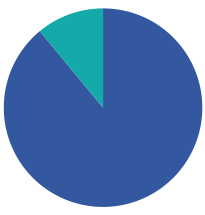
National Parking Platform

Benefits Report

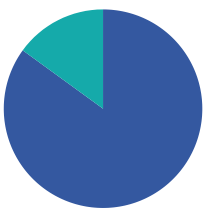
The National Parking Platform (NPP) delivers a wide range of operational, financial, and customer-service benefits for local authorities and parking operators. Evidence from councils that have adopted the NPP demonstrates meaningful improvements in transaction volumes, service resilience, and user satisfaction, all while reducing administrative burdens.

Increased Transactions & Revenue

The average compliance growth rate (%)



11%
in 1st Quarter



15%
in 1st Year

One of the most significant benefits is the increase in parking transactions. Councils that joined the NPP saw an average 11% rise in app-based transactions within the first three months, with growth increasing to 15% over the first year. This suggests that the multi-vendor model improves accessibility and convenience for motorists, increasing compliance.

What this means

More choices → more payments → higher compliance → higher revenue

Improved Operational Resilience

Built-in redundancy

- The NPP currently provides six different payment apps.
- If one provider experiences a technical issue, motorists can instantly switch to another.
- This has already protected revenue in several participating councils.

Impact

No downtime → continuous revenue flow

Better Experience for Motorists

Use the App they already know

Motorist choice also plays a key role in improving adoption and compliance. Drivers are free to use the payment app they already know. This is evident from the changes in pattern of use at some councils:

- a provider that once supplied a council exclusively now processes less than 30% of transactions.
- while in another council (where it was previously excluded) it now handles over 40%.

Simplified Contract Management

One contract, six providers

Councils manage a single standard contract, but gains access to multiple suppliers

Guaranteed standards

Providers must meet NPP performance and service requirements, ensuring quality

Future-Proofed Through Open Competition

New providers can join anytime

Councils benefit from continued innovation in parking and payment technology.

Healthy market competition

Motorists get better deals, better features, and better usability as providers compete on quality.

Contact us: get-started@npp.uk.net

www.npp.org.uk