

Open Report on behalf of Richard Wills, Executive Director for Environment and Economy

Report to:	Highways and Transport Scrutiny Committee
Date:	09 March 2015
Subject:	Civil Parking Enforcement – Mid Year Report 2014/15

Summary:

This report contains a mid-year update for statistical information and developments related to Civil Parking Enforcement from 1 April 2014 to 31 January 2015.

Actions Required:

That the Committee considers and comments on the contents of the report.

1. Background

Whilst the annual parking report will cover the period from 1 April 2014 to 31 March 2015 it is useful to be able to update the current year activities and developments to allow a more informed debate for parking matters. The report will also contain statistical information relating to penalty charges and appeals.

APCOA Parking UK - Enforcement Team

APCOA currently employ 24 enforcement officers, 4 supervisors, 1 manager and 2 office staff in Lincolnshire. APCOA are currently recruiting staff for enforcement officer positions to bring the total number to 30. This increase in the number of enforcement officers is a result of continued demand from the public relating to ongoing inconsiderate parking issues in their communities.

Management Action

Close cooperation between the Council's Parking Services team and APCOA management has led to the development of new methods of delivery for the service. These changes are now delivering true efficiencies for the contractor and better enforcement coverage for the Council. A "before and after" snapshot of service delivery can be seen in Appendix A.

By utilising more efficient travel plans, detailed patrol routes coupled with a systemic review of manpower resources and patrol requirements, the Council has been able to deliver more patrol hours and increased visits to all areas of the County without incurring extra costs.

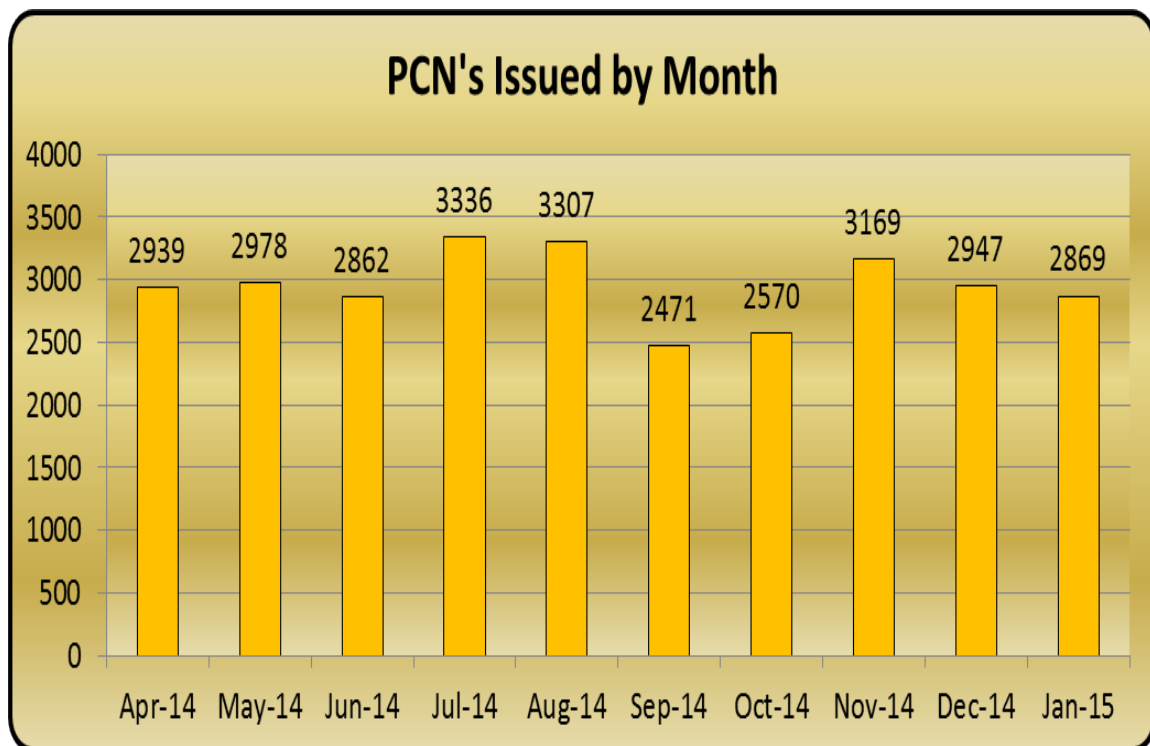
The Council and APCOA have been selected as finalists for the 2015 British Parking Awards in the Parking Partnership category. The entry is attached to the report as Appendix C.

Financial Situation

One of the tasks of Parking Services is to ensure the service provided by the contractors is as efficient as possible. By working with the contractors to improve efficiencies, and thus reduce costs, the service is expecting a surplus of circa £100,000 over and above the operating costs for financial year 2014/2015.

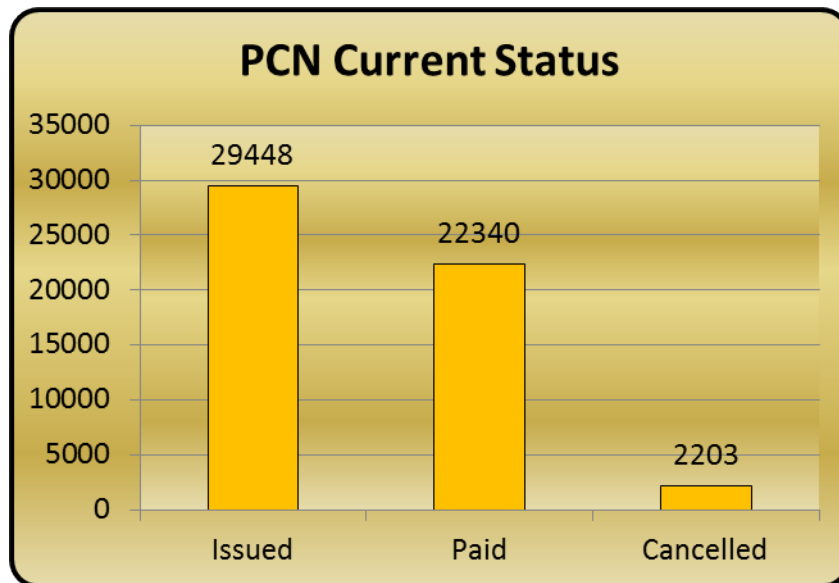
This projection is based on past performance and enforcement experience to date and is only a broad indicative figure which will be subject to change.

Penalty Charge Notices Issued On Street



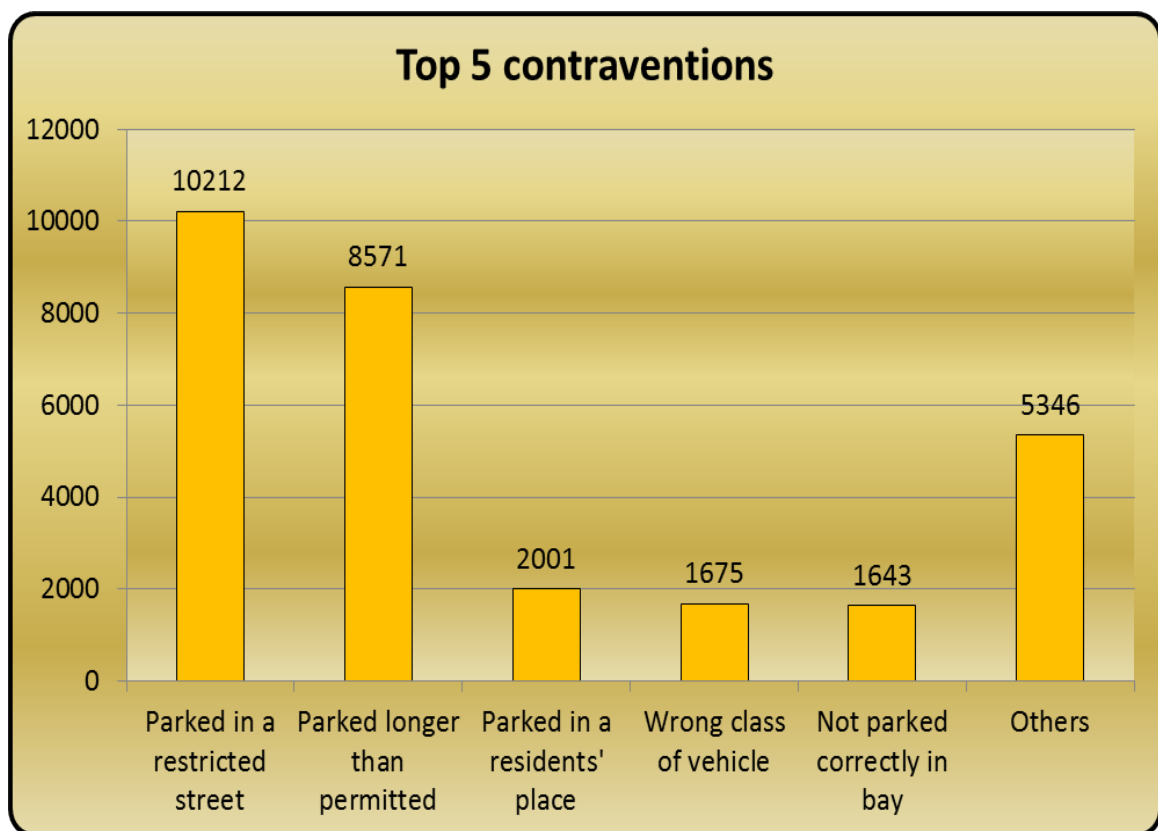
A total of 29488 PCN's have been issued from the 1 April 2014 to 31 January 2015 for on street contraventions in Lincolnshire. Variations between months are due to a combination of staff levels or seasonal effects caused by tourism.

Appeals and Outcomes



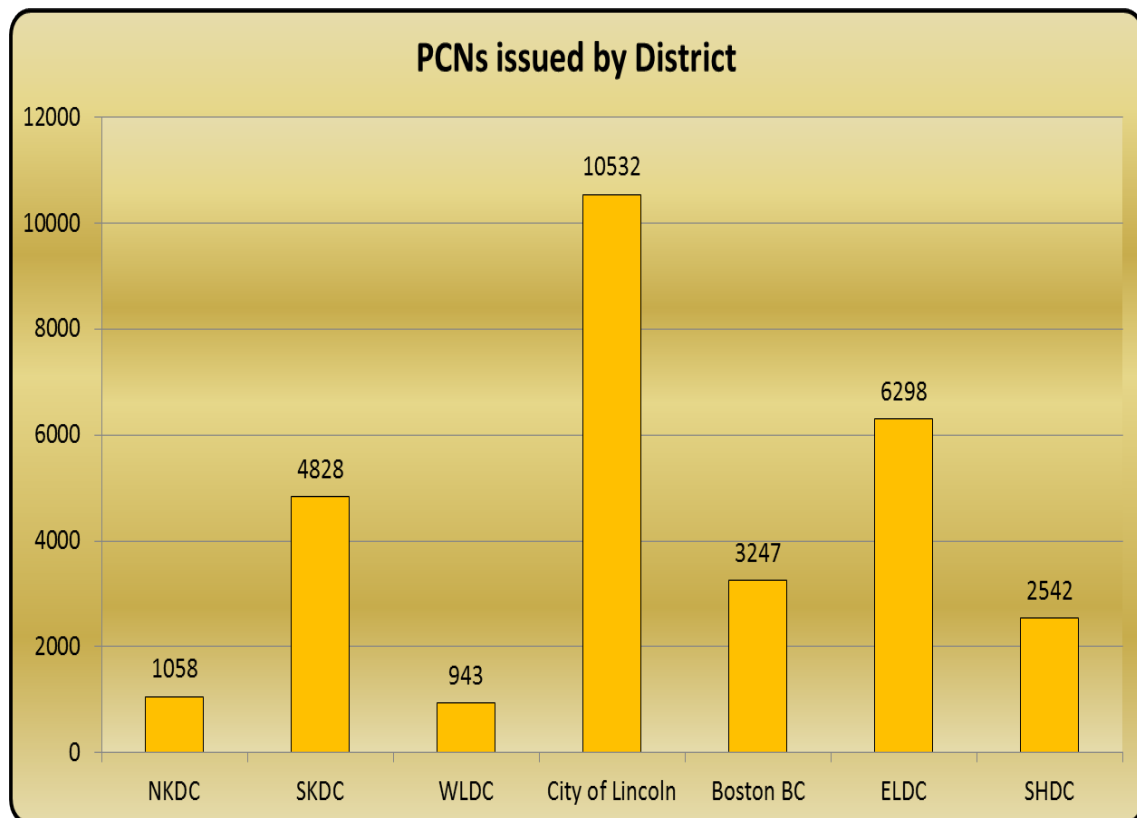
Cancellation rates remain relatively stable since the inception of CPE. Recent changes to legislation has resulted in a wider level of discretion being shown for Blue Badge users, especially around observation times for dropping off or picking up passengers.

Contraventions



Parking on single and double yellow lines continues to be the most common reason for issuing a penalty charge.

Penalty Charge Notices Issued On Street by District Area



Lincoln accounts for approximately 1/3 of all penalty charges issued.

Village Enforcement

One of the major changes brought about by the review of parking operations was to expand the coverage to patrol villages throughout the County on a more frequent basis than originally envisaged in the contract. The results of the changes made by the Council and APCOA can be seen in the table showing the number of patrols in Appendix B and the improved coverage as seen in Appendix A. Patrols of villages will be reviewed on a regular basis and adjusted as required.

As a result of the successful implementation of the new methods of service delivery, changes of a similar nature have been rolled out to the smaller market towns and are currently being trialled in the larger towns and the City of Lincoln.

Central Processing Unit

The ongoing partnership between the Nottinghamshire County Council's Central Processing Unit, Lincolnshire County Council Parking Services and APCOA continues to provide an efficient service with controlled costs, delivering true value for money. Ongoing operational meetings continue to improve service delivery.

2. Conclusion

The Committee is asked to consider and comment on the contents of this report.

3. Consultation

a) Policy Proofing Actions Required

N/A

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Patrols – Sites Attended
Appendix B	Breakdown of Visits
Appendix C	Entry to British Parking Awards

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

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