

5 CIVICA ENFORCEMENT UPGRADE (AN158-2011)

As part of continuous process to improve customer service experience and maximise receipt of outstanding payments, the introduction of online viewing of parking enforcement photographs, challenges (appeals) and back office data processing has been planned. The availability of such 24/7 access is expected by the customer and brings significant efficiency savings to the Parking Office processes.

A discounted (but time limited to 30 September 2011) offer was made to Dundee City Council by Civica Enforcement, the Decriminalised Parking enforcement software supplier to provide this upgrade. This offer amounted to £27,000 which represented a 50% discount on previous quotation. Given the time limitations, the Head of Transportation received authorisation from the Chief Executive to accept this offer. This expenditure will be funded from City Development's Revenue Budget 2011/12.

Committee is asked to note the foregoing for information.