

Nottingham City Council Delegated Decision



Nottingham
City Council

Reference Number:

3699

Author:

Clare Pinnegar

Department:

Commercial and Operations

Contact:

Clare Pinnegar

(Job Title: Customer Advisor and Auditor, Email: clare.pinnegar@nottinghamcity.gov.uk, Phone: 64774)

Subject:

Cashless Parking Solution - Tender

Total Value:

Exempt (Type: Revenue)

Decision Being Taken:

- 1) To commence a procurement process for a 5 year contract (with an option to extend for a further 2 years) to provide a mobile phone based payment service for the Council, to offer cashless parking in parking places managed by Nottingham City Council to replace the current contract which is due to expire on 25th January 2020:**
- 2) To approve the spend associated with the procurement (as set out in the exempt appendix);**
- 3) To delegate authority to the Director of Neighbourhood Services to award the outcome of the contract and to the Head of Parking Fleet and Transport to sign the contract with the chosen provider.**

Reasons for the Decision(s)

Cashless parking is a quick and secure way to pay for parking in Nottingham, which allows customers to use their mobile phone to make a payment by a number of methods, and negates the need to have cash. The methods include Interactive Voice Response (IVR), website, app or via an SMS text message service. The service allows individuals to extend the parking time without the need to return to the vehicle and has the option of receiving a confirmation text for the parking session, or a reminder that it is due to expire.

The current contract is with Cobalt Telephone Technologies (RingGo) and since its introduction, Parking Services has been proactively developing and promoting the cashless payment market. This method of payment has provided a cost effective means of addressing on street parking problems in the neighbourhood wards, which are cashless parking only, as there were no upfront/on-going maintenance costs. In the financial year 2018/19, 577,159 payments were processed through RingGo in zones 1-5 and the surface car parks. This represents 36% of the transactions and 41% based on the value of the transactions. This shows the popularity of this method of payment.

The service charges for this method of payment are cost effective when compared to those associated with the need for a pay and display machine and the payment system is more secure. When this method of payment was first introduced in Nottingham in the 2010/11 financial year, the volume of business was unknown and the service charges were based on a percentage of the income. It is proposed to secure a contract with charges based on the number of transactions, as this would produce an even greater saving.

Cashless parking is also making efficiency savings for Processing and Enforcement who are able to interrogate the RingGo system from handheld devices whilst out on patrol, for confirmation of payment of parking charges.

Briefing notes documents:

Append. A.xlsx, Append. C.xlsx, Append. B.xlsx

Other Options Considered:

Option 1. Dispense with having a cashless parking option and revert to cash and card payments only. This would reduce the options customers currently have. It would also incur expense to the Council for alteration to signage and the installation of additional machines in all zones which are currently cashless only. As Parking Services has been able to reduce the number of on street pay and display machines due to the increase in uptake of the cashless payments, these machines would also need replacing. Reverting back to pay and display machine payments only would require purchasing in excess of 60 new machines which retail at over £5,000 each. Based on £5,000, the cost for 60 machines would be £300,00 with a further estimated £150,000 for maintenance, payment services provider costs, compliance charges and signage etc, over a 7 year period. Therefore this option was rejected.

Option 2. Consider a shorter term contract. Changing supplier has associated costs which need considering. Replacement of signage should a different supplier be used would exceed £50,000. There will also be costs relating to staff training on a new back office application, and possible replacement of the handheld devices used by enforcement and amending all online data with the new supplier information. Consideration also needs to be given to customers, who will no longer have a system they have become familiar with.

Background Papers:

None

Published Works:	None
Affected Wards:	Citywide
Colleague / Councillor Interests:	None
Any Information Exempt from publication:	Yes
Exempt Information:	
Description of what is exempt:	The value of the decision is exempt from publication as it would prejudice the outcome when going to tender.
	An appendix (or appendices) to this decision is exempt from publication under the following paragraph(s) of Schedule 12A of the Local Government Act 1972
3 - Information relating to the financial or business affairs of any particular person (including the authority holding that information).	The public interest in maintaining the exemption outweighs the public interest in disclosing the information because the disclosure of the value of the decision would prejudice the outcome when going to tender.
Documents exempt from publication:	Value of Decision.docx
Consultations:	Those not consulted are not directly affected by the decision.
Crime and Disorder Implications:	It is not envisaged that this will have an effect of crime and disorder. However, making a payment using the type of system which does not require the need to have cash or use a machine, can only be a positive move.
Equality:	Please login to the system to view the EIA document: 190820-v0.5-Cashless Parking Equality Impact Assessment-MJR-N3 final signed.docx

Social Value Considerations:

Payment by phone is a secure way of paying without customers needing to have cash, or advertising the fact that they do, by making their payment at a machine. It allows the customer to pay from the comfort of their vehicle and for those with mobility issues, it has the added benefit of being able to extend parking without the need to return to the vehicle. Text reminders regarding parking time expiry are an option. For those with hearing problems, the payment can be done by text message and for business users, VAT receipts are stored online and can be downloaded and email for expense claims. The app offers many different languages and real time information on how busy parking areas are.

Decision Type:

Portfolio Holder

Subject to Call In:

Yes

Call In Expiry date:

13/11/2019

Advice Sought:

Legal, Finance, Procurement, Equality and Diversity

Legal Advice:

The proposals in this report raise no significant issues and are supported.

The current contract for cashless parking is due to expire early next year and procurement of a new contract will ensure continued provision of the service within the City in accordance with the Council's Constitutional requirements and procurement obligations.

Legal colleagues will support procurement colleagues as and when required during the tender process to ensure appropriate contractual arrangements are in place. Advice provided by Dionne Claire Screamon (Solicitor) on 26/09/2019.

Finance Advice:

The proposal to procure a new contract for cashless payment raises no significant concerns and Finance will support Parking Services where required through the tender process.

The current service costs are met through the income generated from the provision of parking space within the city, the contract awarded will continue to operate on this basis but it is expected that it will be at a lower average cost per transaction.

When reviewing tenders Parking Services should consider whether any additional costs will be incurred as a result of the contract award, for example the costs associated with changing signage. Should this be the case then further approval for that expenditure will be required.

Advice provided by Matthew Connell (Commercial Business Partner) on 30/09/2019.

Equality and Diversity Advice:

Proposal considerations as regards equality have been adequately met within the EIA. Monitoring will be key. Advice provided by Adisa Djan (Equalities and Diversity Consultant) on 16/09/2019.

Procurement Advice:

Procurement will assist with the tendering process to ensure that a fully compliant, value for money contract is entered into. Advice provided by Paul Ritchie (Lead Procurement Officer) on 08/10/2019.

Signatures

Adele Williams (Portfolio Holder for Adult Care & Local Transport)
SIGNED and Dated: 06/11/2019
Andy Vaughan (Corporate Director Commercial and Operations)
SIGNED and Dated: 25/10/2019

Equality Impact Assessment Form

1. Document Control

1. Control Details

Title:	Provision of Pay by Phone Parking
Author (assigned to Pentana):	
Director:	Andy Vaughan
Department:	Neighbourhood Services
Service Area:	Commercial and Operations
Contact details:	parking@nottinghamcity.gov.uk Tel 0115 8761444
Strategic Budget EIA: Y/N	
Exempt from publication Y/N	N

2. Document Amendment Record

Version	Author	Date	Approved
190807-v0.1	Heather Owden	19.06.19	07.08.19
190820-v0.5	Heather Owden	20.08.19	20.08.19

3. Contributors/Reviewers

Name	Position	Date
Heather Owden	Project Support Officer	19.06.19
Clare Pinnegar	Customer Advisor and Auditor	20.08.19

4. Glossary of Terms

Term	Description

2. Assessment

1. Brief description of proposal / policy / service being assessed

Cashless parking was first introduced in Nottingham in 2011 and the current provider is 'RingGo'. Cashless parking provides an alternative to the traditional payment machines and offers the following advantages:-

- Can provide 'reminder' messages when parking is about to expire
- Allows an extension to parking without having to return to the vehicle
- Environmentally friendly – reduces the number of paper tickets
- Hassle free – no need to have the correct change, find and walk to pay machines
- Provides real time information on how busy an area is to allow better travel planning
- The app allows customers to see when their parking session ends rather than remembering
- Convenient – pay for parking while sat in the car if the weather is inclement or alone at night
- Good for business – multiple VRMs can be connected to a business account saving the need to claim back expenses
- If business users do park and pay themselves, all VAT receipts are stored online and can be downloaded and emailed for expense claims
- The app offers many different languages

There are several ways to pay to park with RingGo:-

- By a smartphone application
- By calling the phone service
- By text message
- Through the internet (via a mobile or PC)

There are no additional charges made to pay to park with RingGo. Normal parking tariff charges will apply and all charges are shown clearly on credit or debit card statements. Registering is free and there are no charges for downloading and using the RingGo smartcard application. However, other services, such as reminder texts to alert of parking session expiries are chargeable but are an **optional** service.

2. Information used to analyse the effects on equality:

Ofcom - 'Adults media use and attitudes report 2018' (www.ofcom.org.uk)
 Action on Hearing Loss - www.actiononhearingloss.org.uk
 Nottingham City Council Parking Teams' knowledge of parking.

3. Impacts and Actions:

	Could particularly benefit	May adversely impact X
People from different ethnic groups.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Men	<input type="checkbox"/>	<input type="checkbox"/>
Women	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Trans	<input type="checkbox"/>	<input type="checkbox"/>
<u>Disabled people or carers.</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<u>Pregnancy/ Maternity</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
People of different faiths/ beliefs and those with none.	<input type="checkbox"/>	<input type="checkbox"/>
Lesbian, gay or bisexual people.	<input type="checkbox"/>	<input type="checkbox"/>
<u>Older</u>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Younger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other (e.g. marriage/ civil partnership, looked after children, cohesion/ good relations, vulnerable children/ adults).	<input type="checkbox"/>	<input type="checkbox"/>
<i>Please underline the group(s) /issue more adversely affected or which benefits.</i>		

<p>How different groups could be affected (Summary of impacts)</p>	<p>Details of actions to reduce negative or increase positive impact (or why action isn't possible)</p>
<p>Different Ethnic Groups</p> <p>Anyone who does not speak English as a first language may have difficulty using the pay by phone parking system.</p> <p>Visitors will not necessarily have a RingGo account set-up (although this is a national system and has accounts all over the UK)</p> <p>Difficulties reading signage</p>	<ul style="list-style-type: none"> • The RingGo website offers information on how to use the system in over 80 different languages. This is more accessible for both visitors and non-English speakers than using the existing payment machines. • Existing pay machines will still be in place within the City Centre for those who prefer to pay by cash or direct credit/debit cards. RingGo only areas are based outside the City Centre and have been put in place to control displaced parking from the Workplace Parking Levy. It is not thought this would have a significant impact for this demographic. • There are issues with legislative requirements in relation to street/road signage in order to provide information in other languages. • The impact overall is likely to be negligible given that it is increasingly difficult to obtain a licence, legally buy a car, obtain annual insurance and pay car tax etc. in the UK by persons for whom English or reading is difficult.

<p>Gender</p> <p>We have no reason to believe that the use of RingGo would have a detrimental effect on people on account of their gender.</p> <p>It could offer an increase in the perceived safety for women who, with RingGo, can pay from the comfort and security of their vehicles, rather than walk to a pay machine with cash or a bank card at night or when alone and negate the need to return for any required payment top-ups.</p>	<ul style="list-style-type: none">• None required
<p>Trans, lesbian, gay or bisexual</p> <p>We have no reason to believe that the use of RingGo would have any greater or lesser effect on people on account of their sexual orientation.</p>	<ul style="list-style-type: none">• None required
<p>Pregnancy/Maternity</p> <p>We have no reason to believe that the use of RingGo would have a detrimental effect on people on account of pregnancy or maternity.</p> <p>The use of RingGo would negate the need for pregnant women and those with small children, to locate and walk to a payment machine with cash or a bank card and enable payment top-ups without the need to return to the vehicle</p>	<ul style="list-style-type: none">• None required

Disabled People

Disabled People may have difficulty using the RingGo system.

While disabled persons with Blue Badges will continue to be able to park for free in all on-street parking bays, consideration has been given to those who do hold a badge but have other disabilities.

Reading information notices and paying for parking using a mobile device may cause problems for some, including those with learning difficulties or physical impairments such as hearing loss.

Mobile phone technology is continually improving and phones are available for people with a range of disabilities, including voice amplification and hearing aid compatibility for those who have problems with hearing.

One of the UK's largest hearing loss charities 'Action on Hearing Loss' states the following: -

"The increasing availability of smartphone apps for parking payments has been beneficial and helps to avoid situations where people with hearing loss are disadvantaged by not being able to make use of voice call payment systems"

There are likely to be some people for whom the existing payment machines are currently considered inaccessible, either in distance or in operation. A cashless alternative may be particularly beneficial for this group of users. The ability to 'top-up' parking fees rather than returning to the vehicle to do this will benefit those with any walking difficulties.

- Parking remains free of charge for Blue Badge Holders.
 - Existing pay machines will still be in place within the City Centre for those who prefer or are only able to pay by cash or direct credit/debit cards.
- RingGo only areas are based outside the City Centre and have been put in place to control displaced parking from the Workplace Parking Levy. It is not thought this would have a significant impact for this demographic.
- A full range of payment options, including the use of smartphone apps and payments by text message will ensure the widest possible accessibility for most disabilities.

<p>People of different faiths or beliefs</p> <p>We have no reason to believe that the use of RingGo would have any greater or lesser effect on people on account of their faith or beliefs.</p>	<ul style="list-style-type: none">• None required
<p>Older People</p> <p>It is recognised that older people will be less likely to have a mobile phone or ability to set up an online account.</p> <p>The Ofcom ‘Adults media use and attitudes report 2018’ indicates that 78% of 65-74 year olds use a mobile phone with 72% of the over 74’s. Whilst only 39% of the over 65’s use a smartphone (up from 28% in 2016) it should be remembered that RingGo payments can be made via text or a phone call. A smartphone is not an essential requirement for using this service.</p> <p>A bank account is an essential requirement for using the service. However, it should be noted that the UK government has helped launch fee-free bank accounts for people on low incomes, including the elderly. Most wages and state benefits are now paid directly into recipients’ bank accounts which makes living without one and being able to run a vehicle most unlikely</p> <p>For those with difficulty in walking or consider the pay machines difficult to access or use, phone payments can be made easier and safer from the comfort and convenience of a vehicle</p>	<ul style="list-style-type: none">• Existing pay machines will still be in place within the City Centre for those who prefer or are only able to pay by cash or direct credit/debit cards. <p>RingGo only areas are based outside the City Centre and have been put in place to control displaced parking from the Workplace Parking Levy. It is not thought this would have a significant impact for this demographic</p>

Younger People

It is recognised that younger people may be less likely to have money for a smartphone or large data package and may not have access to a bank account or debit/credit cards.

The Ofcom's 'Adult Media use and attitudes report 2018' Indicates that 96% of 16-24 year old use a mobile phone. RingGo does not require a smartphone to enable parking as phone calls and text messages are available from any phone.

A bank account is an essential requirement for using the RingGo service. However, it should be noted that the UK government has helped launch fee-free bank accounts for people on low incomes, including younger people.

- Existing pay machines will still be in place within the City Centre for those who prefer or are only able to pay by cash or direct credit/debit cards.

RingGo only areas are based outside the City Centre and have been put in place to control displaced parking from the Workplace Parking Levy. It is not thought this would have a significant impact for this demographic

Most wages and state benefits are now paid directly into recipients' bank accounts which makes living without one and being able to run a vehicle most unlikely.

4. Outcome(s) of equality impact assessment:

<input checked="" type="checkbox"/>	No major change needed	<input type="checkbox"/>	Adjust the policy/proposal
<input type="checkbox"/>	Adverse impact but continue	<input type="checkbox"/>	Stop and remove the policy/proposal

5. Arrangements for future monitoring of equality impact of this proposal / policy / service:

- Attendance at Disability Involvement Group meetings
- On-street surveys
- Engagement with customers through the Have Your Say function, Twitter, emails, phone calls, etc.
- Continue to monitor new accessibility changes from the cashless parking provider

6. Approved by (manager signature) and Date sent to equality team for publishing:

<p>Approving Manager: Karen Day, Parking Manager tel: 8764682 karen.day@nottinghamcity.gov.uk</p> <p>The assessment must be approved by the manager responsible for the service/proposal. Include a contact tel & email to allow citizen/stakeholder feedback on proposals.</p>	<p>Date sent for scrutiny: 20th August 2019 Send document or Link to: equalityanddiversityteam@nottinghamcity.gov.uk</p>
<p>SRO Approval:</p>	<p>Date of final approval: 13/09/19 Adisa Djan</p>

- Before you send your EIA to the Equality and Community Relations Team for scrutiny, have you:**
1. Read the guidance and good practice EIA's
<http://intranet.nottinghamcity.gov.uk/media/1924/simple-guide-to-eia.doc>
 2. Clearly summarised your proposal/ policy/ service to be assessed.
 3. Hyperlinked to the appropriate documents.
 4. Written in clear user-friendly language, free from all jargon (spelling out acronyms).
 5. Included appropriate data.
 6. Consulted the relevant groups or citizens or stated clearly, when this is going to happen.

7. Clearly cross-referenced your impacts with SMART actions.