

ARUN DISTRICT COUNCIL

REPORT TO ENVIRONMENT & LEISURE WORKING GROUP ON 4 July 2019

PART A : REPORT

SUBJECT: Car Parks Strategic Information and Update

REPORT AUTHOR: Calvin Baylis – Customer & Parking Services Manager

DATE: 5 June 2019

EXTN: 37649

PORTFOLIO AREA: Neighbourhood Services

EXECUTIVE SUMMARY:

This report provides an overview of Arun District Councils public off street car parks and future proposed developments related to those car parks. It provides an update on the information previously reported to this Working Group in January 2019.

RECOMMENDATIONS:

This is an information paper and Members are requested to note the contents.

1. BACKGROUND:

1.1. The Council own 28 car parks of which 24 are Pay & Display, 3 are free and 1 is Permit Holder only.

1.2. The total number of marked spaces in off street car parks owned by Arun District Council totals 2887 and the split per area is shown below

Arundel - 93

Bognor Regis – 1180

Littlehampton - 1386

Felpham - 117

Middleton – 111

There are 3 main categories of Parking Charge – Short Stay, Long Stay & Seasonal. The Short Stay and Long Stay car Parks are found in the Town Centres. The Seasonal Car Parks are located away from the shopping areas and have a summer and winter tariff.

1.3. The Council derive a substantial income from the Pay & Display car parks and in 2018/19 this totalled £1,673,657.

1.4. The Council also sell annual and seasonal permits and in 2018/19 and this totalled £71,400.

2. Enforcement

- 2.1. The Council act as agents carrying out Civil Parking Enforcement for the West Sussex County Council. This enforcement is carried out in both the Councils Off Street car parks and on street where Traffic Regulations apply.
- 2.2. The Council has a Labour only Contract with a Company called NSL who deploy 8 Officers per day to carry out Civil Parking Enforcement.
- 2.3. In 2018/19 14,762 penalty charge notices were issued of which 6,054 were issued in the Councils Off Street car parks.
- 2.4. After taking into account the expenditure of Civil Parking Enforcement any surplus income is spilt between the County Council and Arun District Council based on tickets issued on & off street.
- 2.5. The surplus is ring fenced and has to be spent on car parks. There is currently a surplus of £118,000 the intention is to spend this on the following items.
 - Mewsbrook resurfacing - £20,000
 - Signage - £10,000
 - Planting & Landscaping - £24,000
 - Contactless - £10,000
 - Other resurfacing work - £54,000

3. Pay By Phone

- 3.1. The Council has entered into an agreement with Cobalt Telephone Technologies Ltd to provide the RingGo mobile phone based parking service.
- 3.2. This system provides an alternative to paying by cash. The customer has to register with RingGo first and then can purchase parking by using the RingGo app or by using the RingGo website.
- 3.3. The advantages of RingGO include -
 - Allowing customers who don't have sufficient change to purchase parking
 - Customers can extend their stay without having to return to the car park.
 - A reminder can be sent to the customer informing them that the parking period is due to expire.
 - There is less cash to collect from the machines count and bank.
 - There is an alternative method of parking should the ticket machines in the car park fail to operate.
- 3.4. Since its introduction in August 2017 to the 4th June 2019 there have been 111,220 transactions which equates to £374,181 in parking fees.

4. Contactless Parking

- 4.1. The Pay & Display machines in the Councils Off-Street car parks can be adapted to allow the option of cashless parking.
- 4.2. This is a payment option which would sit alongside cash and payment by phone.
- 4.3. The Parking Manager is currently progressing this option with the view to a phased roll out which would see the introduction of contactless parking in the seasonal seafront car parks which have the highest tariffs. These car parks include West Green and East Green carparks in Littlehampton and Gloucester Road and the Regis Centre car parks in Bognor Regis. Mewsbrook car park is also included where there are plans to make improvements to the car parks to enhance the customer experience using the new Wave Leisure Centre.

5. Virtual Permits

- 5.1. The Council sell various types of annual parking permits and also provides parking permits to Arun District Council members and staff to allow them to park in Council owned car parks while carrying out their Council duties.
- 5.2. Permits are printed on paper and the database is held on an old Access System
- 5.3. The Parking team are currently working with Cobalt Telephone Technologies Ltd the providers of RingGo to produce a virtual permit for the public and a corporate permit for staff and members.
- 5.4. Public permits will be purchased using a phone or through the RingGo website Staff and member permits will be entered on line.
- 5.5. The advantages of a new virtual permit system are -
 - Permits can be purchased instantly
 - No need for paper copies
 - Changes to registration can be made instantly
 - Reminders can be sent via E Mail
 - Cancellations can be processed immediately
 - Refunds can be processed faster
 - Improved Customer Service
- 5.6. The advantages to the Organisation
 - RINGO will provide and maintain the system
 - No Arun IT involvement as system will be on cloud
 - Fewer enquiries calls & correspondence

- Requires less resource.
- Efficiently administering Corporate Permits
- Will adhere to the Councils digital priorities.
- Improve Reputation of Council for using more efficient and convenient system

6. Refurbishment of Car Parks

6.1. A review has been undertaken by the Parking Services Manager with the help of the Property & Estates Team and Parks & Landscapes Team to identify works required within each of the car parks.

6.2. The works have been broken down into lining, surface, bollards/railings, bins, signs and planting.

6.3. Appendix A shows what work is required in each car park and a time scale for this work to be done. It also identifies where the work has been completed.

6.4. Fitzleet Multi Storey car park was not included in this review as the Council have contracted Stripe Consultancy who specialise in designing and creating maintenance plans for multi storey car parks to create a specific plan for Fitzleet. However the statutory compliance work in Fitzleet will include replacing Fire Doors refurbishment of the Lifts and the introduction of a Fire Alarm system.

6.5. Funding for work to the signage, planting and repairs to the surface will come from the surplus obtained from Civil Parking Enforcement. The balance of the work which includes the major re-surfacing and re-lining will be funded from the budgets held by Property & Estates.

7. Parkmark Award

7.1. The Safer Parking Scheme is a national standard for UK car parks that have low crime and measures in place to ensure the safety of people and vehicles. A Park Mark is awarded to each car park that achieves the challenging standards. The distinctive Park Mark signage helps drivers find car parks where they can confidently leave their vehicle, knowing the environment is safer. Park Mark and the Safer Parking Scheme is owned by Police Crime Prevention Initiatives Ltd on behalf of the police service and managed by the British Parking Association.

7.2. In January 2019 the Parking Services Manager put forward 26 car parks for award and after an assessment which included a visit by assessors from the Police and British Parking Association all 26 car parks were awarded a Parkmark award.

8. Electric charging points

8.1 ADC has a limited number of charging points for vehicles at present – 2 in Littlehampton car park (St Martins) and 2 in Bognor Regis (Regis Centre car park – rear of the Town Hall). Work with the Environmental Health team is being undertaken to explore funding opportunities from government grants for introducing further charge points to car parks.

9. Parking charges review

9.1 A review of parking charges across all Arun owned car parks is proposed to take place during this year. This will benchmark charges with other similar local authorities charging schedules to ensure these fairly reflected within the District.

2. PROPOSAL(S):

The Environment and Leisure Working Group is requested to note the contents of the Report.

2. OPTIONS:

To note the report

3. CONSULTATION:

N/A

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓
Other groups/persons (please specify)		✓
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
Financial		✓
Legal		✓
Human Rights/Equality Impact Assessment		✓
Community Safety including Section 17 of Crime & Disorder Act		✓
Sustainability		✓
Asset Management/Property/Land		✓
Technology		✓
Other (please explain)		✓

6. IMPLICATIONS:

7. REASON FOR THE DECISION:

This is an information paper and Members are requested to note the contents.

8. BACKGROUND PAPERS:

None