



GUILDFORD ON-STREET PARKING PERFORMANCE MID-YEAR REPORT 2006/07

SURREY COUNTY COUNCIL LOCAL COMMITTEE (GUILDFORD)

28th SEPTEMBER 2006

KEY ISSUE

This report summaries the financial and operational performance so far this financial year.

SUMMARY

This report was requested by the Committee following its consideration of the On-Street Annual Report on 30 March 2006. It gives details of the outturn positions for 2005/06 and highlights performance between April 2006 and July 2006.

Report by

GBC PARKING SERVICES MANAGER

Surrey Atlas Ref.

N/A

GUILDFORD B.C. WARD(S)

ALL

COUNTY ELECTORAL DIVISION(S)

ALL

OFFICER RECOMMENDATIONS

The Committee is asked to agree that:

- (i) the information contained in the report be noted.

BACKGROUND

- 1 In March 2006 the Committee considered the first On Street Parking Services Annual Report. Members requested an update every six months.
- 2 The Borough Council has carried out enforcement of the Guildford town centre Controlled Parking Zone (CPZ) since 1997 on behalf of Surrey County Council. The Borough has also administered the permit scheme and managed the maintenance and alteration to parking orders within the town centre.
- 3 In June 2004 Decriminalised Parking Enforcement (DPE) was implemented in Guildford. DPE changed the way all parking tickets (Penalty Charge Notices (PCNs)) are processed after they have been issued and enabled the Borough Council, on behalf of the County Council, to enforce all yellow lines and other parking restrictions covered by parking orders outside the CPZ. It was agreed that the Borough Council would also administer the parking orders outside the CPZ. In this report the acronym 'DPE' is generally used to refer to the additional functions taken on as a result of the change and not the change to the way all parking tickets are processed.
- 4 Under the agency agreement with the County Council, the administration and enforcement of the CPZ, the original remit, is accounted for separately from the newer responsibility of DPE. The Guildford Local Committee is responsible for any surplus or deficit in the Guildford Town CPZ whereas the County Council Executive oversees the financing of the new DPE function. One of the reasons for this was so that the existing surplus from the CPZ, the Local Committee's responsibility, was not affected by the change to DPE.

MAIN ISSUES

- 5 **ANNEXE 1** presents the actual outturns from the financial year 2005/06 and the projected outturn for 2006/07. Projection of income is calculated on the actual so far plus the proportion of the remaining estimate, for example, if six months are left in the year, half the estimated budget is added to the actual income to arrive at the projection. The projection of salary costs is calculated in a similar way but is based on the number of posts allocated in the estimate.

Enforcement

- 6 **TABLES 1 and 2** below show the number of contraventions for which tickets were issued. It should be noted that in June 2004 DPE was introduced and there were four new Parking Attendant posts. Three of these attendants were allocated to cover the additional responsibility of DPE and the fourth to address extensions to the Controlled Parking Zone. As part of the change to DPE enforcement extensive retraining of existing staff was undertaken and recruitment and training of new staff was needed.

Table 1 : Penalty Notices –Year on Year

Number of observed contraventions by Year							
98/99	99/00	00/01	01/02	02/03	03/04	04/05	05/06
13,612	15,069	13,021	14,699	12,241	15,202	17,478	20,618

Table 2 : Penalty Notices comparing April - July 2005 and 2006

Year	No of Penalty Charge Notices (PCNs)		% Change	Payments in £s		% Change
	05	06		05	06	
CPZ	3,457	4,905	+42%	88,347	134,893	+53%
DPE	2,452	2,858	+17%	66,430	85,488	+29%
Total	5,909	7,763	+31%	154,777	220,381	+42%

- 7 The financial year 2005/06 was the first full year of DPE enforcement. The data for the first part of the financial year 2006/07 shows a considerable increase in the levels of contraventions detected compared to the same period in 2005/06. The level of ticket issue was expected to rise as the Parking Attendants became more familiar with the new processes. There was also a higher rate of staff turnover in the early part of 2005/06. All parking attendant posts are currently filled with fully trained staff.
- 8 The number of Penalty Charge Notices PCNs issued in the parking bays in the CPZ has risen by a larger proportion than the number of tickets issued in DPE areas yellow lines and other restrictions outside the CPZ. The largest increase in tickets in the CPZ has occurred with vehicles overstaying the time purchased in pay and display bays, for not buying a pay and display ticket or overstaying the maximum time in limited waiting bays.
- 9 The level of payments from PCNs has increased by a higher proportion than the level of ticket issue and this shows more tickets are now being paid. The DPE process provides a much longer but stronger recovery process than the previous system and this is now being reflected in the recovery rate.

- 10 The number of formal appeals to the independent National Parking Adjudication Service (NPAS), the tribunal that hears disputes about Penalty Charges, is very low. Between June 2004 and July 2006 over 40,000 Penalty Charge Notices were issued on street and in this period 16 cases were subject to appeal by motorists. The Adjudicator has only allowed 1 appeal against the Council in this time. In another 6 cases the Council withdrew from the appeals as the motorist provided further evidence or better explanation of the circumstances. The Council won the remaining cases.

Pay and Display

- 11 The estimated pay and display income was reduced by £60,000 for the financial year 2006/07. This was partly because a number of pay and display sites will be lost because of the Friary development and also because of a downward trend in use. At the time the estimates were made, the previous two full financial years showed a 4% drop in the usage of Pay and Display each year.
- 12 Members were informed in the Annual Report that while the position had stabilised in the financial year 2005/06 the disruption caused by major developments in the town was likely to have an effect particularly on the casual use of pay and display. The financial estimate for 2006/07 was therefore based on a further 4% drop in use. The report stated that while this estimate could prove to be cautious, it was considered prudent.

Table 3 : Pay and Display Data Year on Year

YEAR	USERS	% change from previous year	INCOME (£)	% change from previous year	Average payment per user (£)
1998/99	580,251		534,999		0.92
1999/00	615,508	+6.0	564,210	+5.5	0.92
2000/01	605,130	-1.7	559,951	-1.0	0.93
2001/02	613,364	+1.4	578,552	+3.3	0.94
2002/03	599,245	-2.3	575,996	-0.4	0.96
2003/04*	574,854	-4.0	659,906	+14.6	1.15
2004/05	552,059	-4.0	649,432	-1.6	1.18
2005/06	573,015	+3.8	659,198	+1.5	1.15

* The price of parking increased from 50p to 60p for ½ hour in April 2003

- 13 The outturn for 2005/06 shows the number of users and income was back up to the 2003/04 level after a two year drop following the price increase. **TABLE 4** overleaf compares April to July 2005/06 with the same period in this financial year and shows that the number of tickets paid for and the amount of time purchased are slightly up and as a result income is up. However the effect of developments on the town centre have not yet been felt.

Table 4 : Pay and Display Data comparing April to July 2005 and 2006

	2005	2006	%
Income	210,510	215,107	+2.2
Tickets paid for	192,522	196,076	+1.8
Average payment per user	1.09	1.10	+0.9

Permit Administration

- 14 **TABLE 5** below shows an estimate of the number of permits on issue year by year. The number of residents' permits issued varies considerably throughout the year so the figures should only be taken as an indication of trends.

Table 5 : Permits issued year on year

Type of permit	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06
Resident	2,400	2,650	2,750	2,800	3,000	3,100	3,100
Visitor	22,265	28,559	30,397	33,521	38,219	48,346	46,250
Business	50	47	40	50	55	50	42
Carers	50	55	40	35	45	50	51
Medical	200	200	210	240	270	300	320

- 15 The number of residents' permits on issue last year did not significantly increase. The use of visitors' permits had been increasing year on year with a considerable jump following the introduction of DPE in June 2004. Due to greater control this increase has stopped and in 2005/06 there was a reduction in the number issued.

FINANCIAL IMPLICATIONS

- 16 The agency agreement requires the actual cost of CPZ and DPE to be accounted for separately. In addition the County Council Executive seeks to limit the number of Parking Attendants involved in DPE enforcement across the County in order to control costs. Guildford was assigned 3 extra Parking Attendants to enforce DPE and 8.5 Parking Attendants were allocated by this Committee to enforce the CPZ parking bays. Parking Attendants patrol the streets which contain both types of restriction, DPE and CPZ, parking bays and yellow lines and it is not possible to control the amount of enforcement carried out in each area unless Parking Attendants are instructed to walk past contraventions to balance out the time spend in each area. The time taken to enforce each area is largely dependent on the pattern of contraventions.

- 17 Operational data shows that the split in resources needs to be 40% DPE and 60% CPZ to achieve natural enforcement of yellow lines and parking bays in the streets. This equates to 5 Parking Attendants being accounted for under DPE and 6.5 under the CPZ. Borough and County Officers have met and after studying the operational data were satisfied that in Guildford it could be shown that it was more efficient to operate DPE with 5 Parking Attendants than it would be with 3. On this basis County Council Officers agreed to propose the change.
- 18 **ANNEXE 1** shows the outturns for the CPZ and DPE in the last financial year 2005/06 based the actual resources used in each area. The DPE account always balances to zero since any surplus is transferred to, and any deficit is made up from the County Council's central funds. In 2005/06 DPE had a small surplus of £5,451.
- 19 The 2006/07 estimates for DPE and the CPZ are based on a split of resources with 3 Parking Attendants for DPE and 8.5 for CPZ. The actual usage for resources is likely to be similar to 2005/06.

SUSTAINABLE DEVELOPMENT IMPLICATIONS

- 20 The promotion of effective enforcement and control of parking leads to less congestion and pollution and contributes to improved road safety.

LEAD OFFICER	KEVIN MCKEE, PARKING MANAGER GBC
TELEPHONE NUMBER	01483 444530
BACKGROUND PAPERS:	On-street Parking Annual Report 30 March 2006

2005/06 OUTTURN FIGURES AND 2006/07 BUDGETS & PROJECTED OUTTURNS

Description	CPZ 0506 Actual	CPZ 0607 Estimate	CPZ 0607 Projected Outturn	DPE 0506 Actual	DPE 0607 Estimate	DPE Projected Outturn	Total 0506 Actual	Total 0607 Estimate	Total 0607 Projected Outturn
Salaries	326,537	430,000	427,562	155,750	120,520	119,577	482,287	550,520	547,139
Other Employee Costs	11,702	10,270	10,270	5,174	7,450	7,450	16,877	17,720	17,720
Repairs & Maintenance	2,128	4,000	4,094	0	0	0	2,128	4,000	4,094
Accommodation Costs*	10,390	14,560	19,770	2,598	3,640	4,943	12,988	18,200	24,713
Other Premises Costs	7,032	6,590	6,590	0	0	0	7,032	6,590	6,590
Transport Costs	4,012	3,870	4,022	2,778	2,950	3,019	6,790	6,820	7,041
Equipment & Tools	3,981	3,360	3,360	869	0	30	4,850	3,360	3,390
Signs	19,159	20,000	20,354	0	10,000	10,000	19,159	30,000	30,354
Pay & Display Machines	17,608	18,000	19,408	0	0	0	17,608	18,000	19,408
Office Costs	26,067	29,990	30,280	4,494	4,270	4,362	30,561	34,260	34,642
Cash Collection	31,019	32,000	31,628	0	0	0	31,019	32,000	31,628
Computer Costs	42,539	46,450	46,450	6,917	11,100	11,097	49,456	57,550	57,547
Telecoms	7,812	8,740	13,505	1,606	1,450	2,243	9,418	10,190	15,748
Other Supplies & Services	100,974	59,770	61,944	15,999	15,540	18,255	116,972	75,310	80,199
Support Costs	42,510	57,700	57,688	18,014	9,870	9,870	60,524	67,570	67,558
Permit Income	-163,387	-189,650	-159,888	0	0	0	-163,387	-189,650	-159,888
Meter Income	-659,198	-601,900	-610,208	0	0	0	-659,198	-601,900	-610,208
Penalty Fees	-320,363	-278,730	-314,116	-219,625	-211,640	-216,771	-539,988	-490,370	-530,887
Other Income	2,334	2,000	2,094	-25	24,850	25,925	2,309	26,850	28,019
TOTALS	-487,144	-322,980	-325,193	-5,451	0	0	-492,595	-322,980	-325,193

NOTES

£25,000 income has been included for the increase in the cost of Permits agreed in December 2005

*Accommodation Costs for 05/06 were less than the budget of £21,000 because of a rates rebate

All figures for Capital Financing Costs, Contract Car Parking, Season Tickets and Rents are all zero; these lines have been omitted