
Decision Session – Executive Member for Transport and Planning 15 November 2018

Report of the Corporate Director of Economy and Place

Marygate Car Park Systems

Summary

1. This report is to provide an update on the parking system in Marygate car park, specifically the pay on exit trial with a focus on the issues that have come up from it. While this car park generates above average revenue compared to other car parks, we have seen significant but sporadic down time over the years of this system, which has become increasingly worse over the last year, due to general wear and tear.
2. This report covers what has been put in place already to help mitigate against the down time and work to find a suitable replacement the system. In addition recommendations to further reduce the issues associated with the equipment failure.

Recommendations

3. That the Executive Member:
 - a) Notes the updates provided in this report of the Marygate car park system and what has been put in place to improve its operation.
 - b) Confirms that work should start on options for replacing the current system.
 - c) Agree to let the trial continue with the new 1st line maintenance regime in place and monitor the effectiveness of it and bring back a report at a later date to the Executive Member to update on the progress made and request the procurement of a new system(s) be taken forward with any supporting recommendations at that time.

Reasons: The council recognises that the pay on exit system has performed intermittently and has continued to deteriorate resulting in a loss of revenue. As a result a new 1st line maintenance contract has been put in place and is showing positive results in helping to reduce the downtime of the system.

Work is also underway to research a new system and produce a specification for tender. This will recognise that customers require a parking system that increases dwell time in the city centre and avoid them having to come back to top up their parking, which is a view supported by the York BID.

Background

4. Following a decision to trial a pay on exit system in Marygate car park the current system was installed. Officers have seen a steady increase in the number of issues with the system breaking down and having to set the car park on automatic due to systems outages, where by the barriers lift as soon as a car approaches it without having to insert a valid ticket. These outages are predominately down to coin and ticket jams that jam the mechanisms and can take a payment machine out of action. Due to health and safety considerations and reputation risk people need to be able to exit the car park if the system is broken to avoid them being trapped.
5. Further to this officers have seen an issue that comes from being exposed to the elements, which is not something that was first apparent during the initial running of the system. This mainly comes from wind and rain that partly floods the machine.
6. As a result of these issues, that have been increasing, there is insufficient resource to address the regular issues with the equipment, therefore a supplier (NCP) has been procured to provide a specialist 1st line maintenance service. While it is early days yet this initiative to bring in an external supplier has seen a noticeable impact in system downtime.
7. This service will be on call between the hours of 8am and 6pm, seven days per week, which covers the main fee paying times. Council have agreed a call out of up to 60 minutes maximum for NCP that Systems Team officers have reported is having a significant impact on reducing system down time. This finding will be useful for future car park systems, given most suppliers do not offer a first line maintenance contract but second line only. If this is successful then we have a system in place for future car parks, subject to contractual renewal and procurement advice.
8. A renewed contract with the manufacturer of the equipment to provide 2nd line maintenance is underway, which will be linked to NCP's operation to further reduce downtime and protect revenue.
9. NCP's performance and the system downtime will be monitored by the council's automated fault reporting system that automatically reports faults and logs when calls were sent and when the system is operational again. This automation will reduce the impacts the car

park monitoring is having on the CCTV service who monitor the car park and operate the barriers.

10. This fault reporting system will provide officers with the ability to ensure KPIs are being met and using a comparison between last and this years revenue figures from last year to this to better evidence these efforts to improve the current system until its replacement.
11. Exposure to the elements is an additional cause of breakages due to water ingress into the machines. From the trial and subsequent research by consultants working on the specification for the new systems, this is something all car park machines do suffer from. Therefore as part of the mitigation works officers will be putting out a specification for the installation of shelters over these three parking machines, which can be used for new systems, as well as keeping customers dryer when paying for their parking.
12. Looking forward local businesses and York BID are very keen to see the council adopt a pay on exit approach in its car parks. The lessons from this trial and a review of what the latest technology offers will need to be explored. It is recommended that a future report be prepared detailing the options for Pay on Exit in the future at Marygate as well as other car parks.
13. A capital bid for car park improvements is already in the system, which (if successful) will cover the costs of a new system, which will be supported by York BID.
14. One of the possible recommendations for this latter report may be to adopt a cashless system in these two car parks. If so this will effect the car park systems we will be seeking approval to procure but also to look to the future when the Council will be adopting a cashless approach to its services including Parking Services.

Consultation

15. We have had complaints over the years about Marygate. These have helped inform the trial and leading to this report and what our new system requirements are.
16. In addition officers have consulted with the York BID and its board, therefore this has informed the need to a review of what system(s) would suit York while still achieving this pay on exit desire and realising numerous other efficiencies, ranging from reduced staff time in running these systems, more Civil Enforcement Officers covering on street locations and better system integration with other council systems.

17. While not for this report it is worth noting that the board of the York BID recognises the view to go cashless, where they report a significant majority of their customers do pay with card rather than cash.

Council Plan

18. This report is supportive of the following priorities in the Council plan in addition to the One Planet York principles the Council champions:

- A prosperous city for all
- A Council that listens to residents

19. In addition to the One Planet York principles:-

- Culture and community
- Equity and local economy

Implications

20. The following are the only identified implications.

- Financial – The current arrangements with NCP have and hope to continue to see an increase in operational time and therefore revenue from the car park. In turn this is saving on officer time and with other improvements including the procurement of better shelters should see a further decrease in operational downtime.
- Human Resources (HR) – None
- Equalities – None
- Legal – None
- Crime and Disorder - None
- Information Technology (IT) – This will see a reduction in operational downtime and with the subsequent approval of procuring a new system from Marygate, will see significant increase in revenue and reduced down time by ensuring a proper maintenance regime is in place.
- Property – None
- Risk Management – With this maintenance regime in place we should see a reduction in operational downtime and less breakdowns by ensure the systems including the barriers are in a safer state. This is not to say they have not been in an unsafe state just that these are now better maintained.

Contact

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**Report
Approved**



Date 05/11/18

Wards Affected:

All

Specialist Implication Officer

Financial: Patrick Looker, Finance Officer, 01904 551633

For further information please contact the author of the report

Abbreviations

KPI's – Key Performance Indicators

NCP – National Car Parks

York BID – York Business Improvement District