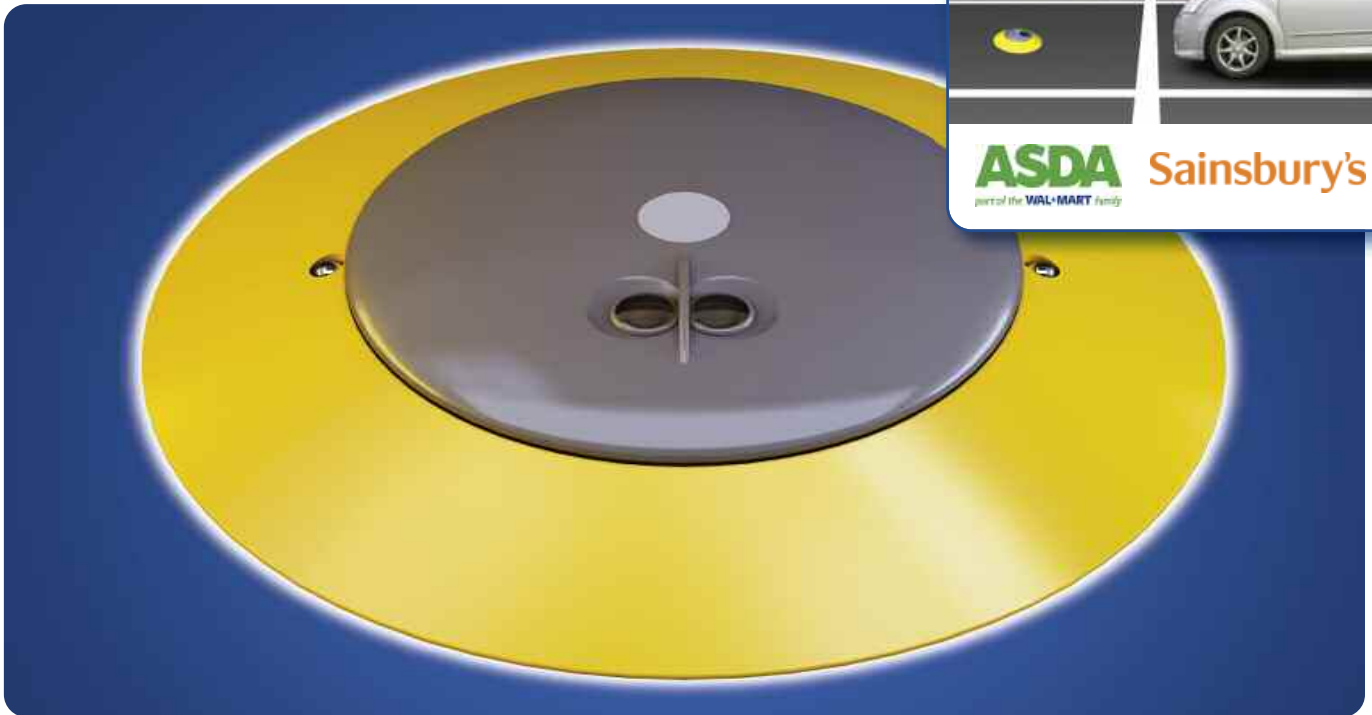


Metereye is a winning formula for TCP



The revolutionary Metereye parking analysis solution has been a big hit with several TCP customers, as well as helping us target new business.

A number of TCP's major retail clients, including Sainsbury's and Asda, have successfully trialled the Metereye system, which incorporates RepNet, the world's most powerful parking analysis tool. Highly impressed with the results, they are now rolling out installation to car parks across the UK.

One of the key benefits which has attracted customers to the system is the potential for substantial savings in time and resources. With Metereye's hand-held technology, one attendant can be responsible for two or three sites at the same time, freeing up staff for other tasks and improving productivity.

TCP demonstrated the Metereye system at the recent Parkex show at Earl's Court in London. As a result, there

has been considerable interest from a number of potential customers, including a major sports stadium, retail multiples and London Borough Councils.

Metereye can also interface with the latest car counting systems, which give motorists up-to-date figures on car park occupancy via LED displays, known as 'variable message signs' (VMS). Data from the car counting system is automatically transferred into RepNet for analysis and reporting.

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Bernie's space

What is car parking going to look like in 10 years time? It's a game I sometimes play and of course there is the danger that if you do not play the game and at least consider what might happen you will miss out or just become a dinosaur and we know what happened to them. It's a game of course you can't win because nobody can predict the future.



The oil spill in the Gulf of Mexico is currently threatening the actual survival of one of our biggest companies, BP. Who would have predicted that and how could you? But it shows the terrifying speed at which the world now moves. It may also have a knock on effect of hastening the move to alternative sources of energy and for cars this means amongst other things electrically powered vehicles. From a parking perspective we will need to ensure we offer the facility for recharging batteries.

How long will it be before it will not be possible to pay for parking with coins or cash?

As I see it there are three ways things change; a general progressive move that is visible and clearly signposted; the seismic shifts that occur not that often – the internet or going back further the telephone or motor car and thirdly what might be termed the wings of the butterfly effect. That barely imperceptible event that can change the course of history or the way we do things – maybe the BP spill might in time be seen to be such a thing.

Who knows how we will be doing things in 10 years time, whatever I think it will be an interesting ride.

Best wishes

Bernie Dickson

bdickson@townandcityparking.co.uk

Moving forward

By John McLean, Regional Director

Following on from Year One of our operational restructure, we plan to further streamline our operational management team to ensure we continue to provide the best service in the industry and create opportunities for career development.

Our current 20 areas will be grouped into nine regions under a Regional Manager, supported by a number of Regional Co-ordinators.

Meetings have already been held with all of our current Area Managers and Team Leaders to fully explain the proposals. The following stages of the process have already been implemented:

April Applications received for Regional Managers and Regional Co-ordinators

May Assessment Centre for Regional Managers and Regional Co-ordinators

Interviews for Regional Managers

The following stages will take place over the summer:

June Feedback meetings, Regional Managers

July Regional Managers in position
Interviews for Regional Co-ordinators
Feedback Meetings, Regional Co-ordinators
Regional Co-ordinators in position

The nine regions will produce the optimum spread of sites and attendants across the country: Scotland North, Scotland South and Northern Ireland, North West England and North Wales, Northern England, North East England, Central England, Eastern England, South West England and South Wales, Southern England.

These changes will present us with many challenges. However it is vital that we continually look for ways to improve our product, develop our people and progress the business of Town and City Parking.



We now manage over 1,000 car parks across the UK



A fond farewell to Tom Gale

One of TCP's oldest workers has retired after more than 25 years in the same job. Tom Gale, 89, joined TCP in December 2000 having started as a full-time car park attendant in 1986 at the Iceland store (formerly Bejam's) in Barnstaple after retiring from his career at the sausage skin factory at Rayleigh. Tom said he had enjoyed every minute of his time as an employee of TCP and working at the supermarket.

Tom, known to friends as Tommy, said although he had to dole out fines to hundreds of motorists over the years, he never once had any trouble from customers. He said: "I like to think I'm a reasonable person and people say I'm pleasant enough. I try to bring these qualities to my work."

"After many happy years I'm leaving to care for my wife, Olive, who has just had a major heart operation and needs my support. I'm very sad to leave the job and all the friends I've made. However, I've worked all my life and don't plan to stop now – there's plenty of gardening at home to keep me busy."

His colleagues and friends at the supermarket said a fond farewell at a small ceremony at the store where he was presented with gifts and a cake. Tom was clearly well loved and quite a character. Rose Humphries, home delivery co-ordinator at the store, said: "Tom is irreplaceable, you'll never find anyone else like him."

"He was always around to help anyone out and could often be found sweeping the car park come rain or shine. He took such pride in his work."

"He was also a joker and could always put a smile on your face. Everyone here will miss him enormously."

Whilst on their holidays, Tom and his wife would often visit the TCP head office in Perth and we all hope to see them both again very soon.

The senior management and everyone at TCP would like to wish Tom a long and happy retirement and Olive a speedy recovery from her operation.

Barry's space

As I write, summer seems to be here at last. Here in sunny Devon things are gradually warming up and our thoughts are turning to barbecues in the garden and relaxing weekends at the beach.



Many of us will also be looking forward to well deserved summer getaways to Mediterranean hotspots or far-flung dream destinations. That's assuming the ongoing BA strike doesn't scupper your plans and we aren't visited by another Icelandic ash cloud that closes all the airports!

The coalition government's austerity measures will be a challenge over the coming months, particularly for our public sector clients. With increasing pressure on budgets and resources, it's an opportunity for TCP to win business, because we can offer comprehensive parking management solutions that can drive efficiencies and reduce costs.

We are confident that the TCP ethos of providing outstanding customer service, coupled with innovative ideas, will be a winning combination that will provide clients and potential clients with the cost savings and efficiencies they are looking for.

A successful visit to Parkex earlier this year has provided us with some good quality leads and serious enquiries. Our team have been busy visiting these potential clients to explain and demonstrate the products and services we can provide. Hopefully we will be able to report some positive outcomes in the next edition of TCP News.

Barry Nelms

Barry Nelms
 TPC Managing Director
 bnelms@townandcityparking.co.uk

Health and safety – be aware

By Gary Harris-Deans

As part of my new role I have been asked to write a few words about Health and Safety. You never know, I might be lucky enough to get a regular feature, which will make a change!

My top priority is to make sure you all remain safe in our car parks. Please be aware of possible hazards and risks, as well as how to report incidents and accidents. Answering the following three key questions should help you:

- Have you seen your car park risk assessment and has your area trainer or line manager taken you through this, explaining the hazards and control measures within your car park?
- In the event of an injury or accident do you know to whom you should report the incident?
- Do you wear your high visibility jacket or vest and safety shoes whenever you patrol the car park?

If you answered no to any of these questions you should speak to your line manager immediately so he/she can rectify the situation.

If you need to discuss anything about Health and Safety, please contact your line manager or call me on 07795 290404.



Please don't try this at home.

New charter for hospital parking

The British Parking Association (BPA), backed by the NHS Confederation and the Healthcare Facilities Consortium, has launched a Charter for Hospital Parking.

Parking at hospitals has been the subject of much debate since the Scottish Parliament's abolition of NHS charges in 2008. The idea of the new Charter is to encourage NHS Trusts across the UK to provide parking management systems that are fair for all.

In compiling the Charter, the BPA has taken into account the interests of hospital staff, visitors and patients, as well as government, local authorities and commercial organisations. The aim is to strike the right balance between fairness for car park users and for the trust itself. Some NHS trusts have already indicated their support for the Charter, as have many parking operators.

Recommendations made in the charter include the provision of good lighting, high standards of maintenance, simple-to-use payment equipment, clear signage and clearly marked bays. It also calls for reasonable tariffs and tariff structures, set in consultation with users, and on the basis of need, supply and demand, as well as the actual costs of providing the service. And it suggests concessionary parking be made available to patients with long-term illnesses or serious conditions needing long term treatment, for example dialysis, radiotherapy or chemotherapy, as well as people who need to visit patients regularly.

Patrick Troy, Chief executive of the BPA, said, "These guidelines will help the health sector with their parking management issues. There has been much debate about parking at hospitals and we hope our Charter will provide some much needed direction for this particular sector, and therefore we are encouraging all NHS trusts to sign up."

Good customer service has its rewards

A few weeks ago Jenni Cawthorne, a car park attendant on our Forest Heath (Suffolk) Contract came across a motorist vainly searching his pockets and car for 50 pence to purchase a pay and display ticket in one of the Newmarket Car Parks. He could not find any change and told her that he would leave the car park and find a place on the street to park. Jenni offered him the 50 pence from her own pocket and the motorist went away to his appointment happy.

A couple of hours later Jenni was eating her lunch

in Palace House Cottage (Newmarket base) when she heard a knock on the door. She answered it to find the motorist she had encountered earlier and he gave her a box of chocolates and a £20 Marks and Spencer's voucher and thanked her for her kindness and good customer service. He also said that he would be writing to our client (Forest Heath Council) to inform them of the great customer service he had received.

It just goes to show that parking is not all about angry motorists. Well done Jenni.

Space for outstanding employees

Mike Stamp, Asda Weymouth

Nominated by John Tinsley, Team Leader

An Asda member of staff told Mike that, on two consecutive days, a trolley containing items of shopping had been found next to the bus stop. Mike reported this to Asda's security staff.

The next day Mike was given a photograph and description of a possible suspect and was told to keep an eye out for him. Spotting a man who fitted the description and was behaving suspiciously, Mike advised Asda's security and management teams. He then kept the suspect under surveillance from the Council Offices car park opposite, reporting back to the management team by radio. The man was later arrested for shoplifting over £190 worth of goods, and had allegedly done the same on the previous two days.

The Asda management team thanked Mike for his diligence, to which he responded, "It's all part of the TCP service."

David Caven, Asda Llangefni

Nominated by Chris Fowler, Area Manager

Hard work and excellent customer service skills have earned David an Asda Star Award. His efforts were noticed by the store manager, Chris Davies, who on a recent site visit described David as 'the best car park attendant he had ever had, who is always on hand to offer help to customers with their shopping and take their trolleys back, as well as keeping the car park free from abusive parkers'. Great work David. Keep it up!



David Caven



Ryan Evans

Ryan Evans, Asda Peterlee

Nominated by Wallis Meech
During the busy Festive Season, Ryan showed outstanding dedication by walking over 8 miles through the snow to help police clear his car park

and access road. He also managed an Easter marshalling event with similar professionalism and commitment. Well done and thank you Ryan.

Alex Stewart, Sainsbury's Saltcoats

Nominated by Colin Tomkinson

Alex Stewart's name is synonymous with customer service. Whenever Colin Tomkinson visits his site he receives nothing but positive feedback about Alex.

"He is always immaculate, polite and gets on exceptionally well with the Sainsbury's staff and management," writes Colin. "He is very reliable, a great communicator and a fine ambassador for TCP." Great work Alex!



Alex with Jamie Savage, GSM, Sainsbury's Saltcoats

Graham Dray, Iceland Folkestone

Nominated by John Baverstock

"Since I have been working with Graham he has greatly improved as a person and an attendant," writes John Baverstock. "He has put his mind to each task, completed it well and, most recently, completed his NVQ. The team at the Shaw Trust, who assist and support Graham, have also recognised a significant improvement in his confidence and outlook." Well done Graham!

A national charity, the Shaw Trust believes that everyone has the right to work and live independent lives. Their work is about empowering people to improve their lives and to believe in their own abilities as passionately as they do. Every year they help thousands of people who need extra support to achieve their employment and personal development goals.



Graham Dray with Tracey Staples, Shaw Trust advisor

BPA clamps down on wayward operators

The British Parking Association (BPA) has introduced a points-style scheme of sanctions to make sure anyone operating controlled car parking on private land conforms to its code of conduct.

The scheme is similar to that used for endorsing driving licences. Any operator found to be contravening the BPA's Approved Operator Code of Practice will be issued with penalty points. If they receive the maximum 12 points, they will immediately be referred to the BPA Council for disciplinary action and could face having their approved status withdrawn.

Mostly unregulated, controlled parking on private land has gained a bad reputation because of the unscrupulous activities of some operators. In fact there are many honest, professional operators who are keen to ensure they provide the best service to their customers. In October 2007 the Driver Vehicle and

Licensing Agency (DVLA) began limiting release of vehicle registration information to members of an Accredited Trade Association, which has driven many rogue operators out of the market.

Under the new scheme, before points are issued the operator is given an opportunity to take measures to rectify the problem within an agreed time limit. In addition, points become null and void after one year, rather than the three year term that applies to driving licence endorsements.

BPA Chief Executive Patrick Troy explained the thinking behind the new scheme, "We have been working with approved operators for just over two years now, and while it is clear that some make mistakes, most learn from them and change their systems to operate in the motorists' best interests. However, after time, some operators fall back into bad habits, so this system is designed to encourage a consistent standard of good conduct."

NVQs success

We're delighted to congratulate a quartet of TCP employees who have recently achieved NVQ Level 2 certificates.



Brian Surtees (Asda Thornaby), Level 2 NVQ in Controlling Parking Areas (presented by Wallis Meech, Area Manager)



Gary Pickles and Jennifer Cawthorne (Forest Heath, Newmarket)



Janet Porter (Somersetfield Hockley)



Fergus Findlay receiving his NVQ from Anne Wood GSM at Tesco's in Lanark

Meet the team

John Ferguson, Business Manager

With injury curtailing his professional football career, John studied at Paisley University (mainly due to its close proximity to St Mirren FC where he had trained most mornings). Graduation with a BSc in Land Economics paved the way for subsequent entry to The Royal Institution of Chartered Surveyors, and John now has almost 30 years' experience of the property industry throughout Scotland. He worked in private practice before joining the car parking industry with Euro Car Parks.

As a Business Manager specialising in property, John negotiates TCP's site acquisitions, leases or joint ventures, then follows through by undertaking lease renewals, rent reviews and valuation appraisals. Following the 1 April 2010 Rates Revaluation, he will be coordinating the process to appeal all rating assessments for our owned and leased sites.

Plus he will continue networking with property agents and developers to find retail management opportunities.

Being a father of two youngish children, John's spare time requires some careful weekend planning, with the kids increasingly involved in his own sporting passions: football, tennis and rugby (which he also coaches).

John's also a keen golfer and holds the course record at his local club in Bridge of Weir, Renfrewshire. He also enjoys food, wine, movies and is an avid reader.



The team modelling their new training kit, kindly sponsored by TCP

Romford Borough Youth U8s

Since Christmas the 'Boro' Boys' have put on an impressive show, winning five of their last six games. With the bad weather there was a hiatus in the season, but this didn't faze the boys at all. They came out fighting after the break, winning 5-0 and 6-0. Not bad for a team in their first season!

The boys thoroughly enjoy playing the game, showing how much team sports can benefit everyone involved. They finished the season with a sterling record. Of 18 games played, they won 12, drew four and only lost two. And all that with no designated goalkeeper! They're certainly a team to be reckoned with and much talked about.

Unfortunately, being under 8s they are in a non-competitive division and results tables can't be published. Therefore they have no recognition for their triumphs, other than their pride, as well as that of Manager Steve, parents and sponsors TCP.

Congratulations

Congratulations to Lynn and Brian Lorimer on the birth of their gorgeous baby boy Leon.



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We want to hear from you

TCP News is your newsletter, so why not get involved? Tell us your news, send us an article, write a poem or simply share your thoughts with colleagues. Whatever the subject, whether it's work related or not, if you think it's of interest to other TCP employees we'd love to hear about it. And if you can include a photo, that's even better.

Send your contributions to:
pavery@townandcityparking.co.uk

Poet's corner

*'Tis a saying that I reject,
Totally lacking in respect,
For I have years of work experience.
I have years of working skills
And do not regard myself
As over the hill.*

*I do not try to be perfect,
But often pause to reflect,
For I have years of self assurance.
That's why I'm working still
And never regard myself
As over the hill.*

*Even tho' I occasionally feel
The winter's chill,
To be a working man
Still gives me the thrill,
Knowing I can do the job,
Knowing that I am not over the hill.*

*By John Mitchell,
Morrisons Brighton*

Cookery Corner

By Pam Avery

I thought I would contribute to Mick's cookery corner with a nice summer recipe for the BBQ, so here goes...



Ultimate burgers

Recipe donated from my brother - chef extraordinaire.

Ingredients (makes 4 burgers)

500g lean steak mince
1 garlic clove crushed
1/2 red onion finely chopped
1tbsp flat leaf parsley finely chopped
4 dashes Worcester sauce
salt and pepper to taste
80g roast tomato cheddar
(or your favourite cheese), cut into 4 bars

1 Mix the mince, garlic, onion, parsley, Worcester sauce, salt and pepper in a large bowl.

2 Divide the mixture into four. Shape the mixture into a ball shape then flatten the burger to a thickness of 1cm. Place one bar of cheese just off centre of the flattened burger, then fold the rest of the burger over the cheese. Mould into a burger shape, ensuring no cheese will escape. Place on a plate, cover with cling film and put in the fridge for 30 minutes. This will firm up the burgers so they hold their shape while cooking.

3 Brush the burgers with a little oil. Cook on medium hot BBQ or under a grill at 220c for four to five minutes each side. Once they are on the BBQ or under the grill, don't move them around, just turn them once.

4 Remove the burgers from the BBQ or grill. Place inside a soft bun with your favourite accompaniments. Yummy!



Goodbye and good luck to Ian Wotherspoon (above wearing the check shirt). Ian worked in our finance department since August 2008. Dawn Carle will be replacing Ian and we welcome her to the team.