

## **PARKING BUSINESS PLAN 2016-19**

This business plan covers:

On-Street Parking in Guildford

On-Street Parking Reviews in Guildford

Off-Street Parking in Guildford

Park and Ride services

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## 1. Summary

- 1.1 This report presents details of the parking services operation since April 2014 and presents recommendations and strategic developments for the period 2016-19. The recommendations are listed below together with the section of the report in which they are discussed.

### **Recommendations to the Guildford Borough Council Executive**

#### **Section 7 – Off-Street Parking**

- (a) We recommend seeking funding to install electric charging points in two key interceptor car parks and delegate the details of any such arrangements to the Director of Environment in consultation with the lead Councillor for Infrastructure and Environment. These arrangements will include advertising and agreeing the necessary changes to the Off Street Parking Order.
- (b) We recommend there is no change in the metered parking tariffs in car parks in 2016-17
- (c) We recommend to increase the season tickets in York Road, Farnham Road and Bedford Road Multi Storey Car Parks by 3%.
- (d) We recommend an increase of 3% in our garage charges.
- (e) We recommend an increase of 3% in the charges for contract parking.
- (f) We recommend a budget of £135,800 financed from the Car Park Maintenance Reserve to pay for the decoration of Leapale Road Car Park as set out in Annexe 8 and that these works are carried out.
- (g) We recommend that a further £347,000 is allocated from the Car Park Maintenance Reserve to finance lift replacements in the Multi Storey Car Parks to allow the lift replacement programme to take place.
- (h) We recommend that £511,500 is allocated from the Car Park Maintenance Reserve to finance a new deck surface on Bedford Road Multi Storey Car Park and that this work is carried out.

#### **Section 8 - Park and Ride**

- (i) We recommend that Guildford Borough Council's share of the surplus made in Waverley in 2014-15, £39,000 is held in reserve to meet future costs of park and ride.

### **Recommendation to the Guildford Local Committee and Guildford Borough Council Executive**

- (j) We recommend that the remaining surplus from on-street parking in Guildford in 2014-15, £126,000 be held in reserve to meet future costs of park and ride.
- (k) We recommend that the services (a) to provide the guards for the park and ride sites and (b) the guards for night-time duties in the car parks are procured as part of a wider contract. A framework agreement will be used if it offers best value. The cost of the park and ride guards to be met from the on-street parking surplus and the cost of the car park guards to be paid by Guildford Borough Council.

## **2. Introduction**

- 2.1 The service has a role in all aspects of parking in Guildford, and this provides an opportunity to co-ordinate policies across different areas, and with wider transport objectives. The Council is also in a strong position to influence parking in the town because it runs nearly all the major car parks in Guildford town centre.
- 2.2 We work closely with Surrey County Council in managing on-street parking. Both authorities oversee the Park and Ride network with Surrey County Council managing the buses and Guildford Borough Council managing the car parks.
- 2.3 To strengthen this co-ordination, a combined business plan is being presented to both the Guildford Local Committee on 8 December 2015 and Guildford Borough Council's Executive on 19 January 2016.
- 2.4 The business plan presents a joined-up overview of parking but the recommendations require approval from the committee responsible for particular areas. Each year the Council has a duty to publish an Annual Report showing how it is operating parking, including information about the operation with the purpose of highlighting the objectives behind the actions. This report also acts as an annual report.
- 2.5 A covering report will be presented to each Committee, drawing their attention to the particular recommendations for its consideration, but the committee will also be able to comment on other aspects of the report and services.
- 2.6 The majority of parking activity takes place in Guildford town centre and this is therefore the focus of the service and this report. We will be looking at rural parking as part of a parking strategy. We currently conduct regular reviews of parking restrictions all over the borough and enforce the restrictions that are in place. Our agency agreement with Surrey County Council also includes the management of on-street parking in Waverley, although this part of the service will be subject to a separate report to the Waverley Local Committee.

## **3. Aims**

## Annexe 1

- 3.1 Surrey County Council's Local Transport Plan and Guildford Borough Council's Corporate Plan set out a number of priorities to which the Parking Service contributes.
- 3.2 Surrey County Council's Local Transport Plan (LTP3) contains a vision "to help people to meet their transport and travel needs effectively, reliably, safely and sustainably within Surrey, in order to promote economic vibrancy, protect and enhance the environment and improve the quality of life". Surrey County Council's Parking Strategy, which forms part of LTP3, describes the vision for parking as "provide parking where appropriate, control parking where necessary" and the objectives are stated as:
- Reduce congestion caused by parked vehicles
  - Make the best use of parking space available
  - Enforce parking restrictions fairly and efficiently
  - Provide appropriate parking where needed
- 3.3 One of the key aims of Guildford Borough Council's Corporate Plan 2015-20 is to complete the Town Centre and Hinterland Masterplan (referred to as the Masterplan) together with a new parking strategy. The draft Masterplan highlights traffic and congestion as a major issue.
- 3.4 The emphasis needs to be on encouraging more sustainable modes of transport and reducing congestion while attracting more visitors to the town. The draft Masterplan also reflects the need highlighted in the last year's business plan for a "drive to, not through" approach to parking. With the "drive to, not through" model, drivers are encouraged to park at convenient car parks just outside the centre and return on the same route without driving through the more congested centre.
- 3.5 The following aims for a parking strategy were put forward in last year's business plan
- To provide a mixture of parking options needed to support a vibrant economy
  - To encourage the use of more sustainable transport modes including park and ride.
  - To develop further Park and Ride sites.
  - To continually review parking tariffs centred around the town centre in order to maintain a hierarchy of charges. On-street parking to have the highest tariff and the further a driver parks from the centre, the lower the charge.
  - To keep Park and Ride fares attractive, and to promote it as an alternative to parking in or near the town centre.
  - To monitor all available indicators to ensure that the local economy continues to be successful and to ensure that customers and businesses continue to choose to do business in Guildford.

ITEM 11  
Annexe 1

- To review the car parks provision and to explore opportunities to develop sites that allow drivers to park and return directly along main routes, a “drive to, not through” approach.
- To use on-street parking controls to support the objectives listed above, to maintain safe traffic flow and where necessary, and where supported by the local community, prioritise space for residents.

3.6 The draft Masterplan proposes removing many of the inner surface car parks and developing the sites or creating public open space. It also proposes greater pedestrian priority in the centre. The “drive to, not through” concept supports this aim and requires interceptor car parks on the main routes to take the traffic out of the flow before vehicles reach the centre. It is important that the supply of parking, both park and ride and car parks, on the key routes matches the demand.

3.7 In 2015 a study commissioned by Highways England interviewed car park users about a number of factors including where they started their journey. Using this data our transport planners have estimated the routes that drivers followed. The table below shows the findings.

Main Route(s) into town centre	Demand Percentage Users (within 15km)	Demand Percentage Users (within 20km)*	Supply Percentage Distribution (current)	Proposed by the Masterplan
A25/A3(N)/A246/A320	37%	34%	40%	36%
A281/A248	17%	14%	6%	6%
A3100	11%	7%	5%	0%
A31/A3(S)/ Onslow (Guildford Park Road)	22%	26%	26%	26%
A322/A323	13%	14%	24%	22%

3.8 The table shows the demand from people coming from a 15km radius and a 20 km radius. The percentage of parking currently provided closely matches the percentage demand on most routes. However, there is a shortage on routes coming in from the south.

3.9 The data also allows us to estimate the proportion of vehicles using the main car parks that travel round the gyratory.

Main Public Car Parks	12 Hour (0700-1900 hrs) Arriving Flows	Percentage Arriving Using the Gyratory

## Annexe 1

<b>A25/A3(N)/A246/A320 Corridor</b>		
Leapale	771	35%
York Road	863	26%
G Live	363	51%
Bright Hill	285	42%
Castle	952	50%
<b>A281/A248 Corridor</b>		
Millbrook	545	52%
<b>A31/A3(S)/Onslow Corridor</b>		
Farnham Road	881	58%
Guildford Park Road	292	52%
<b>A322/A323 Corridor</b>		
Mary Road	356	51%
Bedford Road (Multi-storey)	1617	50%
Bedford Road (surface)	393	100%

3.10 The first tables indicates that, with the exception of cars travelling from the south, the distribution of space is currently in the right proportion to the demand. However there are high percentages of motorists driving through the town. This shows that if drivers can be encouraged to use to car parks on their journey into Guildford there would be a beneficial reduction in traffic generally and on the gyratory in particular.

3.11 There are a number of issues in the parking strategy needs to consider

- how to encourage mode shift and greater use of park and ride
- how much parking is required and at what locations
- how to encourage a “drive to, not through” approach
- how to deal with resident’s parking issues which might result from town centre developments with greater density and
- how to limit possible over spill from the interceptor car parks into residential areas

### Seeing into the future

3.12 A company called Ethos has government funding to develop a “Future Cities Management Platform” to help manage parking in towns and cities. Their aim is to create a platform that will predict the availability of space, so a motorist starting a

journey can see from the outset where the most appropriate place to park is likely to be when they arrive.

- 3.13 Ethos have approached us to carry out a trial and will fund the creation of a platform which gathers information from the existing Variable Message System (VMS) for car parks and from newly-installed sensors to detect on-street parking. They have also offered to fund systems at the park and ride sites to count vehicles in and out of the car parks and to include these on the platform.
- 3.14 The collection and collation of this data on one platform will be very useful in providing more accessible information about parking patterns than available previously. By directing motorists to the most appropriate parking option congestion will be reduced and the motorist will have a better experience. This sort of system could also help reduce confusion when changes are made to parking arrangements. A trial of this concept is planned in Guildford during 2016-17. It will be fully funded by Ethos and will be the first of its kind.

## Service Transformation

### 4. Fundamental Service Review

4.1 The Parking Service Fundamental Service Review (FSR) concluded with a report to the Executive on 24 March 2015.

4.2 The vision adopted for the service was:

A service that will be innovative and commercially focused, recognised not only for a reputation for excellent customer service but as modern, mobile and responsive.

It will serve as a key lever and influence for economic development within Guildford supporting tourism, retail spending, and commercial investment – a critical piece of the strategy that supports the council's economy.

It will continue to exploit the benefits that technology can offer for the;

- customer – ease of access to information, 24-7 on-line booking and payment via apps or the website, a quicker slicker service
- staff – more level work load, more resilience, less pressure, improved working environment
- organisation – maximising efficiency and productivity and therefore income whilst enhancing customer service, more focus on strategic issues

Protect the commitment and reasonable nature of the staff involved, as these are essential to preserve the excellent reputation of the service.

Customer focus will broaden to give greater consideration to the specific needs of different user groups – adapting services, locations and pricing to encourage changes in behaviour to achieve the best overall offer to meet all Guildford's needs.

Through the ready availability of performance information, management time and focus will increase on more strategic issues.

Enabled by a Parking Strategy that is aligned and supports the other key corporate strategies such as transport, planning, sustainability and economic development.  
Striking a balance between economic growth, congestion and income.

- 4.3 **Appendix 1** shows the FSR action plan with notes on progress against each item. The service is in a state of transition, delivering the changes required to implement the FSR and improving customer service. One of the key actions is to procure a new IT system and this is currently out to tender and ahead of schedule.
- 4.4 The new system is planned to go live in March and has been specified to provide more on-line transactions and self-service capability for customers. This will transform the way we deal with customers and reduce staff time spent serving and processing items of work.
- 4.5 More than 3,000 residents' permits in the Guildford Controlled Parking Zone are renewed at the end of September each year. This year for the first time we were able to offer an on-line renewal service. Just over 60% of permit holders took this option and it was well received by residents. When we have the new IT system, the back office processing in this area should be easier.
- 4.6 We have increased the number of on-line forms which structure enquiries and ensure we get all the information we require to respond. On-line forms now include the ability to apply for parking suspensions, applications for market stalls and garages, comments about penalty charge notices and requests for parking restrictions and parking enforcement. We are developing forms to allow further enquiries.
- 4.7 Another area highlighted in the FSR was the deployment of Civil Enforcement Officers. We currently deploy officers outside normal working hours on a targeted basis to deal with issues. With the evening economy and greater pressure on parking in residential roads, there is a need for more enforcement in the evenings and on Sundays. We have been looking at this issue and rather than diluting our coverage during the day, we consider we need more officers. We currently have a number of vacancies for Civil Enforcement Officers and are having difficulty filling these. We will work with Human Resources to seek new recruits and develop our plans further for more systematic enforcement outside normal hours.
- 4.8 We have used on-line surveys to assist with on-street parking reviews. In order to be inclusive and encourage high participation we also included the option of posting responses. Around a third of respondents submitted comments on-line. We are also managing the review process closely and providing clearer information about time-scales. There is always a difficult balance to be met between speed of implementation and the need to consult before changes are made. We are looking at ways of maintaining the quality but delivering them more quickly.
- 4.9 The parking services enquiry line has been transferred to the Customer Service Centre and they are answering many of our first line calls. The system works well.

Parking staff have more time to address more technical work and customers are happy with the responses received.

## 5. On-street parking management Guildford

### On-street parking space

- 5.1 **Appendix 2** shows the number and distribution of designated on-street parking places in the borough. In areas outside town centres where controls are necessary, there is a mixture of yellow lines and either free parking places, or parking places subject to limited waiting.

### Residents Parking

- 5.2 Guildford town centre has a residents' parking scheme and this is divided into ten catchment areas A to J. Within these areas, a certain amount of parking space is prioritised for residents, often with the facility for non-residents to park for a limited amount of time without a permit, or longer if they obtain a visitors' permit from a resident.
- 5.3 Permit schemes are introduced where there is parking pressure. In these areas, the emphasis is on ensuring that residents who have access to off-street parking use it to reduce pressure on parking on the streets. Households are limited to up to two permits and the number of permits is generally reduced according to the amount of off-street parking associated with the residence. In the town centre, area D, there is a limit on the number of permits issued and as a result there is a waiting list. Residents who qualify are issued with a permit for an adjacent catchment area, until an area D permit becomes available.

### On-street pay and display

- 5.4 In the town centre, there are around 490 pay and display parking bays which accommodate 500,000 parking acts during controlled hours. Motorists prefer the most convenient parking space and on-street spaces are often the closest to a destination, but they are also very limited in number. Drivers searching unsuccessfully for space on-street add to congestion.
- 5.5 To ensure there is a regular turnover of space, the time motorists can park is limited. The bays closest to the centre have a maximum stay of thirty minutes. Most of the others allow up to two hours parking, and there are a few around Pewley Hill that allow up to three hours.
- 5.6 To discourage less essential use of on-street parking it is good practice for the bays to carry a higher charge than car parks. Currently the charge on-street is 80p for thirty minutes (£1.60 per hour) and the charge in the main town centre car parks is £1.20 per hour.

### On-street parking – Financial data and performance

## Annexe 1

- 5.7 Attached as **Appendix 3** is a statement of costs and income for the service. Under the Memorandum of Understanding between Surrey County Council and Guildford Borough Council, the first call on any surplus made from on-street parking in Guildford is to fund Park and Ride at the Artington, Merrow and Spectrum sites.
- 5.8 The agency agreement includes Key Performance Indicators on which we are required to report. Last year's data is also provided in the right hand column for comparison.

KPI	Explanation of 2014-15 data	2014-15	2013-14
Total cost to administer the on-street parking service – the overall net cost of operating the on-street enforcement element of the parking service.	Our total costs include parking reviews, management of pay and displays, and permit administration is £859,356. The net cost of the on-street service is positive with income at £1,577,573.	Net surplus less expenditure £718,217	Net surplus less expenditure £628,833
Civil enforcement officer (CEO) deployment efficiency – this measures the number of hours deployed CEO time spent on-street or travelling to sites as a ratio of the total cost of the enforcement operation.	Total enforcement cost is estimated at £448,800. Total hours deployed on-street or travelling is estimated at 12700.	£35.34	£38.18
Penalty charge notices (PCN) issued per deployed hour – total number of PCNs issued as a ratio of the total number of CEO hours on-street.	The number of penalty charge notices issued on-street was 15407. The estimated time deployed was 8200 and travelling time was 4500.	1.87	1.85
PCN cancellation rate - the total number of PCNs cancelled as a ratio of the total number of PCNs issued.	1683 PCNs were cancelled and 15407 PCNs were issued.	10.92%	11.2%
PCN Appeal Rate - the total number of PCNs successfully appealed, as a ratio of the total number of PCNs issued.	Total number of PCNs issued was 15407. 0 PCNs were successfully appealed at the formal appeal stage.	0%	0.02%
Time taken to issue parking permits/ dispensations/suspensions		5 working days	5 working days

- 5.9 There was an increase in the number of Penalty Charge Notices issued in 2014-15 (15,407) compared to 2013-14 (14,768) and the rate of cancellation was almost the

same 10.92% compared to 11.2% in 2013-14. The large majority of cancellations relate to people having a valid ticket or permit and not displaying it. The Civil Enforcement Officer deployment efficiency increased as a result of lower enforcement costs and the number of PCNs issued per hour deployed was almost the same. Guildford Borough Council continues to have one of the lowest appeal rates in the country against our penalty charge notices in the country. This is a good reflection on the quality of PCNs issued and the way we handle enquiries.

### **Development of the On street parking service**

- 5.10 We plan to have the new IT system in March 2016 and this will allow many more functions to be provided on-line and on a self-serve basis. One of the key improvements is a move to virtual permits which will remove the need for paper permits to be issued, sent to residents and returned if they move. Instead residents will be able to apply and pay on line and their vehicle registration will be identified to the Civil Enforcement Officers on their hand-held terminal as a vehicle that is permitted to park.
- 5.11 Motorists will be able to interact with the system if they receive a Penalty Charge Notice. They will be able to see the photographs of their vehicle before deciding whether to pay or challenge the charge.
- 5.12 Greater capacity to enforce restrictions out of hours will be developed.

## **6. On-street parking reviews**

- 6.1 In May 2014, we completed an on-street review of the town centre. This introduced a considerable number of important changes to restrictions including extending the hours of control to 9pm seven days a week around Dene Road and Demark Road.
- 6.2 We are currently conducting a review of parking in areas other than Guildford town centre. We are looking at the restrictions in six areas, Kingspost Parade and Burpham Lane, Merrow Parade, Fairlands, Effingham Junction, Shalford, Avondale Estate. We are also considering introducing controls in 22 roads in the borough where there are parking issues.
- 6.3 For all the areas consultations have been carried out and proposals developed for discussion and further consultation. For many of the roads where further controls are considered beneficial, proposals have been agreed by Committee. Some of the proposals for roads require further consultation.
- 6.4 We are estimating implementation in the middle of 2016.
- 6.5 We have been working with officers from Surrey County Council who have obtained funding to expand the existing car club in Guildford town centre. The club currently operates three cars from car parks in Millmead Court, Stoke Fields and Eagle Road. The funding will allow for eight cars situated on-street where they are more visible. Three of the cars will be electric and have associated charging points.

### **Development of On-street parking reviews**

- 6.6 Over the period of the business plan we will
- continue to develop and improve the capacity for on-line surveys.
  - improve communication about likely time-scales for the review
  - review the scoring process for items to be included in a review
  - look to refine the process to achieve the right balance between speed and consultation
  - develop our website pages so they contain information users find most useful

## **7. Off-street Parking**

7.1 Car parks provide access to the town and an availability of parking space absorbs traffic and reduces congestion. Guildford Borough Council operates 23 public car parks, providing just over 5,000 spaces. Some car parks are contract car parks during the week and open to the public at weekends. There are also contract only car parks. North Street Market occupies the North Street Car Park on Fridays and Saturdays. We also provide a car park by Ash Vale Station. In addition, we manage 200 garages in the town centre. A list of all the car parks and garages managed by the Council's parking service is shown in **Appendix 4**.

7.2 Guildford Borough Council owns nearly all the major car parks in the town centre and this provides us with a strong tool to influence the behaviour of people coming to Guildford by car. Waitrose which opened in November 2015, has introduced a 160 space car park which is managed by the retailer.

7.3 As part of the work to accompany the draft Masterplan we have been looking in detail at the distribution of parking and how it works. A quick win in the development of the "drive to, not through" approach is Millbrook Car Park on the A281. It currently takes traffic off the main road before it reaches the gyratory system but when vehicles leave, they have to turn left and go round the gyratory to return to where they came from. An outline scheme has been developed to introduce a signalised junction to allow a right turn out of Millbrook so traffic can return from the direction it came. This project forms part of the Guildford Town Centre Transport Package which will be part of a bid to Enterprise M3 Local Enterprise Partnership.

7.4 Bedford Road Multi Storey is split into two car parks and the lower one is accessed from Bedford Road after cars have gone around the gyratory. All cars leaving the multi-storey have to travel on to Onslow Street and those that have come round the gyratory to enter go round it again on their way back. The whole area around the car park is being looked at as part of the master planning process. Two important improvements are the development of access into and out of the car park without the need to travel round the gyratory and the development of further parking capacity.

### **Electric Vehicles**

7.5 We have run a scheme for electric vehicles since 2007. The scheme allows drivers of electric vehicle to obtain a special permit which allows three hours free parking in addition to any time purchased in a pay and display car park. There are also free parking bays in Bedford Road Multi Storey for small electric vehicles. For many

years there were only a handful of vehicles in the scheme but in the last year numbers have grown rapidly and there are over 40 members.

- 7.6 As well as encouraging the use of electric vehicle the scheme has helped us to monitor the number of electric vehicles using our car parks so we can respond to increasing demand. The Corporate Plan highlights the need to identify suitable locations and install additional electric charging points.
- 7.7 It is recommended that we respond to the increase in use by installing charging points in two key interceptor car parks. There are often grants and offers to support the installation of charging points and it is recommended that we seek such a grant. There will need to be a change to the off-street parking order when the bays are installed. It is recommended that the details of arrangements are delegated to the Director of Environment in consultation with the Lead Councillor for Infrastructure and Environment.

### **Recommendation to the Guildford Borough Council Executive**

- (a) We recommend seeking external grant funding to install electric charging points in two key interceptor car parks and delegate the details of any such arrangements to the Director of Environment in consultation with the lead Councillor for Infrastructure and Environment. These arrangements will include advertising and agreeing the necessary changes to the Off-Street Parking Order.**

### **Tariff Review**

- 7.8 **Appendix 5** presents a financial statement for the car park service and **Appendix 6** data on usage and enforcement. The occupancy of a car park varies according to days of the week and times of the year. The overall usage of a car park can be assessed by considering the number of transactions and the duration of stay. In car parks where an hourly charge is made, the income compared to the number of tickets sold gives a good indication of the average amount of time being purchased.
- 7.9 The way people use car parks can be influenced by the tariffs we charge. Our ability to influence behaviour is strengthened by our ownership of most of the car parks in the town. In other centres of our size, there is often fragmented ownership. This makes gathering data about what is happening more difficult and for the local authorities to influence behaviour by changing tariffs.
- 7.10 In Guildford, we have a fairly complex set of tariffs in our car parks. In the centre, the day-time tariff is used to deter long-stay parking. This creates more space for shoppers, who arrive after the morning traffic peak, and usually leave before the evening peak. The charge is lower at night and on Sundays.
- 7.11 During the day there needs to be a hierarchy of charges to influence parking behaviour. On-street parking is usually the most convenient and the limited supply of spaces means they are in great demand. It is good practice to have the highest tariffs for on-street with car parks set lower and park and ride with the lowest charges. In setting tariffs, we need to be careful not to discourage people from

coming to the town. We compare our tariffs to other similar local centres. A comparison with the short-stay charges made in other centres is shown in **Appendix 7**.

- 7.12 The information in Appendices 4, 5 and 6 show a slight increase in the usage of the car parks since 2014. However, during the recession which followed the banking crisis in 2008 usage dropped considerably. Appendix 6 shows that in 2007-08 there were 3.51 million transactions in our car parks during the day.
- 7.13 In 2013-14 the number of transactions dropped to 3.22 million, but because an evening charge was introduced in 2010 this figure includes an estimated 360,000 evening transactions. The number of day time transactions in 2013-14 was 2.86 million, some 650,000 less than 2007-08. The number of transactions increased in 2014-15 to 2.91 million. We are currently experiencing 2.4% more transactions than last year and if this continues for the rest of the year, day time transactions will reach 2.98 million for the year. Footfall figures obtained by Experience Guildford also show that over the last two years footfall has been recovering from a dip due to the recession.
- 7.14 The long-term strategy for parking tariffs is to increase both on- and off-street charges to encourage use of other modes of access. However, we need to be careful not to make changes in isolation that will discourage people from coming to Guildford. Appendix 7 shows that none of our competing centre increased their tariffs from last year other than one minor amendment. In these circumstances tariff changes need to be linked to improvements in more accessible modes and the introduction of a sustainable movement corridor and other developments which will increase Guildford's appeal.

### **Recommendation to Guildford Borough Council's Executive**

#### **(b) We recommend there is no change in the metered parking tariffs in car parks in 2016-17**

- 7.15 The enforcement we carry out in car parks covers its costs but is important to ensure motorists pay the correct charge for parking and park in the intended places. In 2014-15 fewer penalty charge notices were issued than 2013-14 but the cancellation rate was similar. Although 17.4% of penalty charge notices are cancelled it should be noted that 75.1% of these are due to people who have a correct ticket, permit or badge but fail to display it or use it properly. A further 16.5% of those that are cancelled result from the motorist putting forward mitigating circumstances.

#### **Season Tickets**

- 7.16 There are also season tickets sold to regular users of Farnham Road, York Road, and Bedford Road car parks and demand is strong. The current charge for five days (Monday to Friday) parking for one year is £1,797.98 in York and Farnham Road car parks and £2,023.06 in Bedford Road Multi Storey. We also offer six-day (Monday to Saturday) passes which are one fifth more expensive, to cover the extra day. It is recommended that the charge for these season tickets is increased by 3% to increase the differential with park and ride.

### **Recommendation to Guildford Borough Council's Executive**

#### **(c) We recommend increasing the cost of season tickets in York Road, Farnham Road and Bedford Road Multi Storey Car Parks by 3%.**

##### **Pre- Payment Cards**

- 7.17 We also provide pre-payment cards for the barrier-controlled car parks. These work like oyster cards on the London underground. Drivers put credit on the card and can use it to park in any of the barrier-controlled car parks at a rate that is 10 per cent less than the normal charge. These cards provide regular parkers with a convenient flexible way to pay. The charge for using these is linked to the metered tariff and so it is recommended that there will be no increase in the charge.

##### **Garages**

- 7.18 There are 200 garages around the town centre managed by the parking service and not part of our housing stock. Many of these are on sites earmarked for development. There are three levels of charge: for residents £672.91 per annum, non-residents £1,113.96 per annum and in Bedford Sheds a business rate of £1,620 per annum. All these prices include 20% VAT. There is strong demand for garages and a benchmarking exercise carried out as part of the FSR showed our prices were lower than neighbouring boroughs. It is recommended to increase the charges by 3%.

### **Recommendation to Guildford Borough Council's Executive**

#### **(d) We recommend an increase of 3% in our garage charges.**

- 7.19 A recent structural inspection of the garages revealed that a number are being used for storage. Our contract requires the garages to be used for parking vehicles and we are in the process of taking action to prevent these breaches of the agreement.

##### **Contract Parking**

- 7.20 The council operates over 600 contract parking spaces around the town centre. These provide the holder with a reserved parking space. They are most suitable for business users who need to come and go because they provide the reserved space. However, when the user is away the space is normally empty. This is not an efficient use of the limited amount of space we have in the town centre.
- 7.21 The number of contract spaces we can provide is due to reduce, through development of the sites on which the car parks are located, and we do not recommend replacing them. We would instead suggest greater use of season tickets. These provide entry and exit from larger car parks but do not involve a reserved space. The spaces can be used by others drivers when the season ticket holder is away.
- 7.22 The current contract parking charge is £2,269.58 per year for a town centre parking space Monday to Friday and £2723.33 Monday to Saturday. We also provide contract parking further from the town centre in Stoke Fields, Eagle Road, and Stoke Road, these are mainly let to residents and the charge is £545.33 per annum. All these prices include 20% VAT.

- 7.23 The contract parking spaces are heavily let and there are waiting lists for many car parks. We therefore recommend an increase of 3% to ensure that the spaces are used by people who need them and that others use more sustainable options.

### **Recommendation to Guildford Borough Council's Executive**

**(e) We recommend an increase of 3% in the charges for contract parking.**

#### **Car Park Maintenance Reserve**

- 7.24 The car park maintenance reserve was established in 2006-07. The aim was to set aside money to fund major cyclical works in the multi-storey car parks. The major works were specified as:

Applying protective deck surfaces every 12 years

Replacing lighting every 12 years

Electrical re-wiring every 24 years

Upgrading lifts when required

Decorating every 5 years

Replacing Pay Equipment every 10 years

- 7.25 The reserve has been very successful, and our car parks are recognised as being maintained to a high standard. The good condition and safe environment in the car parks was an important consideration for the Purple Flag assessment. All the public car parks have the Park Mark Award for Safer Car Parks. Proactive work should also reduce maintenance costs overall, so we benefit from well-maintained car parks and lower costs.
- 7.26 The contribution to the reserve was funded from an increase in the parking charge combined with funding from existing revenue budgets. Various refinements have been made over the years to the estimated frequencies and costs of works. A statement for the account is attached as **Appendix 8**.

#### **Decoration of Leapale Road Car Park**

- 7.27 Leapale Road was in the North Street development area and could have been redeveloped. As a result we have not invested in its upkeep for a number of years. It is recommended that the decoration of Leapale Road is funded from the Car Park Maintenance Reserve. The business case is set out in **Appendix 9**.

### **Recommendation to the Guildford Borough Council Executive**

**(f) We recommend a budget of £135,800 from the Car Park Maintenance Reserve to pay for the decoration of Leapale Road Car Park as set out in Annexe 8 and that these works are carried out.**

#### **Replacement Lifts**

- 7.28 The Council's Electrical Engineer has recommended a phased replacement of the lifts in our car parks. The Electrical Engineer has proposed an approach benefiting from economies of scale by letting a contract for replacing lifts at a number of housing sites and combining this with the car park lifts. The programme is to replace

the lifts in one car park each year. A bid for £494,000 from the car park maintenance reserve was agreed last year over the next five years. Experience of tendering has shown that the actual cost is significantly higher by £160,000 than originally estimated. In addition, Leapale Road car park was not included in the bid because it maybe have been re-developed as part of the North Street scheme. The lifts do need replacing and the estimate is this would cost a further £187,000. A further £347,000 is required from the car park maintenance reserve. **Appendix 10** shows a bid for £412,000, this is because there was £65,000 previously agreed but the accounting treatment has changed and it needs to be shown as capital so it needs to be included on the bid to go into the capital plan.

#### **Recommendation to the Guildford Borough Council Executive**

**(g) We recommend that a further £347,000 is allocated from the Car Park Maintenance Reserve to fund lift replacements in the Multi Storey Car Parks to allow the lift replacement programme to take place.**

#### **Bedford Road Multi Storey Car Park Deck Surfacing**

- 7.29 A protective surface was applied to Bedford Road Multi Storey car park in 2006. The car park is the most heavily-used shoppers car parks in the town centre and is connected to the Friary Shopping centre. The surface needs replacing to protect the concrete structure and improve the appearance and the estimated cost is £512,000. A bid for the money is attached as **Appendix 11**.

#### **Recommendation to the Guildford Borough Council Executive**

**(h) We recommend that £511,500 is allocated from the Car Park Maintenance Reserve to pay for a new deck surface on Bedford Road Multi Storey Car Park and that this work is carried out.**

#### **Car Park Maintenance Reserve Work Beyond 2016-17**

- 7.30 The Parking Maintenance Reserve projects expenditure for cyclic maintenance and repair works in the car parks for budgetary proposes. However, each year we review which work actually needs to be carried out and make recommendations. At present we are anticipating that the following work will need to be carried in the years indicated but a recommendation will be made in the appropriate business plan supported by a business case. An outline programme of work is shown in Appendix 8.

#### **Parking Phone Application**

- 7.31 We are talking to a company on the Surrey Business Park, which is developing an app to allow people to book parking space. The app. will help the user to be assured of a space and reduce congestion due to people looking for spaces. We are

conducting a trial using unlet contract parking spaces on Saturdays, but the system has the potential for wider use.

### **Night Guards**

- 7.32 As part of the fundamental service review the hours the car parks operate and the need for night guards was reviewed. All our car parks are currently open 24 hours a day. We currently use night guards to staff the control room between 7pm and 7am Monday to Saturday and between 5pm Sunday to 7am Monday. One guard monitors the CCTV and helps with problems including the barriers on the pay on foot car parks while another guard patrols the car parks helping customers and discouraging anti-social activity.
- 7.33 The FSR concluded it would not be beneficial to close the car parks at night because the design of some car parks make them difficult to secure, the cost of closing and reopening them and there was only a short period between the end of the night economy and the start of early morning commuting.
- 7.34 It is proposed to retender the contract for the guards and combine it with the daytime guards who staff the park and ride car parks. Combining the different types of guarding will make the contract more attractive to tenderers. The cost of the car park guards and the park and rides would be accounted for separately and charged to the relevant service. Please see recommendation (I) in the Park and Ride section.

### **Development of the car parking service**

- 7.35 Over the period of this business plan we will
- start to implement the action plan that will come from the Parking Strategy
  - develop more on-line facilities and encourage more self-service options in line with the FSR action plan
  - look to use modern technology including telephone apps and automatic number plate recognition to provide better customer service and a more efficient operation
  - review our existing CCTV systems and look to apply new technology to provide better coverage and reduce costs
  - look to improve the service to specific customer groups
  - introduce electric charging points in two key interceptor car parks

## **8. Park and Ride**

- 8.1 Guildford has a developing network of Park and Ride sites. With plans to develop the town centre, and limited scope for absorbing increased traffic flows, the continued development of Park and Ride is important.
- 8.2 Research shows there are a number of characteristics that towns or cities exhibit that have successful park and rides services. These are:
- the centre is historic
  - there is a university
  - tourism levels are high
  - there is a vibrant shopping centre

- there is a large service sector business area
- there is limited capacity to improve town centre road infrastructure
- there is severe congestion during rush hours
- the proportion of private off-street parking available for businesses is low
- there is limited opportunity for free parking within walking distance of the centre

8.3 Key features for a successful park and ride service are that the:

- sites are large enough to provide sufficient passenger throughput to support the bus service (500 to 1000 spaces)
- they are well designed, high quality, safe sites with toilets
- the bus service is punctual, high quality, and reliable
- the travelling time is 15 minutes or less
- there is bus priority around congested spots, so the service is equal to or faster than the journey by car
- the site has uncongested access
- there is ratio between town centre parking charges and park and ride fares that encourages the use of park and ride
- there is clear signage and good marketing

8.4 The town currently has four sites: Artington:(742 spaces), Merrow (335 spaces), Spectrum (over 1,000 shared with the leisure centre) and Onslow (550 spaces). The table below shows the current fares from each site:

Site	Return	Weekly	Monthly
Spectrum	£2.40	£9.60	£30
Artington	£2.20	£8.80	£30
Merrow	£1.80	£7.20	£30
Onslow	£1.50	£6	£30

#### Funding

8.5 Funding for park and ride remains a key issue. The current funds come from the surplus from on-street parking. It is the contribution of pay and display on-street parking which creates the surplus. Guildford Borough Council (GBC) manages on-street parking in Waverley on behalf of Surrey County Council and can decide how 20% of any surplus made in Waverley is spent.

8.6 Under the Memorandum of Understanding between Surrey County Council (SCC) and Guildford Borough Council (GBC), the first call on any surplus made from on-street parking is to fund Park and Ride at the Artington, Merrow and Spectrum sites. Onslow was previously funded from the Local Sustainable Transport Fund (LSTF) award, but this expired in March 2015 and it now needs to be funded directly.

#### Park and Ride costs for 2014-15

Bus contract price	£1.137m
Car park running costs (rent, site maintenance, site guards and other general rates)	£0.360m
<b>Total cost</b>	<b>£1.497m</b>
Passenger fare income	£0.551m
Local Sustainable Transport Fund – Onslow bus and car park	£0.305m

operation	
<b>Operational deficit</b>	<b>£0.641m</b>

Figures from SCC's GLC report September 2015

- 8.7 In 2013-14, the surplus from on-street parking which remained after funding park and ride was £68,000. It was agreed by both the Guildford Local Committee and Guildford Borough Council's Executive to use this remain surplus towards the cost of funding park and ride in 2015-16 because of the expected increase in costs due to the expiry of the LSTF grant. Guildford Borough Council also agreed to use the part of the surplus it received from on-street parking in Waverley £38,000 to pay for park and ride.
- 8.8 In 2014-15 there was a surplus on the Guildford on-street account after funding park and ride of £126,000 and Guildford Borough Council's share of the on-street surplus made in Waverley was £39,000.
- 8.9 The cost for Park and Ride services in 2015-16 are expected to be £1.311m, as SCC has negotiated a reduced contract price. The grant from the LSTF expired in 2014-15, which will essentially create an additional cost pressure. A breakdown of expected cost in 2015-16 is summarised in the table below:

Bus contract price	£0.951m
Car park running costs (rent, site maintenance, site guards and other general rates)	£0.360m
<b>Total cost</b>	<b>£1.311m</b>
Expected passenger fare income (before income from concessionary pass holders)	£0.551m
<b>Operational deficit</b>	<b>£0.800m</b>

Figures from SCC's GLC report September 2015

- 8.10 In September 2015 the Guildford Local Committee considered a report which presented findings from a survey about attitudes to charging concessionary fare pass-holders using the park and ride a nominal return fare of £1. The majority of respondents supported the proposal to make the nominal charge. The Committee agreed the charge should be introduced in November 2015 for those qualifying for a concessionary pass on the basis of age. The Committee considered that no charge should be made for those qualifying for a badge on the grounds of disability.
- 8.11 For a full year the additional income from concessionary pass holders is estimated to be £150,000. The fare was introduced in November 2015 so there could be around £62,000 this financial year. The surplus from on-street parking in Guildford was originally estimated to be £606,000 in 2015-16 but our projection is for £668,000. These funds together with the £105,500, contribution from surpluses made in 2013-14 and the potential to use some surplus from 2015-16 will provide sufficient funds to meet the cost.
- 8.12 While the current funding covers the cost of park and ride there is little leeway to absorb changes. As the sites get older there can be increasing or unexpected maintenance costs. Any changes to on-street parking in Guildford town centre which reduced the amount of pay and display would also effect the funding for park and ride. It is recommended that the remaining surplus from Guildford on-street parking in

2014-15, £126,000 and Guildford Borough Council's share of the surplus made in Waverley in 2014-15, £39,000, are held in reserve to meet future costs of park and ride.

**Recommendation to Guildford Borough Council Executive**

- (i) We recommend that Guildford Borough Council's share of the surplus made in Waverley in 2014-15. £39,000 and any other remaining surplus from previous years is held in reserve to meet future costs of park and ride.**

**Recommendation to the Guildford Local Committee and Guildford Borough Council Executive**

- (k) We recommend that the remaining surplus from on-street parking in Guildford 2014-15 £126,000 and any remaining surplus from previous years is held in reserve to meet future costs of park and ride.**

8.13 We are looking at reducing costs by considering alternatives to paying the rent for the Artington park and ride extension which is currently £75,000 per annum and with rent reviews linked to car parking charges in the town centre. We are also looking to reduce the cost of guarding which is currently around £40,000 per annum per site (excluding Spectrum which does not have a guard) by combining the guards for Merrow and Artington.

8.14 When Merrow was build there were insufficient funds remaining to complete the CCTV installation. We are considering ways of funding this installation and the estimated cost of £50,000 can be found from existing budgets. In order to combine the guards between the Merrow and Artington sites and reduce costs we need to install CCTV cameras at Merrow. This is so the shared guard can use the cameras on each site to monitor the activity when he/she is at the other site.

8.15 To do this we need to retender the contract for guarding for the park and ride sites for Merrow, Artington and Onslow. We recommended that we let a combined contract with the night guard contract for car parks and allow for a reduction in the number of guards when CCTV is installed at Merrow. To get the best value it may be appropriate to use a framework contract. It is recommended that the Guildford Local Committee agree to tender for the park and ride guards as part of a larger contract which includes night guards for the car parks. The cost of the park and ride guards will be met from the on-street surplus, with the cost of the car park guards to be met by Guildford Borough Council.

**Recommendation to the Guildford Local Committee and Guildford Borough Council Executive**

- (l) We recommend that the services (a) to provide the guards for the park and ride sites and (b) the guards for night-time duties in the car parks are tendered as part of a wider contract. A framework agreement will be used if**

**it offers best value. The cost of the park and ride guards to be met from the on-street parking surplus and the cost of the car park guards to be paid by Guildford Borough Council.**

### **Usage**

- 8.16 Usage of the park and rides have increased in the first five months of 2014-15 over the same period in 2013-14 by around 7%. The table in **Appendix 12** shows the details. This is positive news, particularly as the use is increasing at a higher rate than car park usage. However the income only increased by 1.6% in the same period. The largest increase in usage is at Onslow park and ride where the fare is lowest and difference may also suggest an increase in the usage of concessionary pass holders using the services. It is too early to see what effect the £1 nominal charge for concessionary fare users will have on these passengers.

### **Development of the park and ride service**

- 8.17 In the period covered by the business plan we will:
- install CCTV at Merrow Park and Ride site
  - retender the guard contract
  - continue to develop a parking strategy covering the potential for new sites, their position and how to make park and ride a more attractive choice

**Appendix 1 - Fundamental Service Review Action Plan**

**Actions**

Change	Service area	Dependences	When	Benefit	Progress
To implement agreed changes in existing procedures resulting from the lean review	All	Staff resources	March 2015 to March 2016	More efficient and better customer service	Many changes introduced.
Improve project management and communication regarding parking reviews	On-street	None	March 2015 onwards	More certainty about time scales	Actioned and on-going
Use on-line surveying tools for on-street reviews	On-street	Training	March 2015 onwards	Customer friendly/more efficient	Actioned and on-going
Review with cash collection contractor the way information is presented to avoid the need for re-inputting	Car parks and on-street	Cost of change from contractor	June 2015	More efficient	Contract being retendered and will be looked at as part of new contract
Review CEOs hours and deployment	Enforcement of car parks and on-street	Consultant	Appoint July 2015, report September 2015	More effective enforcement and greater productivity	Under review internally
Specify and procure new IT system including the ability to issue virtual permits	Car Parks, season tickets, contract parking, permits, enforcement, market	IT specialist support	Specification August 2015 Procurement February 2016 Implementation March 2016	Considerable efficiency savings, more assessable for customers	Ahead of schedule
Develop and implement on-line forms to encourage applications and reporting problems	Car parks, on-street	IT support to develop forms	By September 2015	More assessable for customers and efficiency savings	Many new forms implemented

**Appendix 3 – On –street financial statement**

<b>2013-14</b>		<b>2014-15</b>	<b>2015-16</b>	<b>2015-16</b>
<b>Actual</b>		<b>Actual</b>	<b>Estimate</b>	<b>Projection</b>
<b>£</b>			<b>£</b>	<b>£</b>
	<u>Expenditure</u>			
547,713	Employee Related	552,092	546,160	558,293
53,404	Premises Related	43,694	64,720	45,750
11,520	Transport Related	11,664	13,570	13,926
124,192	Supplies & Services	163,873	185,130	171,980
84,488	Support Services	88,034	95,060	95,084
<u>821,317</u>		<u>859,356</u>	<u>904,640</u>	<u>885,033</u>
	<u>Income</u>			
(96,436)	Visitor Permits	(104,045)	(96,000)	(104,000)
(699,890)	Meter Income	(757,058)	(778,000)	(760,000)
(435,389)	Penalty Fees	(464,894)	(415,000)	(462,316)
(171,464)	Residents Permits	(173,595)	(175,000)	(175,000)
(46,972)	Other Income	(77,981)	(46,400)	(51,407)
<u>(1,450,151)</u>		<u>(1,577,573)</u>	<u>(1,510,400)</u>	<u>(1,552,723)</u>
	<b>Net</b>			
<b>(628,833)</b>	<b>Expenditure/(Income)</b>	<b>(718,217)</b>	<b>(605,760)</b>	<b>(667,690)</b>
2,643	Capital Financing Costs	0	2,640	2,640
	<b>Net</b>			
<b>(626,190)</b>	<b>Expenditure/(Income)</b>	<b>(718,217)</b>	<b>(603,120)</b>	<b>(665,050)</b>

**Appendix 4**

**Public Metered Car Parks**

Site Location	Type of Parking	Type of structure	No. of spaces / Units
Bedford Road Multi Storey	7 days a week short stay – P&D	Multi-storey	1033
Castle Car Park	7 days a week short stay – Pay on Foot	Multi -storey	350
Leapale Road	7 days a week short stay – P&D	Multi – storey	384
Tunsgate	7 days a week short stay - Pay on Foot	Underground	64
Millbrook	7 days a week short stay – P&D	Surface	244
G Live	7 days a week short stay – P&D	Surface and partially covered	220
Mary Road	7 days a week short stay – P&D	Surface	107
Bright Hill	7 days a week short stay – P&D	Surface	121
Bedford Road Surface	7 days a week short stay – P&D	Surface	68
Commercial Road 2	7 days a week short stay – P&D	Surface	52
Old Police Station	7 days a week short stay – P&D	Surface	62
Upper High Street	7 days a week short stay – P&D	Surface	49
North Street	Sun to Thurs max stay 30 mins -P&D	Surface	49
Lawn Road	Weekend short stay -P&D	Surface	107
Millmead House (front)	Weekend short stay -P&D	Surface	27
Robin Hood	Weekends short stay -P&D	Surface	23
St Josephs Church	Weekends short stay -P&D	Surface and partially covered	61
Portsmouth Road	Weekends short stay -P&D	Surface	98
Farnham Road	7 days a week long stay - Pay on foot	Multi storey	917
York Road	7 days a week long stay - Pay on foot	Multi Storey	605
Guildford Park	7 days a week long stay - P&D	Surface	400
Shalford Park	Mon to Fri long stay - P&D	Surface	66
Walnut Tree Close	7 days a week long stay - P&D	Surface	17
Ash Vale Station	7 days a week long stay - P&D	Surface	49

## Annexe 1

**Appendix 4 (cond.)****Contract Parking**

Site Location	Type of Parking	Type of Structure	No of spaces/units
Bedford Sheds	Mon-Sat Contract Parking	Surface	35
Black Horse House	Mon –Sat Contract Parking	Covered	26
St Josephs Church	Mon-Fri Contract Parking	Surface and partially covered	61
Commercial Road 1	Mon –Sat Contract Parking	Surface	12
Eagle Road	Mon-Sat Contract Parking	Surface	22
Millmead Court	Mon-Sat Contract Parking	Surface	20
Castle Square (Orlandos)	Mon-Sat Contract Parking	Surface	7
Sydenham Road (Palmer& Harvey)	Mon-Sat Contract Parking	Surface	5
Portsmouth Road	Mon-Fri Contract Parking	Surface	98
Robin Hood	Mon-Fri Contract Parking	Surface	22
Stoke Road	Mon-Sat Contract Parking	Surface	7
Stoke Fields	Mon-Sat Contract Parking	Surface	8
Robin Hood	Mon-Fri Contract Parking	Surface	22
Mill Lane	Mon-Sat Contract Parking	Surface	1

**Garages**

Bedford Sheds	Tenancy subject to notice	Garage	20
Gardener Road	Tenancy subject to notice	Garage	28
Stoke Fields	Tenancy subject to notice	Garage	35
Park Road	Tenancy subject to notice	Garage	2
Guildford Park	Tenancy subject to notice	Garage	118

Appendix 5 -

Off Street Financial Statement

2013-14 Actual		2014-15 Actual	2015-16 Estimate	2015-16 Projection
£		£	£	£
	<u>Expenditure</u>			
603,655	Employee Related	615,447	647,950	639,988
1,876,738	Premises Related	1,872,089	2,068,700	1,987,095
27,113	Transport Related	30,144	37,120	38,796
514,341	Supplies & Services	563,773	582,840	620,099
179,842	Support Services	182,915	207,590	212,098
<u>3,201,689</u>		<u>3,264,368</u>	<u>3,544,200</u>	<u>3,498,076</u>
	<u>Income</u>			
(581,014)	Contract Parking	(577,183)	(593,620)	(594,443)
(7,349,372)	Meter Income	(7,581,729)	(7,722,770)	(7,868,023)
(294,549)	Penalty Fees	(249,899)	(300,000)	(269,527)
(753,813)	Season Tickets	(791,975)	(800,000)	(830,418)
(115,678)	Garage Rents	(112,484)	(121,030)	(118,599)
(6,895)	Other Rent	(4,368)	(4,140)	(3,821)
(83,031)	Other Income	(89,786)	(75,880)	(90,177)
<u>(9,184,353)</u>		<u>(9,407,424)</u>	<u>(9,617,440)</u>	<u>(9,775,008)</u>
<b>(5,982,664)</b>	<b>Net Expenditure/(Income)</b>	<b>(6,143,056)</b>	<b>(6,073,240)</b>	<b>(6,276,932)</b>
845,189	Capital Financing Costs	986,826	1,229,990	1,230,236
<b>(5,137,474)</b>	<b>Net Expenditure/(Income)</b>	<b>(5,156,230)</b>	<b>(4,843,250)</b>	<b>(5,046,696)</b>

**All Car Parks - Total Tickets Sold (excl contract parking/season tickets)**

Year	Tickets sold	Income (NET of VAT) (£)
2007-08	3,510,665	6,223,607
2008-09	3,302,613	6,542,342
2009-10	3,064,020	6,336,955
2010-11	3,295,433	6,910,130
2011-12	3,352,018	7,304,106
2012-13	3,318,383	7,297,441
2013-14	3,221,702	7,349,431
2014-15	3,278,795	7,581,774

Evening charges intro'd April 2010  
53 weeks in the year

Phone & Pay intro'd Sept 2014

**Major Car Parks - Total Tickets Sold and Net Income**

Car Park	Tickets Sold			Income (net of VAT)		
	2013-14	2014-15	% Change	2013-14	2014-15	% Change
Bedford Rd	637,993	640,812	0.4%	1,375,440	1,402,142	1.9%
Bright Hill	84,646	88,813	4.9%	182,095	194,094	6.6%
Farnham Rd	211,916	214,733	1.3%	871,131	893,547	2.6%
Leapale Rd	312,572	311,010	-0.5%	645,688	648,464	0.4%
Millbrook	213,946	219,918	2.8%	470,055	484,627	3.1%
York Rd	276,312	297,310	7.6%	702,413	761,909	8.5%
Castle	379,506	379,970	0.1%	922,357	934,604	1.3%
<b>Total</b>	<b>2,116,891</b>	<b>2,152,566</b>	<b>1.7%</b>	<b>5,169,178</b>	<b>5,319,386</b>	<b>2.9%</b>

**Enforcement**

2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15
11,975	11,927	12,701	11,750	11,967	12,139	10,504

53 weeks in 2011/12

<b>Breakdown of Car Park PCNs issued in 2013-14 (as at Aug 2014)</b>	<b>No</b>
Number of higher level PCNs issued	1655
Number of lower level PCNs issued	8849
<b>Total number of PCNs issued</b>	10504
Number paid at discount	6206
Number paid at full (or above)	1311
<b>Total number of PCNs paid</b>	7517
Number of PCNs against which formal or informal reps made	2078
Number of PCNs cancelled as a result of formal or informal reps	1587
Number of PCNs cancelled for other reasons	240
Number of PCNs written off	727
Number of PCNs outstanding	433
<b>Number cancelled/written off/outstanding</b>	2987
Number of vehicles immobilised	n/a
Number of vehicles removed	n/a

**Cancellation by reason for Car Park PCNs issued in 2014-15**

<b>Reason</b>	<b>% of those cancelled</b>	<b>% of PCNs issued</b>
Motorists producing tickets which were not clearly displayed	56.8%	9.9%
Mitigating and other circumstances	16.5%	2.9%
Contract and other parkers entitled to park but not displaying correct permit	13.7%	2.4%
Machine faults and other equipment problems	1.5%	0.3%
Civil Enforcement Officer errors	3.0%	0.5%
Blue Badge holders not parking according to the scheme	4.6%	0.8%
Problems with signs	3.9%	0.7%
Other issues	0.1%	0.02%
<b>Total</b>	100.0%	17.4%

### Appendix 7 - Comparison of Short-Stay Parking Charges in other Towns /Cities

The data presented in the table is taken from websites in November 2015 and maybe subject to review. Most tariffs are changed in January or April and so the comparison is what was being charged towards the end of 2015.

Town/City	Monday to Saturday	Hours Monday to Saturday	Charge on Sunday	Change from last year
Basingstoke (Festival Place)	£1 per hour  (3 hours £2.80, 4 hours £3.40)	Centre Hours	Same as other days	No change
Kingston (Bentalls)	£1.40 per hour  (other car parks £1.40)	Variable – 8.00 until midnight typically	Same as other days	No change
Portsmouth City Council	£1.60  ( 2 hours £2.60, 3 hours, £3.50)	24 hours	Same as other days	No change
Portsmouth (Gunn Wharf)	£2.90 (for first 2 hours) 3 hours £3.90	24 hours	Same as other days	No change
Reading (Oracle Riverside)	£1.50 per hour	24 hours	Same as other days	No change
Southampton (West Quay Podium)	£2.50 (for the first 2 hours) 3hours £3.70, 4 hours £4.50	8.00am to 8.00pm typical (£1 per evening after 17.00)	Same (noon to 18.00)	3 hours parking increased from £3.50 to £3.70
Woking	£1.30 per hour up to £10.	Daily charge applies 6.00am to 7.00pm then £1.30 between 7.00pm and 6.00am	£1.30 up to £3	No change
Guildford	£1.20 per hour	Daily charge applies 8am to 6pm then evening charge £1/ visit	£1.50 per visit and central car parks £2.50 for	No change

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		until 10pm.	more than 3 hours.	
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Appendix 8

## Annexe 1

<b>Parking Maintenance Reserve 2016-17</b>					
Note:- Items included are a mixture of revenue and capital expenditure for accounting purposes. Each scheme will be charged to the relevant account but be funded from the reserve.					
Financial Year	Description	Code	Estimated Spend	Income/ funding	Balance of fund
			£	£	£
<b>Opening balance</b>					<b>(2,462,013)</b>
<b>2016-17</b>	Lift Works (annual) - all car parks	B2216B1651	13,000		
	Decorations (5 yrly) - Leapale Rd MSCP	B2257B1650	135,770		
	Deck surfacing (12 yrly) - Bedford Rd MSCP	Capital	511,523		
	Lighting upgrade (12 yrly) - Castle MSCP	Capital	85,000		
	Lighting upgrade (12 Yrly) - Leapale Road MSCP	Capital	30,000		
	Lift Replacement - Farnham Road MSCP	Capital	170,000		
	<u>Funding</u>				
Revenue Budget	Below the line			(600,460)	
<b>Year end balance</b>					<b>(2,117,180)</b>
<b>2017-18</b>	Lift Works (annual) - all car parks	B2216B1651	12,000		
	Decorations (5 yrly) - York Rd MSCP	B2291B1650	190,133		
	Deck surfacing (12 yrly) - Castle MSCP	Capital	323,067		
	Lift Replacement - Castle MSCP	Capital	170,000		
	Deck surfacing (12 yrly) - Tunsgate Car Park	Capital	100,000		
	Lighting & Electrics Tunsgate Car Park	Capital	20,000		
	<u>Funding</u>				
Revenue Budget	Below the line			(612,470)	
<b>Year end balance</b>					<b>(1,914,449)</b>
<b>2018-19</b>	Lift Works (annual) - all car parks	B2216B1651	11,000		
	Decorations (5 yrly) - Tunsgate Car Park	B2281B1650	37,463		
	Decorations (5 yrly) - Castle MSCP	B2277B1650	124,455		
	Electrical works (24 yrly) - Farnham Rd MSCP	Capital	173,954		
	Lift Replacement - Leapale MSCP	Capital	170,000		
	Deck surfacing (12 yrly) - Castle MSCP	Capital	323,067		
	<u>Funding</u>				
Revenue Budget	Below the line			(624,720)	
<b>Year end balance</b>					<b>(1,699,230)</b>
<b>2019-20</b>	Lift Works (annual) - all car parks	B2216B1651	10,000		
	Decorations (5 yrly) - Bedford Rd MSCP	B2219B1650	209,311		
	Decorations (5 yrly) - Farnham Rd MSCP	B2244B1650	282,852		
	<u>Funding</u>				
Revenue Budget	Below the line			(637,210)	
<b>Year end balance</b>					<b>(1,834,277)</b>
<b>2020-21</b>	Lift Works (annual) - all car parks	B2216B1651	10,250		
	Pay on Foot Equipment replacement	P37503	640,042		
	<u>Funding</u>				
Revenue Budget	Below the line			(649,950)	
<b>Year end balance</b>					<b>(1,833,935)</b>
<b>2021-22</b>	Lift Works (annual) - all car parks	B2216B1651	10,510		
	Decorations (5 yrly) - Leapale Rd MSCP	B2257B1650	153,611		
	<u>Funding</u>				
Revenue Budget	Below the line			(662,950)	
<b>Year end balance</b>					<b>(2,332,763)</b>

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2022-23	Lift Works (annual) - all car parks	B2216B1651	10,770		
	Decorations (5 yrly) - York Rd MSCP	B2291B1650	215,118		
	Replacement of P&D Machines (10 Yrly)	Capital	231,695		
	<u>Funding</u>				
	Revenue Budget	Below the line		(676,210)	
	<b>Year end balance</b>				<b>(2,551,390)</b>
2023-24	Lift Works (annual) - all car parks	B2216B1651	11,040		
	Deck Surfacing - (12 yrly) - York Rd MSCP	Capital	470,710		
	Deck surfacing (12 yrly) - Leapale Rd MSCP	Capital	468,694		
	Decorations (5 yrly) - Guildford Park MSCP	B2251B1650	200,000		
	Decorations (5 yrly) - Tunsgate Car Park	B2281B1650	42,390		
	Decorations (5 yrly) - Castle MSCP	B2277B1650	140,809		
<u>Funding</u>					
Revenue Budget	Below the line		(689,730)		
<b>Year end balance</b>				<b>(1,907,477)</b>	
2024-25	Lift Works (annual) - all car parks	B2216B1651	11,320		
	Decorations (5 yrly) - Bedford Rd MSCP	B2219B1650	236,816		
	Decorations (5 yrly) - Farnham Rd MSCP	B2244B1650	320,021		
	Lighting (12 yrly) - Leapale Rd MSCP	Capital	71,279		
	Electrical works (24 yrly) - Castle MSCP	Capital	68,926		
	<u>Funding</u>				
Revenue Budget	Below the line		(703,520)		
<b>Year end balance</b>				<b>(1,902,635)</b>	
2025-26	Lift Works (annual) - all car parks	B2216B1651	11,600		
	Lighting (12 yrly) - Bedford Rd MSCP	Capital	201,733		
	<u>Funding</u>				
	Revenue Budget	Below the line		(717,590)	
<b>Year end balance</b>				<b>(2,406,892)</b>	
2026-27	Lift Works (annual) - all car parks	B2216B1651	11,890		
	Decorations (5 yrly) - Leapale Rd MSCP	B2257B1650	173,797		
	Deck surfacing (12 yrly) - Farnham Rd MSCP	P37510	403,467		
	<u>Funding</u>				
Revenue Budget	Below the line		(731,940)		
<b>Year end balance</b>				<b>(2,549,678)</b>	
2027-28	Lift Works (annual) - all car parks	B2216B1651	12,190		
	Decorations (5 yrly) - York Rd MSCP	B2291B1650	243,387		
	Lighting upgrade - York Road MSCP	Capital	33,622		
	Lighting upgrade - Farnham Road MSCP	Capital	56,485		
	<u>Funding</u>				
Revenue Budget	Below the line		(746,580)		
<b>Year end balance</b>				<b>(2,950,574)</b>	

Annexe 1

Annexe 12

**Park and Ride Usage**

<b>2014-15</b>					
	Spectrum 100	Artington 200	Merrow 300	Onslow 400	Total
<b>Apr</b>	16801	29823	19908	5239	71771
<b>May</b>	17434	29891	20694	4909	72928
<b>June</b>	15958	28461	17806	4851	67076
<b>July</b>	16404	29505	20189	5445	71543
<b>Aug</b>	15922	28034	21005	5245	70206
<b>Sept</b>	16972	28441	19863	6179	71455
<b>Sub Total</b>	99491	174155	119465	31868	424979
<b>Oct</b>	19351	31911	22221	6809	80292
<b>Nov</b>	17126	33464	23045	7236	80871
<b>Dec</b>	19148	38704	27990	7830	93672
<b>Jan</b>	17257	32388	21982	7140	78767
<b>Feb</b>	17260	29322	19016	6700	72298
<b>Mar</b>	18549	32539	21876	8463	81427
<b>Total</b>	208282	372683	255895	76446	913306

<b>2015-16</b>					
	Spectrum 100	Artington 200	Merrow 300	Onslow 400	Total
<b>Apr</b>	17117	31218	21593	8066	77994
<b>May</b>	16257	30743	20122	7079	74201
<b>June</b>	17151	31201	20500	7754	76606
<b>July</b>	18050	31951	21085	8067	79153
<b>Aug</b>	15729	29333	20182	7645	72889
<b>Sept</b>	15979	29216	19607	7622	72424
<b>Sub Total</b>	100283	183662	123089	46233	453267
<b>Increase over 2014-15</b>	+1%	+5%	+3%	+45%	+7%

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