Wiltshire Council

Environment Select Committee

13 December 2016

Subject:	**Update of Parking Review**
Cabinet Member:	**Cllr Philip Whitehead – Highways and Transport**
Key Decision:	**No**

Executive Summary

This report updates Members on the actions taken since the Car Parking Strategy Review in March 2015.

It details the full implementation of charges that were approved.

It updates on the types of asset transfers that have occurred to local communities and the next steps.

It provides the position on the introduction of new technologies. There have been a number of quick wins, with further investigation and planning required for larger funded schemes.

The predicted shortfall with income with the proposed charges did occur. The forecasted gap between the income and revenue is mainly due to the cost of processing, bank charging and IT costs.

The service is currently working with Procurement on a number of contracts. This would include the bank, processing and IT charges with a view to reducing these costs.

Proposal

That Environment Select Committee notes and comments on the actions to date following the Parking Review and makes any comments on the proposed approach.

Reason for Proposal

To inform members of the Environment Select Committee of the initial actions following the Parking Review, and to allow consideration and comment on the proposed approach.

Dr Carlton Brand
Corporate Director

Wiltshire Council

Environment Select Committee

13 December 2016

Subject:	**Update of Parking Review**
Cabinet Member:	**Cllr Philip Whitehead – Highways and Transport**
Key Decision:	**No**

Purpose of Report

1.   To update the Environment Select Committee on the progress of officers following the March 2015 Parking Review.

Relevance to the Council's Business Plan

2.   The Wiltshire LTP Car Parking Strategy is relevant to all the Business Plan's outcomes:

Outcome 1: Wiltshire has a thriving and growing local economy
     The car parking strategy can:

- support the local economy (e.g. by making it easy for shoppers and visitors to park) and facilitate development growth (e.g. by enabling the planned housing and employment growth set out in the Wiltshire Core Strategy to 2026).
- improve journey time reliability for road users (e.g. by designing and managing on-street parking facilities to reduce traffic conflicts and delays).

Outcome 2: People in Wiltshire work together to solve problems locally and participate in decisions that affect them
     The car parking strategy can:

- manage residents' needs for car parking near their homes (e.g. by introducing residents' parking zones).
- enable community groups to take over (ownership and/or management) identified off-street car parks in accordance with the Council's Community Asset Transfer (CAT) Policy.
- enable community groups to run identified car parking services in accordance with the Council's Delegation of Services to Town and Parish Councils and Funding of Delegated Services Policy.

Outcome 3: Everyone in Wiltshire lives in a high quality environment
    The car parking strategy can:

- enhance the built and natural environment (e.g. by reducing the amount of land required for parking and by improving the look of streetscenes through the appropriate enforcement of parking contraventions.

Outcome 4: Wiltshire has inclusive communities where everyone can achieve their potential
    The car parking strategy can:

- provide access to key services and facilities for special needs groups and mobility impaired (e.g. by providing appropriate Blue Badge spaces).

Outcome 5: People in Wiltshire have healthy, active and high-quality lives
    The car parking strategy can:

- encourage the use of sustainable travel modes and reduce reliance on the private car (e.g. by setting parking charges at appropriate levels).

Outcome 6: People are as protected from harm as possible and feel safe
    The car parking strategy can:

- make Wiltshire a safer place (e.g. by ensuring that car parks are 'safer by design').

Main Considerations for the Council

3.   Members note the actions taken since the Parking Strategy Review and comment on the proposed actions.

Background

4.   <u>General Update</u>

The new Car Parking Strategy was approved by Cabinet at its meeting on 17 March 2015. Following the approval of the Car Parking Strategy the following actions have been taken:

- The full implementation of the recommended charges (as detailed in the Parking Review documentation Appendix 9) was undertaken in October 2015.

- The full implementation of the recommended Permit Prices (as detailed in the Parking Review documentation Appendix 10) was undertaken October 2015.

- The Council has and is currently exploring the opportunity to transfer a number of car parks to the local community:

o The transfer of car parks is being considered within the Council's larger Community Asset Transfer Scheme for packages. The 2016/17 areas are:

Towns Identified For Wiltshire Council Community Asset Transfer In Phase 1	
Indicative timeline outlined in the CAT paper	Proposed timeline
Phase 1 (2016-17)	Phase 1 (2016-17)
Devizes*	Salisbury
Amesbury*	Amesbury
Calne*	Devizes
Corsham*	Corsham
Pewsey*	Marlborough

* There is no guarantee that carparks will be part of any specific CAT transfer

- The Avoncliff Car Park has been subject to an innovative funding scheme undertaken via the local Community Area Board to deliver local provision.

- The Council has reviewed and amended its Event Parking Policy. In April 2016 a number of parking spaces per town council were allocated for their discretion and they award to local groups that benefit the community. The success of this policy will be reviewed at the end of the first year.

- A number of trial schemes looking at making more effective use of car parks have been undertaken. This would include:

    o A scheme with Bath Spa University where the University operate a permit scheme in Corsham. The Council receives a nominal fee of £1 per day of parking, but maximises the use of car parks. This scheme is currently a trial and will be reviewed at the end of the university year.

    o Devizes Castle Grounds has been offered to local business on a permit bases. This has proven to be very successful and is in full operation.

    o The trial scheme with Corsham Town Council and a local business where they fund multiple free parking days through the year has now been developed into an ongoing scheme.

    o The trial scheme with Calne Town Council, whereby they fund the first 2 hours free of parking in nominated car parks, has now been developed into an ongoing arrangement.

    o The trial with Salisbury Business Improvement District for 'free after three' has been developed and is ongoing.

- An arrangement with Salisbury BID has been undertaken, whereby they are allocated a space in Culver Street Car Park for them to undertake cleaning and general maintenance duties.

- The trial with Chippenham BID with a 'free after three scheme' was not successful and has not been extended.

- The Council continues to look at additional funding streams for car parks and is currently in negotiations with an advertising company for the promotion in Park and Rides and general car parks.

- The Council will be shortly reviewing the options for commercial use of its car parks with local businesses for activities such as car washing, etc.

Technologies Update

- Salisbury Resident Parking Scheme has been transferred to an electronic system with great success for the processing systems. The scheme is used by Council's System Thinking Team as an example of simplifying processes.

- Staff and partner (Police and NHS etc.) organisations parking arrangements have been reviewed. The permit system has been amended to a 100% electronic system. With staff using a self-help system undertaking their own arrangements. Staff have been allocated areas of parking to better utilise car parks and allow greater customer access to shopper, user, etc. car parks.

- Pay-by-Phone combined with cash systems are delivered across the county. Currently, the number of cash machines are being reviewed with an aim to reduce numbers where possible (cost and maintenance savings), with the opportunity that Pay-by-Phone permits.

- A Cashless Pay-by-Phone scheme (where no cash machines in identified car parks were operated) was trialed in three car parks. The figures (**Appendix A**) showed that when compared with historic cash payments (that were cheaper as no bank or processing charges were made), the Pay-By-Phone system did not encourage greater use on its own. It must be noted that this was undertaken at a time when additional charges were made for electronic payments (20p). Hence, making a link between cashless and the usage of the car parks was difficult to prove as charges were not comparable. The reduction in use could have been associated with the increased cost of parking. The result of the trial did establish that the ease of paying cashless did not encourage greater use on its own.

- The Council will undertake additional trials once the bank and processing fees have been brought in-line with normal charges. The trial in Salisbury was postponed as there was sufficient evidence for an informed decision to be made on sole cashless systems with the Council's current charges.

- When cashless and cash payments have been equalised the trial scheme in Salisbury will be recommenced.

- Pay on Foot was reviewed. However, due to the cost of implementation, administration (running costs) it was not possible to trail the scheme (**Appendix B**).

- On and off-street sensors that provide real-time space availability information to drivers on approaches to car parks and through web, smart phone apps and Variable Roadside Information System (VRIS) interfaces has been explored. However, due to the cost of implementation, administration (running costs) it was not possible to trail the scheme at this time. Parking Services have just started discussing options with the Project Team as there is an offer from Microsoft concerning funding of new technologies. The option of seeking funding from this route is being explored.

- Automatic Number Plate Recognition (ANPR) to improve permit management and pay-on-exit entry and exit accuracy is still being explored. The system allows us to use ANPR as an information lead service. For example, to advise Civil Enforcement Officers (CEO) of possible infringes, for the CEO to physically attend site to issue the Penalty Charge Notice (PCN) to any offending vehicle. Councils cannot use ANPR for enforcement purposes. Due to the perceived cost of implementation, administration (running costs) it was not possible to trail the scheme. Parking Services have just started discussing options with the Project Team as there is an offer from Microsoft concerning funding of new technologies. The option of seeking funding from this route is being explored.

Overview and Scrutiny Engagement

4. Overview and Scrutiny considered the main Car Parking review on 17 March 2015. This is an update report for further comment and consideration.

Safeguarding Implications

5. There are no direct safeguarding implications arising from the proposal in this report.

Public Health Implications

6. There are no direct public health implications arising from the proposal in this report. The draft reviewed LTP Car Parking Strategy has been subject to a SEA which includes consideration of a number of relevant public health topics.

Corporate Procurement Implications

7.   Procurement Actions

- Bank and Processing Charging Review. This will be included in the MiPermit Review. The current position is that Procurement are seeking an exemption from tendering to allow negotiations with our current provider or the Council's merchant services.

- Cash Collection Review. This service will be tendered; we are currently on an extension.

- Alternative Income Generation Scheme Review. Investigating advertising services within car parks; commercial use of council car parks for business activities, such as car washing, etc.

Equalities Impact of the Proposal

8.   There is no direct equalities impact arising from the proposal in this report. The LTP Car Parking Strategy has been subject to an EqIA.

Environmental and Climate Change Considerations

9.   There are no direct environmental and climate change considerations arising from the proposal in this report. The LTP Car Parking Strategy has been subject to a SEA and HRA which includes consideration of a number of relevant topics.

Risk Assessment

10.   This is an update report. There are no direct risks arising from the proposal in this report.

Risks that may arise if the proposed decision and related work is not taken

11.   This is an update report. There are no direct risks arising from the proposal in this report.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

12.   This is an update report. There are no direct risks arising from the proposal in this report.

Financial Implications

Financial issues

13.   The financial model detailed in the March 2015 Cabinet report has proven to be accurate with a forecast across the county predicting a reduction (the combined on and off-street parking) income of around £0.080 million to £0.135 million against 2013/14 income levels.

14.   This represents a reduction of 1.3% to 2.3% of the income levels.

15.   With the move to electronic payments, this has resulted in an increased revenue spending of circa £100,000, mainly due to increases in spending on IT, bank charges and processing cost.

16.   The service will continue to review charging opportunities to identify potential increased income streams for consideration. Given the forecast drop in revenue from car parks and the continuing pressure on all budgets Wiltshire Council expect to look at the impact of price revisions on specific car parks based upon usage data. Proposals will be tabled when robust conclusions have been identified.

Current contracts

17.   A number of Car Parking Service contracts are ending and are currently being reviewed with Procurement, the key ones are:

- Cash Collection
  This contract is valued £0.650 million over the contract period. Car parking is an element of the contract and annual spend is around c. £0.090 million a year.

- Chipside Ltd
  Provides the IT support and services, the contract is valued at £0.200 million over the contract period. The annual spend is around c £0.050 million a year.

- Metric Group Ltd
  Provides the Pay and Display equipment in the East, West and South of the county, there is no contract in place, spend average £0.040 million per annum.

- Cale Briparc Ltd
  Provides the Pay and Display equipment in the North of the county, there is no contract in place, spend average £0.025 million per annum.

18.   With the decision currently not to move to a cashless system there is a cost of circa £30,000 for the upgrade to accept the new £1 coin.

19.   The Council's current machine stock is old and outdated. With the decision to keep cash systems without investment in the replacement of machines income will be affected if and when all machines malfunction in a car park. The current estimate is a requirement to replace £175,000 worth of machines to avoid this risk.

20.   A review of Bank and Processing Charges is being undertaken to identify savings and improvements.

21.   A review of alternative income opportunities to consider income from other commercial uses (car washing) and advertising.

Legal Implications

22.   This is an update report. There are no direct legal implications arising from the proposal in this report.

Options Considered

23.   Members note the actions taken since the Parking Strategy Review and comment on the proposed actions.

Conclusions

24.   This report updates Members on the actions taken since the Car Parking Strategy Review in March 2015.

25.   All the proposed charges were implemented.

26.   A number of new parking opportunity schemes and service transfers have occurred. The future asset transfers are now being built into the Council's larger bundle of Community Asset Transfers.

27.   There have been a number of quick wins, with further investigation and planning required for larger funded schemes.

28.   The predicted shortfall with income with the proposed charges did occur. The forecasted gap between the income and revenue is mainly due to the cost of processing, bank charging ad IT costs.

29.   The service is currently working with Procurement on a number of contracts. This would include the bank, processing and IT charges with a view to reducing these costs.

30.   The service will continue to review charging opportunities to identify potential increased income streams for consideration.

Parvis Khansari
Associate Director Highways and Transport

Report Authors:
Adrian Hampton
Head of Local Highways, Streetscene and Parking services
Jo Pattison
Parking Services Manager
14 November 2016

The following unpublished documents have been relied on in the preparation of this report:

     None

CM09770/F

Appendices

        Appendix A - Cashless Pay-by-Phone scheme
        Appendix B - Pay on Foot was reviewed