor, who will carry out this work.
- 21.9.7 **Tenderers should include in their tender submissions their proposals for car park management and maintenance, to include as a minimum:**
- **Staffing levels;**
  - **Staff training;**
  - **CCTV monitoring;**
  - **Security procedures;**
  - **Cleaning standards and schedules;**
  - **Cleansing materials;**
  - **Maintenance inspection schedules;**
  - **Safety inspection schedules, including clearing, salting or gritting public areas when necessary.**