

## RIBBLE VALLEY BOROUGH COUNCIL REPORT TO COMMUNITY COMMITTEE

meeting date: 24 AUGUST 2021  
 title: CAR PARKING REPORT  
 submitted by: DIRECTOR OF COMMUNITY SERVICES  
 principal author: LUKE EDWARDS – ENGINEERING SERVICES MANAGER

### 1 PURPOSE

- 1.1 To assess the requirement to upgrade the remaining 'cash-only' pay and display parking machines to accept cashless payments, e.g., credit/debit card.
- 1.2 To consider LCC relinquishing the park and ride section of the Chester Avenue Car Park.
- 1.3 Relevance to the Council's ambitions and priorities:
  - Community Objectives – To sustain a strong and prosperous Ribble Valley.
  - Corporate Priorities – To ensure the best use of Council resources.

### 2 BACKGROUND

- 2.1 Ribble Valley Borough Council (RVBC) currently manages 16 pay and display car parks supported by 22 pay and display parking machines.
- 2.2 The parking machines only accepted cash (coin) payments up until December 2018, when seven of our existing parking machines were upgraded by International Parking Systems (IPS) to accept card payments.
- 2.3 There are 15 remaining 'cash-only' parking machines and this report identifies options available for upgrading or replacing them to accept card payments.
- 2.4 Customers have already taken advantage of the card payment facilities on these upgraded parking machines and the usage of card payments at these parking machines has seen a significant increase since their installation in December 2018.
- 2.5 The upgraded parking machines are basically the external housing of our traditional Parkeon parking machines (now called Flowbird) and the existing lower section of the machines (containing the cash box), with the internal working mechanisms replaced with IPS technology.
- 2.6 A discussion has taken place at the Car Park Working Group about going cashless altogether but it was decided that it was better to keep cash as an option.
- 2.7 The initial purchase costs, back-office management software and card processing fees have been summarised below.
  - a) Flowbird (Parkeon)

<u>Coin and Contactless payment</u>	
Solar Powered Strada EVO3 Transfer (4G Comm's) Contactless card reader, ApplePay and GooglePay	4,092.00

Upgrade to accept card payment (per terminal)	1,250.00
Back-office centralisation services (cost/unit/month)	19
<u>Card Transaction Fees:</u>	
Part 1 - Banking Gateway Server Fee (per Transaction)	8-11p
Part 2 - Banking Service / Acquirer Fee (per Transaction)	8-11p
<i>Note that the number of transactions and the estimated vend are required to formalise pricing</i>	
<u>Card Payment Processing:</u>	
Banking Service / Acquirer Service - Flowbird	3%
Banking Service / Acquirer Service Till Payments, Six Card or Elavon	TBD
<i>Above cost can be confirmed with number of transactions and estimated vend values</i>	

b) IPS – International Parking systems

<u>Coin and Contactless payment</u>	
Solar Powered or Mains MS1 - Cash and Card (NOT compatible with ApplePay or GooglePay)	3,995.00
6.4" Monochrome Screen included	0.00
<u>Upgrade Option</u>	
Upgrade to accept card payments (per terminal)	1,995.00
<u>Additional Costs</u>	
Removal of Existing and Preparation for New Installation	125.00
DMS - Data Management System (cost/unit/month) 1-10 Terminals	25.00
DMS - Data Management System (cost/unit/month) 11-50 Terminals	20.00
<i>Civils works would be costed separately, but can be undertaken by RVBC in-house</i>	TBD
<u>Card Payment Fees</u>	
All processing directly through IPS (all inclusive)	10%

2.8 To purchase 1 new machine, the indicative cost is:

- a) Flowbird – £4,092
- b) IPS – £3,995

2.9 To upgrade 14 machines (as one cannot be upgraded):

- a) Flowbird – £17,500 (£1,250 per terminal) total cost £21,592
- b) IPS – £27,930 (£1,995 per terminal) total cost £31,925

2.10 The banking fees for card payments have been estimated assuming 30% card income on figures from the latest 'pre-pandemic' year 2019-20. Card payments equating to £146,660 would result in:

- a) IPS bank charges of £14,666 (at 10% fees).
- b) Flowbird bank charges somewhere in the region of:
  - £62,000 at 20p per transaction, or
  - £46,500 at 15p per transaction, plus
  - £ 4,400 at 3% of £146,660

2.11 To highlight the increase in bank card transactions, the table below shows the increase in the usage of bank cards has risen significantly during the financial year 2020-21 and the expectation of customers being able to use their bank cards to make payment has also risen significantly):

	2019/20	2020/21
CAR PARK	PERCENTAGE CARD PAYMENTS	PERCENTAGE CARD PAYMENTS
Chester Ave	9.8%	18.7%
Edisford Rd	13.9%	23.4%
Lowergate	26.2%	45.6%
Railway View	14.1%	28.4%
Pope Croft	13.2%	30.7%

2.12 It should also be noted that the audit tickets from the IPS machines have not been as accurate as the Parkeon/Flowbird machines, which has resulted in larger discrepancies.

### 3 ISSUES

#### 3.1 LCC PARK AND RIDE

Lancashire County Council are in the process of relinquishing the ticket office at Clitheroe Station together with the park and ride spaces, located at Chester Avenue car park, back to the Council.

The park and ride spaces were always covered by the Council's Car Park Order but have never been policed by this Council or indeed Lancashire County Council as the LCC free system did not require any tickets to be displayed. This has resulted in a number of the allocated spaces being used by residents and traders without paying for parking.

The park and ride signage has been removed by LCC and it is presumed that Council will manage the spaces from now on. In order to do that, we would need to oblige motorists to buy a ticket or a parking pass and display it in the vehicle, thereby increasing the offering to meet the needs of the visitors to the town.

A request has been made from a number of bodies for the Council to continue to allocate a number of spaces free of charge to train users. As stated earlier this is impossible to manage and is wide open to abuse by non-train users.

Discussions are taking place between RVBC, LCC and the Community Rail Partnership to find a suitable solution.

### 4 RISK ASSESSMENT

4.1 The approval of this report may have the following implications:

- Resources – There will be a cost to the upgrading of the existing parking cash machines and this will be identified in the request for capital expenditure
- Technical, Environmental and Legal – None arising as a direct result of this report
- Political – Ensuring that all the car park machines will accept several forms of payment can only be popular with the residents and visitors to Ribble Valley
- Reputation – Ensuring all visitors to Ribble Valley have several ways of paying for parking can only enhance the council's reputation.
- Equality & Diversity – None arising as a direct result of this report

## **5 RECOMMENDED THAT COMMITTEE**

- 5.1 Submit a capital bid for the upgrading of the existing cash machines together with the replacement of the machine not suitable for the upgrade with IPS machines.
- 5.2 Support officers in finding a solution to the Park and Ride spaces on Chester Avenue that is able to be enforced

LUKE EDWARDS  
AUTHOR

JOHN HEAP  
DIRECTOR OF COMMUNITY SERVICES