

Committees:		Dates:
Planning and Transportation Committee Projects Sub		12 December 2017 11 December 2017
Subject Pay & Display Machines (Parking): Equipment Replacement	Gateway 7 Outcome Report Regular	Public
Report of: Director of the Built Environment Report Author: Ian Hughes		For Decision
<p style="text-align: center;"><u>Summary</u></p> <p>The majority of the Pay & Display (P&D) machines in the City are over 10 years old and approaching the end of their useful life. The cost to upgrade the machines (around 90 in total) was estimated to be £227K.</p> <p>A recommendation to upgrade the machines was made at Gateway 1-2, however given the success of the mobile phone payment technology, which now accounts for over 90% of all on-street parking, Members at Gateway 3-5 recommended that a cashless parking trial be undertaken in parallel to a limited upgrade to test the viability of that solution, and determine the impact on users of removing a cash option.</p> <p>At the same time officers were also asked to review the number of P&D machines at locations where cash payments were low with a view to reducing provision where this was practical. In the last 18 months 41 machines have been removed or taken out of service including those for the cashless parking trial.</p> <p>Funding was agreed to upgrade some machines (22 in total) at locations where cash continued to be a popular method of payment. This P&D upgrade was completed in March 2017 at a cost of £71,000 met from local risk resources.</p> <p>The cashless parking trial commenced on 15 May 2016 (the area is outlined in appendix 1); only one complaint was received in relation to the convenience charge currently applied to mobile phone payments. Given the successful outcome of the trial, it is proposed to roll out cashless parking more widely across the City removing the majority of P&D machines with the exception of those locations where cash payments continue to be relatively high. .</p> <p><u>Recommendations</u></p> <p>Members are asked to note that the project is now completed and no further machine upgrades are proposed. Members are further recommended to agree that cashless parking be rolled out more widely across the City following the successful outcome of the trial, and the continuing rise of payments made by mobile phone payment technology.</p>		

Main Report

1. Brief description of project	A total of 22 Pay & Display machines were successfully upgraded in March 2017 in those locations that continue to receive a relatively high volume of cash payments as detailed in appendix 2.
2. Assessment of project against SMART Objectives	Upgrade of P&D machines was completed before 31 March 2017 and within budget.
3. Assessment of project against success criteria	<ul style="list-style-type: none"> • In all 41 machines have been removed or taken out of service already including those for the cashless parking trial • One complaint has been received (in relation to the convenience fee) since the cashless parking trial was introduced
4. Key Benefits	<ul style="list-style-type: none"> • Upgraded machines will deliver increased reliability with reduced downtime. • Cost savings in machine maintenance and consumables will be achieved • Retaining the option to pay by cash at locations where this continues to be a popular method of payment will provide customer choice and flexibility
5. Was the project specification fully delivered (as agreed at Gateway 5 or any subsequent Issue report)	Yes
6. Programme	The project was completed within the agreed programme

7. Budget	<p>The project was completed within the agreed budget</p> <p>This project was funded from DBE's local risk budget was identified to upgrade those machines at locations where cash continues to be a popular method of payment for on-street parking. A total of 22 machines were upgraded and the project was completed in March 2017 at a cost of £71,000 within the £88,000 agreed budget.</p> <p>No further funding is required for machine upgrades.</p>
Final Account Verification	<p>Choose an item.</p> <p>Not Applicable.</p> <p>Please confirm whether or not the Final Account for this project has been verified. *</p>

***Please note that the Chamberlain's department Financial Services division will need to verify Final Accounts relating to medium and high risk projects valued between £250k and £5m and all projects valued in excess of £5m.**

Review of Team Performance

8. Key strengths	A good working relationship with the provider of the P&D machines (Hubb Parking t/a Zeag) enabled the procurement and delivery of the new equipment to be done at the earliest opportunity.
9. Areas for improvement	None specific.
10. Special recognition	Officers in the traffic management team (Highways Division) worked effectively with the supplier to ensure seamless implementation.

Lessons Learnt

11. Key lessons	<ul style="list-style-type: none"> • Payment for on-street parking using mobile phone technology continues to be the preferred method of
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	<p>payment by the majority of users</p> <ul style="list-style-type: none"> • Those machines where cash use is relatively high have been successfully upgraded so are fit for purpose and compliant for several years to come • The roll-out of cashless parking across the City has saved the City the need to find further funding to invest in unnecessary parking stock
12. Implementation plan for lessons learnt	None identified.

Appendices

Appendix 1	Cashless Parking Trial Area
Appendix 2	Locations where of P&D machines will be retained

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Appendix 1

Streets in the Trial area

The following map indicates the extent of the cashless parking trial which was implemented in May 2017.



Appendix 2

Pay & Display Machine Locations

The following map illustrates the locations where P&D machines continue to receive a relatively high volume of cash.



The specific locations are outlined in the table below:

West Smithfield	John Carpenter Street	Chancery Lane	Devonshire Square	Liverpool Street
Giltspur Street	Temple Avenue	Finsbury Circus	Coleman Street	Creechurch Lane
Long Lane	Carmelite Street	Fann Street	Harrow Place	Limeburner Lane
Houndsditch	Mark Lane	Minories	Whitefriars Street	Watling Street
Jewry Street	Lloyds Avenue	Monument Street	Finsbury Circus	Laurence Poutney Hill
Queen Street				

Note: 26 locations served by 36 P&D machines including coach bays.