

Car Park Redesign Final Report

List of Recommendations

Chapter 1 – Introduction

Chapter 2 – Car Parking Vision

Ref	Detail
2/01	Prepare a report for Committee / Council proposing a revised policy for the management of car parking across the Highlands. Allocation of parking revenue should take account of local needs.
2/02	The Council should encourage operators to offer end-to-end journeys rather than separate buses, trains and planes.
2/03	Ensure car parking arrangements across the Highlands are integrated with development plans.
2/04	Draw on the experience of other mixed rural and urban Regions to understand how to predict future changes in behaviour; in particular the impact of the change to electric vehicles
2/05	Ensure integration of car park provision and charging regimes to encourage growth and investment in our tourist based economy
2/06	Roll out the new policy across the Highlands utilising local committees and community partnerships (Recommendation 6/01 and 8/06 in relation to communications refers).
2/07	Work with national government and partner agencies such as Hi Trans and HIE to meet the challenges and maximise the opportunities of changes in behaviour.
2/08	There is a need to promote local and community benefits of effective traffic management for residents, visitors and the local economy.

Chapter 3 – Current Administration Process

Ref	Details
3/01	Consider a LEAN Review in 2019/20 into car parking service delivery arrangements and related Services.
3/02	Develop an information analysis tool-set inclusive of modelling and enhanced data collection processes.

3/03	Ensure that the parking strategy has a higher profile in the Community Service's Service Plan with key performance information being developed for regular reporting and scrutiny purposes, including links with Service priorities
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Chapter 4 – Financial Management & Business Planning

Ref	Details
4/01	Develop the present model in support of transport planning.
4/02	Prepare a business case to ensure that the best solution is found for revenue collection and recovery of data on car park usage.
4/03	Incorporate the Service's policy work to date into the new policy on car park management.
4/04	Recognise the distinct nature of parking income and the restrictions on what any surpluses can be spent on. Ensure an appropriate coding structure is in place to record detailed income & expenditure to support analysis.
4/05	Investigate additional revenue generating opportunities from the parking estate.

Chapter 5 – Council's Parking Estate - Identifying Additional Parking Opportunities

Ref	Details
5/01	Resource the development of a database to show all land currently under the management of the Council used for car parking together with details of other land used for car parking which is not within the control of the Council where practicable.
5/02	In line with existing policies, identify additional land which could be used for car parking where there is an established need e.g. vacant land, including land adjacent to Housing, and land currently earmarked for other uses. This could include land identified with partners which could have dual use.
5/03	Identify sites currently used for car parking and audit the income and use against the potential for them to be sold or developed as a site for Housing or commercial use. Also consider sites to be sold or developed for other use which could be used for car parking instead.
5/04	Seek actual costs to bring priority car parks to a standard suitable for

	introducing charging.
5/05	Develop an investment programme based on car park use and importance to the local community.
5/06	Link potential income to the upgrade costs required using the revised modelling formula.
5/07	Agree a car park maintenance programme in conjunction with Local committees as part of cyclical roads maintenance.
5/08	Consider establishing quality Park & Ride schemes in conjunction with other transport providers.

Chapter 6 – Stakeholder & Staff Views

Ref	Details
6/01	Agree a Communications Plan as part of the process to be followed when applying the revised policy to include consultation with local bodies, including business representatives and community councils, utilising local committees and community partnerships. (Recommendation 8/06 in relation to communications refers).
6/02	Engage local committees in identifying qualifying local expenditure to which an element of the locally sourced income from car parking can be put.
6/03	Build in feedback on use of car parks into future survey work and link to improvement in wellbeing, including the use of active travel options.
6/04	Link survey work into the benefits that income generated from car parks could bring.
6/05	Evaluate the implications of introducing car parking charges in locations adjacent to council buildings and any associated impact on staff, including discussion with Trade Unions.

Chapter 7 – Parking Revenue & Commercialism Opportunities

Ref	Details
7/01	Consider a 'Highland Rover' ticket aimed at the tourist market.
7/02	Offer combined ticketing (Highland Rover) in conjunction with car hire companies.

7/03	Consider ‘seasonal parking tickets’ with attractive pricing options. The benefit is that the money is paid up front regardless of the level of use.
7/04	Consult with staff and unions on the implications of introducing car parking charges in locations adjacent to council buildings and any associated impact.
7/05	Evaluate the opportunities to provide car park management services to owners of other public sector or privately managed car parks.
7/06	Ensure appropriate minimum standards are maintained, maximising the number of spaces available within car parks.
7/07	Consider expansion of lorry parks, mobile homes and coach parking facilities and applying a charge for use, working in conjunction with partners.

Chapter 8 – Delivering On Localism

Ref	Details
8/01	Include parking revenue within the Community Services’ budget, disaggregated to each local committee.
8/02	Develop a standard reporting template which highlights the impact of any proposed changes on the locality.
8/03	After the first year, the council should set the corporate budget based on actual outturns (real time information).
8/04	The council should authorise local committees to utilise the additional income against qualifying heads of expenditure within the Community Services disaggregated budgets.
8/05	Local committees should be authorised to alter tariff levels within their locality as long as the overall income levels are achieved and there are no adverse traffic management implications.
8/06	Identify a Communication Plan which engages communities effectively, highlighting the benefits whilst also accounting for any concerns.(See also recommendation 6/01)
8/07	Parking revenue and area spend should be reviewed thereafter on a 5 year cycle, sharing good practice, all in line with agreed policy.
8/08	Review the Scheme of Delegation to ensure that the relevant statutory functions relating to parking are adequately captured.

8/09	<p>To facilitate local decision-making, review the Scheme of Delegation to provide City and Local Committees with the ability to:</p> <ul style="list-style-type: none"> • designate and manage car parks within area; • ensure suitable TROs are in place; • set and vary parking charges locally; • allocate parking revenue to appropriate expenditure budgets within the Community Services disaggregated budget
8/10	The Scheme of Delegation should be amended to reflect the split between the Parking functions delegated to EDI Committee and those delegated to City and Local Committees.
8/11	Ward member views should be taken into account where local committees cover large geographies.

Chapter 9 – Recommended Pricing Strategies & Business Processes

Ref	Details
9/01	Improve available data used to assess parking needs.
9/02	Invest in parking infrastructure.
9/03	Evaluate other initiatives undertaken by local authorities with similar parking issues.
9/04	Develop pricing at individual car parks in accordance with available data and to support its principal use.
9/05	Ensure consistency with any pricing strategy to differentiate between short-stay and long-stay parking.
9/06	Establish the criteria for future roll-out of car park charging.
9/07	Improve car park management technology including information and signage.
9/08	Simplify and expand public access to parking services.
9/09	Improve transparency of parking related decisions and procedures.
9/10	Develop website content to better promote the council's car parking strategy.
9/11	Ensure workforce planning considers resourcing implications as the parking strategy rolls out and enforcement activity increases.

9/12	Further integrate Parking Services to provide a one-stop shop for consumers.
9/13	Ensure effective communication in all future developments.

Chapter 10 – Conclusions

Ref	Details
10/01	Prepare the revised policy at pace and seek approval by Council.
10/02	Develop a template report which can be taken to local committees setting out the benefits and consequences of applying charges to car parks, using the revised model to show the likely impact.
10/03	Ensure that the Parking Service is fully integrated into the mainstream administration of Roads & Community Works and links in with others in the transport planning sector.
10/04	The agreed recommendations should be reviewed after a period of one year following implementation.

Ends