



GUILDFORD ON-STREET PARKING ANNUAL REPORT

LOCAL COMMITTEE (GUILDFORD)

22nd MARCH 2007

KEY ISSUE

This report summarises the financial and operational performance and presents data on the current year's performance and estimates for next financial year.

SUMMARY

This report follows those in March and September 2006. It presents the outturn position for 2005/06 and compares performance between April 2006 and January 2007 with the same period in the previous financial year.

Report by

Surrey Atlas Ref.

GBC PARKING SERVICES MANAGER

N/A

GUILDFORD B.C. WARD(S)

COUNTY ELECTORAL DIVISION(S)

ALL

ALL

OFFICER RECOMMENDATIONS

The Committee is asked to agree:

- (i) that the information contained in the report be noted
- (ii) that future performance reports be brought annually to the Committee.

BACKGROUND

- 1 In March & September 2006 the Committee considered reports updating Members on the On Street Parking Services. Information on Off Street Parking is given in the Parking Business Plan, which was agreed by the Borough Council's Executive on 11th January 2007.
- 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. It also 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 changes to the parking orders outside the CPZ. In this report "DPE" is used to refer to the additional enforcement responsibilities 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 Local Committee (Guildford) is responsible for any surplus, or deficit, in the Guildford Town CPZ whereas the new DPE function is the financial responsibility of the County Council Executive. 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 introduction of DPE.
- 5 The basic financial principle in the agency agreement is that all DPE costs and income are detailed separately and any surplus is returned to the County Council to off set any losses elsewhere and any deficit is made up by the County Council. The County Council have sought to limit the losses across the County by limiting the number of Parking Attendants employed. Guildford was allocated 3.
- 6 The agreement is set to run for 5 years with a review after 2 full financial years. The County Council has started to set up the process of review and intends to conclude in November 2007. Taking account of the requirement to give 12 months' notice of any changes, any new arrangements would be put in place from April 2009.

MAIN ISSUES

Financial

- 7 The **TABLES** on page 8 of this report present the outturn from the financial years 2004/05 and 2005/06, the projected outturn for 2006/07 and the estimates for 2007/08. It should be noted that because of the situation outlined in paragraph 5 the actual employee related expenditure for 2004/05 (DPE started in June 2004) and estimate for 2006/07 were based using 3 Parking Attendants for DPE and 8.5 for the CPZ. The other figures for employee related expenses are based on the actual resources used or estimated on those likely to be used and the income corresponds to this.
- 8 It should also be noted that for the estimate 2006/07, telephone charges, bank charges, security services and postage have been moved from Supplies and Services to Premises Related Costs as part of the office costs recharge. In the CPZ budget this results in a lower Supplies and Services cost and a higher Premises Related cost. For DPE the reduction in Supplies and Services is balanced out by greater costs on maintenance and equipment.

Enforcement

- 9 The tables 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 Attendants 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.

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

*DPE commenced June 2004 with 4 new parking attendants, 3 for DPE and 1 for the CPZ

Comparison between 2005/6 and 2006/7 (April to January)			
	No of Penalty Charge Notices (PCNs)		% Change
Year	05/06	06/07	
CPZ	10724	12802	+19%
DPE	6877	6750	-2%
Total	17,601	19,552	+11%

- 10 The number of tickets issued has increased by 11% for the first ten months of this financial year compared to the same period in the last financial year. This increase is due to filling vacancies and maintaining a stable fully trained group of parking attendants during 2006/07.
- 11 It should be noted that in the financial year 2003/04 15,202 tickets were issued by 7.5 Parking Attendants. In June 2004, 4 new Parking Attendant posts were created because of the increase in the size of the CPZ and new DPE responsibilities. This is an increase in staff of 53%. A 53% increase in tickets would lead to 23,200 being issued in a year. If ticket issue continues as it has the number issued at the end of the financial year will be very close to this figure.
- 12 The increase in tickets is as a result of more tickets being issued in the CPZ. An analysis of these tickets shows that there has been a fairly even increase in the detection of different types of contraventions:
- Vehicles parking in a permit bay without a permit, up 18%
 - Vehicles parked for longer than permitted in a limited waiting bay, up 17%
 - Vehicles parked in a pay and display bay without a ticket, up 20%
 - Vehicles parked in a pay and display bay with an expired ticket, up 19%
- 13 Tickets issued for DPE contraventions have stayed almost static overall. The presence of more trained Parking Attendants is likely to deter yellow line parking. However there has been a 15% increase in the number of vehicles receiving tickets in villages and outer areas for overstaying limited waiting periods and a 30% increase in tickets issued to drivers parking in disabled parking bays without a valid permit.
- 14 Officers patrolling and dealing with correspondence have noticed an increase in the number of Blue Disabled Badges being used fraudulently. There have a range of circumstances including; the expiry date on a badge being changed, an individual using a badge which had been issued to an institution and reported lost, and a case where a motorist displayed a badge issued to someone who had died 2 years previously. There is national concern over the misuse of Blue Badges and the effect this has on the availability of space for genuine holders of the badge and better systems of identifying lost, stolen and misused badges are being investigated.
- 15 Attention is paid to the quality of tickets issued and each contravention for which a ticket is issued is photographed so the exact circumstances can be reviewed. The Borough has one of the lowest rates of appeal to the Independent Adjudicator against the tickets it issues in the UK. Our performance in 2006 in appeal results was in the top quarter of authorities in the UK. These are both indicators of the attention that is paid to the quality of the service.

Pay and Display

ON-STREET –TOWN CENTRE- Total Users (Pay & Display only)					
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	564,210	+5.5	0.92
2000/01	605,130	-1.7	559,951	-1	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	659,906	+14.6	1.15
2004/05	552,059	-4	649,432	-1.6	1.18
2005/06	573,015	+3.8	644,146	-0.8	1.12

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

- 16 The outturn for 2005/06 shows the number of users has returned to around the level in 2003/04 the first year the price increases from 50p for ½ hour to 60p took effect. However income did not match this trend as the average payment fell slightly, indicating that motorists were on average staying for a shorter period of time.
- 17 The table below compares the period April 2005 to January 2006 with the same period in this financial year and shows the number of tickets purchased and income are almost the same as last year.

Comparison of April to January for 2005/06 and 2006/07			
	05/06	06/07	%
Income	562,487	560,634	-0.3
Tickets paid for	487,732	493,213	+1.1
Average payment per user	1.15	1.14	+0.1

- 18 Last year the income estimate for pay and display anticipated the commencement of the developments in the town centre and the affect that both congestion and the removal of some P&D sites would have on income. These developments are still awaited and protected income is considerably higher than the estimate. The estimate for 2007/08 has been made on the basis of this disruption occurring in the forthcoming financial year.

Permit Administration

- 19 The table overleaf 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 above figures should only be taken as an indication of trends.

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

- 20 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.
- 21 County Council policy requires residents permit schemes to cover their costs from the income from permits. In December 2005 it was reported that the current scheme does not meet its costs and as a result a price increase in the permit was agreed which increased the first permit from £30 to £35 and the second permit from £50 to £65. All the permits are reviewed at the end of September and the increase came into effect in September 2006. This increase addressed about half of the deficit and it was noted that the price would need to increase again to close the full gap. It is proposed to present options on this increase to the Committee in June so that if it is agreed it can be implemented to take affect for the annual permit renewal in September.
- 22 There have also been advances in technology which makes fraudulent use of permits impossible. There is a trial in London where a Radio Frequency Identification chip is embedded in a permit and emits a unique signal which can be verified by a passing Parking Attendant. This enables a Parking Attendant to tell quickly whether the permit is genuine or whether the permit belongs to someone who has moved away but not returned the permit. It is hoped that feedback can be obtained from the trial and reported to the Committee in June.

ON STREET REVIEWS

- 23 The creation of more than 150 extra parking bays in the town centre occurred in October 2006 and the proportion and position of dual use bays were changed to create more space for permit holders in residential locations and locate dual use bays nearer facilities that visitors were likely to use.
- 24 Officers are currently completing reviews of Ripley and Ash on which there are separate reports on this agenda. A scoping report of other areas with reported parking problems, both within and outside the CPZ, will be brought to the next Committee meeting in June to enable prioritisation of these.

- 25 When the review of the outer area started it was reported to Members that there is no funding for reviews outside the CPZ and there are limited resources to enforce new “DPE” restrictions. Members agreed to a limited review to be funded from the CPZ surplus. However including new areas which do not currently have enforcement visits would dilute further the enforcement resources. County Council policy requires consideration of the ability to enforce restrictions prior to implementation. A decision to extend the areas where enforcement is required needs to be linked with a resolution of the issue of enforcement resources.
- 26 However there are a considerable number of areas outside the CPZ where concerns have been expressed about parking. To work through all these areas under the current review programme will take many years. One option would be to employ consultants to study each area and come up with proposals and recommendations and to consider these solutions in terms of the ability to enforce them.
- 27 To employ consultants would require a detailed specification and an exercise with tenders, evaluation of the quotes and detailed briefings and meetings to ensure the outputs from the consultants work are in accordance with the intention of the specification. For relatively small projects this process does not always provide best value but if all areas outside the CPZ were packaged into one project there would be benefits in scale. It would provide a method of addressing the existing issues so future reviews could deal with new developments rather than a backlog of existing problems. This would allow officers to work on the CPZ while the consultants considered issues outside the CPZ.
- 28 If Members are in agreement in principle with this process officers will in consultation with local Members compile a list of areas requiring consideration outside the CPZ and bring more detailed proposals to the June Committee.

FINANCIAL IMPLICATIONS

- 29 There are no direct financial implications arising from this report.

SUSTAINABLE DEVELOPMENT IMPLICATIONS

- 30 The promotion of effective enforcement and control of parking leads to less congestion and pollution.

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BACKGROUND PAPERS:	On-street Parking Annual Report, 30 March 2006, Guildford On Street Parking Performance Report, 28 September 2006

ITEM 10 : CPZ AND DPE FINANCIAL TABLES

<u>CPZ FINANCIAL INFORMATION</u>	2004/2005	2005/2006	2006/2007	2006/2007	2007/2008
	Actual	Actual	Estimate	Projection	Estimate
	£	£	£	£	£
<u>Expenditure</u>					
Employee Related	357,120	338,219	440,270	396,052	399,270
Premises Related	25,190	19,550	25,150	24,663	44,980
Transport Related	5,195	4,012	3,870	5,429	5,760
Supplies & Services	189,392	249,158	218,310	255,781	210,470
Support Services	50,838	42,510	57,700	50,645	59,550
Special Works	0	0	0	0	0
	627,736	653,449	745,300	732,570	720,030
<u>Income</u>					
Permits	(161,632)	(163,387)	(164,650)	(180,773)	(179,090)
Meter Income	(649,432)	(659,198)	(601,900)	(647,246)	(610,000)
Penalty Fees	(275,265)	(320,363)	(278,730)	(406,015)	(350,000)
Income Refunded	3,223	4,408	3,500	4,034	5,000
Miscellaneous	(1,354)	(2,074)	(1,500)	(2,355)	(2,000)
	(1,084,460)	(1,140,613)	(1,043,280)	(1,232,355)	(1,136,090)
Net Expenditure/(Income)	(456,724)	(487,164)	(297,980)	(499,785)	(416,060)
Capital Financing Costs	3,486	3,394	3,300	3,300	2,650
Total Net Exp./(Income)	(453,238)	(483,770)	(294,680)	(496,485)	(413,410)

<u>DPE FINANCIAL INFORMATION</u>	2004/2005	2005/2006	2006/2007	2006/2007	2007/2008
	Actual	Actual	Estimate	Projection	Estimate
	£	£	£	£	£
<u>Expenditure</u>					
Employee Related	121,609	160,924	127,970	161,709	164,470
Premises Related	3,648	2,598	3,640	3,811	10,510
Transport Related	2,662	2,778	2,950	2,642	3,340
Supplies & Services	23,365	24,434	42,360	40,379	44,080
Payment to SCC (DPE Surplus)		5,452	14,850	24,574	6,990
Support Services	10,236	23,465	9,870	16,885	10,610
Special Works	0	0	0	0	0
	161,519	219,651	201,640	250,000	240,000
<u>Income</u>					
Penalty Fees	(154,007)	(219,650)	(201,640)	(250,000)	(240,000)
SCC Grant	(7,512)	0	0	0	0
	(161,519)	(219,650)	(201,640)	(250,000)	(240,000)
Net Expenditure/(Income)	0	0	0	(0)	0
Capital Financing Costs	0	0	0	0	0
Total Net Exp./(Income)	0	0	0	(0)	0