



Rural Area Working Party 18 November 2010

(This report will also be presented to the Bury St Edmunds Area Working Party on 30 November 2010.)

Options for Off-Street Borough Car Park Charges 2011/2012

1. Purpose of the Report

1.1 The purpose of this report is to note the improvements to the off-street car parks in Haverhill and Bury St Edmunds over the last year and to consider proposals for alterations to parking charges for 2011/2012.

2. Background

- 2.1 The past year has seen many management initiatives in the Borough's off-street car parks, these include in Haverhill:-
 - (a) a new web-linked pay machine was installed in the Leisure Centre car park to meet customer demand;
 - (b) a co-ordinated series of partnership uses of the car parks including six weeks of the mobile breast screening unit, a very successful Police multiagency Traffic Safety Day, Vehicle & Operators Service Agency (VOSA) vehicle check operations and Town Council events; and
 - (c) the following have taken place in Ehringshausen Way: Environment Agency works on Stour Brook were accessed through the car park, contractor parking arrangements were facilitated for the refurbishment works at the bus station and Queen Street and the Queen Street Gates launch day and special bays were installed for dial-a-ride.
- 2.2 In Bury St Edmunds:-
 - (a) co-ordinating and traffic managing major events such as the Christmas Fayre, funerals, Tour of Britain, Remembrance Sunday, 3 Regiment Army Air Corps Freedom of the Borough, Royal Visit and Christmas events;
 - (b) car park maintenance including re-surfacing and re-lining works at Robert Boby Way;

- (c) refining and improving our traffic management strategies as a result of upward demand at the Cattle market/arc car park;
- (d) providing traffic management and ambassadorial meet and greet services for the Apex opening events;
- (e) creating a brand new parking facility for over 40 cars at School Yard West and planning for the implementation of a low emissions car park at School Yard East;
- (f) creating two electric car charging bays at Parkway MSCP;
- (g) partnership project working with major Anglian Water work at Ram Meadow which involved close parking management for 10 weeks leading up to Christmas 2009, de-silting works by Environment Agency at Ram Meadow, providing contractor parking for fitting out work at The Apex;
- (h) working with Highways on expansion to Neighbourhood schemes including changes to Zones H and F, and introduction of Zones J and K and implementing charged parking on Cotton Lane; and
- (i) providing additional parking to meet demand at Bury Leisure Centre to include a new pay machine and signage.
- 2.3 A new gritting contract for all Borough car parks was entered into after identifying an inconsistent historic service. This resulted in the most extensive gritting service ever seen in the Borough's car parks which coincided with the worst winter weather in decades.

3. Proposals on car parking charges

- 3.1 Every year the Council undertakes a review of the parking charges for off-street car parks. Like all other fees and charges there is a need to keep parking charges under review in order to maintain a good quality service and keep pace with rising costs. There is an underlying principle of 'user pays' so those who do not use the car parks do not subsidise their maintenance and running costs. The variation in car park charges is also aimed at ensuring parking occurs in the most appropriate location for the length and type of stay.
- 3.2 The following changes to the car park charges in the Borough are suggested for implementation from 4 April 2011. VAT is currently applied to the parking charges in the Borough and the change in the VAT rate from 17.5% to 20% needs to be reflected in the charges. The VAT increase applies from 1 January, but these proposed changes, if accepted, will not be applied until April. The impact of price inflation is also a factor we need to take into account when reviewing charges.
- 3.3 In reviewing the proposed charges for 2011/2012 regard was given to charges set by other organisations or car park operators in the Borough and nearby regional centres. A wide selection of comparative data is shown at Appendix D. It is highly likely that other car park operators are also reviewing their charges for 2011/2012 and the figures shown are the current prices.

- 3.4 A number of proposals have been prepared for consultation with local stakeholders. In summary the proposals being considered are set out below:-
 - (a) to assist brief drop ins and offer more customer choice, introduce a 50p short stay option at St Andrews and Lower Baxter in Bury St Edmunds and introduce a 30p short stay option at Ehringshausen Way and The Meadows in Haverhill;
 - (b) to offer a short stay facility at Parkway Surface on Saturdays;
 - (c) to form short stay parking area in St Andrew's;
 - (d) increase a number of charges by between 10p and 50p;
 - (e) make season tickets available on line;
 - (f) amend rate of excess charges; and
 - (g) extend hours of charging on Cattle Market/arc and Lower Baxter to 24 hours per day. Fixed rate applies outside current charging hours.

A table of the current and proposed charges is set out at Appendix A.

3.5 Bury St Edmunds

3.5.1 Cattlemarket/arc

This is a very popular car park and prime destination for many drivers. It is regularly full with drivers circulating to seek a space whilst other nearby car parks have spaces freely available. The increase in price is intended to displace some of this parking demand to less heavily used car parks where minimal price changes are proposed and thus cut queuing.

This car park is important for the town centre evening economy and has enhanced importance with the recent opening of The Apex. This increased night time use has resulted in the need for regular presence of staff to manage this facility. On the principle that the user pays there is a need to introduce a charge to cover these costs. In addition there have been historic problems of anti-social activity and the introduction of a charge and presence of staff will help to manage this more effectively. A flat rate charge will apply as indicated.

3.5.2 Parkway Surface

The key change in this car park is to make it short stay only on Saturdays. This is in line with the policy on giving priority to short stay parking in the town adopted in January 2004 prior to commencement of the Cattlemarket redevelopment. This car park is well used by commuters throughout the week, including Saturdays; note many of these users are season ticket holders. The changing pattern of parking in the town and the increased short stay demand on Saturday indicates it would be appropriate to increase the supply of short stay car parking on that day. Currently this extra parking demand is likely to make use of the multi-storey. The displaced long stay car parking can be accommodated in the adjacent multistorey car park. The proposed short stay prices are the same as those proposed for the St Andrews Car Park, but without the 30 minute or all day option. These prices will be below those on the Cattlemarket/arc Car Park and in combination with increased prices there will attract parking thereby reducing pressure on that car park.

The long stay price has not increased since 2009 and the modest increase proposed reflects inflation and the VAT increase. It will also impact on season ticket prices as these are based on a discounted long stay price (See Section 4).

3.5.3 Parkway Multi-storey

The only change suggested for this car park is to increase the long stay price by 10p.It will impact on the season ticket price (see Section 4).

If the change to Parkway surface outlined in paragraph 3.4 above is implemented there is likely to be increased use of this car park by commuters on Saturday, but a reduced use by shoppers as they make use of the surface car park.

3.5.4 Robert Boby

The 20p pop in facility is well used by visitors to the town centre, however the pressure on this car park is such that it does not always operate to the benefit of the adjacent businesses. There is also some evidence of users 'feeding the meter' to prolong their stay beyond 1 hour at the cheapest rate. The Borough Council does not own this car park, but has an operating agreement with the owners. Under this agreement the owners set the up to 1 hour charge, and the Borough Council fixes the others. The Borough Council retains all income from this car park.

Initial contact has been made with the owners. Increasing the 1 hour price to 50p would have the benefit of making the car park less attractive to general shoppers (see also Lower Baxter and St Andrews proposals) whilst increasing the likelihood of the customers of the adjacent shops finding a space.

It is suggested that the Up to 2 hour and Up to 3 hours prices are increased by 10p to reflect inflation and the VAT increase.

3.5.5 St Andrews

The main change proposed is to introduce a 30 minute tariff band. This will introduce a pop in facility for those with short term business in the town centre, it is also intended to reduce pressure on the Robert Boby Way car park by offering alternative lower cost parking. This will also be of benefit to nearby traders.

All day parking is still permitted, albeit at a premium compared to the other long stay car parks. It is suggested that this is continued, but to prevent these users occupying those spaces closest to the town centre it is proposed to split the car park in to a short stay parking (up to 4 hours) on the main part of the car park, with long stay parking only permitted on the annexe area near Parkway/Bishops Road (See Plan at Appendix B).

Increases are also proposed to the 1 hour, 2 hour and 3 hour prices of 10p to reflect inflation and the VAT increase.

3.5.6 Lower Baxter

In a similar way to St Andrews a 30 min tariff band is suggested. This will provide a pop in facility on the east side of the town centre. It will also attract more custom to this increasingly popular facility. Increases of 10p are proposed for the other tariffs in line with similar car parks elsewhere in the town.

This is a popular evening car park and in a similar manner to the Cattle Market/arc requires managing. A night rate charge as indicated is also proposed.

3.5.7 Manor House

An increase of 10p is proposed for each tariff band to reflect inflation and the VAT increase.

3.5.8 Ram Meadow

The only suggested change is increasing the over 4 hour charge by 10p to reflect inflation and the VAT increase. This will impact on the cost of season tickets (see Section 4).

3.5.9 Leisure Centre

The current charge in this car park is £2.00 for up to 3 hours. Users of the Leisure Centre can obtain a refund on their car park charge. Historically the reason for charging in this car park is to deter use by students attending West Suffolk College. Currently the College charges £2.00 per day, although students can obtain a discounted rate of £1.50. It is not proposed to make any change to the charge for this car park.

3.5.10 Hardwick Heath

Charges were introduced into this car park to deter West Suffolk Hospital visitors from using when charges were implemented at the hospital. Since then the Hospital has raised their charges on a number of occasions. There is a need to review the charges to ensure that the car park remains available for users of the Heath.

The current and proposed charges, together with the current parking charges at the Hospital are shown at Appendix A. The difficulty in setting these charges is to strike a balance between deterring use by hospital visitors without unduly penalising users of the Heath. Many users of the Heath are relatively short stay users, e.g. dog walkers and those with children visiting the play area. The second significant group are those associated with football on the Heath who generally require a stay of up to 3 hours, this use is mainly at the weekend. For the teams that use the facility regularly we issue free permits for the season. It is suggested that the 20p rate is retained, although this may attract some short stay from the Hospital, increasing this sufficiently to deter this use would mean such a significant increase it would be a barrier to users of the Heath. The other tariff changes are intended to continue to provide some deterrence to Hospital visitors, whilst not inhibiting use of the Heath. It is also proposed to apply the same charges 7 days a week.

3.5.11 School Yard (West)

This car park is planned as a premium car park only available to weekly ticket buyers Monday to Saturday, it will operate as a short stay car park on Sundays. The weekly price is intended to apply from the opening of the car park until the next annual review of charges.

3.5.12 School Yard (East)

This car park is planned for use by low emission vehicles only and offers good value parking to qualifying vehicles only. The proposed charge applies 7 days a week and is intended to apply from the opening of the car park until the next annual review of charges.

3.6 Haverhill

In Haverhill the opening of Tesco has an impact on the patterns of parking with a decrease in the number of parking events. The impact has been particularly noticeable at the east end of the High Street. To assist in attracting people to this end of the town centre it is proposed to introduce a 30p for Up to 1 hour in the Ehringshausen Way Car Park. This follows customer feedback asking for the capability to park conveniently in a town centre car park in order to pop in to the bank or shops without committing to a longer parking period. The other changes are to the long stay charges in each car park.

The increase in long stay charge in the Town Hall Car Park will ensure the return on the investment of the Borough Council in the provision of car parks is maintained given the likely impact of the new 'pop in' charge.

4. Season Tickets

Currently season tickets are available for three car parks in Bury St Edmunds and two in Haverhill, as either 5 day or 6 day options. The price is based on the all day price in the relevant car park discounted by 30%. The shortest length season ticket available is 8 weeks.

Currently season tickets have to be purchased in person. It is proposed to make these available on line. To reflect the greater administration involved in over the counter sales it is suggested the on line discount remains at 30%, but the over the counter discount is reduced to 25%. See Appendix C for impact this proposal has on the prices.

5. Excess Charges

The current excess charge, which applies to all offences in the car parks enforced by the Borough Council, is £50 discounted to £20 if paid within 7 days, except for the recently agreed change for the Parkway disabled drop off bay where the charge is £100, discounted to £40 if paid within 7 days.

This charge was last reviewed in 2005. It is proposed that the charge is increased to £70 discounted to £30 if paid within 14 days. This brings the discount percentage and payment period more into line with national legislation governing decriminalised parking enforcement.

A further provision under decriminalised parking enforcement is that anyone who appeals loses the option to pay a discounted charge. Currently the Council will normally allow payment of the discounted amount for seven days after an appeal has been rejected. It is suggested this is discontinued to bring the Council's enforcement policy more into line with national guidance, which will also deter appeals from those who have nothing to lose by appealing even though there are clearly no grounds for their appeal.

6. Other Car Park initiatives

Haverhill

- 6.1 The car park immediately in front of the leisure centre/restaurants is currently being remodelled to create a piazza and these works will coincide with a new signing design for the Ehringshausen Way Car Park.
- 6.2 Lower Downs Slade Car Park is to be resurfaced and re-lined.

Bury St Edmunds

- 6.3 Creation of new car parks at School Yard West to offer a premium weekly ticket facility. At School Yard East concessionary facility for low emission vehicles is planned.
- 6.4 A drop off facility is being created in the Cattle Market/arc Car Park in response to public demand.
- 6.5 Two electric car charging bays will be available in the Parkway Multi-storey Car Park.

7. Consultation

7.1 The views of Haverhill and Bury St Edmunds Town Councils, Town Centre Managements and Chamber of Commerce are being sought along with those of the Parish Councils in the Borough. These views, together with the views of the relevant Council Working Parties, will help to inform Cabinet in making a recommendation for car park charges for 2011/2012.

8. Community impact

8.1 General

- 8.1.1 In setting any revision to car parking charges regard needs to be given to the current economic climate and likely impact on town centre users. The car park charges impact directly on those who choose to use the car parks.
- 8.1.2 The off-street car parks represent a significant public investment and the Council has always recognised the need to make a return on this investment with the principle that the user pays, rather than the car parks being funded by the council tax payer, some of whom are not car users. In view of this principle it is appropriate that a suitable return continues to be made on this use of public funds.

8.2 **Diversity and Equality Impact**

8.2.1 A group for whom parking is extremely important is those with a disability. In recognition that for many of this group the car is their main source of mobility suitable designated disabled parking bays are provided in all car parks.

9. Sustainability Impact

- 9.1 Charging for car parking is an important element in demand management of travel behaviour. The fees encourage use of other modes of transport where there is a choice available to the traveller.
- 9.2 The changes to the differential charges within each car park reflects the need to manage parking to maximise the use of the available spaces, 'share the load' and ensure the drivers uses the most appropriate car park for their needs.

10. Resource Implications

- 10.1 Increasing the revenue received from the off-street car parks recognises the need to make a suitable return on investment in these facilities. In setting charges regard has to be given to the wider economic implications. The recommendation maintains a suitable level of return and it is not anticipated it will adversely affect the economic viability of the town centres as a whole.
- 10.2 The introduction of a pop in charge will support local business by encouraging short stay parking at the east end of Haverhill High Street.

11. Risk Assessment

Risk Area	Inherent level of Risk (before control)	Controls	Residual Risk
Income stream from the car park is potentially under pressure owing to external factors including market forces and current economic conditions.	Medium	Reviewing charges at this stage, keeping increases to those judged not to adversely affect users and the viability of the town centre.	Low

12. Recommendation

12.1 The views of the Working Party on the options outlined at paragraphs 3.5, 3.6, 4 and 5 above are sought in order to forward a recommendation to Cabinet when car parking charges for 2011/2012 are to be considered.

For further information, please contact:-

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Existing and Proposed Charges Bury St Edmunds

Cattle market/arc

08.00 - 18.00	Up to 1 hour	Up to 2 hours	Up to 3	Up to 4 hours
(10.00 – 16.00 Sun)			hours	
Existing Charge	£1.50	£2.00	£2.50	£3.00
Proposed Charge	£1.80	£2.50	£3.00	£3.50

Midnight – 8 am and 6 pm – Midnight (Midnight – 10 am and 4 pm – Midnight Sun)	Single Rate
Proposed Charge	£1.00

Parkway Surface

	Up to 4 hours	Over 4 hours
Existing Charge	£1.50	£1.90
Proposed Charge	£1.50	£2.00

Saturday only	Up to 1 hour	Up 2 hours	Up to 3 hours	Up to 4 hours
Proposed Charge	£1.00	£1.30	£1.60	£2.00

Parkway Multi Storey

	Up to 4 hours	Over 4 hours
Existing Charge	£1.50	£1.90
Proposed Charge	£1.50	£2.00

Robert Boby

	Up to 1 hour	Up to 2 hours	Up to 3 hours	Up to 4 hours
Existing Charge	20p	£1.90	£2.40	£3.00
Proposed Charge	50p*	£2.00	£2.50	£3.00
*This price is not set by the Derough Council and pergraph 2 E 4				

*This price is not set by the Borough Council – see paragraph 3.5.4

St Andrews

	Up to 30	Up to 1	Up to 2	Up to 3	Up to 4	Over 4
	minutes	hour	hours	hours	hours	hours
Existing Charge	N/A	90p	£1.20	£1.50	£1.90	£2.70
Proposed Charge	50p	£1.00	£1.30	£1.60	£2.00	£2.70

APPENDIX A (cont.)

Lower Baxter

	Up to 30 minutes	Up to 1 hour	Up to 2 hours
Existing Charge	N/A	£1.40	£1.90
Proposed Charge	50p	£1.50	£2.00

Midnight – 8 am and 6 pm – Midnight (Midnight – 10 am	Single Rate
and 4 pm – Midnight Sun)	
Proposed Charge	£1.00

Manor House

	Up to 3 hours	Over 3 hours
Existing Charge	£1.40	£3.90
Proposed Charge	£1.50	£4.00

Ram Meadow

	Up to 4 hours	Over 4 hours
Existing Charge	£1.50	£1.90
Proposed Charge	£1.50	£2.00

Leisure Centre (Mon – Fri)

	Up to 3 hours
Existing Charge	£2.00
Proposed Charge	£2.00

Hardwick Heath (Mon – Fri)

	Up to 1		Up to 3 hours	Over 4 hours		
	hour					
Existing Charge	20p	£1.00	£3.00	£6.00		
Proposed Charge	20p	£2.00	£4.00	£10.00		

Hardwick Heath (Sat & Sun)

	Up to 1	Up to 2 hours	Up to 3 hours	Over 4 hours
	hour			
Existing Charge	20p	N/A	£1.00	£6.00
Proposed Charge	20p	£2.00	£4.00	£10.00

School Yard (West) (6 am – 9 pm Mon – Sat)

	Weekly Charge				
Proposed Charge	£22				
Sunday charge as Cattle Market/are					

Sunday charge as Cattle Market/arc

School Yard (East)

	Daily Charge
Proposed Charge	£1.50

Car park is reserved for low emission vehicles only, charges apply 8 am to 6 pm Mon – Sat, 10 am to 4 pm Sun

Haverhill

Ehringshausen Way, Leisure Centre and Meadows

	Up to 1 hour	Up to 4 hours	Over 4 hours
Existing Charge	N/A	90p	£1.70
Proposed Charge	30p*	£1.00	£2.00

*Not proposed for Leisure Centre

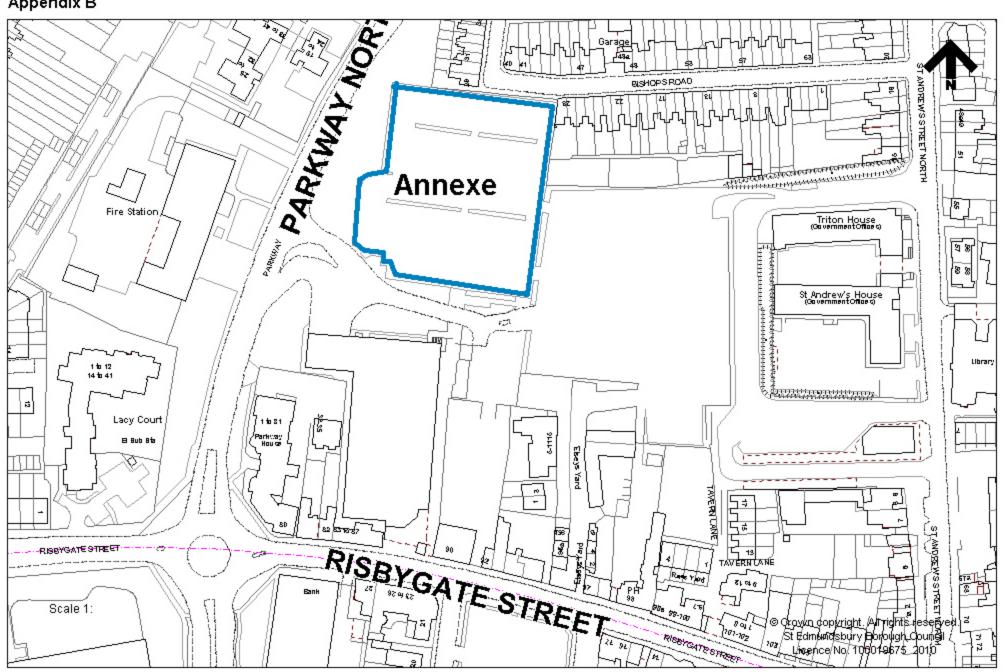
Lower Downs Slade

	Up to 1 hour	Up to 3 hours
Existing Charge	30p	80p
Proposed Charge	30p	80p

Town Hall

	Up to 1 hour	Over 1 hour
Existing Charge	30p	£1.20
Proposed Charge	30p	£1.50

Appendix B



St Andrew's Car Park showing Annexe area where all day parking will be permitted

APPENDIX B

APPENDIX C

		Current	Proposed	
			On line	Over the Counter
			(30% discount)	(25% discount)
Ram Meadow	5 day	£53.20	£56.00	£60.00
and Parkway	6 day	£63.80	£67.20	£72.00
Ehringshausen	5 day	£47.60	£56.00	£60.00
Way	6 day	£57.10	£67.20	£72.00
Town Hall	5 day	£33.60	£42.00	£45.00
	6 day	£40.30	£50.40	£54.00

Comparative Season Ticket Prices

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Regional Parking Charge Comparisons Sept 2010								
					Sunday Charging			
	1 Hr	2 Hrs	3 Hrs	4 Hrs	1 Hr	2 Hrs	3 Hrs	4 Hrs
St Eds Proposed	£1.00 - £1.80	£1.30 - £2.50	£1.60 - £3.00	£2.00 - £3.50	£1.00 - £1.80	£1.30 - £2.50	£1.60 - £3.00	£2.00 - £3.50
St Eds Current	90p - £1.50	£1.20 - £2.00	£1.50 - £2.50	£1.90 - £3.00	90p - £1.50	£1.20 - £2.00	£1.50 - £2.50	£1.90 - £3.00
Bury St Edmunds Waitrose	£1.00	£3.00	£5.00	N/A	£1.00	£3.00	£5.00	N/A
Bury St Edmunds M&S	£0.50	£1.00	£2.00	N/A	£0.50	£1.00	£2.00	N/A
West Suffolk Hospital	£2.90	£4.20	£4.20	£6.70	£2.90	£4.20	£4.20	£6.70
LA Norwich	£1.20-£1.40	£2.40-£2.80	£3.60-£4.20	£4.80-£5.60	£1.20-£1.40	£2.40-£2.80	£3.60-£4.20	£4.80-£5.60
NCP Norwich	£2.30	£3.20	£3.20	£6.20	£2.30	£3.20	£3.20	£6.20
LA lpswich*	£1.60	£2.90	£4.40		£1.60	£2.90	£4.40	
NCP Ipswich	£3.10	£5.10	£7.10	£20.00	£3.10	£5.10	£7.10	£20.00
LA Cambridge	£1.10-£1.70	£2.20-£3.40	£3.30-£5.10	£4.40-£8.40	£1.10-£1.70	£2.20-£3.40	£3.30-£5.10	£4.40-£8.40
NCP Cambridge	£1.00/£2.50	£2.00/£4.50	£3.00	£7.00	£1.00	£2.00	£3.00	£7.00
LA Kings Lynn*	£1.40	£2.10	£2.60	£4.10	£1.40	£2.10	£2.60	£4.10
NCP Kings Lynn	£3.00	£3.00	£3.00	£3.00	£3.00	£3.00	£3.00	£3.00
LA Colchester	£1.50-£1.90	£2.70-£2.90	£3.60-£3.90	£6.10-£6.90	£1.50-£1.90	£2.70-£2.90	£3.60-£3.90	£6.10-£6.90
NCP Colchester	£3.00	£3.00	£6.20	£6.20	£3.00	£3.00	£6.20	£6.20
LA Peterborough*	£1.10	£2.10	£3.50		£1.10	£2.10	£3.50	
NCP Peterborough	£1.80	£2.60	£4.00	£6.00	£1.80	£2.60	£4.00	£6.00
SEBC Haverhill Proposed	30p	80p - £1.50	80p - £1.50	£1.00 - £1.50	n/a			
SEBC Haverhill Current	30p	80p - £1.20	80p - £1.20	90p - £1.20	n/a			
LA Sudbury	Free	Free	Free	£1.50	n/a			
LA Saffron Walden	60p	£1.00	£1.80	£1.80	n/a			
LA Newmarket	50p	50p	90p	£1.60	n/a			
LA Braintree	70p	£1.50	£1.50	£3.00	50p	50p	50p	50p

*The same prices apply in all LA car parks. No firm information is available on possible increases in other centres next year.

	Cheapest/most expensive Long Stay		Sunday Charging	
	8 Hours stay	Park/Ride day	8 Hours sta	y Park/Ride day
St Eds Proposed	£2.00 - £4.00		£2.00 - £4.0	0
St Eds Current	£1.90 - £3.90		£1.90 - £3.9	0
West Suffolk Hospital	£13.30		£13.30	
LA Norwich	£4.00-£15.00	£3.50 for 5 persons	£4.00-£15.0	0 £3.30 for 5 persons
NCP Norwich	£8.70		£8.70	
LA lpswich*	£4.40	£3.00 for 5 persons	£4.40	£3.00 for 5 persons
NCP Ipswich	£6.40		£6.40	
LA Cambridge	£6.80-£21.00	£2.00 per adult	£1.50 per ho	ur £2.00 per adult
NCP Cambridge	£7.20		£7.20	
LA Kings Lynn*	£2.10		£2.10	
NCP Kings Lynn	£3.00		£3.00	
LA Colchester	£4.90-£6.90		£2.00	
NCP Colchester	£9.50		£9.50	
LA Peterborough*	£5.00		£5.00	
NCP Colchester	£6.00		£6.00	
SEBC Haverhill Proposed	£1.50 - £2.00		n/a	
SEBC Haverhill Current	£1.20 - £1.70		n/a	
LA Sudbury	£1.50		n/a	
LA Saffron Walden	£3.00		n/a	
LA Newmarket	£1.75		n/a	
LA Braintree	£4.00		50p	

*The same prices apply in all LA car parks. No firm information is available on possible increases in other centres next year.

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