

# Parking Team - SERVICE PLAN - 2019/20

Head of Service: Ricky McCormack

Team: Version No: Date: November 2018

## Corporate Objectives

- 1) Growing North Devon
- 2) Organisational Development

## Business as usual core function (brief bullet points only)

- 1) To ensure Car Parks are fit for purpose and to monitor Health & Safety Risks
- 2) To continuously review the portfolio to maximise the number of parking spaces available to meet customer demand
- 3) To achieve appropriate charging levels, increase revenue and reduce costs
- 4) To support Estates team in the review of parking assets to reduce overheads
- 5) To comply with the Traffic Management Act 2004 in the enforcement, issue and process of Penalty Charge Notices, to meet requirements for transparency of enforcement and the administration of the process within a set time restriction
- 6) To investigate and if possible to secure joint working with other Authorities and Parishes to achieve efficiencies through economies of scale.

ACTIONS AND OBJECTIVES								Resources											
Action No.	Corporate Plan	What you aim to achieve				Risk	Managed by	Assigned to	Resource Requirement		Dates		FINANCE						Additional Comments
	Corporate Objective Number (see above)	Headline Action	How will it be delivered? Is a business case or PID required?	What will be delivered and what are the benefits?	Measures - how will we measure success?	Highlight any risk - political, operational, to public, staff, tenants, Community Impact Assessment, Financial			ICT HR Legal Estates Procurement Communications Consultation Other	Date for Required Resource (be as accurate as possible)	Start Date	Target Date for completion	Revenue - £ Expenditure / (Income) Reduction (-) / increase (+) Show costs as accumulated Estimate (E) Actual (A)			Capital - £ Expenditure / (Income) Reduction (-) / increase (+) Estimate (E) Actual (A)			
Action No.	Corp. Obj No.	ACTION	DESCRIPTION	OUTCOME	MEASURES	RISK	LEAD	OFFICER/TEAM	RESOURCE	DATE	START	TARGET	Yr1 18/19	Yr 2 19/20	Yr 3 20/21	Yr1 18/19	Yr 2 19/20	Yr 3 20/21	
Park 01 <b>(New 19/20)</b>	Objective 1	Installation of 3 Electric Vehicle Charging Points under DCC Project	DCC led project. If ERDF money not forthcoming (Feb 2019) the desire is to continue to work in partnership with DCC to deliver the charging points. Urgent decision already agreed and match funding reallocated from parking team budget 2018/19 for project purpose.	Charging points in Wilder Road, Central and Hardaway Head car park. Ideally fast chargers (22KW) to meet the needs of electric and hybrid vehicles in and visiting North Devon. Will encourage greater usage of these car parks and promote low emission vehicles. Working towards Govt 'Road to Zero' Strategy. More electric cars will reduce pollution in the Town Centre.	Usage of charging points. Additional income from small amount of rental paid by provider. Increased popularity of car parks with EV chargers in.	Financial risk from contract not being thorough enough to cover different scenarios. Potential cost due to vandalism or customer misuse as unlikely to be covered by the provider. Risk due to non communication between departments. Chosen car parks may be sold or redeveloped through Economic Development team after installation as no dialogue to pre warn of earmarked sites. There would be a cost to move the charging point or to break the terms of the contract.	Ricky McCormack	Natalie Nolan	Communications team to promote EV charging sites. Engineer time to oversee any groundwork requirements pre installation.	Apr-19	Apr-19	Apr-19				12000 E			£12k already taken from Parking 2018/19 budget.

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Park 02 (New 19/20)	Objective 2	Replace Handheld or install RIALTO software on to smartphones	Via procurement PAG bid. Handheld devices are now end of life. Preference is for the software to be moved to mobile phone devices rather than have both handhelds and phones. Phones have already been replaced with Samsung 8s which are able to support RIALTO.	The CEO's will be able to issue PCNS from their phones. They will not have to carry or download two devices, as at present. They will be able to submit PCNs to back office in real time allowing customers the ability to pay or challenge quicker. They will not have to return to the office each evening to download, reducing resource downtime and increasing active patrol time. Handhelds will not have to be procured estimate cost to replace like for like is £5k.	PCNs being issued through the smart phone devices. Improved evidence being submitted by CEO's, longer patrols will increase number of PCN issued.	Financial cost to change current licence from handheld to smartphone.	Ricky McCormack	Natalie Nolan	IT to install new licence and upload to phones.	Jun-19	Jul-19	Jul-19							Still awaiting costing from Imperial Software Solutions for estimated cost to move current licence software from handhelds to smartphones.

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Park 03 <b>(New 19/20)</b>	Objective 1	Install a virtual permit option for customers	Via procurement PAG bid. Parking Permit Gateway is now unsupported. Newer version available through Imperial or option to use system via current cashless parking supplier RingGo.	Customers are currently not able to order permits without need to telephone or visit customer services, which is inconvenient for the customer and a resource cost for NDC. Permits can only be issued on paper and posted, incurring costs. We pay Tourist Information Centres 7% commission for issuing permits on our behalf, which would no longer need to be the case. As soon as a permit is purchased it would be live for CEOs to view. Virtual permit system offers option for more bespoke and flexible permits in future. Reduces risk of fake permits being used to obtain free parking with the district.	Number of permits sold, reduction in customer service team resource hours used for permit administration, especially reception. Reduction in administration costs. Ceasation of commission payments.	Virtual permits usually cost £2.50 per permit for the associated payment processing costs. Permits will need to be reviewed to ensure they are offering value for money for both customer and Council.	Ricky McCormack	Natalie Nolan	IT to install software and webmaster to embed into website.	Sep-19	Sep-19	March 2020 (Fully reviewed and any new tariffs going live)				?			Still awaiting costing from Imperial Software Solutions for estimated cost to upgrade from Parking Permit Gateway to Permit Smarti.

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Park 04 <b>(New 19/20)</b>	Objective 2	Carry out review of parking team and parking policies.	Via Parking Manager. Working in partnership SMT, HR & Unison put in place policies and procedures for staff and Cllrs. parking concessions. Review the current parking team policies procedures and practices. Provide updates to SMT on progress. To also include evaluation of current parking team structure.	Clear guidelines for all staff regarding parking concessions. Audit trail for coessionary parking and removal of all 'gentleman agreemens' which cause issues for the parking team and criticism of NDC from staff. The Parking Manager has identiiefd a number of areas of concern and weaknesses within systems which need to be addressed.	Clear procedures and guidance being in place for all staff. Clear training and induction package for new parking employees. Awareness of revenue loss due to concessionary parking . Reucyion in customer complaints and level of sick leave.	Staff impact if new procedures are not fully consulted or are unpopular. Review of parking team may be uncomfortable for staff and any changes difficult to implement if staff uncooperative.	Ricky McCormack	Natalie Nolan	HR	Jan-19	Jan-19	Sep-19							
Set out below are those 2016/17 and 2017/18 Service Plan Actions that are still live																			
Park 06 16/17	Objective 2	To take operational control and enforcement of the Park and Change site at Chivenor	Executive approval given				Ricky McCormack	Natalie Nolan	Communications team to promote the Park and Change facility.	Aug-19		Jun-19							Delay due to unwillingness for any party to adopt access road. Also % of Units sold not yet met by developer. Extension of time requested Sept 2019.