

NAME OF COMMITTEE	Overview & Scrutiny
DATE	24 June 2014
REPORT TITLE	Car Parking
Report of	Street Scene Manager
WARDS AFFECTED	All wards

Summary of report:

This report updates Members in respect of issues raised at the previous meeting of this Committee.

Financial implications:

None.

RECOMMENDATIONS:

It is recommended that Members note the content of this report.

Officer contact:

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1. BACKGROUND

1.1 Following the previous meeting of this Committee, I was requested to provide this Committee with information in respect of:

- RingGo
- Season tickets
- Excess income from Pay & Display machines

2. RINGGO

2.1 RingGo is the Council's pay-by-phone provider and we are in the second year of a five-year contract.

2.2 Parking charges in all the Borough Council's car parks may be paid by RingGo and each car park has been allocated a location number by RingGo to facilitate this.

- 2.3 When customers have registered with RingGo, they simply call RingGo from their mobile phone in order to give their location number and state how long they wish to park for. RingGo ensures that customers are not permitted to pay to park for longer than any particular car park's maximum waiting time, eg two hours in Russell Street, one hour in Bank Square etc.
- 2.4 Alternatively, customers may download an app to their smartphone and use this to pay for their parking.
- 2.5 All RingGo customers who pay for their parking in this way are charged a convenience fee of 20p, in addition to the parking charge.
- 2.6 During 2013/14 a total of 6,308 parking sessions were paid for using RingGo. Including the convenience fee, this resulted in £15,175 income for the Borough Council.
- 2.7 RingGo charge the Borough Council 8.8% processing costs on all transactions and the cost to the Council in 2013/14 was £1,525.
- 2.8 Appendix A shows how many transactions were made by customers through RingGo during the last four financial years. Members will note that the use of RingGo has gradually increased over that time.

3. SEASON TICKETS

- 3.1 The number of season tickets sold during the last three financial years:
- 2013/ 14 – 118
 - 2012/ 13 – 102
 - 2011/ 12 – 85
- 3.2 Season tickets were reduced in price from 1st April 2012 and this step has clearly had a positive effect on the numbers of tickets sold. Prices were adjusted as follows:

Type	Valid car parks	Pre April 2012 price	Price from April 2012
Tavistock Town Centre	Abbey, Bedford and the Wharf	£720	£400
Peripheral	Riverside/Mill Road	£240	£195
Rural	Chagford/Hatherleigh	£180	£155

- 3.3 Income received in respect of season tickets was:
- 2013/ 14 – £24,678
 - 2012/ 13 – £17,234
 - 2011/ 12 – £19,892
- 3.4 Using the Tavistock Town Centre season ticket, a comparison has been made with the cost of similar tickets in other authorities in Devon, and this benchmarking exercise is shown below:

North Devon	£200
East Devon	£204
Torrige	£263
Mid Devon	£352
South Hams	£387
West Devon	£400
Teignbridge	£450
Exeter	£1,040
Plymouth	£1,800

3.5 As mentioned above, the reduction in the cost of season tickets has clearly been successful and Members may wish to request that the Community Services Committee review this further, to encourage further use, particularly whilst Pay & Display car park use is still relatively low.

4. EXCESS INCOME FROM PAY & DISPLAY MACHINES

4.1 This refers to overpayments made by customers purchasing Pay & Display tickets. For example a customer using a £2 coin to pay a £1.80 parking fee would, in effect, overpay by 20p.

4.2 Having compared the numbers of Pay & Display tickets sold throughout the Borough with the actual income received during the financial year 2013 /14, the Council 'benefitted' from overpayments by £21,712.

4.3 This may be broken down as follows:

Gross income from all car parks	£902,825
Income generated from sale of P&D tickets	£875,865
Gross overpayments	£27,140
LESS VAT	£5,428
Total net overpayments received by WDBC	£21,712

4.4 Members should be aware that, when Pay & Display parking charges are reviewed, the potential for overpayments is considered as part of this process and, where possible, tariffs are set to avoid this.

4.5 Members should also be aware that all Pay & Display machines have notices which clearly state that no change is given, and all customers are given a grace period in which to obtain the correct change should they choose.

4.6 Pay & Display machines which issue change are substantially more expensive to purchase and to operate. Staff time would be required to ensure that machines are topped up with coins as and when needed, and this would also incur bank charges.

5. LEGAL IMPLICATIONS

5.1 The Council has power to provide off-street parking under the Road Traffic Regulation Act 1984 (as amended).

5.2 The Council has the power to deal with the provision, management and control of car parks.

5.3 Council has the powers to provide this service under the General Powers of Competence in the Localism Act 2011.

6. FINANCIAL IMPLICATIONS

6.1 None at this stage.

5. RISK MANAGEMENT

5.1 As this report is for information, there are no risk management implications at this stage.

Corporate priorities engaged:	Community well-being; Access to services; Towards excellence; Customer first
Statutory powers:	As stated in paragraph 5
Considerations of equality and human rights:	Not applicable at this stage
Biodiversity considerations:	None
Sustainability considerations:	None
Crime and disorder implications:	None
Background papers:	None
Appendices attached:	Appendix A – West Devon RingGo transactions

