

Received 23/10/2018

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Request/Response

1. Please list all car parks for which Rother District Council (RDC) uses Smart Parking (SP)?

Camber Western car park is the only RDC car park that uses Smart Parking

2. What was the tendering process that led to SP getting the contract? Please let us have all available documentation regarding the process that led to SP getting the contract and the contract terms.

Smart Parking operates an Automatic Number Plate Recognition (ANPR) car park management system which was launched as a 19-month trial on Monday, March 26th, (documents associated with the tendering process are attached, the contract document is considered to be exempt under S.43(2) commercial interests) and was implemented in response to local concerns about the traffic congestion on the approaches to the beach, which attracts over a million visitors a year. The aim is to increase the free flow of traffic into the car park. Smart Parking was recommended by consultants, following extensive research and traffic surveillance, and was implemented by exemption due to time constraints. Please

3. Which other firms were considered?

Capita Parking Services; ANPR Car Parks; YourParking Space

4. Why is the contract not run "in house"?

Rother District Council does not have the expertise or technology to operate in house ANPR parking

5. Please list the car parks and operators that RDC uses for other car parks in RDC's control that are looked after by third parties?

None

6. Who is responsible for the design, installation and upkeep of the machinery and signage? Did RDC approve all these elements in advance?

Smart Parking are responsible for the above, in accordance with their governing body, British Parking Association. RDC approved these elements in advance

7. Who are car park users to report payment machine failures (including breakdowns) to and within what timescale must they be repaired? Who is responsible for the repair and who pays for the repair?

Breakdowns and payment machine failures can be reported to SmartParking, staff on duty in the car park, coastal office staff, and Neighbourhood Services staff by telephone. SmartParking is responsible for the repairs and associated costs.

8. If a payment machine is broken do users get extra time as they need to find a working machine?

There is a grace period to allow visitors to find a payment machine, obtain change if needed and pay for parking – the grace period takes into account these possibilities

9. Is there a complaints figure above which RDC will terminate the contract? What is that figure?

No

10. When is the first review of SP's performance and what penalties can RDC impose?

Rother District Council have held regular review meetings with Smart Parking to date – the 19 month trial is due to end in October 2019 at which point the contract will be reviewed

11. How is SP's performance measured?

Rother District Council hold regular review meetings with Smart Parking.

12. What early termination clauses does RDC have and what penalties, if any, must it pay to exercise them?

The scheme is a 19 month trial, due to end in October 2019, there are no penalties which Rother District Council must pay to terminate

13. How much of the revenue generated from penalty notices does RDC receive?

Rother District Council receives the pay and display revenue, and Smart Parking receives the revenue generated from penalty notices

14. A cursory web search brings up a lot of problems reported by users of SP controlled car parks. It appears SP had their contract with Matalan terminated last year due to over-zealous issuing of parking notices. Asda did not renew their contract with them two years ago. Did RDC investigate these and other complaints before using SP?

As with all contractors due diligence was completed prior to the commencement of the trial.