



EASTSUFFOLK
C O U N C I L

Off-street Parking Places Order 2020:
Consultation results

Introduction

An Off-street Parking Places Order is the legal document necessary for the management of local authority parking places, more commonly referred to as 'car parks'. East Suffolk Council's Order details the way in which it administers permits, exemptions, tickets for various time-periods and cashless payment services in its car parks. There are more than fifty different tariffs in East Suffolk and more than one hundred permits, exemptions and special arrangements and there is much inequality for all users including residents, visitors and organisations. The many different types of payment levels influence how drivers choose to park. For example, drivers may 'patrol' a town looking for the cheapest space, negatively impacting the quality of public realm and highway efficiency by increasing traffic flows and noise pollution and reducing air quality; all of which impact the quality of place.

The Council's off-street parking places tariffs have been reviewed, rationalised, standardised, and reset in the context of place and parking management. The Council's Economic Development team's 'People & Places: Revitalising East Suffolk Towns' project provides evidence-based place management enabling accessibility and connectivity to be determined and inform how parking management should be used as part of a package of measures to positively influence the economic success of each town.

The overarching objectives for parking management and the parking fee structure include:

- encouraging longer dwell times providing opportunity for increased spending thereby assisting businesses in town centres to be commercially sustainable.
- optimising parking opportunities for convenience trips, leisure and retail trips, and commuter and all-day visitor trips.
- improving the customer experience for all choosing to use the Council's off-street parking places.
- reducing the use of cash for environmental, and newly, as a contributor to the reduction in risk for the spread of Coronavirus and similar.

Consultation process

Following the report to Cabinet in February 2020 and subsequent discussions, consultation for the Off-street Parking Places Order 2020 took place from 28th February to 30th April 2020. The statutory process for making Traffic Regulation Orders and Off-street Parking Places Orders requires the proposed Orders to be consulted upon for a minimum twenty-one calendar days, and for 'objections' to be considered.

Responses

Two-hundred and eighty-six responses were received and Table 1 details the number of responses received for each town and the overall level of support declared is:

- 4.78% I support the proposals and think the order should be made as proposed.

- 34.47% I support the proposals in principle but would like to see something changed e.g. a reduction in the number of days or a reduction in the operating time of an off-street parking place or a change in a tariff level.
- 60.75% I object to the proposals and think the order should not be made.

Responses by town

Most responses were received about parking management in Wickham Market, followed by Felixstowe and Halesworth, and to a much lesser extent Beccles and Bungay.

The following information expands on the themes of the responses for each town and village and recommendations are offered for consideration and decision.

Table 1. Feedback for:	Responses	Proportion
Wickham Market	113	39.51%
Felixstowe	64	22.38%
Halesworth	59	20.63%
Not specified	13	4.55%
Beccles	12	4.20%
No comment	10	3.50%
Bungay	9	3.15%
Southwold	2	0.70%
Woodbridge	2	0.70%
Aldeburgh	1	0.35%
Lowestoft	1	0.35%

Aldeburgh, Lowestoft, Southwold, and Woodbridge

There were very few responses for these towns. The responses for Aldeburgh and Southwold requested permit parking solutions for residents, and a process for requesting and delivering schemes will be developed and introduced by the autumn 2020. One of the responses for Woodbridge suggested the Council should not be introducing fees during the Coronavirus lockdown and the other response proposed zero-fee parking for up to two-hours. The response for Lowestoft simply accused the Council of ‘money-grabbing’ and went on to talk about a parking fine the respondent had received.

Recommendation: Make the Order as proposed for the off-street parking places in these towns.

Beccles

There were only twelve responses to the proposals. As can be seen from Table 2, feedback was about the cost of parking with comparisons made with the proposals for similar market towns including Bungay and Halesworth.

Table 2. Beccles themes	Responses	Proportion
Same tariffs for whole district	5	41.7%
Too expensive	3	25.0%
Beccles: Lower tariff request	2	16.7%
Beccles: Coloured/ Timed bays	2	16.7%
>2-hours zero-fee	1	8.3%
Money-making allegation	1	8.3%
Season Ticket expensive	1	8.3%

The tariff level currently in effect is the same as Bungay and Halesworth and there is logic in that continuing. Amending the proposal so the lower tariff level is applied also removes the need to apply the special arrangement for £1 for up to one-hour which is likely

to have a negative effect for achieving the longer dwell times encouraged by the Economic Development team's work.

The Town Council also cites comparisons with the other market towns and supports the £1 for two-hours tariff recognising the positive effect the longer dwell time should have for the town's businesses. It supported the continuation of the colour coded bay system in Blyburgate; however, this system minimises parking opportunities for differing or unknown dwell times and removes the ability for drivers to extend their parking sessions via RingGo.

The monthly and annual ticket fees are discussed separately on page 7.

Recommendation: Make the Order with the lower tariff applied for the off-street parking places in Beccles.

Bungay

There were only nine responses to the proposals. As can be seen from Table 3, the highest proportions of comments regarded the cost of parking; however, the proposed tariff is the lower of the two with

Table 3. Bungay themes	Responses	Proportion
Too expensive	5	55.6%
Season Ticket expensive	4	44.4%
Permit scheme	3	33.3%
Bungay: Nethergate objections	2	22.2%
Bungay: More capacity	1	11.1%
Bungay: More fees	1	11.1%

options for parking starting at £1 for up to two-hours. The proposed tariff levels are cheaper than those currently in effect in Bungay.

The monthly and annual ticket fees are discussed separately on page 7.

Recommendation: Make the Order as proposed for the off-street parking places in Bungay.

Felixstowe

There were sixty-four responses to the proposals. Table 4 shows most responses were about introducing fees at Landguard, especially the viewing area, and introducing fees at Garrison Lane. And there were seven objections for the same regarding Manor Terrace.

Following the work of the Landguard Partnership, the 2018 Order amendment included the tariff for Landguard, but it was never introduced. The Landguard Partnership was formed in 2009 to ensure that enhancements envisioned for Landguard are delivered within a well thought out and structured way, and that the area is managed appropriately for visitors, and wildlife alike. It aims to ensure that Landguard Peninsula is managed in a sustainable manner, in recognition of the national importance of the area; and this includes supporting the environmental conservation, cultural heritage, educational resources and economic prosperity of the area and adding to the quality of life and enjoyment of the local community and visitors. The partnership has been supported by East Suffolk Council, and in order to ensure the continued success of the area as a destination and conservation site, it was agreed

parking fees be introduced and the revenue used to support the work of the Landguard Partnership.

Garrison Lane now operates at capacity, primarily because of employment in the locality. Newer trip attractors include the Premier Inn and Lidl and the longer stay requirements prevent parking opportunities for visitors. The introduction of a tariff will help to re-balance demand and increase parking opportunities for more trip types. Many visitors to Felixstowe know the Manor Terrace parking place is zero-fee and the access to it is often completely congested during peak times because it is at the end of a cul-de-sac and vehicles cannot egress easily once their drivers discover the parking place is full. The noise and emissions pollution caused by the traffic congestion have a negative effect on residents and drivers stuck in the congestion. Applying demand management to this parking place should reduce trips to it because its occupancy level will be visible via RingGo.

The Council's tariffs are most varied in Felixstowe and this makes the customer experience complex and encourages the 'patrolling' of parking places as drivers try to find the cheapest, which also has a negative impact on the environment. The

Table 4. Felixstowe themes	Responses	Proportion
Felixstowe: Landguard objections	17	26.6%
Felixstowe: Garrison Lane objections	14	21.9%
Too expensive	12	18.8%
<1-hour zero-fee	7	10.9%
Felixstowe: Beach huts	7	10.9%
Felixstowe: Manor Terrace objections	7	10.9%
Felixstowe: Anti-social behaviour rules	4	6.3%
>2-hours zero-fee	3	4.7%
Season Ticket expensive	3	4.7%
Permit scheme	2	3.1%
Wickham Market: GP access	1	1.6%

proposed tariff levels reduce the most expensive tariff for all day parking from £6.90 to £4.00, and increases the two-hour parking session in the town from £1.20 to £1.50, whilst at the same time reduces the seafront fee for the same time period from £2.10 to £1.50. Whilst the responses report the fees to be too expensive, on balance, there is a price reduction. Additionally, the Town Council is requesting the same £1 for one-hour special arrangement proposed for Beccles, but Felixstowe has much regulated kerb-space which provides time limited parking opportunities for more than two-hundred vehicles around the town centre, although this undermines the objective for longer dwell times that encourage greater spending opportunities. The time-limited bays tend to be filled for extended periods of time by the same vehicles which reduces parking opportunities for others; the commencement of patrolling and enforcing where necessary will encourage compliance to the time limits providing a higher turnover of vehicles thereby creating more zero-fee parking opportunities for others. Given the level of on-street capacity for zero-fee time limited parking, the proposed tariffs for the Council's off-street parking places should demand manage in a way more beneficial to the town's businesses.

Certain parts of Felixstowe are likely to benefit from strategic parking management schemes such as permit parking regulations for the benefit of residents and their visitors. This is especially true for some residential streets very close to the town centre and those leading off Sea Road. Certainly, parking management for the latter is an aspiration for this Council.

Only seven Beach Hut owners objected to the removal of their special arrangement. The arrangement is not only unfair when compared with other visitors accessing the beach, but not all Beach Hut owners in Felixstowe are eligible for the special arrangement, and nor are other owners in other places along the East Suffolk coastline. Given the inequality the special arrangement presents, and the low number of comments about the proposed tariff level, it is recommended the special arrangement be revoked.

Three of the four responses regarding provisions addressing anti-social behaviour issues came from the same household, with the fourth from an ex-resident now living in Newcastle. The administration of CPE limits the serving of PCNs for specific contraventions and there are no contravention codes available enabling enforcement of the anti-social behaviour provisions in the current Order. New powers for dealing with such matters are made available via the Anti-social Behaviour, Crime and Policing Act 2014 and the Council will work with Suffolk Police as appropriate in the application of that legislation. The anti-social behaviour theme cannot be dealt with by the new off-street parking places Order.

The monthly and annual ticket fees are discussed separately on page 7.

Recommendation: Make the Order as proposed for the off-street parking places in Felixstowe.

Halesworth

There were fifty-nine responses to the proposals. As can be seen from Table 5, feedback was largely about the removal of the one-hour zero-fee parking arrangement in the Thoroughfare off-street parking

Table 5. Halesworth themes	Responses	Proportion
Thoroughfare zero-fee	29	49.2%
<1-hour zero-fee	23	39.0%
Season Ticket expensive	3	5.1%
Too expensive	3	5.1%
>2-hours zero-fee	1	1.7%

place. Recurring themes included ‘thirty minutes is not enough time to shop’ and ‘zero-fee parking should remain in the Thoroughfare car park’. The proposed tariff encourages longer dwell times and is a reduction on the existing tariff of £1.20 and £2.80 for two- and four-hour parking sessions, respectively.

The Town Council does not support the proposals and cites the removal of the zero-fee parking for three months during 2016 as having a detrimental effect on the local businesses. However, the work completed by this Council’s Economic Development team provides evidence and actions for making Halesworth town centre economically sustainable. Additionally, whilst the Town Council suggested zero-fee parking be provided in the ‘outer’ off-street parking places for its own economic advantage, this is not logical from a parking

management perspective and many responses state a zero-fee parking element should remain in the Thoroughfare parking place. Many of the businesses in the town can be serviced by a thirty-minute visit, but the economic objective is for spend to occur with more than one business in a single visit.

The monthly and annual ticket fees are discussed separately on page 7.

Recommendation: Make the Order as proposed for the off-street parking places in Halesworth; and add the thirty-minute convenience trip option in Thoroughfare parking place.

Wickham Market

There were one hundred and thirteen responses to the proposals. As can be seen from Table 6, the top theme was the removal of the special arrangement for Wickham Market’s monthly season ticket for which there is limited eligibility. Most typically, the affordability for low paid workers was cited, but this is not unique to Wickham Market and can be cited for any town or village. The special arrangement equates to a parking fee of 46-pence/day and so any increase will appear ‘extortionate’ as many responses implied. Importantly, the £10/month fee appears to be set with no logic to the current tariff which is £1 for two-hours, which is the same as that proposed by the new Order. The monthly and annual ticket fees are discussed separately on page 7.

Referring to the ‘GP access’ theme, the Chapel Lane parking place has a one-hour ‘zero-fee’ parking option available. Objections were received to the proposed thirty-minute convenience

Table 6. Wickham Market themes	Responses	Proportion
Wickham Market: £10 Season Ticket	69	61.1%
Wickham Market: GP access	51	45.1%
Wickham Market: 2-hour max. in Chapel Lane	33	29.2%
Wickham Market: Keep car park names	31	27.4%
Wickham Market: Unregulated on Sundays	14	12.4%
Wickham Market: Library access	12	10.6%
Too expensive	9	8.0%
<1-hour zero-fee	5	4.4%
Season Ticket expensive	3	2.7%
>2-hours zero-fee	2	1.8%
Permit scheme	1	0.9%

parking option being applied for this parking place because it is not possible to attend an appointment at the GP practice within thirty minutes. For many people, a visit to a GP is rare and appointments rarely last as long as thirty-minutes. It is accepted appointments can be delayed, but for many, thirty-minutes should be long enough to attend an appointment at a GP’s, and it is not unreasonable for a driver to pay a £1 fee for a two-hour parking session for peace of mind.

Many responses stated the existing two-hour maximum stay for the Chapel Lane parking place should be retained to create more parking opportunities so those visiting the GP’s and

the resource centre have increased chance of being able to park there. This can be accommodated within the Making of the new Order.

Many responses stated the existing parking places names should be kept, except they referred to 'The Hill Long Stay' as the '[Percy Mason](#)', which is the name the Parish Council proposed when it first saw this Council's proposed name changes. The proposed name changes came about because it is not common practice to include 'short stay' and 'long stay' as the name, which is the current case for The Hill Short Stay and The Hill Long Stay. Applying the street name is common practice, but 'High Street' is a name already used for a parking place in Leiston, therefore 'The Village' was proposed as a replacement to The Hill Short Stay, with The Hill Long Stay simplified to The Hill. Name changes can be accommodated within the new Order.

Some responses stated none of the parking places should be regulated on Sundays. Many businesses in the village are closed on Sundays, but one of the overarching objectives is for consistency across the district, and it is unreasonable for the Council to stay apprised of the many businesses opening times and to effect location specific parking place times, especially as there will always be some level of demand management required.

Recommendation: Make the Order largely as proposed for the off-street parking places in Wickham Market and include the following:

- 'Chapel Lane' maximum stay reduced from the proposed four-hours to the existing two-hours.
- 'The Hill Long Stay' be named as 'The Percy Mason'.
- 'The Hill Short Stay' be named as 'The Hill'.

Monthly and annual tickets

Daily fees could add up to £1,460 per year for a seven-day week user, and £1,040 for a five-day week user. However, the Council offers improved value via a monthly ticket option, and following requests for improved discount from the consultation, an annual ticket option will provide better value still.

The monthly fee of £65 is calculated for a five-day week at £4 per day and discounted by twenty-five per cent providing an equivalent daily fee of £3. Increased value is offered by the annual fee, which equates to twelve months for the price of ten. Table 7 summarises the values and savings for the monthly and annual fees. Drivers choosing to park their vehicles regularly in an off-street parking place then have a choice to buy a daily ticket or achieve increased value by choosing to buy a monthly or annual ticket.

The monthly ticket option is more akin to a subscription service and therefore more affordable for many, rather than committing to the annual ticket fee in a single transaction. The ability to pay for more than one month at a time is made available so drivers can buy a ticket for a longer period should they wish, which might prove useful when employers are subsidising or paying the parking fee in full.

Table 7. Fee options	Fee	Daily fee equivalent based on a 5-day week user	Daily fee equivalent based on a 7-day week user	Discount for a 5-day week user	Discount for a 7-day week user
Daily	£4.00	£4.00	£4.00	0.0%	0.0%
Monthly	£65.00	£3.00	£2.14	25.0%	46.5%
Annual	£650.00	£2.50	£1.78	37.5%	55.5%

The daily fee equivalents provide exceptional value, especially when compared with the £2 and £3 lower and higher tariff levels for parking sessions up to four-hours long.

Recommendation: Make the Order with the following monthly and annual ticket options:

- One-month ticket = £65
- Two-month ticket = £130
- Three-month ticket = £195
- Four-month ticket = £260
- Five-month ticket = £325
- Six-month ticket = £390
- Seven-month ticket = £455
- Eight-month ticket = £520
- Nine-month ticket = £585
- Annual ticket = £650

Summary

The recommendations within this report serve to achieve the overarching objectives set out in the Introduction of this report, whilst accommodating as far as possible some of the requests made via the statutory consultation process. Appendix 1 summarises the proposed tariffs taking account of the recommendations contained within this report.

Appendix 1: The amended and recommended tariff structures by town

Aldeburgh	Up to 2 hours	Up to 4 hours	Daily	Monthly
Fort Green	£1.50	£3.00	£4.00	£65.00
King Street	£1.50	£3.00	-	-
Oakley Square	£1.50	£3.00	-	-
Slaughden**	£1.50	£3.00	£4.00	£65.00
Slaughden Sea Wall	Zero-fee but designated for cars, motorcycles only.			
Thorpe Road	£1.50	£3.00	£4.00	£65.00
Thorpeness Beach*	£1.50	£3.00	£4.00	£65.00

Beccles	Up to 2 hours	Up to 4 hours	Daily	Monthly
Blyburgate*	£1.00	£2.00	£4.00	£65.00
Hungate	£1.00	£2.00	-	-
Kilbrack	Zero-fee but designated for cars and motorcycles only.			
Newgate	£1.00	£2.00	-	-
Ravensmere East	Designated for Resident Permit holders limited waiting only.			

Bungay	Up to 2 hours	Up to 4 hours	Daily	Monthly
Boyscott Lane	Zero-fee but designated for cars and motorcycles only.			
Nethergate**	£1.00	£2.00	£4.00	£65.00
Priory Lane*	£1.00	£2.00	-	-
Scales Street	£1.00	£2.00	£4.00	£65.00
Wharton Street*	£1.00	£2.00	-	-

Felixstowe	Up to 2 hours	Up to 4 hours	Daily	Monthly
Arwela Road	£1.50	£3.00	£4.00	£65.00
Beach Station	£1.50	£3.00	£4.00	£65.00
Brackenbury Fort*	£1.50	£3.00	£4.00	£65.00
Clifflands*	£1.50	£3.00	£4.00	£65.00
Convalescent Hill*	£1.50	£3.00	£4.00	£65.00
Crescent Road	£1.50	£3.00	-	-
Felixstowe Pier*	£1.50	£3.00	-	-
Garrison Lane**	£1.50	£3.00	£4.00	£65.00
Golf Road	£1.50	£3.00	£4.00	£65.00
Highfield Road	£1.50	£3.00	-	-
Landguard*	£1.50	£3.00	£4.00	£65.00
Manor Terrace*&**	£1.50	£3.00	£4.00	£65.00
Martello Park North	£1.50	£3.00	£4.00	£65.00
Martello Park South	£1.50	£3.00	£4.00	£65.00
Ranelagh Road	£1.50	£3.00	£4.00	£65.00
Spa Pavilion	£1.50	£3.00	-	-
The Grove	Zero-fee but designated for cars, motorcycles and motor caravans only.			
The Promenade	£1.50	£3.00	£4.00	£65.00
Undercliff	£1.50	£3.00	-	-
Searson's Farm	Zero-fee but designated for cars and motorcycles only.			

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Framlingham	Up to 2 hours	Up to 4 hours	Daily	Monthly
Fore Street*	£1.00	£2.00	£4.00	£65.00
The Elms*&**	£1.00	£2.00	£4.00	£65.00
Market Hill*&**	£1.00	-	-	-

Halesworth	Up to 2 hours	Up to 4 hours	Daily	Monthly
Angel (North)*	£1.00	£2.00	£4.00	£65.00
Angel (South)*	£1.00	£2.00	£4.00	£65.00
Bridge Street*	£1.00	£2.00	£4.00	£65.00
Station Road	£1.00	£2.00	£4.00	£65.00
Thoroughfare*	£1.00	£2.00	-	-

Kirkley	Up to 2 hours	Up to 4 hours	Daily	Monthly
All Saints	Zero-fee but designated for cars and motorcycles only.			
Clifton Road*	£1.00	£2.00	£4.00	£65.00
Pakefield Cliffs	Zero-fee but designated for cars and motorcycles only.			
Pakefield Road*	£1.00	£2.00	£4.00	£65.00
Pakefield Street*	£1.00	£2.00	£4.00	£65.00

Leiston	Up to 2 hours	Up to 4 hours	Daily	Monthly
High Street*	£1.00	£2.00	£4.00	£65.00
Main Street	Zero-fee but designated for cars and motorcycles only.			
Sizewell Beach*	£1.00	£2.00	£4.00	£65.00
Sizewell Road*	£1.00	£2.00	£4.00	£65.00
Valley Road	Zero-fee but designated for cars and motorcycles only.			

Lowestoft	Up to 2 hours	Up to 4 hours	Daily	Monthly
Adrian Road	£1.50	£3.00	£4.00	£65.00
Alexandra Road	£1.50	£3.00	£4.00	£65.00
Battery Green	£1.50	£3.00	-	-
Belvedere Road	£1.50	£3.00	£4.00	£65.00
Britten Centre*	£1.50	£3.00	£4.00	-
Christ Church	Zero-fee but designated for cars and motorcycles only.			
Clapham Road	£1.50	£3.00	-	-
Claremont Pier	£1.50	£3.00	£4.00	-
Kirkley Cliff*	£1.50	£3.00	£4.00	£65.00
Mariners Street	Zero-fee but designated for cars and motorcycles only.			
Regent Road	£1.50	£3.00	£4.00	£65.00
Royal Green*	£1.50	£3.00	£4.00	£65.00
St Peters Street*	£1.50	£3.00	-	-
Tennyson Road	£1.50	£3.00	£4.00	£65.00
Waveney Sports Centre	Zero-fee but designated for cars and motorcycles only.			
Whapload Road	£1.50	£3.00	£4.00	£65.00

Melton	
Melton Riverside	Zero-fee but designated for cars and motorcycles only.
Melton Street	Zero-fee but designated for cars and motorcycles only.

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Oulton Broad	Up to 2 hours	Up to 4 hours	Daily	Monthly
Nicholas Everitt Park*	£1.00	£2.00	£4.00	£65.00
The Boulevard	£1.00	£2.00	£4.00	£65.00

Saxmundham	Up to 2 hours	Up to 4 hours	Daily	Monthly
Market Place	£1.00	£2.00	£4.00	£65.00

Southwold	Up to 2 hours	Up to 4 hours	Daily	Monthly
Ferry Road*	£1.50	£3.00	£4.00	£65.00
Ferry Road (North)	Zero-fee but designated for cars and motorcycles only.			
Harbour East*	£1.50	£3.00	£4.00	£65.00
Harbour West	Zero-fee but designated for cars and motorcycles only.			
Southwold Pier*	£1.50	£3.00	£4.00	£65.00

Wickham Market	Up to 2 hours	Up to 4 hours	Daily	Monthly
Chapel Lane*	£1.00	-	-	-
The Hill*	£1.00	£2.00	-	-
The Percy Mason	£1.00	£2.00	£4.00	£65.00

Woodbridge	Up to 2 hours	Up to 4 hours	Daily	Monthly
Broomheath	Zero-fee but designated for cars and motorcycles only.			
Deben	£1.00	£2.00	£4.00	£65.00
Hamblin*	£1.00	£2.00	-	-
Lime Kiln Quay	£1.00	£2.00	£4.00	£65.00
Oak Lane	£1.00	£2.00	-	-
The Station*	£1.00	£2.00	£4.00	£65.00
Theatre Street	£1.00	£2.00	£4.00	£65.00

Wrentham	
Wrentham	Zero-fee but designated for cars and motorcycles only.

Others	
Bawdsey Quay	Zero-fee but designated for cars and motorcycles only.
Iken	Zero-fee but designated for cars, motorcycles and motor caravans only.
Nacton Shore	Zero-fee but designated for cars and motorcycles only.
Sutton Heath Picnic Area	Zero-fee but designated for cars, motorcycles and motor caravans only.
Sutton Heath Woodland	Zero-fee but designated for cars, motorcycles and motor caravans only.
Upper Hollesley Common	Zero-fee but designated for cars, motorcycles and motor caravans only.

*Thirty-minute parking tariff (zero-fee). Car parks that do not offer this convenience concession have zero-fee parking opportunities in the vicinity e.g. on-street limited waiting regulations or unregulated kerb-space; and/or car parks provided by others.

**Introduction of a tariff

An Annual Ticket option is available for all parking places with a Monthly Ticket option. The annual fee of £650 provides improved value i.e. twelve months for the price of ten.