



# Traffic and car parking

## Contact

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## Aim

To provide a high standard of Traffic and car parking services at Excel London and to create an environment which is conducive to work and is aesthetically pleasing for staff, clients and visitors.

## Services

We will:

- Provide a Traffic and car parking service between the hours of 0700 and 2000, seven days a week. However, by agreement the specification can be varied to reflect tenancies and requirements of resident events, subject to additional costs and/or resources.
- Provide a traffic service to include a booking, queuing, lorryway space allocation and departure procedure.
- Provide a traffic service to meet all clients' requirements inclusive of priority vehicles, event delivery points and concise agreed build/breakdown notices.
- Provide a (limited) parking space for lorry parking.
- Provide clean and safe onsite parking spaces for visitors.
- Provide a method of payment for parking inclusive of credit/debit cards.
- Adapt car park access in accordance with individual and multi-tenancy events to reduce vehicle queuing times.
- Ensure all mechanical/electric components to car park access and egress are always working or provide a workable alternative.



## Responses

### Priority 1 – Response within 15 minutes

Examples:

- Vehicle causing blockage/traffic flow disruption.
- Payment machines malfunction.
- Customer on-site complaints.
- Assessment of traffic flow (parking) when queues exceed Excel premises and impede local traffic movement.

### Priority 2 – Response within 48 hours

Example: Initial response to requests for additional services.

## Customer obligations

We would like to:

- Provide immediate notification to Group Head of Operations if services are not provided as stated or if there are problems e.g. traffic flow, lorry way queuing times, etc.
- Provide build and breakdown notices/plans as required by the organisers.
- Provide all Free of Charge parking tickets within three working days (Please note: This only applies if the notification period of ten working days is adhered to by clients).
- Provide feedback on performance (Monthly report) and participate in customer surveys.

## Key performance indicators (KPIs)

- Target performance of the standard Traffic and car parking specifications – against actual customer feedback.
- Target performance of the standard Traffic and car parking staff – 90% of our KPIs in this area will be to monitor timekeeping, uniform, no show no call, sickness and complaints.
- Number of non-urgent work requests responded to within 48 hours (target 100%).
- Number of urgent work requests responded to within 15 minutes (target 100%).
- Provision to process all build and breakdown vehicles throughout the traffic marshalling procedure and document (target 100%).



- Provision for customer parking for all events inclusive of multi-tenancy periods (excluding offsite parking) (target 100%).
- Number of compliments/complaints received (5% of all related annual Helpdesk reports).