## plans for customer service activities

## Car Parking

## **Cost of Proposed Services**

Budget 2002/03		Budget 2003/04		
Net Cost	Operational Outputs	Costs (After Internal Recoveries)	Revenue	Net Cost
\$		\$	\$	\$
(808,554)	Enforcement	3,272,120	(4,257,000)	(984,880)
(2,037,879)	Parking	6,071,231	(9,241,800)	(3,170,569)
46,572	Abandoned Vehicles	71,992	(14,800)	57,192
(2,799,861)	Net Cost of Service	9,415,342	(13,513,600)	(4,098,258)

Note: The above Cost of Service Statement includes a depreciation provision for 2002/03 of \$339,285 and in 2003/04 of \$460,881.

The above Cost of Service Statement also includes an Internal Service Provider surplus allocation for 2002/03 of (\$957,509) and in 2003/04 of (\$991,754).

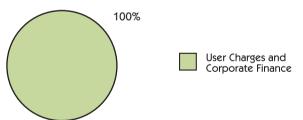
Projected Total Surplus 2004/05 (4,180,223)
Projected Total Surplus 2005/06 (4,263,827)

2002/03 Capital Outputs \$
2003/04

153,000 Renewals and Replacements 178,500 234,600 New Assets 595,900

<u>387,600</u> <u>774,400</u>

## **Sources of Funding**



## **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 3,800 spaces and operational control of the paid on street parking resource.
- Removal of vehicles abandoned in public places.





# **Car Parking**

## **Objectives**

#### **Customer Service**

To help make the Central City accessible and support its commercial viability.

#### **Environmental Performance Indicators**

• 90% of survey respondents satisfied with general cleanliness of parking facilities.



#### Social **Performance Indicators**

- Allocation of mobility (disability) parking spaces in off-street parking facilities which meet or exceed the Australian Standard (AS2890) at each parking facility (Target: 1 to 2% of total per parking facility).
- 66% of survey respondents consider cars are safer in CCC parking facilities than parked on street.



- 5 school crossings monitored daily.
- Average response times to requests for enforcement assistance, eg in relation to obstructed vehicle entrances:
- Between 10 and 15 minutes (Central City).
- -Between 15 and 20 minutes (Suburbs).

### **Economic/Financial Performance Indicators**

- •5% increase in parking building A5, B1, B2,
- Vehicle occupancy rates in staffed Off- F2, F5, F7 Street parking facilities:
- Average overall at least 50%
- Peak period at least 82%
- Net operating cost per space in Off-Street parking facilities: \$306
- Net operating surplus per metered space: (\$1,211)

Link to Strategic **Objectives** 

B3, C2, F1,

A5, B3, C2, F2, F5, F7

A3, B2, C2. D5, E4

### Management of Assets

Ensuring that the Council's car parking assets are sustainable in the long term.

#### 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.

• Remove all tagging within 2 hours of being observed.

2004 CCC Financial Plan