

REPORT ON BEHALF OF THE PROPERTY & PROJECTS GROUP

SUBJECT: ANNUAL REVIEW OF THE 2019 OPERATION AND MANAGEMENT OF THE AUTHORITY'S CHARGING CAR PARK SITES

Purpose of Report

To provide a summary of the Authority's charging car park operation during the last 12 months and the outlining of objectives in advance of the 2020 charging season.

Background

Members considered a report in November 2016 which outlined the Authority's pre-existing car park operation and set out recommended changes. Members approved that report to include yearly updates. This is the third annual update report.

Operational activity across the Authority's 10 no. charging car park sites during the most recent 12 month period up to and including the 7th November 2019 has further consolidated the changes introduced at the start of the 2017 charging season, and can be summarized as follows (2017 & 2018 season figures also shown for comparison purposes):

	2019	2018	2017
Approx. number of Pay & Display' tickets issued	232,000	240,000	240,000
Approx. number of '30 minute Nil Charge & Display' tickets issued	65,000	63,000	53,000
Approx. number of Pre-paid Season Tickets issued	1,400	1,300	1,100
Unresolved car park user query's escalating beyond their initial customer service contact with your Officers	Nil	Nil	1
Penalty Charge Notices (PCN's) issued by Pembs CC Civil Enforcement Officers	1007	888	767
Approx. Parking Receipts during charging season (net of VAT)	£445,000	£440,000	£435,000
Approx. Voluntary Donations (winter period November to March)	£9,100	£6,200	£9,100
Approx. Operating costs	£110,000	£126,000	£105,000

Season Tickets

Sales of our season ticket offer (£70 all sites all season/ £25 single site all season) remain strong. The single site ticket accounts for circa 90% of total sales reflecting its value as an extremely cost effective alternative to the standard Pay & Display rates.

Car Park Order Variation

Work to progress a variation of the Authority's Car Parking order was ongoing during the first half of the year culminating in its legal documentation in August. The full title of the new order is '**The Pembrokeshire County Council (Pembrokeshire Coast National Park)(Off-Street Parking Places) Order 2015 Variation Order No. 1 (2019)**'. Its implementation date was the 1st December 2019 and the salient changes which it provides for are:

- The introduction of parking charges at Nolton Haven, West Angle, Penally and Amroth Car parks thereby increasing the total number of charging car parks operated by the Authority to 14
- The extension of the charging day across all sites by an additional two hours to include the period between 5pm and 7pm
- Increase in the daily charge for coach parking from £3 to £8

Operational Implementation of the Orders revised provisions

The standing resolution of Members is to bring in to operational effect the provisions of the new car park order as soon as reasonably possible. Your Officers are of the opinion that the necessary operational changes are best made in readiness for and prior to, the commencement of a charging year i.e 15th March. In addition to undertaking a public awareness campaign in advance of the start of the relevant charging year, pay and display stations (a payment machine and signage) will need to be installed at each of the 4 new charging sites (approx. £5,000 per site) whilst revised signage will also need to be erected at all of the 10 pre- existing charging sites (approx. £260 per site). The successful completion of this work will require adequate lead in time for preparation and delivery. Your Officers are of the opinion that this work can be undertaken in the period remaining prior to the start of the 2020 charging year.

Alternative forms of Payment

Work remains ongoing to establish the cost/benefit of introducing additional means of onsite payment to complement our existing cash only payment system. Pembs CC have committed to withdrawing cash as a means of on-site payment from all of their car parks by 2021 and in preparation they are currently installing cashless P&D machines at a limited number of their car parks to operate alongside their pre-existing cash only machines. We will monitor the operational effectiveness of their initial roll out of onsite card payment technology. It is proposed that our findings and recommendations will be reported to Members at a later date.

Enforcement

Pembrokeshire County Council (PCC) continue to provide regular enforcement patrols across our car parks during the normal charging day which supports and uphold our car parks terms and conditions of use. Outside the period of these day time patrols, the practice of motorists sleeping in their vehicles (typically weekend nights during the summer) is a persistent and recurring breach of our car parks terms and conditions. Your officers are in ongoing discussions with PCC to establish the cost benefit of extending enforcement patrols to focus on this practice.

Capital Improvements

Broadhaven Car Park is to be the subject of a comprehensive upgrade and refurbishment which will be undertaken in two phases at a total cost of circa £450,000. The first phase is to be completed prior to the start of the 2020 charging season with second phase planned for the latter part of 2020. The scheme will be completed in its entirety prior to the start of the 2021 charging season

Financial, Risk & Compliance Considerations

No issues in addition to those already outlined above

Human Rights/Equality Issues

No issues in addition to those already outlined above

Biodiversity Implications/Sustainability Appraisal

No issues

Welsh Language Statement

No issues

RECOMMENDATION

This is an information paper and Members are asked to note the ongoing actions of your Officers in readiness for the 2020 Car park charging season