

## Traffic & Car Parking

### Contact

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### Aim

To provide a high standard of Traffic & Car Parking services at the ExCeL London venue and to create an environment which is conducive to work and is aesthetically pleasing for the staff, clients and visitors.

### Services

We will:

- Provide a Traffic & 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, lorry way space allocation and departure procedure.
- Provide a traffic service to include 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 and cash.
- 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 working at all times or provide a workable alternative.

## Response times

### 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 on local traffic movement.

### Priority 2 – Response within 48 hours

Example:

- Initial response to requests for additional services.

## Customer obligations

We would like you 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 Organisers.
- Provide all Free of Charge parking tickets within 3 working days (Please note: This only applies if the notification period of 10 working days is adhered to by clients).
- Provide feedback on performance (Monthly Report) and participate in customer surveys.

## Key Performance Indicators

- Target performance of the standard Traffic and Parking specifications – against actual customer feedback.
- Target performance of the standard Traffic and Parking staff – 90% of our KPI's 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/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).