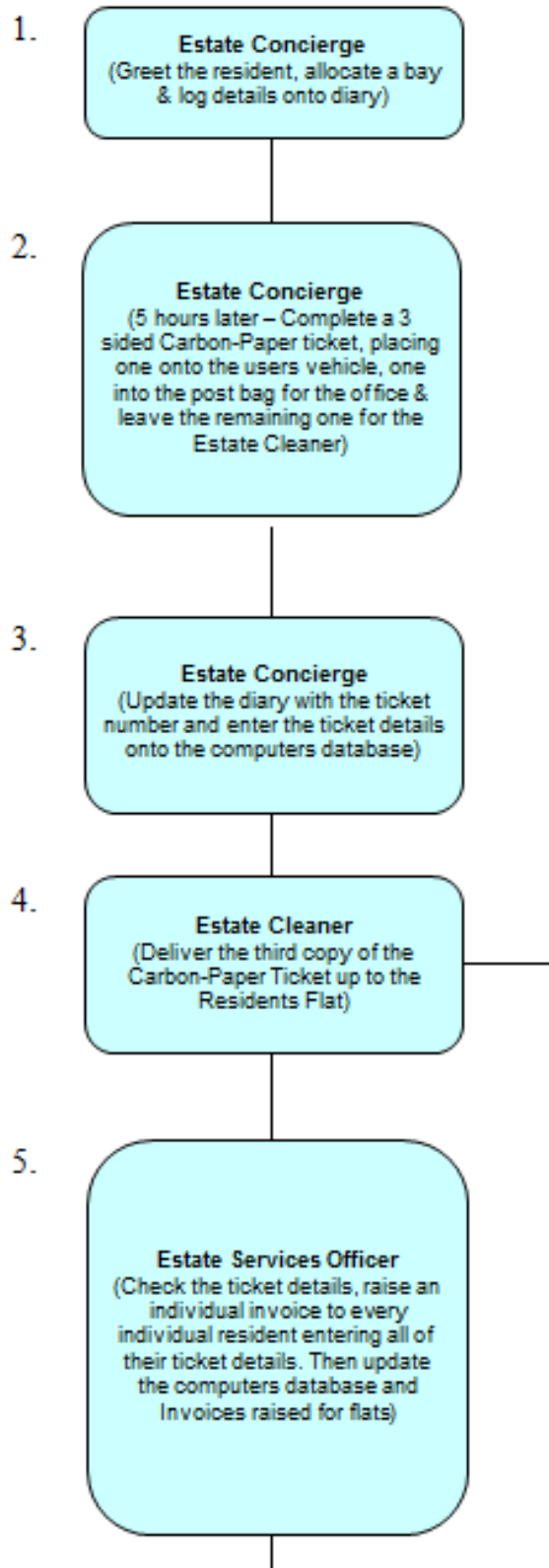
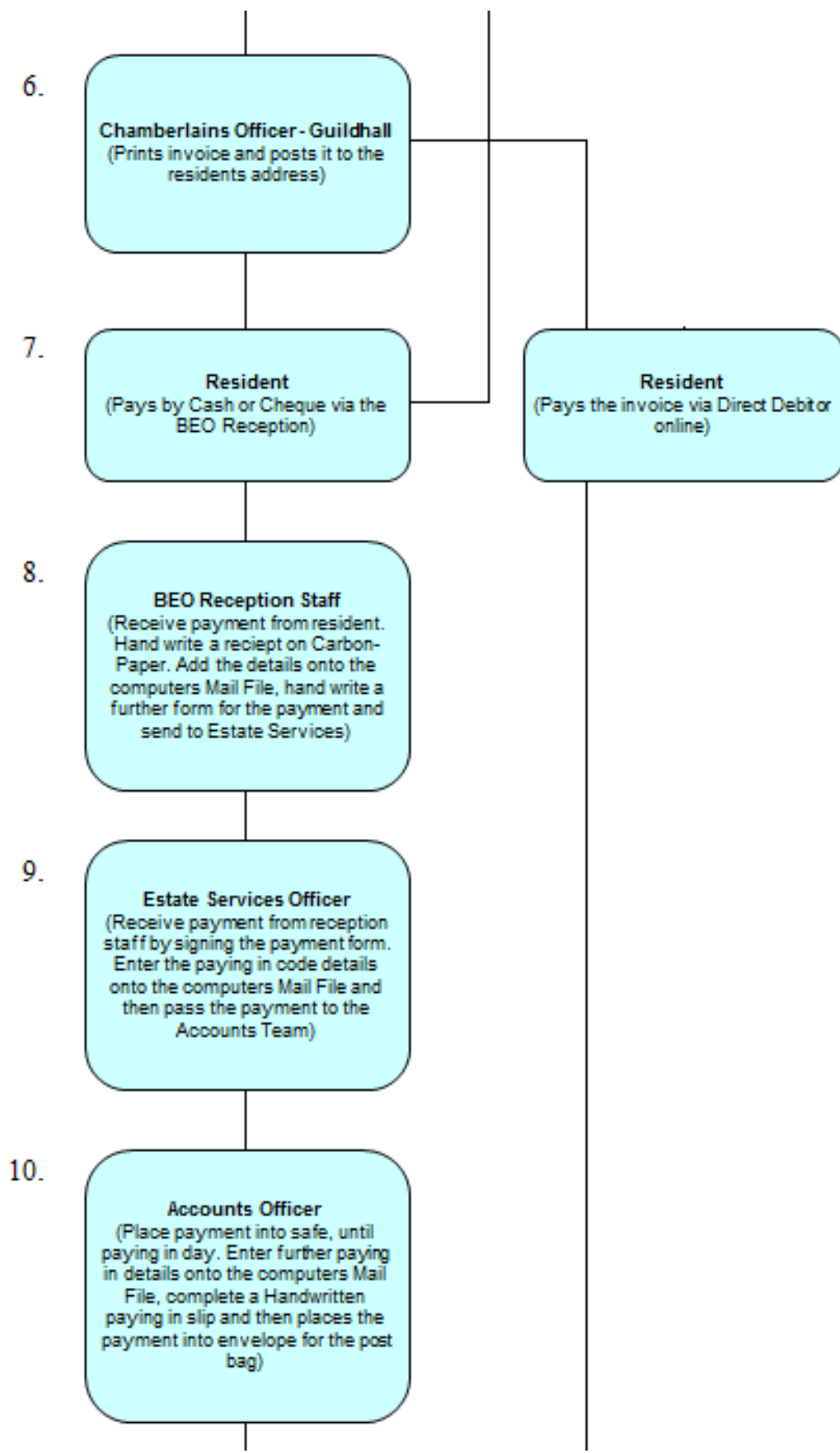


APPENDIX 1

Procedure for the Carbon-Paper temporary car parking system

Length of procedure Start to Finish – 6 Days to 3 Months (Standard – 6 Weeks)





11.

Messenger
(Hand delivers the payment from the Accounts team BEO to the Guildhall)

12.

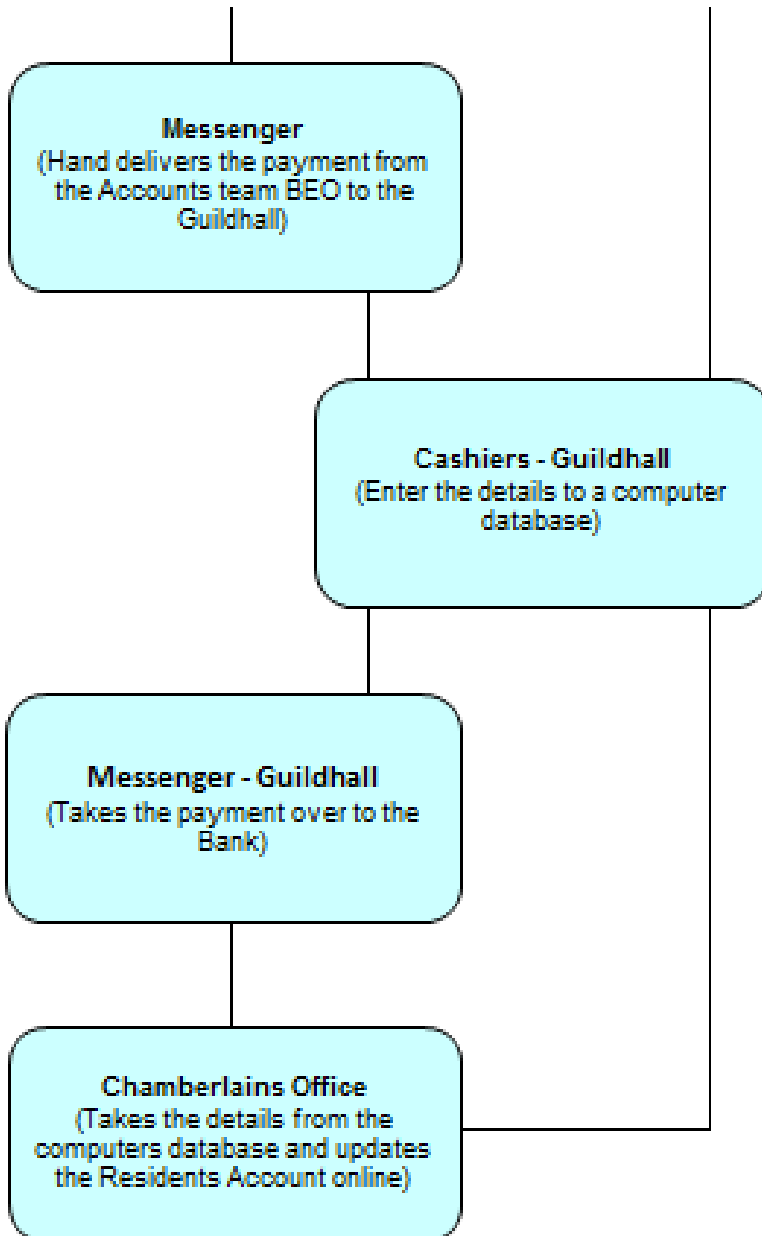
Cashiers - Guildhall
(Enter the details to a computer database)

13.

Messenger - Guildhall
(Takes the payment over to the Bank)

14.

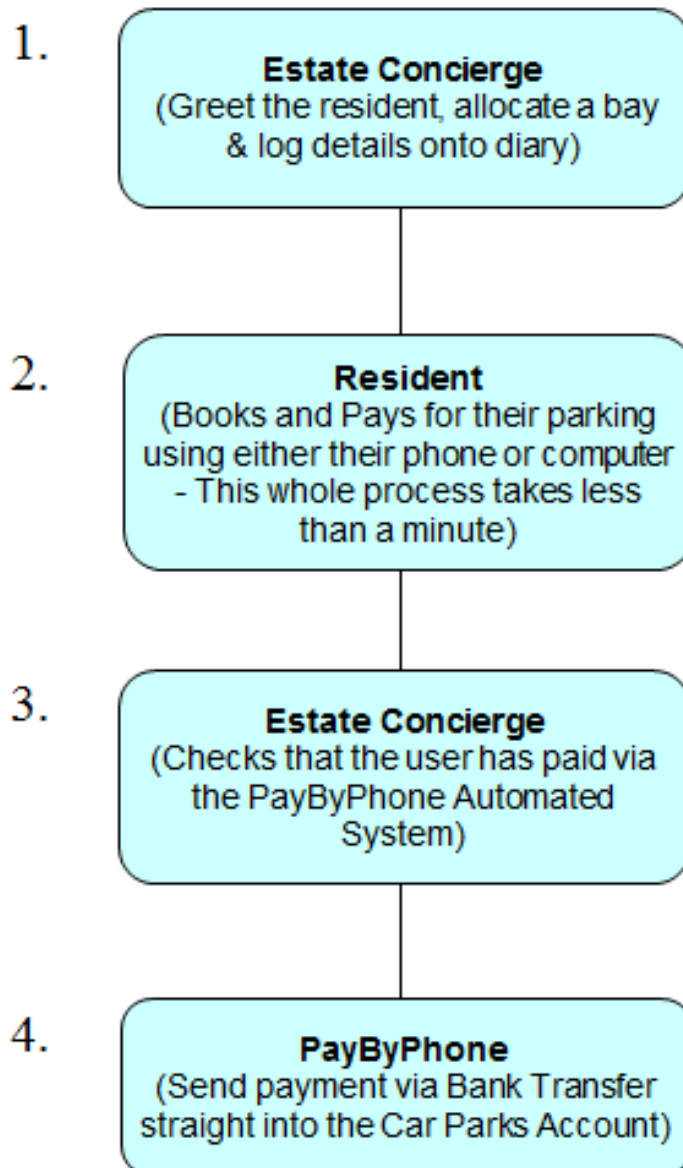
Chamberlains Office
(Takes the details from the computers database and updates the Residents Account online)



APPENDIX 2

Procedure for the PayByPhone temporary car parking system.

Length of procedure Start to Finish – 1 Day (Less than 1 minute)



APPENDIX 3

The following survey regarding PayByPhone's Automated Payment System was sent to all residents in June 2014, with 203 responses received:-

1. Are you aware of the new PayByPhone system for temporary car parking in all Barbican Estate car parks?

- a. Yes - 74.63%
- b. No - 25.37%

2. PayByPhone payments offer a discount on the normal temporary parking charges. Do you know what discount is given?

- a. 50p per day - 4.98%
- b. £1 per day - 32.84%
- c. Do not know - 62.19%

3. Have you ever used PayByPhone at the Barbican (for yourself or your visitors)?

- a. Yes - 33.50%
- b. No - 57.64%
- c. Not yet, but I intend to - 9.85%

4. How satisfied were you with your experience of using this service?

- a. Highly satisfied - 29.41%
- b. Moderately satisfied - 41.18%
- c. Neither satisfied nor dissatisfied - 7.35%
- d. Moderately dissatisfied - 17.65%
- e. Highly dissatisfied - 4.41%

f. Don't Know - 0.00%

5. Please tell us what was unsatisfactory? *Selected comments reflecting the majority of opinions:-*

- not easy to find website and log in to pay
- I don't know - it was used by my visitors and they seemed quite happy with it
- unless you use this frequently it is a problem remembering what you need to do, it was easier to ask the caretaker
- Not clear how to get the free 5 hours before payment should start
- I received an invoice for the parking although I had already paid by phone. Central services resolved the problem.
- In order to get your free 5 hours and your paid 24 hours you have to remember to wait 5 hours before calling up.
- How to get your 5 free hours in each 24 hours is not clear
- Not sure when to book in, before, during or after visit. If you are not sure if your visitor will stay longer than 5 hours that is free what should you do?

6. How likely are you to use the PayByPhone service in future?

- a. Very Likely - 24.24%
- b. Likely - 19.19%
- c. Unsure - 29.29%
- d. Unlikely - 10.10%
- e. Very unlikely - 17.17%

APPENDIX 4

The following survey was sent to all 40 Concierge Staff regarding PayByPhone's Automated Payment System in June 2014:-

1. Do you think PayByPhone has been successful since its launch??

- a. Yes - 100%
- b. No - 0%

2. What is the general feedback from the residents to yourselves about PayByPhone?

- a. Positive Feedback - 96.67%
- b. Negative Feedback - 3.33%

3. How have you found using PayByPhone?

- a. Easy - 68.75%
- b. Okay - 28.13%
- c. Hard - 3.13%

4. Do you need help with using the system?

- a. Yes - 3.03%
- b. No - 96.97%

5. Are there any incentives we could do to encourage residents to use PayByPhone? *Selected comments reflecting the majority of opinions:-*

- Keep advertising it to all flats, and explaining how to use it.
- 3 days for the price of two, would start them off
- I think we remind the resident's again and put posters in the lifts.

- Maybe if they book for 5 days in one they get 1 free
- Keep it at least £1 pound cheaper to use than other payment methods
- Double the cost of a TCP
- Only price will encourage the residents to use it.
- First Week free for new users

6. Should it replace the paper tickets?

- | | | |
|---------------|---|--------|
| a. Fully | - | 55.88% |
| b. Partly | - | 32.35% |
| c. Not at all | - | 11.76% |