

National Parking Platform Pilot

Introduction for Parking Operators



What is the National Parking Platform?



- **A collaboration between central and local government (with private sector involvement)**
- **Publicly owned**
- **Not for profit**

What is the National Parking Platform?

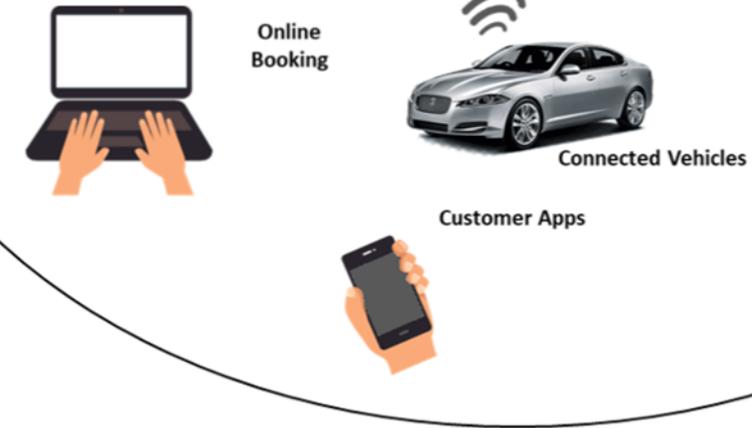


- **A contract manager**
- **A data exchange**
- **A payment clearing house**

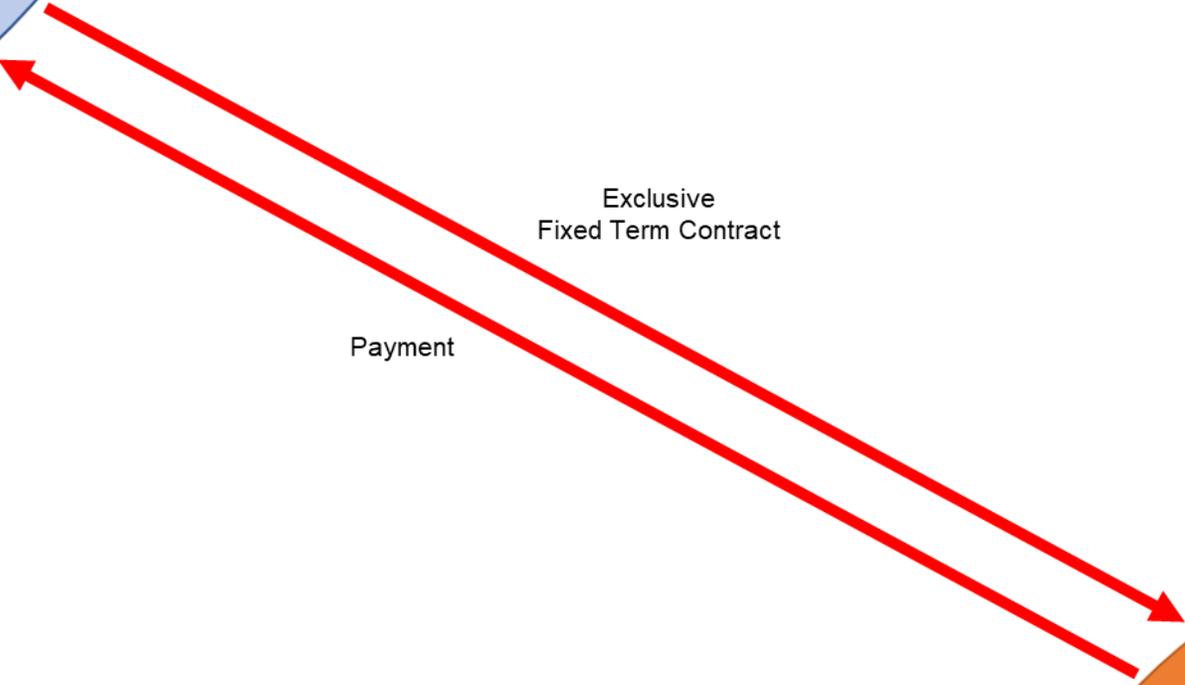
Parking Operators



Customers



"Customer" Relationship



Exclusive Fixed Term Contract

Payment



Customer "Relationship"

Current situation:

Direct contract between Operator & Service Provider



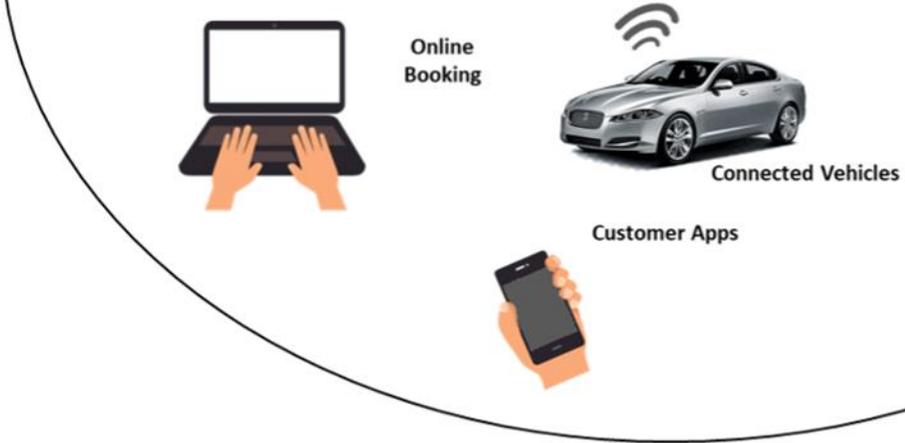
Parking Operators



Membership of NPP
(no procurement)



Customers



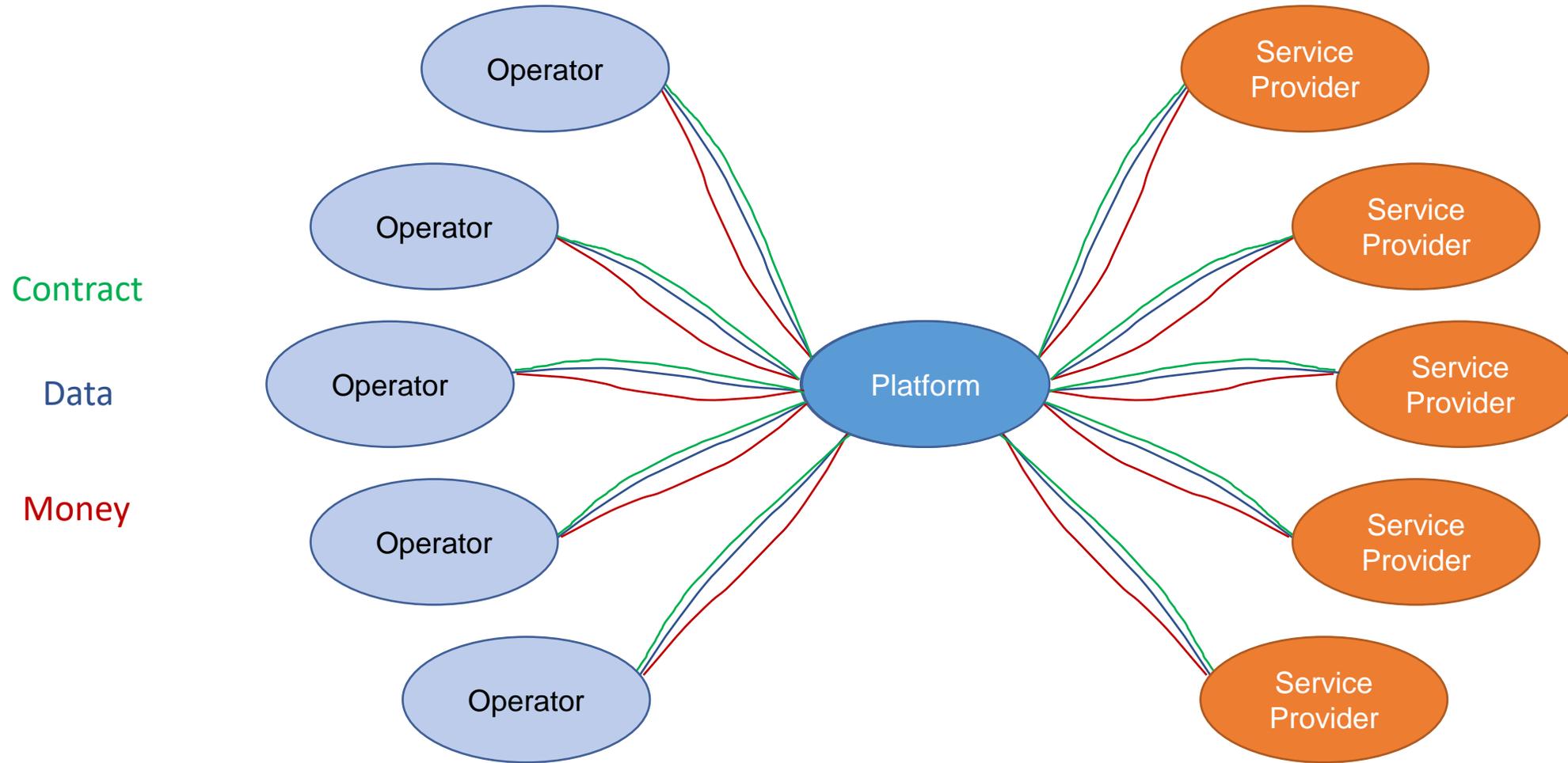
Customer Relationship
(open market)

Single Contract with NPP
(due diligence)



The NPP creates the Multi Vendor environment...

The NPP makes open market sustainable

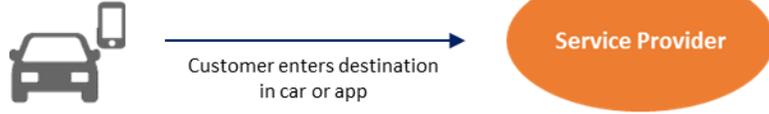


NPP Use cases

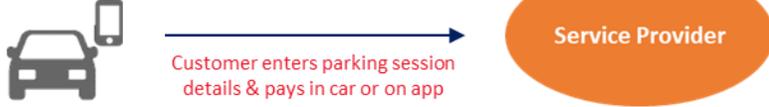


The NPP Pilots demonstrate the most common use cases. NPP pilots are supported by Manchester City Council. The use cases link the end customer and parking operator through a “Service Provider” (OEM platform or a customer account). Customers can access parking offered by any operator on the platform, paying through their Service Provider account.

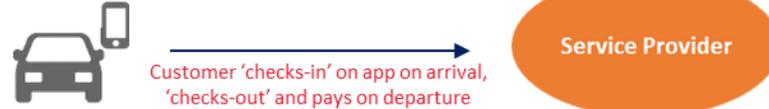
Availability (Use Case 1)



Payment on arrival (Use Case 2)



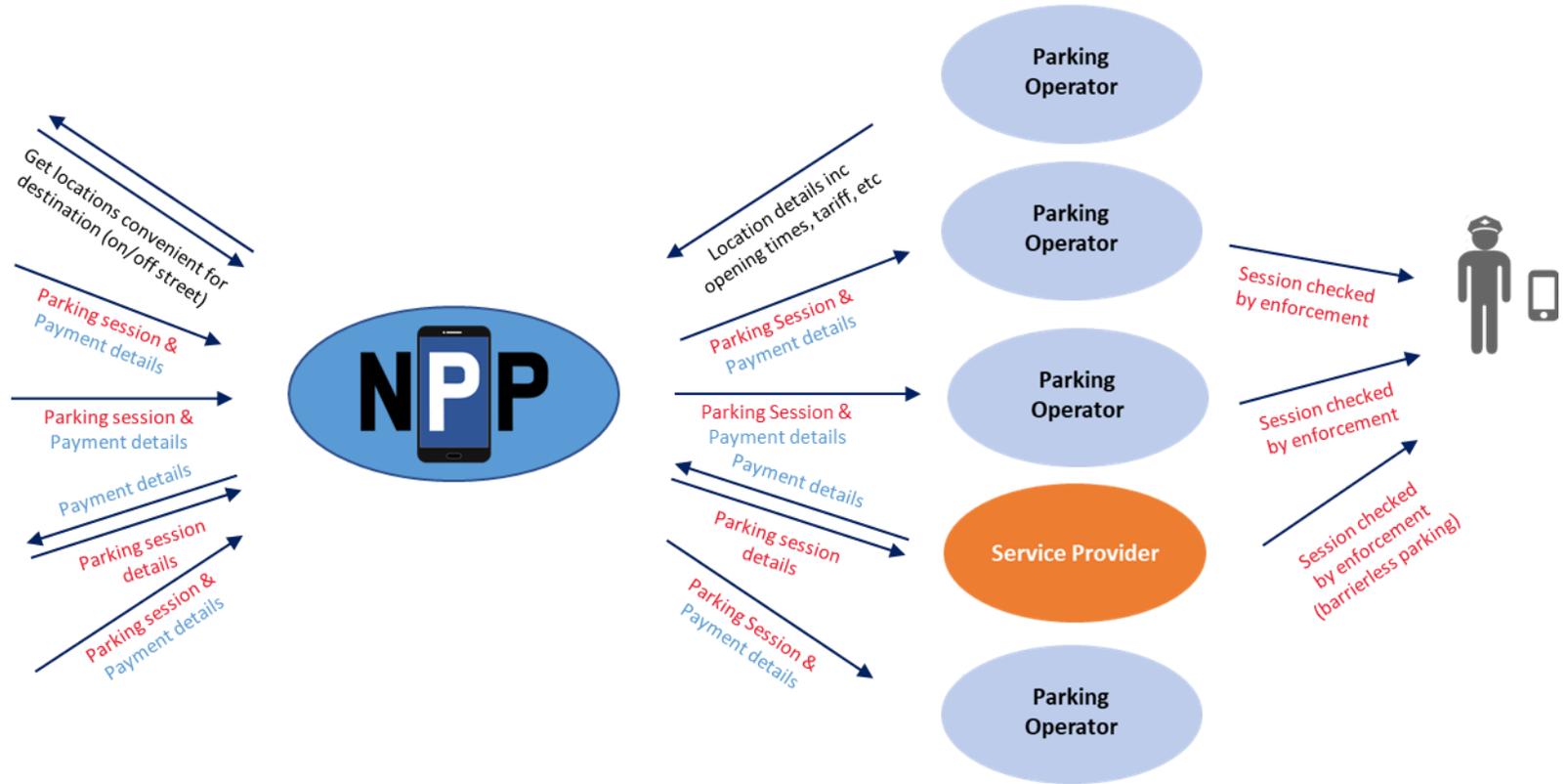
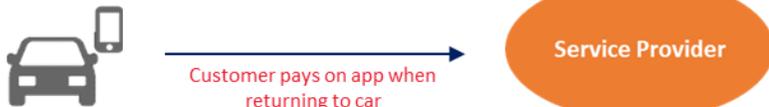
Pay on check-out (Use Case 3)



Frictionless payment (Use Case 4)

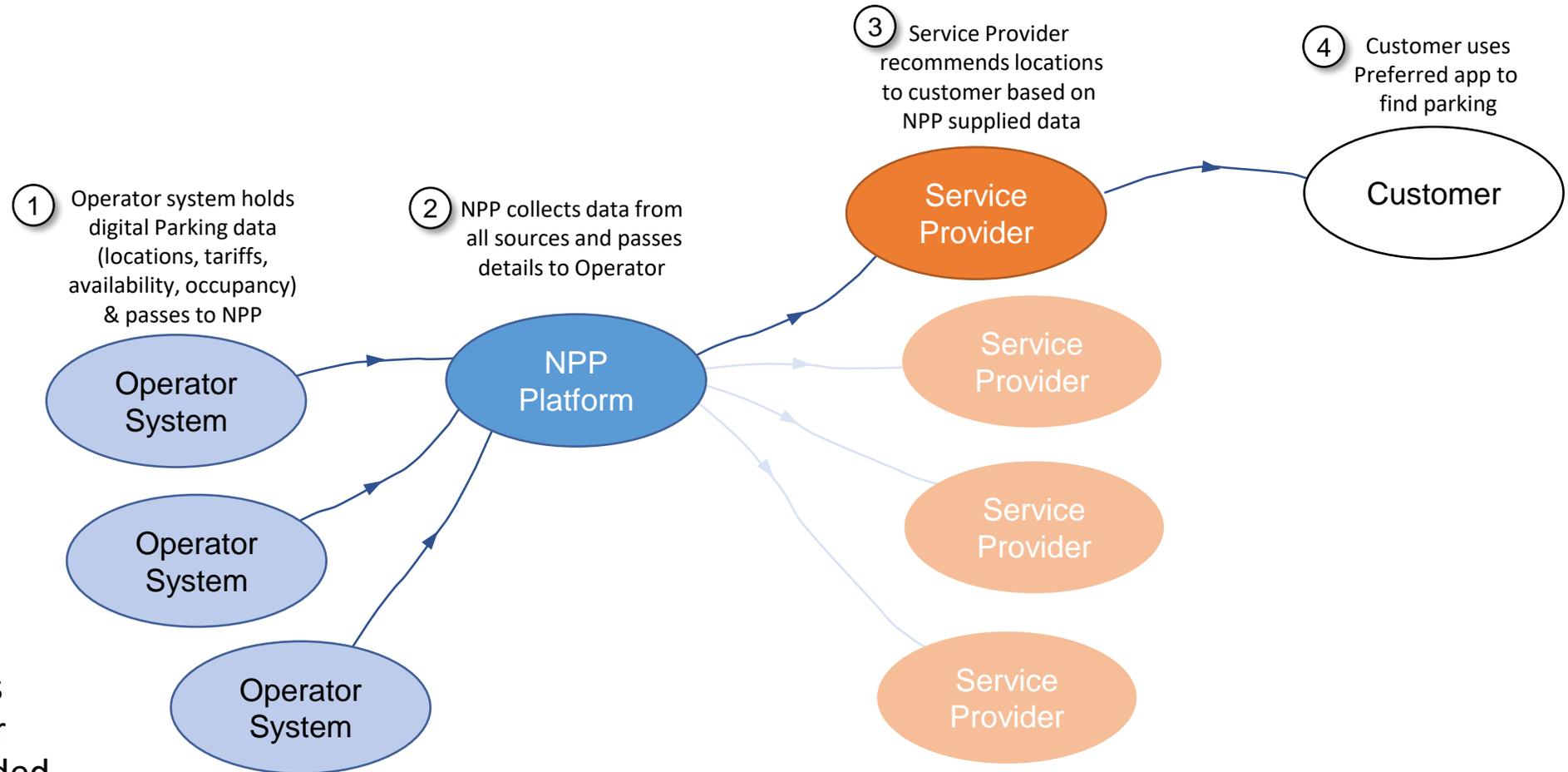


Pay on departure by app (Use Case 5)



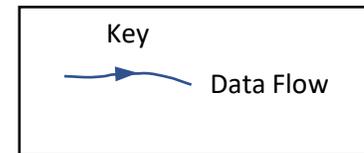
NPP Availability

(use case 1)



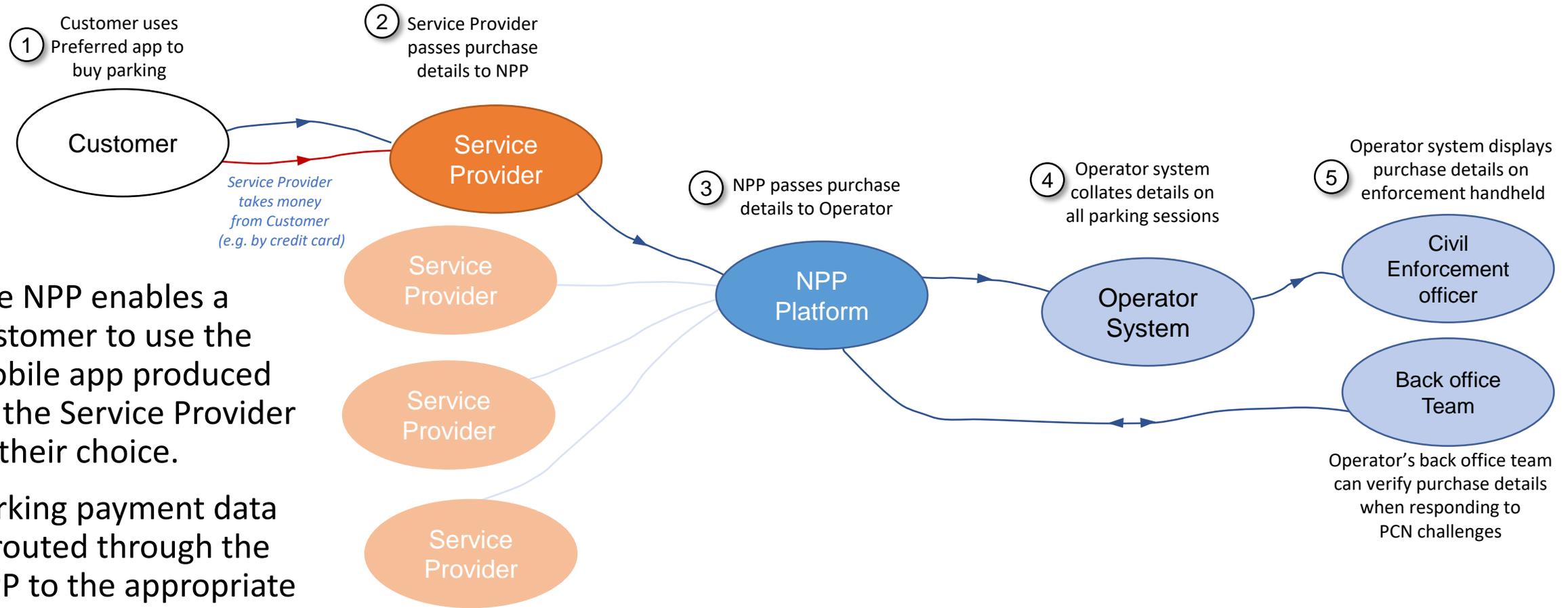
The NPP enables a customer to use the mobile app produced by the Service Provider of their choice.

Parking availability is sent to the customer based on data provided by operators.



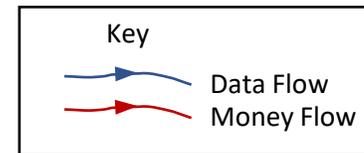
NPP Multi-vendor payment on arrival

(use cases 2&3)



The NPP enables a customer to use the mobile app produced by the Service Provider of their choice.

Parking payment data is routed through the NPP to the appropriate operator.



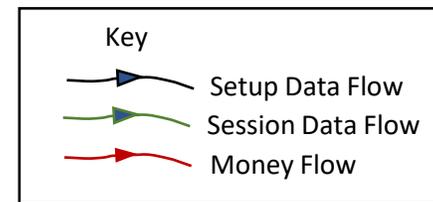
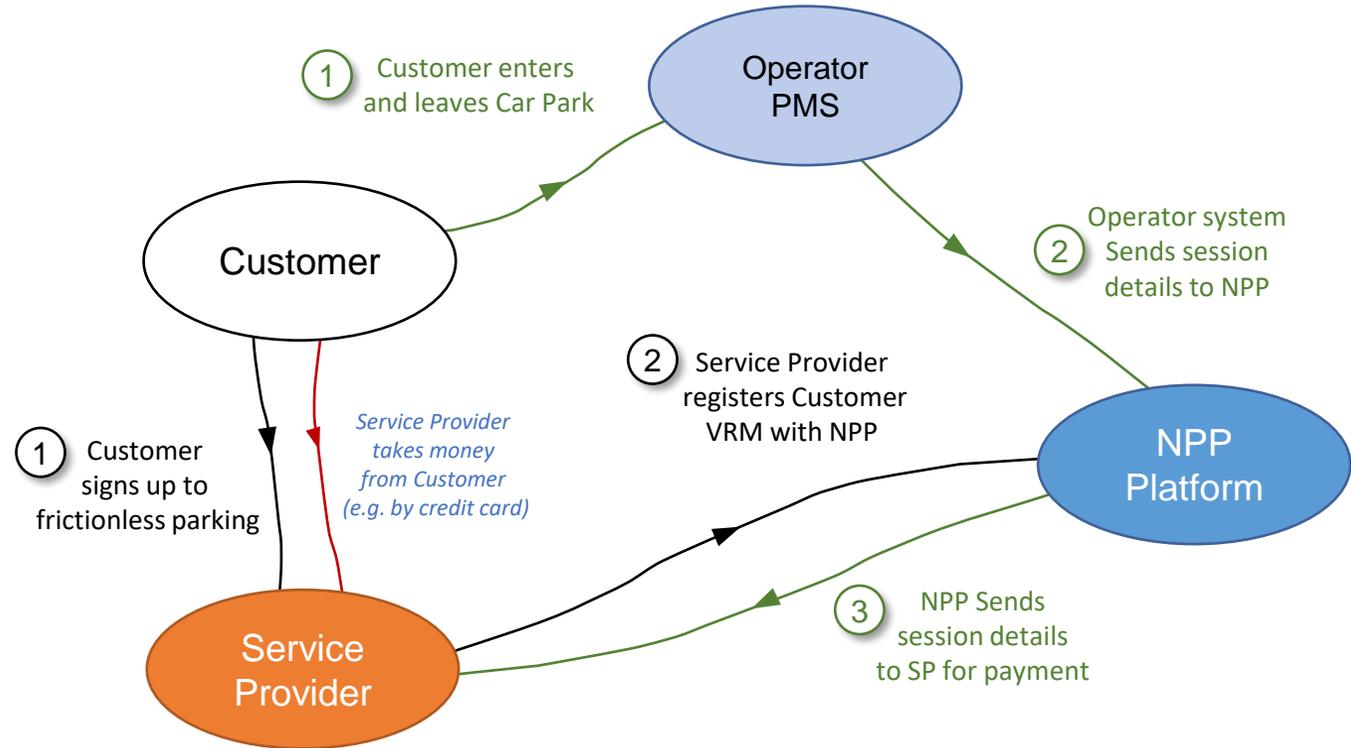
NPP multi-vendor frictionless parking



(use case 4)

The NPP enables a customer to sign up to their Service Provider of choice to pay for off street parking, enabling them to arrive and leave at will.

Parking payment data is routed between Operator and Service Provider through the NPP.

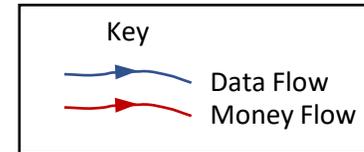
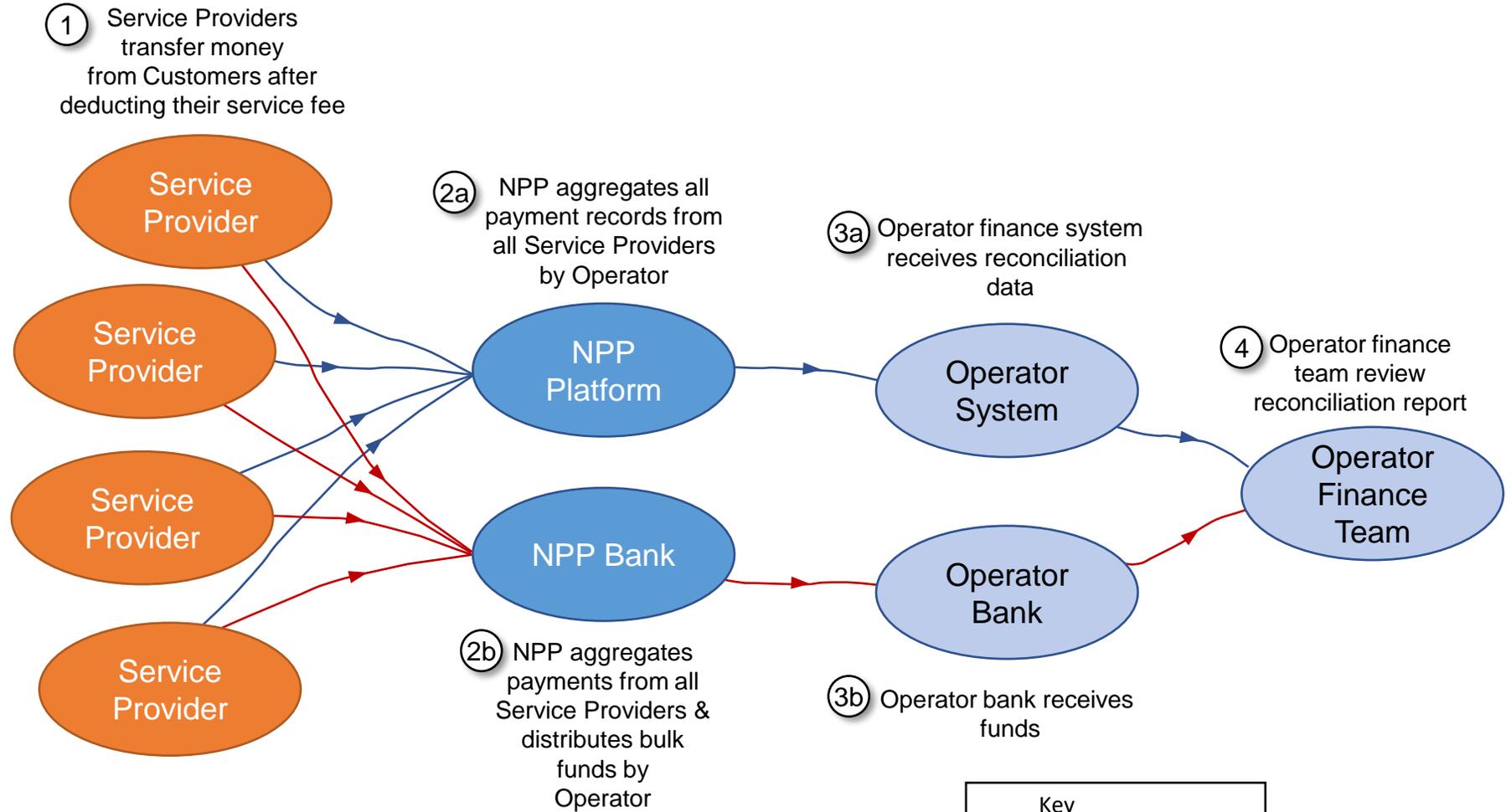


NPP simplifies funds transfer and reconciliation



All payments made through the NPP are aggregated and sent on to the relevant operator.

The NPP supplies all the data required to reconcile parking payments against amounts received.



High level terms & conditions

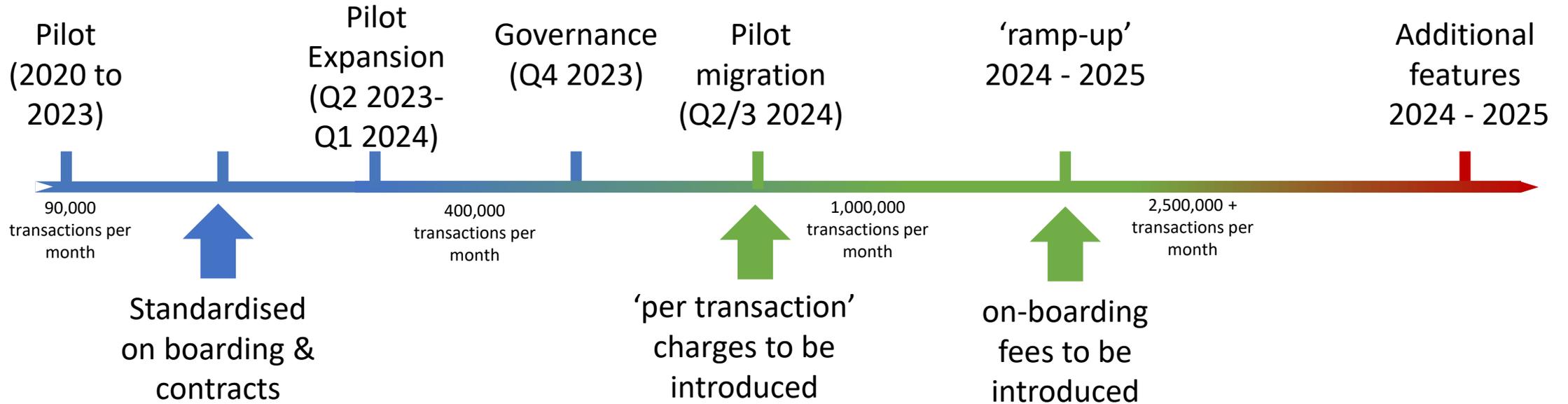


- Operators must accept payment from any of the participating Service Providers
- Operators are paid by bank transfer on an agreed schedule
- Operators must keep their location information up to date

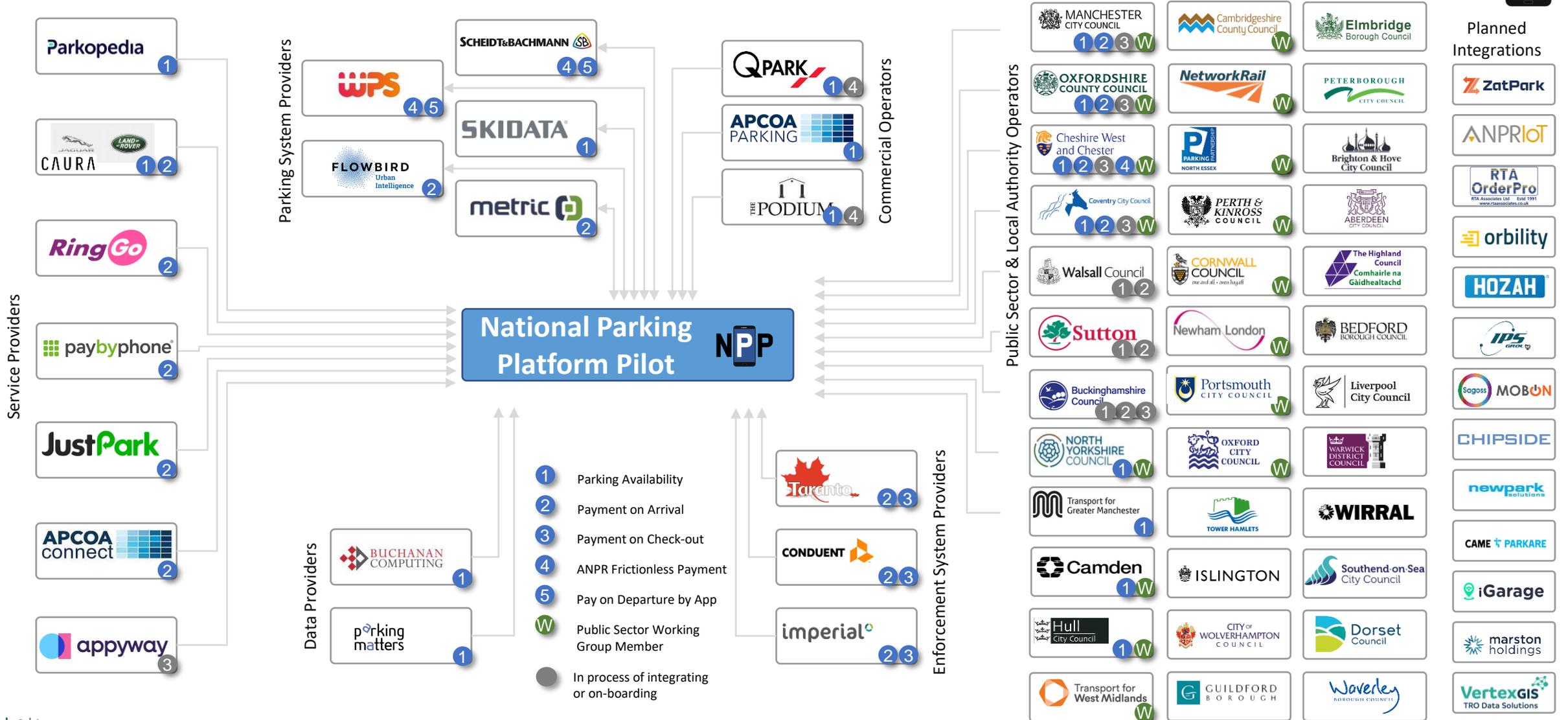
- Service providers must pay the full parking charge to the Operator*
- Service providers are free to charge their customers for the service they provide

* Operators may have to contribute to the fees charged for payment processing

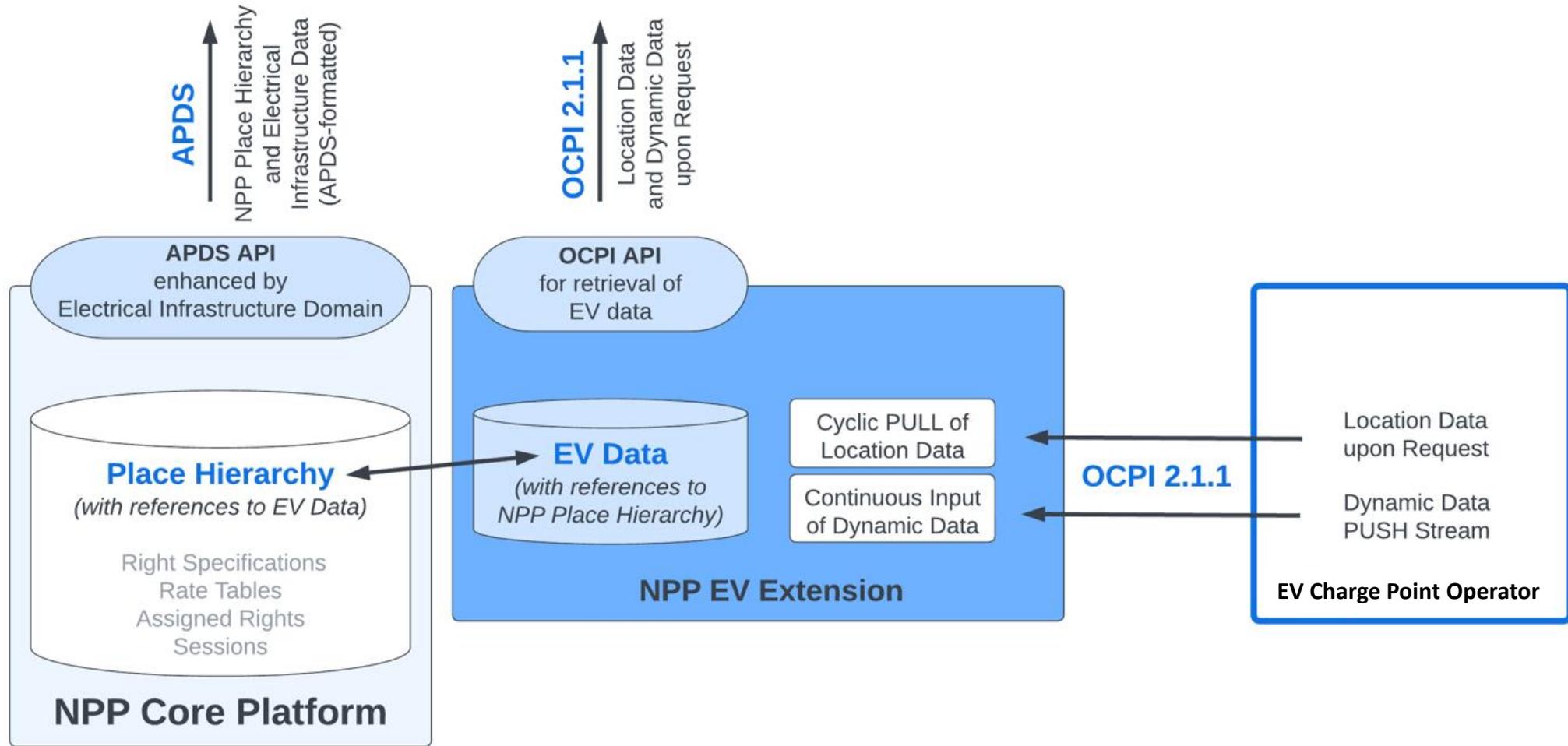
Delivering the NPP



Partners & consultees



Adding EVCP information



How do we on board an Operator?



Agreement to Join

Contracts	Review Data Protection Agreement	Review Standard Contract	Sign Contracts
Technical	Assess & Update Enforcement system	Decide on & configure IVR provision	Assess P&D & configure
Configuration	Create Locations & Tariff spreadsheet	Distribute spreadsheet	Complete Operator Details spreadsheet
Communication	Internal comms plan	Design & implement new signage	External comms plan
Testing		Test locations & tariffs	End to end testing (from payment to HHC check)
Training		Enforcement team	Business processing team

Introduction and application pack...

Contains all the information you need to get started including:

Briefing Note a short background to the NPP, the benefits and risks (including mitigation)

Standard Service & Data Protect Agreements for review

Local Authority Operator Questionnaire asks for all the details we will need to get started.

Sample Project Plan & Task Flowchart

Locations and Operator Details Spreadsheets showing what we will need to share with the Service Providers

More details from our website...



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National Parking Platform

NPP – A Brief Introduction

Payment for parking is lagging behind developments in other markets and industries. Parking customers, both on-street and in car parks, face a fragmented market offering a wide variety of payment options making the simple act of parking and paying complex and confusing as options are dependent on where they want to park and which payment app they have (or don't have). The National Parking Platform (NPP) is a local authority owned and DfT funded pilot project that brings customer experience into the 21st century by facilitating data exchange, digital payments, and a new way of delivering better parking and mobility services. In essence, the NPP:

1. Provides a simplified and improved customer journey from start to finish for the end-customer
2. Creates a centralised and cost-efficient system supplying data to councils that can inform present and future strategic decisions
3. Enables a competitive, innovative market by allowing systems to communicate with each other via open data standards and interfaces (APDS/ISO TS 5206-1)
4. Is a publicly owned, not for profit, national facility that enables Parking Operators (public and private) to communicate digitally with Service Providers.



For More Details & to join the NPP:



<https://npp-uk.org>
npp@parkingmatters.com