

# ARUN DISTRICT COUNCIL

## REPORT TO ENVIRONMENT & LEISURE WORKING GROUP ON 22<sup>ND</sup> JANUARY 2019

### PART A : REPORT

**SUBJECT: Car Parks Strategic Review and Update**

**REPORT AUTHOR:** Calvin Baylis – Customer & Parking Services Manager

**DATE:** 30<sup>th</sup> November 2018

**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.

#### 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 and 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 2017/18 this totalled £1,139,366.

1.4. The Council also sell annual and seasonal permits and in 2017/18 this totalled £56,400.

## **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 2017/18 15585 penalty charge notices were issued of which 7359 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 split between the County Council and Arun District Council based on tickets issued on & off street.
- 2.5. The surplus is ring fenced to be spent on car parks. There is currently a surplus of £90,000. The intention is to spend this on the following items.
  - Mewsbrook resurfacing - £20,000
  - Signage - £10,000
  - Planting & Landscaping - £24,000
  - Contactless - £10,000
  - Resurfacing - £26,000

## **3. Pay By Phone**

- 3.1. The Council entered into an agreement with Cobalt Telephone Technologies Ltd to provide the RingGo mobile phone based parking service for a trial period of 18 months.
- 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 30<sup>th</sup> November 2018 there have been 74,494 transactions which equates to £269,217 in parking fees.
- 3.5. As this method of payment has proved to be so popular it is intended to make this a permanent option after the trial has been completed.

#### **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 investigating 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

5.7. The old Access Permit System operates on a version of Microsoft which is due to be replaced in May 2019 so it is appropriate time for the Parking Services Team to investigate alternative provision including the virtual option.

## **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.

6.4. Fitzleet Multi Storey car park was not included in this review as the Council are working with Stripe Consultancy who specialise in designing and creating maintenance plans for multi storey car parks to create a specific plan for Fitzleet. A draft report has recently been received from Stripe and is being reviewed by Property & Estates and Parking Services.

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.

6.6. As part of the Council's regeneration objectives for Bognor Regis it should be noted that the Hothampton Car Park will be reconfigured as part of mixed use development. In a similar vein the Council has agreed the concept of re-providing the Regis Car Park in a decked form on a smaller footprint and finally the London Road car park will also be reconfigured as part of a potential student flat development.

## **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 2016 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 for 2 years.

7.3. The award runs out in 2018 and the Parking Services Manager has applied for the award for 2019. This application is due to be assessed in January 2019.

**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)   |            | ✓         |
| <b>5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)</b> | <b>YES</b> | <b>NO</b> |
| 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

