

**AGENDA ITEM NO.**

**TO: RESOURCES SCRUTINY COMMITTEE - 8 OCTOBER**

**SUBJECT: CAR PARK BEST VALUE REVIEW IMPROVEMENT PLAN UPDATE**

**FROM: LEISURE AND AMENITIES**

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**1 PURPOSE OF REPORT.**

- 1.1\_ To update the Scrutiny Committee on the progress of implementing the Car Park Best Value Improvement Plan.

**2 BACKGROUND**

- 2.1 The Car Park Best Value Review took place during 2000 and was undertaken principally by the then Engineering Business Unit.
- 2.2 The service has been managed by the Leisure and Amenities Business Unit since its transfer in October 2001. The delivery of the Action Plan is now the responsibility of the Amenities Management Section.
- 2.3 A Car Park and Public Convenience Manager has now been in post since March 2002.

**3. OUTCOME REQUIRED**

- 3.1 The Scrutiny Committee notes the progress made on implementing the action plan set out in appendix 1.
- 1.2 The revised target dates set out in Appendix 1 are approved.

**BACKGROUND PAPERS**

Best Value Review Car Parking Improvement Plan.

**Areas in District Affected:** Whole District

**Executive Portfolio Area and Holder:** Development Services - Councillor Tamlin.

**For further information about this report please contact:**

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## **BACKGROUND**

- 3.1 The Executive agreed to the Car Parking Best Value Review Improvement Plan in October 2001.
- 3.2 The Best Value Improvement Plan highlighted 27 District wide, 4 Kenilworth, 14 Leamington and 11 Warwick Action Plan items. These are highlighted in Appendix 1. Details of the progress against each item are included in that appendix.
- 3.3 Those items included in the plan which were not actioned by April 2002 will be in place for October 2002.
- 3.3 The major changes aimed at increasing the customer service by changing the pricing structure and the creation of usage data have now been implemented.
- 3.4 The main areas of progress have been made by :
  - 3.4.1 The introduction of new hourly charging structure across the three town centres geared to their own needs.
  - 3.4.2 The creation of monthly data on the usage of the car parks to assess the impact of changes in car park policy.
- 3.5 The new Cash Collection Contract, which has a revised contract specification and procedures has been in operation since the end of May. The new Cash Collection contractor ( W.P.S. ) is complying with the new terms of the contract and is working well.
- 3.6 Further progress reports will be brought to the Executive in October outlining progress towards implementing the full review over the next three years.

## Appendix 1 Detailed Improvement Plan and Impacts.

Actions	Timing	Update	Responsible Officer	Link to Service aims
<b>PART 1 : DISTRICT WIDE ACTIONS</b>				
1 Increase the number of tariffs offered to provide additional choices to those wishing to park off-street. Hourly charge for stays up to 4 hours. Long stay for all 4 hours and over. Categorise car parks in two types : Short or Long stay parking. Re-designate certain car parks to create Ashort stay@ and Aalong stay@ parking to meet the needs of the local businesses (create short stay spaces in locations adjacent to business locations) whilst maintaining the existing overall balance between short and long spaces	April 2002.	New tariff structure in place. The full impact of these revised charges will be seen by the end of September. For information from the snap-shot surveys see Appendix 2.  Discussions on changing the categories is on-going.	Amenities Manager and Car parks manager	4.1, 4.2, 4.3, 4.4, 4.8, 4.13,
1.2 Restrict the use of season tickets and all day ticket and staff passes to upper floors in multi-storey car parks to free up spaces on lower floors for those seeking short stay parking. Agree which car parks and which floors and how to manage the process.	April 2002	Will be implemented in St Peters and Covent Garden Car Parks from the 4 November 2002. See Appendix 3 for letter to Season ticket holders.	Car parks manager	4.1, 4.2, 4.3, 4.4, 4.8, 4.11, 4.13,
1.3 Establish a standard for all car parks and introduce a maintenance programme to achieve it.	Standard established by April 2002	3 years maintenance programme now agreed. See Appendix 4 for minutes from maintenance meeting.	Property and Car parks manager	4.6, 4.7, 4.9, 4.10, 4.12, 4.15,

1.4	Introduce new signage within all car parks to provide detailed customer information including a Welcome to @, use of honesty box, safety awareness customer complaints procedure and new tariff structure.	April 2002	Under design for introduction in certain car parks October 2002. Programme for others to follow. See Appendix 5 for list of car parks completed and programme for others.	Car parks manager	4.9, 4.11, 4.12,
1.5	Examine in detail the requirement to set up a Joint Venture partnership to generate capital investment to enable implementation of major capital schemes as set out or being researched in actions : 1.13, 1.19, 1.24, 1.25, 2.4, 3.3, 3.13, 4.6, 4.9, 4.11	September 2002	Meeting to discuss options to take place in December.	Strategic Director, Policy Services and Head of Leisure Services	4.6, 4.7, 4.8,
1.6	Linked with 1.5 above, consider opportunities and impacts of investing funds from the sale of smaller car parks in major capital investment for other car parks	September 2002	See above.	Amenities Manager and Engineering Manager	4.6, 4.7, 4.8,
1.7	Introduce performance monitoring system to provide data on usage, snap shot data , penalty notice information and customer complaints.	April 2002	Now in place. Information of 6 month position will be available from 14 October 2002.	Car Parks manager	4.6, 4.10
1.8	Review lighting in car parks to address safety concerns and develop a programme for improvements	March 2002	Actioned on certain surface car parks and Linen Street, other multi-storey survey to be commissioned with County. See Appendix 4.	Car parks manager and Property Services	4.7,
1.9	Include information about the car parking service on the Council website	March 2002	Under construction. In place for November 2002.	Car parks manager	4.11,

1.10	Agree the structure of how to manage on-street car parking if decriminalisation is agreed including meetings with Town Councils and local access groups.	March 2003	On going, following a major seminar hosted by WCC.	Amenities Manager.	4.1, 4.2, 4.3, 4.4, 4.5, 4.8,
1.11	Improve the perceived safety in the car parks through additional monitoring of CCTV cameras	March 2003	New cameras provide coverage of Chandos Street and St Peters.	CCTV manager	4.7
1.12	Improve service for disabled people by examining how and where to introduce Shopmobility schemes in each town (starting in Leamington as part of the Royal Priors Shopping Centre development) and by reviewing suitable locations for making additional wide bay parking provision for disabled people.	Research complete by March 2003	Ongoing. Members have now agreed to allocate funds for full time member of staff to progress with the CDP.	Town centre managers	4.17
1.13	Further improve customer care by providing NVQ A Customer Care@ training for Car Park Attendants with possible links to Street Wardens.	March 2003	Now included as part of the CPI=s new job description. Training to start this year.	Car parks manager	4.10
1.14	Pursue persistent non payers of excess charge tickets more vigorously, including through the courts if necessary	From April 2002	Ongoing. See Audit report for car parks.	Car parks manager and Legal Services	4.14
1.15	Research appropriate locations within car parks across the District and management options for : a) secure parking for Powered Two Wheelers b) cycle lockers	March 2003	Under review.	Car parks manager	4.15

1.16	Work with Warwickshire County Council to decide on the introduction of Park & Ride aimed at reducing long stay parking in the key commercial locations of the town centre.	March 2003	Report from County Council issued in May 2002. Ongoing.	Planning	4.3, 4.5, 4.8
1.17	Introduce advertising within car parks to raise revenue	March 2003	Ongoing.	Amenities Manager and Car parks manager	4.6, 4.14
1.18	Implement lighting improvement programme (see 1.8)	Complete March 2006	Following assessment of St Peter=s and Covent Garden multi-storey. See Appendix 4	Car parks manager and Property Services	4.7
1.19	Encourage major employers in the district to adopt travel plans (or practices which are consistent with these) to reduce demand for parking	Ongoing from April 2002	See Appendix 7.	Environmental Policy Officer	4.16, 4.3, 4.5
1.20	Undertake a study to establish the level and type of demand for evening and/or all night secure parking. Based on the results of this study, consider possible costs and locations for provision	Initial study complete by March 2003.	Linked to Site E development. See Appendix 6 for quote to turn St Peters into a secure Car park.	Car parks manager and Town Centre Managers	4.2, 4.8, 4.11
1.21	Introduce electronic services, as part of e-government, relating to car parking including payments, registering complaints and applying for season tickets	March 2004	On-going.	Amenities Manager	4.11
1.22	Introduce charging on Sunday across District to mirror existing charging at St Nicholas Park	March 2004	On-going.	Amenities Manager	4.14,

1.23	Review the on street parking restrictions within defined areas (in or adjacent to Town Centres) to increase the number of spaces and make adjustments to maximise the short stay parking close to the commercial areas whilst taking account of the operational needs of businesses.	March 2004	On-going.	Town centre managers and Engineering Manager	4.1, 4.2, 4.11
1.24	Conduct a full review of signage to and from car parks	March 2004	Leamington as part of MUPR.	Amenities manager	4.9
1.25	Introduce new technology to streamline the operation of the penalty charge notice system.	March 2006	In the e-government plans, and depends on de-crim.	Amenities manager	4.10, 4.14
1.26	Implement results of research in to secure parking for Powered Two Wheelers and Cycle lockers (see action 1.15)	March 2006	See 1.15.	Amenities manager and Property Services	4.15
1.27	If park and ride is agreed, following its introduction, change the balance of car parking spaces in the town centre to increase short stay provision during the core day (whilst taking account of tourism visits).	Not before March 2004	Warwickshire County Council report has been published. Ongoing.	Car parks manager	4.1, 4.2,
<b>Part 2 : Kenilworth Actions</b>					
2.1	Work with the Kenilworth Chamber of Trade to establish a trial of a two part ticket providing one hour free parking in Kenilworth.	Launch from April 2002	Proposals have been distributed to Kenilworth Chamber of trade members for decision.	Kenilworth Town Centre Manager	4.1, 4.2, 4.3, 4.4, 4.5, 4.8, 4.13,

2.2	Negotiate with the operators of Talisman Square car park to bring it under the control of Warwick District Council to help create a comprehensive and consistent policy across the town centre	Negotiations complete by March 2003	On-going. Additional Negotiations with Sainsburys.	Kenilworth Town Centre Manager	4.13, 4.14
2.3	Undertake options study for the provision of a coach parking facility	Study complete by March 2004	On-going. Redevelopment of Abbey End will reduce coach parking.	Kenilworth Town Centre Manager	4.15
2.4	Undertake an options study for the provision of long stay parking facilities in Kenilworth, with particular reference to the development of Kenilworth Station	Study complete by March 2004	On-going.	Kenilworth Town Centre Manager	4.3, 4.8
<b>Part 3 : Leamington Actions</b>					
3.1	Review the results of the Atwo-part ticket@ trial in Kenilworth, consider whether to extend the scheme to locations in Leamington	November 2002	Not to be actioned until impact of Kenilworth is known.	Leamington Town Centre Manager	4.1, 4.2, 4.3, 4.4, 4.5, 4.8, 4.13,
3.2	Consider the impact of the report detailing with the structural works required to Covent Garden multi-storey car park.	March 2003	Report already undertaken and work in programme for June 2002.See Appendix 4.	Car parks manager / Property Services	4.7



3.3	Include options for increasing off street car parking provision in Leamington (including the possibility of extending the Convent Garden Multi Storey and Chandos Street), in the discussion with the possible partners for the Joint Venture Company (see action 1.5)	November 2002	See 1.5.	Amenities Manager	4.1, 4.2, 4.8, 4.13
3.4	Restrict the use of season tickets and Aall day@ tickets and staff passes to upper floors in Covent Garden and St Peters multi-storey car parks to free up spaces on lower floors to improve the ease of locating short stay parking. .Review Asnap shot@ information to help determine which floors to be used and how to manage the process.	April 2002	Awaiting results of snap shot surveys. Link with new AWelcome@ signage for car parks October 2002. See 1.2 and Appendix 3.	Car parks manager	4.8
3.5	Research and develop proposals for a viable Residents and Business Parking Scheme in consultation with Royal Leamington Spa Access Group - to consider different schemes and establish best practice.	December 2002	On-going.	Leamington Town Centre Manager	4.4, 4.1,
3.6	Introduce additional Saturday parking provision adjacent to the town centre by using the car parks at Riverside House and Warwickshire College to provide spaces.	November 2002	Plans for Riverside House being developed to promote parking.	Leamington Town Centre Manager	4.14,
3.7	Agree location of a dedicated coach parking facility for Royal Leamington Spa (specifically, Victoria Park car park location to be further investigated) and improved drop off point	March 2003	Under review.	Leamington Town Centre manager	4.15
3.8	Extend coverage of CCTV to include Chandos Street and improve external coverage of St Peters.	April 2002	In place and operational.	CCTV Manager	4.7
3.9	Monitor the crime figures specific to the car parks and monitor impact on perceived safety through the Citizen Panel and other customer surveys	From April 2002	On-going.	Leamington Town Centre Manager	4.6, 4.7

3.10	Introduce Shopmobility in Royal Priors Shopping Centre as part of the re-development scheme to improve the accessibility of the Town Centre for disabled users and introduce <u>wide bays</u> in certain locations.	From end 2002.	On-going. See 1.12.	Strategic Director, Policy Services	4.17
3.11	Provide new signage to direct customers to car parks including a variable messages, as part of Urban Mixed Priority Route	March 2004	On-going.	Engineering Manager	4.12
3.12	Consider the full implications of the introduction of Sunday Charging in the town centre, with a view to introducing a charge for Leamington in 2003/2004.	Consider by December 2002	On-going.	Amenities Manager	4.14
3.13	Introduce pay on foot as the principle form of payment in multi-storey car parks	Royal Priors Shopping Centre plans to operate Pay on Foot from March 2003; Convert Covent Garden during 2003/4; Convert St Peters during 2004/5 if capital funding provided.	On-going. Royal Priors has yet to confirm plans for Pay on Foot. Timing for St Peters dependent on progress on Site E. Consultants on both schemes. See Appendix 6.	Property Services and Amenities Manager	4.4, 4.8,
3.14	Work with the County Council and bus operators to introduce rapid bus service from key locations into and out of town centre at peaks - to encourage all day car park users to make use of public transport service.	March 2004	On-going.	Leamington Town Centre Manager	4.3, 4.16

Part 4 : Warwick Actions					
4.1	Review the results of the Atwo-part ticket@ trial in Kenilworth, consider whether to extend the scheme to locations in Warwick	November 2002	Not to be actioned until impact of Kenilworth is known.	Warwick Town Centre Manager	4.1, 4.2, 4.3, 4.4, 4.5, 4.8, 4.13,
4.2	Consider the impact of the report detailing with the structural works required to Linen Street multi-storey car park.	March 2003	Report undertaken and work taking place during June 2002. See Appendix 4.	Car parks manager / Property Services	4.7
4.3	Use Bread and Meat Close for Coach Parking until a permanent facility is available on St Marys Lands	Easter 2002	Awaiting signage proposals from coach operators.	Warwick Town Centre Manager	4.15
4.4	Redesignate Factory Yard Car Park as short stay (max 4 hours) & replace displaced cars in other Warwick car parks	April 2003	Discussions on going.	Amenities Manager	4.13, 4.8
4.5	Influence the outcome of M40 junction 15 study because of the impact on car parking in the town centre, specifically encouraging better use of junctions 13 + 14)	March 2003	On-going.	Warwick Town Centre Manager	4.3
4.6	Investigate the introduction of alternative payment methods for Linen Street Multi Storey Car Park	During 2002	Not possible to introduce pay on foot unless we demolish it and build a new multi storey.	Warwick Town Centre Manager	4.1, 4.7
4.7	Rename Factory Yard, and Norwich Union Car Parks	April 2002	Factory Yard becomes Priory Road. Norwich Union to remain.	Car parks manager	4.11
4.8	Explore desirability and possibility of using part of Priory Park adjacent to the Coventry Road for Car Parking.	Study undertaken by March 2004	On-going.	Warwick Town Centre Manager	4.8
4.9	Implement St Marys Lands Car Parking proposals as long			Warwick Town	

	stay parking for Town Centre	March 2004	On-going.	Centre Manager	4.8
4.10	Install extra cctv cameras into town centre car parks - eg: Factory Yard, West Rock	After April 2004	On-going.	CCTV Manager	4.7
4.11	Influence Warwick Traffic Plan review to encourage better car parking signage (including variable message signage) and better use of car parks	March 2004	On-going.	Warwick Town Centre Manager	4.3