
REPORT FOR: CABINET

Date of Meeting: 12th July 2018

Subject: Parking Review – Introduction of Virtual Parking Permits

Key Decision: Yes, as it is significant in terms of its effects on communities living or working in an area of two or more wards of the Borough.

Responsible Officer: Paul Walker, Corporate Director, Community

Portfolio Holder: Cllr Varsha Parmar – Portfolio Holder for Environment

Exempt: No

Decision subject to Call-in: Yes

Wards affected: All

Enclosures: None

Section 1 – Summary and Recommendations

This report sets out the proposals incorporated in the parking review in relation to the introduction of a virtual permit system.

Recommendations:

Cabinet is requested to:

- (a) To agree the proposal for introducing a virtual permit system as part of the re-procurement of the Cashless Parking contract;

(b) Delegate authority to the Corporate Director, Community, following consultation with the Portfolio Holder for Environment and the Portfolio Holder for Finance and Resources, for the finalisation of the proposals, the procurement of the third party contractor to deliver the system, the required consultation and the subsequent amendment of existing Traffic Management Orders to allow the introduction of the system.

Reason: (For recommendations)

To fulfil the Council's duties under the Road Traffic Regulation Act 1984 to manage the use of highways for movement and parking.

Section 2 – Report

- 2.1 In July 2015 the Community Directorate launched Project Phoenix as its umbrella programme for commercialisation projects. Although there were key objectives around trading services and the generation of new income streams, there was also the objective of making core services more efficient. As part of the programme Parking Services are currently being reviewed. Cabinet in 2017 agreed an updated Vehicle Crossing Policy, as one of the first fully developed aspect of the Parking review. The updated policy was aimed at creating more flexibility for residents seeking off street parking on their driveways. Elements of the review are subject to a business case but policy related changes require Cabinet approval.
- 2.2 The Council currently have a mixture of Pay and Display and Cashless Parking across its car parks and On Street Parking locations, with physical paper Resident Permits and Scratch Card Visitor Permits. The cashless parking Contract is due for retendering and as part of the market engagement exercise it has become apparent that most providers in the market offer a joint cashless parking system and a Virtual Resident /Visitor Permit solution which can also be extended to other permits issued by the Council.
- 2.3 The elimination of paper based permits and the introduction of e-permits would allow residents to park their vehicles in their designated zones without the need to display a physical permit. This will have the following benefits:
- Easier, greener, safer permit process with a reduction in delays as residents would be able to park in their zones as soon as they have completed an application
 - Changes , such as change of vehicles will be easier to manage
 - Ease of application process with verification via a range of avenues including links to myharrow accounts
 - Online application and renewals so that where no changes are included, there would be an automatic reminders as done by DVLA for virtual tax discs
 - Use email reminders re visitors permits or reminders to facebook accounts/twitter or SMS which the ICES system can provide.
 - Permit data available to Enforcement staff via Automatic Number Plate recognition systems
 - Real time dashboard and enforcement interface
- 2.4 The cashless parking regime linked to the Virtual Permit Systems would enable a reduction in pay and display machines across the borough as there would be an expansion of systems for residents and visitors to pay for their parking in the most stressed free way possible. The system would allow increased pay-by-phone options. The system will allow for the current

20 minutes on street free parking and also allows a remote top up of the parking fees should the driver be running late.

2.5 The cashless parking and Virtual Permit System would not eliminate other ways to pay, as familiar payment methods would still be available, albeit to a reduced degree.

2.6 On progressing the consideration of these options, wider consultation and procurement of the system is required and this report seeks Cabinet approval to progress those two tasks.

3 Options considered

2.5 The option considered was to keep the current system of paper based permits. This option was discounted as there are more efficient ways of issuing parking permits reduce delays and provide a better service to residents. Other boroughs have introduced these systems by changing technologies, processes and procedures that have made their parking services more efficient.

Risk Management Implications

There is the risk that not all residents will be able to use the systems. This is mitigated by the fact that the system will be phased in and existing mechanisms will remain in place and be available to the extent they are required.

Risk included on Directorate risk register? No

Separate risk register in place? Yes

N/A

Procurement Implications

The procurement of the system will be by open tender at the point the strategy is decided and market engagement exercises are concluded.
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Legal Implications

The Road Traffic Regulations Act 1984 provides the Council with the power to implement the changes proposed in this report. The Regulations give local authorities the power to control parking by designation on street parking places, charging for their use and restricting the use of such places.

The re-tender of the Cashless Parking contract will be conducted in accordance with the Public Contract Regulations 2015 (the "PCRs") and the Council's Contract Procedure Rules (CPRs).
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The EU Procurement principles of equal treatment, transparency, mutual recognition and proportionality shall be adhered to as the overall contract value exceeds the financial threshold for services. This also means the re-procurement of this service will be advertised within the Official Journal of the European Union (OJEU).

The Transfer of Undertakings (Protection of Employment) Regulations 2006 as amended by the "Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014" (TUPE) is likely to apply and officers will be required to give due consideration to the implications the transfer of staff during the tender process.

Financial Implications

The current arrangement of issuing paper parking permits requires staffing resource (2 FTEs), printing and postage. The annual cost of this is estimated at £80k. Under the virtual parking permit system, it is anticipated that there will be a transaction fee for each virtual permit processed by the 3rd party supplier. The proposal to introduce a virtual permit system could lead to cost efficiencies on both staffing and operating costs, the exact amount of which will not be known until the procurement exercise is complete.

The cashless parking is currently managed by a 3rd party supplier. The structure of fees means that the Council achieves a small net income under the current contract. There are an increasing number of transactions on cashless parking over the last 3 years. The review and rationalisation of Pay & Display machines across the boroughs could provide an opportunity to reduce repair & maintenance of machines in future.

There is an existing MTFS target of £205k (saving reference COM18.19_S01) in 18/19 for Parking Review. Any savings arising from the above will be used to contribute towards this target.

The cost of consultation process will be met from within the budget of Parking Services.

Equalities implications / Public Sector Equality Duty

There are no equalities Implication to this decision.

Council Priorities

The Council's vision:

Working Together to Make a Difference for Harrow

The proposals meets the Council's priorities and the harrow Ambition Plan in terms of being more businesslike as it seeks to provide easier process for residents..

Section 3 - Statutory Officer Clearance

Name: ...Jessie Mann...	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: ...June 11 th , 2018.....		
Name: ...Sarah Inverary.....	<input checked="" type="checkbox"/>	on behalf of the Monitoring Officer
Date: ...June 11 th , 2018		

Section 3 - Procurement Officer Clearance

Name: ...Nimesh Metha ...	<input checked="" type="checkbox"/>	Head of Procurement
Date:June 11 th , 2018....		

Ward Councillors notified:	NO as it impacts on all wards
EqIA carried out:	NO
EqIA cleared by:	Not required as the decision in the report is to make a capital provision only.

Section 4 - Contact Details and Background Papers

Contact: Venetia Reid-Baptiste- Divisional Director, Commissioning and Commercial Services

Phone: 020 8424 1492 Email- venetia.reid-baptiste@harrow.gov.uk

Background Papers: None

**Call-In Waived by the
Chair of Overview and
Scrutiny Committee**

NO

(Call-in applies)