



Aberdeen Standard Investments

UNIT 6, READING GATEWAY, IMPERIAL WAY, READING

Car Park Management Plan pursuant to condition 6 of pp ref: 190890

A109924

February 2020



Document Information

Prepared for	Aberdeen Standard Investments
Project Name	UNIT 6, READING GATEWAY, IMPERIAL WAY, READING
File Reference	A109924 Reading Gateway - Car Park Management Plan (Final)
Project Number	A109924
Publication Date	February 2020

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Document Control

Version	Date	Prepared by	Reviewed by	Approved by	Approver Signature
D1	14/02/2020	Andrew Hughes	Andrew Hughes	Antonio Pinto	
Description					
F1	25/02/2020	Andrew Hughes	Andrew Hughes	Antonio Pinto	
Description					
Description					
Description					
Description					
Description					

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Appendix A	Retail Park Site Layout Plan
Appendix B	G24 Parking management report

1 Car Park Management Plan

Introduction

- 1.1 WYG has been commissioned by Aberdeen Standard Investments to prepare a Car Park Management Plan in order to discharge planning condition 6 associated with planning application 190890 for the following approved scheme at Reading Gateway Retail Park:

- *Change of Use of Unit 6 (Unit C) from A1 Retail to D2 Gym and insertion of a c.1,105sqm mezzanine.*

- 1.2 The planning condition states that the following is required, and the Car Park Management Plan has been prepared to specifically discharge this condition and address these requirements:

"Prior to first occupation of the development hereby approved, a Car Parking Management Plan (CPMP) shall be submitted to and approved in writing by the Local Planning Authority. The plan shall include full details of how the allocation of the car parking spaces for staff and visitors has been calculated and provided. Thereafter the approved CPMP shall be implemented in full and for the lifetime of the development. REASON: In the interest of the safety and convenience of all highway users in accordance with TR5 of the Reading Local Plan 2019."

Reading Gateway Retail Park (Layout and Parking)

- 1.3 The park provides a total of 333 parking spaces including 16 disabled bays. A layout plan of the park is included in **Appendix A** for reference and an extract is provided in **Figure 1.1** below, which indicates the site in red and the entire park in blue.

Figure 1.1 Site Location and Retail Park Layout



- 1.4 The Transport Statement submitted for the approved scheme (planning application 190890) determined that there was no requirement for additional parking to be provided, with a provision of 333 spaces considered appropriate for the level of predicted parking demand across the entire park.
- 1.5 As for all the individual tenants / occupiers at the park, no parking spaces are specifically allocated for staff or visitors however, the parking accumulation exercise undertaken has determined that there is sufficient capacity at the park to satisfy the potential parking demand during peak periods.
- 1.6 The parking provision accords with planning policy and has been approved by the Highway Authority.
- 1.7 Additional cycle parking is to be provided at the park and the approved scheme cycle parking proposals are to be discharged under planning condition 3 (an additional 24 cycle parking spaces are being provided).

Site Wide Car Park Management

- 1.8 G24 Parking Management Solutions Ltd has been appointed to provide car park management across the entire park encompassing all parking spaces and covering all tenants / occupiers. The ANPR system is currently in operation at the park.
- 1.9 The G24 parking management solution has proposed the following overarching strategy:

"G24 Ltd is pleased to offer a zero cost ANPR solution to protect the Reading Gateway Retail Park from parking abuse. ANPR will log vehicles entering and exiting the car parks, knowing at all times who is in the car park and how long they stay. G24 Ltd central processing systems will be customised to enforcement during certain times of the day, the exact rules and free parking period

will be confirmed with the client prior to go live. However, G24 would suggest a 120-minute customer parking only time limit within the car park with a 10-minute grace period. We will reduce this to 90 minutes on match days to ensure the site is not being abused by people using the football grounds. We would also install our G24 guest terminal in the Premier Inn allowing Premier Inn guests to validate their parking for the time they are using the hotel. Similarly, we would install a customer terminal in the Beefeater restaurant allowing restaurant users more time to enjoy the facilities, still ensuring the car park is free from abuse."

"G24 Ltd will also offer its collaborative security platform StoreGuard and data reporting all at no additional cost to the client."

"With an in-house customer service and technical team, G24 Ltd will support staff, resolve motorist's appeals and enquiries, facilitate any data reporting requests, and ensure that relevant governing bodies approve all processes."

- 1.10 The ANPR system is currently in operation at the park and a typical enforcement sign would be similar to the below.

Figure 1.2 Example Car Parking Enforcement Sign



- 1.11 This full G24 report is provided at **Appendix B** for reference and should be read in conjunction with this plan however, it is pertinent to note that some details contained within may evolve over the coming months as a result of any necessary changes that may be required to ensure the efficient and effective operation of the car park.

Staff Parking

- 1.12 At Unit 6 specifically, staff will be encouraged to travel by non-car modes where possible and this will be promoted within the Travel Plan submitted to discharge planning condition 7.
- 1.13 With regards to the central parking database provided by G24 to cover the entire park, only permitted staff vehicles will be logged on the central database and be allowed discounted parking or season tickets. This would discourage the use of the car park by non-approved members of staff by charging a tariff after the free period of two hours, or by potentially imposing a fine.
- 1.14 The tenant of Unit 6 will ensure that only approved staff vehicles are logged on the central system database.

Customer Parking

- 1.15 The parking enforcement across the entire park would allow for 2 hours free customer parking (paid for after this time), with a £100 charge for any unpaid time. The enforcement in operation would also restrict customer vehicles from returning to the site within 60 minutes of leaving. Overall, customers at the park will have the following potential overarching options available:
- Have the ability to pay for their parking period past the free 2-hour period;
 - Scan their membership cards and receipts for fixed discounts (tenant specific); and,
 - Get discounted parking proportional to their spend (tenant specific)."
- 1.16 In order to allow an opportunity for any registered users to pay before a fine is implemented, the car parking enforcement would allow for the following:

"When a registered motorist exits the site without making full payment, an email is sent to them asking them to make the outstanding payment. This approach provides another opportunity for the motorist to make payment before any Parking Charge Notices are issued."

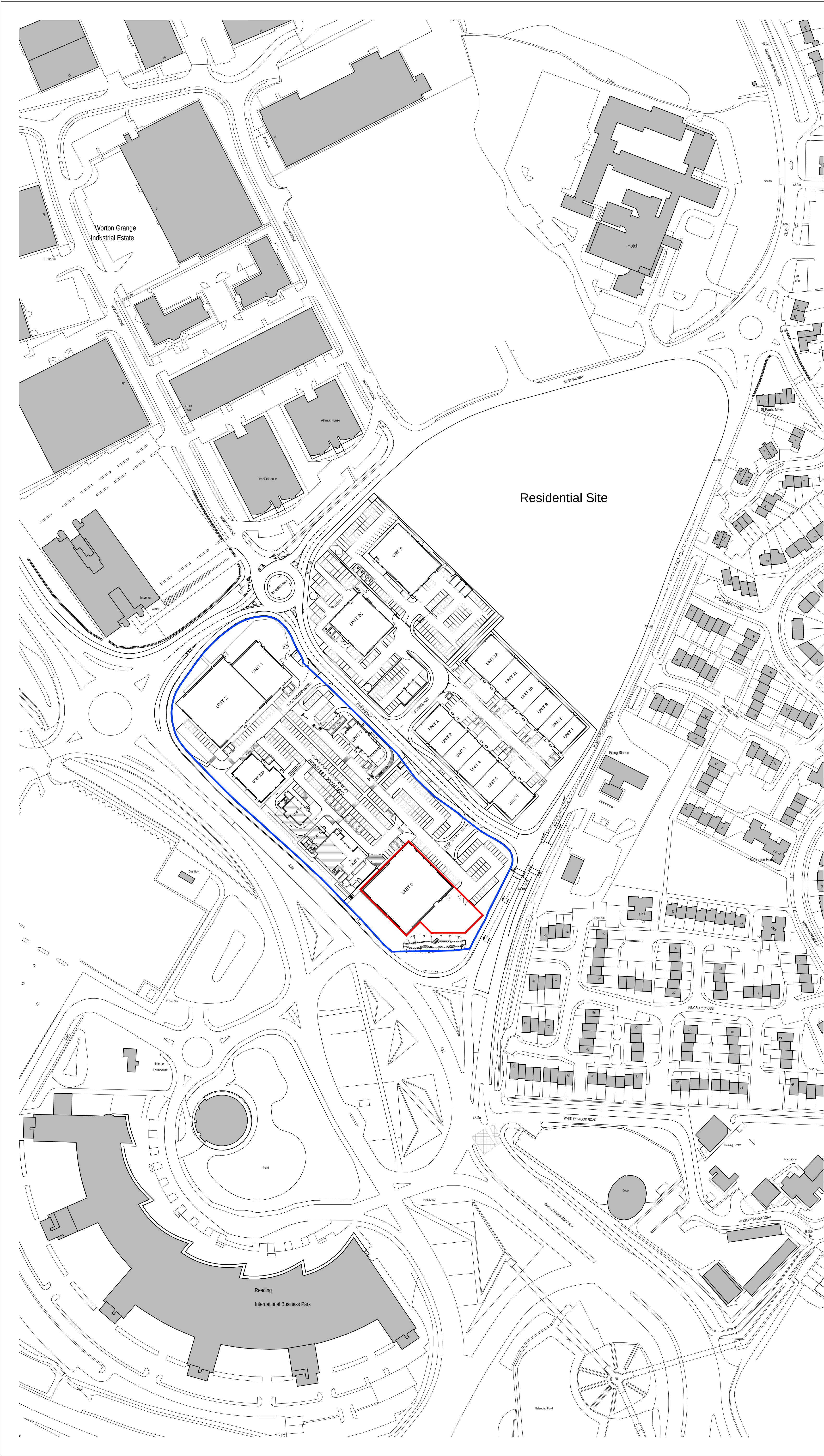
Summary

- 1.17 This Car Park Management Plan has been prepared by WYG on behalf of Aberdeen Standard Investments in order to discharge planning condition 6 of planning permission 190890.
- 1.18 Whilst parking is not allocated to each specific tenant / occupier, the level of car parking across the entire park has been approved and accepted by the Highway Authority and is considered appropriate to satisfy the levels of predicted parking demand during peak times.
- 1.19 This Car Park Management Plan has set out the parking strategy for both staff and customers, whereby G24 currently implements and operates an ANPR system that allows for both enforcement and monitoring if and when necessary.



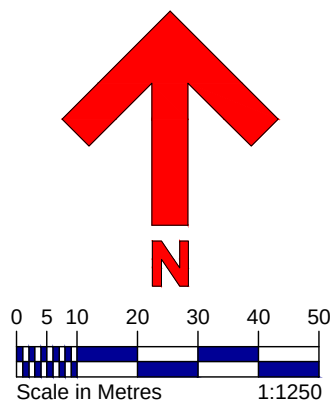
Appendix A

RETAIL PARK SITE LAYOUT PLAN



NOTES

- 1 © Saunders Architects LLP
- 2 Figured dimensions must be taken in preference to scaled dimensions and site dimensions are to be checked before work is put in hand
- 3 This drawing has been compiled from Ordnance Survey data © Crown Copyright; information from Peter Brett Associates LLP, Reading
Drawing No.'s 28791/001/002, dated 08.01.14 & 326818-001-003, dated 18.08.15;
Topographical Survey data provided by Greenhatch Group, Derby
Drawing No. 21122OGL Rev. 0, dated 06-14.11.14
Site as Existing based on Saunders Architects LLP Drawing No.'s 1894-P-22 Rev. U, dated 05.09.18; 1894-P-46 Rev. D, dated 11.10.18; 1894-P-271 Rev. B, dated 02.11.17.



- A Red Line extended. 18.04.19
-- First Issue. 18.04.19

AMENDMENTS



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Registered in England & Wales Registered No OC307148

SITE LOCATION PLAN

Reading Gateway
Imperial Way
READING
for Aberdeen Standard

SCALE 1:1250 @ A1	
Drawn RC	Date April 2019
DRAWING No 1949 - 30	REVISION A



Appendix B

G24 PARKING MANAGEMENT REPORT



Parking Management Solutions

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2 EXECUTIVE SUMMARY

Since 2005, G24 Ltd has pioneered innovative vehicle monitoring solutions in the retail sector. Protecting retail parks, pay to park sites, petrol forecourts and stand-alone stores from parking abuse, by helping ensure parking is made available for genuine customers, providing additional security and data reporting benefits. G24 Ltd has been offered the opportunity to propose a parking solution for Reading Gateway Retail Park, Reading, RG2 0QG.

G24 Ltd is pleased to offer a zero cost ANPR solution to protect the Reading Gateway Retail Park from parking abuse. ANPR will log vehicles entering and exiting the car parks, knowing at all times who is in the car park and how long they stay. G24 Ltd central processing systems will be customised to enforcement during certain times of the day, the exact rules and free parking period will be confirmed with the client prior to go live. However, G24 would suggest a 120 minute customer parking only time limit within the car park with a 10 minute grace period. We will reduce this to 90 minutes on match days to ensure the site is not being abused by people using the football grounds. We would also install our G24 guest terminal in the Premier Inn allowing Premier Inn guests to validate their parking for the time they are using the hotel. Similarly, we would install a customer terminal in the Beefeater restaurant allowing restaurant users more time to enjoy the facilities, still ensuring the car park is free from abuse.

G24 Ltd will also offer its collaborative security platform StoreGuard and data reporting all at no additional cost to the client.

Our fully managed cloud based solution means our clients need no expertise in ANPR, nor are they required to invest in costly IT infrastructure. G24 Ltd will install all on-site equipment, train local staff and support the service for its lifetime.

With an in-house customer service and technical team, G24 Ltd will support staff, resolve motorist's appeals and enquiries, facilitate any data reporting requests, and ensure that relevant governing bodies approve all processes.

KEY BENEFITS

- All required equipment and signage is installed and commissioned by G24.
- All technologies are developed in the UK by G24, providing clients with unlimited scope for customisation and future proofing.
- In-house Customer Service and Account Managers build great working relationships with the Retail Park, all staff and tenants are trained in how the system operates prior to go live.
- Additional services developed by G24 Ltd, can be seamlessly integrated into the solution.
- Supply of vehicle information for security and Police requests.
- End to end solution, fully managed by G24 Ltd.
- Any data reporting, security requests or site enquires will be responded to by our in-house teams at no additional cost.

3 INTRODUCTION

Car parks should no longer be treated as if they were just loading bays for a given destination. They should be treated as significant links in the value chain; the point at which the customer experience begins and a valuable source of actionable intelligence that enables improved customer service and revenues to be achieved.

Since its creation in 2005, G24 Ltd has been supplying the private parking sector industry with innovative Vehicle Management Solutions. G24 Ltd has significantly contributed to the research and development of equipment that is now used as standard by a considerable proportion of car park owners throughout the UK. Helping clients monitor the effectiveness of their parking facilities through our extensive reporting suite and making sure those parking spaces are made available for genuine customers.

G24 Ltd offer clients a range of solutions specifically tailored to suit the individual requirements of each client, all of which are supported by our in-house customer service and technical teams.

In addition, G24 Ltd is accredited or a member of the following:



G24 and its contractors hold accreditation under the safe contractor scheme.



The Independent Parking Community – G24 is approved under the IPC Accredited Operator Scheme, which ensures the legislation and industry code of practices is adhered too.



British Parking Association – G24 are members of the British Parking Association.



Information Commissioner – G24 is registered under the data protection scheme.



G24 and its contractors hold accreditation under the contractor plus scheme.



ISO 9001 is an internationally recognised standard for quality management.



ISO 14001 is an internationally recognised standard for environmental management.



Disabled Motoring UK, a campaigning charity for disabled drivers, passengers and Blue Badge holders.



Revo supports the people and businesses involved in the diverse world of retail property and placemaking to thrive and prosper, energising and driving progress for our community.

4 G24 CENTRAL PROCESSING SYSTEMS



Fig. 1G24 Limited Parking Solutions

Our experience shows that each client implementation is unique, must interface with existing systems, processes and take advantage of new technology. This challenge requires technical services and leverage off the experience gained from practical integration and installation experience.

G24 Central Processing Systems provide a *one-stop* modular solution for all our client's car park management needs. Offering services through our secure cloud based architecture; clients are not required to invest in expensive local management servers.

5 AUTOMATIC NUMBER PLATE RECOGNITION (ANPR)



G24 Ltd, are pioneers in ANPR technology processing in excess of 80million vehicle events each month.

Vehicle movements are constantly monitored by ANPR cameras installed at the entrance and exit to a site, G24 Ltd Central Systems are able to establish the duration of stay for each vehicle and the frequency of their visits.

Our ANPR systems are capable of outputting a number of items:

- Data containing the Vehicle Registration Mark (VRM), date, time and location.
- Plate patches showing the section of the image containing the vehicle registration.
- Overview, a colour image of the vehicle.



Fig. 2 Overview image of Account Managers recent visit to a Shopping Centre

6 PERMITTED VEHICLES

Clients are provided access to G24 Ltd web portal (<http://www.g24portal.co.uk>) to log permitted staff and visitor vehicles.

Local tenants can be provided restricted access to the portal, allowing them to only view and manage vehicle information they have entered. Additionally, restrictions can be placed on the volume of vehicles tenants can add.

Head office staff will have access to all permitted vehicles, regardless of who entered the information.

G24 Ltd can also manage the permit list on behalf of our clients.

7 MANAGEMENT INFORMATION SYSTEMS



G24 works closely with its clients and in addition to security and parking solutions, vehicle data is also used to analyse vehicle movement, traffic flows, dwell times and utilisation.

This is found to be extremely useful in planning and optimising the use of the facilities.

G24 offer a free extensive suite of reports, which can be accessed via a secure client portal. All reports can be tailored to cater for each of our clients' unique requirements.

Reports can be tailored to your specific requirements to monitor:

- Customer Shopping Patterns and Returning Visitors
- Year on Year, Month on Month Comparisons
- Staff Parking Habits
- Offender/Intruder Alerting
- Active Lists
- Parking Durations
- Arrival/Departure Patterns
- Revenue/Income Predictions
- Parking Capacities
- Congestion Reports

Clients can access reports through our client portal <http://www.g24portal.co.uk>, or have management reports issued by email on a defined schedule.

Staff can use the portal to manage their permit lists, Staff permits are exempt from any parking terms and conditions until they are removed. Visitor permits are exempted for defined period of time.

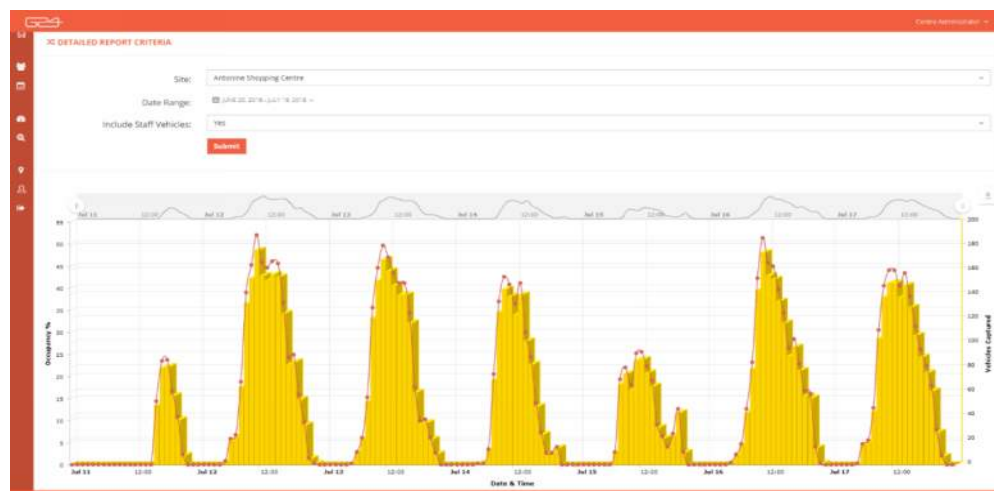
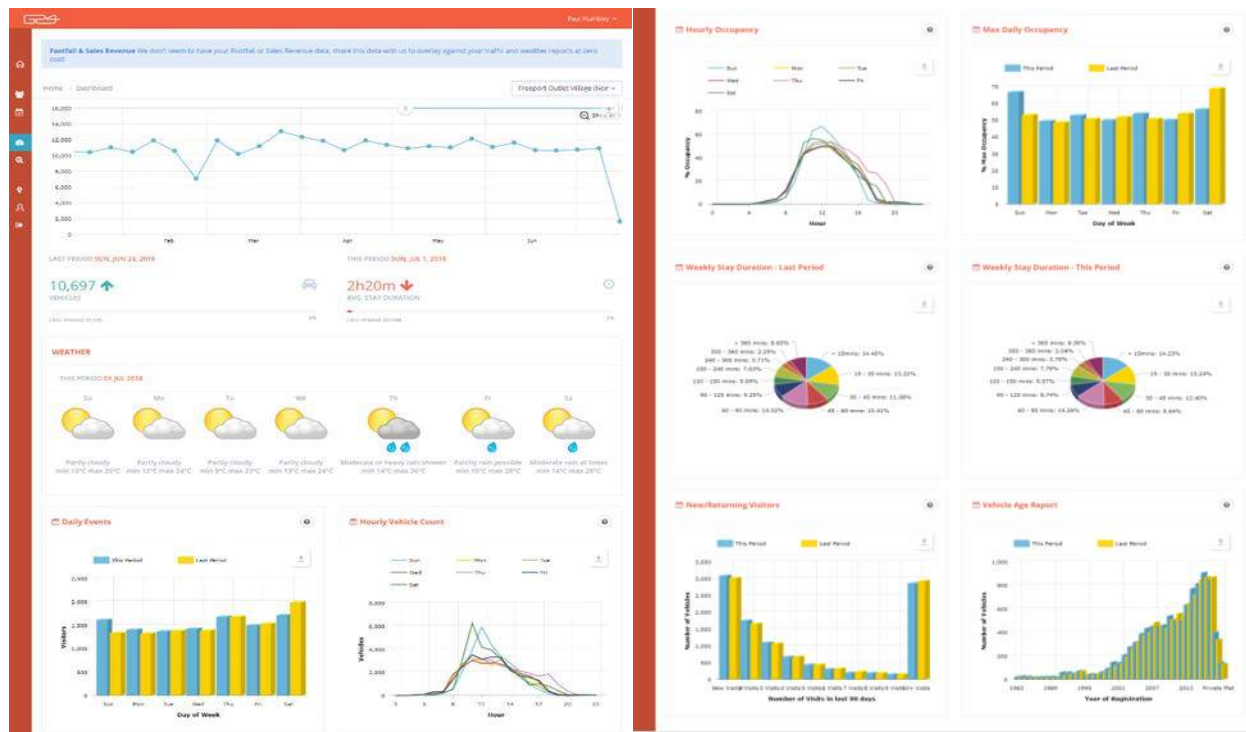


Fig. 3 Client Reporting Portal

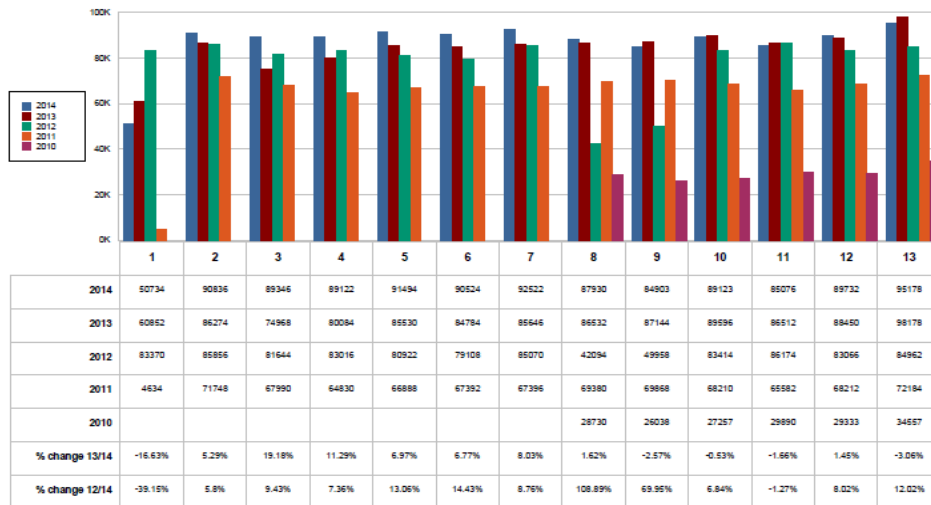


**Sample
March 2014**

Average Weekly Traffic by Month



Traffic Comparison Quarter 1



© G24 Ltd 2011

Registered in England Registered Number: 5457196.
Registered Address: Botchworth House, Botchworth Place,
Church Street, Ridgemanworth, WD3 1JG
Created by R21 The Group

AFFILIATED WITH



8 CLEAR COMMUNICATION

G24 Ltd acknowledge the sensitivity of the relationship developed between clients and their customers, this is considered at all times when implementing and managing Vehicle Monitoring Systems.

The success of any new systems implementation is dependent on good communication to those affected. G24 Ltd works in collaboration with its clients to ensure a consistent and transparent approach to managing their parking.

Local staffs are offered daily support by our in-house customer service team, who are available to answer enquiries by telephone, email, or fax.

Car Park Signage, installed and maintained by G24 Ltd clearly communicates the terms and conditions including parking tariffs to all motorists.

All signage will be audited by our trade association to confirm compliancy with current legislation and code of practises.



Fig. 4 Example Car Park Sign

G24 Ltd will agree all signage with the client prior to installation.

9 GO LIVE PROCESS

The key to an effective Parking Solution is managing the go live. Prior to activating any Parking Solution, a member of our customer service team will visit the site to train users, and explain the solution and processes.

A Client Care Pack is left at each site as part of the training process. The pack includes training manuals, an explanation of all processes, and posters for display within the store and contact details for our customer service team.



Fig. 5 Contents of the Client Car Park

10 INSTALLATION & COMMISSIONING

G24 Ltd will manage the installation and commissioning of all onsite equipment on behalf of CBRE. With over 1200 managed sites, G24 Ltd has a wealth of knowledge and experience in the installation, commissioning and delivery of parking solutions. On sites which currently have a Parking Solutions supplier, G24 Ltd will ensure minimal disruption to stores and their customers.

G24 Ltd will offer a zero cost installation under a 24-month contract.

10.1 Site Survey

A comprehensive site survey has been conducted is attached alongside this proposal.

10.2 Installation Process

Following approval, G24 Ltd can install the site within 4 weeks. Awaiting delivery from suppliers accounts for the bulk of this time. During each stage head office and local store management will be kept up to date, installation will occur on pre-agreed dates and times. The physical installation of a two camera site takes two days.

11 COMMERCIAL PROPOSAL

In order to offer installations at zero cost, G24 Ltd will request a 24 month contract.

G24 Ltd will retain all revenue for the initial six months, moving forward the client will be offered the following rebates:

1. 10% rebate of the Parking Charge Revenue less VAT and processing costs.

12 ADDITIONAL SERVICES

G24 Ltd provides a modular approach to all its parking services, allowing our clients to enable additional services at a later date, some of which at no additional cost.

12.1 StoreGuard – Driving down retail crime



Fig. 6 StoreGuard, real-time crime prevention

The local security team can be supplied access to StoreGuard at zero cost.

StoreGuard is a real-time platform providing clients with access to vehicle information milliseconds of the vehicle entering or exiting their site. StoreGuard using this data can greatly aid clients in crime prevention and improving customer service.

G24 Ltd have worked diligently to established partnerships with Retailers Against Crime, National Business Crime Intelligence Bureau (NBCIB) and local police forces, all of whom supply StoreGuard with vehicle information relating to individuals suspected of retail crime.

With this information, StoreGuard can alert you of vehicles even when you have no prior knowledge.



StoreGuard was awarded Highly Commended Crime Prevention Partnership of the Year for the Retail Fraud Awards 2016.

12.1.1 Collaboration against Retail Crime



StoreGuard provides users a platform for real-time collaboration on retail crime, all data logged by users is made available to all users of the StoreGuard platform.

In our experience, individuals involved in retail crime very rarely target a single retailer; instead, they will make use of any opportunity regardless of where they are.

StoreGuard's collaborative approach means all users will be alerted on individuals as soon as they are logged within the platform, users can also add further detail against each individual helping further understand their activities and the scope of their crime.

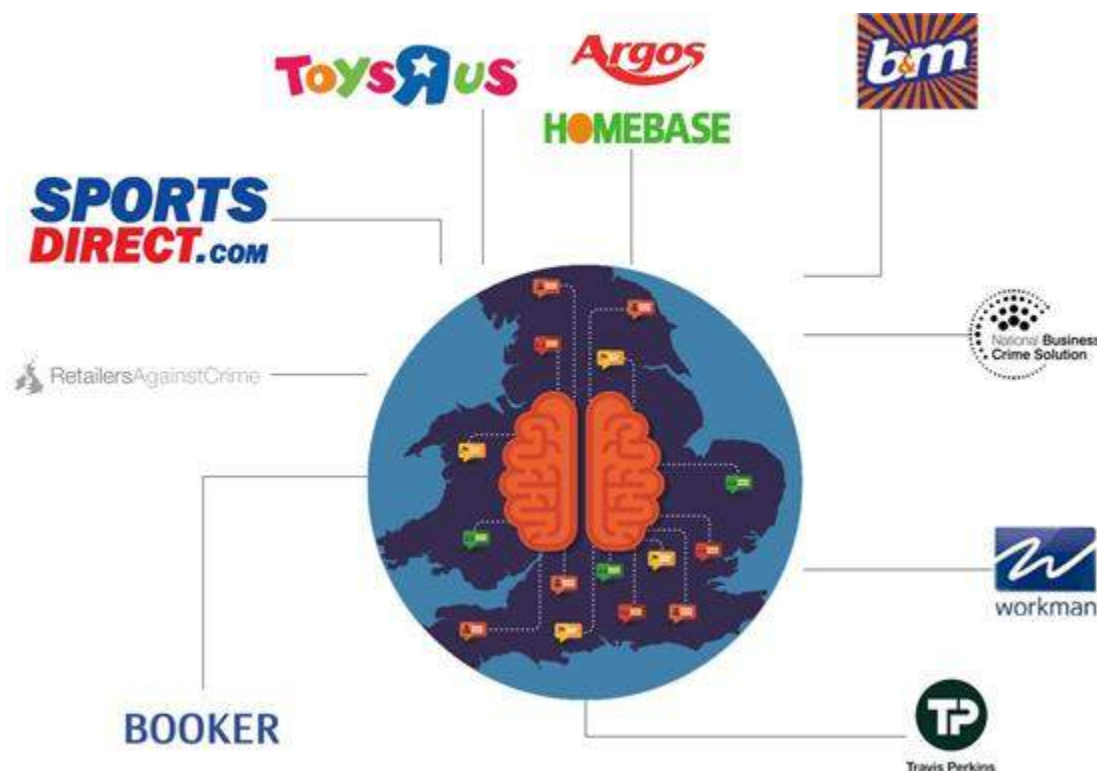


Fig. 7 StoreGuard – collaboration against retail crime

12.1.2 Accessing StoreGuard

StoreGuard is accessibly using a modern web browser; ANPR data captured from all sites is available in a central location.

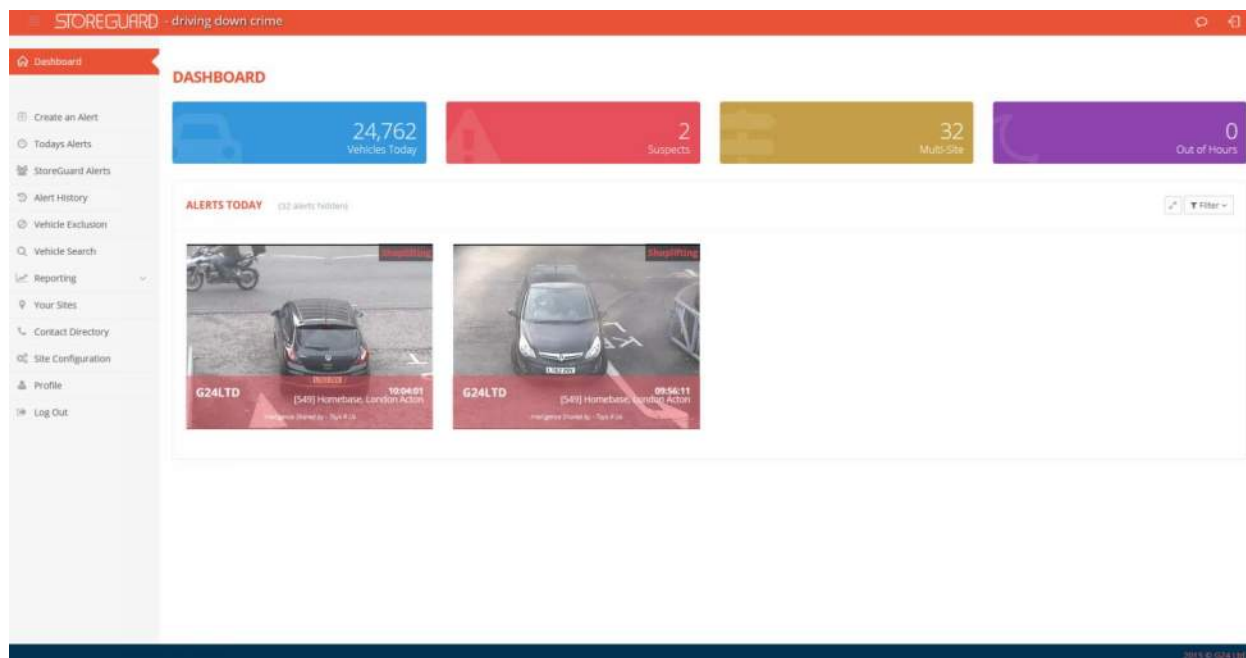


Fig. 9 StoreGuard interface

12.1.3 Vehicle Alerts

StoreGuard offers three distinct alert types to help clients respond effectively to the arrival of undesirables.

12.1.3.1 Known Suspect Vehicles



Clients have the ability to manage their own vehicle lists, normally captured after an incident has been logged through internal processes. If these vehicles are captured the alert is presented in red.

12.1.3.2 Multi-site Visitors



Visiting multiple sites is a common practise with persistent and the more organised criminals. StoreGuard has the ability to analyse a vehicles travel pattern and raise an alert for further investigation.

12.1.3.3 Out of Hours Alerts



StoreGuard can be configured to raise alerts when vehicles are captured once the site has closed.

12.1.4 User Notification

Users are notified of vehicles in real-time by email, SMS and through the StoreGuard website.

12.1.4.1 StoreGuard Portal

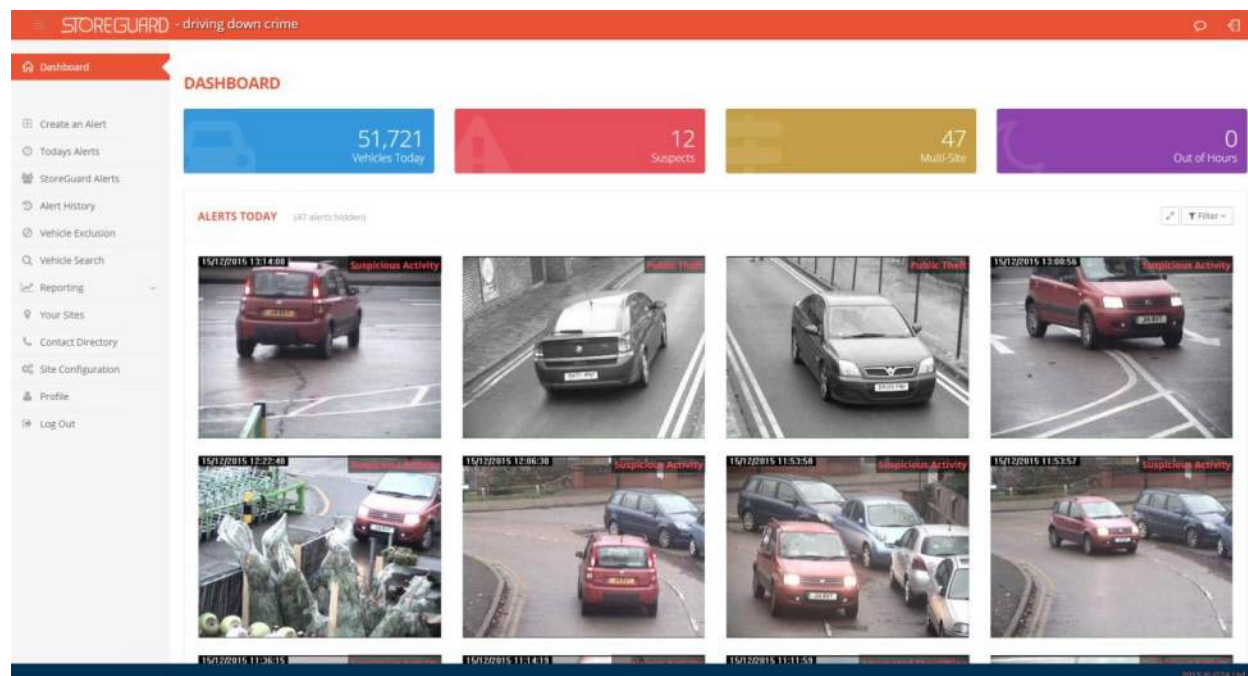


Fig. 10 StoreGuard in Action

The StoreGuard website provides access to all the features of the platform, many of our clients have the StoreGuard website running on a large screen in a prominent position within their Loss Prevention and Customer Service Departments. When an alert is raised it is shown immediately on the website with an audio alert to gain user attention. Users are advised to leave the website running in the background while they carry out their daily tasks; the audio alert will direct their attention to StoreGuard when required.

12.1.4.2 Email

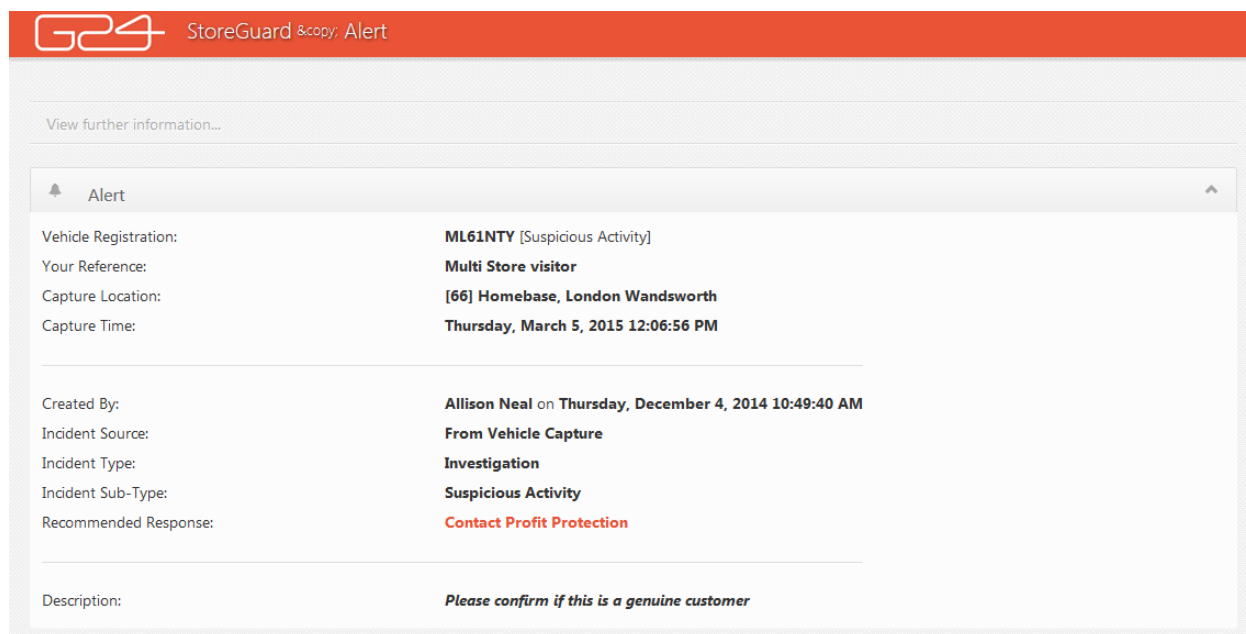


Fig. 11 StoreGuard email alert

Alerts can also be sent by email directly to user email accounts. An image of the vehicle is also attached to each email alert.

12.1.4.3 SMS



Optionally, users may choose to receive alerts via SMS when they are away from their workstations. SMS alerts are charged at 15p per alert.

12.1.4.4 Local Staff

StoreGuard also provides the option to distribute alerts to local staff without providing access to all features of the platform. This allows staff to receive alerts at their sites when vehicles enter their car park, they will not receive alerts when vehicles enter other sites within the client's estate.

12.1.5 Vehicle Searches

Vehicle information captured throughout the client's estate is made available in real-time to the user, allowing users to search for vehicles across date ranges, at all sites covered by StoreGuard and using complete or partial numbers plates.

The screenshot displays the StoreGuard web application interface for vehicle searches. The top navigation bar includes the StoreGuard logo and a user profile dropdown. The left sidebar contains a menu with options like Dashboard, Create an Alert, Today's Alerts, StoreGuard Alerts, Alert History, Vehicle Exclusion, Vehicle Search (highlighted), Reporting, Your Sites, Contact Directory, Site Configuration, Profile, and Log Out.

The main content area is titled "VEHICLE SEARCH" and includes a search form with the following fields:

- Vehicle Registration Number: G24LTD
- Date Range: 1st November 2015 00:00 - 30th November 2015 23:59
- CarPark: 120 selected
- Buttons: Search, Clear

To the right of the search form is a "LOCATION SUMMARY" table showing the number of times a vehicle was captured at various locations:

Capture Location	Times Captured
Site #125, London	8
Site #303, Burnley	7
Site #23, London	5
Site #127, Winchester	5
Site #75, Stratford Upon Avon	4

Below the location summary is a "RESULTS" table showing a list of vehicle events:

VIN	Direction	Event Date	Capture Location
G24LTD	Exit	30 November 2015 14:34:18	Site #75, Stratford Upon Avon
G24LTD	Entrance	30 November 2015 14:14:13	Site #75, Stratford Upon Avon
G24LTD	Exit	27 November 2015 15:09:18	Site #801, Doncaster
G24LTD	Exit	26 November 2015 14:33:40	Site #23, London
G24LTD	Entrance	26 November 2015 14:09:31	Site #73, London

On the right side of the results table is a "VEHICLE IMAGE" section displaying a photograph of a white car with the license plate G24LTD, captured on 27/11/2015 at 13:08:18.

Fig. 12 StoreGuard Vehicle Search

Search results can be exported in excel for further analysis and distribution.

12.2 ClearPark

ClearPark is a modern and innovative new approach in Pay to Park. A need for a fully featured pay to park solution may arise in the future.



Using Automatic Number Plate Recognition (ANPR), ClearPark logs each vehicle as they enter and exit your car park.

Through the use of local kiosks or the ClearPark web portal, motorists have the ability to pay for their parking period, scan their membership cards and receipts for fixed discounts, or discounts proportional to their spend.

ClearPark automatically builds profiles for each customer. Storing information relating to customer spend time on site, helping ClearPark decide how each individual customer is handled.

Using the motorists profile helps ClearPark decide on a number of offerings, including but not limited to:

- Discounts offered in Pay to Park charges at both the local kiosks and the ClearPark web portal.
- Exemptions from all parking conditions.
- Increases to the permitted free parking time offered to the motorist, motorists who consistently spend in excess of the average maybe offered a longer fee parking period
- When a motorist registers on the ClearPark web portal, ClearPark can push messages directly to the motorists when they enter and exit the site.

Vehicles abusing the parking facility, by not making payment for their parking period may be issued a Parking Charge Notice.

12.2.1 Pay for Parking

Motorists are offered a number of payment methods. Local kiosks accept cash, notes, card and mobile payments (both Android Pay and Apple Pay). The ClearPark web portal allows registered users to make single payments or the facility to register a payment card allowing for automatic payments at point of exit.

When a registered motorist exits the site without making full payment, an email is sent to them asking them to make the outstanding payment. This approach provides another opportunity for the motorist to make payment before any Parking Charge Notices are issued.

12.2.2 Card Payments

Each kiosk is capable of handling card payments using an Ingenico IUP250 device, accepting both traditional payments by chip and pin or contactless, which includes payment by phone (Android Pay/Apple Pay)

Company	Approval Number	Approval Class	Version	Expiry Date	PIN Support	Key Management	Prompt Control	PIN Entry Technology	Functions Provided	Additional Information
Ingenico										
IUP250										
Hardware #: IUP250-01Txxxx	4-30075	PED	3.x	30 Apr 2020	Online & Offline	Fixed,MK/SK,DUKPT	Acquirer-controlled	Physical Keypad	Display,PIN Entry,OP,SRED	
Firmware #: 820305 V01.xx, SRED: 820528 V02.xx										
Applic #: 820305 V02.xx (key schemes), 820073 V1.xx (Open Protocol module)										
Approved Components:										
• Ingenico, IUR250, IUR250P, 4-30083										
• Ingenico, IUC250, 4-30164										
• Ingenico, IUC150B, 4-30172										

Fig. 13 Pin Pad and Contactless reader compliancy [PCI Security Standards Council](#)

Card payment equipment is PCI compliant until 30th April 2020.

ClearPark has partnered with CreditCall as its preferred Payment Service Provider who offer settlement from the following acquiring banks:

- Global Payments (HSBC)
- Elavon
- Barclaycard
- Lloyds TSB
- WorldPay

Clients may choose to use their own acquiring bank or G24 Ltd can offer the facility to settle all card payments on the client's behalf, rebating all income less banking charges each calendar month.

12.2.3 Change

Smart Coin Recyclers are installed within each kiosk supplying change to motorists. Traditional change dispensers require frequent refilling; Smart Coin Recyclers on the other hand have the ability to refill from coins used to make payments. This feature helps ensure the kiosks always have change available, and reduces the on-going costs associated with sourcing coins and refilling.

12.2.4 Cash Handling

All cash within each kiosk is protected by additional security, to access cash two sets of keys are required. The first to open the kiosk and a second set to open coin bags and note containers. G24 Ltd will agree and enforce protective procedures with the client to ensure only authorised individuals have access to each key set.

12.2.5 Audit Logs

Each kiosk produces an extensive audit trail, which not only logs motorist interaction (including all inputs, cash payments and dispensing of any change) but also logging the opening of the kiosk, and the removal of cash.

12.2.6 Barrier Free & Ticketless Solution

ClearPark negates the need for barriers at entrances or exits to the site allowing for the free flow of traffic. The initial costs and on-going maintenance of barriers is completely removed from the solution.

Expensive and frequently lost parking tickets are not required; the motorist's vehicle registration number is their virtual ticket.

12.2.7 Outside of Parking

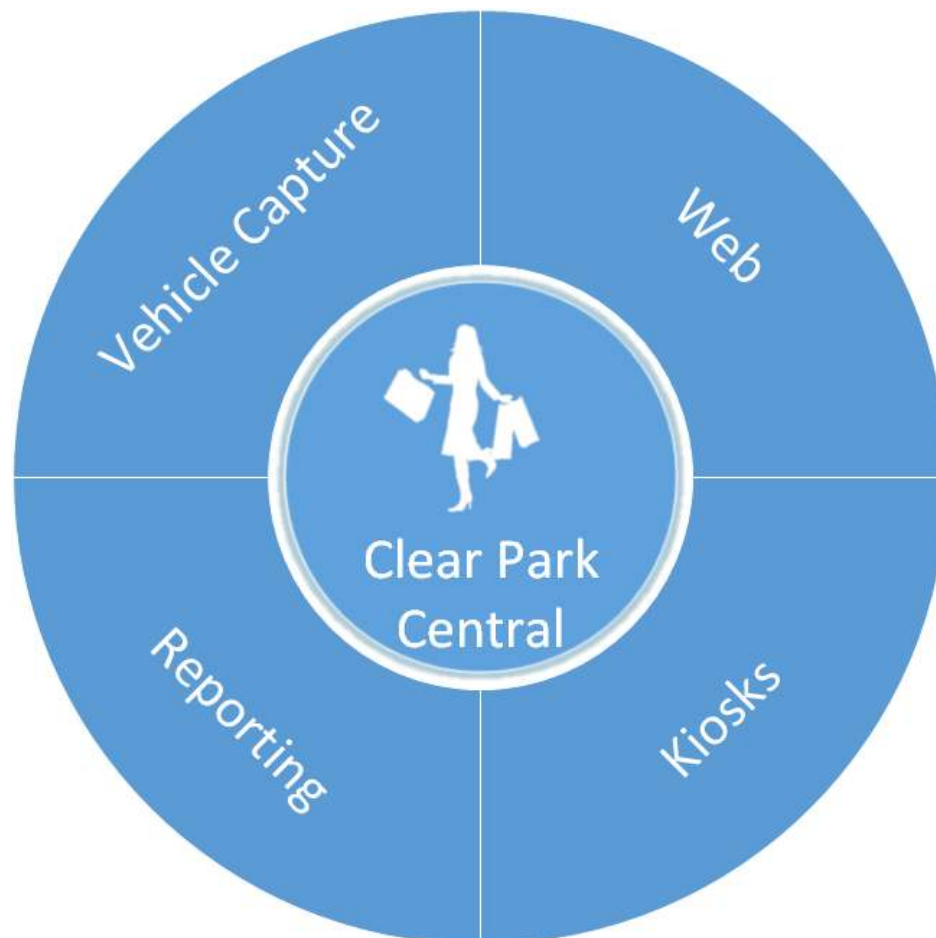
ClearPark can also be used to offer improvements to customer service, not directly related to parking. A client has recently requested that ClearPark be used to alert in real-time, any VIP customers who spend in excess of the average enabling customer service staff to meet and greet the motorist in the car park, greatly improving the customer experience.

12.2.8 Advertising

In-between payments, while the ClearPark kiosks are idle advertisements can be displayed showing casing offers by on-site retailers. G24 Ltd will manage the advertisements at no cost to the client, however the local management team may offer this feature as a chargeable service to their tenants.

VAT receipts are also produced by the kiosks; the rear of the receipts offers another opportunity to advertise.

12.2.9 Solution Overview



12.2.10 ClearPark Kiosk

ClearPark Kiosks can be tailored to match client branding.



Fig. 14ClearPark Payment Kiosk

Full Feature Kiosk

- 19" XGA touch screen
- Unique simplified user interface
- High speed thermal printer with 80mm width paper roll
- Chip & Pin card reader
- Note reader accepts £5, £10, £20 and £50 notes
- Coin Acceptor accepts 5p, 10p, 20p, 50p £1 and £2 coins
- Smart refilling payment hopper
- Barcode reading
- Discounts, vouchers and entitlements
- Seven-point locking system
- 4 hoppers, 1500 coins per hopper
- Ethernet connectivity
- Standalone fail over ability
- Remote Monitoring

12.2.11 Supporting Motorists

G24 Ltd.'s in-house customer service team can offer support for motorists as they are using the kiosk. A help feature on the kiosk will allow a two-way conversation between motorists and a customer service representative.

Alternatively, clients may wish for calls to be routed to on-site staff.

12.2.12 Membership Kiosk



Fig. 15ClearPark Membership Kiosk

ClearPark can also offer a variety of mini Kiosks that allow customers to scan their loyalty, membership cards, and receipts and enter their vehicle registration number. This data will be used by the payment kiosk to offer discounts at point of payment.

12.2.13 ClearPark Web

ClearPark web portal is available to all Motorists allowing them the ability to register an online account, manage their vehicles and membership cards at their convenience.

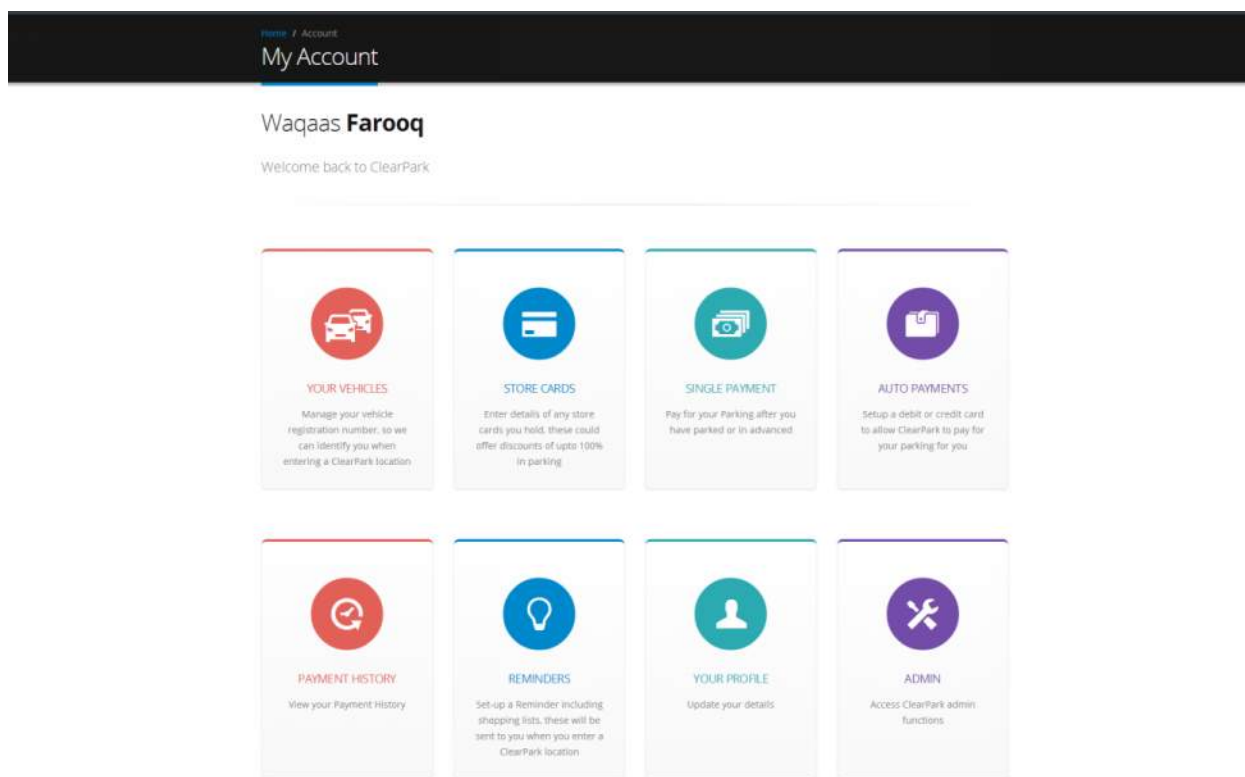


Fig. 16ClearPark online account

Having an online account provides a number of additional features to motorists, motorists have the ability to log any number of store and membership cards on the ClearPark platform, and pay for their parking at their own convenience. Motorists who are store card holders can be provided additional parking time and exemptions on all sites managed using ClearPark, even those without a local kiosk.

Optionally, clients can offer the facility to purchase season permits on ClearPark, the volume of season permits can be limited to ensure parking is available to genuine customers.

12.2.14 Motorists Communication

A key feature of ClearPark is the ability to directly communicate with the motorists by email or SMS when they enter and exit the car park, while they are on site and lastly when they have not visited for an extended period of time. The communication can be tailored to each motorist depending on their location and membership details. Some examples are listed below:

"Thank you for shopping at the Reading Gateway Retail Park, we hope you found everything you were looking for. For the latest offers, why not sign up for our newsletter at <http://www.ReadingGatewayRetailPark.co.uk/>"

12.2.15 Tariff

The current proposed tariff will offer free parking for the first 2 hours, chargeable thereafter. If a motorist's attempts to make payment having stayed less than 2 hours, the kiosks will show the following screen instead of requesting payment:

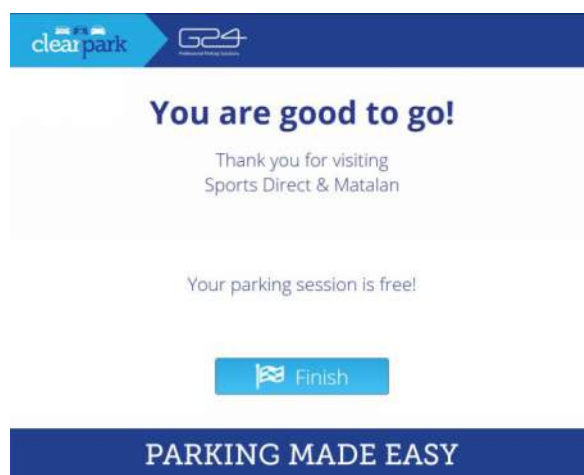


Fig. 17 Free parking session

The tariff can be changed at any time at no additional cost.

12.2.16 Validation

Validation is an integral part of ClearPark, discounts of up to 100% can be offered by retailers or automatically based on a customer's frequency of visits and spend.

Kiosks can be configured to scan barcodes on receipts, cinema tickets, discount vouchers or membership/loyalty cards (including but not limited to Nectar, ClubCard and gym cards) providing either a fixed discount or a discount proportional to the customers spend. The applied rules can be changed at any time.

G24 Ltd will require support from the EPOS suppliers to ensure the barcodes contain at least the following information:

Information	Reason
Transaction Date	To ensure the transaction occurred today.
Unique Identifier	To ensure that each receipt can only be used once
Spend	(Optional) The amount spent by the customer to derive a proportional discount.

Fig. 18 Data requirements for receipt integration

Alternatively, G24 Ltd can provide use once validation vouchers, which when scanned can provide a discount of up-to 100% and identify the retailer which issued the voucher.



Fig. 19 ClearPark Validation Voucher

15,000 vouchers can be supplied at £690 plus VAT.

Finally, discounts can be offered using terminals, as described in section 7.12, motorists who have entered their vehicle registration number on a terminal will automatically receive discounts when making payment online or on a kiosk.

12.2.17 Staff, Visitor and Permit Holders

Further exemptions can be offered using G24 Ltd.'s client portal. Clients have the ability to add staff vehicles, visitor and season permit holders who may be offered discounts of up to 100%.

ClearPark Web can also offer motorists the option to purchase a season permit.

All vehicles added to the exemption list can be limited to specific days and times.

12.2.18 Customer Journey

Motorists have multiple methods to make payment, the simple illustration below shows the options available to each customer.

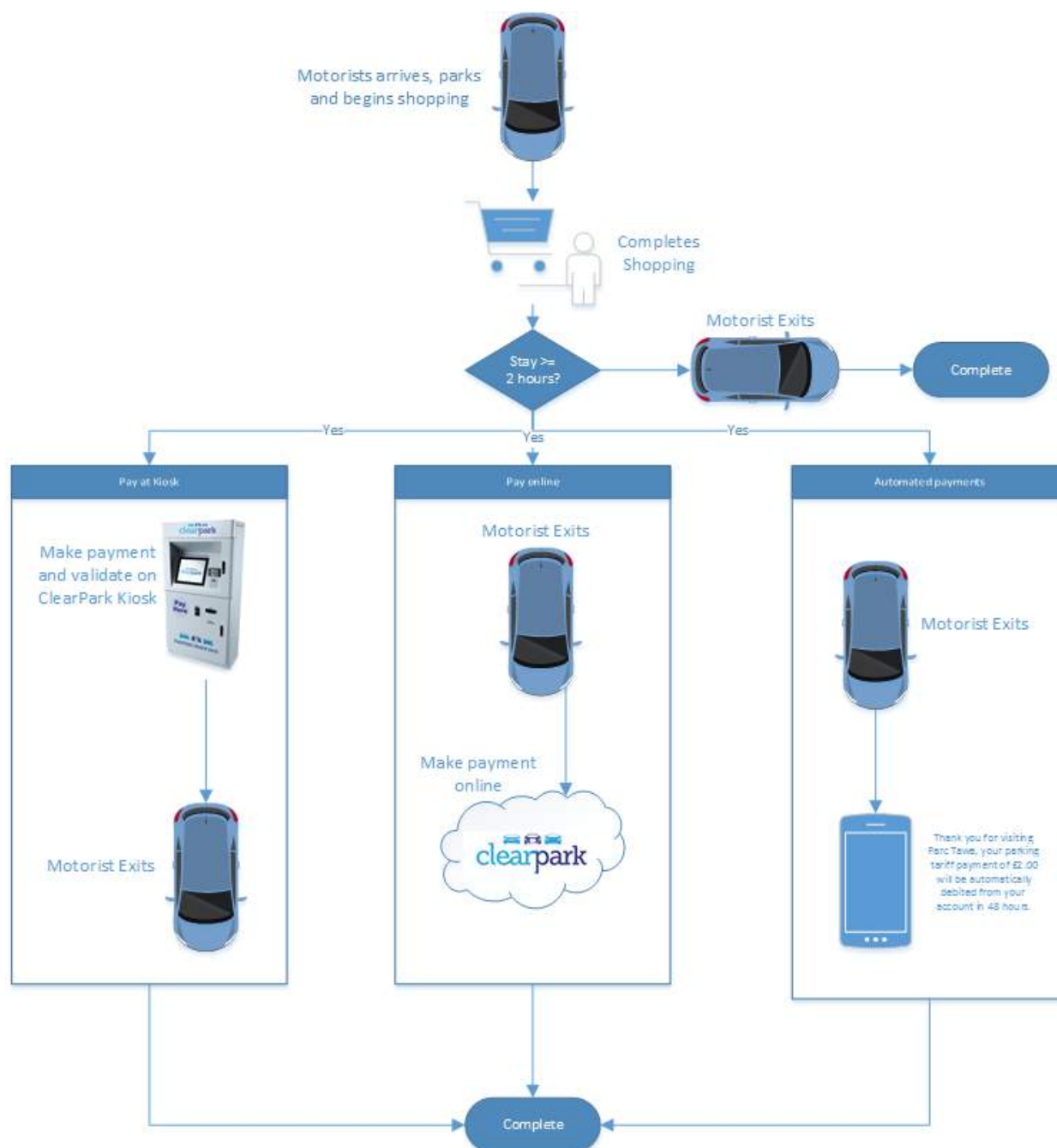


Fig. 20 Customer journey

12.2.19 ClearPark Kiosk Process Flow

The diagram below illustrates the workflow of the ClearPark payment kiosk

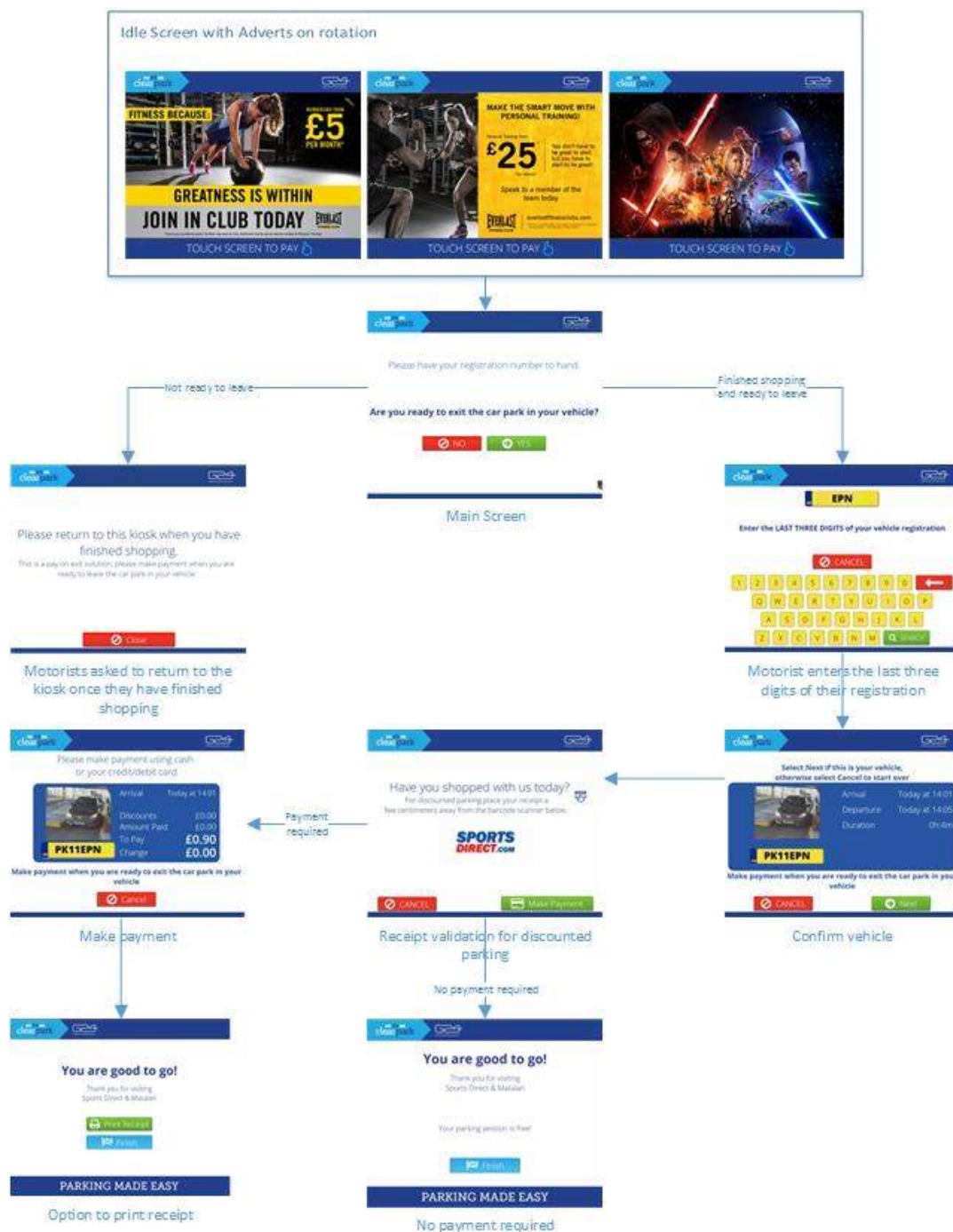
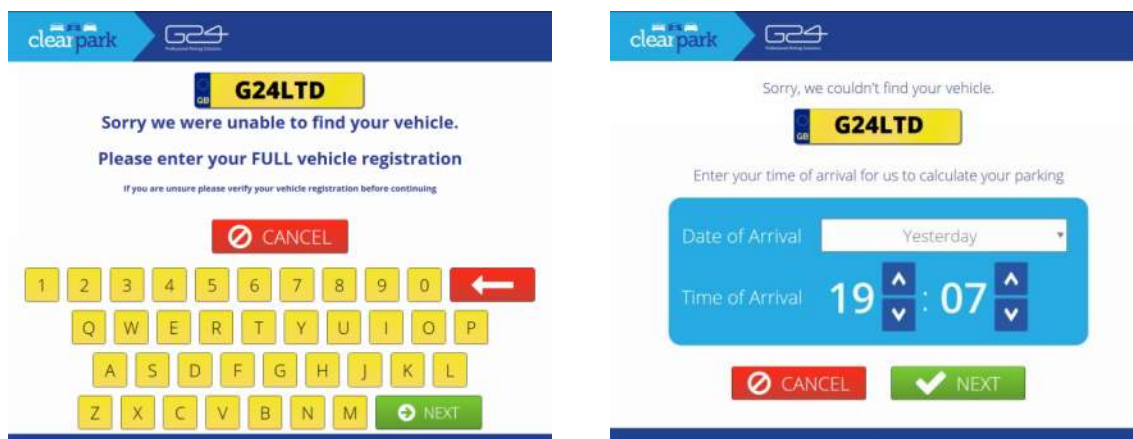


Fig. 21 ClearPark kiosk process flow

12.2.20 Honesty Payments

G24 Ltd makes every effort to ensure the solution is fully operational, however there maybe occasions when ANPR fails to read a vehicles number plate. In this scenario, ClearPark Kiosks will offer motorists the ability to enter their approximate time of arrival; this is used to calculate the required payment.



The figure displays two screenshots of the G24 ClearPark kiosk interface during the 'Honesty Payments' process. Both screens feature the 'clearpark' and 'G24' logos at the top.

The left screenshot shows a message: "Sorry we were unable to find your vehicle. Please enter your FULL vehicle registration". Below this, a keyboard overlay is visible with a red 'CANCEL' button and a green 'NEXT' button. A yellow box displays the license plate 'G24LTD'.

The right screenshot shows a message: "Sorry, we couldn't find your vehicle. Enter your time of arrival for us to calculate your parking". Below this, a date and time selector is visible, set to 'Yesterday' and '19:07'. A red 'CANCEL' button and a green 'NEXT' button are also present.

Fig. 22 Honesty payment



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