

**RUNNYMEDE BOROUGH COUNCIL AND
SURREY COUNTY COUNCIL**



RUNNYMEDE JOINT COMMITTEE

DATE: 19 November 2018

LEAD OFFICER: David Curl – Parking Team Manager, Surrey County Council
Mervyn Robins – Parking Services Manager, Runnymede Borough Council

SUBJECT: On Street Parking Enforcement update Runnymede Borough Council

AREA(S) AFFECTED: Runnymede Borough

SUMMARY OF ISSUE:

Joint Committees have a scrutiny role for the on street parking enforcement service in their area and a share of any surplus income that is raised.

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

RECOMMENDATIONS:

The Runnymede Joint Committee is asked to note the content 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 Joint Committee can contribute towards these objectives in partnership with the enforcement team.

1. INTRODUCTION AND BACKGROUND:

- 1.1 Joint Committees make decisions about new parking restrictions have an oversight role in terms of the enforcement of them.
- 1.2 The aim of parking enforcement is to achieve compliance with the restrictions that are in place across the district. Restrictions must be enforced fairly and in accordance with the Operational Guidance for Civil Parking Enforcement, published by the Department for Transport, in relation to the Traffic Management Act 2004.
- 1.3 Under an agency agreement, with Surrey County Council, Runnymede Borough Council undertakes the enforcement of on street waiting restrictions. Under the agreement the Borough Council is solely liable for any financial deficit. The future agency arrangements have been the subject of a previous report to this Joint Committee.
- 1.4 Under the Operational Guidance the raising of revenue should not be an objective of Civil Parking Enforcement. Runnymede Borough Council does however aim to achieve operational efficiency and value for money delivering an efficient enforcement service at no net cost to the Borough Council. Income from Penalty Charges Notices (PCN), on street parking permits, bay suspensions and waivers can be used to offset the operational costs.
 - 1.4.1 The Borough Civil Enforcement Officers, as well as enforcing the on street restrictions, also patrol the Borough Off Street car parks.

2. ANALYSIS:

- 2.1 Runnymede Borough Council undertakes a range of enforcement activities under the agency agreement including:
 - Waiting restrictions and parking bays
 - School Keep Clears
 - Loading bays, bus stops and taxi bays
 - Dropped kerbs
 - Parking Suspensions
- 2.2 The Borough employs three Civil Enforcement Officers who, subject to any absences, will generally work between 0700 and 1800 Monday to Friday and 0800 and 1600 at the weekends. A few times a month officers regularly work until 2000, on an overtime basis, to deal with specific evening issues and they cover bank holidays too.
- 2.3 The enforcement of yellow lines generally requires a five minute observation period in order to discount that exempted activity, such as loading and unloading, isn't taking place.

- 2.4 Some contraventions such as parking in bus stops, school keep clears, yellow lines with a loading restriction and disabled bays can receive an instant PCN.
- 2.5 Limited waiting bays are available in many town centres. These allow vehicles to park for a maximum period and are designed to ensure that there is a churn of parking available to visitors. The enforcement of these bays requires two visits to log the vehicles parked in the bays. A return visit after the maximum permitted time is then made when enforcement action is taken against vehicles which have remained over the permitted time. This is a time consuming task although important to ensure the parking facilities are not abused.
- 2.6 Where staffing levels permit patrols will be allocated on alternative weeks to the eastern or western sides of the Borough.

Eastern: Addlestone, Chertsey, Ottershaw, New Haw, Lyne and Virginia Water

Western: Egham, Englefield Green, Thorpe Lea, Hythe, Thorpe Village

Schools

- 2.7 School visits are undertaken in response to complaints and visits are made the schools throughout the Borough on a regular basis. These are concentrated to the afternoons to deal with vehicles parking on restrictions early to collect children. In the mornings most parents just drop off children. Although this causes congestion yellow lines do permit the dropping off of passengers and enforcement is therefore more effective in the afternoons.
- 2.8 In previous years joint enforcement activity was carried out with the local police team. Due to their resourcing issues these visits are now rare.

Residential Permit Schemes

- 2.9 The Borough currently has two permit parking schemes one of which has shared use parking bays. These areas are patrolled at regular intervals to ensure compliance
- 2.10 The administration of the residents parking schemes are carried out by Customer Services who issue the residents and visitor permits

Dropped Kerbs

- 2.11 The enforcement of parking over residential dropped kerbs is carried out only on the complaint of the property occupier. During the day staff can normally respond to these complaints with minutes. Other dropped kerb

crossing points are dealt with as and when contraventions are witnessed or when complaints are received.

Suspensions and Waivers

- 2.12 Parking Suspensions and waivers are available to assist with utility works, home improvements, removals and other activities which may require the suspension or variation of parking restrictions.
- 2.12 The administration of waivers and suspensions is carried out by the Customer Services Team and suspensions are placed by the Parking Services team

3. ENFORCEMENT ACTIVITY

- 3.1 Over the last year three full time members of enforcement staff have been in post two having been recruited over the last eighteen months to replace staff that left. The two new recruits came from Elmbridge where they had been carrying out similar roles for some time. The third member of the team has been with the Council, performing this role, for over ten years.
- 3.2 Over the last financial year 3203 PCNs were issued on street in the Borough. A breakdown of the reasons for PCN issue is shown at Appendix 2.
- 3.3 A joint operation was carried out with the police to deal with parking issues around Windsor Great Park during the summer. The enforcement team also share enforcement activity photographs with the local police team who regularly share these, suitably redacted, on their social media feed.

4. CONSULTATIONS:

- 4.1 Feedback and intelligence from local Councillors is extremely helpful in identifying enforcement priorities. E-mail complaints are made to the Parking Services Mail box: parking@runnymede.gov.uk
- 4.2 Reports concerning parking over residential dropped kerbs can be made direct to the Parking office where resources are generally deployed immediately.
- 4.3 The Parking Manager regularly attends the Police Meet the Beat meetings to deal with parking issues raised by the public at those forums.

5. FINANCIAL IMPLICATIONS:

- 5.1 The purpose of enforcing waiting restrictions is to help achieve compliance with restrictions and not to raise income although we try to manage the service without operating at a deficit.
- 5.2 If a surplus is generated for the District parking account it has been agreed that it will be split:
- 60% to the Joint Committee
 - 20% to the enforcement authority (district council)
 - 20% to the county council
- 5.3 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.
- 5.4 There was no surplus generated in 2017/18 although the deficit of £20,745 was covered by Runnymede Borough Council. The outturn summary for the on street parking account is shown in Appendix 1.

6. WIDER IMPLICATIONS:

6.1

Area assessed:	Direct Implications:
Crime and Disorder	No significant implications
Equality and Diversity	No significant implications
Localism (including community involvement and impact)	No significant implications
Sustainability (including Climate Change and Carbon Emissions)	No significant implications
Corporate Parenting/Looked After Children	No significant implications
Safeguarding responsibilities for vulnerable children and adults	No significant implications
Public Health	No significant implications

- 6.2 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.

7. CONCLUSION AND RECOMMENDATIONS:

7.1 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
- Increase on-street compliance

7.2 This report provides a summary of the enforcement activities undertaken by Runnymede Borough Council, under agreement with the County Council. The report focuses on the operational performance during 2017/18. The committee is asked to note the report.

8. WHAT HAPPENS NEXT:

8.1 Joint Committee can consider these arrangements and comment as appropriate.

Contact Officer:

Mervyn Robins, Parking Service Manager, Runnymede Borough Council
David Curl, Parking Team Manager, Surrey County Council

Appendices:

- 1 Annual On Street Parking Financial Return
- 2 On Street PCN issue by contravention
- 3 Traffic Management Act required statistics

Appendix 1

Summary

Annual on-street parking return

Authority name	Runnymede Borough Council
Financial year	2017/18

	£	
REVENUE EXPENDITURE	136,978	
REVENUE INCOME	-	
	116,233	
NET DEFICIT		<u>20,745</u>

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

Peter McKenzie
Section 151 Officer

Detail Summary

Annual on-street carparking return

Authority name

Runnymede
Borough Council

Financial year

2017/18

£

REVENUE EXPENDITURE

DIRECT COSTS

Staff costs

80,063

Enforcement staff

Non-enforcement staff

Contracted out enforcement staff

Contracted out cash collection staff

Operating costs

Contracted out services

Notice processing software and Handheld Computers, Mobile
Phones etc

8,189

Maintenance of equipment (pay and display)

Maintenance of signs and lines

Adjudication and debt registration

3,121

Consumables (printing materials /stationery etc)

1,618

Public liability insurance

629

Vehicles including depreciation

4,768

98,388

OVERHEAD COSTS

Indirect staff

15,690

IT

5,400

Office accommodation

Depot accommodation

4,400

HR

1,500

Audit

400

Finance

5,800

Office services

500

Cashiers/Creditors/Debtors

2,900

Legal Services

2,000

38,590

TOTAL EXPENDITURE	<u>136,978</u>
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REVENUE INCOME (All income entered as a negative figure)

Pay and Display	-	
Penalties	-111,505	
Resident permits	-4,044	
<i>Maintenance of signs and lines recharge</i>		
Suspensions and Waivers	-684	
Visitor permits	-	
Other receipts	-	
	<hr/>	
		-
		116,233
		<hr/>
TOTAL INCOME		<u>116,233</u>

NET DEFICIT	<u>20,745</u>
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Surplus share:		£
SCC	0.2	
Local Area committee	0.6	
Local Authority	0.2	

Appendix 2 Penalty Charge Notices by Contravention

Lower Band Rating

<u>Contravention</u>	<u>Issued</u>
22 Re-parked in the same parking place or zone within one hour or other specified time of leaving	26
24 Not parked correctly within the markings of the bay or space	40
28 Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge.	221
30 Parked for longer than permitted	969
	1,256

Higher Band Rating

<u>Contravention</u>	<u>Issued</u>
1 Parked in a restricted street during prescribed hours	1,470
2 Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	43
16 Parked in a permit space without displaying a valid permit	17
21 Parked in a suspended bay or space or part of bay or space	2
23 Parked in a parking place or area not designed for that class of vehicle	1

25	Parked in a loading place during restricted hours without loading	40
26	Parked in a special enforcement area more than 50cm or other specified distance from the edge of the carriageway and not within a designated parking place	1

Higher Band Rating

<u>Contravention</u>	<u>Issued</u>	
27	Parked in a special enforcement area adjacent to a dropped footway	218
40	Parked in a designated disabled persons parking place without clearly displaying a valid disabled persons badge in the prescribed manner	112
45	Parked on a taxi rank	6
47	Stopped on a restricted bus stop or stand	17
48	Stopped in a restricted area outside a school when prohibited	19
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	1
		1,947
		3,203

Appendix 3. Traffic Management Act required reporting

ON STREET PARKING

Total Number of PCNs issued	3203	
Number of CEOs employed	1.5	
Number of higher level PCNs issued	1947	60.79%
Number of lower level PCNs issued	1256	39.21%
Number paid at discount	2208	68.94%
Number paid at full (or above)	353	11.02%
Total Number of PCNs paid	2561	79.96%
Number of PCNs against which formal or informal reps made	701	21.89%
Number of PCNS cancelled as a result of formal or informal reps	81	2.53%
Number of PCNs cancelled for other reasons	431	13.46%
Number of PCNs written off	130	
Number of Vehicles immobilised	0	
Number of vehicles removed.	0	