

Policy and Resources Committee

Date:	11 June 2013
Title:	Parking Administration
Purpose of the Report:	To agree the purchase of an electronic ticketing machine
Contact Officer:	Morag Robinson, Office Administration Manager

Background

The Town Council manages two car parks under an agency agreement with the County Council which has been in place for many years. The Council operates an efficient, but antiquated parking system in that the Car Parking Attendants use manual records for the recording of vehicles and the issuing of excess charge tickets. Once issued they are then logged with the Officer at the Town Hall who manually records tickets issued and then monitors the legal process from ticket issue through to summonses being laid for court with regard to any unpaid fines.

Three companies were contacted to discuss what hardware and software packages they could offer and the associated costs that would best suit the needs of the Council. All of the companies contacted currently supply some sort of parking service to both the District and the County Council. Chipside provided the most cost effective proposal that will best meet our needs by providing a handheld ticket machine with an inbuilt camera which will issue a computerised parking ticket with all necessary information. The transfer of files from the handheld is downloaded at the end of the day onto the parking software for the Officer to commence the legal process. All information will now be electronically stored and hosted by the new supplier providing the Council with limitless access to our data. This new parking administration system will provide an improved up-to-date service with less likelihood of individuals disputing the legality of the hand written parking tickets that are currently issued. Full training, all necessary licences, DVLA Registration as well as software and hardware technical support will be provided within the set-up costs.

Chipside has been in parking management for 10 years and have been under contract with the District Council since 2004. The contract in place is renewed on an annual basis and there is no reason why this type of contract could not be put in place with the Town Council.

The proposal is therefore to purchase the new hardware and software parking administration system from Chipside with all costs being funded from the Car Parking Budget.

Risk Assessment

Risks	Controls
Legal Liability	Parking Tickets issued cannot be upheld due to the manual operation currently in place.
Adverse Weather	The difficulty in completing manual parking tickets when it is wet and windy.
Loss of Income	Tickets which are issued incorrectly due to Attendant's error and have to be waived.

5% Increase to hardware cost	This may have to be applied to the set up cost of hardware.
RPI applied as an annual uplift to annual ongoing costs	RPI may be applied year on year to the ongoing costs.

Resource Appraisal

Car Parking Budget 2013 -14

£28760

Set Up Costs	£
Software including Licences	1500
Implementation User Training	1000
Hardware including handheld, printer & docking station	1860
Contingency of 5% increase in hardware cost	100
DVLA One Off Registration Fee	700
Year 1 Service Costs including Annual Hosting Costs	1060
TOTAL COSTS	6220

On Going Costs - Year 2 Onwards	£
Annual Software Technical Support	300
Annual Hardware Technical Support	279
Annual Hosting & DVLA Costs	1060
TOTAL COSTS	1639

N.B. RPI uplift could be applied to these costs year on year

Legal Powers: Local Government Act 1972 S111

Recommendation:

The Committee is asked:

- i) To approve expenditure of £6220 from the Car Parking Budget for the purchase of the hardware and software for the new parking administration system.*
- ii) To enter into an annual renewable contract with Chipside.*