

## COMMUNICATION ON THE INTRODUCTION OF THE PARKING MANAGEMENT SYSTEM AT ALL SAINTS' CATHEDRAL NAIROBI

### **A message from Cathedral Leadership**

The Cathedral Parochial Church Council (PCC) remains grateful for the continued support of the congregation and all clients who use our facilities. We reiterate our commitment to addressing the concerns that have been raised by the congregants regarding the parking management system.

We wish to clarify the reasons for the system, address common questions, and reaffirm our commitment to serving all with fairness, transparency, and Christian love.

### FREQUENTLY ASKED QUESTIONS(FAQs)

#### **1. Why was a parking management system introduced?**

The system was introduced to address challenges including congestion, safety concerns, unauthorized parking and sustainability. The aim is to ensure **order, safety, and equitable access** to parking for all users of the cathedral facilities.

#### **2. Why was the system introduced without wider consultation?**

We acknowledge that communication could have been better. However, the recommendation to introduce a parking management system at the Cathedral was approved in **July 2024**. A congregational survey was conducted in **October 2024**, and the respondents supported the introduction of parking management system.

The PCC takes responsibility for wider consultation gap and is committed to improving engagement and clearer communication going forward.

#### **3. Is the cathedral commercializing its services or worship?**

No. The Cathedral remains a place of sacred worship, ministry, and service. The parking management system is **not intended to commercialize worship**, but to help manage a limited resource responsibly and sustainably. Benchmarking was done with other mainstream Churches in the City that have successfully deployed parking management system.

#### **4. Why are parking charges being applied in some instances?**

Where applicable, charges are meant to cover **operational costs** such as security, attendants, lighting, maintenance, and traffic management. These costs were previously borne by the Cathedral and have become unsustainable.

## **5. Are congregants required to pay for parking during worship services?**

The Cathedral recognizes that worship is core and should never feel restricted. On this premise, there will be **NO CHARGES on SUNDAYS**.

## **6. Are volunteers serving during worship services during weekdays expected to pay?**

Specific arrangements have been put in place to **prioritize volunteers who have been assigned to serve during worship services**. HOD worship in liaison with Security Manager will process the clearance. Leadership continues to review and refine these arrangements to ensure fairness, accountability, stewardship and dignity.

## **7. Who is responsible for managing the parking system?**

The system is managed under the oversight of the Cathedral management, working with the appointed service provider **Cliknet Scopes Limited**. Feedback received is being used to improve service delivery, communication, and implementation.

## **8. How was the service provider procured**

Cliknet Scopes limited was procured through a competitive procurement process outlined in the Cathedral Procurement Manual having satisfied the statutory and regulatory requirements including Data Protection Act 2019.

## **9. What measures are being taken to address concerns raised?**

The Cathedral has already taken steps to:

- Review parking charges and exemptions
- Improve signage and guidance
- Engage attendants to assist users in a timely manner
- Establish feedback and complaint-handling channels

Further improvements on the system's implementation are ongoing.

## **10. How can concerns or complaints be raised?**

Congregants and clients are encouraged to share feedback through:

- Designated email and phone contacts
- Clergy, Wardens, Ushers
- The Cathedral Security Manager's office
- The Provost and Management

All feedback is treated with seriousness and confidentiality.

## **11. What assurance does the Cathedral give going forward?**

The Cathedral commits to:

- Maintaining the Cathedral as a welcoming, prayerful, and inclusive space
- Reviewing policies regularly
- Ensuring parking management aligns with our Christian values
- Listening with humility

## **12. When will the parking system become fully operational**

The parking management system will be activated from **Monday 9<sup>th</sup> February 2026**. Several signages have been erected in diverse locations within the Cathedral detailing the charges, payment and contacts in case of any technicalities.

## **CONCLUSION**

We thank you for your patience, understanding, and constructive feedback. The Cathedral remains a shared home for worship, fellowship, and service, and we ask for continued dialogue as we improve together.

*“Let all that you do be done in love.” – 1 Corinthians 16:14*