

PARKING BUSINESS PLAN 2015-16

This business plan covers:

On-Street Parking in Guildford

On-Street Parking Reviews in Guildford

Off-Street Parking in Guildford

Park and Ride services

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1. Summary

1.1 This report presents details of the parking services operation since April 2013 and makes a series of recommendations for 2014-15. The recommendations are listed below together with the section of the report in which they are discussed.

Section 3 – Aims

Recommendation to the Guildford Local Committee and Guildford Borough Council's Executive

1. We recommend that a Task Group is established to develop a Parking Strategy which sets a framework for parking operations to support key strategic plans including the Local Plan, Town Centre Master Plan and Local Transport Plan 3.

Section 4 - On-street parking management Guildford

Recommendation to the Guildford Local Committee

2. We recommend that the Guildford Local Committee agree in principle that we look at the use of virtual permit technology to provide an improved service for residents whilst reducing costs.

Section 6 – Off-street parking

Recommendation to Guildford Borough Council's Executive

3. We recommend that we continue to examine the potential to develop Millbrook Car Park and also work with our colleagues in Development to explore ways of changing existing car parks, or developing new ones, based on the “drive to, not through” principle.

Recommendation for the Guildford Local Committee and Guildford Borough Council's Executive

4. We recommend that all interested parties discuss changes to the direction road signage, particularly where this will improve motorists' ability to park in the first convenient car park.

Recommendations to Guildford Borough Council's Executive

5. To encourage greater use of park and ride and address the increase in use we recommend the following tariff adjustments:
 - (i) Farnham Road Multi Storey Car Park from 7.00am to 7.00pm Monday to Saturday from 90p per hour to £1.00 per hour with a maximum daily charge of £8.

- (ii) York Road Multi Storey Car Park from 8.00am to 6.00pm Monday to Saturday from 90p per hour to £1.00 per hour with a maximum daily charge of £8.

 - (iii) Guildford Park Car Park from £4.50 per day on Monday to Friday to £5.00 per day.

 - (iv) Shalford Park Car Park from £2.80 per day on Monday to Friday to £3.20 per day.

 - (v) Walnut Tree Close Car Park from £3 per day on Monday to Friday to £3.20 per day.
6. We recommend increasing the charge for season tickets in York and Farnham Road Multi Storey Car Parks by five per cent.

 7. We recommend an increase of five per cent in our garage charges.

 8. We recommend that when a garage becomes available, we give first priority to any resident living in areas A,B,C,D, E or F of the controlled parking zone.

 9. There is high demand for contract parking and we recommend an increase of five per cent in the charge.

 10. We recommend reducing the annual revenue contribution to the Car Park Maintenance Reserve by £125,000 per annum from April 2015.

 11. We recommend upgrading the lights in Castle, Farnham and York Road car parks to LED lamps, as detailed in the bid attached as Annexe 8 of the Parking Business Plan, and that this be funded from the Car Park Maintenance Reserve.

 12. We recommend that the lift replacement programme proposed in the bid attached as Annexe 9 of the Parking Business Plan, is funded from the Car Park Maintenance Reserve.

 13. We recommend that the car parks detailed in Annexe 10 of the Parking Business Plan be included within the Off-Street Parking Places Order and that the Council undertakes the statutory procedures to amend the order.

Section 7 Park and Ride

Recommendations to the Guildford Local Committee and Guildford Borough Council's Executive

14. We recommended that the provision of guarding services at Artington and Merrow be combined to become a mobile guard between the two sites.

15. We recommend that Surrey County Council undertakes a public consultation on the proposal to remove the ENCTS from the Park & Ride network for people

qualifying based on age and on the introduction of a nominal charge of £1 per return journey for these concessionary pass holders.

16. We recommend using the uncommitted surplus from on-street parking management in Guildford for 2013-14 of £68,000 on funding the cost of Onslow Park and Ride in 2015-16.

Recommendation for Guildford Borough Council's Executive

17. We recommend using the unspent surplus from on-street parking management in Waverley, £37,750 to fund Onslow Park and Ride in 2015-16.

2. Introduction

- 2.1 The service has a role in all aspects of parking in Guildford, and this provides an opportunity to co-ordinate policies across different areas, and with wider transport objectives. The Council is also in a strong position to influence parking in the town because it runs nearly all the major car parks. We work closely with Surrey County Council in managing on-street parking. Both authorities oversee the Park and Ride network with Surrey County Council managing the bus network and Guildford Borough Council managing the car parks.
- 2.2 To strengthen this co-ordination, a combined business plan is being presented to both the Guildford Local Committee and Guildford Borough Council's Executive. Guildford Borough Council's Customer and Community Scrutiny Committee will also consider the business plan.
- 2.3 The business plan presents a joined-up overview of parking but the recommendations require approval from the committee or committees responsible for particular areas. A covering report will be presented to each Committee, drawing their attention to the particular recommendations for their agreement, but they will also be able to comment on other aspects of the report and services.
- 2.4 The majority of parking activity takes place in Guildford town centre and this is therefore the focus of the service and this report. However, we conduct regular reviews of parking restrictions all over the borough and enforce the restrictions that are in place. Our agency agreement with Surrey County Council also includes the management of on-street parking in Waverley, although this part of the service will be subject to a separate report to the Waverley Local Committee.

3. Aims

- 3.1 Guildford Borough Council's Corporate Plan and Surrey County Council's Local Transport Plan set out a number of priorities to which the Parking Service contributes.
- 3.2 One of the key aims of the Corporate Plan is to develop, in partnership, a transport strategy to 2050 for the town. The Guildford Traffic and Movement Study (GTAMs) was published in April 2014 and presents a long-term strategy aiming towards 2050. It includes recommendations to promote more sustainable modes of transport. The study suggests making a range of improvements in the provision for walking, cycling and public transport, including park and ride. It also suggests creating a sustainable movement corridor. In the medium term, after some of these improvements are implemented, the study supports the review of parking charges aimed at encouraging the use of more sustainable means of transport.
- 3.3 The corporate plan sets a vision for an evolving vibrant economy. It highlights the need to improve car parking capacity for local employers and visitors, and to create conditions that support business and provide opportunities for growth. We need to ensure that we support businesses as we work towards encouraging change.

3.4 Surrey County Council's Local Transport Plan (LTP3) contains a vision "to help people to meet their transport and travel needs effectively, reliably, safely and sustainably within Surrey; in order to promote economic vibrancy, protect and enhance the environment and improve the quality of life". The Parking Strategy, which forms part of the third local transport plan, describes the county council's vision for parking as "provide parking where appropriate, control parking where necessary" and the objectives are stated as:

- Reduce congestion caused by parked vehicles
- Make the best use of parking space available
- Enforce parking restrictions fairly and efficiently
- Provide appropriate parking where needed

3.5 The Guildford Local Committee and Guildford Borough Council agreed a parking strategy in 2003. This needs updating in view of developing policy and visions. The following aims are suggested as a focus for the parking service to contribute towards the objectives set out above:

- To provide a mixture of parking options needed to support a vibrant economy
- To encourage the use of more sustainable transport modes including park and ride.
- To develop further Park and Ride sites.
- To continually review parking tariffs centred around the town centre in order to maintain a hierarchy of charges. On-street parking to have the highest tariff and the further a driver parks from the centre, the lower the charge.
- To keep Park and Ride fares attractive, and to promote it as an alternative to parking in or near the town centre.
- To monitor all available indicators to ensure that the local economy continues to be successful and to ensure that customers and businesses continue to choose to do business in Guildford.
- To review the car parks provision and to explore opportunities to develop sites that allow drivers to park and return directly along main routes, a "drive to, not through" approach.
- To use on-street parking controls to support the objectives listed above, to maintain safe traffic flow and where necessary, and where supported by the local community, prioritise space for residents.

3.6 We will develop these objectives in the light of comments made by the various committees considering the Business Plan and in conjunction with officers developing other transport related strategies to produce a parking strategy that supports both councils aims.

Recommendation to the Guildford Local Committee and Guildford Borough Council's Executive

1. We recommend that a Task Group is established to develop a Parking Strategy which sets a framework for parking operations to support key strategic plans, including the Local Plan, Town Centre Master Plan and Local Transport Plan.

Service Performance and Issues

4. On-street parking management Guildford

On-street parking space

- 4.1 **Annexe 1** shows the number and distribution of designated on-street parking places in the borough. Outside the town centre, in areas where controls are necessary, there is a mixture of yellow lines and either free parking places, or parking places subject to limited waiting. The town centre has a residents' parking scheme and this is divided into ten catchment areas A to J. Within these areas, a certain amount of parking space is prioritised for residents, often with the facility for non-residents to park for a limited amount of time, or longer, if they obtain a visitors' permit from a resident.
- 4.2 Permit schemes are introduced where there is parking pressure. In these areas, the emphasis is on ensuring that residents who have access to off-street parking use it to reduce pressure on parking on the streets. Households are limited to up to two permits and the number of permits is generally reduced according to the amount of off-street parking at the residence. In the town centre, area D, there is a waiting list for permits and residents who qualify are issued with a permit for an adjacent catchment area, until such time that an area D permit becomes available.
- 4.3 In the town centre, there are around 460 pay and display parking bays. These allow motorists to stay for a limited period on payment of a charge. The bays closest to the centre have a maximum stay of 30 minutes. Most of the others allow up to two hours parking, and there are a few in and around Pewley Hill that allow up to three hours.
- 4.4 Motorists look for the most convenient parking space and there is only a limited amount of space on-street. Drivers who look for, but cannot find, space on-street add to congestion. To discourage this, it is good practice for on-street parking to carry a higher charge than car parks. To ensure there is a steady supply of on-street space becoming available, the time motorists can park is limited. This reflects the fact that on-street space is usually the most convenient and in shortest supply.

On-street pay and display

- 4.5 In January 2014, the charge for on-street parking in Guildford was increased from 70p to 80p per half hour. This was the first change since April 2008. We reported that in key areas of the town, on-street parking usage was growing. The exception was around G Live where the people who had been parking on the street during construction were now returning to use the car park. One of the reasons for the growth was that the price of parking on-street was very similar to that in the car parks. The equivalent price per hour on-street was £1.40 and the price in the car parks was £1.20.
- 4.6 The Guildford Local Committee agreed a tariff increase to create a higher differential between the on-street charge and the charge for car parks. The charge was increased from 70p per half hour to 80p per half hour in January 2014.

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Usage of on-street parking in Guildford town centre					
Year	Income (£)	Change (compared to 2010-11) in per cent	No. of Tickets	Change (compared to 2010-11) In per cent	Average time purchased
2010-11	692,868	-	532,111	-	56mins
2011-12	700,606	+1.3	533,031	+ 0.1	57mins
2012-13	687,677	-0.7	524,046	-1.5	56mins
2013-14	699,890	+1	520,089	-2.4	56mins
Change since the increase					
Jan 2013- Sept 2013	498,959	Change in income in per cent	384,087	Change in number of tickets in per cent	56mins
Jan 2014 – Sept 2014	549,277	+10.1	376,794	-1.9	55mins

- 4.7 The report presented in September 2013 highlighted the locations shown in the table below and the increase they had had since 2010-11. The table below shows that the tariff change has stopped the increase in use, but that on-street parking is still well used. No further change to the tariff is recommended.

Road	Percentage increase in ticket numbers between 2010-11 and Sept 2013	First Quarter 2013-14	First Quarter 2014-15	Change in per cent as a result of the increase
Millmead	8.3	13,650	13,343	-2.2
South Hill	27.5	2,565	2,676	+4.3
Chertsey Street	11	2,986	2,958	-0.9
Castle Street & Tunsgate	3.2	9,719	9,213	-5.2

Residents Parking Permits

- 4.8 During the course of 2014, the parking service has been undergoing an internal fundamental service review. The review has reinforced the need for a better IT system and for more on-line facilities. We intend to look at facilities to allow people who receive a penalty charge to view and submit comments and evidence on-line.

- 4.9 The way permits are issued can also be improved with virtual permits. Residents who satisfy us that they qualify could have their registration number listed on a database. Civil Enforcement Officers using Automatic Number Plate Recognition technology can check the validity quickly. This is similar to the system now being used for tax discs, where no physical disc is issued, but cars are checked by cameras.
- 4.10 This process means residents can apply for a permit on-line, rather than by post, or by visiting the Parking Office. It saves time for the residents and reduces processing costs. Residents that do not want, or do not have the capability to apply on-line, would still be able to apply in the traditional way. The aim is to provide the option and encourage on-line transactions. To implement such a change requires a new IT system and a change to the Traffic Regulation Order.

Recommendation to the Guildford Local Committee

2. We recommend that the Guildford Local Committee agree in principle that we look at the use of virtual permits technology to provide an improved service for residents whilst reducing costs.

Enforcement and number of Civil Enforcement Officers

- 4.11 We are considering the number of Civil Enforcement Officers and the times they patrol. Successive parking reviews have increased the amount of on-street parking controls. As part of the recently completed review of parking restrictions in the town centre, the hours of control in the parking bays and single yellow lines around Dene Road were increased to 8.30am to 9pm Monday to Sunday. We are also receiving more requests to enforce restrictions, particularly double yellow lines, outside normal working hours and on Sundays. Trying to respond to these requests reduces the number of officers on duty during the normal working day.
- 4.12 The deployment of Civil Enforcement Officers (CEO) is complex. When fully staffed, we have 22 CEOs and three of these work in Waverley Borough. 19 CEOs are available in Guildford. Their work patterns need to cover six days (Monday to Saturday), while their working hours are 37 hours per week over five days. They also have holiday and some sickness. On any day, there will be around 14 officers available in Guildford to cover car parks and on-street restrictions. Between 7am and 7pm one CEO will be in the control room, which requires 1.5 FTEs per day to cover, so there are around 12.5 available for patrols. There are three normal shifts early, middle and late, and occasional evening shifts. Sundays are worked on voluntary overtime. The table below shows how these resources are typically used.

Deployment of CEOs

Early (7am to 3pm or 7.30am to 3.30pm)	3 or 4
Middle (8.00am to 5.00pm)	3
Late (9.15am to 6.15pm or 10.15 to 6.15pm)	5 or 6
Evening	Approximately once every week with two officers mainly around the area with town centre car parks but targeted enforcement

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(2pm to 10pm)	elsewhere when we get complaints or become aware of problems.
Sundays	Every Sunday with two to three officers on voluntary overtime.

- 4.13 We will review the enforcement patterns and present further proposals during 2015-16.

On-street parking – Financial data and performance

- 4.14 Attached as **Annexe 2** is a statement of costs and income for the service. Under the Memorandum of Understanding between Surrey County Council and Guildford Borough Council (details in the Park and Ride section and annexe 11), the first call on any surplus made from on-street parking is to fund Park and Ride at the Artington, Merrow and Spectrum sites.

- 4.15 As part of the agency agreement there are KPIs on which we are required to report. They are as follows.

KPI	Details	Result
Total cost to administer the on-street parking service – the overall net cost of operating the on-street enforcement element of the parking service.	Our total costs include parking reviews, management of pay and displays, and permit administration is £821,317. The net cost of the on-street service is positive with income at £1,450,150.	Net surplus less expenditure £628,833
Civil enforcement officer (CEO) deployment efficiency – this measures the number of hours deployed CEO time spent on-street or travelling to sites as a ratio of the total cost of the enforcement operation.	Total enforcement cost is estimated at £481,100. Total hours deployed on-street or travelling is estimated at 12,600.	£38.18
Penalty charge notices (PCN) issued per deployed hour – total number of PCNs issued as a ratio of the total number of CEO hours on-street.	The number of penalty charge notices issued on-street was 14,768. The estimated time deployed was 8000 and travelling time was 4600.	1.85
PCN cancellation rate - the total number of PCNs cancelled as a ratio of the total number of PCNs	1,658 PCNs were cancelled and 14,768 PCNs were issued.	11.2%

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issued.		
PCN Appeal Rate - the total number of PCNs successfully appealed, as a ratio of the total number of PCNs issued.	Total number of PCNs issued was 14,768. 3 PCNs were successfully appealed at the formal appeal stage.	0.02%
Time taken to issue parking permits/ dispensations/ suspensions – measuring the average number of days taken to deal with general customer requests for service (excluding PCN appeals or comments on parking).		5 working days

- 4.16 These KPIs will be useful in future years to compare performance with other boroughs and districts in Surrey and to monitor changes in the performance in Guildford.

5. On-street parking reviews

- 5.1 During 2013-14 and in the first two quarters of 2014-15 we completed a review of the town centre. The cost of implementing the changes associated with these reviews is funded from the on-street account.
- 5.2 The work included consulting with residents in the town centre on whether the hours of control should be extended to Sundays and into the evening. Around 2,000 properties were contacted. They were also asked whether they wanted more pay and display controls. Some residents had expressed concerns about shoppers using parking places that allow non-permit holders to park for a limited amount of time, as well as permit holders who could park without limit.
- 5.3 None of the areas surveyed were in favour of additional pay and display controls. The only area in favour of an extension to the hours of control was around Dene Road, and the controls there now operate between 8.30am and 9pm Monday to Sunday. New double yellow lines were also introduced to help with traffic flow in the evening on London and Epsom Roads.
- 5.4 The controlled parking zone was extended in Onslow Village and Rivermount Gardens was included. Controls have also been introduced in St Lukes Square. Parking bays around the schools in Cranley Road have been adjusted to relieve the pressure at drop-off and pick-up times.
- 5.5 We are just starting a review of outer town locations and the Local Committee has agreed that we look at seven areas and 22 locations. The areas are Avondale Estate, Effingham Junction, Fairlands, Kingspost Parade, Merrow Parade , Shalford and Woodbridge Hill.
- 5.6 We have a considerable amount of work to do in terms of assessing the issues, producing proposals, consulting with local councillors, residents and others affected and then implementing any proposed changes. It is expected that implementation will be towards the end of 2015 or early 2016.

6. Off-street Parking

- 6.1 Car parks provide access to the town and an availability of parking space absorbs traffic and reduces congestion. Guildford has 23 public car parks, providing just over 5,000 spaces. Some car parks are contract car parks during the week and open to the public at weekends. There are also contract only car parks. North Street Market occupies the North Street Car Park on Fridays and Saturdays. We also provide a car park by Ash Vale Station. In addition, we manage 200 garages in the town centre. A list of all the car parks and garages managed by the Council's parking service is shown in **Annexe 3**.
- 6.2 Guildford Borough Council owns nearly all the major car parks in the town centre and this provides us with a strong tool to influence the behaviour of people coming to Guildford by car.
- 6.3 The locations of our car parks have often arisen from opportunity and many are on development sites. The development of a future vision for Guildford and the studies into the future road networks also provides an opportunity to consider sites for future car parks.
- 6.4 Car parks are intended to reduce congestion. They are most effective if they are positioned close to the main routes to the town, remove the traffic before it reaches the most congested areas and allow vehicles to exit by the same route. This type of access to car parks can be referred to as "drive to, not through" and helps reduce congestion by removing traffic without it needing to drive through the town.
- 6.5 A number of existing car parks are not efficient in taking traffic away from congested areas. Millbrook Car Park on the A281 takes traffic off the main road before it reaches the gyratory system but when vehicles leave, they have to turn left and go round the gyratory to return to where they came from. A development of Millbrook car park could enable the entry and exit to be moved to the junction with Quarry Street and avoid the need to go round the gyratory.
- 6.6 Bedford Road Multi Storey is split into two car parks and the lower one is accessed from Bedford Road after cars have gone around the gyratory. All cars leaving the multi-storey have to travel on to Onslow Street and those that have come round the gyratory to enter go round it again on their way back. Again, we can look to develop alternative ways of accessing the car park to avoid this.

Recommendation for Guildford Borough Council's Executive

3. We recommend that we continue to examine the potential to develop Millbrook Car Park and also work with our colleagues in Development to explore ways of changing existing car parks, or developing new ones, on the basis of the "drive to, not through" principle.

- 6.7 We can also use other methods to persuade and inform drivers about the choices they have and where it is best to park. The current system of signing uses the traditional terms "long-stay" and "short-stay" descriptions. Long-stay car parks are intended to be those further from a centre, which have cheaper tariffs to encourage

workers to use them rather than the more central car parks. However, Guildford's shopping streets are long and the shopping area narrow. This means some of the long-stay car parks are closer to certain shops than some of the short-stay car parks. For example, G Live car park is very close to the Upper High Street and therefore classified as short-stay, but if you were going to the Friary shopping centre, it would be more convenient to use Farnham Road Multi Storey Car Park, which is classified as long-stay. We want drivers to use the first convenient car park to their designation rather than drive round the town to get to closest one.

- 6.8 The City of Nottingham uses an approach called "Parksmart" signage, which splits the city into zones, and drivers follow signs to car parks within the zone they wish to visit. They know that if their location and a car park are in the same zone it will be relatively close.

Recommendation for the Guildford Local Committee and Guildford Borough Council's Executive

4. We recommend that all interested parties discuss changes to the directional road signs, particularly where this will improve motorists' ability to park in the first convenient car park.

Tariff Review

- 6.9 **Annexe 4** presents a financial statement for the car park service and **Annexe 5** data on usage and enforcement. The occupancy of a car park varies according to days of the week and times of the year. The overall usage of a car park can be assessed by considering the number of cars parking and how long they stay. In car parks where an hourly charge is made, the income compared to the number of tickets sold gives a good indication of the average amount of time being purchased.
- 6.10 The way people use car parks can be influenced by the tariffs we charge. Our ability to influence behaviour is strengthened by our ownership of most of the car parks in the town. In other centres of our size, there is often fragmented ownership, which makes gathering data about what is happening more difficult.
- 6.11 In Guildford, we have a fairly complex set of tariffs in our car parks. In the centre, the day-time tariff is used to deter long-stay parking. This creates more space for shoppers, who arrive after the morning traffic peak, and usually leave before the evening peak. The charge is less at night and on Sundays.
- 6.12 During the day, keeping a significant differential with Park and Ride fares, can also help encourage greater use of the Park and Ride sites. In setting tariffs, we need to be careful not to discourage people from coming to the town. To help, we compare our tariffs to other similar local centres. A comparison with the short-stay charges made in other centres is shown in **Annexe 6**.
- 6.13 In April 2010, we introduced an evening charge in the most central car parks, which applied after 6pm Monday to Saturday and after 5pm on a Sunday. Motorists need to pay up until 10pm. This added to the number of tickets sold and there was a jump of 250,000 in the number sold between 2009-10 and 2010-11. The new pay and display machines installed in April 2013 allow us to analyse, in more detail, when

tickets are sold. It shows that last year around 380,000 tickets were sold after 6pm, which indicates the number of people paying to park in the evening is increasing.

- 6.14 The total usage of the car parks in 2013-14 was 3,220,000. With around 380,000 using the car parks in the evening, the usage during the day is around 2,840,000. The numbers using the car parks during the day before the banking crisis in 2008 was around 3,500,000. People are likely to be influenced by the increased cost of motoring. The introduction of free concessionary bus travel has also had an effect encouraging those with passes to use the bus.
- 6.15 In April 2013, we increased the tariff in a number of central short-stay car parks from £1.10 per hour to £1.20 per hour. Subsequently, there was a significant drop-off in the numbers using those car parks and the amount of time purchased. Although part of the reduction was due to the flooding in the Christmas - New Year period, particularly in Bedford Road Multi Storey Car Park, the evidence suggests there was strong resistance to price changes in short stay car parks. So far, in 2014-15 the number of users is slightly higher than 2013-14.
- 6.16 A further change in short-stay tariff may have a more pronounced effect on the number of users. We therefore do not recommend increasing the short stay tariffs in the town centre.
- 6.17 There has been an increase in the use of the long-stay car parks around the town centre. Long-stay users parking add to the peak time congestion in the roads leading to the town. The last tariff change was in 2011. To address this, and help make Park and Ride more attractive, we recommend increasing the tariffs in the long-stay car parks.

Recommendation to Guildford Borough Council's Executive

5. To encourage greater use of park and ride and address the increase in use we recommended making the following tariff adjustments:

- (i) Farnham Road Multi Storey from 7.00am to 7.00pm Monday to Saturday from 90p per hour to £1.00 per hour with a maximum daily charge of £8.**
 - (ii) York Road Multi Storey from 8.00am to 6.00pm Monday to Saturday from 90p per hour to £1.00 per hour with a maximum daily charge of £8.**
 - (iii) Guildford Park Car Park from £4.50 per day on Monday to Friday to £5.00 per day.**
 - (iv) Shalford Park Car Park from £2.80 per day on Monday to Friday to £3.20 per day.**
 - (v) Walnut Tree Close Car Park from £3 per day on Monday to Friday to £3.20 per day.**
- 6.18 There are also season tickets sold to regular users of Farnham Road and York Road car parks, which currently cost £1,712.35 per annum for a Monday to Friday pass. We recommend that these are increased by five per cent. In this way, regular users will have a lesser increase than those who pay daily.

Recommendation to Guildford Borough Council's Executive

6. We recommend to increase the season tickets in York and Farnham Road Multi Storey Car Parks by five per cent.

6.19 We also have pre-payment cards for the barrier-controlled car parks. These work like oyster cards on the London underground. Drivers put credit on the card and can use it to park in any of the barrier-controlled car parks at a rate that is 10 per cent less than the normal charge. These cards provide regular parkers with a convenient flexible way to pay.

Garages

6.20 We operate 200 garages around the town centre, which are in high demand. There are three levels of charge: for residents £640.92 per annum, non-residents £1,076.93 per annum and in Bedford Sheds a business rate of £1,542.88 per annum. Many of the garages are on development sites. A benchmarking exercise showed that the rates we charged for residents were lower than in other boroughs. A resident living within the Guildford town centre controlled parking zone can rent a garage for £640, whereas Woking Borough Council charges over £800, and Waverley Borough Council over £700.

Recommendation to Guildford Borough Council's Executive

7. We therefore recommend an increase of five per cent in our garage charges.

6.21 When letting a garage, we classify a resident as someone living in the town centre Controlled Parking Zone (CPZ). We give them priority for a garage over someone not living within the CPZ. The CPZ has expanded over the years. The highest levels of on-street parking pressure exist in the very centre of the town. We consider it would help relieve on-street parking pressure if, when a garage became available, it was offered to any resident of catchment areas A,B,C,D E or F who is on the waiting list first, then to any other resident of the CPZ, and then to any other applicant.

Recommendation to Guildford Borough Council's Executive

8. We recommend that when a garage becomes available we give first priority to any resident living in areas A,B,C,D, E or F of the controlled parking zone.

Contract Parking

6.22 The council operates over 600 contract parking spaces around the town centre. These provide the holder with a reserved parking space. They are most suitable for business users who need to come and go because they provide the reserved space. However, when the user is away the space is normally empty. This is not an efficient use of the limited amount of space we have in the town centre. The number of contract spaces we can provide is due to reduce, through development of the sites on which the car parks are currently based, and we do not recommend replacing them. We would instead suggest greater use of season tickets. These provide entry and exit from larger car parks but do not involve a reserved space. The spaces can

be used by others drivers when the season ticket holder is away. Season tickets are offered in the larger car parks and this normally means there will be room for the season ticket holder on their return.

- 6.23 The contract parking spaces are heavily let and there are waiting lists for many car parks. We therefore recommend an increase of five per cent.

Recommendation to Guildford Borough Council's Executive

9. There is high demand for contract parking and we recommend an increase of five per cent in the charge.

Car Park Maintenance Reserve

- 6.24 The car park maintenance reserve was established in 2006-07. The aim was to set aside money to fund major cyclical works in the multi-storey car parks. The major works were specified as:

Applying protective deck surfaces every 12 years

Replacing lighting every 12 years

Electrical re-wiring every 24 years

Upgrading lifts when required

Decorating every 5 years

Replacing Pay Equipment every 10 years

- 6.25 It has been very successful, and our car parks are recognised as being maintained to a high standard. They were part of the Purple Flag assessment and all the public car parks have the Park Mark Award for Safer Car Parks. Proactive work should also reduce maintenance costs overall, so we benefit from well-maintained car parks and lower costs.
- 6.26 The contribution to the reserve was funded from an increase in the parking charge combined with funding from existing revenue budgets. Various refinements have been made over the years to the estimated frequencies and costs of works. A statement for the account is attached as **Annexe 7**. This year, we have conducted a major review, and consider, with the benefit of knowing the costs of previous work, that the contribution from revenue can be reduced by £125,000 per year from April 2015.

Recommendation to Guildford Borough Council's Executive

10. We recommend reducing the funding requirement for the Car Park Maintenance Reserve by £125,000 per annum from April 2015.

Bedford Road Lights

- 6.27 Rewiring and new lighting was completed in Bedford Road Multi Storey Car Park in 2013. LED lights, which are more expensive to buy but are far more efficient and require less maintenance, replaced the traditional lights. We have been benefiting from a saving of 40 per cent on electricity consumption.

- 6.28 The table below shows the energy consumption in each of the lit car parks compared to the number of spaces they provide:

Car Park	Spaces	Consumption in kWh/yr	kWh per space	Cost per Space/yr
York	605	280,000	463	£49.47
Castle	350	325,000	929	£87.98
Farnham	917	485,000	529	£56.54
Leapale	384	175,000	456	£48.72
G Live	123	85,000	691	£62.20
Tunsgate	64	60,000	938	£88.07
Bedford	1,033	400,000	387	£36.53
	Total	2,470,000		

6.29 Attached as **Annexe 8** is a bid outlining the advantages of upgrading the lighting in our other major car parks with LED lights. For a project cost of £300,000 we can save around £45,000 per year in energy and maintenance costs, and reduce the electricity consumption from our car parks.

Recommendation to Guildford Borough Council's Executive

11. We recommend that the upgrade to LED lighting in Castle, Farnham and York Road car parks, as detailed in the bid attached as Annexe 8, and that this is funded from the Car Park Maintenance Reserve.

Replacement Lifts

6.30 The Council's Electrical Engineer has recommended a phased replacement of the lifts in our car parks. The Electrical Engineer has proposed an approach benefiting from economies of scale by letting a contract for replacing lifts at a number of housing sites and combining this with the car park lifts, with the lifts in one car park being replaced each year over the next three years. A bid form is attached as **Annexe 9**, and it is recommended we fund the work from the Car Park Maintenance Reserve.

Recommendation to Guildford Borough Council's Executive

12. We recommend that the lift replacement programme, detailed in the bid attached as Annexe 9, is funded from the Car Park Maintenance Reserve.

Phone and Pay

6.31 We have recently introduced a system of phone and pay, which allows the users of our pay and display car parks to pay for parking using their phone, or mobile apps. It also allows users to top-up while they are away from their vehicle. The system is

already proving popular and currently around five per cent of users are paying for more time while they are away from their vehicle.

Parking Apps

- 6.32 We are talking to a company on the Surrey Business Park, which is developing an app to allow people to book parking space or guide them to space, which is available. Such an app would help us direct users to an appropriate car park, minimising congestion and delays.

Parks Car Parks

- 6.33 Three car parks around the parks are having problems with commuters and others using spaces and reducing access to the park facilities. When drivers intending on going to the park cannot find parking, they add to congestion in the local area. It is therefore recommended to introduce parking orders to control parking in Nightingale Road car park, on Stoke Park, Lido Road Upper and Sutherland Memorial Park car parks. The details of the proposed order are outlined in **Annexe 10**.

Recommendation to Guildford Borough Council's Executive

13. We recommend that the car parks detailed in Annexe 10 be included within the Off-Street Parking Places Order and that the Council undertakes the statutory procedures to amend the order.

7. Park and Ride

7.1 Guildford has a developing network of Park and Ride sites. With plans to develop the town centre, and limited scope for absorbing increased traffic flows, the continued development of Park and Ride is important.

7.2 Research shows there are a number of characteristics that towns or cities exhibit that have successful park and rides services. These are:

- the centre is historic
- there is a university
- tourism levels are high
- there is a vibrant shopping centre
- there is a large service sector business area
- there is limited capacity to improve town centre road infrastructure
- there is severe congestion during rush hours
- the proportion of private off-street parking available for businesses is low
- there is limited opportunity for free parking within walking distance of the centre.

7.3 Key features for a successful park and ride service are that the

- sites are large enough to provide sufficient passenger throughput to support the bus service (500 to 700 spaces).
- they are well designed, high quality, safe sites with toilets
- the bus service is punctual, high quality, and reliable
- the travelling time is 15 minutes or less
- there is bus priority around congested spots, so the service is equal to or faster than the journey by car.
- the site has uncongested access
- there is ratio between town centre parking charges and park and ride fares that encourages the use of park and ride.
- there is clear signage and good marketing

7.4 The town currently has four sites: Artington:(742 spaces), Merrow (335 spaces), Spectrum (over 1,000 shared with the leisure centre) and Onslow (550 spaces). The table below shows the current fares from each site:

Site	Return	Weekly	Monthly
Spectrum	£2.40	£9.60	£30
Artington	£2.20	£8.80	£30
Merrow	£1.80	£7.20	£30
Onslow	£1.50	£6	£30

7.5 Under the Memorandum of Understanding between Surrey County Council and Guildford Borough Council, attached as **Annexe 11**, the first call on any surplus made from on-street parking is to fund Park and Ride at the Artington, Merrow and Spectrum sites. Onslow Park and Ride opened in November 2013. It is funded from

the Local Sustainable Transport Fund award, but this funding only lasts until March 2015.

- 7.6 A breakdown of usage at each site is shown below. In 2013-14, the Artington, Merrow and Spectrum Park and Ride sites had 839,922 passengers, took £514,454 on the buses, and received a subsidy of £561,000 from the on-street parking account.

Data between September 13 – August 14	Total Passengers	Concessions	Percentage of concessions	Fare income in £
Artington	371,147	164,765	44	218,809
Spectrum	211,183	68,926	33	177,661
Merrow	245,626	136,915	56	107,587
Totals	827,956	370,606	45	504,057

- 7.7 The net running cost of the bus service from Onslow Park and Ride is estimated at £227,000 per annum; this is after income received from fares projected at £40,000 for 2014/15 and concessionary income estimated at £10,000 with costs for the bus service at £277,187. There is also £94,000 per year to run the site including the guard, rates, maintenance, equipment and other costs. The LSFT award will meet the running costs for 2014-15. However, in 2015-16 there is no further funding available. After funding the established park and ride sites, the remaining surplus from the Guildford on-street parking account was £68,000 in 2013-14.

Onslow Park and Ride	Oct- Dec 13	Jan – Mar 14	Apr – Jun 14	Total
Concessions	1,554	3,557	4,421	9,532
Total Patronage	4,623	12,505	14,999	32,127
Fares in £	2,673	6,014	9,017	17,704

- 7.8 Park and Ride services around the country need subsidy and the issue is how to provide a high quality service at the lowest cost. We have been looking at ways to maintain the quality of service whilst reducing costs and / or increasing income. In particular, it is important to be able to fund Onslow Park and Ride while the usage builds.
- 7.9 The fares were increased at Artington, Merrow and Spectrum in January 2013 and the table below shows the level of patronage and the income from bus fares:

Patronage and Income of Park and Ride Sites Excluding Onslow

Quarter	Patronage	Income
Jan-Mar12	234,874	122,103
Apr- Jun 12	218,116	115,678
Jul – Sep 12	212,234	116,384
Oct-Dec 12	260,132	138,055
Total	925,356	492,220
Jan-Mar 13	213,083	123,472
Apr – Jun 13	215,805	129,187
Jul – Sep 13	199,115	125,512
Oct – Dec 13	224,627	141,294
Total	852,630	519,465
Jan – Mar 14	200,375	118,461
Apr – Jun 14	196,776	118,170

- 7.10 Passenger numbers using Artington, Merrow and Spectrum appear to be reduced for the first six months of 2014 compared with 2012 and 2013 and while average income per passenger trip has increased as a result of the fares review in January 2013, overall income is at best staying static. Some of the figures could be affected by cars diverting to the Onslow site, which may well be more convenient for some.
- 7.11 In order to improve access to the Park and Ride site from the A3 a programme of new and additional signs is planned with the Highways Agency. This will be a comprehensive strategy between the Highways Agency Surrey County Council and Guildford Borough Council. This should complement a parking signage strategy for Guildford, providing clear, concise directions to the Park and Ride sites and town centre car parks. In addition enhanced car park signs will be installed at the entrance and within all the Park & Ride sites.
- 7.12 Information about car parks will include details of the Park & Ride network so motorists will be aware of both options.
- 7.13 The rent for the extension at Artington is considered high compared to the value of the land. Last year, it was £75,000 and provides an additional 270 spaces at the site. We will speak to the landowner to see whether a better settlement can be obtained.

- 7.14 There is currently a guard at each of the sites other than Spectrum. The cost of each guard is around £40,000 per annum. The Onslow site has barriers, and a guard is needed in case there is a problem with them. Artington has CCTV cameras that are monitored from the control room at Bedford Road Car Park and a help point that connects to the control room. We have looked at the possibility of combining guards at Artington and Merrow, and having one guard driving between the two sites. Changing to a mobile guard between both sites would save around £30,000 per annum. If this change is agreed we will look at introducing CCTV at Merrow and providing a help point, which will enable customers to speak directly to the control room.

Recommendation to the Guildford Local Committee and Guildford Borough Council's Executive

14. We recommended that the guard at Artington and Merrow be combined and become a mobile guard between the two sites.

- 7.15 The English National Concessionary Travel Scheme (ENCTS) offers passholders free off peak travel on local bus services anywhere in England between 9.30am – 11.00pm Monday to Friday, all day at weekends and on Public Holidays. Residents qualify on age or on grounds of certain disabilities.
- 7.16 The Concessionary Bus Travel Act aimed to delivery social inclusion benefits for older and disabled people by allowing them greater freedom to travel, for free, by local bus. This was a key part of the Government's wider recognition of the importance of public transport for older and disabled people, and the role access to transport has to play in improving social inclusion and maintaining well-being.
- 7.17 An amendment to the Act noted that "Services where the fare charged has a special amenity element" can be excluded from the ENCTS scheme. In the case of Guildford Park & Ride the "special amenity element" may be the provision of a secure parking space, with waiting room and toilets. For example, one would not generally use the park & ride services unless one had a car.
- 7.18 Analysis of passenger data indicates that 45 per cent of all passengers on the park and ride use concessionary bus passes and pay no fare. As noted previously the ENCTS scheme is primarily to help promote social inclusion and maintain well-being. The ENCTS scheme could be intended for holders as an alternative to the car and those that use the park and ride are primarily travelling by car. Basically, Park and Ride is a car park linked to the town by a bus. It is intended to take cars out of the traffic flow before they add to traffic in a town centre.
- 7.19 Other local authorities in England have removed the ENCTS offer from their Park and Ride network. We recommend that a consultation be undertaken to look at removing the ENCTs from the Park and Ride network for people qualifying for a badge based on age. There would be no change for those who had a pass based on disability.

Recommendation to the Guildford Local Committee and Guildford Borough Council's Executive

15. That Surrey County Council undertakes a public consultation on the proposal to remove the ENCTS from the Park & Ride network for people qualifying based on age and on the introduction of a nominal charge of £1 per return journey for these concessionary pass holders.

7.20 Under the agency agreement, which came into effect in April 2013, the remaining surplus after the cost of Park and Ride for the Artington, Merrow and Spectrum sites has been deducted is for the Guildford Local Committee and Guildford Borough Council Executive to decide how to spend. The surplus for 2013-14 was £68,000 and it is recommended that this is put towards the cost of funding Onslow Park and Ride in the year 2015-16.

Recommendation to the Guildford Local Committee and Guildford Borough Council's Executive

16. We recommend using the uncommitted surplus from on-street parking management in 2013-14 of £68,000 on funding the cost of Onslow Park and Ride in 2015-16.

7.21 Guildford Borough Council also receives 20 per cent of any surplus made from on-street parking management in Waverley, and in 2013-14 this amounted to £37,750. We also recommend that this amount be used to fund Onslow Park and Ride in 2015-16.

Recommendation for Guildford Borough Council's Executive

17. We recommend using the unspent surplus from on-street parking management in Waverley, £37,750 to fund Onslow Park and Ride in 2015-16.

Annexe 1

On-street parking spaces in the borough of Guildford

Phase / Area	Roads	No. of Roads	No of Spaces by Bay Type from 26/08/14																				Unlimited	Disabled Only	Disabled 3Hr LW	Total		
			Permit Only M-S 8.30am-6pm	Permit Only 8.30am-9pm	30 mins P&D Dual Use M-S 8.30am-6pm	2 Hr P&D Dual Use M-S 8.30am-6pm	2 Hr P&D Dual Use M-S 8.30am-9pm	3 Hr P&D Dual Use M-S 8.30am-6pm	2 Hr LW Shared Use M-S 8.30am-6pm	4 Hr LW Shared Use M-S 8.30am-6pm	30 mins P&D M-S 8.30am-6pm	2 Hr P&D M-S 8.30am-6pm	20 mins LW nr 30 mins M-S 8am-7pm	20 mins LW nr 1 Hr M-S 8am-6pm	30 mins LW nr 1 Hr M-S 8am-6pm	1 hr LW nr 1 Hr M-S 8am-6pm	1 hr LW nr 2 Hrs M-S 8am-6pm	2 Hr LW nr 1 Hr M-S 8am-6pm	2 Hr LW nr 1 Hr M-S 8.30am-6pm	2 Hr LW nr 1 Hr M-S 8.30am-6.30pm	2 Hr LW nr 4 Hrs M-S 8.30am-6.30pm	2 Hr LW nr 1 Hr M-F 8.30am-6pm						
1, D	All	43	117	25	3	96	28	60			101	202														15	17	664
2, A	All	29	520						283																	1		804
2, E	All	13	178						128									15								1		322
3, B	All	17	248						133																	2		383
3, F	All	20	198						541																			739
3, G	All	5	0						119																			119
4, C	All	12	142						185																		14	341
4, H	All	9	0						174	100																		274
4, I	All	32	20						166	184																322	3	695
5, J	All	25	4						38	379																53	2	476
Town Centre CPZ	All	205	1,427	25	3	96	28	60	1,767	663	101	202	0	0	0	0	0	0	15	0	0	0	0	0	389	24	17	4,817
Non-CPZ	All												6	6	6	31	14	4	85	0	32	54	180	21	0		439	
Total			1,427	25	3	96	28	60	1,767	663	101	202	6	6	6	31	14	4	100	0	32	54	569	45	17		5,256	

Summary - Town Centre CPZ

Bay Type	
Overall	4,817
Permit Only	1,452
Dual / Shared Use (all types)	2,589
Charged Bay (incl. P&D Dual Use)	490
Free Limited Waiting (free bays incl. Shared Use)	2,445
Unlimited	389
Disabled (incl. 3Hr LW)	41

denotes change from previous

2012-13 Actual		2013-14 Actual	2014-15 Estimate	2014-15 Projection
£			£	£
	<u>Expenditure</u>			
503,843	Employee Related	547,713	546,580	541,170
51,857	Premises Related	53,404	53,730	53,730
12,135	Transport Related	11,520	12,050	12,059
151,120	Supplies & Services	124,192	181,970	181,920
83,942	Support Services	84,488	88,400	88,418
<u>802,897</u>		<u>821,317</u>	<u>882,730</u>	<u>877,297</u>
	<u>Income</u>			
(93,219)	Visitor Permits	(96,436)	(94,000)	(97,552)
(687,677)	Meter Income	(699,890)	(778,000)	(776,057)
(396,227)	Penalty Fees	(435,389)	(415,000)	(418,483)
(169,711)	Residents Permits	(171,464)	(175,000)	(175,107)
(43,936)	Other Income	(46,972)	(46,310)	(46,186)
<u>(1,390,770)</u>		<u>(1,450,151)</u>	<u>(1,508,310)</u>	<u>(1,513,385)</u>
(587,873)	Net Expenditure/(Income)	(628,833)	(625,580)	(636,088)
2,651	Capital Financing Costs	2,643	2,650	2,650
(585,223)	Net Expenditure/(Income)	(626,190)	(622,930)	(633,438)
103,801	Re-lining works	20,847	0	0
(481,422)	Total Net Exp./(Income)	(605,343)	(622,930)	(633,438)

Car Park Assets

Public Metered Car Parks

Site Location	Type of Parking	Type of structure	No. of spaces / Units
Bedford Road Multi Storey	7 days a week short stay – P&D	Multi-storey	1033
Castle Car Park	7 days a week short stay – Pay on Foot	Multi -storey	350
Leapale Road	7 days a week short stay – P&D	Multi – storey	384
Tunsgate	7 days a week short stay - Pay on Foot	Underground	64
Millbrook	7 days a week short stay – P&D	Surface	244
G Live	7 days a week short stay – P&D	Surface and partially covered	220
Mary Road	7 days a week short stay – P&D	Surface	107
Bright Hill	7 days a week short stay – P&D	Surface	121
Bedford Road Surface	7 days a week short stay – P&D	Surface	68
Commercial Road 2	7 days a week short stay – P&D	Surface	52
Old Police Station	7 days a week short stay – P&D	Surface	62
Upper High Street	7 days a week short stay – P&D	Surface	49
North Street	Sun to Thurs max stay 30 mins -P&D	Surface	49
Lawn Road	Weekend short stay -P&D	Surface	107
Millmead House (front)	Weekend short stay -P&D	Surface	27
Robin Hood	Weekends short stay -P&D	Surface	23
St Josephs Church	Weekends short stay -P&D	Surface and partially covered	61
Portsmouth Road	Weekends short stay -P&D	Surface	98
Farnham Road	7 days a week long stay - Pay on foot	Multi storey	917
York Road	7 days a week long stay - Pay on foot	Multi Storey	605
Guildford Park	7 days a week long stay - P&D	Surface	400
Shalford Park	Mon to Fri long stay - P&D	Surface	66
Walnut Tree Close	7 days a week long stay - P&D	Surface	17
Ash Vale Station	7 days a week long stay - P&D	Surface	49

Contract Parking

Site Location	Type of Parking	Type of Structure	No of spaces/units
Bedford Sheds	Mon-Sat Contract Parking	Surface	35
Black Horse House	Mon –Sat Contract Parking	Covered	26
St Josephs Church	Mon-Fri Contract Parking	Surface and partially covered	61
Commercial Road 1	Mon –Sat Contract Parking	Surface	12
Eagle Road	Mon-Sat Contract Parking	Surface	22
Millmead Court	Mon-Sat Contract Parking	Surface	20
Castle Square (Orlandos)	Mon-Sat Contract Parking	Surface	7
Sydenham Road (Palmer& Harvey)	Mon-Sat Contract Parking	Surface	5
Portsmouth Road	Mon-Fri Contract Parking	Surface	98
Robin Hood	Mon-Fri Contract Parking	Surface	22
Stoke Road	Mon-Sat Contract Parking	Surface	7
Stoke Fields	Mon-Sat Contract Parking	Surface	8
Robin Hood	Mon-Fri Contract Parking	Surface	22
Mill Lane	Mon-Sat Contract Parking	Surface	1

Garages

Bedford Sheds	Tenancy subject to notice	Garage	20
Gardener Road	Tenancy subject to notice	Garage	28
Stoke Fields	Tenancy subject to notice	Garage	35
Park Road	Tenancy subject to notice	Garage	2
Guildford Park	Tenancy subject to notice	Garage	118

OFF-Street Parking

2012-13		2013-14	2014-15	2014-15
Actual		Actual	Estimate	Projection
£			£	£
	<u>Expenditure</u>			
589,717	Employee Related	603,655	612,150	626,927
1,883,480	Premises Related	1,876,738	1,953,170	1,944,241
34,544	Transport Related	27,113	33,480	33,236
454,812	Supplies & Services	514,341	577,670	579,733
172,184	Support Services	179,842	185,170	183,460
3,134,737		3,201,689	3,361,640	3,367,597
	<u>Income</u>			
(618,423)	Contract Parking	(581,014)	(570,420)	(571,707)
(7,297,060)	Meter Income	(7,349,372)	(7,612,170)	(7,544,726)
(280,467)	Penalty Fees	(294,549)	(300,600)	(297,689)
(801,652)	Season Tickets	(753,813)	(756,360)	(765,065)
(112,456)	Garage Rents	(115,678)	(121,030)	(120,135)
(4,723)	Other Rent	(6,895)	(5,030)	(2,059)
(80,237)	Other Income	(83,031)	(78,010)	(73,569)
(9,195,020)		(9,184,353)	(9,443,620)	(9,374,950)
(6,060,283)	Net Expenditure/(Income)	(5,982,664)	(6,081,980)	(6,007,353)
799,562	Capital Financing Costs	845,189	899,970	900,057
(5,260,721)	Net Expenditure/(Income)	(5,137,474)	(5,182,010)	(5,107,296)
73,872	Car Parks Maintenance Reserve Works	106,280	1,114,080	1,279,928
(5,186,848)	Total Net Exp./(Income)	(5,031,194)	(4,067,930)	(3,827,368)

Car Park Usage**Total Usage**

Year	Tickets sold	Income (NET of VAT) (£)
2006/07	3,497,975	5,770,971
2007/08	3,510,665	6,223,607
2008/09	3,302,613	6,542,342
2009/10	3,064,020	6,336,955
2010/11	3,295,433	6,910,130
2011/12	3,352,018	7,304,106
2012/13	3,318,383	7,297,441
2013/14	3,221,702	7,349,431

Evening charges introduced April
2010

53 weeks in the year

Major Car Parks

Car Park	Tickets Sold			Income (net of VAT)		
	2012/13	2013/14	% Change	2012/13	2013/14	% Change
Bedford Rd	729,060	637,993	-12.5%	1,466,813	1,375,440	-6.2%
Bright Hill	86,490	84,646	-2.1%	174,728	182,095	4.2%
Farnham Rd	207,931	211,916	1.9%	856,670	871,131	1.7%
Leapale Rd	332,777	312,572	-6.1%	644,439	645,688	0.2%
Millbrook	219,650	213,946	-2.6%	457,051	470,055	2.8%
York Rd	268,436	276,312	2.9%	691,720	702,413	1.5%
Castle	371,726	379,506	2.1%	913,269	922,357	1.0%
Total	2,216,070	2,116,891	-4.5%	5,204,690	5,169,178	-0.7%

Enforcement**Penalty Charge Notices Issued**

2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
13,041	11,975	11,927	12,701	11,750	11,967	12,139

Outcomes for Penalty Charge Notices (PCNs) issued in 2013/14

Breakdown of PCNs issued (as at Aug 2014)	No
Number of higher level PCNs issued	1617
Number of lower level PCNs issued	10522
Total number of PCNs issued	12139
Number paid at discount	7251
Number paid at full (or above)	1523
Total number of PCNs paid	8774
Number of PCNs against which formal or informal reps made	2572
Number of PCNs cancelled as a result of formal or informal reps	2097
Number of PCNs cancelled for other reasons	146
Number of PCNs written off	720
Number of PCNs outstanding	402
Number cancelled/written off/outstanding	3365
Number of vehicles immobilised	n/a
Number of vehicles removed	n/a

Cancellation by reason for PCNs issued in 2013-14

Reason	% of those cancelled	% of PCNs issued
Motorists producing tickets which were not clearly displayed	65.4%	9.7%
Mitigating and other circumstances	11.8%	1.8%
Contract and other parkers entitled to park but not displaying correct permit	11.4%	2.4%
Machine faults and other equipment problems	1.6%	1.2%
Civil Enforcement Officer errors	2.1%	0.6%
Blue Badge holders not parking according to the scheme	4.9%	0.8%
Problems with signs	1.8%	0.4%
Other issues	0.8%	0.1%
Total	100.0%	16.9%

Comparison of Short-Stay Parking Charges in other Towns /Cities

The data presented in the table is taken from websites in September 2014 and maybe subject to review. Most tariffs are changed in January or April and so the comparison is what was being charged towards the end of 2014.

Town/City	1 st Hour Monday to Saturday	Hours Mon to Sat	Charge on Sunday	Change from last year
Basingstoke (Festival Place)	£1 per hour (3 hours £2.80, 4 hours £3.40)	Centre Hours	Same as other days	No change
Kingston (Bentalls)	£1.40 per hour (other car parks £1.40)	Variable – 8.00 until midnight typically	Same as other days	No change
Portsmouth City Council	£1.60 (2 hours £2.60, 3 hours, £3.50)	24 hours	Same as other days	No change
Portsmouth (Gunn Wharf)	£2.90 (for first 2 hours) 3 hours £3.90	24 hours	Same as other days	No change
Reading (Oracle Riverside)	£1.50 per hour	24 hours	Same as other days	No change
Southampton (West Quay Podium)	£2.50 (for the first 2 hours) 3hours £3.50, 4 hours £4.50	8.00am to 8.00pm typical (£1 per evening after 17.00)	Same (noon to 18.00)	Initial 2 hours parking increased form £2.40 to £2.50 and 4hours from £4.20 to £4.50
Woking	£1.30 per hour up to £10.	Daily charge applies 6.00am to 7.00pm then £1.30 between 7.00pm and 6.00am	£1.30 up to £3	Changed 1 October Hourly charge £1.20 to £1.30 Evening charge £1.00 to £1.30 First hour Sunday from £1.20 to £1.30
Guildford	£1.20 per hour	Daily charge applies 8am to 6pm then evening charge £1 per visit until 10pm.	£1.50 per visit and central car parks £2.50 for more than 3 hours.	

Annexe 7

Parking Maintenance Reserve 2015-16					
Note:- Items included are a mixture of revenue and capital expenditure for accounting purposes. Each scheme will be charged to the relevant account but be funded from the reserve.					
Financial Year	Description	Code	Estimated Spend	Income/ funding	Balance of fund
			£	£	£
Opening balance					
					(1,995,942)
2015-16	Lift Works (annual) - all car parks	B2216B1651	14,000		
	Lighting & Minor Electrical - York, Castle & Farnham MSCPs	Capital	300,000		
	Lift Replacement - York Road MSCP	Capital	143,000		
	Funding				
	Revenue Budget	Below the line		(716,590)	
	Proposed Reduction			125,000	
Revised Revenue Contribution			(591,590)		
	Year end balance				(2,130,532)
2016-17	Lift Works (annual) - all car parks	B2216B1651	13,000		
	Decorations (5 yrly) - York Road MSCP	B2291B1650	190,133		
	Deck Surfacing (12 yrly) - Tunsgate Car Park	Capital	100,000		
	Lighting & Electrics Tunsgate	Capital	20,000		
	Lift Replacement (15 yrly) - Farnham Road MSCP	Capital	143,000		
	Funding				
Revenue Budget	Below the line		(600,460)		
	Year end balance				(2,264,858)
2017-18	Lift Works (annual) - all car parks	B2216B1651	12,000		
	Deck Surfacing (12 yrly) - Bedford Road MSCP	Capital	511,523		
	Deck Surfacing (12 yrly) - Castle MSCP	Capital	323,067		
	Decorations (5 yrly) - Leapale Road MSCP	B2257B1650	135,770		
	Lift Replacement (15 yrly) - Castle MSCP	Capital	143,000		
	Funding				
Revenue Budget	Below the line		(612,470)		
	Year end balance				(1,751,968)
2018-19	Lift Works (annual) - all car parks	B2216B1651	11,000		
	Electrical Works (24 yrly) - Farnham Road MSCP	Capital	173,950		
	Lift Replacement - Leapale MSCP	Capital	150,000		
	Funding				
Revenue Budget	Below the line		(624,720)		
	Year end balance				(2,041,738)
2019-20	Lift Works (annual) - all car parks	B2216B1651	10,000		
	Decorations (5 yrly) - Tunsgate Car Park	B2281B1650	38,400		
	Decorations (5 yrly) - Bedford Road MSCP	B2219B1650	209,311		
	Decorations (5 yrly) - Castle MSCP	B2277B1650	124,455		
	Decorations (5 yrly) - Farnham Road MSCP	B2244B1650	282,852		
	Funding				
Revenue Budget	Below the line		(637,210)		
	Year end balance				(2,013,931)
2020-21	Lift Works (annual) - all car parks	B2216B1651	10,250		
	Pay on Foot Equipment replacement	P37503	640,042		
	Funding				
Revenue Budget	Below the line		(649,950)		
	Year end balance				(2,013,589)
2021-22	Lift Works (annual) - all car parks	B2216B1651	10,510		
	Decorations (5 yrly) - York Road MSCP	B2291B1650	215,118		
	Funding				
Revenue Budget	Below the line		(662,950)		
	Year end balance				(2,450,910)

Annexe 7

2022-23	Lift Works (annual) - all car parks	B2216B1651	10,770		
	Decorations (5 yrly) - Leapale Road MSCP	B2257B1650	153,611		
	Replacement of Pay & Display Machines (10 Yrly)	Capital	231,695		
	Funding				
	Revenue Budget	Below the line		(676,210)	
	Year end balance				(2,731,044)
2023-24	Lift Works (annual) - all car parks	B2216B1651	11,040		
	Deck Surfacing - (12 yrly) - York Road MSCP	Capital	470,710		
	Deck surfacing (12 yrly) - Leapale Road MSCP	Capital	468,694		
	Decorations (5 yrly) - Guildford Park MSCP	Revenue	200,000		
	Funding				
Revenue Budget	Below the line		(689,730)		
	Year end balance				(2,270,330)
2024-25	Lift Works (annual) - all car parks	B2216B1651	11,320		
	Decorations (5 yrly) - Tunsgate Car Park	B2281B1650	43,450		
	Decorations (5 yrly) - Bedford Road MSCP	B2219B1650	236,816		
	Decorations (5 yrly) - Castle MSCP	B2277B1650	140,809		
	Decorations (5 yrly) - Farnham Road MSCP	B2244B1650	320,021		
	Lighting (12 yrly) - Leapale Road MSCP	Capital	134,490		
	Electrical works (24 yrly) - Castle MSCP	Capital	68,926		
	Funding				
Revenue Budget	Below the line		(703,520)		
	Year end balance				(2,018,018)
2025-26	Lift Works (annual) - all car parks	B2216B1651	11,600		
	Lighting (12 yrly) - Bedford Road MSCP	Capital	201,733		
	Funding				
	Revenue Budget	Below the line		(717,590)	
	Year end balance				(2,522,275)
2026-27	Lift Works (annual) - all car parks	B2216B1651	11,890		
	Deck surfacing (12 yrly) - Farnham Road MSCP	P37510	403,467		
	Funding				
	Revenue Budget	Below the line		(731,940)	
	Year end balance				(2,838,858)
2027-28	Lift Works (annual) - all car parks	B2216B1651	12,190		
	Lighting (12 yrly) - York, Castle & Farnham MSCPs	Capital	403,467		
	Funding				
	Revenue Budget	Below the line		(746,580)	
	Year end balance				(3,169,782)
2028-29	Lift Works (annual) - all car parks	B2216B1651	12,490		
	Deck surfacing (12 yrly) - Tunsgate Car Park	Capital	134,489		
	Lighting & Electrics Tunsgate	Capital	26,898		
	Deck surfacing (12 yrly) - Guildford Park MSCP	Capital	423,892		
	Lighting (12 yrly) - Guildford Park MSCP	Capital	217,245		
	Decorations (5 yrly) - Guildford Park MSCP	Revenue	226,282		
	Funding				
Revenue Budget	Below the line		(761,510)		
	Year end balance				(2,889,996)
2029-30	Lift Works (annual) - all car parks	B2216B1651	12,800		
	Deck surfacing (12 yrly) - Bedford Road MSCP	Capital	687,942		
	Deck surfacing (12 yrly) - Castle MSCP	Capital	434,489		
	Lift replacement (15 Yrly) - Bedford Road MSCP	Capital	94,139		
	Funding				
Revenue Budget	Below the line		(776,740)		
	Year end balance				(2,437,366)

APPENDIX 8: GENERAL FUND CAPITAL PROGRAMME 2015-16 TO 2019-20: BID FOR FUNDING

Scheme title	Car Park Lighting upgrade
Location	Castle, Farnham and York Road MSCPs
Landowner	

Officer responsible for project	Kevin McKee/Paresh Rajani
Service Unit responsible for project	

Project champion/Councillor (if applicable)	
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1. Description of project. To upgrade the lighting in York Road, Farnham Road and Castle Car Parks to LED lights to reduce energy consumption and reduce costs. The project is important if the council is to reduce its carbon footprint and reduce costs. The current lighting is adequate but the new lighting with LED will reduce maintenance costs and energy costs. This is based on the experience of relighting Bedford Road multi-storey car park.

2. Estimated Timetable	Duration (number of months)	Start date (month/year)
Pre-contract, design, procurement etc.	6 months	October 2015
Contract works	6 months	June 2016

3. Justification for project.

The project is estimated to save around £45,000 per annum in electricity and maintenance costs once the new lights are in place.

4. Implications if project not undertaken.

The savings will not be realised

5. Options.

To continue as now and incur the additional costs.

6. Consents required:	Yes/No	Yes/No
Planning Permission required?	NO	Building Regulations required? No
Any other consent required?	NO	

7. Estimated Gross Cost 2015-16 to 2019-20:

The capital programme covers five financial years. You must provide estimates on a realistic basis, allowing for lead-in time, procurement issues etc, in the financial years as appropriate. **Costs must be shown gross, and not netted off for any external funding contributions which should be included in section 8.**

	2015-16 £000	2016-17 £000	2017-18 £000	2018-19 £000	2019-20 £000	Total £000
Land Acquisition						
Contractor Payments	250					
Consultants Fees	25					
Salaries: Property Services						
Salaries: Housing Services	25					
Salaries: Engineers						
Other Fees						
Equipment/Vehicle Purchases						
Other (please state)						
Other (please state)						
TOTAL CAPITAL COST	300					
Is the estimate based on quotations, detailed knowledge or is it an outline estimate figure?	The contractor cost is based on previous tenders the other costs are estimates. It is requested that the money be taken from the car park maintenance reserve.					

8. External Funding:

Please provide details of any external income or source of funding and whether it is conditional or guaranteed:

	2015-16 £000	2016-17 £000	2017-18 £000	2018-19 £000	2019-20 £000	Total £000
Receipts						
Contributions						
Grants						
S106						
Other (please state)						
Is the estimate based on quotations, detailed knowledge or is it an outline estimate figure?						
S106 reference number if known						

9. Expected useful life of the asset

Where the expected lives of each significant component of the asset are different (for example buying a property with a flat roof) you must estimate both the useful lives and cost of replacing each component part; please add additional components where applicable. Please only include major components

	Basis of Estimate	Estimated Value (£)	Estimated Life (Years)
Component 1 LED lamp	5 years		
Component 2 Fittings	10 years		

10. Revenue Implications:

This section MUST be completed for each scheme detailing additional revenue costs or savings arising from the proposal. Include costs at current prices and include maintenance costs after the capital scheme has finished. If the project is approved, the figures will be incorporated in the service’s revenue estimates.

	2015-16 £000	2016-17 £000	2017-18 £000	2018-19 £000	2019-20 £000	Total £000
Employees’ costs						
Other costs		45				
Less additional income						
Net additional expenditure/(income) (enter NIL if no implications)						
Please provide further details:	The saving will be made in electricity and a smaller amount in maintenance/replacing bulbs.					

NOTES: All sections of this form must be completed before submission and must include full details of the project and a convincing justification. When finalised, please pass this form to your Head of Service, who will need to ensure that all elements are in place to enable your Executive Head of Service and the Management Team to make a proper evaluation of the proposal. The form must be signed by your Head of Service and Executive Head of Service.

1. Form completed by:	Kevin McKee
Date:	
2. Head of Service:	
Date:	
3. Executive Head of Service:	
Date:	

Save this form as a word document with an appropriate project title and email it to your Head of Service, who in turn should forward it to the Executive Head of Service.

When forwarding by email, an accompanying message indicating approval of the bid by both the Head of Service and Executive Head of Service will also be acceptable.

A signed hard copy of the bid may be submitted, but also submit the completed pro-forma by email.

When signed off by all parties, the form should be submitted as part of the business planning process submission and copied to Vicky Worsfold (vicky.worsfold@guildford.gov.uk)

APPENDIX 9: GENERAL FUND CAPITAL PROGRAMME 2015-16 TO 2019-20: BID FOR FUNDING

Scheme title	Lift Replacement
Location	York Road, Farnham Road, and Castle Car Park
Landowner	GBC

Officer responsible for project	Paresh Rajani/Kevin McKee
Service Unit responsible for project	Operational Services

Project champion/Councillor (if applicable)	
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1. Description of project. To let a contract for the replacement of lifts in a number of housing sites and car parks.

2. Estimated Timetable	Duration (number of months)	Start date (month/year)
Pre-contract, design, procurement etc.	8	April 2015
Contract works	36 (phased with one car park a year)	Jan 2016

- Justification for project.** The lifts are needed to provide access to the multi storey car parks particularly for those who find walking difficult. The existing lifts are old and have a higher risk of failure and maintenance costs are likely to rise. It is important that they are replaced. The lifts in Bedford Road were subject to a bid to the Executive and the cost will be split with housing as they serve the residential lifts as well as the car park. The project can be funded from the car park maintenance reserve.

3. Implications if project not undertaken.
The lifts will be subject to higher maintenance costs and more frequent failure. .

4. Options.
Continue to repair the existing lifts.

5. Consents required:	Yes/No		Yes/No
Planning Permission required?	No	Building Regulations required?	?
Any other consent required?	No		

6. Estimated Gross Cost 2015-16 to 2019-20:

The capital programme covers five financial years. You must provide estimates on a realistic basis, allowing for lead-in time, procurement issues etc, in the financial years as appropriate. **Costs must be shown gross, and not netted off for any external funding contributions which should be included in section 8.**

	2015-16 £000	2016-17 £000	2017-18 £000	2018-19 £000	2019-20 £000	Total £000
Land Acquisition						
Contractor Payments	65	130	130	130		455
Consultants Fees						
Salaries: Property Services						
Salaries: Housing Services		13	13	13		39
Salaries: Engineers						
Other Fees						
Equipment/Vehicle Purchases						
Other (please state)						
Other (please state)						
TOTAL CAPITAL COST	65	143	143	143		494
Is the estimate based on quotations, detailed knowledge or is it an outline estimate figure?	The figures are estimates based on previous work. It is requested that the funding is taken from the car park maintenance reserve.					

7. External Funding:

Please provide details of any external income or source of funding and whether it is conditional or guaranteed:

	2015-16 £000	2016-17 £000	2017-18 £000	2018-19 £000	2019-20 £000	Total £000
Receipts						
Contributions						
Grants						
S106						
Other (please state)						
Is the estimate based on quotations, detailed knowledge or is it an outline estimate figure?						
S106 reference number if known						

8. Expected useful life of the asset

Where the expected lives of each significant component of the asset are different (for example buying a property with a flat roof) you must estimate both the useful lives and cost of replacing each component part; please add additional components where applicable. Please only include major components

	Basis of Estimate	Estimated Value (£)	Estimated Life (Years)
Component 1 (please specify)	The lifts should last for at least 20 years.		
Component 2 (please specify)			

9. Revenue Implications:

This section MUST be completed for each scheme detailing additional revenue costs or savings arising from the proposal. Include costs at current prices and include maintenance costs after the capital scheme has finished. If the project is approved, the figures will be incorporated in the service’s revenue estimates.

	2015-16 £000	2016-17 £000	2017-18 £000	2018-19 £000	2019-20 £000	Total £000
Employees’ costs						
Other costs						
Less additional income						
Net additional expenditure/(income) (enter NIL if no implications)						
Please provide further details:	There are no expected additional revenue costs or savings .					

NOTES: All sections of this form must be completed before submission and must include full details of the project and a convincing justification. When finalised, please pass this form to your Head of Service, who will need to ensure that all elements are in place to enable your Executive Head of Service and the Management Team to make a proper evaluation of the proposal. The form must be signed by your Head of Service and Executive Head of Service.

1. Form completed by:	Kevin McKee
Date:	23/09/2014
2. Head of Service:	
Date:	
3. Executive Head of Service:	
Date:	

Save this form as a word document with an appropriate project title and email it to your Head of Service, who in turn should forward it to the Executive Head of Service.

When forwarding by email, and accompanying message indicating approval of the bid by both the Head of Service and Executive Head of Service will also be acceptable.

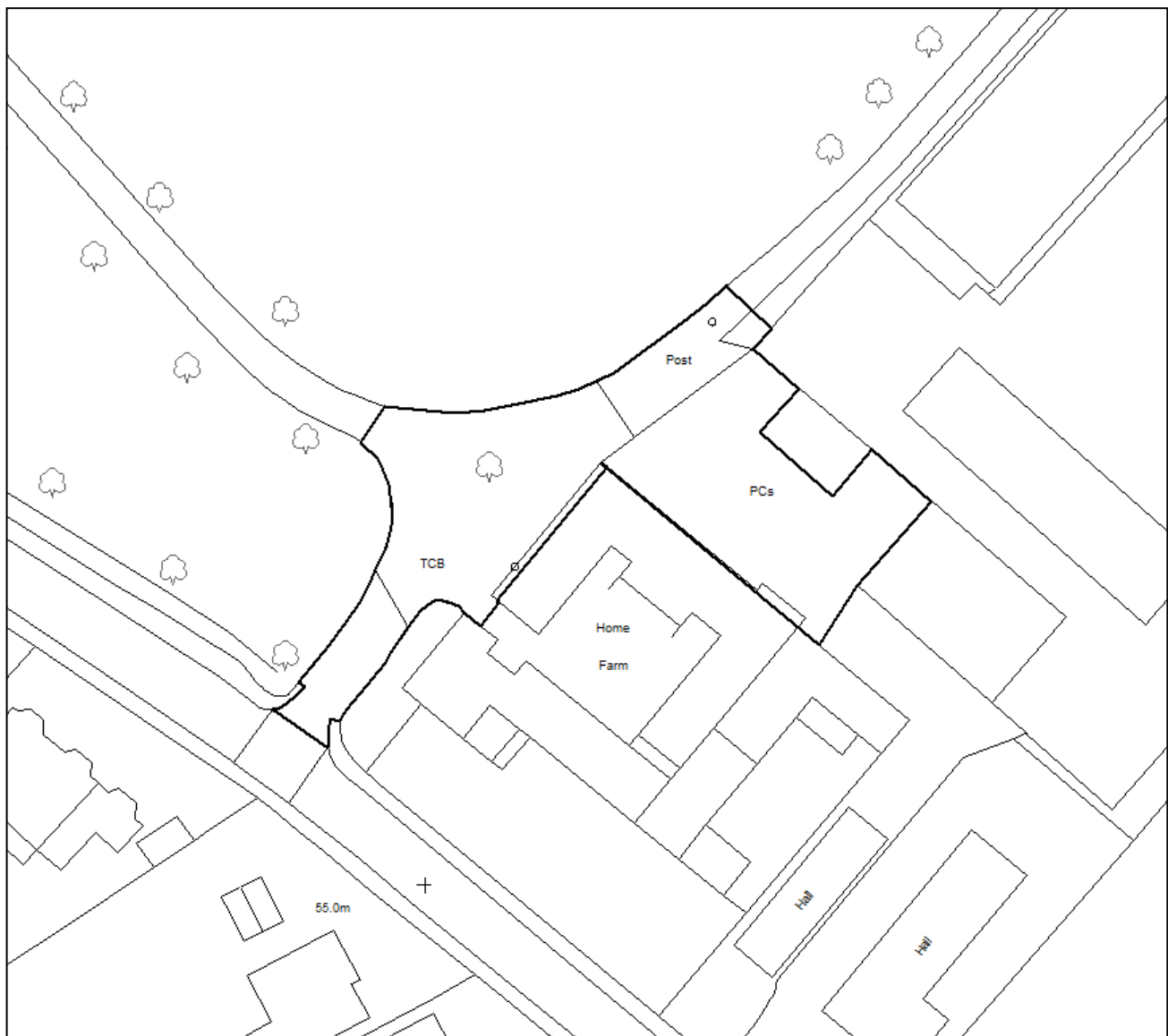
A signed hard copy of the bid may be submitted, but also submit the completed pro-forma by email.

When signed off by all parties, the form should be submitted as part of the business planning process submission and copied to Vicky Worsfold (vicky.worsfold@guildford.gov.uk)

Annexe 10a

Nightingale Road Car Park – Stoke Park

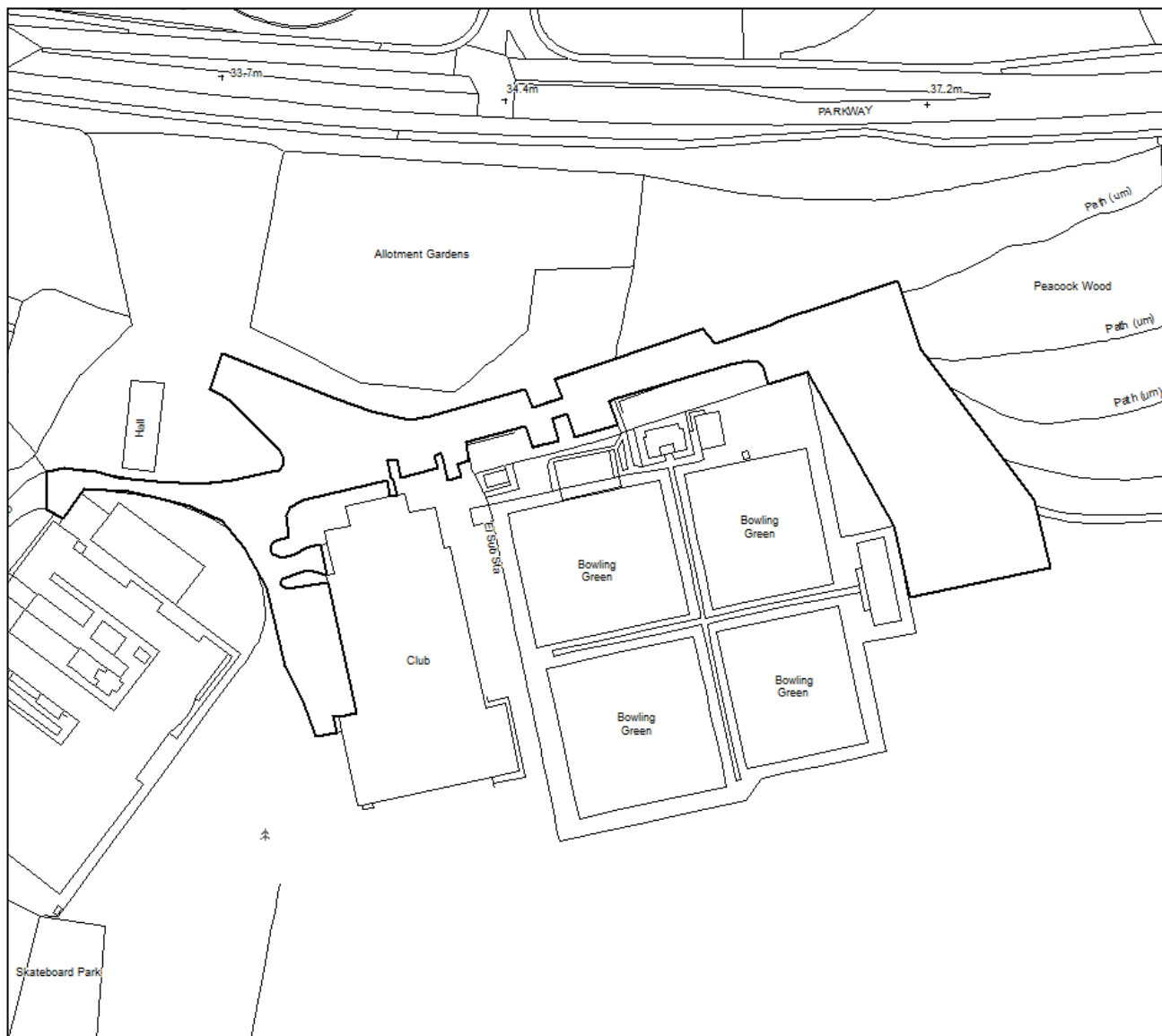
(1) Name of Parking Place (Car Park)	(2) Position where parking of vehicles is permitted	(3) Class of Vehicles for which the parking place is available	(4) Hours during which the parking place is available	(5) Maximum period for parking	(6) Charging Hours	(7) Charge
Nightingale Rd Car Park (as edged by a heavy black line on the plan below)	Wholly within a parking bay as indicated by markings in the car park	Motor cars and invalid carriages (each as defined in Section 136 of the Act of 1984)	All hours	4 hours or 24 hours with a valid permit	N/A	N/A



Appendix 10b

Lido Road Upper Car Park

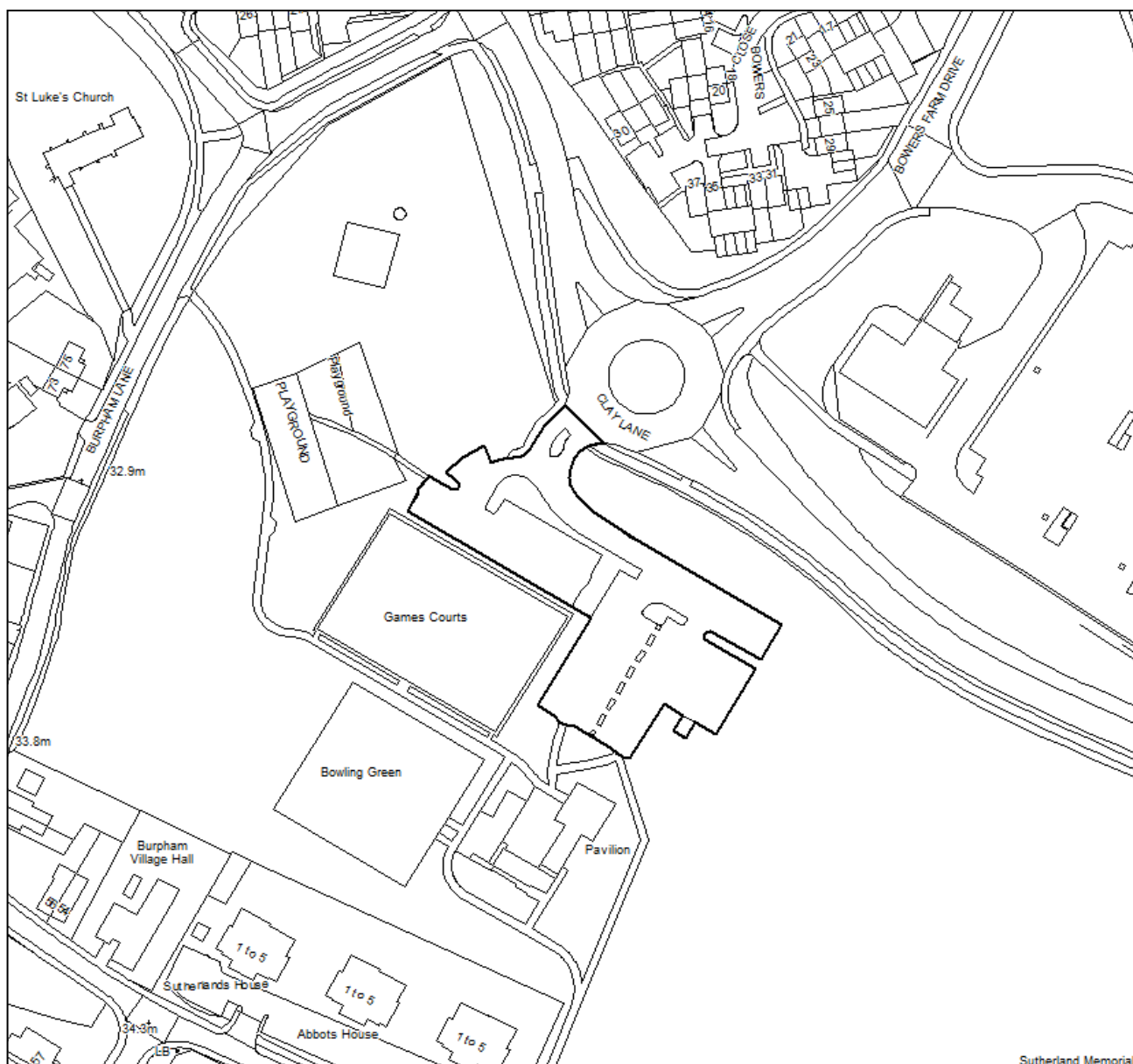
(1) Name of Parking Place (Car Park)	(2) Position where parking of vehicles is permitted	(3) Class of Vehicles for which the parking place is available	(4) Hours during which the parking place is available	(5) Maximum period for parking	(6) Charging Hours	(7) Charge
Lido Road Upper Car Park (as edged by a heavy black line on the plan below)	Wholly within a parking bay as indicated by markings in the car park	Motor cars and invalid carriages (each as defined in Section 136 of the Act of 1984)	All hours	4 hours or 24 hours with a valid permit	N/A	N/A



Appendix 10c

Sutherland Memorial Park Car Park - Burpham

(1) Name of Parking Place (Car Park)	(2) Position where parking of vehicles is permitted	(3) Class of Vehicles for which the parking place is available	(4) Hours during which the parking place is available	(5) Maximum period for parking	(6) Charging Hours	(7) Charge
Sutherland Memorial Park Car Park (as edged by a heavy black line on the plan below)	Wholly within a parking bay as indicated by markings in the car park	Motor cars and invalid carriages (each as defined in Section 136 of the Act of 1984)	No entry when the gate is closed	4 hours or 24 hours with a valid permit	N/A	N/A



Surrey County Council and Guildford Borough Council

Memorandum of Agreement for the operation Guildford Park and Ride

March 2013

Guildford Borough Council (GBC) and Surrey County Council (SCC) have agreed the following funding process for Guildford park and ride services.

1. Guildford Borough Council and Guildford Local Committee have responsibility for the financial operation of the park and ride services including any charges levied to bus passengers and on car parking.
2. GBC will be responsible for all aspects of the operation and management of the car parks. SCC will design the park and ride bus network, undertake to procure and manage the bus service contracts, and to deal with all associated operational issues. Both authorities will work in tandem on operational and financial matters, and to agree strategic issues.
3. Park and ride services and supporting operational and administrative functions are funded through the surpluses generated by the Guildford on-street parking account. This includes the bus service operating costs, park and ride car park operating costs and the Artington park and ride site lease cost. (On street parking management is a SCC function managed on their behalf by GBC).
4. SCC is the Transport Concessionary Authority. The Guildford Park and Ride network of services currently offer travel in line with the English National Concessionary Fares Scheme (ENCTS). As the joint bus operator, SCC will be reimbursed for the revenue foregone from concessionary travel on park and ride services by means of the surpluses generated through the on-street parking account. The amount of reimbursement will be calculated through the application of the Surrey concessionary travel scheme, which is part of the English National Concessionary Fares Scheme. The level of concessionary travel reimbursement for park and ride services from the surpluses generated from on-street parking will be capped at a maximum value of £200,000 per annum. If the value of the reimbursement exceeds this cap the difference between the cap and the value will be met by SCC in its capacity as the Transport Concessionary Authority.
5. If after the park and ride bus service operating costs, park and ride car park operating costs and the Artington site lease cost have been deducted from the on-street parking account there remains an insufficient surplus to reimbursement concessionary travel to the capped maximum value of £200,000 per annum, the concessionary fares reimbursement will be reduced to £160,000 per annum maximum cap.
6. Park and ride bus fares will be increased through two fares reviews over a period not exceeding 18 months to reduce the net operating deficit. The first fares review has been implemented with effect from January 2013. The second will be considered by the Guildford Local Committee taking into account the effect the first increase has had on usage.
7. All remaining surplus from the on-street parking account for Guildford Borough shall be allocated annually to "Guildford". "Guildford" is defined as the Local Committee and Guildford Borough Council. They shall decide between them how any surplus is allocated but in the event of a default it shall be determined by the SCC's Strategic Director after consulting with the Borough Nominated Officer.

Annexe 11

8. This agreement applies immediately to the Artington, Merrow and Spectrum park and ride services. This agreement does not apply to the proposed Onslow Park and Ride. Onslow will be included in future agreements as part of the annual review process.
 9. This agreement will apply for the full 2013/14 financial year and is subject to annual review by GBC and SCC. It will come into effect from 1 April 2013.
-