

# Overview and Scrutiny Committee



Forest Heath  
District Council

<b>Title of Report:</b>	<b>Car Parking Update</b>	
<b>Report No:</b>	<b>OAS/FH/18/011</b>	
<b>Report to and date:</b>	<b>Overview and Scrutiny Committee</b>	19 April 2018
<b>Portfolio holder:</b>	Councillor David Bowman Portfolio Holder for Operations <b>Tel:</b> 07711 593737 <b>Email:</b> <a href="mailto:david.bowman@forest-heath.gov.uk">david.bowman@forest-heath.gov.uk</a>	
<b>Lead officers:</b>	Cameron Findlay Parking Services Manager <b>Tel:</b> 01284 757413 <b>Email:</b> <a href="mailto:Cameron.findlay@westsuffolk.gov.uk">Cameron.findlay@westsuffolk.gov.uk</a>  Mark Walsh Assistant Director (Operations) <b>Tel:</b> 01284 757300 <b>Email:</b> <a href="mailto:mark.walsh@westsuffolk">mark.walsh@westsuffolk</a>	
<b>Purpose of report:</b>	To update Members on Off Street Parking outcomes and work priorities.	
<b>Recommendation:</b>	<b>Overview and Scrutiny Committee:</b> Members are asked to <b>note</b> the report.	
<b>Key Decision:</b> <i>(Check the appropriate box and delete all those that <b>do not</b> apply.)</i>	<i>Is this a Key Decision and, if so, under which definition?</i> Yes, it is a Key Decision - <input type="checkbox"/> No, it is not a Key Decision - <input checked="" type="checkbox"/>	
<b>Consultation:</b>		
<b>Alternative option(s):</b>	N/A	
<b>Implications:</b>		

Are there any <b>financial</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Are there any <b>staffing</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Are there any <b>ICT</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Are there any <b>legal and/or policy</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Are there any <b>equality</b> implications? <i>If yes, please give details</i>		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
<b>Risk/opportunity assessment:</b>		<i>(potential hazards or opportunities affecting corporate, service or project objectives)</i>	
<b>Risk area</b>	<b>Inherent level of risk</b> (before controls)	<b>Controls</b>	<b>Residual risk</b> (after controls)
Car parking tariffs are set incorrectly resulting in sub-optimal performance	Medium	Regular consultation should be carried out to provide clear rationale for proposed changes	Low
Town centres adversely affected by tariff changes	Low	Feedback from customers/ Stakeholders and benchmarking information	Low
<b>Ward(s) affected:</b>		All	
<b>Background papers:</b> <i>(all background papers are to be published on the website and a link included)</i>		None	
<b>Documents attached:</b>		None	

## **1. Key issues**

1.1 This report provides an update of the car parking service across 2017, identifying use by customers and projects undertaken across the year.

### **1.2 Usage**

1.2.1 A total of 720,083 car parking events were recorded in 2017 across all car parks in Newmarket. This figure shows a rise of 3.5% against 2016 and represents an additional 24,514 visitors in the year. As a result, income from parking is predicted be approximately £25,000 higher than budgeted.

1.2.2 Whilst some car parks have shown small decreases and others have shown small increases, the performance at Rous Rd short stay car park has increased by 12.7% representing an additional 28,000 transactions and is the highest increase of all car park events. This can be attributed to increased use by visitors to the adjacent attraction, The Home of Horse Racing.

1.2.3 Long stay parking use increased by 2.6% whilst short stay parking increased by 3.7%

1.2.4 Discounted weekly season tickets were introduced in April 2016 in long stay car parks so we cannot compare sales like for like in 2017, however the offer has been strongly supported with 1,458 sold in 2017. Weekly tickets can be purchased at either the pay and display machine or through our pay-by-phone provider RingGo and this has proved to be the most popular choice.

### **1.3 Occupancy**

1.3.1 Consultants were engaged in summer 2017 to carry out occupancy testing in Newmarket car parks. Detailed surveys were carried out at each car park throughout the week and included Race Days and Market days. Peak occupancy was recorded as being 11:00am on Saturday Race Days when the market also operates in Market Square car park, resulting in the loss of 58 spaces. At absolute peak around 11:00am, the survey established there were 145 spaces available across the car parks which rose to around 200 spaces quickly after mid-day.

Looking ahead, one of the likely known impacts on current parking behaviour would be the potential for vehicle displacement from on street parking to car parks as the result of the introduction of civil parking enforcement. Detailed modelling of this change of behaviour has indicated the likely number of displaced vehicles would be 90 and as it is felt that this is most likely to occur during week days (away from peak on Race Day Saturdays) there will still remain sufficient capacity to meet demand.

In addition, a trips transport model has been run to look at housing growth and car ownership in Forest Heath and East Cambridgeshire area. The results suggested only a minimal impact on town centre car parking (a loss of less than 10 spaces at peak times).

Other possible impacts would be the future development of further Leisure facilities in Newmarket and any relocation of the market from its current site, freeing up 58 spaces on market days. Final plans have not yet been confirmed at this stage but a reasonable and sustainable number of available spaces can be maintained going forward without the provision of additional car parking sites.

1.3.2 Below is a table showing peak occupancy rates at Newmarket car parks during non-racing weekdays against racing day Saturdays (Market Square is excluded due to market day closures).

<b>Site</b>	<b>% Occupancy at peak non racing weekday</b>	<b>% Occupancy at peak Racing Saturday</b>
All Saints	47	64
Grosvenor Yard	75	91
Rous Rd	77	96
St Mary's	84	100
Guineas Short Stay	79	95
Guineas Long Stay	77	69

1.3.3 The table above excludes Market Square car park given that it is not used on market days and therefore it should be noted that if the market was to be relocated from its current site, a further 58 car parking spaces would be available at peak operating times.

1.3.4 The car parking operation in the towns of Mildenhall, Lakenheath and Brandon is more self-regulatory in the absence of charging or restrictions on permitted length of stay parking. Estimated occupancy at these car parks are reported below and identifies no significant issues:

	Average Occupancy
Mildenhall – Recreation CP	60%
Mildenhall – Carters Yard	75%
Brandon – George St	85%
Brandon – Bury Road	80%
Lakenheath	60%

## **1.4 Issue of Fines**

1.4.1 A total of 1,714 parking fines were issued in the car parks in 2017 with 2006 being issued in 2016. The car parking service continues to develop an ambassadorial, customer focused approach to service delivery and these figures indicate that the majority of our customers understand and comply with our car parking regulations. Members will be minded that the number of fines issued over the course of both 2016 and 2017 equates to

only 0.1% of our total transactions, reinforcing that almost 99.9% of our customers comply with the regulations.

## **1.5 Pocket Car Parks**

- 1.5.1 The District Council owns six pocket car parks in Newmarket providing 68 spaces which are available for lease to local residents. The cost was reduced in 2016 and usage increased. The number of spaces occupied is up by one space on 2016 and are set out below:

<b>Pocket Car Park</b>	<b>Let Spaces</b>
All Saints	15/16 spaces let
Queen Street	13/13 Full
Queen Street (garage area)	3/3 Full
Granby Street (small)	5/8 spaces let
Granby Street (Friendship House)	14/16 spaces let
Rous Road	7/7 Full

## **1.6 RingGo Cashless Payment**

- 1.6.1 The pay by phone cashless payment system, RingGo, continues to grow. In 2016 a total of 16,655 transactions were made on the system and this increased to 28,057 in 2017 – an increase of 68.4%. This highlights the shift in customers embracing new technology and the convenience and trust in cashless payment. To complement this, and based on proven success elsewhere, 7 pay machines will be converted to enable credit card use and will be installed in April 2018.

## **1.7 Electric Charging Points**

- 1.7.1 Two Electric Charging Points were installed at The Guineas Multi Storey car park in July 2017 for the use of electric/hybrid car users. The electric charging points provide a source of electricity to enable a vehicle to be fully charged within 3-4hrs. Given the authority's commitment to the promotion of green energy, vehicles are not charged for parking but are required to pay a charge for the electricity. Use of the points is being monitored.

## **1.8 Park Mark**

- 1.8.1 As in previous years, the Council's pay and display car parks have been independently inspected by the police and parking specialists. The inspection considers the level of safety, cleanliness, quality of signage, frequency of patrols and uniformed attendants, and maintenance within our car parks. The Borough's car parks have again been recognised for their high quality of management with a Park Mark award.

## **1.9 Disabled Parking Accreditation**

- 1.9.1 This accreditation is a new initiative by the charity Disabled Motoring UK (DMUK) and is managed by the British Parking Association (BPA). Car parks that achieve the DPA demonstrate to their customers that they are committed to creating high quality parking facilities for disabled people. All

Newmarket car parks were assessed in 2017 and all passed.

## **1.10 Civil Parking Enforcement**

1.10.1 In February 2017, Cabinet agreed a business model for the potential transition of on-street parking enforcement in Suffolk from the Police to Local Authorities. Such a change is known as Civil Parking Enforcement (CPE). An outline application has been submitted by Suffolk County Council to Department of Transport with a view to implementing the new enforcement regime on 1 April 2019. We await confirmation from the Department of Transport that the processing and legislative timeline is acceptable given the commitment of resources to Brexit. Work continues across all authorities in Suffolk to ensure that the formal application is submitted this month and that resources needed to implement the scheme are in place.

## **2. Conclusion and future work streams**

2.1 2017 has seen a positive increase in the usage of the car parks that can be attributed to visitors to the Home of Horse Racing attraction. Occupancy levels are no greater than 85% full and has the supply of spare capacity to accommodate displacement from CPE and housing growth looking ahead. Nevertheless, occupancy is constantly under review and as new developments come forward this will be reappraised and capacity identified.

2.2 Priority work streams for the next 12 months include:

- Further sampling and modelling of car park capacity.
- Preparation for the implementation of CPE including consolidation of the Car Parking Order, procurement of resources and recruitment of additional employees, and the development of a communications plan.
- As a pilot for the County and working with SCC, the development of Newmarket Parking Plan that will consider on and off street parking across the town, with a view to identifying further capacity and reviewing parking restrictions.
- Review of current car park charges in order to effectively manage potential demands as a result of implementation of CPE.
- A review of parking provision at Newmarket Leisure Centre.

## **3. Recommendation**

3.1 Members are asked to note the report.