

Appendix 1 - Parking Enforcement

NSL

The Council entered into a contract with Serco for the provision of parking and traffic enforcement services on 17th June 2013. The contract included: Civil Enforcement and CCTV enforcement / IT / Permits / Cashless Parking. This contract was extended by several months to end on 3rd July 2023 to provide adequate time for mobilisation of the new contracts.

On 12 December 2022 Cabinet approved a report titled; Authority to Award Contracts for Parking and Traffic Civil Enforcement and Cashless Parking services, and the award of the Civil Enforcement contract to Marston Holdings Ltd (NSL) for (5+5 years, extended annually) and Cashless Parking services to Pay by Phone Ltd;

However, RingGo challenged the process for the award of the Cashless Parking Services contract, and it was therefore agreed that due to risks, this contract would be retendered.

Subsequently, there was a Recordable Decision report on 20 March 2023 to award a contract for the provision of Cashless Parking services for a 4-year period to RingGo Ltd. Whilst this provided improved value for money, this significantly reduced the time available for mobilisation.

Marston (NSL) are one of the largest and most experienced Parking and Traffic Civil Enforcement providers in the UK, providing services for 16 London Boroughs including the neighbouring boroughs of Barnet, Camden, Westminster, Kensington and Chelsea, and Hammersmith and Fulham. The parking enforcement contract includes; on-street enforcement, CCTV camera enforcement, vehicle removals, parking bay suspensions, pay and display machine maintenance and cash collections, and permit processing and support.

RingGo has been providing cashless parking across the borough since 2010 for pay and display on-street and off-street parking and have over 19 million registered users in the UK. It is therefore anticipated that the majority of residents (including residents that do not reside within a CPZ) will already have valid and active parking account with RingGo, although there is a requirement to register on the permit system. They provide permit services to a number of London boroughs including, Waltham Forest, Merton, Croydon, Hammersmith and Fulham, Richmond and Islington

The new Parking and Traffic Civil Enforcement contract with NSL provides the following benefits:

- The establishment of two new bases in the borough, the Brent Car Pound in East Lane Business Park and main operational base in Cygnus Business Park, which improve efficiency and customer access.
- Local employment and apprenticeships
- Reducing emissions and a new fleet of electric vehicles including e-mopeds and e-bikes
- A commitment to contributing to planting new trees under the Sponsor a tree fund.
- That the current contact number for Parking enquiries will not change

The new Cashless Parking Services contract with RingGo provides the following benefits:

- A modern permit system which is easily accessible via the app, mobile phone, or landline.

- Once set up, residents can more easily purchase permits using PCs or mobile devices or by landline.
- Residents only need to pay for visitor parking when needed, rather than book 5 sessions, and vehicle registration numbers can be changed within 15 minutes if entered incorrectly.
- Residents have the option of receiving confirmation of booking and reminders when their permit will expire.
- Resident and business permit holders receive reminder emails 14 and 7 days in advance of their permits expiring.
- Continuity of previous on-street pay by phone parking services and new improved on-street signage provided free of charge.
- No additional charges for new pay by phone parking bay signage where there are changes made to on-street parking bays.
- Training and ongoing support provided to NSL and Brent staff.

Following approval for the award of the parking services contracts, fortnightly mobilisation meetings were held with Marston NSL for six months, and weekly meetings with RingGo for 3 months to ensure that there was a smooth transition.

The mobilisation of the new contracts required collaboration with the new contractors and also with officers across the council, including communications, the web team, customer services and Brent Hubs.

Key considerations during the mobilisation period for NSL included establishing premises within the borough and the transfer of staff from Serco to NSL and for Ringo, the transfer of data and setting up of 100,000s of property address rules for the numerous permit products.

From the first day of the contract:

- Civil Enforcement Officers in new uniforms, body worn video cameras, and radios were patrolling the borough and CCTV camera enforcement continued.
- Taranto was configured with the RingGo system and Civil Enforcement officers able to issue penalty charge notices.
- The new electric fleet was available and in use with the new branding, 'NSL working in partnership with Brent.'
- The new Brent car pound and office were open for business.
- Payments were accepted at the new Brent car pound using a PDQ machine.
- The TUPE process involving around 90 staff was concluded, with only one member of Serco staff deciding not to transfer to NSL.
- NSL were able to provide a sign changing services for the Wembley Event Zone and delivered an effective event enforcement plan for the Blur Concert on 8 July.
- Data migration and the setting up of address rules was completed by RingGo on time, and the new permit system went live at 11am on 4th July.

However, there were some challenges with mobilisation and the commencement of the new contract;

- There were unforeseen issues with obtaining data from the previous provider PaybyPhone Ltd, who would not provide this until the end of the contract. There were also issues with the format in which the data was received.
- With the migration, residents were unable to see their existing permits on the new system and it was necessary to email account holders with the information.

- NSL reported a high number of enquiries from residents asking when their permits will expire.
- Pre-paid visitor credits could not be transferred, and it was necessary to arrange refunds.
- There was initially a high number of enquiries, and it was necessary for NSL to allocate additional resources for several months, until the numbers decreased.

Officers focussed on supporting residents and businesses during the embedding period.

Officers work collaboratively with NSL and RingGo and the new parking services contracts are now fully established and performing well.

There is a strong focus on collaboration, technology, improving the customer experience, and efficiency.

Service improvements following the commencement of the new contracts, include;

- New handheld devices and printers for civil enforcement officers
- Introduction of a new enforcement plan for the borough, ensuring that areas where there are higher number of contraventions are visited more frequently.
- A review of CCTV camera enforcement operations and the introduction of 12 new CCTV enforcement Cameras for moving traffic contraventions (school street zones, bus lanes, yellow box junctions etc.) and redeployment of 18 existing cameras from high compliance locations to where needed.
- Sales of permits and on-street parking sessions as expected with enquiries at business-as-usual levels.

Appendix 1b provides information and some narrative on the performance of the contracts with NSL and RingGo.

The information for NSL is from the start of the contract on 4th July 2023 to end of February 2024 as the March data was still being processed at the time of writing this report.

The information for RingGo, is from the start of the contract on 4th July 2023 to the end of March 2024.

Performance from both these companies has been good, and the council is benefiting from contracts with two of the largest and most experienced suppliers in the UK.

The number of Penalty Charge Notices issued was approximately 182,000 in 2022/23 and we estimate the number to increase to over 220,000 for 2023/24.

There is a very positive relationship with both of these companies, facilitating continuous improvement and innovation.