

Risk Register

Park and Ride combined parking-and-bus ticket charges

As at: 14 August 2023

Appendix E

129

| Ref | Title  | Risk Description  | Opp / Threat | Cause   | Consequence   | Risk Treatment | Date Raised | Owner       | Gross |   |       | Current |   |       | Target |   |       | Comments   | Control / Mitigation Description | Date Due        | Action Status | % Progress     | Action Owner |
|-----|--|---|--------------|---|---|----------------|-------------|-------------|-------|---|-------|---------|---|-------|--------|---|-------|--|----------------------------------|-----------------|---------------|----------------|--------------|
|     |  |   |              |   |   |                |             |             | P     | I | Score | P       | I | Score | P      | I | Score |  |                                  |                 |               |                |              |
| 1   | Government price cap for bus journeys        | Uncertainty regarding local application of new cap of £2.50, due to come in 1 November 2023. There is potential for local price increase to preempt Government change, which will undermine the principal justification for the increase. | Threat       | Dependence on Government policy change and how it is applied by local bus operators   | Could result in combined park-and-bus ticket increase occurring without any change in other bus journeys, so it looks like Council is choosing to take a lead in increasing prices, which is not the intention. Will be bad for utilisation and public sentiment. | Reduce         | 06/07/23    | Ted Maxwell | 4     | 3 | 12    | 3       | 3 | 9     | 2      | 3 | 6     | > More clarity from bus operators about expected impact / permutations from bus cap change; including raising issue at Enhanced Partnership Bus Board.<br>> Delay price change until there is certainty around implications of bus price cap change  | 13/09/23                         | In Progress     | 50%           | Ted Maxwell    |              |
| 2   | Public reaction to any price rise            | Public negative reaction against any price rise during cost of living crisis  | Threat       | If one of the options to increase prices is followed, then even if coordination with Government change is smooth, it may still generate a backlash due to cost of living crisis | Could be significant public opposition to the decision  | Reduce         | 06/07/23    | Ted Maxwell | 4     | 3 | 12    | 4       | 3 | 12    | 2      | 2 | 4     | > Some of risk #1's mitigations<br>> Delay price change until April 2024, so there is more time for clear comms on why the change is happening, how it sits in relation to other P&Rs in the country, potential benefits long-term, highlighting benefits of the P&R compared to alternatives in the city; referencing other ongoing work to improve the customer experience at P&Rs   | 13/09/23                         | Not yet started | 20%           | Lauren Edwards |              |
| 3   | Utilisation downturn                         | Two of the available options involve increasing prices  | Threat       | Price rises resulting from available options  | Could lead to a downturn in utilisation / reduction in income   | Reduce         | 06/07/23    | Ted Maxwell | 3     | 3 | 9     | 3       | 3 | 9     | 2      | 2 | 4     | > Coordinating price change with County P&Rs and after any change to Government price cap as per risk #1<br>> Open book review ongoing between City, County, OBC and Stagecoach<br>> Delay price change until April 2024   | 13/09/23                         | Not yet started | 20%           | Nigel Kennedy  |              |
| 4   | Reliance on relationships with bus operators | Apart from the Cabinet decisions and NDAs regarding confidential information, there is no legally binding agreement between councils and operators  | Threat       | Reliance on trusting relationships rather than contracts  | Could mean that at some point in future, operators do not accept ticket if they decide that they do not agree with the monetary split between councils and operators  | Reduce         | 06/07/23    | Ted Maxwell | 4     | 3 | 12    | 2       | 3 | 6     | 1      | 2 | 2     | Agree not-legally-binding MoU with bus operators after cabinet decision and before any future implementation of a price change   | 30/09/23                         | Not yet started | 20%           | Ted Maxwell    |              |
| 5   | Separate County decision required            | City can't bind County with a decision, however County controls two of the five P&Rs and there is an overwhelming logic for price harmony across P&R sites  | Threat       | Two of the five P&R sites are County's  | So City could end up out on a limb making any change to its pricing (with negative consequences from a public sentiment but also transport network perspective)   | Reduce         | 06/07/23    | Ted Maxwell | 4     | 3 | 12    | 4       | 3 | 12    | 1      | 3 | 3     | > Seeking County officer and Member input on acceptable form of words in City cabinet paper<br>> Agree not-legally-binding MoU with County after Cabinet decision<br>> Recommending Option 1 over other options, in order to create more time in which to reach a consensus view on pricing from April 2024 onwards  | 30/09/23                         | Not yet started | 20%           | Ted Maxwell    |              |
| 6   | Equality act                                 | Price changes could negatively affect people with protected characteristics or in other ways have a negative impact in terms of equality  | Threat       | Any price rise could dissuade people from using the bus   | reduced utilisation of the bus, particularly by disabled or more vulnerable users or the less affluent  | Reduce         | 19/07/23    | Ted Maxwell | 3     | 3 | 9     | 2       | 3 | 6     | 2      | 2 | 4     | Pursuing Option 1 avoids this risk in the short term and creates more space in which to implement mitigations, if a price change is subsequently agreed for April 2024<br>EqIA in place, including mitigations:<br>> extensive communications about any price change, to ensure that people who may be negatively affected will be fully aware of any changes and sign-posted to a full range of options (which may include taxi services)<br>> an ongoing periodic review of the impact of any price change on people with disabilities through the Council's Inclusive Transport & Movement Focus Group<br>> and officers to seek all opportunities to include a review of this change in the context of work around "the City of Sanctuary", which addresses the needs of migrants, asylum seekers and refugees.<br>> Feedback from these groups could lead to a future cabinet decision in order to make further amendments. | 01/11/23                         | In Progress     | 20%           | Ted Maxwell    |              |

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