

# Report

Report to:	<b>Executive Committee</b>
Date of Meeting:	<b>10 March 2021</b>
Report by:	<b>Executive Director (Community and Enterprise Resources)</b>

Subject:	<b>Review of Current Parking Management Arrangements</b>
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## 1. Purpose of Report

1.1. The purpose of the report is to: -

- ◆ Update Committee on the findings of the Member / Officer Group on the review of parking arrangements.

## 2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):

- (1) that the content of this report be noted
- (2) that the recommendations as set out at para 6.10 are approved.

## 3. Background

- 3.1. Parking demand management measures (e.g. charges and parking enforcement) are a recognised tool to keep our transportation network and town centres operating safely.
- 3.2. These measures ensure junctions are free from parked cars and that loading bays are free to service businesses as required, ensuring goods can reach their intended destination timeously. Importantly though, they also assist in encouraging greater use of active / sustainable travel in place of the private car and such approaches are routinely adopted by many Councils across Scotland, often aligned to climate change objectives.
- 3.3. Members may recall that at the 22 January 2019 Community and Enterprise Resources Committee it was agreed to proceed with the first phase of the Parking Demand Management Review (PDMR), across South Lanarkshire, focusing on Hamilton Town Centre.
- 3.4. At the Community and Enterprise Resources Committee of 15 September 2020 Members considered a report which provided feedback on the PDMR review and on a parking impact assessment. It also recommended reinstatement of all parking charges at previous levels, following suspension due to the Covid19 global pandemic earlier in the year.
- 3.5. Following debate Members agreed to defer all aspects of the report for further consideration at a future Executive Committee. It was accepted, however, that it would

be appropriate to report this to the Recovery Board prior to reporting to the Executive Committee.

- 3.6. The Recovery Board on 21 October 2020 subsequently recommended that on street parking charges be reinstated as soon as reasonably practicable and that off street charging arrangements be further considered via a Member / Officer Group.
- 3.7. The specific objective of Group was to review parking management arrangements, including charging practices, having regard to: -
  - ◆ Whether current arrangements remain appropriate
  - ◆ Whether current arrangements require to be further developed and, if so, in which areas, and
  - ◆ Identifying interim arrangements for reinstatement of off street car parking charges, if considered appropriate
- 3.8. The political representation on the Group was agreed and the first meeting of the Group took place on 20 November 2020 and the Terms of Reference for the Group, attached at Appendix 1, were agreed.
- 3.9. The Terms of Reference were then formally approved by the Executive Committee at its meeting of 16 December 2020.
- 3.10. The Group has considered the Service Profile for the Parking Unit and several other matters / briefing papers requested, including the following:
  - ◆ Background and duties of the Parking Unit
  - ◆ Continuing rationale for demand management measures
  - ◆ National Regional and Local Policy
  - ◆ Operational Arrangements / Structure
  - ◆ Findings of Hamilton, Parking Demand Management Review
  - ◆ Matters arising from previous Committees / Recovery Boards
  - ◆ Employee and Financial Implications
  - ◆ Operation of RingGo
  - ◆ Number / types of Pay and Display Machines
  - ◆ Use of Automatic Number Plate Recognition Technology
- 3.11. Five meetings of the Group have taken place and Section 4 provides a summary of the key matters discussed with respect to the objectives and scope of the Group as set out in the Terms of Reference.
- 3.12. Specifically, the Group reviewed current parking arrangements, their background, and whether they reflect current needs, having regard to local circumstances, current national, regional, and local transport policy, and town centre management / economic development policy.
- 3.13. The Group considered the work undertaken by SYTRA who completed Phase 1 of the Parking Demand Management Review focusing on Hamilton Town Centre and the principle of parking charge income generation alongside the role of charges as a demand management measure.

## **4. Summary of Discussions**

### Parking Demand Management Review

- 4.1. There was detailed discussion relating to the Parking Demand Management Review and the consensus was that the outcome from the review had struck right the balance. It was noted that the Phase 1 Review was focused on Hamilton and perhaps a different solution was needed for The Village in East Kilbride.
- 4.2. The issue of income and expenditure was discussed, particularly the surplus. It was accepted that the Service needs to cover its costs and have a budgeted surplus to invest in improvements. It was agreed to develop an appropriate communication plan to demonstrate where surplus revenue is being reinvested in transportation, maintenance and network improvements.
- 4.3. Notwithstanding the general acceptance of the Review, Members agreed that changes to the level of short stay charges should be investigated, and a reduction or perhaps abolition considered for specific periods, even if only on a trial basis in the first instance.
- 4.4. Importantly, the Group agreed with the principle of continuing parking charges in both Hamilton and East Kilbride Town Centres and East Kilbride Village to ensure an appropriate turnover of spaces.

### Pay on Foot / RingGo

- 4.5. While the introduction of the cashless payment mobile system RingGo was welcomed, it was felt that some customers may not be able to take up this method of payment. It was clarified that RingGo would not replace payment by cash and cards but rather complement it.
- 4.6. The Group was of the view that there was a general dissatisfaction with Pay and Display in car parks and, while RingGo would go some way to addressing this, Members were keen to explore options for returning to Pay on Foot in some form to improve the customer experience.
- 4.7. The Group considered that the reintroduction of Pay on Foot was necessary to some extent and that, if the Scottish Government could be persuaded to change the legislation, ANPR should be used in conjunction with it, for both management and enforcement as it was considered this would give customers an enhanced service.

### Automatic Number Plate Recognition (ANPR)

- 4.8. The Group discussed whether Automatic Number Plate Recognition (ANPR) could be used to manage and enforce car parks. It was explained that while it could be used as a management tool, for example to raise barriers so that a driver does not have to insert their ticket into it, it was not currently permitted for local authorities to use it as an enforcement tool.
- 4.9. Members sought clarification why it could be used in private car parks but not public ones. It was explained that the statutory legislation that enables local authorities to run a decriminalised parking regime states that a Penalty Charge Notice (PCN) must be placed on a vehicle's windscreen by a uniformed Parking Attendant. It was not permissible to issue a PCN by post. When you park in a private car park, however, you

enter into a contract with the owner. If you fail to pay, or overstay, you are deemed to have broken the contract and different legislation applies that permits the use of ANPR.

- 4.10. The Group agreed that officers should continue to explore opportunities to use ANPR as part of the recently introduced RingGo Cashless Parking Solutions.
- 4.11. There was also a consensus amongst Members that the Council approach the Government for a change in the legislation, possibly via COSLA and Society of Chief Officers of Transportation (SCOTS). Members were advised that various bodies, such as the British Parking Association (BPA), and other local authorities were also considering this.

## **5. Options Development and Assessment**

- 5.1. From the above discussions, this then informed the development of a range of options and how these would be assessed. Options previously presented to the Recovery Board were discussed, developed further, and several others identified by the Group. Overall, 11 options merited formal assessment / consideration, and these are set out in Appendix 2.
- 5.2. To consistently assess / appraise the 11 options, an appraisal matrix was developed. The following eight appraisal criteria were identified and agreed by the Group:
  - ◆ Transportation Policy
  - ◆ Sustainability / Zero Carbon Policy
  - ◆ Financial (to the Council)
  - ◆ Commercial / Financial for Retailers
  - ◆ Customers / Users
  - ◆ Council Employees / Jobs
  - ◆ Parking Service
  - ◆ Implementation
- 5.3. Each criterion was scored between 1 to 5, with 5 having the most positive impact and 1 the most negative impact. Recognising some criteria had more significant importance, the Sustainability / Zero Carbon Policy and Financial impacts to the Council were initially given a greater weighting than others. Following discussion greater weightings were also given to the Commercial and Customer criterion.
- 5.4. The maximum score possible is 160 or 100% and those options scoring highly would be considered greater priority for implementation with those scoring lower discounted, perhaps following an agreed threshold.
- 5.5. Appendix 2 outlines how all 11 options have performed against the assessment criteria as well as demonstrating how the 'baseline' status quo or pre-Covid19 situation performed.
- 5.6. The baseline was approximately 88% when assessed against the appraisal criteria but with scoring reflecting the issues raised with regards to the impact on the commercial aspects of our town centres and on the customer experience. These issues include the perceived impact parking charges have on footfall and the view that the existing pay and display arrangements may not provide sufficient flexibility to allow visitors to extend their stay. It is worth noting that there is no specific evidence to suggest that free parking increases footfall in town centres.

- 5.7. A range of options (1 to 3) to implement Pay on Foot across a range of car parks was considered, however, the high capital cost of implementation meant that these were quickly discounted, focusing on limited implementation in Duke Street car park in Hamilton. While this, option 3, performed well it was considered that Pay on Foot alone was not sufficient to address the concerns with regards to the impact on the commercial aspects of our town centres and on the customer, experience discussed at the end of para 5.6.
- 5.8. Similarly, options (4 to 7) covering free parking for up to one, two, three hours and 'Free After 3pm' in all car parks was considered, but the significant annual loss of income (i.e. ranging between £0.357m to £1.526m) led to the focus being directed to only Duke Street in Hamilton and The Village in East Kilbride.
- 5.9. It was also considered that the 'Free after 3pm' would provide a more targeted initiative that Hamilton businesses could focus on and that customers would benefit from. It was also agreed that there was no merit in altering the current arrangements at the Civic Centre or Ballerup car parks. This was based on the view from Members that these two car parks were working satisfactorily, but the focus should be on The Village.
- 5.10. Options 8 to 11 are hybrid options considered appropriate given the issues to be addressed. Option 11 is the best performing hybrid option also outperforming the status quo with 89% when assessed against the appraisal criteria.
- 5.11. It should be noted that Option 11 has a financial impact to the Council, of around £0.100 capital and £0.100m in loss of annual income, but this is potentially balanced with improvements to the commercial aspects of our town centres and on the customer experience. These improvements include free periods of parking suited to the needs of the individual locations and the Pay on Foot in Hamilton, coupled with the RingGo solution, will allow visitors to extend their stay and only pay for the parking they require.
- 5.12. Option 10 was also considered, however, this had significantly higher capital and ongoing revenue implications (i.e. £0.380m capital and £0.265m revenue) and, at this stage, has not been taken forward. However, this could be considered in the future taking cognisance of the benefits of an Option 11 trial as well as perhaps customers becoming more familiar with the likely benefits arising from the use of cashless parking system RingGo.
- 5.13. As can be seen, a range of options as outlined in Appendix 2 have been assessed and the strongest performing and recommended option from the Group is Option 11. This would see Pay on Foot along with 'Free after 3pm' being introduced in Duke Street and one-hour free parking on and off street in the Village in East Kilbride. Option 11 would be accompanied by a positive communication and promotional plan and support from local businesses should be sought.

## **6. Conclusions, Recommendations and Next Steps**

- 6.1. The objectives of the Group as set out in the Terms of Reference were to review current parking management arrangements, including charging practices and whether current arrangements remained appropriate or whether they required to be further developed.
- 6.2. The Group has subsequently agreed that the pre-Covid19 parking management arrangements are appropriate, however they wished to see them developed further. It has been considered that, in Hamilton, a return to a Pay on Foot solution would be appropriate and that a targeted 'Free after 3pm' parking initiative would assist

businesses as they look to recover from Covid-19 and encourage customers to the town.

- 6.3. Option 11 seeks to provide for this and the proposals, for Hamilton, will also provide flexibility and support to businesses and customers who may wish to extend their time in town centres complementing the already implemented RingGo cashless parking system.
- 6.4. The Group also agreed that the current parking management arrangements in East Kilbride were appropriate, however, it was considered that The Village area would benefit from a period of free parking up to one hour, both on and off street. Again, Option 11 seeks to provide for this.
- 6.5. The final objective of the Group was to identify short term / interim arrangements for the reinstatement of off street car park charges, if it was considered appropriate. Given the re-emergence of Covid-19 restrictions, the Group has agreed to the continued suspension of off-street parking until the end of the financial year but to reinstate off street charges on 1st April 2021. This reinstatement will include the reinstatement of park and ride charges in Hamilton, East Kilbride, and Rutherglen.
- 6.6. One final consideration of the Group was the extent as to how the work of the Group had accelerated and / or superseded the wider Parking Demand Management Review (Phase 1) exercise approved on 22 January 2020 by the Community and Enterprise Committee.
- 6.7. The Group agreed that Phase 1 of the PDMR has now been completed and that given it was clear that Phase 2, East Kilbride was likely to generate similar recommendations and that matters had been considered for East Kilbride in detail as part of the Group, there was no need to progress with Phase 2 as issues have been adequately covered by this review.
- 6.8. The Group considered parking management across other town centres and a general view was that there was no pressing case for changes to existing arrangements with possible exception of Lanark where further discussions were required.
- 6.9. Therefore, with regards to the final Phase 3, of the PDMR, which was to cover Lanark, Cambuslang, Rutherglen, Strathaven, Blantyre, Larkhall, Biggar and Carluke, it was agreed that officers would liaise directly with Local Members to understand any pressing concerns. No formal review by consultants is currently felt necessary.
- 6.10. In summary the Group has agreed the following recommendations.
  1. Reintroduce Off Street parking charges from 1 April 2021
  2. Introduction of Pay on Foot in Duke Street, Hamilton
  3. Introduce a 'Free after 3pm' in Duke Street, Hamilton
  4. Introduce a 'One hour Free' initiative on and off Street in The Village, East Kilbride
  5. Fully implement RingGo at existing charging locations.
  6. Develop Communication plan to demonstrate surplus revenue reinvestment in transportation maintenance and network improvements.
  7. Explore opportunities to enhance parking management using ANPR as part of the recently introduced RingGo Cashless Parking Solutions.
  8. Approach the Scottish Government, with support of BPA, SCOTS, and other Councils for the implementation of the necessary legislation to allow ANPR enforcement.

9. Local parking review by officers of the Phase 3 town centres.

- 6.11. Recommendations 1 to 5 will be introduced as soon as practical from 1 April 2021. Recommendations 6 to 8 will be undertaken over the course of the next 6 months and thereafter ongoing, as necessary. Recommendation 9 would be undertaken on a phased basis over the course of the next 12 to 18 months.
- 6.12. Recommendations 1 and 2 would be implemented on permanent basis, however, recommendations 3 and 4 would be introduced initially on a trial basis for two years with the results of the trial reported to a future Executive Committee. It was noted, however, that measuring the success of such a trial may be difficult given the likely ongoing impact of Covid-19. It may also require input from businesses in terms of their income and footfall metrics.
- 6.13. As recommendations 3 and 4 represent a change in parking policy, this required to be reported to Executive Committee for consideration and approval.

**7. Employee Implications**

- 7.1. The recommendations of the Group and Committee approval are not anticipated to have significant consequences for employment levels in the Parking Unit.
- 7.2. It will be important though to review the deployment of the employee resources to ensure that we respond to the changing needs of our town centres and communities. An operational review during 2021/22 will consider shift patterns and geographical coverage and will be undertaken in discussion with the relevant Trade Unions.

**8. Financial Implications**

- 8.1. The revenue costs associated with the recommendations at 6.10 will be considered and monitored as part of wider considerations of ongoing Covid related impacts on parking income, and wider corporate pandemic related costs, during the 2021/22 financial year.
- 8.2. Therefore, revenue costs through 2021/22 will be assessed during the next financial year and any impact considered as necessary in relation to budget planning for 2022/23.
- 8.3. In relation to capital costs, these will be met from existing budgets.

**9. Climate Change, Sustainability and Environmental Implications**

- 9.1. The reintroduction of charges will ensure that an effective parking management service continues to operate across our towns assisting in discouraging the use of the private car and greater use of more active / sustainable transport modes.

**10. Other Implications**

- 10.1 There are no further risk implications in terms of the information contained in this report.

**11. Equality Impact Assessment and Consultation Arrangements**

- 11.1. This report introduces a change to an existing policy and therefore, an impact assessment has been undertaken, however, no adverse impacts were identified on any particular group.
- 11.2. There is no requirement to undertake any consultation at this time in terms of the information contained in this report.

**Michael McGlynn**  
**Executive Director (Community and Enterprise Resources)**

23 February 2021

**Link(s) to Council Values/Ambitions/Objectives**

- ◆ Improve the quality of life of everyone in South Lanarkshire.
- ◆ Improve the road network, influence improvements in public transport and encourage active travel.
- ◆ Work with communities and partners to promote high quality, thriving and sustainable communities.

**Previous References**

- ◆ Community and Enterprise Resources Committee 22 January 2019
- ◆ Community and Enterprise Resources Committee 15 September 2020
- ◆ Executive Committee 16 December 2020

**List of Background Papers**

- ◆ Systra Report, Hamilton Town Centre Parking Demand Management Review, 6 February 2020

**Contact for Further Information**

If you would like inspect any of the background papers or want any further information, please contact: -

Colin Park, Engineering Manager, Roads and Transportation Services  
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## Review of Current Parking Management Arrangements

### Terms of Reference

1	Resource	Community and Enterprise					
2	Name of Project	Review of Current Parking Management Arrangements – Member/Officer Group					
	Objective	The objective of the Group is to review current parking management arrangements, including charging practices, having regard to:- <ul style="list-style-type: none"><li>• Whether current arrangements remain appropriate</li><li>• Whether current arrangements require to be further developed and, if so, in which areas</li><li>• Identifying interim arrangements for reinstatement of off street car park charges, if considered appropriate</li></ul>					
3	Scope of Project	It is proposed that the Group will:- <ul style="list-style-type: none"><li>• Review current parking arrangements, their background, and whether they reflect current needs having regard to local circumstances, current national, regional, and local transport policy, and town centre management/economic development policy.</li><li>• Consider the work undertaken by SYTRA who have completed Phase 1 of the Parking Demand Management Review focussing on Hamilton Town Centre</li><li>• Consider parking charge income generation alongside the role of charges as a demand management measure.</li><li>• Make recommendations with regard to:-<ul style="list-style-type: none"><li>- Short term reinstatement of current off street parking charges, if considered appropriate</li><li>- Short term reinstatement of park and ride charges, and associated opportunities</li><li>- Medium term review of parking demand management arrangements across individual town centres, including timescales and any specific principles which it is considered require to be applied consistently.</li></ul></li></ul>					
4	Resources affected:-						
	Community and Enterprise	Education	Finance and Corporate	Housing and Technical	Social Work		
	X						

<b>5</b>	<b>Financial overview (£m)</b>
	Refer Service Profile (being prepared separately)
<b>6</b>	<b>Key aims of/outcomes from project</b>
	Political consensus around applicability of current parking management arrangements, any further development work required and timescales for reinstatement of off-street parking charges, if considered appropriate.
<b>7</b>	<b>Key milestones</b>
	<ul style="list-style-type: none"> <li>♦ Meeting 1 – 20 November - Election of Chair, agreement on Terms of Reference, consideration of Parking Service profile</li> <li>♦ Meeting 2 – w/c 30 November – Review of Systra report, identification of options and agreement on appraisal criteria</li> <li>♦ Meeting 3 – w/c 14 December – appraisal of options</li> <li>♦ Meeting 4 – w/c 11 January - agree conclusions and Executive Committee report</li> </ul>
<b>8</b>	<b>Monitoring and reporting arrangements</b>
	<ul style="list-style-type: none"> <li>♦ Updates will be provided to CMT as required/requested.</li> </ul>
<b>9</b>	<b>CMT Sponsor / Lead Officer</b>
	Michael McGlynn
<b>10</b>	<b>Member/Officer Group</b>
	<p><u>Elected Members</u>  2 SNP (Councillor Anderson and Councillor Ross)  2 Labour (Councillor Fagan and Councillor McLachlan)  1 Conservative and Unionist (Councillor Hose)  1 Liberal Democrat (Councillor McGeever)  1 Independent (Councillor Wardhaugh)</p> <p><u>Officers</u>  Michael McGlynn, Executive Director  Gordon Mackay, Head of Roads and Transportation Services  Colin Park, Engineering Manager  Andrei Martucci, Parking Manager</p>

			Assessment Criteria									
Options	Description	Scoring	Transportation Policy	Sustainability / Zero Carbon Policy	Financial (to SLC)	Commercial / Financial Retailers	Customers / Users	SLC Employees / Jobs	Parking Management Across SLC	Implementation	Total	% of total (of 160)
Base	Status Quo / Revert to Pre Covid Situation	Score	5	5	5	3	3	5	5	5	140	88%
		Weighting	3	5	5	5	5	3	3	3		
		Weighting Score	15	25	25	15	15	15	15	15		
Option 1	Pay on Foot - All car parks Implementation (Capital cost of circa £780k)	Score	5	5	1	4	5	5	5	1	123	77%
		Weighting	3	5	5	5	5	3	3	3		
		Weighting Score	15	25	5	20	25	15	15	3		
Option 2	Pay on Foot - Selected car parks Implementation (Capital cost of £380k)	Score	5	5	2	4	5	5	5	2	131	82%
		Weighting	3	5	5	5	5	3	3	3		
		Weighting Score	15	25	10	20	25	15	15	6		
Option 3	Pay on Foot - Duke Street only Implementation (Capital Cost of £96k)	Score	5	5	4	4	4	5	5	4	142	89%
		Weighting	3	5	5	5	5	3	3	3		
		Weighting Score	15	25	20	20	20	15	15	12		
Option 4	Free parking for up to an hour (Lost annual income of £357k)	Score	4	3	2	4	4	4	3	3	107	67%
		Weighting	3	5	5	5	5	3	3	3		
		Weighting Score	12	15	10	20	20	12	9	9		

Option 5	Free parking for up to two hours (Lost annual income £1,132k)	Score	3	3	1	4	4	3	2	3	93	58%
		Weighting	3	5	5	5	5	3	3	3		
		Weighting Score	9	15	5	20	20	9	6	9		
Option 6	Free parking for up to three hours (Lost annual income of £1,526k)	Score	3	3	1	4	4	2	1	3	87	54%
		Weighting	3	5	5	5	5	3	3	3		
		Weighting Score	9	15	5	20	20	6	3	9		
Option 7	Free after 3pm each day (Lost annual income of £382k)	Score	3	3	2	4	4	4	4	4	110	69%
		Weighting	3	5	5	5	5	3	3	3		
		Weighting Score	9	15	10	20	20	12	12	12		
Option 8	Pay on Foot at Duke, Keith, Low Patrick, Civic and Ballerup plus free for one hour in same car parks (Capital cost of 380k and lost annual income of £248k - total of £628k)	Score	5	4	1	5	5	5	5	2	126	79%
		Weighting	3	5	5	5	5	3	3	3		
		Weighting Score	15	20	5	25	25	15	15	6		
Option 9	Pay on Foot at Duke plus free for one hour in Duke Street (Capital cost of 96k and lost annual income of 66k - total of £162k)	Score	5	4	3	3	3	5	5	4	122	76%
		Weighting	3	5	5	5	5	3	3	3		
		Weighting Score	15	20	15	15	15	15	15	12		
Option 10	Pay on Foot at Duke, Keith, Low Patrick, Civic and Ballerup plus free after 3pm in same car parks. (Capital cost of £380k and lost annual income of £265k - total of £645k)	Score	5	4	1	5	5	5	5	2	126	79%
		Weighting	3	5	5	5	5	3	3	3		

		Weighting Score	15	20	5	25	25	15	15	6		
Option 11	Pay on Foot in Duke Street plus free after 3pm in Duke Street only and one hour free in EK Village (Capital cost of 96k and lost annual income of £71k at Duke Street and £35k in Village - total £201k)	Score	5	4	3	5	5	5	5	4	142	89%
		Weighting	3	5	5	5	5	3	3	3		
		Weighting Score	15	20	15	25	25	15	15	12		
Max		Score	5	5	5	5	5	5	5	5	160	100%
		Weighting	3	5	5	5	5	3	3	3		
		Weighting Score	15	25	25	25	25	15	15	15		