

Managing parking and traffic appeals in London

Illegal parking is estimated to cause £270 million worth of delays and accidents each year, so kerbside space needs active management to keep the streets of London moving. Since 1999 SunGard has been responsible for the implementation and administration of the Parking and Traffic Appeals Service (PATAS), which delivers services to all 33 of the London's local authorities and Transport for London.



SUNGARD PUBLIC SECTOR

Client success story
London Councils

80,000 appeals each year

The initial agreement was for SunGard to supply all premises, staff and equipment needed for both PATAS, (which receives an average of 27,000 calls per month) and for the hearing centre in Angel Square, Islington (which handles an additional 5,000 calls each month). In addition, SunGard now delivers a number of other business processes related to transport and enforcement, including outstanding payments from unsuccessful appeals and managing the release procedures for clamped and towed vehicles.

SunGard uses its extensive experience of emergency service call handling to run the centres and to deal with the 80,000 appeals each year, representing over 100,000 bundles of evidence and 40,000 items of correspondence.

Robust and scalable

SunGard's team designed and built applications and solutions to address the specific needs of PATAS and was able to scale the system to include the new Congestion Charge. By automating the system further to communicate directly with the Transport for London's penalty changing system, paper reports have completely eradicated providing significant savings in postage and courier costs.

Benefits

- Service level agreements continue to be met, despite a 65% increase in the number of documents scanned
- 55,000 documents scanned each month with less than 0.25% errors
- 98% of correspondence is processed within 1 working day of receipt – 4250 items daily
- Cost savings – doubled throughput with the same number of staff



“The system was geared to around 25 Congestion Charge tickets a day being contested, but immediately after the launch we ended up receiving 500 a day. Through selective application of more hardware and people at key points we were still able to meet our service levels.”

Carolann Highfield, Contract Manager



The supplier of technology-driven effectiveness and efficiency to public sector organisations

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