



Parking Management and Car Park Operations Course: Tariffs, Enforcement and PARCS

4 – 8 January 2027

London - Central London four-star



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Introduction:

Parking management and car park operations, covering tariffs, enforcement and PARCS, is a 5-day course for municipal, real estate, mall, hospital and airport parking teams that ends with a Parking Management Plan for a case district. Organisations lose revenue when bays fill by mid-morning, flat tariffs ignore demand, permits are oversold, barrier and pay station data go unreconciled and operator contracts reward headcount rather than results. Nominees already supervise car parks, permits or operator contracts and learn through case studies built on occupancy counts, tariff tables and transaction data. CoreConcept Training Center delivers this parking management course.

Course Objectives:

- Define the role of parking policy in local mobility and set parking objectives, user priorities and supply standards for a district or facility
- Plan and run parking inventory, occupancy, duration and turnover surveys and convert the results into a supply and demand balance
- Set tariff structures, time limits and demand-based price steps against a target occupancy, and design permit and residential schemes that protect local users
- Organise enforcement patrols, penalty notice workflows and revenue reconciliation that keep compliance high and leakage low
- Specify PARCS, ANPR, bay sensors and payment apps, and write operator concession or management contract terms with service KPIs
- Produce a Parking Management Plan with tariff and enforcement design for a case district, including customer service, safety and overflow measures

Target Audience:

- Municipal teams responsible for on-street parking policy, permits, meters and enforcement
 - Real estate and mall management teams responsible for car park revenue, tenant and visitor parking
 - Hospital and campus facility teams responsible for patient, visitor and staff parking allocation
 - Airport landside teams responsible for short-stay, long-stay and drop-off parking products
 - Parking operator managers responsible for site operations, cash and digital collection and contract reporting
 - Planning and development control teams responsible for parking standards in new schemes
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Course Outline:

Day 1: Parking Policy, Mobility Objectives and the Parking Baseline

- Parking Policy Hierarchy Linking Mobility Goals and Kerbside Priorities
- User Priority Ladder for Residents, Visitors, Deliveries and Commuters
- Parking Supply Standards, Parking Maximums and Unbundled Parking Options
- Parking Inventory Register of On-Street and Off-Street Bays
- Parking Problem Diagnosis From Complaints, Spillover and Search Traffic

Day 2: Parking Demand Studies, Occupancy Surveys and Car Park Layout

- Beat Survey Method for Occupancy, Duration and Turnover
- Parking Accumulation Profile and Peak Occupancy Calculation
- Shared Parking Analysis Across Offices, Retail and Residential Uses
- Car Park Layout Basics Covering Bay Angles, Aisles and Ramps
- Accessible Bays, Pedestrian Routes and Wayfinding Signage Plan

Day 3: Tariff Setting, Demand-Based Pricing, Permits and Enforcement

- Tariff Table Design With Time Bands and Progressive Charges
- Demand-Based Pricing Steps Against an Occupancy Target
- Residential Permit Zones and Permit Allocation Rules
- Enforcement Beat Plan With Patrol Frequency and Compliance Sampling
- Penalty Notice Workflow From Issue Through Appeal and Collection

Day 4: PARCS, Smart Parking Technology, Operator Contracts and Risk

- PARCS Architecture With Barriers, Pay Stations and Central Server
- ANPR Ticketless Entry and Exit With Exception Handling
- Bay Sensor, Guidance System and Payment App Selection Matrix
- Revenue Reconciliation and Leakage Control Across Cash and Digital Channels
- Operator Concession and Management Contract Models With Service KPIs

Day 5: Case Study: Parking Management Plan for a Case District

- Case District Occupancy and Turnover Data Diagnosis
 - Revised Tariff Table and Permit Zone Proposal Defence
 - Enforcement Resourcing Estimate and Patrol Route Design
 - Customer Service Charter and Car Park Safety Audit Actions
 - Parking Management Plan Completion and Peer Review
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Skills You Will Gain:

- Parking Occupancy Analysis
- Parking Tariff Design
- Permit Scheme Administration
- Enforcement Resource Planning
- PARCS Specification
- Parking Revenue Assurance
- Operator Contract Management
- Car Park Customer Service Design

Why Attend This Course:

- Deliver a Parking Management Plan with tariff and enforcement design to the head of parking services or the asset manager for approval
- Decide when to raise, lower or restructure tariffs, issue or cap permits and change patrol frequency, using occupancy and turnover evidence
- Avoid revenue leakage, oversold permits, disputed penalty notices and operator claims that cost the organisation income and public trust
- Share survey sheets, tariff tables, enforcement beat plans and contract KPI schedules with operations, finance and customer service colleagues

Conclusion:

Back at work, the participant gives the head of parking services or the property asset manager a Parking Management Plan that sets user priorities, the revised tariff table, demand-based price steps, permit zones, enforcement resourcing and the operator KPI schedule. Management uses it to approve the next tariff change, renegotiate or retender the operator contract and plan technology upgrades. After the first quarter under the plan, the unit should review occupancy, turnover, compliance rate, revenue per bay and customer complaints against the targets.

Frequently Asked Questions FAQ:

What should participants know before a parking management and car park operations course?

Participants should already supervise parking facilities, permits, enforcement or operator contracts and read basic occupancy and revenue reports. Bringing a tariff table, a site plan or recent transaction data helps them apply the case work to their own car parks or streets.

How does parking management and car park operations differ from a traffic engineering or intelligent transport course?

It concentrates on running parking as a managed service: demand surveys, tariffs, permits, enforcement, revenue control, technology and operator contracts. Traffic engineering courses analyse junction capacity and signal design, and intelligent transport courses cover network-wide control systems, so both appear here only briefly.

Why does parking management use a target occupancy when setting demand-based prices?

A target occupancy keeps a few spaces free on each street or level, so drivers find a bay quickly instead of circling. Prices rise where occupancy stays above the target and fall where bays sit empty, which spreads demand and supports turnover.

What do participants take back from the parking management and car park operations course?

Participants take back a Parking Management Plan for a case district, with occupancy findings, a revised tariff table, demand-based price steps, permit zones, an enforcement beat plan and an operator KPI schedule they can adapt to their own facilities.
