

Report for Information

Report to Norwich Highways Agency Committee
22 January 2009

Item
10

Report of Head of Asset and City Management

Subject On Street Parking Enforcement Monitoring Report

Purpose

This report presents a number of graphs to describe the performance of the On-Street Parking Enforcement group, for the financial year 2008/2009.

Recommendations

That the Committee receives the available performance results, and notes that, income and issuing of Penalty Charge Notices are above budget.

Financial Consequences

The projected surplus as at November 2008 stands at £45.6k, which is an increase on the previously report of October 2008.

Strategic Objective/Service Priorities

The report helps to achieve the corporate priorities of “Strong and prosperous city – working to improve quality of life for residents, visitors and those who work in the city now and in the future” and the service plan priority to work with Norfolk County Council to develop and implement the Norwich Area Transportation Strategy and Norfolk Local Transport Plan.

Contact Officers

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Background Documents

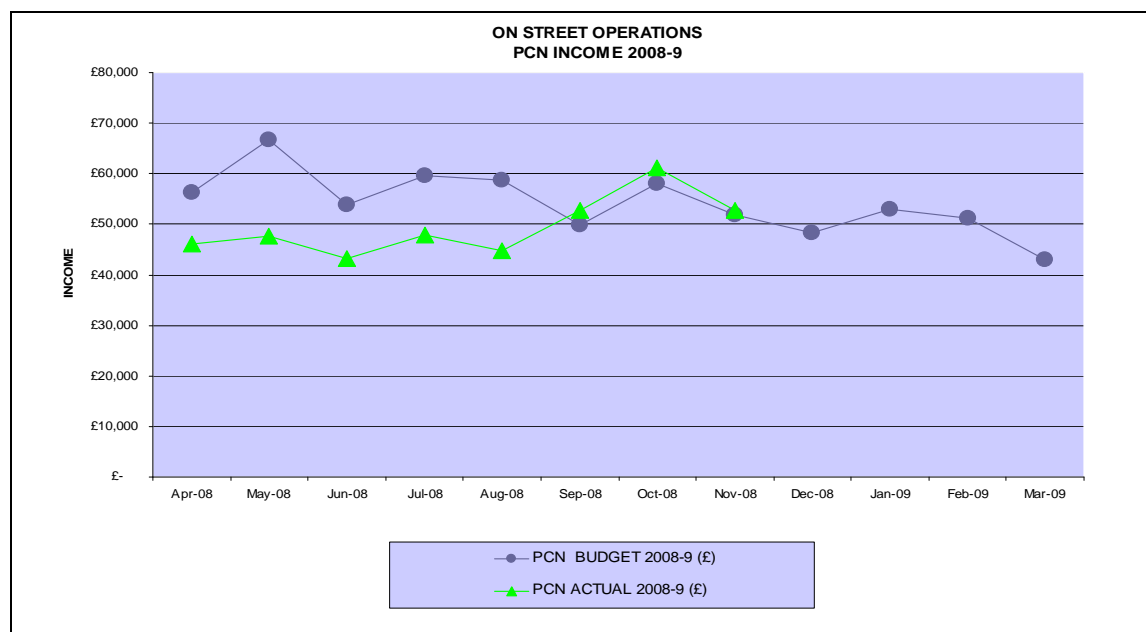
None

Background

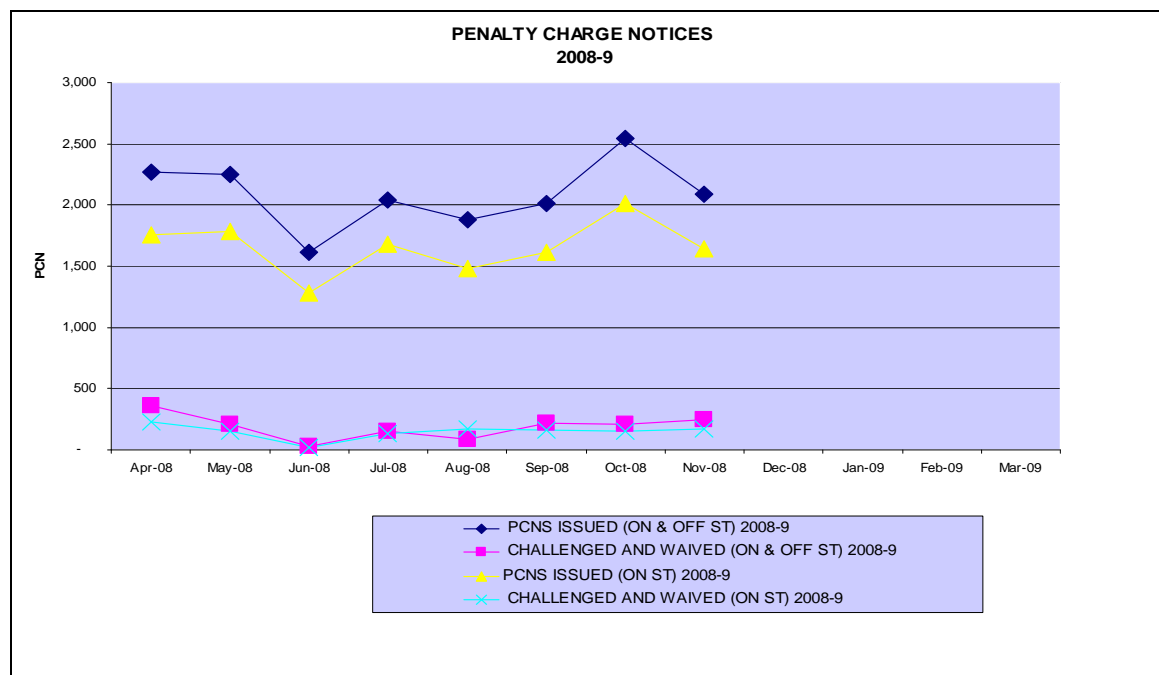
1. The City Council Parking Services carries out the parking enforcement in Norwich on behalf of the County Council, through an Agency Agreement.

Performance Monitoring of Parking Enforcement

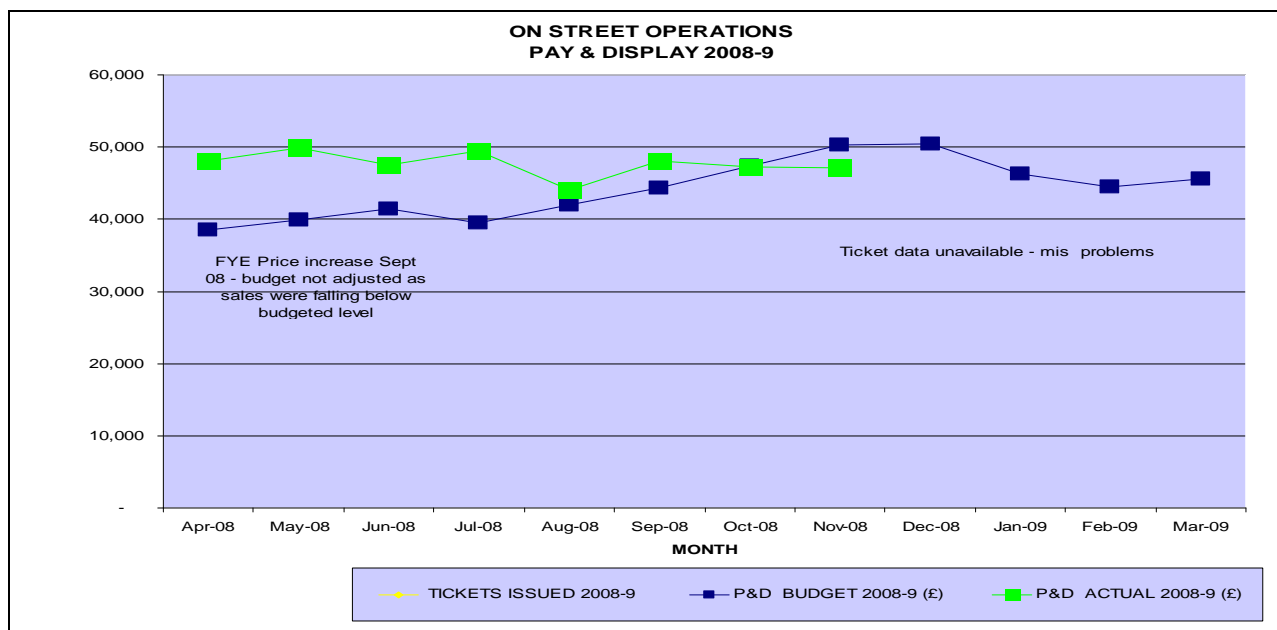
2. Penalty Charge Notice (PCN) income:- *Income is above budgeted figure and follows the seasonal trends*



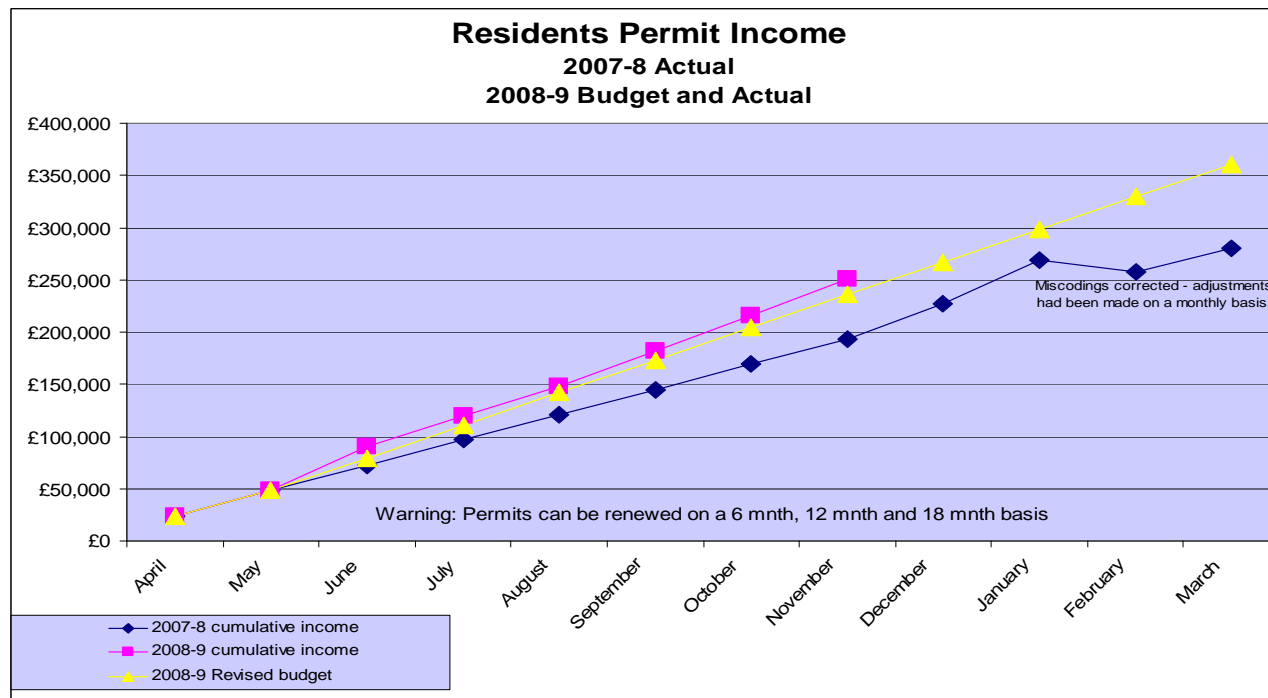
3. PCN tickets issue:- *Number of PCN's issued on street reduced for November to 1640 from 2014 in October 08..*



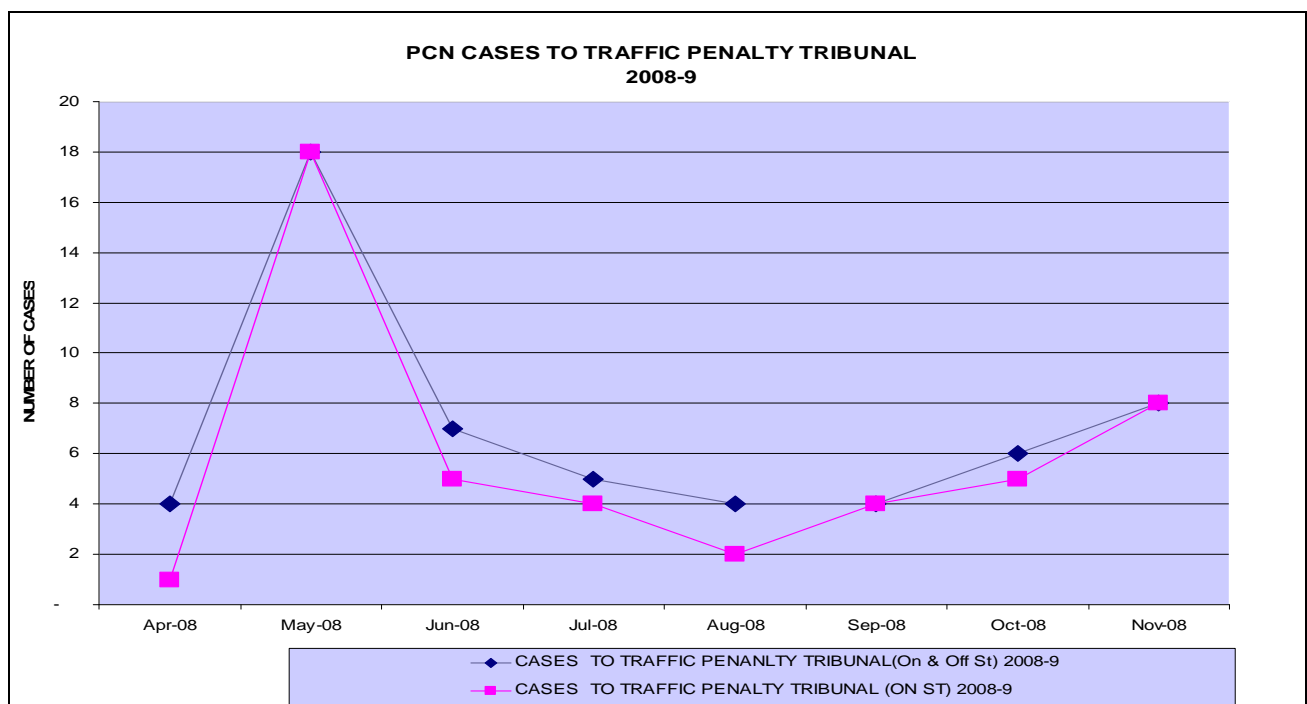
4. On Street Pay and Display machine Income: - *Income for October and November has reduced; on investigation £4k per month reduction in income which can be contributed to Princes Street project and the introduction of the part-time Taxi rank at Tombland to the On Street pay and display bays.*



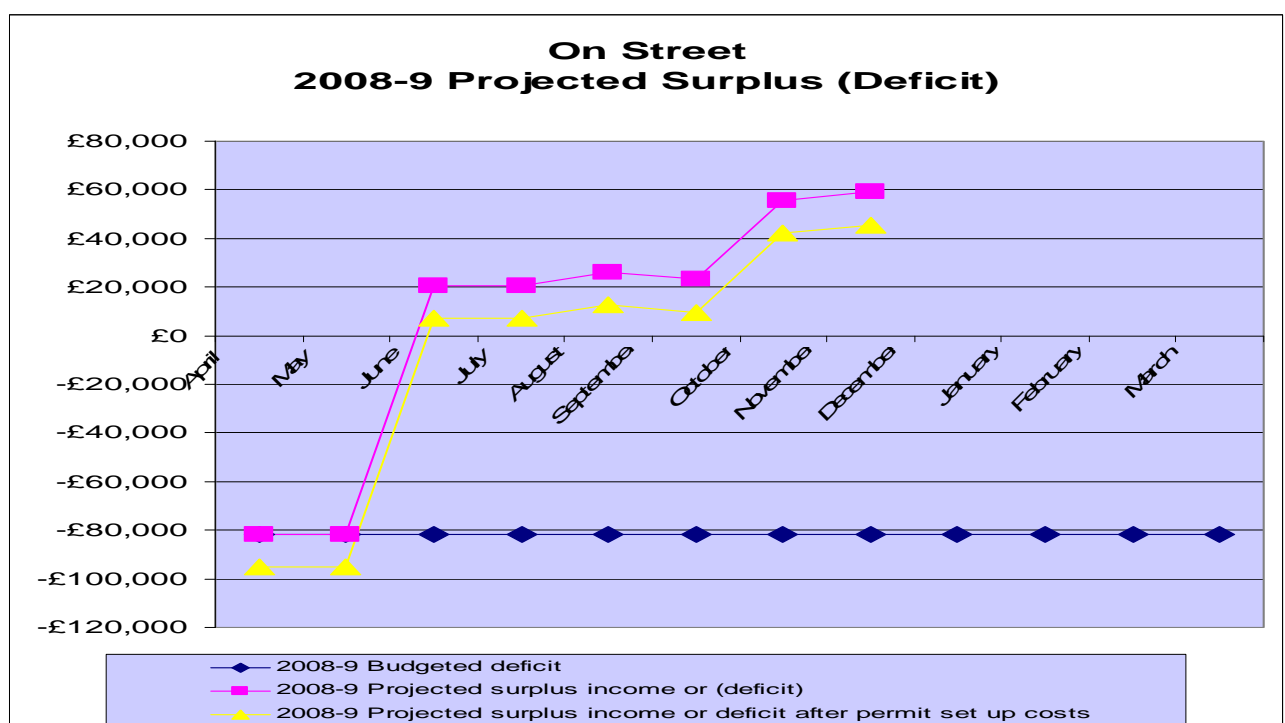
5. Residents Permit income:- *Income is above projected revised budget and £50k above 2007/2008.*



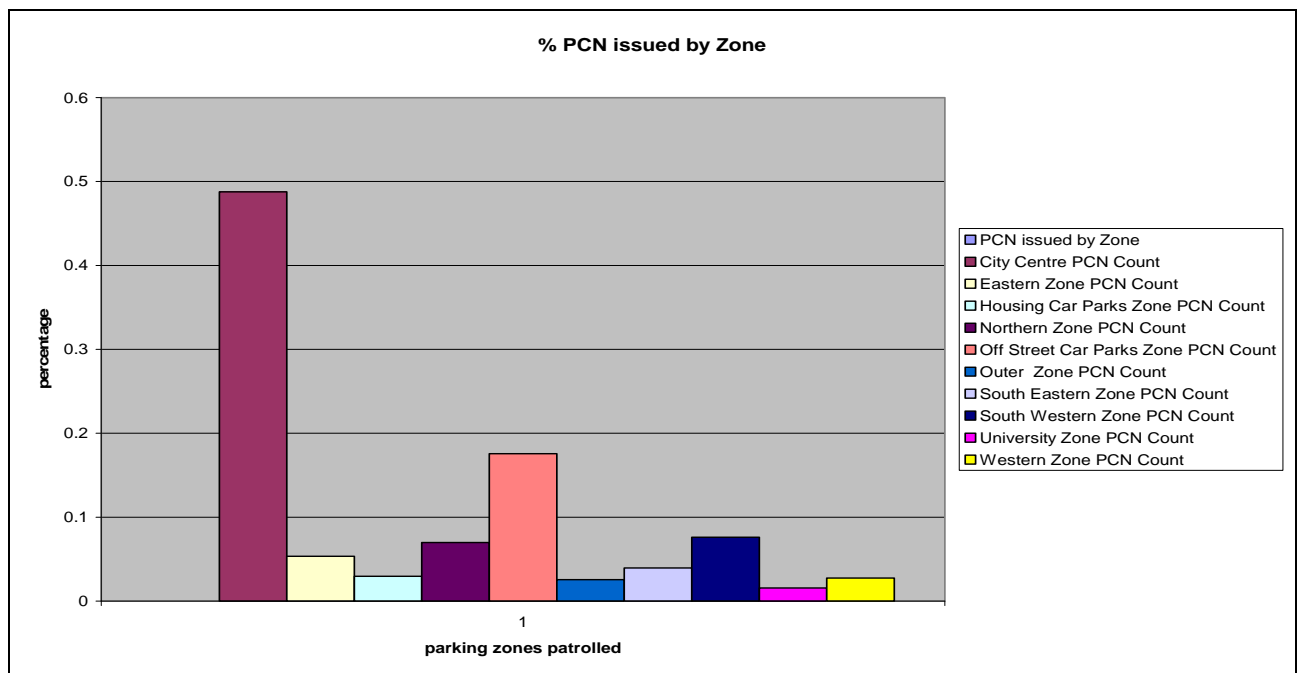
6. PCN cases to Traffic Penalty Tribunal:- *The number of appeals taken to the Traffic Penalty Tribunal has seen a small increase in Nov 08*



7. Surplus graph to date:- *Surplus has increased to £45.6 K for Nov 08, this is an increase from the £9.7k reported for September 2008.*



8. PCN issued by area:- *The number of PCN issued in City Centre zone (49%), Off Street car parks (18%), Housing car parks (4%), and the remaining zones are between 2-7%.*



9. Statistical data spread sheet: - *The following table is to show the collected statistics for 2008/09 for the Enforcement of On Street and Off Street parking places. This provides a snap shot of the different tasks undertaken during the CEO daily patrols. Points to note:-*

- (1) *Illegal parking reports take an officer away from their allocated beat.*
- (2) *Permit surveys take 14 days each to complete, then letters are written to permit holders.*
- (3) *Supplying of traffic cones to customers.*
- (4) *Lost spaces could be seen as lost income (£5 per space)*
- (5) *Nomad is a report programme used on the handheld computers to report faults and environmental issues whilst on beat.*
- (6) *Reporting of vehicle excise licence to DVLA.*

2008	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	Totals
Actioned As A Result Of Customer Complaints / Requests												
COMINO generated Illegal Parking Reports	220	191	178	243	151	188	169	171				1511
Permit Surveys Started	9	18	15	6	19	7	8	12				94
Cone requests (COMINO generated only)	9	16	21	22	21	19	10	16				134
TOTAL	238	225	214	271	191	214	187	199				1739
Lost Spaces Reported by CEO's												
On Street	638	443	485	718	762	1071	905	856				5878
Off Street	1260	1022	939	1113	1377	1455	1398	1370				9934
TOTAL	1898	1465	1424	1831	2139	2526	2303	2226				15812
PA Performance Indicators												
PCN Issue On Street	1752	1782	1278	1680	1482	1618	2015	1645				13252
PCN Issue P&D	421	381	331	360	399	366	405	291				2954
PCN Issue Housing	95	91	6	4	1	26	42	156				421
TOTAL PCN ISSUE	2268	2254	1615	2044	1882	2010	2462	2092				16627
PCN Cancelled by CEO	39	24	14	19	16	13	26	34				185
PCN Cancelled By Outside Agency	487	668	380	817	394	816	449	720				4731
Issues Reported by CEO's												
Line & Sign issues Reported by CEO's inc NOMAD	9	60	29	27	30	59	45	20				279
via NOMAD	9	16	7	8	11	5						56
Environmental Reports inc NOMAD	1	12	8	5	10	5	8	4				53
via NOMAD		3		1	3							7
Abandoned Cars inc NOMAD	1	1	1				2	2				7
via NOMAD		2	1									3
P&D Car Parks inc NOMAD		5	1	3	2	4	9	1				25
via NOMAD				3								3
Housing Car Parks inc NOMAD		4			1	2	4	6				17
via NOMAD		1										1
Graffiti inc NOMAD		6	19	1		10	1	1				38
via NOMAD												0
TOTAL inc NOMAD	11	88	58	36	43	80	69	34				419
via NOMAD	9	22	8	12	14	5	0	0				70
Issues Reported to Outside Agencies												
CLE2 Forms	88	85	65	55	54	84	106	71				608
(No RFL On-Street)												
INF101 Forms	30	21	9	23	19	18	28	33				181
(No RFL Off Street)												
Property Left On Display		1			3			2				6
TOTAL	118	107	74	78	76	102	134	106				795