

**REPORT TO:** CITY DEVELOPMENT COMMITTEE - 24 SEPTEMBER 2012

**REPORT ON:** MODERNISING PARKING CONTROL SYSTEMS – PAY AND DISPLAY EQUIPMENT AND MULTI STOREY CAR PARK CENTRALISED CONTROL HUB

**REPORT BY:** DIRECTOR OF CITY DEVELOPMENT

**REPORT NO:** 362-2012

## **1 PURPOSE OF REPORT**

- 1.1 This report considers the requirement to replace the existing Pay and Display system ticketing equipment.
- 1.2 This report highlights changes required to day to day management of Multi Storey Car Parks including the need to integrate and centralise control equipment and staff who monitor these facilities.

## **2 RECOMMENDATION**

- 2.1 It is recommended that the Committee approve the purchase of 111 new Pay and Display Meters spread over two financial years (2012/13 2013/14).
- 2.2 It is recommended that Committee approve the new operational management of Dundee City Council's Multi Storey Car Parks by the creation of a 24 hour a day/7 days a week Car Parking Control Hub.

## **3 FINANCIAL IMPLICATIONS**

- 3.1 The cost of introducing the new Pay and Display equipment will be funded from the Car Park Trading Account. The total cost for this project is £245,000.
- 3.2 The creation of a Car Parking Control Hub at Gellatly Street Multi Storey Car park will be funded from the Car Park Trading Account. The total cost for this project is £54,000.
- 3.3 The equipment will be procured from ACS as an extension to the ongoing Pay on Foot system upgrades and to ensure system compatibility with current estate, and Metric through the Pro5 central procurement Framework Agreement for Pay & Display Solutions and Parking Management Information Systems.

## **4 BACKGROUND**

### Pay and Display Equipment

- 4.1 The present supply and condition of the pay and display meters has been assessed and currently Dundee City Council own 150 meters and currently operate 141 of these with a further 9 having been removed from the city centre and are in storage (mostly cannibalised for spare parts).
- 4.2 A total of 71 of these are Metric Autoslot 8 models that are over 25 years old and no replacement parts are available for these and have not been for many years, parts for repairs to these have been obtained by cannibalising the meters that were

- replaced 10 years ago, spare printer assemblies and coin acceptance systems are now at critical levels.
- 4.3 The outer casings of many of these meters are unsightly and a number of supports are corroded, these are mostly on-street meters in the city centre
- 4.4 There are also 74 Metric Autoslot 89 meters that are 10-12 years old which the manufacturer's obligation to supply spare parts having expired; these are almost all located in car parks.
- 4.5 The remaining 5 meters are Metric Aura models are of a new type, which were purchased in January 2011.
- 4.6 Dundee City Council have been advised that the metal composition used in 5 pence and 10 pence coins has changed, which will necessitate modifications to the coin acceptance (validators).
- 4.7 Owing to the age of the vast majority of the Pay and Display meters in Dundee, it is not possible to upgrade the coin validation equipment therefore the meters will have to be replaced.
- 4.8 Aside from the necessity to preserve cash collection and to operate Pay and Display equipment that is fit for purpose there are significant benefits in that the new meters can provide information not currently available, i.e. all meters networked back to the Parking Team offices and for each meter be able to advise how much cash is in a meter at anytime, what are the usage patterns for a particular location, as well of course increasing the payment options available to customers i.e. cash, debit/credit card, pay by phone and smartcard.
- 4.9 These options have the capacity to significantly improve the usability of Pay and Display parking and further develops the Council policy to improve the customer experience when paying to park in Dundee (convenient payment element of Dundee Car Parking Strategy).

#### Car Park Centralised Control Hub

- 4.10 As the multi storey car parks migrate to Pay on Foot the system the number of Pay and Display meters will reduce hence the proposal to reduce from the current 141 operational meters to 116 operational meters.
- 4.11 The benefits of Pay on Foot (POF) improve customer convenience and reduce the need for enforcement.
- 4.12 However the operation of such facilities has relied on staff presence on site to deal with ticket faults, barrier breakdown etc. When Greenmarket MSCP opened this required, initially, the appointment of Four Car Park Supervisors to manage the car park on a day to day basis. Through efficiency savings this has now been reduced to 2.5 Full Time Equivalent staff.
- 4.13 In preparation for the conversion of Gellatly Street to POF and the opening of the Olympia MSCP it was identified that a more efficient operational management method could prevent additional staffing costs being incurred. By connecting all three MSCPs through a Car Parking Control Hub, which connects CCTV, Voice,

Barrier Control and Payment Systems Control into a single central point. It also allows for the introduction of Automatic Number Plate detection which can give customer benefits such as ticketless season tickets as well as increased security.

- 4.14 This centralised "hub" that is electronically linked with all of the car parks would be supplied as an extension of the new POF payment systems to be in put in place for Olympia and Gellatly Street MSCPs and will allow the reduction from an estimated 7.5 FTE to 5 FTE staff members, giving cover seven days a week 0700 hrs to 12 midnight and then continue with security contractor presence for overnight (12 midnight - 0700hrs).
- 4.15 The 5 FTEs required to operate the 'hub' will be accommodated from within the existing Parking Team staffing establishment through a staff structure review. Therefore the 'hub' will avoid the need to employ an additional 5 FTEs to supervise the Pay on Foot car Parks.
- 4.16 The use of ANPR, CCTV and POF ticketing allow controlled entry of vehicles and persons 24 hours a day ensuring safe and attractive parking facilities are available to support the city centre economy.
- 4.17 West Bell Street MSCP is currently subject to a review in terms of a full structural and equipment refurbishment and will be subject to a further report to the City Development Committee.

## **5 POLICY IMPLICATIONS**

- 5.1 This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

## **6 CONSULTATIONS**

- 6.1 The Chief Executive, the Director of Corporate Services and Head of Democratic and Legal Services have been consulted and are in agreement with the contents of this report.

## **7 BACKGROUND PAPERS**

- 7.1 Central Dundee Car Parking Strategy - Report 279-2007.
- 7.2 Gellatly Street Multi Storey Car Park - Change to Pay on Foot Facility - Report 92-2012.

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