

SURREY COUNTY COUNCIL**LOCAL COMMITTEE****DATE:** 1 December 2014**LEAD OFFICER:** David Curl – SCC Parking Team Manager
M Robins, Parking Manager, Runnymede Borough Council**SUBJECT:** On Street Parking Enforcement Update**DIVISION:** Runnymede**SUMMARY OF ISSUE:**

From April 2013 Local Committees have more involvement with the enforcement of on street parking restrictions that they are responsible for installing and reviewing.

Committees have a scrutiny role of the enforcement operation and a share of any surplus income which may be generated.

This report sets out the background for these arrangements and provides an overview of the enforcement operation.

RECOMMENDATIONS:

The Local Committee (Runnymede) is asked to:

- (i) Note the contents of the report.

REASONS FOR RECOMMENDATIONS:

Waiting and parking restrictions that are suitably/adequately enforced will help to:

- Improve road safety
- Increase access for emergency vehicles
- improve access to shops, facilities and businesses
- Increase access for refuse vehicles and service vehicles
- Ease traffic congestion
- Better regulate parking

The Local Committee can contribute towards these objectives in partnership with the Borough Enforcement Team.

1. INTRODUCTION AND BACKGROUND:

- 1.1 On 23 October 2012, Surrey County Council's Cabinet agreed the framework for new on street parking enforcement agency agreements with the majority of Surrey district and borough councils. This followed 2 years of discussion and negotiation about how enforcement could be carried out more efficiently and what should happen to any surplus income.
- 1.2 In terms of governance and scrutiny, the cabinet agreed that local committees would have a stronger role of the new arrangements.
- 1.3 This report provides the committee with an update about the on-street parking enforcement service in Runnymede including an overview of costs and performance data for 2013/14, as shown in the annexes at the end of this report.
- 1.4 Local Committees already make decisions about new parking restrictions, and these are detailed in a separate report.

2. OPERATIONAL REPORT

- 2.1 The aim of parking enforcement is to achieve compliance, although in reality 100% compliance would be very difficult to achieve. Restrictions should be enforced fairly and in accordance with the operational guidance for Civil Parking Enforcement contained in the Traffic Management Act.
- 2.2 The enforcement authority and the county council also aim to achieve operational efficiency and value for money. We aim to provide a fair and adequate enforcement service to generally achieve compliance, but at no net cost to the county council.
- 2.3 Staff deployed in on street parking enforcement in Runnymede Borough are as follows:
 1. One Parking manager (shared with off street)
 2. Three full time civil enforcement officers deployed during core hours (shared with off street)
 3. One full time assistant to the Parking Manager and one full time equivalent, made up of various part time posts in the administration office.
- 2.4 Core enforcement hours are generally between 0700 -1800, Monday to Saturday. Most Sundays and occasional bank holidays are also covered.
- 2.5 Parking Office normal opening hours are 0700 to 1630.
- 2.6 Response time for enquiries is generally within 48 hours.

- 2.7 Target times to deal with correspondence are that informal challenges to the issue of a Penalty Charge Notice should be dealt with in less than 14 days, formal representations should be dealt with in less than 28 days.

Town centres

- 2.8 Parking enforcement is carried out in the town centres to achieve compliance with parking and waiting restrictions that will help maintain traffic flows and access to businesses and services. There are a higher proportion of restrictions in the town centres and these consequently require a larger proportion of enforcement resource in the Borough.
- 2.9 There are generally 3 CEO's deployed in the main across the Borough during normal working hours. For operational efficiency the CEO's also enforce car parks in the town centres as well.
- 2.10 The town centres in the Borough are quite well spread and deployment tends to ensure that Egham is covered pretty much continually when staff are available. The other areas will be spread between remaining staff and visited on an ad hoc but regular basis. The popular auctions in Chertsey on Tuesdays will normally have staff focussed in that area.

Villages or local shopping parades

- 2.11 Parking enforcement in outlying areas and villages is important, however the greater travelling time required means less frequent enforcement is possible.
- 2.12 Enforcement of village centres will be carried out at three times per week, subject to staff availability, at varying times to help achieve compliance.

Schools

- 2.13 We work with schools, Highways and Surrey Police to target parking enforcement outside schools where it is needed. It is not possible to provide enforcement outside every school where restrictions exist taking into account other enforcement commitments. Generally joint visits are made with the police to these sites

Residential areas

- 2.14 Parking restrictions in residential areas will be patrolled as required or in response to reported problems.

Residents Parking Schemes

- 2.15 There is currently two Resident Permit parking schemes in the Borough which are patrolled regularly. The administration of these schemes is carried out from the admin office during normal office hours.

Suspensions and Waivers

- 2.16 Upon request, the parking office will arrange for parking bay suspensions and waivers in accordance with the scale of charges set out in the county council's parking strategy.
- 2.17 The target time to deal with these requests is ten days, although they are generally dealt with in much less time.

Obstruction/Crossovers

- 2.18 CEO's can enforce obstruction of 'official' drop kerb crossovers and pedestrian crossing points. Complaints made by residents about parking over their dropped kerbs, made to the parking office, will normally result in the immediate deployment of staff.
- 2.19 Parking over crossing points marked by tactile kerbs is dealt with by patrolling staff as and when it is observed. This is seen as a priority by staff due to the inconvenience and danger this parking can cause.

Events affecting the highway

- 2.20 Where community events are arranged that will affect parking on the highway, the enforcement team will work with the organiser or Surrey Highways to assist with traffic management arrangements.
- 2.21 Event organisers may be charged for this assistance if it requires out of hours working, or distracts from the normal day to day enforcement activity in the borough.

Joint Operations

- 2.22 Occasional operations are carried out with the police particularly around schools.

3. CONSULTATIONS:

- 3.1 The Runnymede Parking Task group met on 5 November 2014. They made no specific comments about parking enforcement other than to note the improved financial outturn in 13/14 compared to 12/13.

4. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

- 4.1 The purpose of enforcing waiting restrictions is to help achieve compliance. Similarly parking charges are intended to help enforcement and improve turnover of high demand spaces. Parking enforcement is not intended to raise income, however it is reasonable to aim to carry out enforcement without operating at a deficit.

- 4.2 The income and expenditure for on street parking enforcement is shown in **Annex 1**.
- 4.3 If a surplus is generated on the borough or district parking account it has been agreed that it will be split:
- 60% to the local committee
 - 20% to the enforcement authority (local council)
 - 20% to the county council
- 4.4 The local committee can decide how the 60% share of any surplus income derived in their area can be used within the confines of legislation. In the last financial year the operation incurred a **deficit totalling £4516**, however this is a significant improvement on the previous financial year. The Local Committee can request and fund (from budgets at their disposal) additional 'out of hours' enforcement if this is considered appropriate.
- 4.5 Any surplus generated from managing on street parking can only be used as defined under S55 of the Road Traffic Regulation Act 1984 (as amended). This restricts use of any surplus for the maintenance and/or improvement of the Highway including environmental works or additional parking provision.

5. EQUALITIES AND DIVERSITY IMPLICATIONS:

- 5.1 Effective parking restrictions and enforcement can assist accessibility for those with visual or mobility impairment by reducing instances of obstructive parking. Parking restrictions also allow blue badge holders better access to shops and services through the provision and enforcement of disabled bays.

6. LOCALISM:

- 6.1 Communities are represented by County Councillors and committee members who are involved in the decision making process to change or introduce new parking restrictions and will now have more involvement in the enforcements of them.

7. CRIME AND DISORDER IMPLICATION:

- 7.1 There should be fewer instances of obstructive and dangerous parking as a consequence of effective parking enforcement.

8. CONCLUSION AND RECOMMENDATIONS:

8.1 Changes to the use of the highway network, the built environment and society mean that parking behaviour changes. It is necessary for a Highway Authority to carry out regular reviews of waiting and parking restrictions on the highway network and provide adequate enforcement. This will help to:

- Improve road safety
- Increase access for emergency vehicles
- improve access to shops, facilities and businesses
- Increase access for refuse vehicles and service vehicles
- Ease traffic congestion
- Better regulate parking

9. WHAT HAPPENS NEXT:

9.1 Local Committee can consider these arrangements and make recommendations to the task group to interact with the enforcement team as appropriate.

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David Curl, Team Manager, SCC Parking Team

Consulted: The report details locations for consultation.

Annexes: 2

Sources/background papers:

Annex One**Annual on-street car parking return**

Authority name	Runnymede Borough Council
Financial year	2013/14

	£	
REVENUE EXPENDITURE	151,508	
REVENUE INCOME	-146,992	
NET (SURPLUS)/DEFICIT		4,516

Surplus share:		£
SCC	20%	0
Local Area committee	60%	0
Local Authority	20%	0

Annual on-street carparking return

Authority name	Runnymede Borough Council
Financial year	2013/14

	£
REVENUE EXPENDITURE	
DIRECT COSTS	
Staff costs	96,315
Enforcement staff	0
Non-enforcement staff	0
Contracted out enforcement staff	0
Contracted out cash collection staff	0
Operating costs	
Contracted out services	0

ITEM 9

Notice processing software and Handheld Computers, Mobile Phones etc	7,605	
Maintenance of equipment (pay and display)	0	
<i>Maintenance of signs and lines</i>	960	
Adjudication and debt registration	4,088	
Consumables (printing materials /stationary etc)	594	
other (please list)	431	
	4,715	114,708
OVERHEAD COSTS		
Indirect staff	11,600	
IT	3,400	
Office accommodation	400	
Depot accommodation	4,700	
HR	1,200	
Audit	300	
Finance	5,700	
Office services	0	
Cashiers/Creditors/Debtors	2,600	
Customer services	2,200	
other (please list)	4,700	
		36,800
TOTAL EXPENDITURE		151,508
REVENUE INCOME*		
Pay and Display	0	
Penalties	-142,899	
Resident permits	-1,580	
<i>Maintenance of signs and lines recharge</i>	-975	
Suspensions and Waivers	-1,538	
Visitor permits	0	
Other receipts	0	
	0	-146,992
TOTAL INCOME		-146,992
NET (SURPLUS)/DEFICIT		4,516

Annex 2**Performance Indicators**

2.23

- Key performance indicators as follows, the CEOs carry out both on and off street enforcement on their patrols and the reported figures cover both operations.
 - a) Civil Enforcement Officer (CEO) deployment efficiency - this measures the number of hours of deployed CEO time spent on-street or travelling to sites as a ratio of the total cost of the enforcement operation

Over the last financial year a total of 5140 deployed hours were carried out by the CEOs. The total cost of the operation was £151,508. This amounts to £29.48 per hour
 - b) Penalty Charge Notices (PCNs) issued per deployed hour - the total number of PCNs issued as a ratio of the total number of CEO hours on-street.

For the last financial year this was 1.61 per deployed hour.
 - c) PCN cancellation rate - the total number of PCNs cancelled as a ratio of the total number of PCNs issued

PCNs cancelled and written off for any reason was a total of 614 out of the 4851 issued on street. 12.7%
 - d) PCN appeal rate – the total number of PCNs successfully appealed, as a ratio of the total number of PCNs issued

Over the last year eight appeals were made to the Traffic Penalty Tribunal in relation to on street PCNs one was accepted and seven were dismissed by the adjudicator.
 - e) Reliability and management of Pay and Display (P&D) machines - measuring the provision of information for all completed tasks, as well as maintaining accurate and comprehensive records for all tasks. (Where applicable)

Not applicable in Runnymede
 - f) Time taken to issue parking permits / dispensations / suspensions – measuring the average number of days taken to deal with general customer requests for service (excluding PCN appeal or comments on parking restrictions)

Applicants for permits, waivers and suspensions are advised that they are required to give ten days notice for these requests. The applications are all dealt with inside that time. Deployment is made immediately to reports of vehicles parking over residential dropped kerbs.

- g) Customer / Member satisfaction – a measurement of Member satisfaction through an online survey, which importantly measures perception as well as results.**

The methodology of measuring this is still under discussion. It is anticipated that a ‘survey monkey’ will be designed to deal with this for next year’s reports.