

## **Report to the Cabinet**

**Report reference:** C-032-2008/09  
**Date of meeting:** 1 September 2008



**Portfolio:** Civil Engineering & Maintenance

**Subject:** "ParkMap" – Procurement of Software and Associated Maintenance Package

**Responsible Officer:** John Gilbert (01992–564062).

**Democratic Services Officer:** Gary Woodhall (01992–564470).

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### **Recommendations/Decisions Required:**

- (1) To agree to the procurement of the updated "ParkMap" software and maintenance package utilising savings arising from 2008/09 budgets; and**
- (2) Subject to recommendation (1) to meet the costs in 2009/10 onwards either through a CSB growth bid of £3,631 or through the annual review of parking tariffs**

### **Executive Summary:**

The Council undertakes parking enforcement throughout the agreement in respect of:

- (a) its own off street car parks; and
- (b) on street parking restrictions through an Agency Agreement with Essex County Council

In order for the Parking Team and the various officers dealing with telephone enquiries to be able to undertake their roles effectively, access is needed to information on restrictions throughout the district. The County Council uses software known as "ParkMap" to record the nature and geographical details of restrictions, which is then overlain onto proprietary mapping software. The Council held 2 licences for "ParkMap" when it managed the highway service under the original highway maintenance Agency, but since April 2005, when the Agency reverted to the County, these have not been updated nor system maintenance maintained.

With the increasing level of parking activity through parking reviews, it is now essential that:

- (i) sufficient licences are in place to enable multi access to the information; and
- (ii) the system is updated and then fully maintained.

### **Reasons for Proposed Decision:**

In order to facilitate good customer service and ensure that enforcement is properly undertaken, it is essential for a range of officers to have access to an updated "ParkMap" system. This will ensure that information can be speedily and accurately provided to enquirers without the need to refer them to the Parking Office or the County Council. This will assist the Council in meeting the new requirements of national Indicator 14 (avoiding

unnecessary customer contact)

### **Other Options for Action:**

The only alternative action is to continue as present with restricted access to outdated software. The purchase could be delayed until the 2009/10 financial year, but costs may rise through this delay and the Council would not be able to deal properly with enquiries contrary to National Indicator (NI) 14.

### **Report:**

1. The Council undertakes parking enforcement throughout the agreement in respect of:
  - (a) its own off street car parks; and
  - (b) on street parking restrictions through an Agency Agreement with Essex County Council.

This requires that the data in respect of all the different types of restriction throughout the district are accurately recorded and made available to officers and the Council's enforcement contractors. This data is maintained by the County Council and held using a software package known as "ParkMap". "ParkMap" holds the details of all restrictions and then makes them accessible to users through providing an overlay to be used with proprietary mapping software.

2. Since the highway maintenance agency agreement reverted to the County Council in April 2005, the Council has had access to two "ParkMap" licences, but these have not been updated nor maintained. As parking restrictions have expanded throughout the district, it has become clear that officers within the Parking Service or others who have to provide advice and assistance to the public have been hampered through this restricted access. It is also essential that the Council's enforcement contractors are aware of the precise nature of all restrictions to ensure that penalty charge notices cannot be challenged on basic procedural grounds.

3. Officers from the Council's Finance and ICT Directorate have been negotiating with the providers of the "ParkMap" software, Buchanan Computing, in order to obtain the best deal possible for:

- (a) the provision five concurrent licences; and
- (b) the on-going maintenance of the software

and the details are set out in the resources section of this report.

4. The updating of this software is timely given the government's requirement that the new national Indicator 14 (avoidance of unnecessary customer contact) shall be operational from October this year with results to be available from April 2009. At the present, enquiries from the public on the detail of restrictions have to be passed from the Civic Offices to the Parking Office or in some instances to the County Council. Under the NI14 regime this is seen as a service failure. The availability of the "ParkMap" software through additional concurrent licences would enable enquiries to be responded to at the first point of contact, assisting the Council to meet its NI14 obligations.

**Resource Implications:**

The costs of updating the "ParkMap" system are as follows:

	<b>2008/09</b>	<b>2009/10 onwards</b>
5 concurrent user licence	£5,365	
Installation	£750	
Maintenance	£3,631	£3,631
	<b>£9,746</b>	<b>£3,631</b>

The costs for 2008/09 are not contained within the current budget but can be met through savings on contractual costs with Vinci Park, the Council's enforcement contractors and savings from changes to cash collection arrangements. However, for 2009/10 it cannot be assumed that similar savings will arise and it will therefore be necessary, if the software is approved, to either seek CSB growth for the on-going maintenance cost of £3,631 or to cover these costs through the normal review of parking tariffs.

**Legal and Governance Implications:**

Traffic Management Act 2004 (and its predecessor legislation).  
Agency agreement with Essex County Council for on-street enforcement.  
There are no identified human rights issues.

**Safer, Cleaner and Greener Implications:**

The procurement of the updated software package will:

- (i) enable more effective enforcement of parking restrictions within the District; and
- (ii) provide information to the local community enabling compliance with and a better understanding of parking controls within the District.

**Consultation Undertaken:**

None externally, but the Finance and ICT Directorate have been fully engaged in the procurement process.

**Background Papers:**

None specific to this item.

**Impact Assessments:**

There are no equality or diversity issues arising from this item other than the provision of information to callers or visitors to a number of Council sites.