### plans for customer service activities

# **Car Parking**

#### **Cost of Proposed Services**

Budget 2001/02 Net Cost S	Operational Outputs	<b>Budget 2002/03</b> Costs (After Internal Recoveries) S	Revenue	Net Cost s
(659,245)	Enforcement	2,948,380	(3,757,000)	(808,620)
(2,110,454)	Parking	5,959,622	(8,001,800)	(2,042,178)
47,874	Abandoned Vehicles	55,372	(8,800)	46,572
(2,721,825)	Net Cost of Service	8,963,374	(11,767,600)	(2,804,226)

Note: The above Cost of Service Statement includes a depreciation provision for 2001/02 of \$379,356 and in 2002/03 of \$339,285.

The above Cost of Service Statement also includes an Internal Service Provider surplus allocation for 2001/02 of (\$869,386) and in 2002/03 of (\$961,874).



#### **Nature and Scope**

- City-wide enforcement of relevant acts, regulations and bylaws within the area of metropolitan Christchurch.
- Management and operation of 17 off street parking facilities providing approximately 3,600 spaces and operational control of the paid on street parking resource.
- Removal of vehicles abandoned in public places.



The Hospital Carpark building on the corner of Tuam Street and Antigua Street.

## triple bottom line measures

# **Car Parking**

Objectives	Environmental Performance Indicators	Social Performance Indicators	Economic/Financial Performance Indicators	Link to Strategic Objectives
Customer Service To help make the Central City accessible and support its commercial viability.		<ul> <li>Allocation of mobility (disability) parking spaces in off-street parking facilities which meet or exceed the Australian Standard (AS2890) at each parking facility (<i>Target: 1 to 2% of total per parking facility</i>).</li> <li>80% of survey respondents satisfied with standard of toilet facilities at each parking facility.</li> </ul>	<ul> <li>2.6% increase in vehicle parking.</li> <li>Vehicle occupancy rates in staffed Off- Street parking facilities: <ul> <li>Average overall at least 50%</li> <li>Peak period at least 82%</li> </ul> </li> <li>Net operating cost per space in Off- Street parking facilities: \$389</li> <li>Net operating surplus per metered space: (\$1,084)</li> <li>60% paid compliance in metered areas.</li> <li>80% average compliance in time restricted areas.</li> <li>80% compliance on loading zones.</li> </ul>	A5, B1, B2, B3, C2, F1, F2, F5, F7
Management of Assets Ensuring that the Council's car parking assets are sustainable in the long term.	• Remove all tagging within 2 hours of being observed.			A5, B3, C2, F2, F5, F7
Road Safety To promote road safety and thereby reduce the number of road accidents. To respond rapidly to requests for assistance in relation to obstructed vehicle entrances.		<ul> <li>5 school crossings monitored daily.</li> <li>Responding to requests for enforcement assistance, eg in relation to obstructed vehicle entrances.</li> <li>Average response times:</li> <li>Between 10 and 15 minutes (Central City).</li> <li>Between 15 and 20 minutes (Suburbs).</li> </ul>		A3, B2, C2. D5, E4