

REPORT ON BEHALF OF THE PROPERTY & PROJECTS GROUP

SUBJECT: ANNUAL REVIEW OF THE 2017 OPERATION AND MANAGEMENT OF THE AUTHORITY'S CAR PARKING SITES

Purpose of Report

To provide an update of the actions undertaken by Officers over the course of the last 12 months including a summary of the Authority's car park operation during the 2017 charging season and the outlining of priority objectives in advance of the 2018 and 2019 charging seasons.

Background

Members considered a report at their meeting in November 2016 which summarized the Authority's then pre-existing car park operation and set out recommended changes for implementation in advance of the 2017 charging season, and beyond. Members approved that report to include an annual update report. This is the first such update report.

Within the fixed legal constraints of the Car Park Order currently in force, our immediate objectives in readiness for 2017 was the delivery of a simplified parking offer supported by an operational management structure with the capacity to meet the motoring public's reasonable expectations and produce a reasonable financial return for the public purse.

The implemented action points have been:

- Withdrawal of bespoke parking concessions that previously existed within the charging car park portfolio.
- Introduction of a universally available parking offer across all sites and spaces within the charging car park portfolio
- Replacement of unnecessary and contradictory signage with standardized signage across all sites.
- Provision of 3no. only season ticket types.
- Daily litter picking at all charging car parks during the summer period
- Regular proactive maintenance of Pay & Display stations
- Reactive capacity to minimize the duration of machine faults due to unavoidable mechanical breakdown/vandalism

- A proportionate level of Civil Enforcement patrols to support the parking regulations

The effect of these implemented action points over the course of the 2017 charging season have been:

- The removal of inconsistency and inequality from the parking offer
- Improved amenity and appearance of the car parks
- Reduction in public inconvenience and lost revenue resulting from P&D machine breakdowns (25 individual machine breakdown days this season, down from 48 in 2016)
- Approx 750 penalty enforcement notices issued (compared to circa 450 during the 2016 season)
- One instance of a car park users concern or query remaining unresolved and escalating beyond their initial customer service contact with your Officers
- Approx 230,000 '*Pay & Display*' tickets issued (no comparable stat for 2016).
- Approx 48,000 30 minute '*Nil Charge & Display*' tickets issued (no comparable stat for 2016).
- Approx 1,100 pre-paid Season Tickets issued (no comparable stat for 2016).
- Approx £9,000 from voluntary donations during the non-charging winter season (comparable figure for winter 15/16 approx £4,500)
- Approx £410,000 net of VAT parking receipts (all sources) for the charging season ending 7th November 2017 (on a par with the 2016 season)
- Operating costs for the charging season ending 7th November 2017 approx £79,000 (2016 season operating costs approx. £72,000)

We have 4 priority objectives for 2018 and beyond as follows:

1. Work remains ongoing to establish the cost/benefit of introducing additional means of onsite payment to complement the existing cash only payment option. BT Openreach have completed surveys of all existing and prospective charging car park sites to establish the proximity of their existing telemetric networks which we would need to connect into to offer onsite card payment options. Additional cost considerations will be any necessary upgrade/replacement of existing P&D machines and the cost component of handling cash less payments. It is proposed that the findings and recommendations of this work will be reported to Members at a later date.

2. Introduce parking charges at 4 additional sites (West Angle, Penally, Amroth and Nolton Haven) which currently operate as free use sites.
3. Extend the period of the charging day across all charging sites by an additional 2 hours from 5pm to 7pm.
4. Increase the daily rate for coach parking across all sites from £3 up to £8

Actioning points 2, 3 & 4 require a legal variation of the Car Park Order currently in force. A draft of that Car Park variation order has been prepared by your officers working in consultation with Pembrokeshire County Council in the latter's capacity as the relevant Highway Authority and it is anticipated that the statutory procedure that must be followed will be completed in readiness for the start of the 2019 charging season.

Prior to initiating that statutory process, it is proposed that your Officers should extend invitations to meet with Angle, Penally, Amroth and Nolton & Roch Community Councils with specific regard to bullet point 2 and to answer any query's or questions that they may have. It is also proposed that subject to completing the necessary legal variation order within the indicated timescale, arrangements should then be made to introduce these 4 additional sites into our charging car park portfolio effective from the start of the 2019 charging season.

Financial, Risk & Compliance Considerations

No issues in addition to those already outlined above

Human Rights/Equality Issues

No issues in addition to those already outlined above

Biodiversity Implications/Sustainability Appraisal

No issues

Welsh Language Statement

No issues

RECOMMENDATION

That Members endorse the ongoing actions of your Officers in readiness for the 2018 car park charging season and to proceed with the legal variation of the Car Park Order and to implement those same variations effective from the start of the 2019 car park charging season.

Background Paper: Review of the Car Park Operation & Management of the Authority's Car Parking Sites (NPA Meeting 30th Meeting 30th November 2016)