

SURREY COUNTY COUNCIL
LOCAL COMMITTEE (ELMBRIDGE)



DATE: 8 DECEMBER 2014

**LEAD OFFICER: DAVID CURL - PARKING STRATEGY & IMPLEMENTATION
 MANAGER (SURREY COUNTY COUNCIL)
 ANTHONY JEZIORSKI - HEAD OF ENVIRONMENTAL
 SERVICES (ELMBRIDGE BOROUGH COUNCIL)**

**SUBJECT: ON-STREET PARKING ENFORCEMENT AGENCY
 2013/14 PERFORMANCE REVIEW**

DIVISION: ALL

SUMMARY OF ISSUE:

Elmbridge Borough Council undertakes on-street parking enforcement in Elmbridge on behalf of the County Council under a formal Agency Agreement. This report details the performance of the Agency during 2013/14.

RECOMMENDATIONS:

The Local Committee (Elmbridge) is asked to:

- (i) **note 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 In January 2013 the Council entered in to a 5-year Agency Agreement with Elmbridge Borough Council under which the Borough Council carries out parking enforcement and penalty notice processing with regard to on-street parking controls i.e. yellow lines, on-street 'pay and display' and resident parking schemes.
- 1.2 Under the terms of the Agency, the County Council receives an 80% share of any operational surplus in the Agency Account, with 60% retained by the Local Committee. The Borough Council retains 20% of any operation

surplus and is liable for any deficit. Members will note under parking legislation any such surplus can only be spent on transportation matters.

- 1.3 The Borough Council operates a Parking Enforcement Contract with NSL Ltd that incorporates and combines the on-street enforcement undertaken under the Agency Agreement with the enforcement of the off-street parking controls in the Borough Council's pay and display car parks. A combined enforcement function allows for operational synergies and efficiencies to be fully exploited.
- 1.4 Under the Agency the Borough Council is required to report on the operational performance, key performance indicators and similar matters to enable the Local Committee to have an oversight and monitoring role.

2. ANALYSIS:

- 2.1 **Financial:** The 2013/14 out-turn is as follows:

Revenue Expenditure:	£	£
Notice Processing	138,737	
NSL Enforcement	247,758	
Overheads	98,876	
Adjudication	12,142	
Other	2,806	
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Revenue Income:	500,320	500,320
Pay & Display		(107,621)
Penalties		(464,229)
Permits		(106,046)
Other		(23,611)
Net Surplus		<hr/> <hr/>
		(201,187)

Surplus Share:		£
Surrey County Council	20%	40,237
Local Area Committee	60%	120,712
Elmbridge Borough Council	20%	40,237

- 2.2 **Key Operational Indicators:** In addition to the financial information above a number of key performance indicators are detailed at Annex 1.
- 2.3 **Penalties issued per month:** An additional parking enforcement officer was deployed at the start of the summer to bring the deployment level up to an equivalent of 5 civil enforcement officers. Since that time the number of penalties issued has been consistent.
- 2.4 **Penalty Locations:** In general each town centre is patrolled throughout the day by a Civil Enforcement Officer as part of their scheduled duties. Other

duties include the patrol of the Borough Council's town centre car parks although this is not part of or charged to the Agency Agreement. The higher incidence of penalties in these heavily trafficked areas reflects.

- 2.5 **Penalty Issue Rate:** The number of penalties issued per hour reflects the effectiveness of deployment. A rate around 1.5 per hour is considered satisfactory. Throughout the year limited enforcement is also undertaken during evenings (mainly Fridays), early mornings and on Sundays (with the exception of August due to the cycle events). Enforcement during these times is limited to illegal parking on double yellow lines where no parking at any time applies.
- 2.6 **Penalty Charge Blue Badge Bays:** The graph shows the number of penalties issued each month for failing to display a blue badge whilst parking in 'Blue' Badge' bay.
- 2.7 **Pay and Display Machines:** There are 7 pay and display machines in operation at the on-street pay and display scheme on Station Avenue and Mayfield Road, Walton-on-Thames. These machines are now close to the end of their operational life and discussions are underway to replace them with modern new machines that will allow for cashless payment methods such as card and contactless methods. In addition to the use of pay and display machines, a 'pay by phone' service now operates at Station Avenue under which drivers can pay to park via an on-line account accessed and operated via a mobile phone and or the internet.

3. CONSULTATIONS:

- 3.1 The Elmbridge Parking Task group met on the 24 October 2014 and considered an early draft of the report.

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 paragraph 2.1.
- 4.3 If a surplus is generated on the borough parking account it has been agreed that it will be split:
- 60% to the local committee
 - 20% to the enforcement authority (borough 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.

ITEM 10

- 4.5 The Local Committee can request and fund (from budgets at their disposal) additional 'out of hours' enforcement if this is considered appropriate.
- 4.6 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 IMPLICATIONS

- 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 The Local Committee will receive a report with recommendations for use of its share of the surplus at a later meeting.

Contact Officer: Mark Carpenter, Parking Manager, Elmbridge Borough Council
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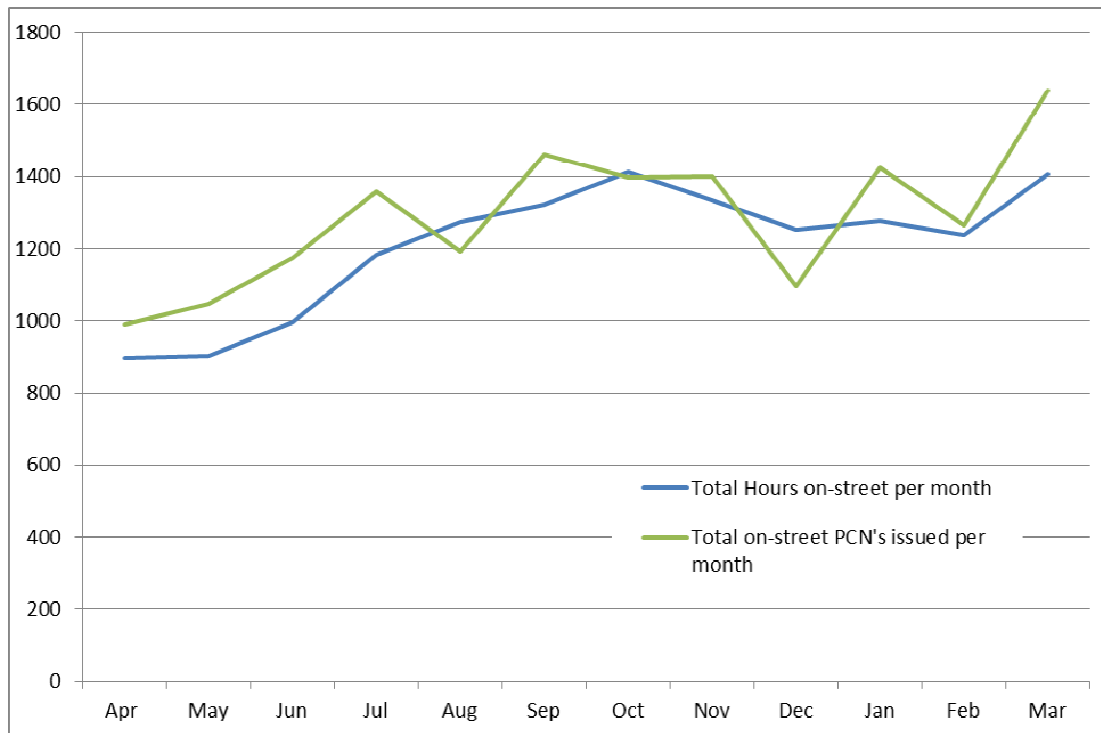
Consulted: Parking task group.

Annexes: one

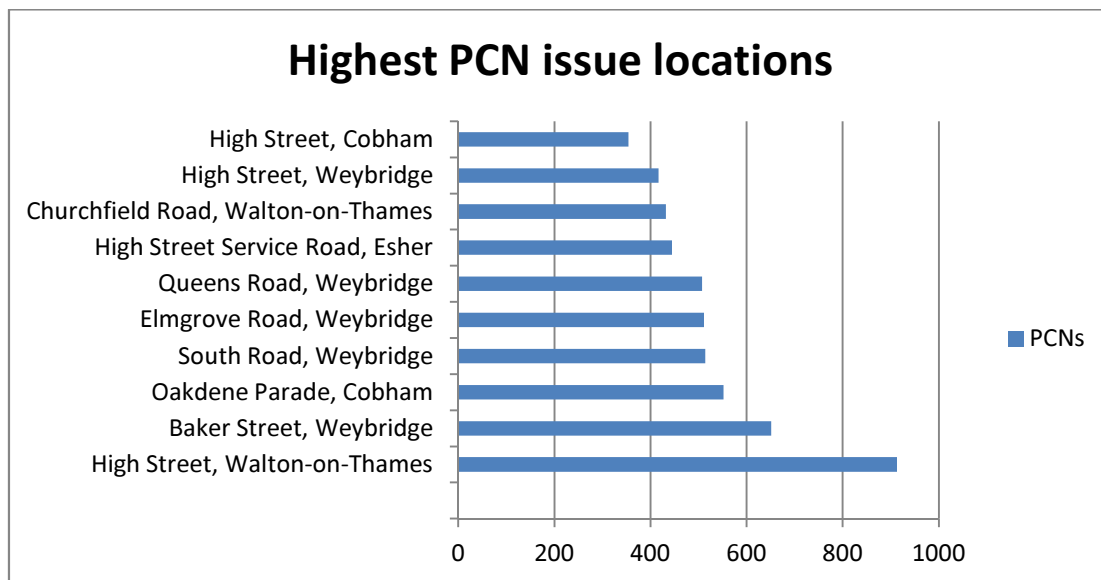
Sources/background papers:

Annex 1: On Street Enforcement Key Performance Information 2013/14:

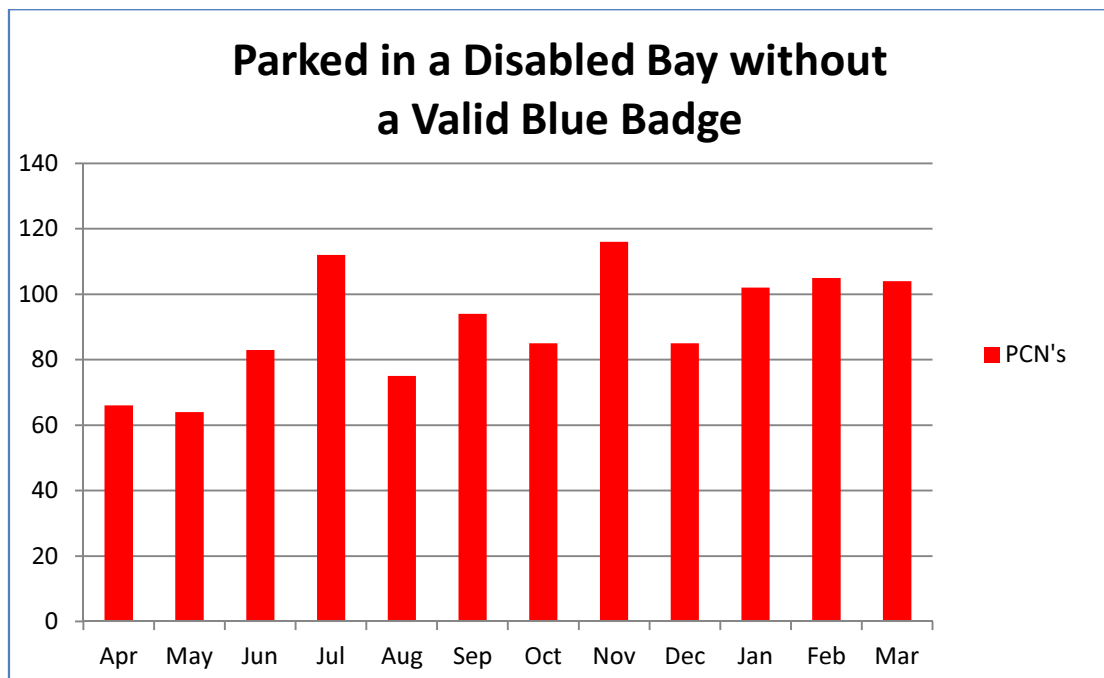
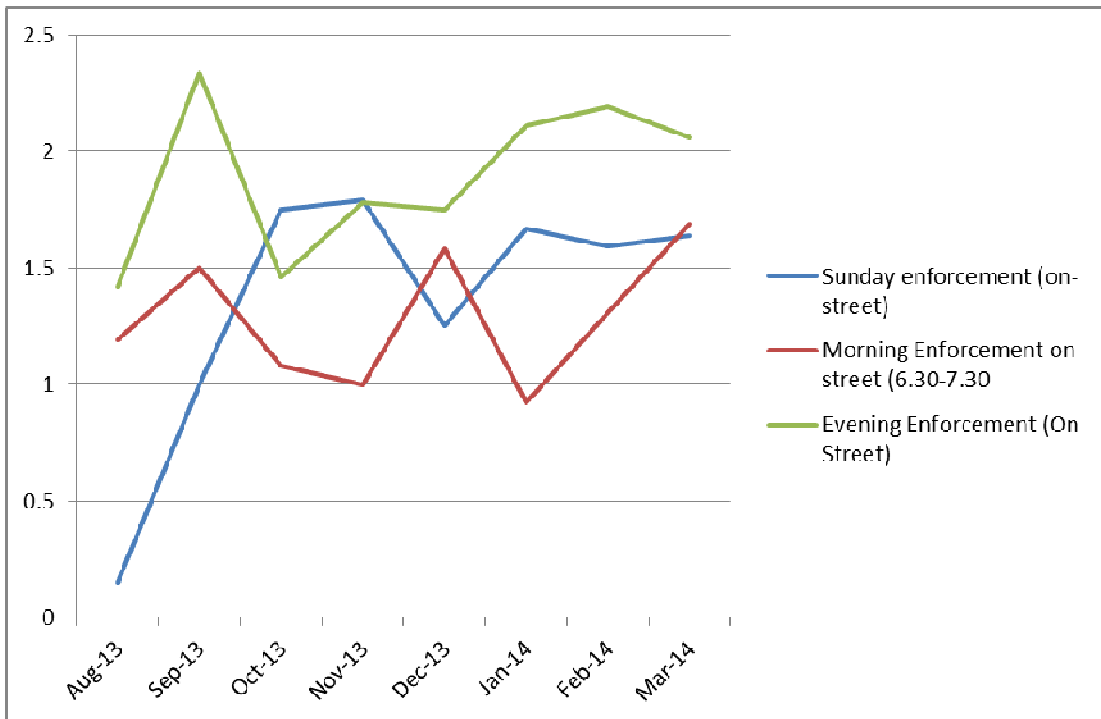
Penalties Issued Per Month:



Penalties Location:



Penalty Issue Rate Per Hour:



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