

**Agenda Item No:**

**Report to:** Cabinet

**Date of Meeting:** 6th March 2017

**Report Title:** Hastings Off-Street Parking Infrastructure Improvements

**Report By:** Mike Hepworth  
Assistant Director Environment and Place

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**Purpose of Report**

To request capital funding for essential upgrades to the Council's off street car parking infrastructure.

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**Recommendation(s)**

- 1. That the request for £70,000 capital funding is approved.**

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**Reasons for Recommendations**

The infrastructure improvements set out in this report are an essential element of the Council's digital transformation and customer first programmes. They will facilitate even greater use of cashless payments options, which will help drive channel shift in line with the Council's customer first and digital by design principles, as well as generating efficiency savings as we move from partly paper based parking administration systems to wholly digital systems. The costs associated with them are amongst those which we can offset against income generated from our off street parking service.

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## Background

1. In recent years there have been significant developments in the use of cashless payment methods, and further developments are necessary to improve customer service and drive more channel shift in relation to the administration and payment processes associated with our off street parking services.
2. Many of our machines have been in circulation since at least 1999. Out of a total of 45 machines, 35 are a model which is no longer being manufactured and will now only be supported for spare parts for about another 6 months. These 35 machines have been in use for more than 16 years. In order to transform the way we work, make use of new technology, and improve the way our customers can access our services, we need to upgrade these machines so that they take cash, accept chip and pin, and contactless card payments. We will then be offering our customers a total of four payment methods, including Ringo pay by phone, with three of these being cashless.
3. Consequently, we now need to implement a major programme of improvement and replacement of the out dated pay and display machines and the associated signage.

## Works Required

4. Our current provider for pay and display machines is Cale Access UK limited. It is possible to upgrade our machines using the existing pedestals and main machine casings if we stay with Cale, at a cost of £2562 per machine. There are other suppliers of pay and display machines such as Metric and Parkeon, but because we could not use existing pedestals etc. the cost per machine would be in the region of £3500 to £3750 per machine.
5. Rather than just upgrading all of our machines to this new style we will only purchase 22 machine upgrades at a total cost of £56,364. Some of these costs will be shared with the Foreshore Trust, namely the machines needed in Pelham Place and Rock a Nore car parks.
6. This approach will enable us to spread the new machines across all of the different car parks initially alongside an old machine. We will then have spares from the upgraded machines which we can use in the old machines to prolong their life. Some of this work will be carried out by our in-house maintenance technician, which helps reduce the cost of the works required.
7. Nationally there is a trend for fewer pay and display machines as more customers move to cashless options, and our replacement and upgrade plans take account of this. By extending the life of the older machines alongside upgraded machines we don't need to replace as many, and have the opportunity to assess how many machines we will need in each car park in the future.
8. Our tariff boards are old and include the old Hastings Borough Council logo, and we regularly receive complaints from people who find them confusing. We are therefore purchasing new tariff boards, with the latest Council branding and also

making them clearer and easier for our customers to understand. Each tariff board will cost about £453 but we have 30 of these making a total cost of £13,590.

## Financial Implications

9. The 2016/17 revised budget included a sum of £70,000 in the Capital Programme for the purchase of new parking machines and boards. The annual borrowing costs are estimated at £9,100 p.a. (based on a ten year life expectancy and an interest rate at 3% p.a.).
10. There will be some off setting savings arising from lower cash collection costs due to fewer machines – these have yet to be fully quantified.
11. There would be significant financial consequences should the machines become unreliable and unserviceable.
12. As some of the car parks are on Foreshore Trust land (Pelham Place and Rock a Nore), the costs will be shared. Pelham Place Car Park and Rock a Nore Car Park are our two largest and busiest car parks and there are currently 10 machines. One is in the small Rock a Nore Car Park, which is not Foreshore Trust land. We are proposing to upgrade 7 of those on Foreshore Trust land (3 in Rock a Nore and 4 in Pelham) to the new style machine, which will cost £17,934. Plus the associated signage upgrades which will cost £3,171. Making a total cost for work within the Foreshore Trust area of £21,105.

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## Wards Affected

None

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## Area(s) Affected

Central Hastings, East Hastings, North St. Leonards, South St. Leonards

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## Policy Implications

Please identify if this report contains any implications for the following:

Equalities and Community Cohesiveness	No
Crime and Fear of Crime (Section 17)	No
Risk Management	No
Environmental Issues	No
Economic/Financial Implications	Yes
Human Rights Act	No
Organisational Consequences	No
Local People's Views	No

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## Background Information

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**Officer to Contact**

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