

The Day in the Life of a Parking Operation Officer

The Parking Operations Officer (Ops) team runs with 4 members of staff, each working 37 hours a week, on flexible time to meet the needs of the council, over 5 days, usually Monday to Friday with the understanding that weekend and bank holiday work may be required. The Ops team works into the Parking Development Officer, who in-turn works into the Senior Parking Officer, based at the Parking Office on Albion Street, Huddersfield. The staff follow all safe working procedures while in the office environment.

Functioning as part of the larger Parking Operations Team, the Ops team deal with several administration tasks associated with working in a larger working group. These include attending regular meetings with the larger team, assisting the CEO's with the ordering/procurement on the internal system SAP and assisting the Appeals Officers with banking, checking, processing invoices, and providing evidence for appeals cases. The Ops team also maintain professional working relationships with other teams and groups within the council, outside contractors, suppliers and reps.

Cash Collecting from Parking Machines

- Daily collections are made Monday to Friday during the hours of 8.30am to around 4pm, this includes around 8 collections per day averaging 63 cash boxes in a day. Collections are varied throughout the Pay and Display areas these areas include Huddersfield, Dewsbury, Holmfirth.
- The van is then loaded with a variety of cash boxes for each specific machine, the van is also loaded up with machine tickets.
- Upon approach to machine, a visual check is carried out of the soundings to assess safest and closest access to the machine, considering other vehicular traffic, pedestrians, road conditions. Parking as close to the machine as possible to minimise the risk of theft or interference. If the area is appraised as unsafe, the collection is postponed to a later time in the same run or if inappropriate, later.
- When first arriving at the machine the collector (passenger) must get the appropriate keys for the Pay and Display machine. When working at the machine site, staff always maintain a professional manner as representatives of the council.
- The collector then opens the top of machine to check for low tickets, if it is low then replenish with another roll or pack of tickets.
- If there are any minor faults with the machine, such as escrow blocks, coin blocks, printer jams or errors, these are addressed at this point, to ensure an audit is printed out.
- Then the collector opens the vault door of the machine to gain entry to the cash box, the other collector (The Driver) pulls the cash box, this can be pulled in various ways, i.e. pull handle, pull and lift. When the cash box is pulled the machine then prints out an Audit of how much is inside the cash box.

- Whilst obtaining the cash box the collectors are always aware that the cash box could be full and to follow out the necessary health and safety procedures on lifting and manual handling. The weight of these cash boxes can vary between 5kgs and 20kgs.
- When all the cash boxes are collected on a specific route the collectors then return back to base to offload the full cash boxes to be counted.
- The cash boxes are then picked up from the van and put into the counting room with the other collector standing near the van waiting for the other collector to come back. When all cash boxes are inside the building, the van is then locked up in anticipation of the next collection.

Counting Cash, Usage and Totals

- Cash boxes are placed in order to be counted, to match the spreadsheets. The audit details are then inputted into the jet sorter, i.e Ticket Number and cash amount.
- Each cash box then has to be lifted from the bench and tipped into the counting machine, this sorts out the coinage into each separate bags i.e. 5p's into a 5p bag, 10p's into a 10p bag etc.
- The details for each cash box that is emptied into the counting machine gets transferred across to the specific excel spreadsheet for that individual route.
- When the separate bags of coins are full, they are taken off the machine, sealed and put into the safe.
- The weight of the bags can vary from 1kgs to 6.6kgs in an average of 60 bags per day, and or upto 80 bags in a busy period.
- It is imperative that the monies collected are on the excel spreadsheet's which is then used for financial information at our Finance Section. All information entered is checked for errors and balanced to the running total for each run. At the end of each week all the figures from the excel database are reconciled against the banking sheets to ensure no errors. This is done on every Thursday when we do our Weekly banking.
- Any part bags are also removed from the machine, counted again to reconcile the totals against the counting machine, sealed and put in the safe.
- The counting machine is then reset for the week ahead.
- The audits also hold a record of the number of tickets that have been issued. This usage figure is recorded each work, for each parking machine, and used to work out how many payments have been made.
- This information is valuable for reporting purposes and helps to better inform the Ops when ordering tickets.

Security Plus Cash Collection

- Information is pulled from the total's spreadsheet, to calculate the number of full bags of coins to be collected each day, by the external company Security Plus.
- These sheets are verified by 2 members of the Ops team to ensure accuracy, and the details filled into a banking sheet.
- Upon loading the cash, Security Plus produce a receipt for monies collected, which is signed by a member of the Ops team, along with a copy of the totals sheet.
- The totals sheet is then sent to a Finance Officer.
- The correct safety measures are observed throughout this process.

Car Park Maintenance and Management

- Parking Operation Officer has a group of Non Pay and Display car parks to check on a week to week basis.
- Parking Operation Officer looks for trip hazards, eg potholes, broken flags, overgrown vegetation obstructing paths.
- Check that the tariff boards are clean and readable and report all faults as necessary.
- Weed killing in car parks throughout the Kirklees area when required.
- Using lawn mower/trimmer, cut back and prune trees, bushes and vegetation around the car parks.
- Fitting signs (tariff/welcome) in car parks and on-street for parking.
- Basic repairs in car parks including the 2 multi-storey.
- Carrying out parking surveys in car parks and reporting any works to be completed.
- All damage/issues/hazards and large repairs to be reported to the appropriate department and ordered for works to be done.
- Snow gritting and clearing (when required)
- Leaf clearing using leaf sucker (when required)
- Stock control, safety, security of cleaning materials.
- Remove build-up of moss/mud from gutters within car parks.
- Graffiti is removed or painted over.
- Small pot holes are filled, using tarmac from the Depots.
- Ordering products and services through the SAP system for the Parking department using a computer.

- Assist with any insurance claims.

Additional Duties

- Supervision and instruction of the Cleaners Teams day to day tasks.
- Check works have been completed to agreed schedule and standard.
- Develop rotas for days of work, schedules for areas of work, jobs to be completed and a system for reporting back any problems, incidents and areas of concern.
- Surveying lines and signs for new and amended existing TRO's. Using drawings and system screen dumps of the streets on which amendments have been made by Highways Safety; we then have to locate the correct positions on street and survey what was removed, what it is sited on and what the replacement should be.
- TMA (CPE & DPE) Training
- Passed training in Decriminalised Parking Enforcement (DPE) and developed a comprehensive knowledge of the appeals procedures, permits and payment of fines (CPE). These help to advise customers on the correct procedures and help to improve our customer service.