**POLICY AND RESOURCES COMMITTEE**

**17 OCTOBER 2017**

**PART I - DELEGATED**

**6. INTRODUCTION OF CASHLESS PAYMENT PARKING TECHNOLOGY**

(DCES)

**1.** **Summary**

1.1 In recent years the Council has removed cash payments for a number of services in order to improve efficiency and reduce costs. Following this corporate decision to minimise cash transactions and the introduction of such policy into some Council service there is an expectation that the policy should extend into the area of parking payments. This report details the proposed introduction of cashless payment technology for parking charges in the District.

**2.** **Details**

2.1 Members resolved to introduce charges for parking in Rickmansworth Town Centre short stay car parks at the January 2017 P&R Committee, based on recommendations produced by a consultant retained to investigate the potential to charge for short stay parking in the free car parks around the District. Amongst other recommendations related to parking, it was resolved:

2. That a decision on any change to the free parking time and the possibility of any charging for short term off street parking in Rickmansworth form part of the budget making process.

10. That the Parking Services Working Party (PSWP) continues to report to the SDPT Committee on progress, but that the implementation of the above recommendations be delegated to the DCES in consultation with the Lead Member and relevant Ward Councillors.

(NB the level of charges was set by Full Council as part of the budget setting process)

2.2 There was no specific reference to parking technology to be utilised in the introduction of these charges and at the time there was no discussion on cashless parking. However, following a corporate decision to minimise cash transactions and the introduction of such policy into some council service areas in 2016/17 there is an expectation that the policy should extend into the area of parking payments. Officers have been asked to consider this further with the cessation of cash payments for new parking charges.

2.3 This proposal forms part of the initial stages of the Three Rivers District Council Parking Strategy. The recommendations in this report will be taken forward as part of this Strategy, with future parking proposals and measures.

2.4 **The existing situation**

2.4.1 TRDC currently has seven Pay & Display (P&D) machines offering cash payment for its long term car parks (£4 all day, Monday to Saturday, 6 machines) and on-street parking (one machine). There are no alternative payment methods at these existing machines. Coins have to be used and the machines do not give change. This necessitates overpayment if people do not have the correct change.

2.4.2 Five of the existing P&D machines are installed in Rickmansworth town centre long stay car parks. One was in South Oxhey but is now in storage whilst the South Oxhey redevelopment scheme takes place. These machines are Parkeon machines (five are Parkeon Strada and two are Parkeon Rapids). They are supplied and maintained by Indigo as part of the current parking enforcement contract.

2.4.3 Cash collection from these machines is provided by Indigo as part of the current contract costs and amounts to approximately £14,000 cash collection and £2,000 counting and disposal per annum.

2.4.4 Cash collected for 2016/17 was as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| Machine | Machine | Actual Monthly | Tickets |
| Location | No. | Total | Total |
| High Street | 6 | 8,767.90 | 2618 |
| Talbot Road West | 2 | 32,211.25 | 9546 |
| Talbot Road South | 3 | 2,192.30 | 658 |
| Talbot Road/High Street | 4 | 43,738.20 | 12652 |
| Park Road | 5 | 8,714.10 | 2688 |
| Bury Lane | 7 | 19,754.45 | 9633 |
| Station Approach | 8 | 3,799.40 | 2356 |
| On Street Totals |  | 8,767.90 | 2618 |
| Off Street Totals |  | 110,409.70 | 37533 |
|  |  |  |  |
| Grand Total |  | 119,177.60 | 40151 |

2.5 **Proposed implementation of parking charges**

2.5.1 The introduction of short term P&D parking in the Rickmansworth car parks will require the installation of a total of nine new P&D machines (one in each short term car park, except High Street West which will require two and two in the two multi-storey car parks at Northway and Three Rivers House).

2.5.2 The maximum parking duration in each short stay car park has been extended to 4 hours to increase the flexibility of use in the car parks and cater for different groups of users. Tariff prices have been proposed which whilst allowing longer stay durations encourage those customers wanting to park for 4 hours to use the long stay car parks.

Rose Garden (up to 4 hours)

Northway Upper deck (up to 4 hours)

Talbot Road/High Street (to be converted to a short stay, up to 4 hour car park. The Northway Lower deck (will be converted to a long stay car park).

Talbot Road West (up to 4 hours)

Ebury Road (up to 4 hours)

High Street West/M&S (up to 4 hours) (two machines)

2.5.3 In addition, charging is proposed to be introduced on Saturdays in the staff car parks, which will otherwise be subject to displaced parking from existing free car parks. This requires two further machines to be installed, one on each deck.

Upper deck Staff car park (up to 4 hours)

Lower deck staff car park (up to 4 hours)

Furthermore, it is proposed The Bury car park has its 4 hour stay tariff amended to match the new tariff (£2.50 for 3 hours/£4 for 4 hours).

2.5.4 It is also suggested as part of the introduction of the current charging proposals that other locations in Rickmansworth which offer short stay free parking, including on-street locations, will have free vend machines installed. This presence of a physical ticket will both remind the customer of their period of stay whilst assisting with enforcement in these locations.

2.5.5 The introduction of long stay parking bays around Kings Langley and Croxley Green stations requires a payment method which is also discussed later in this report.

2.6 **Proposal to withdraw acceptance of cash payments in P&D machines in short term car parks:**

2.6.1 In addition to the cost of cash collection and counting/banking, P&D machines accepting cash may be prone to vandalism and theft and a higher potential of fraud. It is proposed to introduce new machines in the short term car parks which offer only cashless payments by credit or debit card, or using a touch-tone phone or wireless device application.

2.6.2 Current cash collection and banking costs are associated with TRDC long term P&D parking charges. This service is provided through the existing contract. The Procurement Manager is communicating with TRDC’s current cash collection service provider, 4GS, to understand their costs associated with cash collection. It is also anticipated that Hertsmere BC, if they are successful in providing the TRDC parking enforcement service would consider cash collection as part of their service. There would be additional charges for this due in part to the additional machines.

2.6.3 Analysis of the proposal to introduce parking charges in short term car parks in Rickmansworth is based on the following data:

A requirement for nine new P&D machines

166,000 annual transactions

Projected estimate of potential annual income of £166,000 \*

\* Original projected estimated income figure based on charging Monday to Saturday 7am to 7pm, at 25% car park occupancy. Note charges are proposed to be implemented Monday to Saturday 8.30am to 6.30pm.

2.6.4 Costs estimates have been obtained from 2 sources based on the above data for cash collection and banking costs associated with the installation of 9 new machines if they accepted cash payment.

One current supplier estimate costs at:

Collection costs per machine £11.36

The contractor will charge to process the cash £0.28p per £100

Hertsmere BC cash collection costs:

Collection cost per machine £5.75

The contractor will charge to process the cash £0.25p per £100

Note: based on weekly collections/this would be in addition to any card costs as machines would offer dual payment.

2.6.5 Essentially cashless parking will allow motorists to pay to park their vehicle using a bank card instead of coins in a parking machine or by using a mobile phone.

2.6.6 There are ‘card only’ machines which accept payment by credit and debit cards either using Chip & Pin or ‘Contactless’ e.g. Wave & Pay payment technology. It is known that Chip and Pin cards have an additional security benefit and that ‘contactless’ cards, as a relative new technology, are not widespread. It is therefore proposed machines are introduced which have both these capabilities.

2.6.7 P&D machines would be available from an existing Framework Agreement, or from our existing service provider. Initial costs for new machines with card payment capabilities have been sought from our existing service provider. They have estimated costs at around £4,700 per machine including installation costs. Card payments require a wireless phone connection to each machine at expected £20 per month, equating to around £2,160 per year.

2.6.8 There are also associated debit and credit card transaction costs which would equate to approximately £3,320 per annum at the proposed short stay machines.

2.6.9 The current P&D machines produce reports each time cash is collected, for example, the number of transactions and the amount that should have been collected and the details from these reports are then entered onto weekly pay and display reports, with details of the actual monies collected. The current contractor has advised that if we proceed with a card only machine, the cashless income will be recorded on a report that our host payment provider will supply on a regular basis.

2.6.10 The alternative for data recording is the purchase of a software called Parkfolio, provided by Parkeon. This produces reports where all types of transactions are recorded in real time with other additional functions. However, this software incurs a monthly fee of approximately £20 per machine. Parkfolio is web based so accessible through a web browser and would not require any changes to back office systems.

2.6.11 While others have advised this software is mandatory for card only machines, the Parking Services Manager, however, has advised it is not required. Clarification is being sought and Members will be verbally updated.

2.6.12 **Proposal to withdraw acceptance of cash payments in P&D machines in long term car parks:**

It is also proposed that as part of this exercise, the cost of updating existing P&D machines in our long term car parks to either solely accept cards (& ‘Pay by Phone’) or cash and cards is considered. Initial costs of retrofitting our existing long term parking P&D machines with card readers, from our current service provider, is:

approximately £1600 per machine plus £20 each per month for SIM cards.

2.6.13 The transaction costs associated with retrofitting the long term P&D machines to accept card payments only would be £800 per annum.

2.6.14 ‘Pay by Phone’ payment is an alternative payment method using a smartphone app or by phoning a local rate number. Users can pre-register for the service for added convenience. No P&D machines are required although signage with appropriate details would need to be installed. Several potential service providers were approached for data towards this option. While no direct estimate was provided, one service provider indicated the following costs to be likely for Three Rivers District:

* Implementation work to include system configuration, training, testing,

reporting, banking interfaces etc. £2400.00

* Initial tariff modelling charges (per car park or “on street” zone)

£106.00

* P&D Sticker sets (3 stickers per set) £34.00
* Signage installation £550.00
* Supplier enforcement mobile App. per phone licence £ 0.00

Supplier enforcement Conduent handheld integration + licence (suppliers contractor may charge) £0.00

2.6.15 It is not currently proposed to introduce this payment method into the Council’s car parks, although consideration is being given to its introduction for commuter car parking in various locations. Officers anticipate this method of parking payment is likely to be more popular for long term parking where charges are higher. This service, in future, would potentially allow longer stay permits to be purchased instead of individual days. A service would have to be procured and retained.

2.6.16 With a ‘Pay by Phone’ payment a transaction/service fee is payable; this is variable depending on the number of transactions. This data is being sought but on average appears to equate to 20% on each £1 spent. It is still being investigated whether proposed changes in legislation in January 2018 prevent this ‘service’ charge being passed onto the consumer. This would be achieved through an increase in tariff prices, although Officers do not consider this to be appropriate in our car parks given the current estimate of costs (for example a £1 tariff would increase to £1.20 and an existing £4 tariff to £4.80 if using the Pay by Phone payment option. If the charge was subsumed by the Authority, this would obviously impact income. The introduction of Pay by Phone and the associated costs, with potential changes to tariffs, needs to be further explored by Officers but this would be for utilisation outside the Council’s car parks at this stage.

2.6.17 A Pay on Exit (‘pay on foot’) type system that allows a customer to pay on exiting the car park without the need for physical barriers or the need for multiple entry and exit lanes in the car parks is now on the market, called Post Payment Parking (POPP) and is starting to appear in local authority car parks across the UK. An example of such a system is the ‘Check in - Check out’ system. A key feature of the use of this system is flexibility in dwell times. This charging mechanism may be an option in some car parks. People are only charged for the time they stay, i.e. there is no overpayment which is of benefit to the customer.

**3.** **Options/Reasons for Recommendation**

3.1 Whilst there is no legal requirement to offer a cash payment alternative it is evident that the introduction of cashless parking needs to be carefully implemented both from an equalities perspective but also with regard to customer relations.

3.2 Despite new payment choices many customers remain keen to use cash – current research suggests that a wholesale shift to cashless parking may be premature in the general public’s view. The research was conducted by Opinium Research amongst 2,000 UK adults (aged 18+) between 8-11 November 2016. At a national level, the most common parking payment method is still pay and display using cash.

3.3 A recent study from the British Parking Association indicated that half of the UKs motorists still prefer to use traditional cash and pay and display machines when paying for parking, according to research commissioned by the British Parking Association (BPA). According to the survey, nearly a quarter of motorists (23%) were happy to use their credit / debit card at the pay and display machine, but were less comfortable with newer tech methods, with just 17% saying they would prefer to use a mobile phone app, paying via text, online or via a parking website.

3.4 The House of Commons Transport Committee states that *“There is, therefore, a question of principle as to whether the use of cash can ever be abandoned in what is a penal regime.”*

3.5 The House of Commons Transport Committee has stated that *“... some individuals we heard from were aggrieved by the complete removal of all cash options in their local area.” And that they “...support the introduction of cashless parking payment systems that are convenient for motorists and help to reduce the likelihood of users overstaying in a parking place. However, it is essential that local authorities consult widely with local residents and other potential users on the introduction of these systems. They must also ensure that cash options are retained where there is a clear need.”*

3.6 Experience to date suggests that other Councils have elected to retain the option to pay by cash in one form or other. Our consultants, commissioned to undertake a study on the technology available for parking charges, have recommended that prior to moving to an entirely cashless option the Council should run a pilot offering multiple payment options to enable the Council to understand why customers continue to pay with cash. Indeed, a report by Brent Council in 2012 on the introduction of cashless parking technology recommended *‘It is therefore advisable to retain a number of coin operated Pay & Display machines for people who do not own bank cards or mobile phones for at least a year or so while the public gets used to the new arrangements so as to forestall any challenge.”* (source: Brent Council report on parking Sept 2012).

3.7 Another argument is favour of retaining a cash option is that for very low tariffs the benefits are less cost-effective to the council; conversely where longer stay and higher charges apply the benefits of offering cashless payment facilities are more attractive to the customer and relatively cheaper to provide.

3.8 However, despite these reservations, cashless and contactless payment methods are now becoming more widespread. Customers expect to be able to pay for services as seamlessly as possible, using new technologies where appropriate, and want a quick and effortless service.

3.9 The Council is implementing a new parking charging regime in our short term car parks where there is currently not one. The Council would not be withdrawing any existing payment methods from the short term car parks but introducing new charges with a particular form of payment option. Provided clear instructions are provided, and Officers would suggest advance notification, of our parking payment methods in these short term car parks then, in the Officers’ opinions, there would be limited risk of uncertainty, challenge or discrimination.

3.10 In terms of our long term car parks, these do currently accept cash payment. In these car parks it is suggested that cash payment is retained, but that these existing machines are fitted with card handling facilities to enable alternative payment methods. Officers can review the use of these alternative payment technologies in due course before any further decisions are made withdrawing cash payment options. In the long term car parks with a higher tariff it is expected the cashless payment option will be utilised in terms of convenience. This is likely to increase if we enable the purchase of season tickets from the long term P&D machines in due course.

3.11 Where appropriate for specific user groups Officers will continue to explore the introduction of Pay by Phone payment methods. Consideration will be made to the costs of introducing this service compared to those costs associated with providing a P&D machine which will include the initial capital costs.

4. **Policy/Budget Reference and Implications**

4.1 The recommendations in this report are within the Council’s agreed budgets.

4.2 The recommendations in this report are outside the Council’s agreed policy. The introduction of a cashless payment policy for parking charges at P&D machines would apply to all parking charges across the District, albeit it is recommended there would be a transition period for the removal of cash payment from existing P&D machines.

4.3 The purpose of this proposed policy is to enable the Council to meet its legal requirements to ensure the taxpayer does not subsidise the costs of parking enforcement and to provide a convenient and efficient method of payment for parking charges.

5. **Financial Implications**

5.1 It should be noted that off-street car parking charges attract VAT, currently at 20%. Therefore, income received by the Council is VAT exclusive.

5.2 Members should note that there is the availability of P&D season tickets which allow people to currently use the long stay car parks without the use of cash. In association with the options below, there is an opportunity to enable repeat customers to park using different permits valid for different lengths of time (i.e. weekly/monthly permits).

5.3 In assessing the options for cashless payment in our existing short and long term car parks a number of assumptions have been made regarding the use of different payment methods. For example, it is assumed cashless payments would be used more regularly in the long term P&D car parks and these assumptions have been used to calculate the relevant costs.

5.4 It is assumed the introduction of the new charging regime and payments would be in operation from Spring 2018. The costs of cash collection have been calculated based on costs provided by G4S, an existing Council service provider, albeit that these could be reduced further depending on the final award of the parking enforcement service. However, it should also be noted the existing cash collection costs, provided through our existing parking enforcement contract, are noticeably higher than those proposed going forward.

5.5 The three payment options for the nine new P&D machines in Rickmansworth are detailed below:

Option 1 – card payments only

The initial introduction of this policy, to withdraw cash payment for parking charges, would apply to new Pay and Display machines in our short term car parks.

5.6 This option includes the capital cost of nine card P&D machines, estimated at: £42,000 including installation (excl. VAT) with further monies for advertising/signage.

5.7 As part of last year’s budget setting process a PID was agreed for £50,000 which would cover the purchase and installation of the new machines.

5.8 In addition, each machine requires a wireless phone connection and would incur card transaction costs (see paragraphs 2.6.7 and 2.6.8).

5.9 There is also a maintenance cost for all new machines, which amounts to £160 per machine per annum.

5.10 There would be no cash collection costs associated with this option.

5.11 Option 2 – cash payments only:

This would involve introducing the new nine P&D machines with cash only payment, as per the existing long term P&D machines. The capital costs would be the same as option 1. The costs would be associated with cash collection, which have been based on an estimate provided by a current Council service provider, and machine maintenance costs.

5.12 Option 3 – card and cash payments:

The introduction of dual cash and card machines. This would allow people to pay by cash or by card payment retaining a customer choice.

5.13 The capital cost of these machines would be slightly higher but would be covered by the available capital budget.

5.14 All other costs would be as option 1 with the additional cost of cash collection and banking.

5.15 Options 4 and 5 - retrofitting the existing P&D machines to accept card payment

These options are for the additional costs of retrofitting the existing seven long term P&D machines with card readers (option 4) and card and cash (option 5). This option would incur a one off capital cost of retrofitting the machines (£11,200). In addition there would be increased costs for transactions and the airtime charge. It should also be recognised in Option 4 existing cash collection costs and maintenance costs still apply. In both option 4 and 5 the cash collection costs are based on the existing costs of our service provider.

5.16 The costs of a Pay by Phone service have been detailed in paragraph 2.5.14. Officers will continue to explore the costs of providing this service in certain locations to provide an alternative payment method for long term parking.

5.17 The table below summarises the additional revenue costs for each option above current approved budgets. It should be noted that the capital costs are one-off and sufficient budget is available for purchasing the nine new machines in Rickmansworth and to retrofit the existing seven machines in Rickmansworth. Cost details are shown in **Appendix 1**.

5.18 In the short term car parks, under option 3, it is assumed that 50% of the total transactions will be paid by card and 50% will be paid by cash. In the long term car parks, with the retrofitting of the existing seven machines, it is assumed 60% of the total transactions will be paid by card and 40% will be paid by cash.

5.19

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | | **Option** | **Payment type** | **Costs (£)** | | 1 – new machines | Card only | 6,920 | | 2 – new machines | Cash only | 7,220 | | 3 – new machines | Cash and card | 10,810 | | 4 – retrofit existing machines | Cash and card | 2,160 | | 5 – retrofit existing machines | Card | (13,520) | |

5.20 Additional capital costs will apply to the free vend machines in other locations around Rickmansworth but existing capital budgets are available for these.

6. **Legal Implications**

6.1 There is no specific legal duty to maintain cash payment options. However, there is a general duty for the Council to exercise its traffic order making function to secure the provision of suitable and adequate parking facilities on and off the highway.

6.2 However, it is important to note there has been a significant public interest in the authorities who have introduced cashless parking (in different forms) and many opinions have been offered on the subject.

*“In 2009 the London Borough of Barnet removed all ticket machines and operated a phone payment only system, however due to legal challenges under equalities law; they were forced to reinstall the ticket machines with cash payment options in addition to the phone payment system.*

*Brighton and Hove City Council (BHCC) have embarked on an upgrade and replacement programme for their entire stock of P&D machines (in excess of 600 machines), in some central and seafront areas machines have been removed completely and those areas are solely serviced by mobile phone payment. BHCC have retained the services of some 150 local shops to provide PayPoint services which include taking payments for parking, these shops are always located within easy walking distance of the parking provision.*

*Westminster is well known as being the first LA to embrace cashless payment systems. However Westminster also retain cash payment methods. While Pay by Phone parking offers customers a range of benefits, Westminster City Council is aware that there are motorists who are unable (because they don't have a debit/credit card and/or a mobile phone) to use the service and others who may feel more comfortable using an alternative payment method.*

*In March of this year Cambridge City Council received significant bad press and a social media kick-back after announcing that pay and display car parks will no longer accept cash. It has recently reinstated card and cash payment to some of its pay and display machines.”*

*(Source: Project Centre July 2017)*

7. **Equal Opportunities Implications**

7.1 **Relevance Test**

|  |  |
| --- | --- |
| Has a relevance test been completed for Equality Impact? | Yes (attached as **Appendix 2**) |
| Did the relevance test conclude a full impact assessment was required? | Yes (attached as **Appendix 3**) |

7.2 **Impact Assessment**

7.2.1 Researching of other authorities that have introduced changes to the parking systems suggests the prevalent objection to cashless payment is one that argues the elderly would be excluded from car parks that only allow phone payment.

7.2.2 Consultants commissioned by TRDC have advised,

*“National newspapers have run articles professing this argument. Non- Government Organisation (NGOs) and charities have also supported the claim. Age UK, believes pay by phone parking and other automated services present “huge difficulties” for many older people, more than half of whom are deaf or have hearing problems, with large numbers suffering from arthritis, making it hard for them to use mobile technology. Caroline Abrahams, Charity Director has said that “Payment systems are an essential service and must be designed inclusively so that they are easily accessible to everyone.”*

7.2.3 There are arguments that purport that cashless payment also excludes other groups, such as:

* Motorists without a credit or debit card
* Motorists without a working mobile phone at the time of parking
* Deaf or speech impaired motorists

7.2.4 However, P&D machines used in Westminster and some other London Boroughs have accepted payment by credit or debit card only for many years and no equality issues have been identified (source: Wandsworth Council EQIA on parking systems).

7.2.5 The TRDC proposal to remove cashless parking relies on the introduction of a card payment option. Where there have been publicised challenges to the introduction of cashless parking, this has often been as a result of the withdrawal of all payment methods except Pay by Phone.

* + 1. With regard to the introduction of a cashless payment system, the consultants conclude, *“any impact is likely to be negligible given that it is increasingly difficult to legally buy a car, obtain annual insurance, obtain a driving licence, obtain car tax etc., without a bank account or electronic means of payment or by persons for whom English or reading are difficult.”* The proposal also includes measures to mitigate the impact as described in the attached Equalities test.

*7.2.7* In conclusion the introduction of cashless parking technology, as proposed, would not result in significant inequalities between different groups of service users for the following reasons:

1. It is increasingly difficult to legally buy a car, obtain annual insurance, obtain a driving licence, obtain car tax etc., without a bank account or electronic means of payment.
2. Whilst it is recognised older people will be less likely to have a mobile phone to use pay by phone facilities payment machines will be available where they can use bank cards.
3. Disabled people may have some mobility issues in getting to payment machines but will have access to disabled parking spaces which, where possible, will be located in proximity to the payment machines.
4. Since going cashless in the Council’s One Stop Shop, Council Tax Payers have been able to adapt to other payment options, despite some initial vocal opposition. This supports the view of making the new parking payment systems cashless so long as more than one option for payment is available i.e. phone, and card payments at payment machines.

8. **Staffing Implications**

8.1 There would be no requirement to employ staff or a contractor to collect cash from existing machines. The potential removal of cash payment from existing P&D machines would reduce the number of staff involved in handling cash collection and banking. However, this service is currently provided by an existing contractor so would not affect TRDC employees. In addition, this existing contract will cease in April 2018 and the costs of cash collection and banking are still being negotiated with a future parking enforcement service provider.

8.2 The management and implementation of this policy would fall within the roles and responsibilities of existing TRDC staff

9. **Environmental Implications**

9.1 The removal of cash collections from each P&D machine would remove the associated vehicle journeys thereby reducing vehicle movements and vehicle emissions.

10. **Community Safety Implications**

10.1 P&D machines handling cash are more prone to vandalism with associated repair costs and machines being out of service. The removal of cash from machines would reduce this risk.

11. **Public Health, Customer Services Centre Implications**

11.1 None specific.

12. **Communications and** **Website Implications**

12.1 It is recommended that prior to the introduction of the new charges and payment methods publicity is provided to inform members of the public. Car parks and machines will have clear instructions advising of the payment methods. Officers will work with the Communications Team.

13. **Risk Management and Health & Safety Implications**

13.1 The Council has agreed its risk management strategy which can be found on the website at <http://www.threerivers.gov.uk> In addition, the risks of the proposals in the report have also been assessed against the Council’s duties under Health and Safety legislation relating to employees, visitors and persons affected by our operations.

13.2 The risks associated with this proposal are detailed below.

The following table gives the risks if the recommendation(s) are agreed, together with a scored assessment of their impact and likelihood:

|  |  |  |  |
| --- | --- | --- | --- |
| Description of Risk | | Impact | Likelihood |
| 1 | Equalities challenge – challenge over negative impact on specific user groups | III | E |
| 2 | Customers object to withdrawal of cash payment and do not use the parking service – potential reduction in income and could result in displaced parking | IV | E |
| 3 | Limited savings realised of withdrawing cash payments if no charges can be passed onto the customer | III | E |

The following table gives the risks that would exist if the recommendation is rejected, together with a scored assessment of their impact and likelihood:

|  |  |  |  |
| --- | --- | --- | --- |
| Description of Risk | | Impact | Likelihood |
| 4 | Increased costs of cash collection services | III | C |
| 5 | Failure to achieve a longer term corporate vision of a cashless Council | IV | B |
| 6 | Continued limited customer choice in payment method could lead to a reduction in use of the parking service and subsequent reduction in income | IV | C |

13.3 Of the risks detailed above none is already managed within a service plan.

13.4 The above risks are plotted on the matrix below depending on the scored assessments of impact and likelihood, detailed definitions of which are included in the risk management strategy. The Council has determined its aversion to risk and is prepared to tolerate risks where the combination of impact and likelihood are plotted in the shaded area of the matrix. The remaining risks require a treatment plan.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Likelihood** | A |  |  |  |  |  | Impact | Likelihood |
| B |  |  |  | 5 |  | V = Catastrophic | A = >98% |
| C |  |  | 4 | 6 |  | IV = Critical | B = 75% - 97% |
| D |  |  |  |  |  | III = Significant | C = 50% - 74% |
| E |  |  | 1, 3 | 2 |  | II = Marginal | D = 25% - 49% |
| F |  |  |  |  |  | I = Negligible | E = 3% - 24% |
|  | I | II | III | IV | V |  | F = <2% |
| **Impact** | | | | | |  |  |

13.5 In the officers’ opinion none of the new risks above, were they to come about, would seriously prejudice the achievement of the Strategic Plan and are therefore operational risks. The effectiveness of treatment plans are reviewed by the Audit Committee annually.

14. **Recommendation**

14.1 That Members RESOLVE:

1. To introduce a cashless payment parking policy resulting in the withdrawal of cash payments for parking charges, as per option 1 above. Initially for new short term parking charges in Rickmansworth Town Centre car parks but subsequently for all new parking charges in the District.
2. The introduction of Pay by Phone technology for appropriate parking locations and charges in the District. Further consideration to be given to passing the convenience charge onto the consumer.
3. The future withdrawal of cash payment at long term car parks in the District, as per option 5 above.
4. Implementation of parking charges in the staff car parks on Saturdays; 4 hour stay duration and charges; inclusion of The Bury car park in the charging proposals.
5. Implementation of free vend P&D machines in other free parking locations.
6. New parking charges and payment methods to be clearly publicised in advance of any project implementation in a fully accessible format.
7. That the Committee delegates to DCES in consultation with the Lead Member the authority to finalise the details for the introduction and implementation of a cashless parking policy as outlined and the other recommendations.

Report prepared by: Kimberley Rowley, Head of Regulatory Services

**Data Quality**

|  |  |  |
| --- | --- | --- |
| 1 | Poor |  |
| 2 | Sufficient | x |
| 3 | High |  |

**Background Papers**

Consultants Reports:

The Project Centre (July 2017)

Parking Associates, Review of Car Parking Equipment and Payment Options (July 2017)

**APPENDICES / ATTACHMENTS**

Appendix 1 - Table of additional costs of cashless car parking charges

Appendices 2 and 3 - Equality Impact Assessments