

REPORT TITLE: CAR PARKS MAJOR WORKS PROGRAMME 2019/20

23 JANUARY 2019

REPORT OF PORTFOLIO HOLDER: CLLR JAN WARWICK

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WARD(S): ALL WARDS

PURPOSE

The purpose of this report is to consider and agree the proposed Car Parks Major Works Programme for 2019/20 and an indicative programme for 2020/21.

The programme consists of both capital and revenue expenditure and is part of the Council's Asset Management Plan.

The Council's Parking Strategy has achieved the aim of increasing the use of edge of city centre parking and park and ride with the majority of car parks now operating at or near to full capacity at times of peak demand. The emerging draft Movement Strategy recognises the importance of parking as a means to help manage traffic movements through the city and the need for additional park and ride provision.

Proposals for the Coventry House (Vaultex) site to be used for parking provide the opportunity for not only increasing park and ride/edge of city centre parking provision but also to provide capacity for the relocation of the Coach park to the St Catherine's park and ride site. Whilst still subject to feasibility/planning, these projects will form a key aim of the Major Works programme for 2019/20 (with agreement of funding subject to separate approval).

The report also covers progress made on the 2018/19 programme for maintaining and improving parking assets and sets out additional proposals for maintenance and enhancements of car parks for 2019/20 as well as proposals for digital transformation and customer service improvements for parking services.

An update is provided within the report on any works that have still to be delivered or are no longer required (business needs change).

RECOMMENDATIONS:

1. That, subject to Council approval of the Budget and Capital Strategy in February 2019, expenditure of £658,000 for 2019/20 as outlined in appendix A, be approved and that the indicative programme for 2020/21 totalling £185,000 be noted as a basis for planning and preparing future works.
2. That the Corporate Head of Regulatory Services be given delegated authority to make minor adjustments to the programme in order to meet maintenance and operational needs of the District's car parks throughout the year, as required, in consultation with the Corporate Head of Asset Management and Portfolio Holder for the Environment.
3. That in principle the smart card option of payment for customers using park and ride car parks be ceased subject to prior consultation with those parties most affected by this change to this means of making parking payments.

IMPLICATIONS:

1 COUNCIL STRATEGY OUTCOME

- 1.1 On-going investment in the Council's parking infrastructure is consistent with the Council Strategy improving the quality of the District's environment outcome (by working with our partners and by using the powers available to us, to make Winchester a safe and pleasant place to visit) and entrepreneurial outcome (protect and enhance our assets in order to maximise income possibilities). Having safe and attractive car parks across the town and wider District is important in supporting the local economy.
- 1.2 The planned works also help to underpin the adopted Car Parking Strategy and take full account of the emerging Movement Strategy proposals.
- 1.3 The Council agreed an Air Quality Action Plan in the Spring of 2017, designed to improve air quality in the city (Air Quality Management Area) and the plan proposes several measures which will deliver direct improvements to the city's air quality, and also encourage behavioural change. One such measure is to commit to introduce more electric vehicle charging points within Council controlled car parks. To this end, the Council commissioned an Electric Vehicle Charging Strategy which is subject to a separate report included elsewhere on this Cabinet agenda (CAB3120). It is recommended that £30k be used from the car parks reserve to assist with the options appraisal for delivering electric vehicle charging infrastructure.

2 FINANCIAL IMPLICATIONS

- 2.1 The total programme of works identified in this report amounts to £3,268,000 in 2019/20 and £185,000 in 2020/21.
- 2.2 Of the total programme, approval for expenditure is sought for £658,000 in 2019/20. These works will be funded by the car parks' property earmarked reserve (balance as at 31 March 2018 of £2,031,000) with the exception of Jubilee Hall which is partly funded by £50,000 of CIL monies.
- 2.3 The additional items are significant works and are subject to separate business cases and approvals. Further detail is provided in the supporting information below.
- 2.4 Investing in parking infrastructure will reduce the risk of loss of income from parking charges by ensuring that car parks are attractive and well used facilities which are fit for purpose. This is an important component in implementing our Car Parking Strategy across the District and will in addition help to prevent any claims against the Council resulting from accidents or other incidents in car parks.

3 LEGAL AND PROCUREMENT IMPLICATIONS

- 3.1 Any procurement for goods and services will be in line with the Council's procurement guidelines; Contracts Procedure Rules and, if appropriate, European Union procurement regulations.

4 WORKFORCE IMPLICATIONS

- 4.1 The majority of works will be managed or delivered 'in house' by the Council's Parking, Estates or Special Maintenance Teams

5 PROPERTY AND ASSET IMPLICATIONS

- 5.1 Works are in line with the Council's Asset Management Programme.

6 CONSULTATION AND COMMUNICATION

- 6.1 The Plan has been developed with input of colleagues across the Council and Portfolio Holder for Environment.

7 ENVIRONMENTAL CONSIDERATIONS

- 7.1 Environmental considerations have informed the programme in terms of energy efficient lighting systems, future provision of electric vehicle charge points, future works relating to coach parking provision.

8 EQUALITY IMPACT ASSESSEMENT

- 8.1 A significant number of the Council's car parks have achieved Disabled Parking accreditation from Disabled Motoring UK.

9 DATA PROTECTION IMPACT ASSESSMENT

- 9.1 All new projects such as introduction of a virtual permits system will note and adhere to any requirements regarding Data Protection and GDPR.

10 RISK MANAGEMENT

- 10.1 Risks will be considered for all actions in the Car Parks' Major Works Programme.

Risk	Mitigation	Opportunities
<i>Property, failing to maintain Council property in a safe condition</i>	Continued investment addresses defects and means that car parks remain fit for purpose and are safe.	Opportunities to explore new technology in areas such as energy efficient lighting, emissions control and new builds such as the leisure centre car park and reduce costs
<i>Community Support Timescales N/A</i>	New car parks	Supports the community

<i>Project capacity, staffing delivery levels</i>	Additional staff employed on temporary contracts to deliver some projects	Delivery of a virtual permits system
<i>Financial / VfM, failing to have safe and well managed car parks and reliable working parking machines that give customers a range of payment options, may result in loss of income and detrimentally effect the implementation of the Car Parking Strategy</i>	Investment in replacing machines each year has taken place and this has enabled customers in all town centre car parks to have a range of payment options and ensured that customers are able to make payment. It also means that the Council's parking stock is Payment Card Industry ['PCI'] compliant and will help to assist in achieving Digital Transformation Projects such as the new Council reception project.	Creates efficiencies and delivers customer wishes
<i>Legal, The Council has an obligation to maintain its car parks in a safe condition for all users.</i>	Maintaining car parks in a safe condition helps to minimise claims from injuries and damage to vehicles; this helps to reduce any possible reputational damage and financial claims.	
<i>Innovation, Missing opportunities to invest in new technology including energy efficient lighting would mean that the Council would fail to realise energy efficiencies/reductions in our carbon footprint and other savings.</i>	The Council continues to investigate and implement lighting and other measures to improve the parking stock and to reduce energy consumption costs and the Council's carbon footprint.	
<i>Reputation, Failing to maintain car parks and to carry out preventative and reactive repairs to an acceptable standard may damage the reputation of the Council and attract criticism from customers as well as reducing use and therefore income.</i>	By carrying out a programme of structural surveys and other inspections and subsequent repairs, the Council will ensure it has attractive and safe car parks which will encourage use.	Maintaining or increasing the number of car park awards and accreditations by having safe and well managed car parks, this should encourage additional use and will provide for the needs of all members of our communities.
<i>Other</i>		

11 SUPPORTING INFORMATION:

- 11.1 The existing parking strategy was developed 2013, adopted for 2014-18 and reviewed in 2016. The overall aim of the adopted car parking strategy is
- ‘To provide a sufficient number of suitably located and managed car parking spaces to sustain the long term economic, social and environmental well being of Winchester Town and District.’***
- 11.2 The development of a new Strategy is currently underway and will be prepared alongside the emerging Winchester Movement Strategy to ensure it contributes to one of its core aims which is to reduce city centre traffic.
- 11.3 The Car Parks Major Works Programme sets out the spending plans for 2019/20 incorporating both capital and revenue costs. It consists of a variety of works including building refurbishment and maintenance and equipment replacement, car park resurfacing and improvements, future car parking provision and new software solutions to improve efficiency and deliver customer expectations as well as improvements to produce savings and reduce the Council's carbon footprint.
- 11.4 The programme set out in this report includes expenditure proposals for 2019/20 and an indicative programme for 2020/21. For 2019/20 the total proposed programme including any carry forwards amounts to £3,268,000 of which £2,920,000 is classified as capital expenditure and £348,000 as revenue expenditure. It should be noted that £75,000 previously classed as capital expenditure for the Brooks centre for an air quality management system is no longer required; however, this sum will be redirected as revenue to carry out repairs and maintenance to improve the car park including a deep clean prior to energy efficient lighting being installed; painting works and improved signage.
- 11.5 The programme set out in Appendix A reflects the current needs and priorities of the Council in terms of maximising efficiency, health and safety and general obligations for maintenance and equipment replacement in relation to its assets, additional car parking provision, digital transformation, reducing the Council's energy consumption and delivering enhanced customer service. The programme helps deliver the Council Strategy in terms of asset management and broader strategic objectives.

12 2018/19 Programme - Progress

- 12.1 As an update on works that have taken place since the previous report to Cabinet in January 2018 (CAB 3088), the following projects have been undertaken or are in the process of being completed.
- 12.2 Brooks Car Park Lighting - The project to install energy efficient lighting in the Brooks car parks (£50,000) has now been enhanced by an additional £50,000 (CAB3070) to include wireless technology which will provide a lighting management system, and reduced future maintenance costs. The payback

period for this project is 5.36 years. This project will be completed by the end of the current financial year.

- 12.3 Replacement/Upgrade of Parking Payment Machines - All pay machines at East park and ride have now been renewed. Some additional upgrades to other park and ride machines will need to be made in the 2019/20 programme to achieve the Council's targets for digital transformation. Further details are included later in this report.
- 12.4 ParkMark - All Council car parks entered into the ParkMark safer parking scheme or accredited with Disabled Motoring UK's disabled accreditation have maintained the award.
- 12.5 Bus Shelters - Three bus shelters at East park and ride have been replaced/upgraded.
- 12.6 Energy Efficient Solar Lighting - trials are in place/being installed at several locations; Kidmore Lane in Denmead, The Guildhall Yard, River Park and Middlebrook Street in Winchester. The results of these trials will be evaluated by the Council's energy management team before deciding how feasible/beneficial it would be to proceed with, in the longer term, the installation of this type of technology across Council car parks.
- 12.7 Video Badges - The video badges used by the Council's team of Civil Enforcement Officers have been replaced.
- 12.8 Additional parking at Jubilee Hall in Bishops Waltham – This is a Parish Council led scheme which has been planned for some time. As it has not been possible to undertake these works to date the submission of a new planning application was required. This has now been approved, with the Council having agreed previously to support the project by allocating £100,000 (£50,000 CIL) towards delivery with the balance of costs being met by the Parish Council.
- 12.9 Resurfacing and Lining - Works have been carried out at a number of car parks to maintain access and for the safety of users, these include, Wickham Square, Middlebrook Street, Cossack lane, Worthy Lane, Harestock car park, Durngate, River Park, New Alresford Station, Arlebury Park and Wickham Station.
- 12.10 Some projects have not yet been completed and a carry forward is requested. These works include the following:
 - a) Improved car park signage (£50,000 revenue)
 - b) Additional electric vehicle charging points in Council car parks (Strategy being developed) (£20,000, capital)

- c) Purchase of response master system or equivalent (£10,000 capital) this is a software solution designed to speed up the letter writing process for challenges and bring about more consistency.
- d) Enhancement of parking at Shawford (£20,000 capital)

12.11 Following studies and works carried out, a replacement air handling system at the Brooks car park is no longer required. However, other works are needed including; improving signage, a deep clean, painting and replacing bollards. It is recommended that the £75,000 previously allocated as capital is converted to a revenue expense to facilitate these measures. Some of these funds will be spent this financial year, 2018/19.

13 Proposals for 2019/20

13.1 The total programme for 2019/20 is £3,268,000 and an indicative programme for 2020/21 of £185,000 is in line with the Council's Asset Management Plan developed by the Estates Team and incorporating car parks. The main works are summarised below:

- a) Coach Park - New coach parking facilities at St Catherine's park and ride are planned to replace the existing facility at Worthy Lane. This would entail remodelling part of the existing car park to provide 14 coach parking bays. An earlier scheme, which involved extending the car park into Lime Kiln Copse, was not progressed. This project is still at the development stage but it is hoped that work could commence in late Autumn 2019 or early in 2020. Initial estimates indicate a cost of up to £400,000 of capital for this facility and will mean the loss of some 70 car parking spaces. It is proposed that these will however be re-provided in effect as part of the wider redevelopment of the Vaultex [Coventry House] site at Bar End which the Council intends make available as a public car park (subject to planning permission). This would be in line with the emerging City of Winchester Movement Strategy. As part of this project, some existing coach bays at the Worthy Lane coach park will be converted to pay and display bays generating additional capacity and income. It is anticipated that this will provide approximately 40 additional car parking spaces. The £400,000 budget will be included separately in the capital programme to be considered in February. However, an additional sum of £10,000 has been included in this paper to procure the services of a consultant to obtain accurate costs for the project.
- b) New Parking Development - Winchester – Proposals to provide additional parking capacity at the Coventry House (Vaultex) site in Bar End following its acquisition is currently subject to feasibility. Provision of £364,000 is currently included in the Capital Programme to fund works to demolish the existing building and establish a surface car park. However, in line with the emerging Movement Strategy, the potential for a multi storey facility will be included in the feasibility study. Further details on this project will be reported later in 2019.

- c) New Parking Development - New Alresford – The Council is committed through its Strategic Asset Purchasing Scheme to providing additional off-street public car parking at the Dean in New Alresford (c50 spaces) to support the town centre in accordance with Local Plan Policy NA2. This is dependent on the Council purchasing the land from the developer as it forms part of wider redevelopment site which includes residential use. The scheme has an estimated value of about £1m and will be funded by means other than the car park reserve.
- d) Chesil Multi Storey – A sum of £841,000 is included in the capital programme to undertake refurbishment works following the first phase completed 2 years ago.
- e) New Leisure Centre - A sum of £120,000 (capital) has been included in the programme to provide parking infrastructure at the new leisure centre complex at Bar End, this figure is to provide parking payment machines and a payment mechanism, lighting, CCTV cameras and links back to the monitoring centre, car park lining and signs. Officers are currently working with Major Projects to develop parking solutions. The budget will be apportioned over 2 years: £60,000 in 2019/20 and £60,000 in 2020/21.
- f) “Virtual Permits” - A system to deliver virtual permits rather than the Council’s current system of issuing manual permits by post or by visits to the parking counter in reception is currently being developed (CAB 3060, Virtual Permits Software). There are complexities to the current permit eligibility. However this project is expected to go live during the summer of 2019. This will result in residents and other permit holders being able to manage their own permits on-line, including purchase, and permits no longer having to be displayed on vehicles as virtual season tickets will also be issued. This is a far more efficient and modern way of providing this service and supports our digital transformation programme.
- g) Parking Machines - A number of card-enabled parking machines are not PCI compliant. There is a requirement to carry out updates to these machines as soon as possible. There are 7 machines in total: 3 at Tower Street; 3 in Chesil MSCP and 1 at Worthy Lane, which will involve a total cost of £21,000.
- h) Bus Shelters - A programme to replace bus shelters at East park and ride commenced in 2018/19. To date 3 shelters have been replaced and it is proposed that a further sum is included for 2019/20 for park and ride bus shelter improvements.
- i) Shawford Down Car Park - Budget provision is retained in the budget for 19/20 for possible improvements to the Shawford Down car park (subject to Hampshire County Council agreement) close to the railway station but this will depend on whether the rail operator pursues alternative plans to provide additional commuter parking.

- j) Signing Improvements - Provision of £50,000 was included in the previous programme to implement a revised approach to signing Winchester's car parks. This will link to the City of Winchester Movement Strategy and review of the Council's own Car Parking Strategy in 2019.
- k) Energy Efficient Lighting - Trials of different types of energy efficient lighting are currently taking place at various locations and with various different systems. These will be evaluated before further trials and roll outs are undertaken. A small carry forward is required from an underspend in this year's programme and an additional provision has been included in the programme for 2019/20.
- l) Communications - The Parking Enforcement team undertake enforcement using smart phones to provide real time information. The current phones have reached the end of their useful lives and, working with the Council's IT department, will be replaced in 2019 at a cost of £10,000.
- m) Surface Repairs - Provision is needed for surface repairs to car parks, including a major repair of the surface of Colebrook Street car park which will be a significant cost. The car park surface is cracking and, because of the nature of its original construction, it cannot simply be resurfaced.
- n) Jubilee Hall, Bishops Waltham - Following delays to the Jubilee Hall project which related to changes to the nature of the scheme the original planning permission expired and therefore a new application had to be made. This was granted in the Autumn of 2018 and work should be able to proceed in 2019. The Council has allocated £100,000 to this project (£50,000 from Earmarked Reserves and £50,000 from District wide CIL).
- o) Electric Vehicle Charging Points - Provision for additional charging points for electric and Ultra-Low Emission Vehicles was included in the previous programme. However this was unspent in this financial year whilst an EV Strategy is being developed. Therefore it is proposed to carry a figure of £20,000 forward to next year's programme. The EV charging strategy is subject of a separate Cabinet report on this agenda (CAB3120). It is also recommended that £30k be provided to assist with the options appraisal for delivering electric vehicle charging infrastructure in line with the Strategy.
- p) Miscellaneous Works - £75,000 was previously allocated to improving the air management system at the Brooks car park. Tests and some improvement works have taken place and the system now meets legal requirements. It is proposed that this sum is retained but changed from a capital expense to revenue, in order to carry out essential works to

enhance the car parking area and maintain the health and safety of users of the car park.

- q) It is also proposed that further work be carried out in promoting park and cycle facilities from park and ride sites around the city and £15k has been made available for this purpose

14 “Smart Cards”

- 14.1 Following works to the Council’s reception area an opportunity has arisen to make changes to the way certain parking payments are handled and therefore it is proposed to cease the current system of offering smart cards for park and ride users. The current system is somewhat outdated and not liked by customers as they currently have to attend the parking desk at the City Offices to manually top up their cards which can involve having to queue. Officers have enquired of the parking machine manufacture to ascertain whether this can be carried out at the parking machine. However this is not possible. The current scheme is, in addition, costly and time consuming to manage, both in terms of staff resource and the cost of purchase of the cards, which often fail, and incurs additional staff time to rectify.
- 14.2 The current system does not accord with the Council’s digital transformation programme and the new reception project. . The cost of ordering new smart cards in the last 3 years amounted to £5,310 + VAT. Smart card users currently receive a small discount (10%) which was originally developed to encourage use of the park and ride scheme. However, these car parks are now well used and often near capacity at peak times.
- 14.3 It is considered therefore that these small discounts are no longer justified particularly given the cost of operation of the current smart card system. Other discounts are available, such as the purchase of an annual season ticket, and a new system of tariffs could be considered, including weekly and monthly discounts, if required (this is outside the scope of this report). There will still be various ways to pay for park and ride, as detailed below, but it is appropriate to withdraw the smartcard system.
- 14.4 It is further proposed that that all park and ride machines should offer card or cash payments (Ringo pay-by-phone options also remain available as well as a season ticket) to provide more flexibility. All these machines (25 in number) will therefore be converted to Metric Verifone UX 301 chip and contactless hardware (compatible with Apple Pay and Google Pay etc). The total cost for conversion, including licences for the first 3 years, amounts to £32,832.50. The machines which are to be installed are future proof with regards to future upgrades which may be required; the machines will be networked back to the parking office giving real time monitoring, full reporting features and the ability to change tariffs remotely.
- 14.5 However, a significant number of cards are also issued to the Royal Hampshire County Hospital and the University which issue smart cards to staff and students. Consequently, it is proposed to consult with the parties

most effected by this change in the method of payment in order to explore future options which may be able to meet their needs by alternative means. This could include pay at source or pay by Ringo wallet for example.

15 OTHER OPTIONS CONSIDERED AND REJECTED

- 15.1 Not investing in Council car parks and their infrastructure may lead to financial loss if car parks are not able to be used or if accidents occur, and also reputational damage to the Council and economical damage to the city through lack of parking provision.
- 15.2 The question of whether ANPR (automatic number plate recognition) technology should be introduced when purchasing new or replacement machinery has been raised, however whilst 2 of the Councils barrier controlled car parks have ANPR systems, this can only be used on a limited basis and it is stipulated by the DFT that local authorities may not use ANPR or other camera technology to carry out enforcement in car parks (this is not the case with private operators)

BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

CAB 3008 (TP) CAR PARKS MAJOR WORKS PROGRAMME 17th January 2018

CAB 3070 Q1 FINANCE AND PERFORMANCE MONITORING 19th September 2018 (Brooks' lighting upgrade)

CAB3060 Q4 2017/18 FINANCIAL AND PERFORMANCE MONITORING 18th July 2018 (Virtual permits)

Other Background Documents:-

None

APPENDICES:

Appendix A - Proposed Car Parks Major Works Programme for 2019/20 and Indicative Programme for 2020/21.