

# Lincolnshire County Council CCTV Trial Enforcement Report



## Contents

Introduction.....	3
Why enforce the restrictions with the CCTV vehicle?.....	4
How will the CCTV enforcement system work?.....	4
Implementation.....	5
Statistics.....	5
What occurs when the CCTV vehicle is not present? .....	6
Patrolling other nearby restrictions.....	7
Media coverage.....	8
School feedback.....	9
APCOA feedback.....	12
Financial information - Costs.....	13
Financial information - Income.....	14
Options for services in the future.....	15
Conclusion.....	15
Recommendations.....	16

## Introduction

Civil Parking Enforcement (CPE) was introduced to Lincolnshire in December 2012. As time progressed it became notable that consistent comments and concerns were being relayed through to Highways Officers, Parking Services and Councillors regarding inconsiderate parking on zig zag lines outside of schools. However, safety zones were in place outside the vast majority of the schools located within the County which included advisory road markings and advisory 20 mph speed limits. In light of this they were ultimately unenforceable.

Prior to presenting the CCTV trial scheme proposals to Scrutiny Committee in April 2016, Area Highway Managers were approached to identify school locations that had been associated with particularly poor compliance with parking restrictions. It was therefore proposed that works be undertaken on the Highway to render areas outside of eight schools compliant with new signage and new road markings.

In January 2017 Lincolnshire County Council introduced the CCTV enforcement trial scheme. This trial was implemented to monitor motorists parking habits on school keep clear markings outside eight schools within the County. Following advice from Area Highway Managers, the following sites were nominated to take part in the pilot scheme:

- William Alvey Primary School, Eastgate, Sleaford
- St Thomas' School, Wyberton Low Road, Boston
- Boston West Academy, Sussex Avenue, Boston
- National Junior School, Castlegate, Grantham
- Sir Francis Hill School, Bristol Drive, Lincoln
- The Priory Witham Academy, Shannon Ave, Lincoln
- Leslie Manser Primary School, Kingsdown Road, Lincoln
- Kingsdown Nursery School, Kingsdown Road, Lincoln

Additionally, an experimental Traffic Regulation Order was introduced and became operational on 30<sup>th</sup> January 2017. This Order will remain in force for a maximum of 18 months from its date of operation and will be experimental in the first instance to allow its impact to be monitored and assessed. Consultation documents were sent to all affected schools and statutory consultees on 13<sup>th</sup> January 2017.

This report provides a comprehensive outline as to what impact the scheme has had on motorists behaviour outside of each school both when the CCTV vehicle is present and also when it isn't.

### **Why enforce the restrictions with the CCTV vehicle?**

Traditional methods of enforcement, i.e. an officer using a hand held computer and a camera are not effective when enforcing a no-stopping contravention as the evidence gathered is not always conclusive. Utilising a CCTV system, mounted in a vehicle, to capture evidence of a vehicle pulling to a halt on the keep clear markings helps to ensure the evidence gathered is sufficiently robust to pursue enforcement of the contravention.

The primary objective of the CCTV enforcement vehicle is to ensure the safe and efficient operation of the road network by deterring motorists from contravening road traffic restrictions and detecting those that do. The proposals will facilitate traffic flow, attempt to ensure all school accesses are kept clear and improve visibility and road safety for all users.

Most drivers take parking restrictions into consideration when going about their day to day business. However, on occasion some drivers decide to flout the restrictions or take a chance that they will not be caught out.

These markings are provided to create a clear area of the carriageway directly outside of school entrances where children gather. Parked vehicles in these areas will obstruct the visibility for approaching drivers and create congestion and consequently the keep clear markings have an important role to play in supporting road safety around schools.

### **How will the CCTV enforcement system work?**

APCOA undertake on street enforcement duties on behalf of Lincolnshire County Council and as such have provided a CCTV enforcement vehicle leased through TES, a company who specialise in mobile CCTV solutions. An APCOA operative will utilise the car and monitor parking on the school zig zags recording any vehicles which stop on the restriction.

Upon completion of the day's patrol, this footage and the associated photographic evidence are transferred to the TES computer system within APCOA's Lincoln office via a USB stick. An APCOA supervisor will then review this footage and determine if a contravention has occurred. If the evidence gathered is sufficient to warrant a Penalty Charge Notice being issued, this is then processed and submitted electronically through the TES system which links directly with Chipside, the software used by the Central Processing Unit (CPU) at Nottinghamshire County Council. The CPU will then progress the case which will result in the DVLA being asked to provide the name and address of the registered keeper of the vehicle. A Regulation 10 PCN is then served via the post.

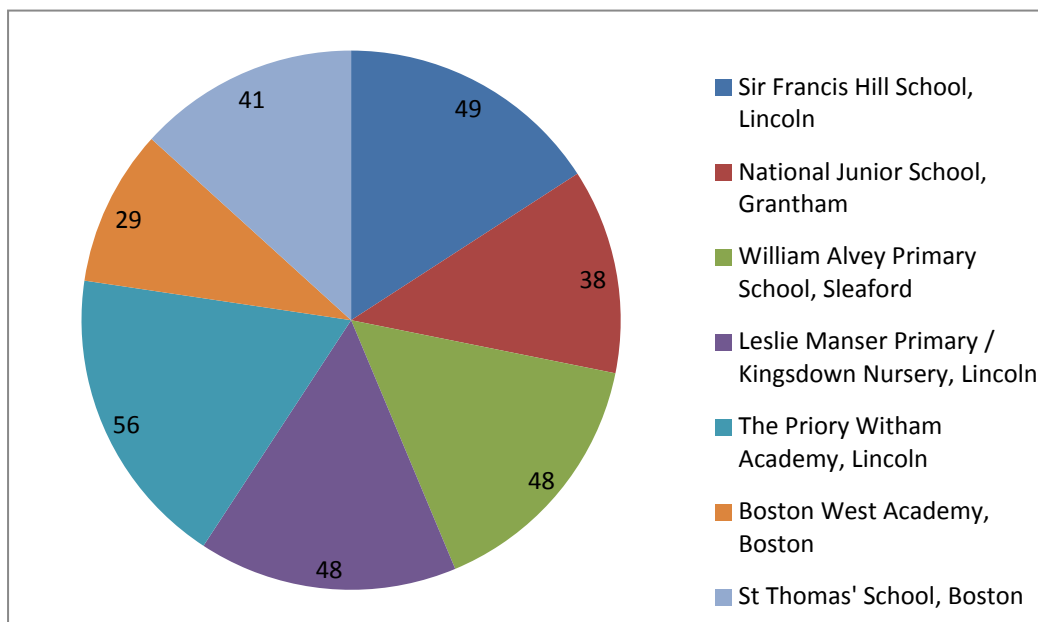
## Implementation

It must be noted that the implementation of this scheme has not been a smooth process and testing of the vehicle did take longer than initially expected. Whilst it can be accepted that difficulties and issues can arise from implementing a new service, these were magnified by having four separate entities handling various aspects of the data transfer process.

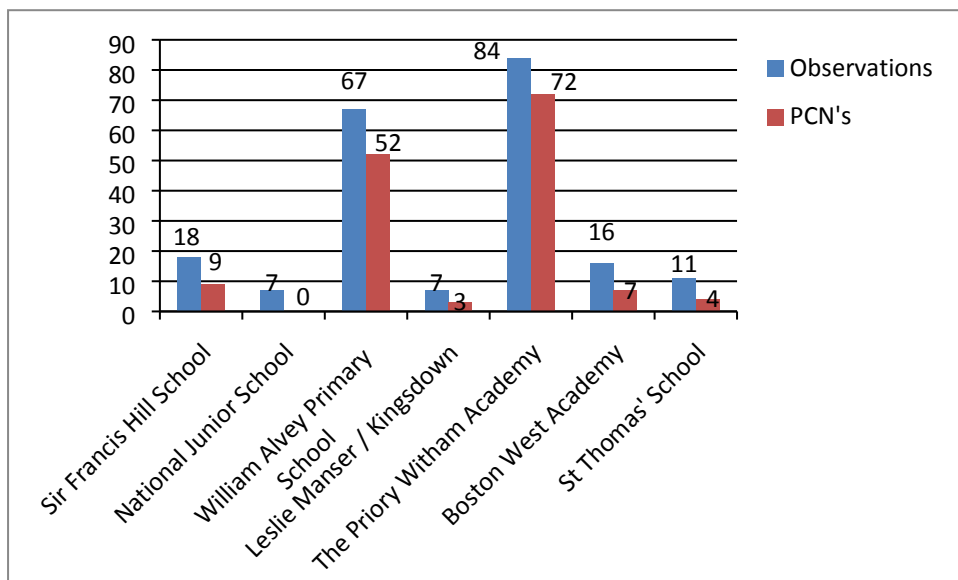
When APCOA first started using the vehicle, video footage and photographs were recorded however these could not be filtered through the data transfer process due to ongoing I.T infrastructure work. Works were completed in April 2017. Throughout this time period, the vehicle was used on a daily basis and remained a visible presence recording observations and monitoring motorists behaviour.

## Statistics

The chart below shows the number of visits and where the CCTV vehicle has been in attendance during the trial scheme.



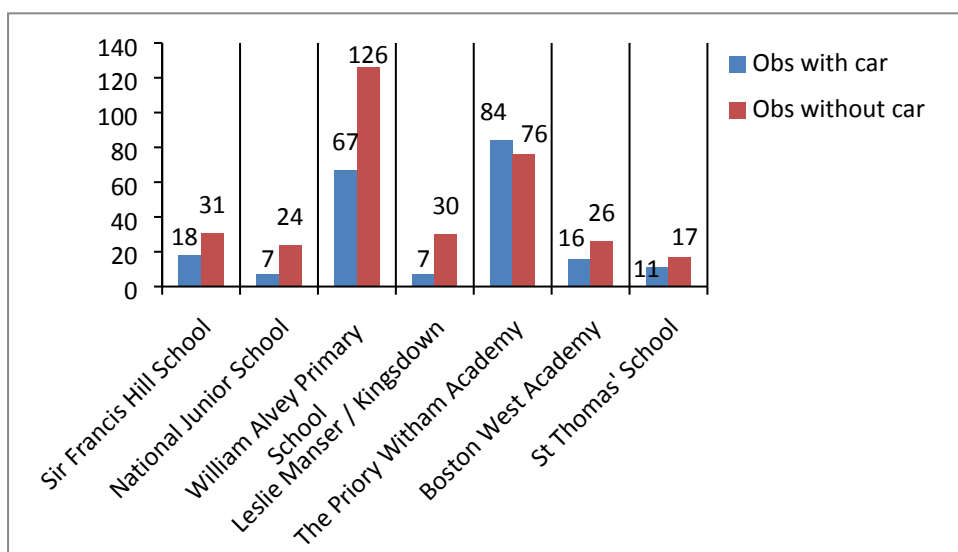
The chart below shows the number of observations recorded outside each school and of those observations how many led to a Penalty Charge Notice being served to a motorist via the post.



### What occurs when the CCTV vehicle is not present?

Whilst a key objective of implementing the scheme was to monitor parking on school keep clear markings when a CCTV vehicle was present, it has been essential that we record data to ascertain what effect this has had on motorists behaviour and what occurs when the vehicle is not on site in location.

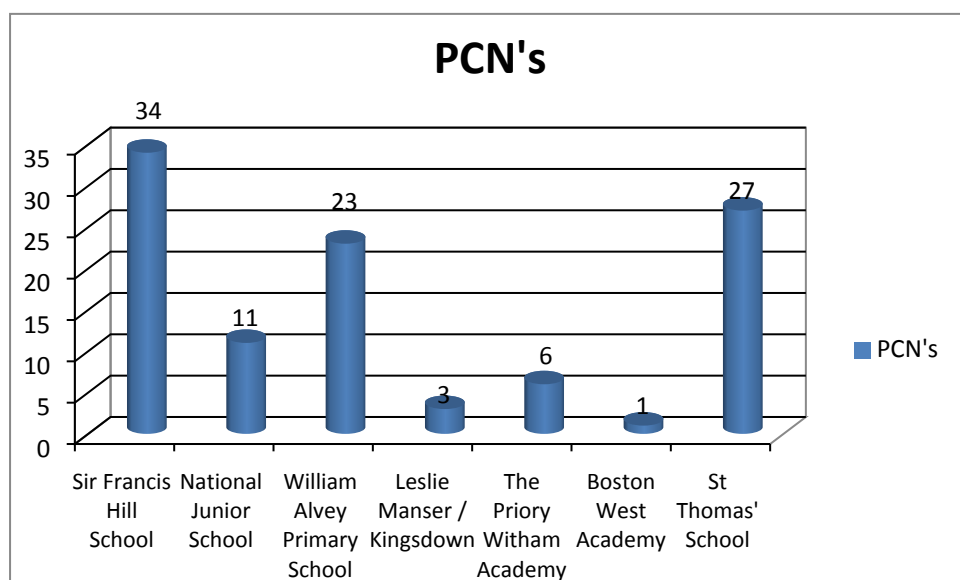
The chart below shows the number of observations recorded outside of each school when the CCTV vehicle was present and compares to what has been observed by an APCOA supervisor when the vehicle was not on site the following day.



### Patrolling other nearby restrictions

As stated within previous reports leading up to the implementation of the trial scheme, the introduction of the Deregulation Act 2015 legislated how CCTV can be used for enforcement of parking contraventions. As a result CCTV can only be used in prescribed circumstances, such as at school keep clear zig-zags. In light of this, the No Waiting restrictions (single / double yellow lines) cannot be enforced using CCTV but would be patrolled by an attending enforcement officer.

The statistics below show the number of Penalty Charge Notices issued to vehicles contravening No Waiting / No Loading parking restrictions in close proximity to those schools taking part in the trial scheme.



Patrolling areas adjacent to the school keep clear markings has proven invaluable. The ability to utilise the CCTV vehicle and additionally an enforcement officer on a foot patrol has helped to carry out a firm but ultimately fair approach to parking enforcement.



## Media coverage

With the introduction of the CCTV vehicle, media coverage has been relatively quiet. When the scheme commenced in January 2017 several media outlets reported on its introduction, highlighting the Councils desire to regulate traffic congestion around schools and enhance the safety of members of the public. A time line of early media coverage is shown below.

16<sup>th</sup> Jan '17 – Lincolnshire Reporter

19<sup>th</sup> Jan '17 – Lincolnshire Echo

20<sup>th</sup> Jan '17 – Grantham Journal

23<sup>rd</sup> Jan '17 – Radio Lincolnshire, BBC Online

25<sup>th</sup> Jan '17 – East Coast, Sleaford and Boston Targets

Councillor Richard Davies, Executive Member for Highways, said: *“We want to make sure local children can get to school safely. Irresponsible parking can put them at risk, and we need to put a stop to it. It can also massively inconvenience local residents, which isn’t fair. Our parking wardens already patrol outside schools, but it can often be difficult for them to take action, as parents drop their children off and leave before they can issue a ticket. With the CCTV van we can record vehicles parking illegally, capture the registration number and send their owner a ticket through the post. Hopefully, that will make them think twice about breaking the rules.”*

More recently, on 29<sup>th</sup> September 2017, BBC Look North ran a feature and filming took place outside William Alvey Primary School in Sleaford. Cllr Davies attended and answered questions regarding the scheme. Public perception seemed relatively positive and residents / motorists interviewed as part of the feature relayed encouraging comments. On the back of the feature, Radio Lincolnshire also featured the story.

Positive comments posted in online articles by members of the public outweighed those who were sceptical of the trials introduction with the safety element key to the views of residents, parents and motorists.



## School feedback

As the trial has been ongoing, it was important for us to liaise with each school to gauge their opinion and if a change of pattern in driver behaviour had been noticed. This feedback is invaluable as those who are affected directly can provide useful information and each comment received from the nominated schools have been noted in full.

### **Boston West Academy, Sussex Avenue, Boston**

*'As I am new to the school, I have discussed this with staff who have been at the school for longer and therefore able to comment.*

*The staff I have spoken to have certainly noticed an improvement and the recently added yellow zig-zag lines have improved matters further.*

*I am grateful to you for the time you have spent in improving driver behaviour around our school.'*

### **Kingsdown Nursery School, Kingsdown Road, Lincoln**

*'I can safely say we have seen more considerate parking outside our school since the enforcement trial scheme.*

*We rarely, if ever, have cars parked on the double yellow lines or zig zags, both of which were a very common occurrence.*

*This means the road is safer for other drivers and pedestrians.'*

### **Leslie Manser Primary School, Kingsdown Road, Lincoln**

*'I have not noticed any particular difference to be honest – one parent recently commented that they think it is just as bad and that really it needs particular monitoring with someone present from your end at 9am and 3:20pm when it's most of an issue.'*

### **William Alvey Primary School, Sleaford**

*'Although it would appear that less cars now park on the zig-zags, which is clearly a good thing, I would have to say that the scheme has really highlighted the inability of all concerned parties to work together for the 'greater good' of the children and as such I would have to classify it as a dismal failure. Sorry.*

*Next time I think we need to work together:*

*Establish a protocol*

*Communicate through named contacts*

*Meet regularly*

*Offer positive incentives alongside the ANPR parking fines (walking bus/badge incentives/scooter days)*

*I am not being deliberately negative and it is only my opinion but I think the impact of the pilot on our existing bus service and local access routes probably outweighs the benefits of the clear zig-zags, I appreciate I am not an expert in this area though. If we could find a solution to the bus parking that didn't endanger our children then I would probably feel a little happier.'*

### **National Junior School, Castlegate, Grantham**

*'Having spoken to a couple of members of staff I have to report that we have only seen the van on a very small number of occasions and don't feel that it has had any impact on our setting or safety.*

*We are now without a crossing patrol and it would appear that there is no intention to advertise until the new year, despite a member of our school community being willing to undertake the role.'*

### **Sir Francis Hill School, Bristol Drive, Lincoln**

*'The only feedback I have had from a resident is that because they are positioned at one side / entrance to the school the situation has got worse on an adjacent side / entrance.'*

## APCOA Feedback

Lincolnshire County Council's Parking Services team liaise with our enforcement contractor (APCOA) on a daily basis. This is key to ensure that the service provided is to the standard that we require. Our aim of enforcing parking restrictions throughout the County in a firm but fair manner is echoed by APCOA and can be seen in the quality of patrols undertaken.

APCOA advised that public perception of the vehicle has been positive. There has been a good response from parents, mainly those on foot as they see the car as a deterrent to 'lazy parents' dropping their children off at the closest point to the school gate. There has only been one incident where a member of the public approached the operative of the CCTV vehicle in an irate manner attempting to discuss Penalty Charge Notices that had been issued.

The CCTV vehicle is easy to use and operate. However an additional training need was highlighted when it became apparent one operative was unsure as to how the camera mast could be raised. The main issue that APCOA face is finding suitable parking on site that enables the camera to be utilised in full.

The secondary visits have proved most useful. Whilst there are some vehicles that are parking in contravention the following day, there is a noticeable improvement in the parking behaviours of the motorists overall on the follow up visits.

Additional feedback from the APCOA supervisory team is shown below.

School	Positives	Negatives
National Junior School, Castlegate, Grantham		<ul style="list-style-type: none"> <li>• Parking of CCTV car, it is often difficult to find good locations (sometimes right down the bottom of Castlegate)</li> <li>• Only one side of the road is enforceable.</li> <li>• Drivers can park on opposite side of road.</li> <li>• Enforcement difficult even when using the mast because of the distance of where the car is being parked.</li> </ul>

School	Positives	Negatives
William Alvey Primary School, Eastgate, Sleaford	<ul style="list-style-type: none"> <li>Slight improvement in driver behaviour since the correct issuing of PCN's.</li> </ul>	<ul style="list-style-type: none"> <li>Very busy school.</li> <li>Coach parking has been a problem</li> <li>School allegedly text parents to inform them of CCTV cars presence.</li> <li>Parking location for CCTV car is not ideal (40 minute bay)</li> <li>In the afternoon, the car has to be there very early in order to get a space.</li> <li>Trees can be a problem with visibility.</li> </ul>
Leslie Manser Primary School and Nursery School, Kingsdown Road, Lincoln	<ul style="list-style-type: none"> <li>Definite Improvement in parking behaviour.</li> <li>CCTV Car parking location adequate.</li> </ul>	<ul style="list-style-type: none"> <li>Unmarked area between zigzags which allows up to three cars to park.</li> </ul>
The Priory Witham Academy, Shannon Ave, Lincoln	<ul style="list-style-type: none"> <li>CCTV Car parking location adequate.</li> <li>Slight improvement in parking behaviours both when the car is present and on secondary visits.</li> </ul>	<ul style="list-style-type: none"> <li>Busy area.</li> </ul>
St Thomas' School, Wyberton Low Road, Boston	<ul style="list-style-type: none"> <li>Majority of tickets issued in this area are from the handheld device (single yellow lines).</li> <li>Slight improvement in parking behaviour.</li> </ul>	<ul style="list-style-type: none"> <li>Have to get there early otherwise the parking of the CCTV car can often be difficult.</li> </ul>
Sir Francis Hill School, Bristol Drive, Lincoln	<ul style="list-style-type: none"> <li>Majority of tickets issued in this area are from the handheld device.</li> <li>Parking for CCTV car adequate in this area</li> <li>Some improvement in parking behaviour.</li> </ul>	<ul style="list-style-type: none"> <li>The location has several roads that are enforceable and it is often difficult to patrol all of them adequately and operate the CCTV car.</li> </ul>
Boston West Academy, Sussex Avenue, Boston		<ul style="list-style-type: none"> <li>Very busy location</li> <li>No real improvement in parking behaviour</li> <li>Poor parking location for the CCTV car</li> </ul>

## Costs

APCOA provide Lincolnshire County Council with a CCTV vehicle and a trained Civil Enforcement Officer who operates the vehicle.

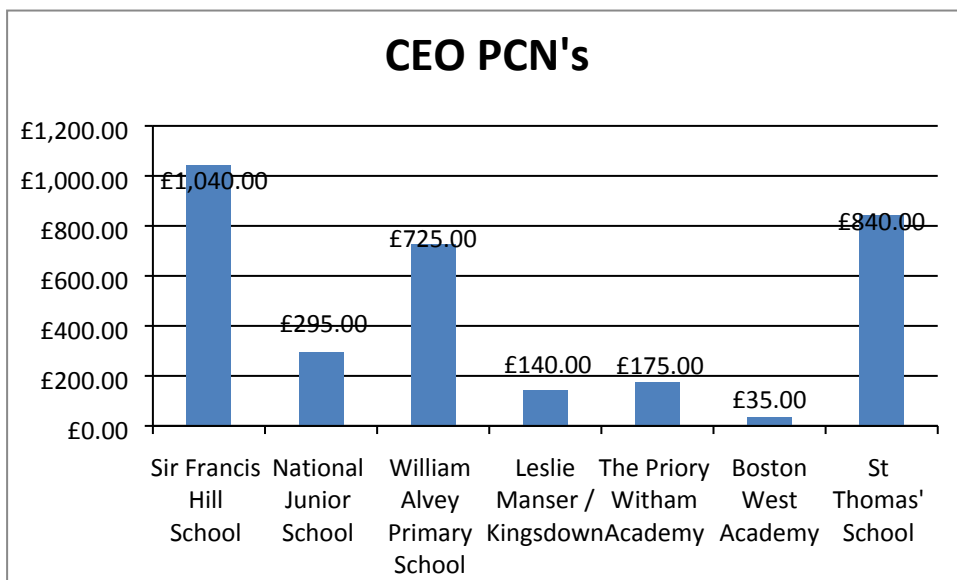
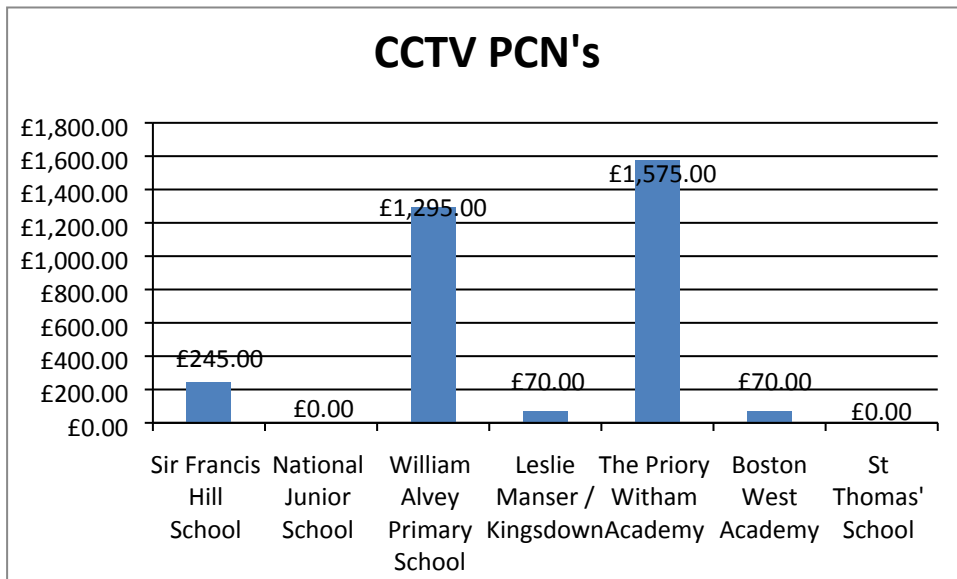
The daily charge for the CCTV enforcement vehicle during the trial is set at £85.61 – whether the car is in use or not. APCOA invoice us on a monthly basis based upon how many enforcement hours they complete and the CCTV vehicle costs have been factored into the standard monthly invoice. The table below shows the cost to each side of the enforcement process.

Prior to the scheme being implemented, APCOA provided a quote for the provision of a mobile CCTV enforcement solution at a cost of £33,499.20 per annum. As the trial continues, the actual cost will be slightly higher than initially thought, a contributing factor of this being the increase to the National Living Wage in April 2017. Notice processing costs for the duration of the trial so far total £837.50.

	Vehicle	CEO hours	Total
January	£770.49	£442.25	£1,212.74
February	£2,397.08	£769.48	£3,166.56
March	£2,653.91	£954.68	£3,608.59
April	£2,568.30	£240.32	£2,808.62
May	£2,653.91	£479.37	£3,133.28
June	£2,568.30	£650.51	£3,218.81
July	£2,653.91	£441.67	£3,095.58
August	£2,653.91	£0.00	£2,653.91
September	£2,568.30	£571.15	£3,139.45
October	£2,653.91	£558.73	£3,212.64
<b>Total</b>	<b>£24,142.02</b>	<b>£5,108.16</b>	<b>£29,250.18</b>

## Income

To date, a total of £6,505.00 has been raised by PCN's issued in conjunction with the CCTV trial scheme. The charts below highlight the payments received by school location.



## Options for services in the future

It may be beneficial to further investigate increasing from one vehicle to two or to carry out a feasibility study for fixed point CCTV cameras to replace the use of vehicles.

## Conclusion

The introduction of the CCTV vehicle has highlighted the difficulties posed when liaising with a number of external contractors to deliver a service. Despite the best efforts of those involved, the implementation of the scheme was not as smooth as initially hoped. However, the operation is now carried out efficiently with all parties working towards a well delivered and cost effective scheme.

The intention of introducing the scheme was to play a part in helping to regulate the traffic congestion around schools and act as a deterrent to inconsiderate parking. The use of a mobile CCTV enforcement vehicle would enhance the safety of children during the start and finishing times of schools, assist in the improvement of traffic flow and help to reduce highway congestion.

The true value of the vehicle is from the increased public perception of enforcement and with it an increase in awareness of school restrictions.

As the scheme progressed, it became apparent that in certain locations, school busses would frequently park on the zig zag lines in order to drop off and collect children.

In certain circumstances the school transport service does have greater difficulty being able to unload passengers at a suitable location. For example the William Alvey School in Sleaford is surrounded by a large number of parking restrictions including resident permit bays, limited waiting bays and single yellow lines. Therefore an element of discretion has been introduced that allows school busses to pick up and drop off passengers only but not to park. A further review of the Traffic Orders may be necessary to ensure they are fit for purpose.

A way forward to minimise disruption to the school transport service, would be to liaise with the Road Safety Partnership and local highways officers / management in an effort to identify an alternative solution to issues regarding the school bus service. A route which may be worth exploring in relation to this would be for highways officers to review the existing parking restrictions within an area and ascertain if a provision can be made to accommodate a bus stand at key times.

Ultimately there is still room for improvement in regards to enforcing in this manner and if the scheme were to continue, greater efficiencies would be seen as we can continue to put into practice what has been learnt so far over the course of the trial



## Recommendations

The trial scheme was initially implemented and scheduled to last for 12 months. The experimental Traffic Regulation Order introduced on 30<sup>th</sup> January 2017 can remain in force for a maximum of 18 months.

It is recommended that the trial be extended for a further 12 months in order to conduct a second review and give further consideration into the options available to the Council.

It is further recommended that a feasibility study be carried out to examine the benefits from increasing from one vehicle to two or using fixed point CCTV for enforcement outside of schools.

In addition, it is recommended that if the trial is to be extended for a further 12 months, a parking dispensation is issued to the CCTV enforcement vehicle. Although an enforcement officer can park a vehicle on a parking restriction whilst undertaking a statutory highway duty, we advise APCOA to seek alternative parking arrangements. Providing the vehicle is parked in a safe manner on a nearby single yellow line for example, without causing obstruction, the CCTV scheme should benefit from permitting this.