Hassle-free repairs, refurbishment and upgrades

St Albans faces unusual challenges in its parking provision – challenges which NCP was uniquely placed to meet.

The City and District Council needed its off street multistoreys refurbishing – but with little spare capacity in the busy market town it needed them done with as little disruption as possible. Meanwhile, on street the withdrawal of the police enforcement service meant there was no enforcement for around six months – leading to huge congestion from commuter and visitor traffic.

NCP, as market leader in both on and off street parking, was chosen as the provider of a joined up service covering all aspects of the city's parking management.

The first challenge was to bring order to the streets. We began on street enforcement in October 2004, and were often welcomed by local business and residents, who had found the congestion caused by illegal parking highly disruptive.

Minimal disruption

Also pressing was the refurbishment of the city's multistorey car parks – but the challenge here was to bring them up to scratch with minimal disruption; since the centre of St Albans is extremely busy, and there is little spare capacity.

Closing the multistoreys down while they were refurbished was simply not an option. Instead, we completed the £2 million refurbishment in sections – bringing it in ahead of time and under budget, ensuring more improvements could be carried out.

Enhanced income

Tim Duke, NCP's Technical Services Director said: "Major projects of this kind are always a challenge – we were delighted to be able to bring so many improvements to St Albans' infrastructure so quickly – while ensuring it was business as usual for car park customers and local traders. The end result is a vastly improved asset which provides the council with an enhanced income and a boost to the local economy."