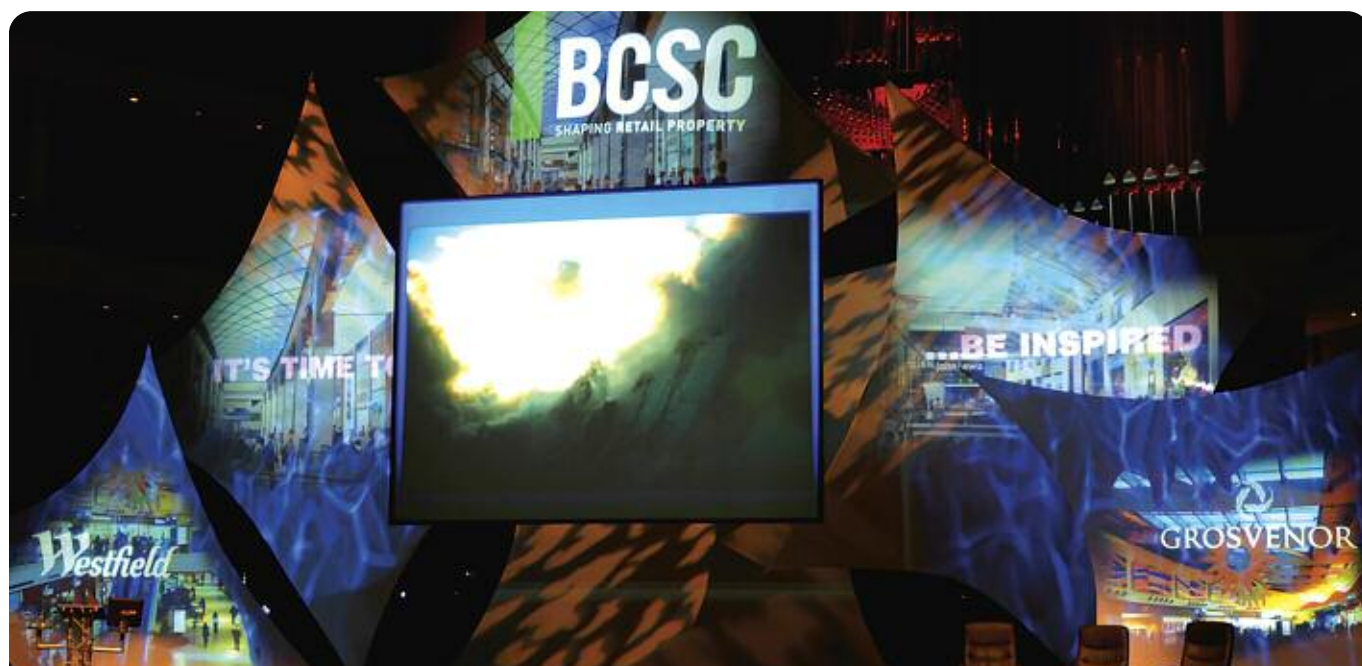


Build-up starts for retail property event



Photograph: Mick Lavin, presentation design: First Reflection

The opening presentation of a recent BCSC conference

Things are taking shape for Town and City Parking's presence at the BCSC Conference and Exhibition 2010, taking place at Bridgewater Hall and Manchester Central from 1st - 3rd November.

BCSC SHAPING RETAIL PROPERTY

The event is the largest annual gathering of retail property professionals in the UK, attracting over 3000 visitors, including owners, developers, investors, retailers and shopping centre managers.

As well as demonstrating our state-of-the-art parking analysis solutions, Metereye and RepNet, we will be promoting our expertise in converting unutilised land assets into revenue generating car parks. With the recession putting a halt to many building projects, developers are sitting on empty sites which could be earning them cash, without significant investment or hassle.

The team from TCP will explain how we can help develop and maintain professionally run car parks, as well as highlighting our commitment to service excellence and our experience in using new technology to increase efficiency and profitability.

The British Council of Shopping Centres (BCSC) is the leading trade association for the retail property industry. The organisation aims to promote retail-led regeneration and growth, while acting as a useful forum for debate and a catalyst for action.

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Bernie's space

A common theme over the last year or two, in this column at least has been about how the parking industry has been moving towards intelligent solutions for the management of car parks and the general trend of technological advancement.



I was reminded of this recently when I had dinner with George Alexander. We were reminiscing about the 'good old days' of yesteryear, the mid 90's just after TCP was formed and the company was experiencing an extraordinary period of growth.

As some of you may know George retired at the end of September. It was typical of the man that he did not want a big bash or indeed much to be made of his leaving, George is more a man of deeds and doing than of words and fuss.

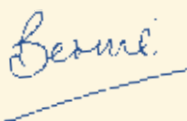
In those early days George was at the centre of the expansion driving the length and breadth of the country on a daily basis with his trusted mate Davy West, sadly no longer with us, organising and installing equipment, signs and getting sites started. The capacity for work and physical work at that was legendary and they were great days. More remarkable perhaps when one remembers that George started with Town and City in the accounts department as the bookkeeper pushing no more than a pen!

The good news is that George will still be around albeit on a reduced scale, as we have convinced him to remain as a consultant to the company.

I'm all for new and intelligent solutions for our business as you know, but what is absolutely certain is that without the right people ready and willing to drive things forward they will not on their own be sufficient.

Happy retirement George!

Best wishes



Bernie Dickson
bdickson@townandcityparking.co.uk

Car manufacturers roll out self-parking technology

Do you struggle with parallel parking? If so, we've some good news for you. It looks like there's a strong future for self-parking cars, as more and more manufacturers introduce the revolutionary technology to their cars. Maybe all that 'to-ing and fro-ing' is finally a thing of the past!

It was way back in 2006 that Toyota unveiled their Intelligent Parking Assist system, which uses cameras and sensors to find a suitable space and guide the vehicle's steering, easing you into position like a true professional. Now the technology finally seems to have taken hold in the motor industry, appearing on a number of 2010 models, including the BMW 5-series and, in the USA, Ford's Escape SUV.

So how does it work? Based on similar technology to that used in fighter jets, the system uses computer-controlled sensors to find free parking spaces, based on an estimation of the proximity of other vehicles. Once a free space is detected, the sensors guide the vehicle's steering wheel to parallel park the car, while the driver stays in control of speed with the accelerator and brake.

Unfortunately, according to surveys, consumers remain relatively unexcited by the new technology. However, when they see that it really works, and that it could make the difference between easy parking and a new paint job, they may just change their minds.

Chinese car park targets women drivers

The owners of a Chinese shopping mall have created a car park specially designed for women drivers.

The Wanxiang-Tiancheng retail centre's women-only car park has bigger parking spaces and female-friendly colour schemes such as pink and light purple. There are also plans to employ exclusively women parking attendants to guide customers to available spaces.

There are more than 10 million women drivers in China, and the country is the fastest growing automotive market in the world, as increasing affluence enables many more people to become car owners.



The Government is moving decisively to make the practice of clamping illegal on private land in England and Wales.

Whilst the proposal has yet to become law, once implemented, anyone who clamps (or otherwise immobilises) a vehicle or tows it away on private land without specific legal authority to do so will face criminal proceedings or civil sanctions. Clamping on private land is estimated to be worth £1bn a year to clamping enforcement companies. The practice has drawn widespread criticism following claims of extortion from unsuspecting drivers.

Announcing the ban, Home Office Minister Lynne Featherstone said: "The Government is committed to ending the menace of rogue private sector wheel-clampers once and for all. For too long motorists have fallen victim to unscrupulous tactics by many clamping firms. Reports of motorists being marched to cash points or left stranded after their car has been towed are simply unacceptable."

Regional and Local Transport Minister Norman Baker added: "The rules governing parking on private land should be proportionate and should not result in motorists being intimidated or forced to pay excessive fines. Cowboy clampers have had ample opportunity to mend their ways but the cases of bullying persist. That is why we are putting an end to these outrageous practices once and for all."

We are all naturally delighted with this news. Firstly, we welcome what is sure to be a significant step in dramatically improving our industry's image with the motorist and general public. Secondly, this radical change in parking enforcement practice presents us with some excellent opportunities to provide our parking management services to a whole new group of prospective clients and so continue to grow our business further.

'Get Carter' car park to go

It's a legend amongst film fans, but Gateshead's infamous 'Get Carter' car park is set to be just a memory immortalised on the silver screen, as work begins on demolition of the former Trinity Square shopping centre.

Anyone who has seen the cult 1970's screen classic 'Get Carter' will remember one of the iconic locations of the movie: the stark, concrete edifice from which dodgy local businessman Cliff Brumby falls to his death, with a little help from London gangster Jack Carter, brilliantly played by Michael Caine.

Almost 40 years later, the Trinity Square car park in Gateshead is finally being consigned to history. The site is being cleared to make way for a new town square, retail units, offices, a student village, a supermarket and a new car park.

Originally designed in 1962, the Trinity Square car park was a strong example of the new 'Brutalist' school of architecture, an extreme form of realism. The functionalism of buildings was emphasised through the use of exposed raw materials, such as concrete, as well as repetitive angular geometries.

The demolition work is part of Gateshead's 2010 regeneration project. The redevelopment of Trinity Square is expected to bring multi-million pound investment into the area and act as a catalyst for further regeneration in the town centre.



photograph: Paul J White

Meet the team – TCP Regional Managers



*Back Row: Ken Garvock, Colin Bowyer, Alec Gore, Colin Tomkinson, Chris Fowler
Front Row: Emma Harrison, Nathan Goodyear, Jackie Young*

Emma Harrison **Northern England**

Although the last few weeks have proved to be very challenging, I have really enjoyed the first month of my new appointment as Regional Manager. I have worked for TCP for the last 12 months and have learned a lot about the company and the excellent service we provide to our clients. Having previously worked as a regional manager in a customer service and retail environment, I am looking forward to joining the other regional managers and sharing our knowledge as part of our new operational management team.

Colin Bowyer **Central England**

I am the newly appointed Regional Manager for the Central England region. I bring with me over 20 years' experience in the express parcels and third party distribution industry. My varied roles have included: Branch Manager, Operations Manager, H&S Manager and ISO Quality Auditor. My previous employers include City Link, Parcel Force and Marks & Spencer. I enjoy developing strong teams and assisting colleagues to fulfil their potential. I am also extremely customer focused and am always on the lookout for potential growth. I am delighted to become part of the Town and City Parking team. This is a very exciting time for us all; the restructure will enable us to develop the company and to incorporate technological advancements which are being introduced to the parking industry. I look forward to meeting you.

Alec Gore **Southern England**

I've come to TCP in mid-career, having had a previous working life in the police and latterly transport management. I'm really pleased to be managing the Southern England region as I grew up in Kent and have worked across the whole of my region at various times. From 1988-2004 I served in the Hong Kong Police as an Inspector, working in vice, marine, personnel services and traffic units.

I am married to a Filipino and we have two sons aged 13 and 8. My hobby is motorcycling and I am Chief Observer with Solent Advanced Motorcyclists. It's been a real pleasure to join such a friendly company as TCP. I would like to thank everyone I've come into contact with for helping me settle into my new position. I'm looking forward to being part of the success that implementing this new company structure will bring.

Chris Fowler **North East England & North Wales**

I have just been appointed as Regional Manager for North West England & North Wales. The first month in my new role has been about finding two regional coordinators to assist me in the running of the region. There has been a very robust assessment and interview process to fill these positions. I look forward to working with all the new and existing members of the team as we tackle the new challenges ahead. I started with Town and City Parking almost seven years ago as

the Car Park Attendant at Sainsbury's Grimsby. Since then I have had several posts – Mobile Attendant, Area Supervisor and most recently Area Manager for Merseyside and North Wales.

My biggest passion is football (family and friends, if they are reading this), playing and watching, especially watching Manchester United. I also enjoy going to the gym, reading and the occasional bit of DIY.

Nathan Goodyear **South West England & South Wales**

I have recently joined the company as the new Regional Manager for South West England & South Wales. The past few weeks have been a whirlwind of meetings, new information and processes, plus getting to know lots of people within the business.

Prior to taking this new appointment I had no experience of the parking industry, apart from being a car park user, but I have come to realise very quickly that the most important factor in this business is the people. In the short time I have been with TCP, I have met some great people, both in the field and at Head Office.

I look forward to meeting and working with you all in the near future. A little about myself: my partner Linda and I live in Torquay, Devon. We have five children between us, as well as four grandchildren. (I know, I don't look old enough!) Thankfully, none of them live at home anymore! I come from a retail background with 21 years with Whitbread Inns, and then with First Quench Retailing (Thresher Wine Shops). Prior to that I worked in various retail and design engineering jobs.

The development and coaching of team members is very important to me, as is the maintenance of standards and the TCP brand image. I will be contacting all my team members in the near future about the new and exciting developments for TCP.

Colin Tomkinson **Scotland & Northern Ireland**

I am delighted that I am part of the team which will be the future of TCP. With my Regional Co-ordinators now on board (Andrew Burnside, Northern Ireland and Isle of Man, Brian Gillen, Scotland South, and Davie Hunter, Scotland North) we will work together to build a solid professional workforce.

My aim is to raise standards even higher to achieve job satisfaction and security for years to come. We have a strong management team that will share good practice throughout the UK. Good luck to all who have been successful in securing their new posts.

With John and Steve at the helm of operation I am

sure we will be up for the BPA Car Park Management Company of the Year award. Finally I would like to thank all my colleagues for their support during my short time with TCP.

Ken Garvock **North East England**

I have thoroughly enjoyed my first month with TCP. As a newcomer to the industry, I have been on a steep learning curve – understanding what we do and, most importantly, meeting the team and our customers. I have been working for the last five years for MITIE Facilities Management as Regional Operations Manager, delivering cleaning services to major retailers such as Tesco. Before that I spent many years as a manager in the rail industry, latterly as the Retail Manager for GNER on the East Coast rail route. I read English and History at the University of Sunderland and, more recently, Management at York University. I live on Tyneside with my wife and two children who are both now at university. My interests range from literature to football. (Don't let my Tyneside accent persuade you I am a Newcastle supporter – I am definitely a follower of their neighbours Sunderland!)

Jackie Young **Eastern England**

I joined TCP in April 2007, when I was appointed Area Manager for the South East, covering Essex, Norfolk and Suffolk. It didn't take long before Hertfordshire, Bedfordshire, Northampton, Cambridge and Kent were added to the area and it was renamed South East Anglia. Now after three years with the company I have been appointed Regional Manager of Eastern England.

I'm so glad all my hard work wasn't overlooked! After all, I am a very keen West Ham supporter (someone has to be, as Gavin Mullen and Gary Couch-Burden would say!). If I'm not working, I am at football, decorating or watching the Romford Borough Youths, who are sponsored by TCP.

The restructure is well under way now and I have appointed two new Regional Coordinators to help manage the region, Philip Sawyer and Mark Cassidy. Mark will be overseeing the Suffolk, Norfolk and Cambridge area and Philip will be overseeing Kent, Bedfordshire and Hertfordshire. Mick Lewis, who has worked with me for the past three years, has deservedly been promoted to Regional Coordinator and will oversee Essex and East London.

I wish Mark, Philip and Mick all the very best in their new positions and look forward to working with them all.

Employees of the Month

Tom Downing, Tyne Bridge Retail Park

Nominated by Wallis Meech

Tom is a retired gentleman and has taken to his site like a duck to water. He has a small delivery entrance (on site) and has managed to work out a schedule with the delivery lorries to ensure there is little or no congestion. Anne, the duty worker on the site, has had nothing but praise for Tom and wouldn't be without him. Tom also managed to supply us with three friends to help cover Asda, Boldon and, without being asked, took it upon himself to oversee the site after his shifts. He's a credit and an asset to the company!

Ryan Hill, Head Office

Nominated by David Edmeades and Alison Nicoll

Ryan's key responsibility within the PCN department is to assist with the manual input of the handwritten PCNs, which is a slow and laborious task. During June Ryan picked up the slack when others were away on holiday and astounded us with the volume of PCNs he loaded onto the back office.

With fingers a blur and head down he cracked on with the job and loaded in excess of 2,000 PCNs in just one week. And he even had time to take his lunch break! Ryan's effort and commitment to ensuring all the PCNs were on so that colleagues had none to come back to has to be commended - a fantastic work ethic, not to mention super fast keyboard skills. Well done, Ryan. Now you can say that all those hours at home playing computer games have been useful after all!

Charles Reay, Iceland Eastbourne

Nominated by John Baverstock

Not long after Charles started employment with TCP he sadly lost his wife. Despite such a devastating loss he has been completely reliable and never has a bad word to say about anyone. He is always there, sun or rain, with a smile on his face. The store staff have taken to him like one of their own. Well done, Charles!

Stuart Brown, HR Department

Nominated by Will Dickson

I would like to nominate Stuart Brown for employee of the month due to his dedication and assistance regarding both business support and human resources. He is constantly going above and beyond the call of duty often at very short notice to assist with any query or problem. It's really appreciated, thanks Stuart.

Lee Wright, Kingsthorpe Centre, Northampton

Nominated by Jackie Young

A recent incident proved Lee's dedication and quick thinking. He describes what happened...

"I was able to assist in reacting to the theft of over £150 worth of meat from the store Cooltrader. They were unable to contact security. However, hearing their radio call, I was able to catch the thief, although he threw a bag of meat at me and got away. Nevertheless I was able to retrieve £70 worth of meat. I was glad to be of assistance, especially as a representative of TCP. I did feel out of my depth, but felt I was right to be pro-active."

The award goes to...

Several TCP staff have recently been awarded NVQs. Congratulations to you all!



Mark Wright receiving his NVQ from Jamie Strain, Duty Manager at Tesco Silverburn.



Gordon Devlin receiving his NVQ from Jamie Russell, Assistant Manager of Matalan Ayr.



Bobby Scott at Somerfield, Prestwick receiving his NVQ from Stuart Fowler, Store Manager.



BAA introduces driverless pods

A new multi-million pound personal rapid transport system (PRT) will ferry air passengers in driverless pods from car park to terminal building.

It may sound like something from a science fiction movie, but it's about to become a reality at Heathrow Airport. BAA are currently piloting the system, which is due to come into full operation later this year.

Developed by ULtra PRT, which was originally formed as a spin-out company from the University of Bristol, the system comprises four kilometers of guideway and will link one station in Terminal 5 to two remote stations in the terminal's business car park.

© www.ultraprt.com

Football focus

Romford Borough Youths lose on penalties in tense final

By Jackie Young, Regional Manager, Eastern England

The Romford boys were invited to play in a seven-a-side tournament, starting with a league qualifying round which they came through with ease. They then progressed to the knock-out stage, making it through to the final. After they had played almost five hours of football on a very hot Sunday, the score was 1-1 after extra time. So it all came down to penalties. After a good team talk and some bribing from Nan, who promised £2 for every penalty scored, they lost 12-11 - which actually cost me £24 because I couldn't leave out the poor lad that missed!

I have never seen such disappointment on 10 young boys' faces. Their amazing performance put our England team to shame!



The team before the tournament started



Jackie's grandson receiving his runners-up trophy

Cookery Corner

By Colin Bowyer, Regional Manager, Central England

Hi, everyone. Here's a delicious recipe for a reduced-sugar, nutriment rich, 'super-food' peanut-butter chocolate fudge! If you don't like (or can't eat) nuts or peanut butter you can simply leave them out and just make a chocolate version.

There are no refined sugars or artificial sweeteners in this fudge, so it is much better for you than you can buy in the shops. It's so packed with nutriments you could actually live on it, and I often describe it as just what you need to climb a mountain!

It is high in calories so remember to keep the portion size small, but don't forget that to stay lean or as part of weight control we must eat natural foods regularly throughout the day (approximately every 3 hours). The process of digesting food triggers the metabolism and actually increases calorie consumption. As much as I love the gym, I'm well aware that eating well keeps you more lean than exercise!

¾ cup coconut milk (preferably organic and definitely the full fat creamy version)

1 bar (100g or more if you wish) Lindt 95% cocoa chocolate (this minimises the sugar content)

4-5 tablespoons of peanut butter (I use organic)

¾ cup of raisins or dried cranberries (very high in antioxidants, optional)

½ cup whole raw almonds (optional)

¼ cup chopped pecans (my favourite, optional)

1 scoop of your favourite protein (if you have one, but make sure it's unflavoured and unsweetened)

3 tablespoons of mixed seeds (hemp, sunflower, flax etc)

2 tablespoons of rice bran (this adds roughage but is hard to find - you can use any bran)

2 tablespoons of oats or oat bran (I use organic Scottish oats!)

½ teaspoon vanilla extract

1-3 tablespoons of organic honey (depending on the sweetness you prefer, this adds yet another dimension with all the health benefits of the world's best natural sweetener and antiseptic).

Add the coconut milk and the vanilla extract to a small saucepan on a **very** low heat. Break up the chocolate and add it to the pot. Add the peanut butter and the honey and stir continuously until it all melts together into a smooth mixture. This only takes a few minutes – do not allow to boil.

Then add the raisins or cranberries, nuts, seeds, protein powder, rice and oats or oat bran and stir until fully blended. This mixture gets quite stiff but don't worry, it becomes moist when it is left to set.

Spoon the mixture into some waxed paper in a dish (I use one of those modern silicone baking 'tins' which makes it very easy to get the fudge out) and place it in the fridge. It takes about 4 hours to cool and solidify. Once it's ready, take it out of the fridge and cut it into squares with a sharp knife. Then place in an airtight container to prevent it from drying out.

Enjoy!

Martin Hopton - a tribute

By Chris Fowler, Regional Manager

It is with great sadness that I report the untimely death in late May of our attendant at Asda Fleetwood, Martin Hopton. Martin had worked for TCP for just over a year. In that time he had forged an excellent relationship with me and Tony McSpirit, as well as our Asda colleagues. Martin was a very friendly man who could make people laugh effortlessly. He would always go the extra mile to help others and was a credit to TCP, as well as a great pleasure to work with. He will be sadly missed.

Poet's corner

Trust and Respect

By John Mitchell, Morrisons, Brighton
Trust and respect

Must never be neglected,

Must never be rejected.

But should they be lost, or seen to fail,

All could turn to treachery and betrayal.

Forget the riches and the ambition,

When striving for power and position.

We must have trust.

We must have respect.

And both have to be earned,

More precious than diamonds and gold dust.

We must learn to cherish and protect

And rejoice in their giving,

Being delighted if they are returned.