

Chichester District Council

CABINET

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District Council Car Parks – Review of Payment Options

1. Contacts

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2. Recommendation

- 2.1. That the options for Parking Payment as set out in Appendix 1 (Table 1) be approved for implementation**
- 2.2. Members consider, based on the review of the Pay on Foot scheme at the Avenue de Chartres car park (Appendix 1, Section 2), whether further work should be undertaken on the Pay on Foot system at the Cattle Market car park**
- 2.3. That the Head of Commercial Services be authorised to give appropriate notice of any revised changes to parking payment methods pursuant to the Off-street Parking Places (Consolidation) Order 2016 and the Road Traffic Act 1984.**

3. Background

- 3.1. Vehicle drivers are being offered an ever-growing range of ways to pay for parking. As in so many other areas of retail, parking transactions are going cashless. In January 2015 a 'pay on foot' method of parking was introduced in the Avenue de Chartres multi-storey car park. This report provides a review of the pay on foot project along with some considerations for the future of parking payment options.
- 3.2. Chichester District Council owns and manages 29 car parks in the district, with over 90 machines located in these car parks. Whilst coins are the current standard method of payment, debit card payments have been enabled in 9 of CDC pay and display machines since 2012. In addition, smart card payments can also be made within some car parks and were introduced at a time when payment by debit card was less reliable than today. In January 2015, with the introduction of Pay on Foot at the Avenue de Chartres car park, the 15 payment machines were replaced with 5 payment machines accepting cards and notes.

- 3.3. *Pay on foot* - the review of the Pay on Foot system (Appendix 1 Section 2) and feedback from customers (Appendix 2) has revealed that 60% of respondents stated that they found Pay on Foot parking more convenient and that they preferred it. In general customers confirmed that Pay on Foot had not changed the amount of time they stay in Chichester city. This is also evident in the income received from the Avenue de Chartres car park, which has not increased noticeably since it went live over 12 months ago. Feedback from the BID suggests a preference for a pay on foot style of parking to be introduced in the three major car parks in the city although no consensus on this matter was reached via the Parking Forum.
- 3.4. *Other payment options* – the Parking Forum are very supportive of payment methods by phone and support a variety of other enhancements to the parking service.

4. Outcomes to be achieved

- 4.1. To ensure Chichester District parking payment options remain attractive to customers and encourage the use of car parks.
- 4.2. To ensure car park payment options are cost effective.
- 4.3. That car parks owned and managed by Chichester District Council are customer-friendly and meet their needs.
- 4.4. That the best use of Council assets is maintained through the effective and efficient use of car parks, ensuring maximum potential.

5. Proposal

- 5.1. The proposed options as set out within Appendix 1 (Table 1) are recommended for approval.
- 5.2. Members are also asked to consider whether further more detailed work should be undertaken on the introduction of Pay on Foot to the Cattle Market car park.

6. Alternatives that have been considered

- 6.1 A series of options have been considered and are detailed in Appendix 1 together with reasons why they are not recommended for implementation where appropriate.

7. Resource and legal implications

- 7.1. It is expected that the proposed changes should not only assist with encouraging additional use of car parks but may also increase income received through the car parks. In that respect they should be self-financing. There will be minor costs associated with new signage as well as changes to back office software; these costs are contained within the service's revenue budget. The costs associated with replacing pay and display machines to ensure that card payments can be made are covered

within existing asset replacement budgets. A payment by phone system may require expenditure to replace the existing phones held by Civil Enforcement Officers; this is not expected to exceed £1,000 and can also be contained within existing equipment budget.

- 7.2. However, the expected cost of a Pay on Foot system for the Cattle Market car park is in the region of £170,000 and will require a full PID and business case to be developed if members wish to take this further. Based on the review of the ADC scheme there is unlikely to be a financial payback or return on investment.
- 7.3. The Parking Order will require amendment before the proposals are implemented, to ensure that the Order reflects all parking methods available.

8. Consultation

- 8.1. Public consultation was undertaken in January 2016 by the Corporate Information Team. The consultation asked for people's views and experience of the Pay on Foot in Avenue de Chartres car park and also included a number of questions about general car park use and payment options for all parking areas in Chichester City. A summary of the response received is included at Appendix 2.
- 8.2. The Chichester BID were asked for feedback from local businesses. This feedback is included within Appendix 1.
- 8.3. The proposed options were considered and discussed with the Chichester District Parking Forum on 15 March 2016, which supported additional payment methods being offered within car parks. The Forum had a good debate and noted that other forms of payment methods had become mature since Pay on Foot was introduced and supported other forms of payment such as payment by phone, card and virtual permits. The BID remain supportive of Pay on Foot in the remaining two gateway car parks.
- 8.4. Any recommended changes to parking payment options will be advertised and consulted on, before the Parking Order is amended.

9. Community impact and corporate risks

- 9.1. Any introduction of new parking payment methods must be based on sound evidence from customers that the methods are supported and will be used. As with any new option for payment there is a risk that these new introduced payment options may not be used.

10. Other Implications

Crime & Disorder:	None
Climate Change:	None

Human Rights and Equality Impact: Whilst there is no legislative requirement to provide designated disabled bays free of charge, this has been the case within the district for a number of years.	None
Safeguarding and Early Help:	None

11. Appendix

Appendix 1: Parking Payment Options Report

Appendix 2: Summary of Consultation

12. Background Papers

13.1 None