

ANGUS COUNCIL

ANGUS COUNCIL – 20 JUNE 2019

DEVELOPMENT OF PARKING CHARGES UPDATE

REPORT BY DIRECTOR OF INFRASTRUCTURE

ABSTRACT

This report presents an update on developments of the off-street car parking charging arrangements, through the discussions of the Member Officer Working Group; the results of the ‘Conversation’ survey of the public on off-street parking payment methods; assesses options for additional customer choice for payment of car parking charges and makes a recommendation on the best value option for the installation of coin-operated meters at off-street car parks.

1. RECOMMENDATIONS

It is recommended that the Council:

- (i) notes the progress on developments of the off-street parking charging arrangements previously approved as detailed in this report;
- (ii) notes the results of the ‘Conversation’ survey of the public on off-street parking payment methods, analysed and presented in this report;
- (iii) notes the assessment of options for additional customer choice for payment of off-street parking charges as detailed in this report; and
- (iv) approves the best value option for the installation of coin-operated meters at off-street car parks as detailed in this report.

2. ALIGNMENT TO THE ANGUS LOCAL OUTCOMES IMPROVEMENT PLAN/CORPORATE PLAN

This report contributes to the following local outcomes contained within the Angus Local Outcomes Improvement Plan and Locality Plans:

ECONOMY

- An inclusive and sustainable economy;

PEOPLE

- Improved physical, mental and emotional health and well-being;

PLACE

- Safe, secure, vibrant and sustainable communities;

3. BACKGROUND

3.1 The introduction of off-street parking charges in Angus was agreed as part of the budget setting process approved by Angus Council on 15 February 2018 (reference Report 59/18, Schedule 3e). Parking charges were introduced to off-street car parks on 1 November 2018 in accordance with Report No. 193/18 presented to Angus Council on 14 June 2018, and through the Angus Council (Off-Street Car Parks) (Decriminalised Enforcement) (Variation) (No 2) Order, agreed in Report No. 294/18, on 25 September 2018 by the Communities Committee.

3.2 Since 1 November 2018, the car parking regime in Angus includes thirty-minute free on-street in all the Burgh towns, alongside charging in thirty-three off-street car parks in six Burghs: Arbroath, Brechin Carnoustie, Forfar, Kirriemuir and Montrose, excluding Monifieth where there are no off-street car parks. An off-street parking charge of £1.00 per hour up to a

maximum charge of £4.00 has been implemented in Angus off-street car parks. This stands fair comparison with charges levied by other councils in Scotland, over two-thirds of which charge for parking.

- 3.4 The introduction of off-street parking charges, agreed at Council in Report No. 193/18 on 14 June 2018, proposed a cashless approach as the most cost effective means of payment. This eliminated the need for cash collection and handling, and followed the principles elsewhere in the council to transform our approach towards cashless transitions consistent with the Council's desire to be a smaller more sustainable and digital Council by 2020.
- 3.5 Whilst the parking charges have in general generated significant debate and feelings amongst our residents that parking should have remained free, in some quarters there has also been recognition of the financial situation that the council is facing. Many comment that the cashless approach is a barrier to drivers using the car parks remains, which would be addressed by the implementation of an additional cash payment option. Others comment that the cashless system is the most efficient and convenient method of payment, which accords with a significant shift across society towards cashless payment, through card, contactless, and mobile phone transactions.
- 3.6 In direct response to this, recommendations for a series of changes were approved by Communities Committee on 15 January 2019 (reference Report No. 13/19) and Angus Council on 9 May 2019 (reference Report No. 139/19, which was deferred from Policy and Resources Committee of 30 April 2019). The approved actions are listed in **Appendix 1**, which also included updates on the delivery of these actions. The update on the outcomes from the Car Parking Charges Member Officer Group approved at the above January committee is provided below in section 4 of this report.

4. MEMBER OFFICER GROUP

- 4.1 As per Report 13/19 a Member Officer Group (MoG) was established with the remit *“to review the options, costs and implementation and sustainability issues of both [scratch card and coin] payment systems with a view to making recommendations to the next available Communities Committee. These recommendations will be set against the Council's desire to be a smaller more sustainable and digital Council by 2020. The MoG will also take account of the budget challenges faced by the Council and the need to operate as an efficient and effective council. The MoG will cover the opportunities and risks of any proposed recommendations.”*
- 4.2 The MoG met on six occasions between January 2019 and April 2019.
- 4.3 The cost and value of a range of meter options were discussed at the MoG. Meters that accept cash only can be purchased at a cost of £2,616 plus VAT each. This compares to £3,191 plus VAT for the cashless units previously installed, and £3,366 plus VAT for meters that can take cash and card payments. The availability and cost to purchase second hand/used meters was investigated and discussed at the MoG, and also the option to sell existing cashless units and replace with meters that can take cash and card payments. In considering new coin-operated meters, discussions at the MoG gave a clear direction that only a single additional meter at each car park should be considered.
- 4.4 Operational issues and costs of a scratch card system were also discussed at the MoG, which were advised by research of such systems across the UK. In summary drivers are required to purchase a physical card from retailers, council premises or on line. The driver then enters details of use, usually by scratching off parts of the scratch card and displays in the vehicle. Scratch cards are frequently purchased in books of multiple cards. Retailers may benefit from footfall into their premises and retain a percentage of the transaction.
- 4.5 The scratch card system has some drawbacks, it requires outlets, preferably in the close proximity to the car parks to sell the cards; user error in scratching off the right parts of the scratch card results in voided cards; there is a risk of enforcement whilst scratch cards are obtained and the vehicle does not display evidence of payment.
- 4.6 The scratch card system does allow a cash alternative to payment; has low initial costs; and low revenue costs which are only incurred if the demand for cash options materialises through usage of the vouchers scratch cards and the need to reorder.

- 4.7 Following the discussions on the cash payment options, the MoG agreed to seek public views on potential scratch card and coin payment systems through a “Conversation” survey available online and at Libraries and Accessline Offices in the six Burgh towns where off-street car parking charges apply. The survey sought to determine if further investment in a cash system would result in an increase in the use of the off-street car parks sufficient to justify the investment.
- 4.8 The MoG reviewed the survey which was opened for responses from 8 to 21 May 2019. The survey was designed to seek a clear preference between the two cash payment systems being considered. The results of the survey, including a summary of further comments provided from respondents, are presented in **Appendix 2**. The results of an analysis of the survey are shown below.
- A total of 1,941 responses were received, however, not all respondents answered every question.
 - Almost 97% (1871) of respondents stating that they live in Angus.
 - 45% (878) of respondents indicated that they currently use the Council off-street car parks between 8.30am and 5.30pm when charging applies. [Comment: This differs from the higher percentage of 56% (1,088) who indicated that they use the off-street car parks in response to the question of how frequently the car parks are used when charging applies. However, this is considered to be within accepted tolerances.]
 - Almost 26% (501) of respondents pay to park on a weekly basis or more frequently. 42% (820) of respondents told us that they never use the off-street car parks when charging applies.
 - In relation to the cash payment systems, almost 74% (1,431) of respondents stated that they would use a cash payment option if one was available [Comment: this could however be displacement from current payment methods to cash] and almost 65% (1,256) said that they would use the car parks more frequently.
 - On the choice between a coin-operated or scratch card payment method, there was a clear preference for coin meters to be provided in the car parks. More than 78% (1,522) say that they would use coin meters with less than 9% (160) saying that they would use a scratch card system.
 - When factoring in the increased up-front costs of installing coin meters rather than introducing parking scratch cards at local shops and outlets, 64% of people (1,262) told us that they prefer the coin meters and less than 5% (90) preferring scratch cards.
 - 27% (538) say that they would prefer neither of these options. [Comment: This shows a slight difference from the 21% (415) who said that they would not use coin-operated meters. This difference may be accounted for by those who would prefer a different method of cash payment, such as a voucher or pre-payment card, which were suggested in the further comments section.]
- 4.9 The results of this conversation show that almost three-quarters (74%) of people who responded to the survey would use a cash payment option if one was available, for which almost two-thirds (65%) told us that they would use the car parks more frequently.
- 4.10 The survey results indicates less than 9% of those surveyed would use a scratch card system, which is significantly less than the number who said they would use coin meters (78%). When asked for preference of coin-operated meters versus scratch cards, the responses from the survey were 64% to 5% in favour of coin-operated meters. On the basis of these results, it is considered that the scratch card system be discounted from further consideration.
- 4.11 The findings of the survey are that a cash payment option using coin-operated meters in the off-street car parks could be popular and may increase usage if the outcome of the survey translates into behaviour changes across the wider community. The risk is that the indicated increase in usage and resulting income will either not materialise or will not be sufficient to justify the additional capital and revenue outlay for coin-operated meters. The risks associated with this report are considered in section 8.
- 4.12 Whilst almost 74% of those surveyed indicated that they would use cash payment, only 45% of respondents indicated that they currently use the off-street car parks. It is considered that there is a risk that a proportion of current users may move to using cash payment methods if

available. Thus take up of cash payments will be a mix of existing users as well as additional income from new users.

5. OPTIONS APPRAISAL

- 5.1 In respect of opportunities and risks, only 45% (878) of people who responded use the car parks currently, albeit 64% (1236) who responded to this question told us that they never or rarely pay to park. Through the introduction of a cash payment system, were the frequency of usage to increase by the 65% indicated in the survey responses, along with an increase in new users (a proportion of the 55% of respondents who do not currently use the car parks), this would see an increase in car parking ticket sales at the meters. If the increase in usage translates to sufficient additional income there may be merit in investing in a cash payment method. However, quantifying the predicted increase in income and balancing any additional expenditure in new coin-operated meters at a capital cost of approximately £2,700 each, plus the revenue cost described below, is less clear.
- 5.2 There would also be a requirement for additional signage or modification of existing signage on the acceptance of cash at the meters. This is estimated at £200 per car park. Costs will also be incurred in the installation of the coin-operated meters, e.g. procurement and supervision of the supplier and works. An allowance of 5% of the capital costs, along with a 5% contingency cost has been included in the costs estimates.
- 5.3 As detailed in section 7 Financial Implications, the cost of repayments of capital borrowing and interest charged would be added to the revenue running costs of the off-street parking. This is identified for each of the options presented in section 6.4.
- 5.4 Installing coin-operated meters would incur additional ongoing expenditure to collect and bank the cash. This service would need to be commissioned from a third-party supplier. Based on figures provided previously by RTA Consultancy, the annual cost for such a service has been estimated at £780 per meter. This activity would not be undertaken by council services. A tender from an external supplier would be required.
- 5.5 Additional meters would also incur operational running costs, e.g. maintenance. As an indicator, the operational running costs of the existing system with forty cashless meters are approximately £40,000 annually. A pro-rata cost per new meter would not be appropriate. However, the additional annual operational running costs for the additional coin-operated meters are estimated to be £100 per new meter.
- 5.6 The council's current insurance policy does not cover cash handling. Advice has been received from our Risk & Insurance section, which confirms that the cost of premiums and excesses to insure against theft would be disproportionately expensive and therefore no allowance for insurance costs against theft has been included in the consideration of options.
- 5.7 An Options Appraisal has been undertaken on a series of options to assess their relative merits and risk. This is provided in **Appendix 3**, with the following range of options considered:
- Option 1 - Maintain current payment options only;
 - Option 2 - Install coin-operated meters in all thirty-three off-street car parks (as per paragraph 4.3); and
 - Option 3 - Install coin-operated meters in selected off-street car parks.
- 5.8 The following criteria have been used to assist in the appraisal of the three options with results shown in the matrix in **Appendix 4**:
- a) Cost – additional capital and revenue costs to car parking trading account;
 - b) Burgh locations – to maintain coverage of cash operated meters across six-Burgh towns where council operates off-street car parks (maximum one per car park);
 - c) Long- and Short Stay locations – to maintain coverage of cash operated meters in both long- and short-stay car parks;
 - d) Ranking check – based on analysis of the usage of off-street car parks for 1 November 2018 to 31 March 2019 presented in Appendix 5;
 - e) High Street locations – to target potential positive economic impacts of cash operated meters;

- f) Payback check – based on income generated from ticket sales in 2018/19 at off-street car park cashless meters as an indicator of potential benefit/cost ratio; and
 - g) Tourist impact/benefit check – based on off-street car park proximity to tourist attractions.
- 5.9 An assessment of the range of options for the installation of coin-operated meters along with rankings is presented in **Appendix 5**. The assessment is based on an analysis of the usage of off-street car parks for 1 November 2018 to 31 March 2019 and presents rankings of each car park based on tickets sold at the meter by card or Pay to Park. The rankings are by gross income per meter, gross income per car park and by tickets sold per standard bay (which equates to a measure of occupancy excluding use of parking permits). The resulting car park locations for each option are shown in **Appendix 6**.

6. CONSIDERATIONS

- 6.1 As detailed in paragraph 4.10, noting the survey results the option for a scratch card system is not proposed for further consideration.
- 6.2 From the survey there is an indication that usage of the off-street car parks would increase if a coin payment option was available. The sample survey is however relatively small and is not specific enough to identify if this increase would apply across all off-street car parks. The number of meters that could be installed requires to be determined by balancing the additional costs of doing so against the potential increase in income.
- 6.3 Table 1, paragraph 6.4, below shows the range of Options Appraised with one-off capital and on-going revenue costs.
- 6.3.1 Based on the appraisal, Option 1 is not recommended as it is not considered to address the public desire for a cash payment option.
- 6.3.2 Option 2 is also not recommended due to the high additional outlay costs and ongoing revenue costs, and the resulting higher revenue levels that would be required to cover costs.
- 6.3.3 Option 3(i) to Option 3(v) are considered in more detail as they have the potential to deliver an acceptable balance of meeting the demand at reduced costs, and tolerable risk. The choice of preferred option to be recommended is therefore based on an assessment of the number and location of coin-operated meters for which the following rationale has been applied, which accord with the appraisal criteria lists in paragraph 5.8 above.
- A minimum of one additional coin-operated meter in each Burgh, which is met by all options below
 - Equal numbers of coin-operated meters in each Burgh
 - Coverage of both short- and long-stay car parks in each Burgh
 - Equity of numbers of coin-operated meters in Burghs based on highest 2018/19 ranking of cashless meters (reference paragraphs 5.8 and 5.9) rather than the lowest ranked (which may be an indication of higher need for coin-operated meters).
- 6.3.4 Option 3(i) is based on a total of 17 coin-operated meters. This Option provides some equality of coverage with between two and five car parks in each Burgh, with a minimum of one long-stay and one short-stay car park in each Burgh. This option also provides a level of equity in that further car parks showing highest usage/income within each Burgh have been selected as well as car parks showing highest usage/income across all Burghs also been selected.
- 6.3.5 Option 3(ii) is based on a total of 14 coin-operated meters. This Option provides better equality of coverage with between two and four car parks in each Burgh, with a minimum of one long-stay and one short-stay car park in each Burgh. This option also provides a level of equity in that further car parks showing highest usage/income within each Burgh have been selected as well as car parks showing highest usage/income across all Burghs, which occur in Arbroath, also being selected.
- 6.3.6 Option 3(iii) is based on a total of 13 coin-operated meters. This Option provides a lesser equality of coverage with between one and five car parks in each Burgh. This option also provides a level of equity in that car parks showing highest usage/income have been selected across all Burghs rather than a minimum of one long-stay and one short-stay car park in each Burgh.

6.3.7 Option 3(iv) is based on a total of 12 coin-operated meters. This Option provides equality of coverage with two car parks in each Burgh - one long-stay and one short-stay. This option also provides a level of equity in that car parks showing highest usage/income within each Burgh have been selected.

6.3.8 Option 3(v) is based on a total of 9 coin-operated meters. This Option provides a lesser equality of coverage with between one and two car parks in each Burgh. This option also provides a level of equity in that car parks showing highest usage/income have been selected across all Burghs rather than a minimum of one long-stay and one short-stay car park in each Burgh.

6.3.9 Option 3(vi) is based on a total of 6 coin-operated meters. This Option provides equality of coverage with one car park in each Burgh. This option also provides a level of equity in that the car park showing highest usage/income within each Burgh has been selected.

6.4 **Table 1 - Range of Options Appraised with one-off capital and on-going revenue costs**

Burgh	Option							
	1	2	3(i)	3(ii)	3(iii)	3(iv)	3(v)	3(vi)
	Maintain current payment options only – Status quo	Install a single coin-operated meter in a selected off-street car parks in each Burgh with a minimum of two per Burgh	Install a single coin-operated meter in selected off-street car parks with a minimum of one each in a long and short stay off-street car park in each Burgh	Install a single coin-operated meter in selected off-street car parks with a minimum of one each in a long and short stay off-street car park in each Burgh	Install a single coin-operated meter in selected off-street car parks in each Burgh with a minimum of one per Burgh	Install a single coin-operated meter in selected off-street car parks in each Burgh with a minimum of one per Burgh	Install a single coin-operated meter in a selected off-street car parks in each Burgh with a minimum of two per Burgh	Install a single coin-operated meter in selected off-street car parks in each Burgh
Cash-Operated meters	Nil	33	17	14	13	12	9	6
Arbroath	Nil	11	5	4	5	2	2	1
Brechin	Nil	6	2	2	2	2	2	1
Carnoustie	Nil	3	2	2	1	2	1	1
Forfar	Nil	7	3	2	1	2	1	1
Kirriemuir	Nil	3	2	2	1	2	1	1
Montrose	Nil	3	3	2	3	2	2	1
Meter cost (based on actual £2,616 each)	Nil	£86,328	£44,472	£36,624	£34,008	£31,392	£23,554	£15,696
Signage cost (ref. para 5.2)	Nil	£6,600	£3,400	£2,800	£2,600	£2,400	£1,800	£1,200
Sub - Total Capital Cost (One-off)	Nil	£92,928	£47,872	£39,424	£36,608	£33,792	£25,354	£16,896
5% Admin & 5% contingency	Nil	£9,293	£4,787	£3,942	£3,661	£3,379	£2,534	£1,690
Total Capital Cost	Nil	£102,221	£52,659	£43,266	£40,269	£37,171	£27,878	£18,586

Burgh	Option							
	1	2	3(i)	3(ii)	3(iii)	3(iv)	3(v)	3(vi)
(One-off)								
Debt repayment (ref. para 5.3)	Nil	£23,650 p.a.	£12,200 p.a.	£10,120 p.a.	£9,350 p.a.	£8,580 p.a.	£6,500 p.a.	£4,300 p.a.
Cash collection and banking (ref. para 5.4)	Nil	£25,740 p.a.	£13,260 p.a.	£10,920 p.a.	£10,140 p.a.	£9,360 p.a.	£7,020 p.a.	£4,680 p.a.
Maintenance (ref. para 5.5)	Nil	£3,300 p.a.	£1,700 p.a.	£1,400 p.a.	£1,300 p.a.	£1,200 p.a.	£900 p.a.	£600 p.a.
Annual revenue cost (On-going/rounded)	Nil	£52,700	£27,160	£22,440	£20,790	£19,140	£14,420	£9,580

6.5 An explicit requirement of the remit of the MoG, as detailed in paragraph 4.1 of this report, was that any recommendations will be set against the Council's desire to be a smaller more sustainable and digital Council by 2020, and also take account of the budget challenges faced by the Council and the need to operate as an efficient and effective council.

6.6 The timescale for procuring, manufacturer and installation of new meters is estimated at 20 weeks following placing of the order.

7. FINANCIAL IMPLICATIONS

7.1 Capital Cost Implications

Providing a cash payment system in addition to the existing cashless payment system will incur estimated capital costs for the Council as shown in Table 1 in paragraph 6.4 above. As with the purchase and installation of the original cashless meters, the new coin-operated meters would be paid for by borrowing through the Council's Loans Fund over a 5 year repayment period.

7.2 Revenue Expenditure Implications

Table 1 above shows the revenue cost implications of each of the options. This covers all of the estimated running costs and borrowing costs associated with each option. The revenue costs shown in the table would reduce after 5 years once the capital borrowing has been fully repaid. The revenue costs would be met by the Car Park Trading Account offset by any additional income generated.

7.3 Implications for Car Park Income

It would be difficult for the Council to justify on best value grounds incurring additional costs to provide coin-operated meters in our off-street car parks without an expectation that these costs will be covered by additional income. This creates a challenge in deciding on whether to retain existing cashless payment arrangements or to deploy one of the other options identified in this report.

7.4 Although the Council has some evidence from the survey responses and other anecdotal evidence and feedback it has received in the last 9 months that a cash payment option in our off-street car parks would result in increased usage, it is not possible to be certain what change in usage will materialise in practice. It must also be made clear that even if coin-operated meters are deployed the Council will not be able to know for certain what impact these have had in isolation to other factors affecting usage. On this basis, a decision to invest

in new coin-operated meters requires careful judgement on reliability of the data from the survey results and other feedback and the potential increase in income.

7.5 To assist the analysis and support decision making, Table 2 in section 7.6 below shows what level and percentage additional income would be required under each of the options for new coin-operated meter Options shown in Table 1 of section 6.4 to achieve a breakeven position in the first full year of operation. The percentage growth figures are the level of increase in the income from the meters in the car parks where cash meters are proposed compared to income for the first 5 months of operation from cashless meters.

7.6 **Table 2 - Level and percentage additional income required to achieve a breakeven position in the first full year of operation**

	Option 2	Option 3(i)	Option 3(ii)	Option 3(iii)	Option 3(iv)	Option 3(v)	Option 3(vi)
Additional Annual Income Required to Achieve Breakeven (from Table 1)	£52,700	£27,200	£22,240	£20,800	£19,200	£14,500	£9,600
% Income Growth Required	22.3%	13.3%	12.9%	11.8%	15.3%	10.8%	10.5%

7.6 If the deployment of coin-operated meters resulted in a lower increase than shown in Table 2 above under the different options the Council would incur a net loss on the introduction of coin-operated meters. Conversely any increase above the levels shown would increase the surplus generated for car parking, which as members are aware is used to support the costs of providing other roads and transportation services.

7.7 Although deployment of cashless payment options was the most cost effective approach upon the introduction of parking charges, the feedback from the survey and other anecdotal evidence points to a probability that further investment in coin-operated meters has a good potential to increase usage and to increase income.

7.8 Best Value Option

7.8.1 Based on the percentage growth required as shown in Table 2, Options 3(ii) and 3(iii) are on balance judged to be the most suitable options, which provides 14 or 13 coin-operated meters across the county, whilst managing the risk of the survey requests not being realised. Both options give access to cash options in both long and short stay off-street car parks. However, Option 3(ii) provides a better coverage of long and short stay off-street car parks in each Burgh.

7.8.2 As is shown in the Table 2, both Options 3(ii) and 3(iii) require relatively modest increases in usage to achieve breakeven positions and therefore manages the Council's risk exposure in comparison to other options. However, Option 3(iii) provides a slightly safer option in terms of required growth.

7.9 Impact on Budgeted Surplus

7.9.1 The Council's 2019/20 Revenue Budget assumes a net surplus from charging in our car parks of £500,000. This estimate was based on an assumed increase in usage and in part the introduction of monthly permits and possible introduction of cash payment options given this was a specific issue to be considered by the car parking MoG.

7.9.2 If the increase in usage of the car parks is greater than the percentage given in Table 2 then this figure may, in a full year of operation be exceeded. Income will continue to be monitored and reviewed annually.

8. RISK IMPLICATIONS

- 8.1 This report presents an update on a number of developments of the off-street car parking charging arrangements actions. The risks for these actions have been considered in previous reports (reference Report Nos. 13/19 and 139/19).
- 8.2 The main risks are:
- Reputational of now opting for cash payments with criticism of not providing cash in first place; and/or not providing cash options in all car parks;
 - Financial in relation to the costs of coin-operated meters and not covering the costs from additional income due to displacement or behaviours indicated by survey not translating to actual increased usage. These risks are also addressed in Section 7; and
 - Social in relation to accessibility and equalities impact.
- 8.3 In respect of the Council's objective to be a smaller more sustainable and digital Council by 2020, this is consistent with the approved and installed car parking system, where all payments are cashless, that is by payment card, Chip & Pin; contactless, or by phone and on-line only. This is considered to provide the most efficient and cost effective means of charging (reference Report No. 193/18). However, given the public desire for a cash payment option for ease of use and increased accessibility, this report gives consideration to cash payment options.
- 8.4 In consideration of a cash payment option, the budget challenges faced by the Council and the need to operate as an efficient and effective Council demand that best value be evidenced. The principle risk to this is that the increased income will not cover the additional costs required to provide a cash payment option.
- 8.5 The principle opportunity is that the desire for a cash payment option is met with the installation of coin-operated meters and that there will be an increase in usage of the car parks, which is sufficient to recover the associated costs.
- 8.6 The survey results provide a degree of confidence in the level of demand for coin-operated meters to be installed. However, there is a risk that the survey responses are not representative of the existing and potential future patronage of the off-street car parks and therefore there is no guarantee to receive the increase in income required to pay back the capital and revenue costs. In particular, option 3 which does not make a coin-operated meter available at each of the thirty-three car parks, might adversely affect the 65% of respondents who said that they would use the car parks more frequently. There is also a risk that the provision of a coin payment option merely displaces the use of the current payment method, reverting to cash rather than cashless payment.
- 8.7 The premise applied in the Option Appraisal is that the lowest risk and greatest opportunity for increased usage of coin-operated meters would be at car park locations that have been the most successful in terms of occupancy and income to date. There is however a counter argument that a coin-operated meter should be installed in car parks showing lowest occupancy and income to date on the premise that these car parks are being less used because there is no cash option. However, on balance the premise applied to the Options Appraisal is considered to be appropriate.
- 8.8 As presented in the Options Appraisal in Appendix 3, in addition to the financial impacts and risks for a coin-operated payment option, there are environmental and social impacts that are worthy of equal consideration. The equalities implications are discussed in section 9 of this report.

9. EQUALITIES IMPLICATIONS

- 9.1 An Equality Impact Assessment (EIA) was developed for car parking charges (reference Schedule 3e) and presented under separate cover in Report No. 59/18.
- 9.2 A revised EIA has been developed to account of the issues raised in this report and the recommendations made, which is presented in **Appendix 7**. The proposed installation of coin-operated meters in selected off-street car parks will go some way to address the potential adverse impacts on people relating to age, disability and race protected characteristics, which

cashless options may have had on those unable to pay to park by card or experiencing difficulties with using the cashless payment systems.

10. CONCLUSION

- 10.1 The recommendations in this report relating to the implementation of a cash payment option have been set against the Council's desire to be a smaller more sustainable and digital Council by 2020, and also take account of the budget challenges faced by the Council and the need to operate as an efficient and effective council.
- 10.2 This report presents an analysis and appraisal of the cash payment options considered by the Car Parking Charges MoG and subject to public survey.
- 10.3 Based on this analysis and appraisal, it is considered that Option 3(ii) to install 14 coin-operated meters in the locations detailed balances risk and best value and is recommended to be implemented.

NOTE: The background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) which were relied on to any material extent in preparing the above report are:

- Report No. 139/19 - Amendment to Short Stay Off-Street Parking Restrictions – Policy and Resources Committee – 30 April 2019 - deferred to Angus Council – 9 May 2019
- Report No. 13/19 – Development of Parking Charges – Communities Committee - 15 January 2019
- Report No. 294/18 - Angus Council (Off-Street Car Parks) (Decriminalised Enforcement) (Variation) (No 2) Order 2018 - Car Parking Charges - Communities Committee – 25 September 2018
- Report No. 193/18 - Parking Charges – Angus Council - 14 June 2018
- Report 59/18, Schedule 3e – Change Programme – Angus Council – 15 February 2018
- Minute of Meeting of the Scrutiny and Audit Committee 20 November 2018

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APPENDICES

Appendix 1 – Update on previously approved actions for changes to car parking regime

Appendix 2 - Car Parking Survey - Spring 2019

Appendix 3 - Options Appraisal – Development of Car Parking Charges

Appendix 4 - Summary Matrix showing Options against appraisal criteria

Appendix 5 - Selection of off-street car parks for installation of coin-operated meters

Appendix 6 - Location of car parks proposed for installation of coin-operated meters

Appendix 7 – Equality Impact Assessment

Update on previously approved actions for changes to car parking regime

Recommendations for a series of changes were approved by Communities Committee on 15 January 2019 (reference Report No. 13/19) and Angus Council on 9 May 2019 (reference Report No. 139/19, which was deferred from Policy and Resources Committee of 30 April 2019).

A. Report No. 13/19:

- (i) note this report on off-street parking charges is separate to the scrutiny review approved at Scrutiny and Audit Committee on 20 November 2018;
- (ii) approve the introduction of monthly and quarterly permits pro-rata the annual fee of £260 per annum;
- (iii) agree the situation in regard to introducing a Direct Debit payment scheme for parking permits;
- (iv) endorse the situation regarding the 72 hour parking restriction; and
- (v) note the options for additional customer choice for payment for off-street car parking and agree to the establishment of a Member Officer Group to bring back options with a view to a report being submitted to the next available Communities Committee in accordance with the terms of reference noted at Appendix 1 [of that report].

The proposed Member Officer Group comprising Councillors Salmond, Stewart, Speed and Cheape (and two places available to the SNP Group) was approved.

B. Report No. 139/19:

- (i) agrees the change of time restrictions from two to four hours in the short stay car parks as set out in Appendix 1 to the Report (Report No. 139/19); and
- (ii) notes the changes to software, and specifically to remove the requirement on all payment machines to insert Vehicle Registration Mark (VRM/number plate details).

At the same meeting Angus Council on 9 May 2019 also agreed:

- (iii) that for the last two Saturdays in November and each Saturday in December up to Christmas and Christmas Eve all off-street parking in Angus was free, with the meters bagged on those days; and
- (iv) that recommendation (iii) be reviewed by the Communities Committee on an annual basis.

CURRENT POSITION

With reference to A(ii) above, monthly and quarterly permits have been operational since 1 March 2019. A total of 515 permits were active in April 2019.

With reference to A(iii) above, the availability of Direct Debit payment option for parking permits is under discussion with the supplier of the Angus Pay to Park software. However, a delivery date has not yet been determined.

With reference to A(v) above, section 4 of this report details the outcomes from the Member Officer Group. After the last meeting of the MoG, Cllr Speed and then Cllr Cheape resigned from the group.

With reference to B(i) above, the notice of proposal to increase the maximum period of stay and required variation to the traffic order applying to off-street car parks was published on 7 June 2019 and is open to objections for 21 days.

With reference to B(ii) above, the timing of the software changes will be subject to the outcome of the variation to the traffic order referred to above.

With reference to B (iii) & (iv) above, these actions will be planned in advance of November and December 2019.

Q1. Do you live in Angus?

Answer Choices	On-line Responses		Paper responses		Total Responses	
Yes	96.47%	1692	97.81%	179	96.59%	1871
No	3.53%	62	2.19%	4	3.41%	66
Total		1754		183		1937

Q2. Do you use Council off-street car parks between 8.30am and 5.30pm when charging applies?

Answer Choices	On-line Responses		Paper responses		Total Responses	
Yes	47.24%	831	25.82%	47	45.23%	878
No	52.75%	928	74.18%	135	54.78%	1063
Total		1759		182		1941

Q3. How often do you use the council's off-street car parks between 8.30am and 5.30pm when charging applies?

Answer Choices	On-line Responses		Paper responses		Total Responses	
Never	40.07%	702	64.84%	118	42.40%	820
Rarely	22.20%	389	14.84%	27	21.51%	416
Monthly	9.25%	162	4.95%	9	8.84%	171
Weekly	13.18%	231	8.79%	16	12.77%	247
More than once per week	9.65%	169	3.30%	6	9.05%	175
Daily	3.71%	65	2.75%	5	3.62%	70
More than once a day	0.51%	9	0%	0	0.47%	9
Don't know	1.43%	25	0.55%	1	1.34%	26
Total		1752		182		1934

Q4. If a cash payment option was available, would you use it to pay for parking in the council's off-street car parks?

Answer Choices	On-line Responses		Paper responses		Total Responses	
Yes	73.07%	1286	79.23%	145	73.65%	1431
No	26.93%	474	20.77%	38	26.35%	512
Total		1760		183		1943

Q5. If a cash payment option was available, would you use the council's off-street car parks more frequently?

Answer Choices	On-line Responses		Paper responses		Total Responses	
Yes	63.63%	1116	77.35%	140	64.91%	1256
No	36.37%	638	22.65%	41	35.09%	679
Total		1754		181		1935

Q6. If available, would you use a coin-operated meter in the car park?

Answer Choices	On-line Responses		Paper responses		Total Responses	
Yes	78.03%	1371	83.89%	151	78.58%	1522
No	21.97%	386	16.11%	29	21.42%	415
Total		1757		180		1937

Q7. If available, would you use scratch cards which could be bought in advance from local shops and outlets?

Answer Choices	On-line Responses		Paper responses		Total Responses	
Yes	8.37%	147	7.26%	13	8.26%	160
No	91.63%	1610	92.74%	166	91.74%	1176
Total		1757		179		1936

Q8. Upfront costs of installing additional cash parking meters will cost more than introducing parking scratch cards at local shops and outlets. With this in mind, which one of these options would you prefer?

Answer Choices	On-line Responses		Paper responses		Total Responses	
Coin-operated meters in the car park	63.45%	1132	73.03%	130	64.32%	1262
Scratch cards from local shops and outlets	4.76%	85	2.81%	5	4.59%	90
Neither	28.14%	502	20.22%	36	27.42%	538
Don't know	3.64%	65	3.93%	7	3.67%	72
Total		1784		178		1962

Q9. Further comment

	On-line responses	Paper responses	Total Responses
Answered	995	90	1085

Summary of Further Comments:

The most expressed comment was that parking in Angus should be free and the charges stopped.

There were fewer comments of support from those who do not oppose charges, with a broad request that payment methods should be easier.

Many people commented that the cash payment method should have been available from the commencement of charging.

There were occasional comments asking for the requirement for the vehicle registration number to be entered to be scrapped and for 2 hour short stays to be extended – both of these have already been approved by committee.

There was widespread support for the introduction of a free period to park in off-street car parks before charring applies. Opinion ranged from 20minutes to 2 hours with 1 hour being the average.

There were some calls for the tariffs to be reduced and the for payment period increments of less than 1 hour.

Adverse impacts of charging on residents living near charging car parks was mentioned in a few comments, as was the need for a specific residents permit at a reduced rate.

There were a handful of comments opposing the convenience charge and adverse comments that Council staff park for free.

And one comment of “If you add coin slots they will be super glued up”, which is concerning given the vandalism inflicted on the existing parking meters.

BACKGROUND

Following recommendations approved by Committee on 15 January 2019 (reference Report No. 13/19) a Member Officer Group (MoG) was “to review the options, costs and implementation and sustainability issues of both [scratch card and coin] payment systems with a view to making recommendations to the next available communities committee. These recommendations will be set against the Council’s desire to be a smaller more sustainable and digital Council by 2020. The MoG will also take account of the budget challenges faced by the Council and the need to operate as an efficient and effective council. The MoG will cover the opportunities and risks of any proposed recommendations.”

The MoG agreed to canvass public views on the scratch card and coin payment systems with a survey available online and at Libraries and Accessline Offices in the six burgh towns with car parking charges. The survey was open from 8 to 21 May 2019. The results of this survey show that almost three-quarters of people would prefer coin-operated meters be installed, for which the majority told us that they would use the car parks more frequently.

On the basis of the results, it is considered that the scratch card system be discounted from further consideration and are not appraised here. The opportunities presented by the findings of the survey are that a cash payment option using coin-operated meters in the off-street car parks will be popular and increase usage and income. The risk is that the indicated increase in usage and income will not be sufficient to justify the additional capital outlay for the scratch card system.

This Options Appraisal has been undertaken therefore on a series of options for coin-operated meters only to assess their relative merits. The following range of Options is appraised below:

- Option 1 - Maintain current payment options only;
- Option 2 - Install coin-operated meters in all thirty-three off-street car parks; and
- Option 3 - Install coin-operated meters in selected off-street car parks.

SUMMARY

Given the Option Appraisal, on the balance of risk and opportunity described, it is considered that the best option is Option 3 for coin-operated meters to be installed in selected off-street car parks.

The number of meters and the selection of off-street car parks is a more subjective judgment. Four sub-options with a single cash-operated meter at 12, 17 or 13 car parks have been identified for consideration. These considerations are to be provided in a report to Angus Council – 20 June 2019, which will include this Option Appraisal along with a series of supporting documents used to support this appraisal and the considerations in the report to Council.

Appraisal of options – Coin-operated meters

Description of option	Advantages	Disadvantages	Cost benefit analysis and triple-bottom line appraisal	Rank in order of preference
Maintain current payment options only	<p>No additional spend of capital or revenue budget with no risk of recovering expenditure through income.</p> <p>Maintains principle focus on cashless payments and Angus being a digital Council by 2020.</p> <p>Leads cultural change</p>	<p>Does not address the views and requests of the public and businesses to introduce a cash payment option, and coin-operated meters specifically as shown in the recent survey.</p> <p>The opportunity for additional income from increased patronage is lost.</p> <p>Does not provide fuller accessibility of use by those only using cash.</p>	<p>[Cost-benefit depends on payback period to be applied. For example, 16 of 40 cashless meters have gross income in 5 months of 2018/19 greater than cost of installing the meter. When projected, 25 of 40 are forecast to payback within the first 12 months with 35 of 40 forecast to payback within the first 24 months, and 37 of 40 in the first 36 months. 63% and 88% likelihood of positive benefit-cost ratio with 12 and 24 months based on 2018/19 income.]</p> <p>Financially, capital is saved and no risk of low usage avoided with opportunity cost of increased usage and income lost. This option does not address the adverse impacts on footfall and subsequent income claimed by businesses, and indicated by other surveys.</p> <p>Environmentally, not manufacturing and installing the meters avoids the adverse impacts. Continued benefits of modal shift from those not using car parks currently and walking and car sharing more.</p> <p>Socially, this does not provide fuller accessibility of use by those only using cash and those preferring to use cash.</p>	3
Install coin-operated meters in all thirty-three off-street car parks	<p>Most fully addresses the views and requests of the public and businesses to introduce a cash payment option, and coin-operated meters specifically as shown in the recent survey.</p> <p>The opportunity for additional income from increased patronage.</p> <p>Provides much fuller accessibility of use by those only using cash.</p>	<p>Significant additional spend of capital budget (approx. £90k) with higher risk of not recovering expenditure through income.</p> <p>Lessens principle focus on cashless payments and Angus being a digital Council by 2020.</p>	<p>Financially, significant additional capital is spent, which would need to be borrowed and paid back using car parking income. Highest opportunity cost of increased usage and income, with a higher risk that increased usage shown in the survey will not be forthcoming and income will not increase with risk. This option most fully addresses the adverse impacts on footfall and subsequent income claimed by businesses, and indicated by other surveys.</p> <p>Environmentally, the manufacture and installation of the meters will have low-medium environmental impacts. Modal shift from those not currently using car parks may be lost.</p> <p>Socially, this provides much fuller accessibility of use by those only using cash and those preferring to use cash.</p>	2
Install coin-operated meters in selected off-street car parks	<p>Addresses the views and requests of the public and businesses to introduce a cash payment option, and coin-operated meters specifically as shown in the recent survey.</p> <p>The opportunity for additional income from increased patronage.</p> <p>Provides fuller accessibility of use by those only using cash.</p>	<p>Additional spend of capital budget (approx. £25k-£45k) with lower risk of not recovering expenditure through income.</p> <p>Lessens principle focus on cashless payments and Angus being a digital Council by 2020.</p>	<p>Financially, additional capital is spent, which would need to be borrowed and paid back using car parking income. Lesser opportunity cost of increased usage and income, with a lower risk that increased usage shown in the survey will not be forthcoming and income will not increase with risk. This option most addresses the adverse impacts on footfall and subsequent income claimed by businesses, and indicated by other surveys.</p> <p>Environmentally, the manufacture and installation of the meters will have low-medium environmental impacts. Modal shift from those not currently using car parks may be lost.</p> <p>Socially, this provides improved accessibility of use by those only using cash and those preferring to use cash.</p>	1

Summary Matrix showing Options against appraisal criteria

Criteria	Description	Option 1	Option 2	Option 3(i)	Option 3(ii)	Option 3(iii)	Option 3(iv)	Option 3(v)	Option 3(vi)
		Maintain current payment options only	Install a single coin-operated meter in a selected off-street car parks in each Burgh with a minimum of two per Burgh	Install a single coin-operated meter in selected off-street car parks with a minimum of one each in a long and short stay off-street car park in each Burgh	Install a single coin-operated meter in selected off-street car parks with a minimum of one each in a long and short stay off-street car park in each Burgh	Install a single coin-operated meter in selected off-street car parks in each Burgh with a minimum of one per Burgh	Install a single coin-operated meter in selected off-street car parks in each Burgh with a minimum of one per Burgh	Install a single coin-operated meter in a selected off-street car parks in each Burgh with a minimum of two per Burgh	Install a single coin-operated meter in selected off-street car parks in each Burgh
	<i>Number of meters</i>	0	33	17	14	13	12	9	6
a)	Cost - additional capital cost to car parking reserve	Nil	£102,221	£52,659	£43,366	£40,269	£37,171	£27,878	£18,586
	Cost – annual revenue costs	Nil	£52,700	£27,160	£22,440	£20,790	£19,140	£14,420	£9,580
	Required percent growth	Nil	22.3%	13.3%	12.9%	11.8%	15.3%	10.8%	10.5%
b)	Burgh locations – to maintain coverage of cash operated meters across six-Burgh towns where council operates off-street car parks (maximum one per car park)	No (Red)	Yes (Green)	Yes (Green)	Yes (Green)	Yes (Green)	Yes (Green)	Yes (Green)	Yes (Green)
c)	Long- and Short Stay locations – to maintain coverage of cash operated meters in both long- and short-stay car parks	No (Red)	Yes (Green)	Yes (Green)	In-part (Amber)	In-part (Amber)	Yes (Green)	In-part (Amber)	In-part (Amber)
d)	Ranking check – based on analysis of the usage of off-street car parks for 1 November 2018 to 31 March 2019 presented in Appendices 2 & 5	No (Red)	Yes (Green)	Yes (Green)	Yes (Green)	Yes (Green)	Yes (Green)	Yes (Green)	Yes (Green)
e)	High Street locations – to target potential positive economic impacts of cash operated meters	No (Red)	Yes (Green)	Yes (Green)	In-part (Amber)	In-part (Amber)	In-part (Amber)	In-part (Amber)	In-part (Amber)
f)	Payback check – based on income generated from ticket sales in 2018/19 at off-street car park cashless meters as an indicator of potential benefit/cost ratio presented in Appendices 5	No (Red)	In-part (Amber)	In-part (Amber)	In-part (Amber)	In-part (Amber)	In-part (Amber)	In-part (Amber)	In-part (Amber)
g)	Tourist impact/benefit check – based on off-street car park proximity to tourist attractions	No (Red)	Yes (Green)	Yes (Green)	Yes (Green)	Yes (Green)	In-part (Amber)	In-part (Amber)	In-part (Amber)
	Option Appraisal Preference (See Appendix 2)	3	2	1					

Selection of off-street car parks for installation of coin-operated meters

								Option 2	Option 3(i)	Option 3(ii)	Option 3(iii)	Option 3(iv)	Option 3(v)	Option 3(vi)	OPTION	
								£102,221	£52,659	£43,366	£40,269	£37,171	£27,878	£18,586	Capital Cost	
								£52,700	£27,160	£22,440	£20,790	£19,140	£14,420	£9,580	Annual Revenue Cost	
Burgh	Car Park	Long or Short stay	No. of Standard Bays	Car Park Rank by Meter	Car Park Rank by Car Park	Car Park Rank by Standard Bay	B/C Ratio check (based on five month 2018/19 / £2,616 meter cost)	33 coin-operated meters: single coin-operated meter in a selected off-street car parks in each Burgh with a minimum of two per Burgh	17 coin-operated meters: single coin-operated meter in selected off-street car parks with a minimum of one each in a long and short stay off-street car park in each Burgh	14 coin-operated meters: single coin-operated meter in selected off-street car parks with a minimum of one each in a long and short stay off-street car park in each Burgh	13 coin-operated meters: single coin-operated meter in selected off-street car parks in each Burgh with a minimum of one per Burgh	12 coin-operated meters: single coin-operated meter in selected off-street car parks in each Burgh with a minimum of one per Burgh	9 coin-operated meters: single coin-operated meter in a selected off-street car parks in each Burgh with a minimum of two per Burgh	6 coin-operated meters: single coin-operated meter in selected off-street car parks in each Burgh	Remarks	
Arbroath	Shore Car Park	Long	33	17	13	13	1.00	Yes	Yes	Yes	Yes	No	No	No	Passes Payback & Tourism check	
	Ladybridge Street Car Park	Long	99	2	2	7	2.86	Yes	Yes	Yes	Yes	No	No	No	Passes Payback check	
	Ladybridge Street Car Park	Long		6												
	Hill Street - High Street Car Park	Long	119	14	3	18	1.95	Yes	Yes	No	Yes	No	No	No	Passes Payback check	
	Hill Street - High Street Car Park	Long		5												
	Gravesend Car Park	Long	15	27	23	19	0.49	Yes								
	Guthrie Port Car Park	Long	9	29	24	9	0.43	Yes								
	Helen Street Car Park	Long	22	25	21	20	0.63	Yes								
	Leonard Street Car Park	Long	27	31	26	22	0.39	Yes								
	Millgate - North Grimsby Car Park	Long	78	3	4	10	3.52	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Meets all criteria
	North Port Car Park (Closed)	Short	21					Yes								Installation pending.
	Stanley Street Car Park	Long	65	19	15	30	0.82	Yes								
	West Abbey Street Car Park	Short	42	9	8	4	1.92	Yes	Yes	Yes	Yes	Yes	Yes	No		
Breachin	Church Street Car Park	Short	28	12	11	1	1.64	Yes	Yes	Yes	Yes	Yes	Yes	No		
	City Road South End Car Park	Long	15	37	30	29	0.16	Yes								
	City Road West Side Car Park	Long	28	30	25	27	0.41	Yes								
	Maisondieu Lane East Car Park	Short	15	33	27	15	0.31	Yes								
	Maisondieu Lane West Car Park	Long	62	11	10	17	1.68	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Meets all criteria	
Market Street Car Park	Short	17	23	19	3	0.75	Yes									
Carnoustie	High Street Car Park	Short	23	26	22	11	0.62	Yes	Yes	Yes	No	Yes	No	No	Does not meet Payback check	
	Links Avenue Car Park	Long	31	18	14	16	0.88	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Does not meet Payback check *Minimum of one per Burgh	

Forfar	Park Avenue Car Park	Long	47	22	18	23	0.75	Yes									
	East Greens Car Park	Long	204	28	5	25	0.85	Yes	Yes	Yes	No	No	No	No	<i>Does not meet Payback check</i>		
	East Greens Car Park	Long	204	15													
	East Greens Car Park	Long		13													
	East Greens Car Park	Long		32													
	Green Street Car Park	Short	15	21	17	2	0.79	Yes	Yes	No	No	Yes	No		<i>Does not meet Payback check</i>		
	Myre Car Park	Long	210	1	1	12	2.61	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Meets all criteria
	Myre Car Park	Long		34													
	Myre Car Park	Long		4													
	Myre Road Car Park	Long	3	36	29	5	0.17	Yes									
	Old Halkerton Road Car Park	Long	9	39	32	32	0.05	Yes									
	St James' Road Car Park	Long	13	38	31	31	0.07	Yes									
West High Street Car Park	Long	15	35	28	24	0.29	Yes										
Kirriemuir	Bellies Brae Car Park	Long	58	20	16	28	0.79	Yes	Yes	Yes	No	Yes	No	No	<i>Does not meet Payback check</i>		
	Glengate Car Park	Long	27	24	20	21	0.74	Yes									
	Reform Street Car Park	Short	60	7	6	8	2.13	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Meets all criteria	
Montrose	Baltic Street Car Park	Short	24	16	12	6	1.05	Yes	Yes	Yes	Yes	Yes	Yes	No			
	Lower Hall Street Car Park	Long	80	10	9	26	1.69	Yes	Yes	No	Yes	No	No	No	<i>Passes Payback check</i>		
	Murray Lane Car Park	Long	60	8	7	14	2.08	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Meets all criteria	

NOTE: The following rationale has been applied, which accord with the Option Appraisal (see Appendix4):

- A minimum of one additional coin-operated meter in each Burgh, which is met by all options below
- Equal numbers of coin-operated meters in each Burgh
- Coverage of both short- and long-stay car parks in each Burgh
- Equity of numbers of coin-operated meters in Burghs based on highest 2018/19 ranking of cashless meters (reference paragraphs 5.8 and 5.9) rather than the lowest ranked (which may be an indication of higher need for coin-operated meters).

Example calculation for B/C Ratio check (based on five month 2018/19/ £2,616 meter cost) for Millgate - North Grimsby Car Park

Gross income from 1 November 2018 to 31 March 2019 = £9208

Benefit-Cost Ratio = £9,198/£2,616 = 3.52

APPENDIX 6

Location of car parks proposed for installation of coin-operated meters

Burgh	Option 2	Option 3(i)	Option 3(ii)	Option 3(iii)	Option 3(iv)	Option 3(v)	Option 3(v)
	Install a single coin-operated meter in each of thirty-three off-street car parks	Install a single coin-operated meter in a selected off-street car parks in each Burgh with a minimum of two per Burgh	Install a single coin-operated meter in selected off-street car parks with a minimum of one each in a long and short stay off-street car park in each Burgh	Install a single coin-operated meter in selected off-street car parks with a minimum of one each in a long and short stay off-street car park in each Burgh	Install a single coin-operated meter in selected off-street car parks in each Burgh with a minimum of one per Burgh	Install a single coin-operated meter in selected off-street car parks in each Burgh with a minimum of one per Burgh	Install a single coin-operated meter in a selected off-street car parks in each Burgh with a minimum of two per Burgh
<i>Meter No.</i>	33	17	14	13	12	9	6
<i>Arbroath</i>	11 - Shore (Long); Ladybridge Street (Long); Hill Street – High Street (Long); Gravesend (Long); Guthrie Port (Long) Helen Street (Long); Leonard Street (Long); Millgate - North Grimsby (Long); North Port (Short); Stanley Street (Long); and West Abbey Street (Short).	5 - Millgate - North Grimsby (Long); West Abbey Street (Short); Shore (Long); Ladybridge Street (Long); Hill Street – High Street (Long)	4 - Millgate - North Grimsby (Long); West Abbey Street (Short); Shore (Long); Ladybridge Street (Long).	5 - Millgate - North Grimsby (Long); West Abbey Street (Short); Shore (Long); Ladybridge Street (Long); Hill Street – High Street (Long)	2 - Millgate - North Grimsby (Long); West Abbey Street (Short)	2 - Millgate - North Grimsby (Long); West Abbey Street (Short)	1 - Millgate - North Grimsby (Long)
<i>Brechin</i>	6 - Church Street (Short); City Road South End	2 - Church Street (Short); Maisondieu Lane	2 - Church Street (Short); Maisondieu Lane	2 - Church Street (Short); Maisondieu Lane	2 - Church Street (Short); Maisondieu Lane	2 - Church Street (Short); Maisondieu Lane	1 - Maisondieu Lane West (Long)

Burgh	Option 2	Option 3(i)	Option 3(ii)	Option 3(iii)	Option 3(iv)	Option 3(v)	Option 3(v)
	(Long); City Road Est Side (Long); Maisondieu Land East (Short); Maisondieu Lane West (Long); and Market Street (Short).	West (Long)	West (Long)	West (Long)	West (Long)	West (Long)	
<i>Carnoustie</i>	3 - High Street (Short); Links Avenue (Long); and Park Avenue (Long).	2 - High Street (Short); Links Avenue (Long)	2 - High Street (Short); Links Avenue (Long)	1 - Links Avenue (Long)	2 - High Street (Short); Links Avenue (Long)	1 - Links Avenue (Long)	1 - Links Avenue (Long)
<i>Forfar</i>	7 - East Greens (Long); Green Street (Short); Myre (Long); Myre Road (Short); Old Halkerton Road (Long); St James' Road (Long); and West High Street (Long).	3 - Green Street (Short); Myre (Long); East Greens (Long)	2 - Myre (Long); East greens (Long)	1 - Myre (Long)	2 - Green Street (Short); Myre (Long)	1 - Myre (Long)	1 - Myre (Long)
<i>Kirriemuir</i>	3 - Bellies Brae (Long); Glengate (Long); and Reform Street (Short)	2 - Bellies Brae (Long); Reform Street (Short)	2 - Bellies Brae (Long); Reform Street (Short)	1 - Reform Street (Short)	2 - Bellies Brae (Long); Reform Street (Short)	1 - Reform Street (Short)	1 - Reform Street (Short)
<i>Montrose</i>	3 - Baltic Street (Short); Murray Lane (Long); Lower Hall Street (Long)	3 - Baltic Street (Short); Murray Lane (Long); Lower Hall Street (Long)	2 - Baltic Street (Short); Murray Lane (Long)	3 - Baltic Street (Short); Murray Lane (Long); Lower Hall Street (Long)	2 - Baltic Street (Short); Murray Lane (Long)	2 - Baltic Street (Short); Murray Lane (Long)	1 - Murray Lane (Long)

EQUALITY IMPACT ASSESSMENT

SCREENING DOCUMENT

Name of Proposal	Parking Charges (Reference Report Nos. 59/18 Schedule 3e and 193/18)
Lead Department/Service	Infrastructure/Roads & Transportation

What is the aim of the proposal?

The implementation of parking charges would allow for the current running costs/maintenance of car parks to be funded from income generated rather than through the general fund. By doing so, the income will help protect other front line services.

Is this a new or a review of an existing policy, procedure, function or report?

The above reports were new in 2018; this EIA is a review of the approved reports (294/18; 13/19; and 139/19) and issues raised in the June update report to Angus Council.

Screening Process

1. Has the proposal already been assessed for its impact on age; disability; gender; gender re-assignment; pregnancy/maternity; marriage and civil partnership; race; religion and belief; and sexual orientation? **If yes, go to 1 a. If no, go to 1 b.**

1 a. Unless **there have been significant changes**, no further action is required. **Please add your name, position and date below at 3.**

1 b. Does the proposal involve or have consequences for the people the council serves or employs?

If yes, go to 2. If no, go to 1 c.

1 c. Please state why not

N/A

The proposal is not relevant and no further action is required. Sign and date below at 3.

2. Is the proposal relevant to one or more of the protected characteristics? **If yes, go to 2 a. If no, go to 2 b.**

2 a. Proceed to Step 1 of the Full Equality Impact Assessment on page 2.

2 b. Please state why not

The proposal not relevant and no further action is required. Add your name, position and date below at 3.

3. Name:

Position:

Date:

FULL EQUALITY IMPACT ASSESSMENT

Step 1

Are there any statutory legal requirements affecting this proposal? If so please describe.

Section 122 of the Road Traffic Regulation Act 1984 places a duty on the council to secure the expeditious, convenient and safe movement of vehicular and other traffic (including pedestrians) and the provision of suitable and adequate parking facilities on and off road. Reference should be made to the Angus Parking Policy, which was approved in November 2016 (Report No. 400/16).

The provision of off-street car parks and the introduction of parking charges in Angus from 1 November 2018 and any surpluses from that activity after running costs have been taken into account will be added to the Car Parking Reserve to support other transport costs elsewhere in the budget (reference Report No. 63/18, Appendix 3).

Step 2

What data/research is available to assess the likely impact of the proposal?

This impact assessment is a new one that reviews the EIA that was undertaken and published for Report No. 59/18 Schedule 3e.

Since the Equality Impact Assessment for budget setting purposes was completed for Report No. 59/18 Schedule 3e, and the Fairer Scotland Duty, Part 1 of the Equality Act 2010 coming into force from April 2018, the potential impact of the proposal on people with protected characteristics has become apparent and need to be assessed.

The Fairer Scotland Duty is one of a number of complementary duties which are placed on the public sector to tackle socio-economic disadvantage, child poverty, equality of opportunity and inequality of outcome.

It is also possible that as the protected characteristic of race can also mean nationality, that this protected characteristic be assessed.

Further, this is not a question merely of the numbers of people affected but the degree of impact. A policy which has an extremely negative impact on a small number of people may be of greater relevance than one which has only a minor impact on a large number of people.

The principle focus of this new EIA is on the use of 'cashless' technology only when the off-street car parking charges commenced on 1 November 2018.

"What is cashless payment? Angus Council, in common with many other organisations, is seeking to streamline its service delivery and make it as efficient as possible. Angus Pay to Park operates with cashless payments. For the avoidance of doubt, "cashless" means that neither notes nor coins can be used. Cashless does not mean "free", but that a method of payment other than cash must be used. Payments are secure, efficient and cost-effective. No cash will be held locally, or need to be collected." (Angus Pay2Park Guide.pdf, 2018)

The 'cashless' approach accords with the Angus Council 'Digital Strategy for a better, stronger, sustainable and smaller council': specifically, "Digital will be the primary channel for providing information about council services and for simple, high volume transactions."

In respect of the decision made for the car parking charge payments, it was considered appropriate not to offer cash as an option for payment for these new charges.

However, the specific use of 'cashless' on people who could be affected due to their protected characteristic may need to be reviewed in light of the Digital Strategy commitment "to continue to offer other channels where appropriate, for example for complex services to meet differing personal circumstances." In light of the decision to establish a Member Officer Working Group to look into cash payment options, recommendations to install coin-operated meters in selected off-street car parks have now been proposed, it is considered that these recommendations will go some way to address the potential adverse impacts that cashless options may have as detailed in Step 3.

Step 3

Is there any reason to believe the proposal could affect people differently due to their protected characteristic i.e. age; disability; gender; gender re-assignment; pregnancy/maternity; marriage and civil partnership; race; religion and belief; and sexual orientation? Please **place a cross** in each box that applies, and give details alongside.

Age	<input checked="" type="checkbox"/>	Car parking patronage by the elderly based on use of technology and ability to pay by cashless means has been suggested.
Disability	<input checked="" type="checkbox"/>	Car parking patronage people with disability based on use of technology and ability to pay by cashless means.
Gender	<input type="checkbox"/>	
Gender Re-assignment	<input type="checkbox"/>	
Pregnancy/maternity	<input type="checkbox"/>	
Marriage and civil Partnership	<input type="checkbox"/>	
Race	<input checked="" type="checkbox"/>	Car parking patronage non-UK nationalities based on ability to pay by cashless means. Potential difficulties and delays in having bank account and debit/credit card access.
Religion and belief	<input type="checkbox"/>	
Sexual orientation	<input type="checkbox"/>	

Step 4

Is there evidence to suggest that any part of the proposal could unlawfully discriminate against people? If so, how?

The use of parking meters and Angus Pay to Park online system is industry standard, best practice. The technology is not new; the technology is new to Angus. Further guidance and support on the use of the meters and system have been provided.

There is evidence based on the relatively small number of individual issues that have become apparent.

In light of the decision to establish a Member Officer Working Group to look into cash payment options, recommendations to install coin-operated meters in selected off-street car parks have now been proposed, it is considered that these recommendations will go some way to address the potential adverse impacts that cashless options as detailed in the Step 3 above.

Step 5

Can the proposal be seen to favour one section of the community

Yes No

or deny opportunities to another?

Yes No

If yes, please give details.

The original proposal may be seen to deny opportunities to sections of the community for the protected characteristics shown in Stage 3. This evidence is based on the relatively small number of individual issues that have become apparent.

In light of the decision to establish a Member Officer Working Group to look into cash payment options, recommendations to install coin-operated meters in selected off-street car parks have now been proposed, it is considered that these recommendations will go some way to address the potential adverse impacts that cashless options as detailed in the Step 3 above.

Step 6

Does the proposal advance or restrict equality?

Yes No

If yes, give details

The original proposal may be seen to restrict equality to sections of the community for the protected characteristics shown in Stage 3. This evidence is based on the relatively small number of individual issues that have become apparent.

In light of the decision to establish a Member Officer Working Group to look into cash payment options, recommendations to install coin-operated meters in selected off-street car parks have now been proposed, it is considered that these recommendations will go some way to address the potential adverse impacts that cashless options as detailed in the Step 3 above.

Step 7

Are there any other actions which could have been taken to enhance equality of opportunity?
If so please state

None.

Step 8

Based on the work you have done, rate the level of relevance being allocated to this proposal.

High Medium Low Unknown

Step 9

If during **Steps 3 - 6** there has been an adverse impact identified, consider whether this can be justified.

Yes No

If yes please give details.

This EIA is inconclusive as the evidence is based on the relatively small number of individual issues that have become apparent.

The use of parking meters and Angus Pay to Park online system is industry standard, best practice. The technology is not new; the technology is new to Angus. Further guidance and support on the use of the meters and system have been provided.

However, in light of the decision to establish a Member Officer Working Group to look into cash payment options, recommendations to install coin-operated meters in selected off-street car parks have now been proposed, which will go some way to address the potential adverse impacts that cashless options may have.

If no, consider alternative ways of delivering the proposal to minimise negative impact or eliminate unlawful discrimination. Give details of the changes to be made to the proposal.

N/A

Step 10

Do you need to carry out a further impact assessment?

Yes No

If yes, what actions do you need to take?

Step 11

Make arrangements to monitor and review the impact assessment.

The assessment of the impact on equalities will be monitored and reviewed as part of the 'review of the implementation of the off-street parking charges' (Reference Report No. 193/18).

Step 12

Publish impact assessment.

Where will the Equality Impact Assessment be published?

This impact assessment is a new one that reviews the EIA for the original proposal (Report No. 59/18 Schedule 3e) and provides an update to be published as part of an update report on parking charges to Angus Council, and will be further reviewed if required.

Please state your name, position and date, and forward this pro forma either to your designated Equality Impact Assessment Co-ordinator, or if it refers to a committee report, it should be forwarded with the report to committee services

Name: Walter Scott

Position: Service Leader – Roads & Transportation

Date: 5 June 2019

For additional information and advice please contact:
the Equalities Officer - Tel: 01307 476058 or E-mail: Equalities@angus.gov.uk