



In early August 2008 National Car Parks Manchester Limited (NML) embarked on a restructure of its business, its aim being to improve our customers parking experience and promote our business to the widest communities with the most modern and up to date equipment.



National Car Parks Manchester Limited (NML) has significantly re-engineered its business with the aim of improving its parking experience and promoting its business to the widest communities whilst employing cutting edge technology and processes.

A Zonal Parking system has been introduced which is led by Business Coordinators, managers who are skilled in analysing market and lifestyle trends whilst providing cutting edge and environmentally sensitive solutions to tomorrow's problems. This has given NML the foresight, speed of action and intelligence to be at the forefront of innovation in the car park industry and places itself in the best position to react to potential environmental change within the region such as TIF and congestion charging.

Early August 2008 saw major investment in the form of new uniforms and the introduction of Smart cars and bicycles. This allows them to deliver a flexible, mobile and co-ordinated service to our customers. All queries can be dealt with either on site by Mobile Customer Support teams (MCS) or remotely from our state of the art Manchester Operations Centre which will lead to a quick and dedicated response to enquiries, whilst presenting the highest standards. Significant time and investment in personnel development has seen growth in qualifications across the team, including awards from the Leadership of Management.

NCP Manchester Limited

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