

ABERDEEN CITY COUNCIL

COMMITTEE	Enterprise, Planning and Infrastructure
DATE	11 September 2012
DIRECTOR	Gordon McIntosh
TITLE OF REPORT	Extension of Pay by Phone Parking
REPORT NUMBER:	EPI/12/185

1. PURPOSE OF REPORT

The purpose of the report is to seek approval to extend pay by phone parking so that it is available in all pay and display parking areas.

2. RECOMMENDATION

The committee is recommended:-

- (a) to approve extension of pay by phone parking so that it is available in all pay and display parking areas; and
- (b) to instruct officers to undertake the necessary the necessary legal procedures, in accordance with the Local Authorities' Traffic Orders (Procedures) (Scotland) Regulations 1999 to make and promote the traffic regulation order required.

3. FINANCIAL IMPLICATIONS

Customers deciding to use pay by phone parking pay a convenience charge directly to the pay by phone service provider. This is in addition to usual parking tariffs. Parking tariffs collected through pay by phone are paid to the Council via the service provider.

The value of the contract with the service provider 'PaybyPhone' is projected at £8.5k. Paybyphone was selected as service provider through a competitive tender process and the contract includes a provision that it may be extended by one-year and to include off-street parking areas. The combined value of the contact with these extensions is projected to be £50k. The proposed extension represents best value to the Council. As such, Committee is asked to waive the requirement of the Council's Financial Regulations for 4 competitive quotes to be obtained.

A one-off fee to upgrade city warden handheld devices of £3,950 applies and this charge will be met from existing budget within the car parking trading account.

4. OTHER IMPLICATIONS

An order to vary the method by which parking charges are to be paid under the terms of the Local Authorities' Traffic Orders (Procedures) (Scotland) Regulations 1999 must be made.

5. BACKGROUND/MAIN ISSUES

The Enterprise, Planning and Infrastructure committee on 18 January 2011 approved implementation of a mobile telephone payment system to operate in off-street car parks.

Following a competitive tendering process the company 'PayByPhone' was appointed as service provider. The new payment option was implemented in December 2011.

Since being introduced more than 19,000 transactions have been made through the system. Currently the system is available in off-street car parks only and is therefore unavailable for on-street transactions.

Key benefits for our customers include not having to find the correct change for parking machines. An option is available to send automatic reminders to let customers know that the period they have paid for is about to expire. Customers are then able to pay for extra time without having to return to their vehicle (subject to maximum stay periods). This functionality can assist customers avoid penalty charges due to expiry of parking tickets.

The Enterprise, Planning and Infrastructure committee on 31 May 2012 instructed the extension of pay by phone parking for Garthdee and Forresterhill zones.

This report is seeking to ensure consistency of service by making pay by phone parking available in all pay and display parking areas.

With approval, the contract with PayByPhone would be extended and this payment option would be available in all pay and display parking areas later this year.

6. IMPACT

Corporate – Extending pay by phone parking supports various aspects of Aberdeen – The Smarter City and specifically the Smarter Environment and Smarter Mobility objectives.

Public – There is likely to be press interest and the extension of pay by phone parking is likely to be well received by our customers and City Centre businesses.

7. BACKGROUND PAPERS

Enterprise, Planning and Infrastructure committee agenda and minutes for 18 January 2011 and 31 May 2012.

9. REPORT AUTHOR DETAILS

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