

**Report to** Cabinet  
9 October 2013  
**Report of** Head of city development services  
**Subject** Proposed car park fees and charges

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**Item**

12

### **Purpose**

To seek approval for tariff changes to off-street car parks.

### **Recommendation**

Members are asked to:

1. Approve the revised fees and charges as set out in Appendix C and Appendix D of the report, to take effect from 18 November 2013;
2. Authorise Head of Law and Governance to undertake the necessary statutory procedures to introduce the new fees and charges, by means of a Variation under Section 35C of the Road Traffic Regulation Act 1984.

### **Corporate and service priorities**

The report helps to meet the corporate priority “a prosperous city” and the service plan priority to achieve sustainable income growth of off-street parking.

### **Financial implications**

The current car park income projection forecast for 2013/14 is £4.54 million. Based on the current level of demand for city centre parking, the recommended increases, if implemented on 18 November 2013, could generate additional estimated income of £27,375 during the current financial year and £75,000 over a full financial year. There will be estimated costs of £2,500 for the preparation of notices, advertising and changes to signage.

**Ward/s:** All wards

**Cabinet member:** Councillor Waters – Deputy Leader and resources and Councillor Stonard – Environment, Development and Transport

### **Contact officers**

David Rogers, Client Property and Parking Manager      01603 212463

### **Background documents**

None

# Report

## Background

1. The provision of adequate off street car parking is an important part of maintaining and improving the economic wellbeing and vitality of the city centre. The city council also generates significant income from parking fees and charges, currently projected to be £4.54 million for 2013/14.
2. Off-street and on-street parking capacity serving the city centre increased by 2028 spaces to over 10,000 public spaces during the course of 2005 and since that time there has been considerable competition for business between operators. This competition has had the effect of driving down some major private operators tariffs (Chapelfield and the Mall) leaving the city council, in most cases, as the highest priced volume operator within the city centre.
3. Park and Ride currently provides 6 sites operated by the county council offering 4928 spaces at extremely competitive prices compared with city centre car parking.
4. The city council now has only 17% of the public off-street car parking serving the city. A list of public car parks forms Appendix E.
5. Whilst a very competitive local market situation persists, the numbers of visitors to the city continues to hold up well, with operators reporting similar usage to previous years.
6. Despite this increased competition the city council's car parks continue to deliver operational surpluses. However, in order to maintain both standards and income, the council will need to continuously re-invest in its car parks.

## Proposed revisions to fees and charges

7. Parking tariffs were last revised by the city council in November 2012.
8. There remains very little scope within the current market for across the board price increases. Consequently it is proposed to make selective adjustments to charges where the market and demand will permit.

## Short and Medium stay proposals

9. Comparisons with local competitor short and medium stay charges are set out within Appendix A.
10. Comparisons with other regional cities whilst of interest are not material factors given the local parking market in which the council's car parks must compete.
11. Most city centre short stay facilities are priced between £0.90 and £1.60 per hour. With the exception of two sites, the multi-storey car parks at St Stephens Gate and Riverside, the city council's short stay car parks are the highest priced at £1.60 per hour.
12. There are however, some very central car parks in the council's portfolio which are relatively small in size and where demand is very high. At these sites a higher tariff can be set in order to manage that demand and ensure continued parking use for the land.

13. The following recommendations are highlighted with regard to short to medium stay tariffs:
- a) Increase the hourly rate (and multiples as laid out within *Appendix C* up to any maximum day-time rates) to £1.70 (currently £1.60) at Chantry, St Giles and Chapelfield East
  - b) Increase the hourly rate (and multiples as laid out within *Appendix C* up to any maximum day-time rates) to £1.60 (currently £1.50) at St Andrews
  - c) Increase the hourly rate (and multiples as laid out within *Appendix C* up to any maximum day-time rates) at Barn Road, Rose Lane and Magdalen Street to £1.30 (currently £1.20) at Colegate to £1.40 (currently £1.30) and Monastery Court to £1.50 (currently £1.40)
14. Maximum day-time rates apply to the period between 05:00 and 18:30 only. The evening rate applies from 18:30 through to 05:00. Where a parking duration crosses over between the day-time and evening periods then the two charges are added together.
15. A full list of the proposed tariff changes is set out within *Appendix C* to this report.
16. On-street parking is charged at a premium rate during the day between Monday and Saturday, but is currently free of charge in the evenings and on Sundays and this provides an incentive to park on-street at these times. Review of on-street charges is a function of Norwich Highways Agency Committee and the introduction of any charges for parking on Sunday or during the evening would first require a consultation process and changes to Traffic Regulation Orders.

### **Maximum stay proposals**

17. Comparisons with competitor long stay charges and standard bus fares are set out within *Appendix B*.
18. Competitor long stay surface car parks in the Anglia Square area offer all day parking at £3.90. NCP have continued to offer reduced price long stay parking, of £5.10 all day compared to £13.00 previously, at their St Stephens Gate multi-storey car park.
19. Park and Ride charges are currently £2.40 per adult all day or £2.10 per person after 12:30 (although this is due to change to £3.00 per day and £2.00 after 12:30). Further concessions are available for groups travelling in the same vehicle.
20. Equivalent bus fares for journeys into the city using First's bus services are currently:

City Centre from/to All zones = £4.00 round trip

Zones typically extend out to towns such as Wroxham and Aylsham to the North of the City and to Loddon, Long Stratton and Wymondham to the South.

21. The following recommendations are highlighted with regard to maximum stay day-time tariffs:

Taking account of current usage trends, competitor tariffs and local transportation strategies, it is recommended to increase the day-time maximum stay rates as

follows; at St Andrews to £5.80 (currently £5.70), at Rose Lane to £4.90 (currently £4.80), at Magdalen Street to £4.70 (currently £4.50), at Westwick Street to £4.40 (currently £4.30) and St Crispins to £4 (currently £3.90)

22. See 14 above regarding the treatment of charges for evening and day-time periods.

### **Evening tariff**

23. Taking account of the value provided by the evening tariff when compared to day-time tariffs, but wishing to continue to encourage visitors to the city during the evening, the following recommendation is highlighted in regard to the evening tariff:

Increase the evening tariff to £1.80 (currently £1.70)

24. A full list of the proposed tariff changes is set out within Appendix C to this report.

### **Season Tickets and Contract Parking proposals**

25. Taking account of usage trends, competitor tariffs and local transportation strategies it is recommended to increase the following season ticket and contract parking tariffs as follows:

#### **Season tickets**

- a) Increase the St Andrews Monday to Friday special offer season ticket to £980 pa (currently £960) and pro rata increases for Monday to Saturday and Monday to Sunday
- b) Increase the Category C Monday to Friday season ticket to £950 pa (currently £930) and pro rata increases for Monday to Saturday and Monday to Sunday
- c) Increase the Category D Monday to Friday season ticket to £760 pa (currently £745) and pro rata increases for Monday to Saturday and Monday to Sunday

#### **Contract parking**

- a) Increase Barn Road and Westwick Street contract parking to £1,100 pa (currently £1,080) and pro rata increases for Monday to Saturday and Monday to Sunday
26. It is recommended that the Client Property and Parking manager retains the authority to negotiate price based on volume for organisations seeking to purchase season tickets or contract parking.
27. A full list of the proposed season ticket and contract parking tariff changes is set out within Appendix D to this report.

### **Blue Badge concessions**

28. In recognition of the additional time required by disabled people, it is recommended that the council continues to offer time concessions to blue badge holders, as approved by cabinet 16/02/2011.

These time concessions are:

At St Andrews, St Giles, Chantry, Chapelfield East, Pottergate, Rouen Road and Magdalen Street car parks:

- a) Buy one hour and get one additional hour free
- b) Buy two hours and get two additional hours free
- c) Buy three hours and get three additional hours free
- d) Buy four hours and park all day.

29. At Barn Road, Colegate, Monastery Court, Queens Road, Rose Lane, St Crispins and Westwick Street car parks, it is not cost effective to replace payment machines to comply with the relevant british standard, and where a valid blue badge is properly displayed, parking remains free of charge.

### **Norwich Highways Agency Committee (NHAC)**

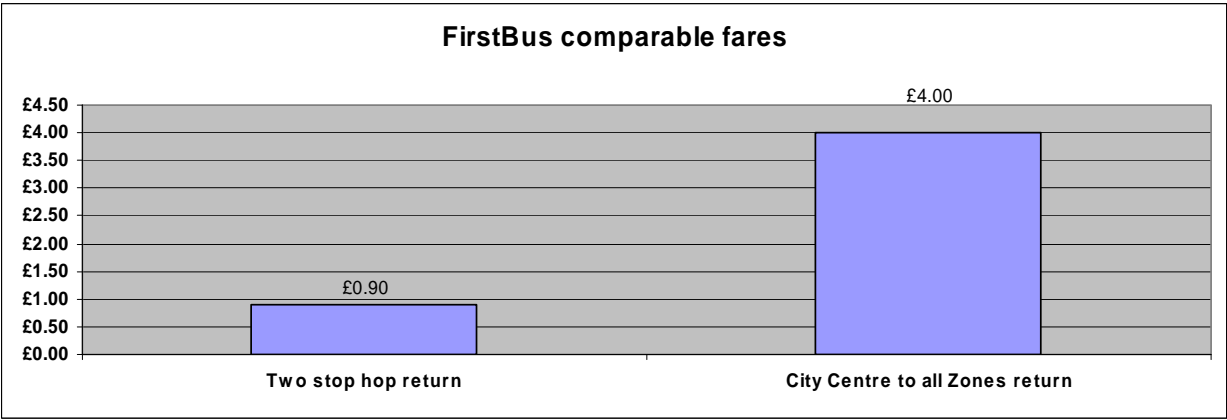
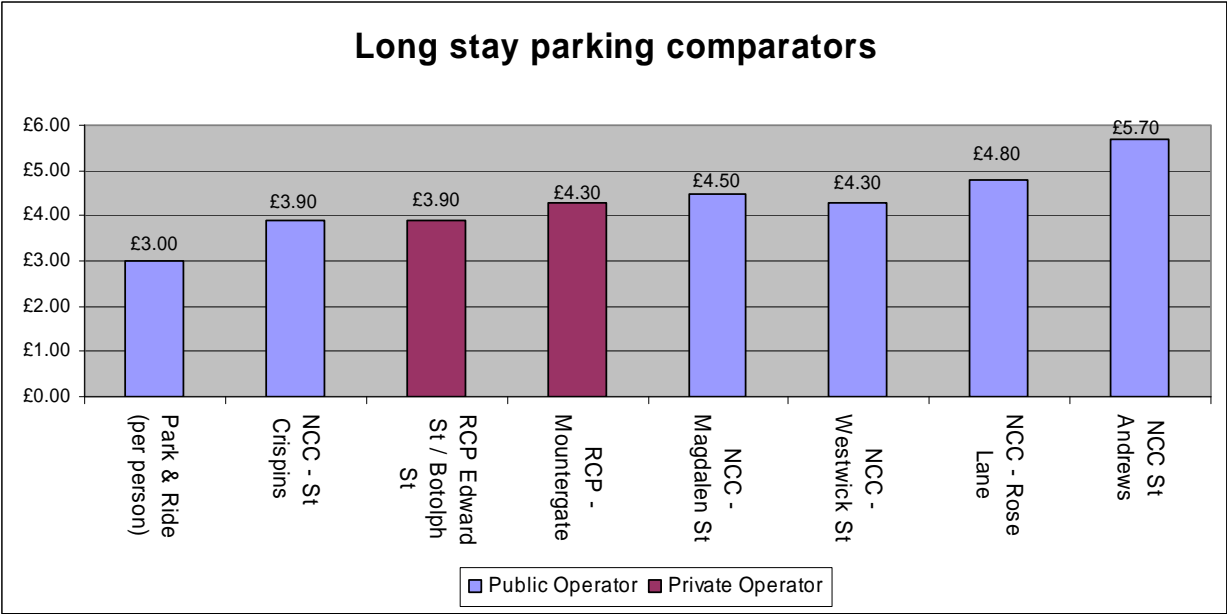
30. In compliance with the agency agreement between the city council and the county council, the proposals within this report were presented to NHAC at their meeting on 19 September 2013 for the committee to comment, prior to coming to Cabinet for decision. At that meeting members resolved to support the proposals within this report.

# APPENDIX A

## Norwich parking comparitors

Norwich Comparators		Spaces	Mon to Saturday 0500 to 1830						
Car Park	Operator		1 hr	2 hrs	3 hrs	4 hrs	5 hrs	6 hrs	Eve.
<b>Botolph Street</b>	Regional Car Parks	160	0.90	1.80	2.70	3.60	3.90	3.90	n/a
<b>Anglia Square MSCP</b>	Anglia Square/RCP	Closed							
<b>Anglia Square surface</b>	RCP	138	1.20	2.40	3.60	4.20	4.20	4.20	n/a
<b>Riverside MSCP</b> (rail users £6 up to 24hrs)	X-Leisure (National Express)	738	2.00	2.00	3.00	4.00	5.00	20.00	n/a
<b>St Stephens MSCP</b> * If arrive before 9am.	NCP	260	2.00	3.50	5.10 *	5.10 *	5.10 *	5.10 *	n/a
<b>Castle Mall MSCP</b>	Mall Corporation	800	1.00	2.00	3.00	4.00	8.00	8.00	1.50
<b>John Lewis mscp</b> (non-shoppers in brackets)	John Lewis	650	0.90 (1.20)	1.50 (2.20)	2.50 (4.00)	3.70 (5.00)	6.50 (8.00)	11.00 (12.50)	n/a
<b>Forum</b>	MillCo	204	1.60	3.20	4.80	6.40	8.00	9.60	1.70
<b>Chapelfield</b>	Capital Shopping Centres	1000	1.20	2.40	3.60	4.80	8.00	8.00	2.00 from 3pm
<b>NCC Short stay</b>	Norwich CC	647	1.60	3.20	4.80	6.40	8.00	15.00	1.70
<b>NCC Medium stay</b>	Norwich CC	1016	1.20 to 1.30	2.40 to 2.60	3.60 to 4.50	4.10 to 5.70	4.10 to 5.70	4.10 to 8.00	1.70
<b>NCC Long stay</b>	Norwich CC	170	1.20	2.40	3.60	3.90	3.90	3.90	1.70
<b>NCC St Andrews MSCP</b>	Norwich CC	1084	1.50	3.00	4.50	5.70	5.70	5.70	1.70

Long stay and bus fare comparators



Zone 1 typically extends to Magdalen Street and Bracondale.

Zone 2 typically extends out to villages such as Spixworth, Rackheath, Blofield, Newton Flotman, Costessey and Horsford.

Zone 5 typically extends out to towns such as Wroxham and Aylsham to the North of the City, Easton to the West, Acle to the East and to Loddon, Long Stratton and Wymondham to the South.

## APPENDIX C

### Summary of proposed revisions to parking charges

Current and proposed parking charges for Council car parks				Mon to Sun & Bank Hols 0500 to 1830						Mon to Sun & Bank Hols
Car Park	Total spaces	Tariff type ***		Up to 1 hr	Up to 2 hr	Up to 3 hr	Up to 4 hr	Up to 5 hr	5hr +	1830 to 0500
St Andrews MSCP	1084	S/M	Existing	1.50	3.00	4.50	5.70	5.70	5.70	1.70
			Proposed	1.60	3.20	4.80	5.80	5.80	5.80	1.80
St Giles MSCP	330	S	Existing	1.60	3.20	4.80	6.40	8.00	15.00	1.70
			Proposed	1.70	3.40	5.10	6.80	8.50	15.00	1.80
Barn Road	147	M	Existing	1.20	2.40	3.60	4.80	5.20	5.20	1.70
			Proposed	1.30	2.60	3.90	5.20	5.20	5.20	1.80
Chantry	78	S	Existing	1.60	3.20	4.80	6.40	8.00	15.00	1.70
			Proposed	1.70	3.40	5.10	6.80	8.50	15.00	1.80
Chapelfield East	17	S	Existing	1.60	3.20	4.80	6.40	8.00	15.00	1.70
			Proposed	1.70	3.40	5.10	6.80	8.50	15.00	1.80
Colegate	94	M	Existing	1.30	2.60	3.90	5.20	6.50	8.00	1.70
			Proposed	1.40	2.80	4.20	5.60	8.00	8.00	1.80
Magdalen Street	206	M	Existing	1.20	2.40	3.60	4.50	4.50	4.50	1.70
			Proposed	1.30	2.60	3.90	4.70	4.70	4.70	1.80
Monastery Court	55	S	Existing	1.40	2.80	4.20	5.60	8.00	15.00	1.70
			Proposed	1.50	3.00	4.50	6.00	8.00	15.00	1.80
Pottergate	26	S	Existing	1.60	3.20	4.80	6.40	8.00	15.00	1.70
			Proposed	No change						1.80
Queens Road	61	M	Existing	1.30	2.60	3.90	5.20	6.50	8.00	1.70
			Proposed	No change						1.80
Rose Lane	204	M	Existing	1.20	2.40	3.60	4.80	4.80	4.80	1.70
			Proposed	1.30	2.60	3.90	4.90	4.90	4.90	1.80
Rouen Road	187	M	Existing	1.30	2.60	3.90	5.10	5.10	5.10	1.70
			Proposed	No change						1.80
St Crispins	74	L	Existing	1.20	2.40	3.60	3.90	3.90	3.90	1.70
			Proposed	1.20	2.40	3.60	4.00	4.00	4.00	1.80
Westwick Street	107	M	Existing	1.30	2.60	3.90	4.30	4.30	4.30	1.70
			Proposed	1.30	2.60	3.90	4.40	4.40	4.40	1.80

\*\*\* Tarrif type S = Short M = Medium L = Long



## APPENDIX D

### Summary of proposed revisions to season ticket and contract parking charges

Current and proposed charges for Council car park season tickets			Price per annum		
Season Ticket	Car parks included		5 day/wk	6 day/wk	7 day/wk
St Andrews	St Andrews MSCP	Existing	£960	£1,152	£1,344
		Proposed	£980	£1,176	£1,372
Category A	Queens Rd, Barn Rd, Colegate, Rouen Rd, Magdalen Street, St Andrews, Rose Lane, Westwick St, St Crispins.	Existing	£2,380	£2,856	£3,332
		Proposed	No change		
Category B	Magdalen St, St Crispins, Rose Lane, Westwick St, St Andrews.	Existing	£1,195	£1,434	£1,673
		Proposed	No change		
Category C	Magdalen St, Westwick St, Rose Lane, St Crispins.	Existing	£930	£1,116	£1,302
		Proposed	£950	£1,140	£1,330
Category D	St Crispins.	Existing	£745	£894	£1,043
		Proposed	£760	£912	£1,064

Current and proposed charges for Contract Parking		Price per annum		
Permit/car park		5 day/wk	6 day/wk	7 day/wk
St Andrews	Existing	£1375	£1650	£1925
	Proposed	No change		
Colegate	Existing	£2600	£3120	£3640
	Proposed	No change		
Barn Road	Existing	£1,080	£1,296	£1,512
	Proposed	£1,100	£1,320	£1,540
Westwick Street	Existing	£1,080	£1,296	£1,512
	Proposed	£1,100	£1,320	£1,540

## Summary of public parking spaces available

	Car Park	Operator	Standard spaces	Disabled spaces
	On Street pay and display	City/County Council	650	59
	<b>Sub Total</b>		<b>650</b>	<b>59</b>
<b>Multi-storey</b>	St Andrews	City Council	1032	52
	St Giles	City Council	319	11
	Chapelfield	Capital Shop Centres	954	50
	Castle Mall – Farmers Ave	The Mall Group	76	5
	Castle Mall – Rose Lane	The Mall Group	702	25
	The Forum	Forum	192	12
	Riverside	X-Leisure	735	22
	John Lewis	JLP	635	15
	Anglia Square	Closed	0	0
	St Stephens Gate	NCP	260	2
	<b>Sub Total</b>		<b>4905</b>	<b>194</b>
<b>Off Street Pay and Display</b>	Barn Road	City Council	143	7
	Colegate	City Council	88	5
	Chantry	City Council	75	4
	Chapelfield East	City Council	17	1
	St Crispins	City Council	74	0
	Monastery court	City Council	52	3
	Rose Lane	City Council	197	7
	Rouen Road	City Council	179	9
	Magdalen Street	City Council	191	10
	Pottergate	City Council	24	2
	Queens Road	City Council	59	3
	Westwick Street	City Council	105	3
	Assembly House	Assembly house	48	3
	Botolph Street	RCP	160	0
	Edward Street	RCP	22	0
	Lower Clarence Road	RCP	385	0
	Anglia Square	RCP	95	0
	St Helens Wharf	Jarrold	134	4
	Mountergate	RCP	120	0
	Hollywood Cinema	RCP	69	0
	Riverside surface		1062	27
	Sainsbury Queens Road	Sainsbury	335	16
	Toys R Us	Euro car parks	242	8
	Rear of NCFC	NCFC	400	18
	<b>Sub Total</b>		<b>4276</b>	<b>130</b>
<b>Park &amp; Ride</b>	Postwick	County Council	527	25
	Airport	County Council	591	29
	Sprowston	County Council	756	36
	Harford	County Council	1039	49
	Thickthorn	County Council	750	36
	Costessey	County Council	1051	49
	<b>Sub Total</b>		<b>4714</b>	<b>224</b>
	<b>Total</b>		<b>14545</b>	<b>600</b>

E&amp;OE.

## Integrated impact assessment



**NORWICH**  
City Council

The IIA should assess **the impact of the recommendation** being made by the report

Detailed guidance to help with completing the assessment can be found [here](#). Delete this row after completion

### Report author to complete

<b>Committee:</b>	Cabinet
<b>Committee date:</b>	9 October 2013
<b>Head of service:</b>	Head of City Development Services
<b>Report subject:</b>	Proposed car parks fee and charges
<b>Date assessed:</b>	19 September 2013
<b>Description:</b>	Review of tariffs

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input type="checkbox"/>	x	<input type="checkbox"/>	This proposal will generate an estimated additional £75k revenue pa
Other departments and services e.g. office facilities, customer contact	x	<input type="checkbox"/>	<input type="checkbox"/>	
ICT services	x	<input type="checkbox"/>	<input type="checkbox"/>	
Economic development	<input type="checkbox"/>	x	<input type="checkbox"/>	Provision of good quality public parking helps support the city centre economy
Financial inclusion	x	<input type="checkbox"/>	<input type="checkbox"/>	
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	x	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	x	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	x	<input type="checkbox"/>	<input type="checkbox"/>	
Health and well being	x	<input type="checkbox"/>	<input type="checkbox"/>	
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	x	<input type="checkbox"/>	<input type="checkbox"/>	

	Impact			
Eliminating discrimination & harassment	x	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	x	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input type="checkbox"/>	x	<input type="checkbox"/>	Seeks to support the Norwich Area Transportation Strategy
Natural and built environment	x	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	x	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	x	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	x	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	x	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments

	Impact			
<b>Risk management</b>	x	<input type="checkbox"/>	<input type="checkbox"/>	<p>Car park operational expenditure is subject to inflationary increases, and the risk of not increasing tariffs means that operational surpluses will diminish. Any reduction in operational surpluses has a direct impact on the Council's wider budgets, its ability to re-invest in car parks, fund repairs and carry out maintenance</p> <p>The parking market in Norwich is extremely competitive with sufficient capacity to prevent individual operators such as the City Council from setting tariffs without due regard to competition. Any substantial increases in tariffs would be likely to cause significant migration to competitor car parks and subsequent loss of income</p> <p>Proper regard has been taken in this tariff review to ensure recommendations are consistent with adopted local transportation strategies</p>

## Recommendations from impact assessment

### Positive

Recommend tariff changes

### Negative

### Neutral

<b>Issues</b>