

Terms of Reference for Service Review

Review Title: Car Parks Review

Date: 10 June 2015

What items are within the scope of this review?

In Scope

- To increase the capacity and ability in EEBC car parks to provide additional income
- To identify parking equipment replacement programme to ensure the machines are always operational to maximise income
- Fees and charges in car parks
- Investigate the possibility of advertising in our car parks to start an income stream
- Enforcement in car parks

Out of Scope

- On street parking
- Residential parking zones
- Issuing of Penalty Charge Notices on street
- Central services charges
- Asset rents
- Central contract costs (e.g. Kier/Operational Services cleansing and maintenance)

What is the overall aim of doing this work?

- This review forms part of the work programme for preparing the Medium Term Financial Strategy outlined in the report to Financial Policy Panel on the 9 June 2015 to ensure services provided are fit for purpose, meet the needs of local residents and are cost effective to provide.
- Maximise income in car parks.

What are the objectives?

- To outline the current car park service provided including (but not limited to)
 - Outputs delivered
 - Method of providing the current service
 - Detailed budget for the last three years including revenue and capital expenditure
- To accurately assess our current capacity to understand how we are going to increase it
- To review our current parking equipment suitability, identifying our key issues
- To identify potential sites that can be used for car parking
- To identify potential sites for advertising in the car parks
- To identify ways to reduce the cost of running and providing car parks
- To analyse usage of car parks in the last 3 years
- To evaluate the different options put forward (including but not limited to)
 - Increase our capacity
 - Plan of replacing equipment or alternative ways for people to pay
 - Work with the Town Centre Manager regarding advertising
 - Identify financial implications including any invest to save investment required
 - Key risks and how they can be mitigated
 - Timeline for implementation

What is the delivery methodology?

- The Parking Working Group first appointed by Environment Committee.
- Consideration of a report by the Head of Customer Services and Business Support which will address the objectives described above. Namely:

- Increase the capacity in current car parks (e.g. open Hook Road roof, feasibility study in Ashley Centre)
- Planning Policy to produce a report identifying suitable sites for additional car parking including park and ride options
- Scope and analyse parking equipment outlining contract, warranty, life expectancy, maintenance cost and consumable supplies
- What options are there for parking equipment (e.g. keep what we already have, replace with static pay machines or change pay machines such as chip and pin, barrier control parking and pay by mobile/text)
- To review the fees and charges analysing current usage

Duration of Enquiry

- Members will be consulted on the terms of reference for the review at the meeting of Financial Policy Panel on the 7 July.
- Recommendations from this review to be presented to the Environment Committee in January 2016.

What information is needed

- Report to be produced by Head of Customer Services and Business Support to address the objectives identified in the review

Would the Scrutiny review benefit from the co-option of an additional member (internal or external)? If so who?

- N/A

What other processes could be used to inform the review?

Interviews with

- Chairman of Environment Committee
- Head of Venues
- Parking Manager
- Planning Policy Manager

- Town Centre Manager (once appointed)
- Procurement Officer
- Equalities Forum
- Ashley Centre General Manager

Key Deliverables

- A report outlining options to reduce costs and generate additional income with a recommended course of action for cost reduction to be considered by Environment Committee in January 2016.