



Tenix Solutions

SAFER. FAIRER. SMARTER.

A Success Story - City of Stonnington

• CONSULTING • TECHNOLOGY • OUTSOURCING

CASE STUDY

The City of Stonnington initially awarded its parking contract for on-street enforcement and back-office administration services to Tenix Solutions in April 2002, creating the Stonnington Parking Alliance. Following a competitive tendering process in 2007, Tenix Solutions was awarded a new five year contract with a possible two year extension, commencing in April 2008.

Tenix Solutions partnered with the City of Stonnington to provide a complete parking management solution. The contract covers the entire enforcement lifecycle of parking management from on-street enforcement, issuing infringements, back-office processing, collection of outstanding debts, advanced customer service and an online web portal for the public's use.

Working Together

Tenix Solutions worked closely with the City of Stonnington to develop a safe parking program to address its requirements for high turnover of parking spaces, efficient on-street enforcement, efficient operation of its back-office processing and an increased customer service offering.

Evolving Technology

Tenix Solutions is committed to maximising services to the City of Stonnington by continually introducing new technologies to support service delivery.

Equipment is constantly updated as technology evolves, and our traffic officers now use hand-held devices that are able to capture and manage photos of offending vehicles.

Tenix Solutions' NOVA Park software system, developed to support the processing and management of parking infringements, has the flexibility to load tickets from any hand-held enforcement device and enables digital images to be downloaded with the parking infringement. This ensures the digital evidence remains linked to the notice and assists with evidence management. This feature also assists to enhance public acceptance of effective parking programs, as the responsibility of issuing accurate parking infringements lies with our traffic officers.

Tenix Solutions has developed an Australian first in the parking industry by developing an online parking portal. The City of Stonnington is the first customer to implement the online tool. The portal is branded as a Council website and provides members of the public numerous benefits. These include the ability to:

- Access information about the Council's parking program
- Pay parking infringements online
- Submit correspondence online using structured forms
- View photos of parking infringements (upon request).

Achieving Excellence

Tenix Solutions' extensive industry experience and transition management capabilities minimised City of Stonnington's risk in converting to an alternative source for the provision of complete parking management services.

Tenix Solutions issues, processes and manages over 180,000 parking notices per annum on behalf of the Council. Its Parking Services Division employs highly trained professionals committed to delivering a superior service to the City of Stonnington and its community.

A number of proven initiatives have been introduced to enhance the parking service offered to the City of Stonnington. These include:

- A dedicated customer contact centre.
- Extending the City of Stonnington Parking Services' Interactive Voice Response system to provide access to information 24 hours a day, 7 days a week.
- A collection strategy designed to maximise clearance rates before they are escalated to the Infringements Court, including intelligent debtor screening and outbound collection calls.
- Improved access to management information through scheduled and ad hoc reporting. Tenix Solutions meets with Council representatives on a monthly basis to present contract management reports, ensuring transparency and further strengthening our partnership.

The Results

- An increase in clearance rates, from 73.3% to 78.7%.
- Reduced operating costs.
- Greater compliance with business and legislative requirements.
- A reduction in the number of appeals due to improved evidence quality.
- Additional payment options have resulted in a 44.64% decrease in customers using the counter service.
- A 27.9% reduction in the number of contact centre calls due to the introduction of the online web portal.
- Greater turn-around of parking spaces.
- All correspondence is responded to within seven days.

Continuing the Vision

Tenix Solutions will continue to provide excellence through its best practice parking program to the City of Stonnington until 2013 and beyond.

It is imperative for the City of Stonnington to offer its community, its visitors and its retailers the opportunity to accessible parking spaces due to the many popular shopping and dining strips in the municipality.

The Stonnington Parking Alliances' objective is to ensure efficient enforcement of traffic regulations and the safer use of roads for the community.

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