

Report for Information

Report to Norwich Highways Agency Committee
26 March 2009

Item

16

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 January 2009 stands at £58.8k, which is an increase on the previously report of 2008.

Strategic Objective/Service Priorities

The report helps to achieve the corporate priorities of a strong & prosperous City and aiming for excellence 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

Gary Hewett Parking Manager (Operations)

01603 213826

Background Documents

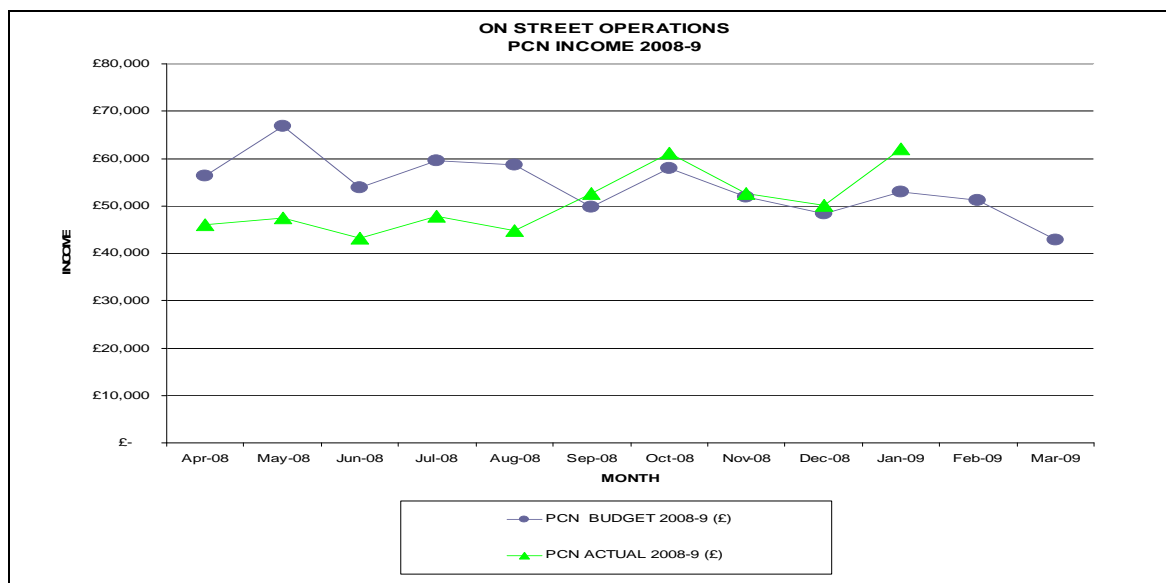
None

Background

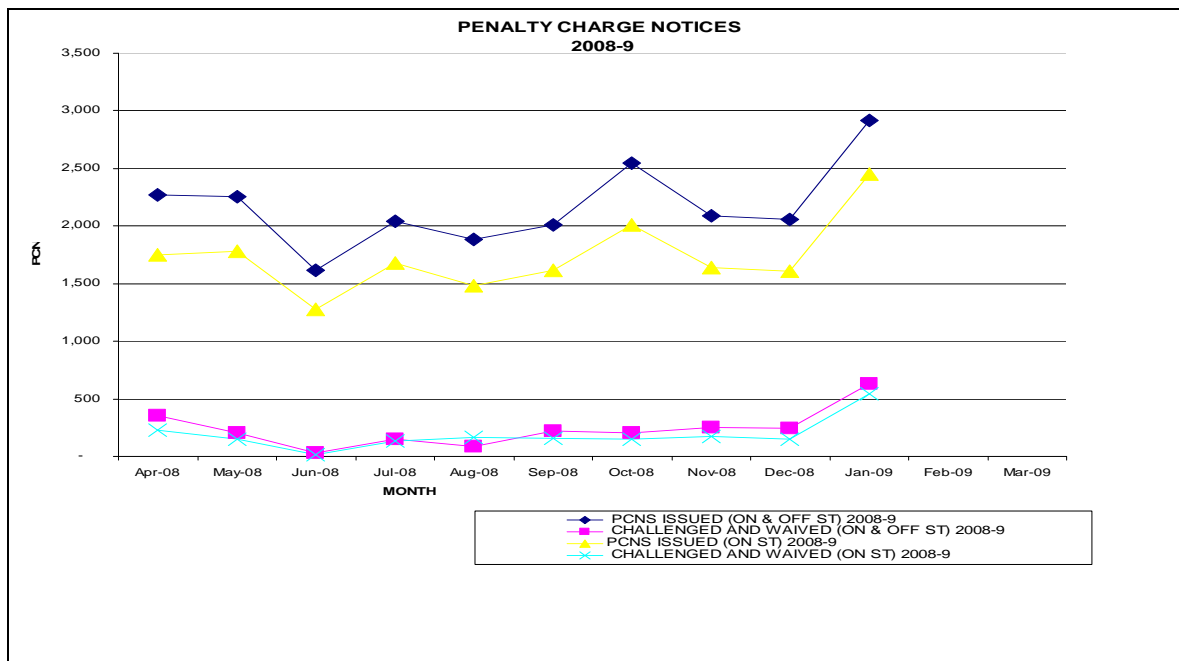
1. The City Council Parking Services carries out the parking enforcement in Norwich on behalf of the County Council, through an Agency Agreement.

Performance Monitoring of Parking Enforcement

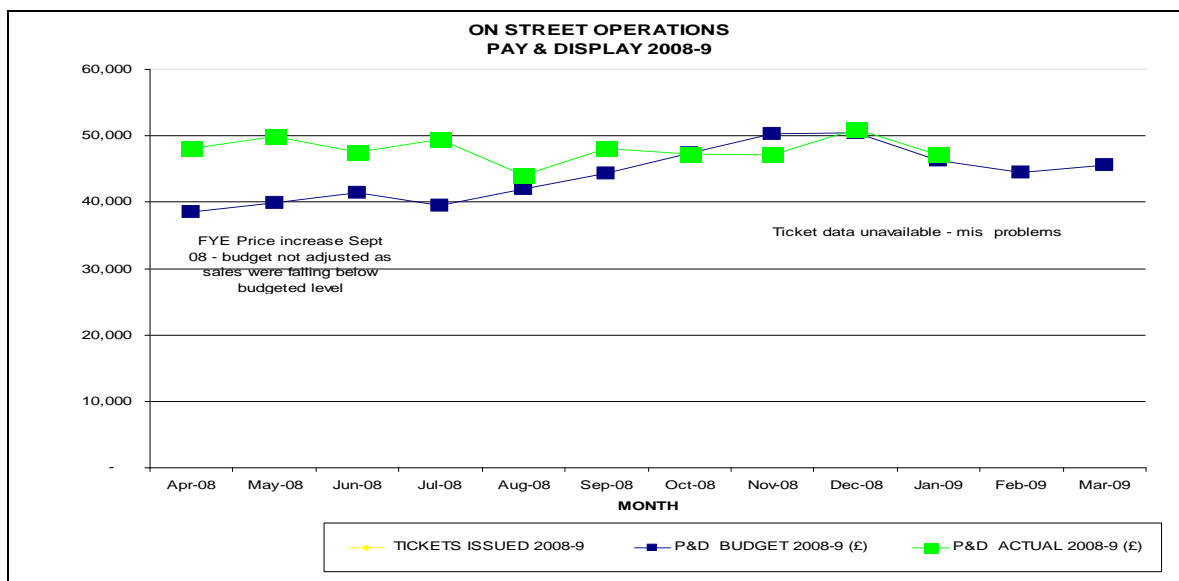
1. Penalty Charge Notice (PCN) income:- *Income is above budgeted figure for December £1.7k and Jan09 £8.0k*



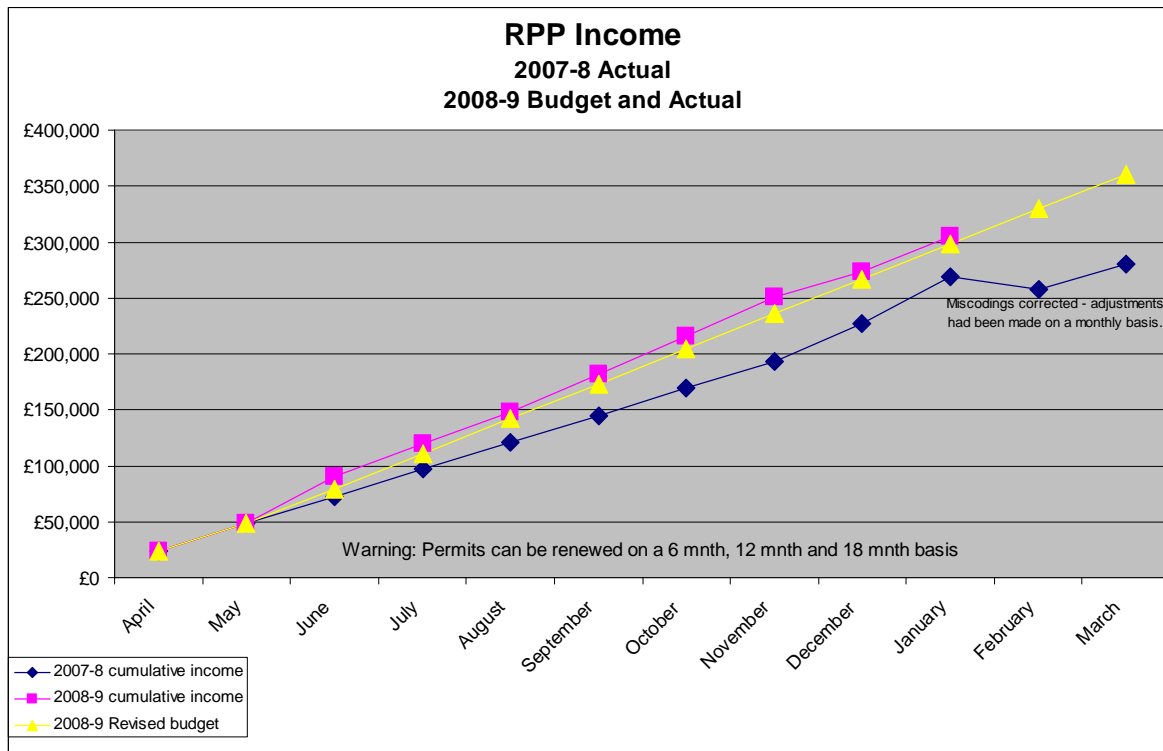
2. PCN tickets issue:- *Number of PCN's issued on street reduced for December but increase for Jan 09 to 2454.*



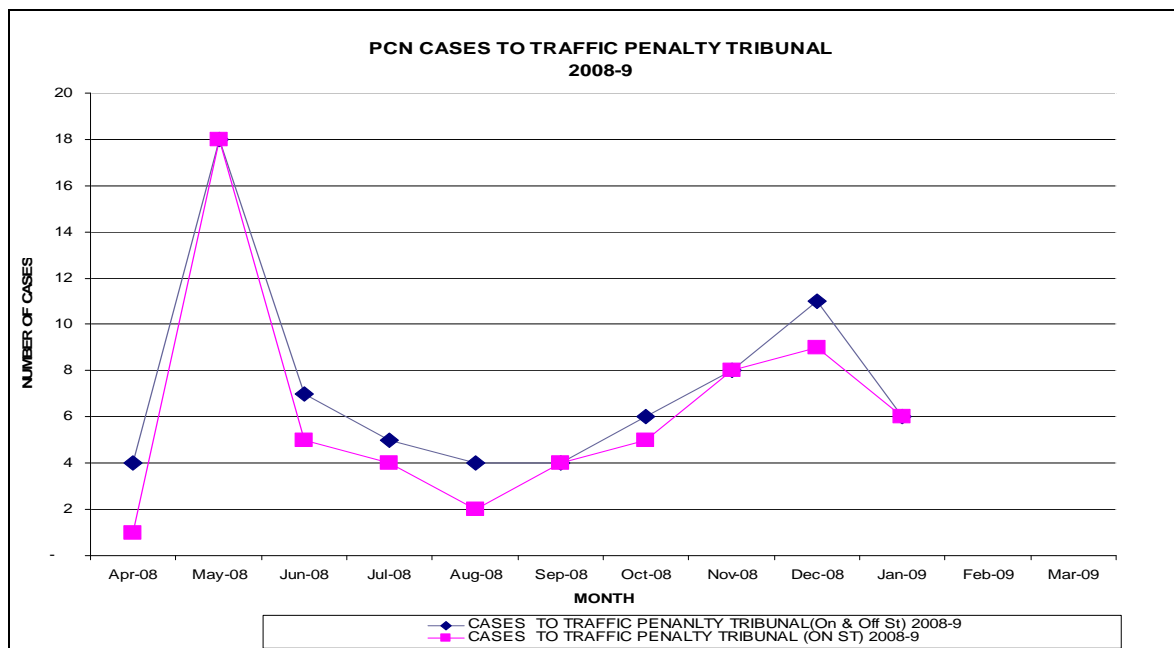
3. On Street Pay and Display machine Income: - *Income for December and January is above the budget*



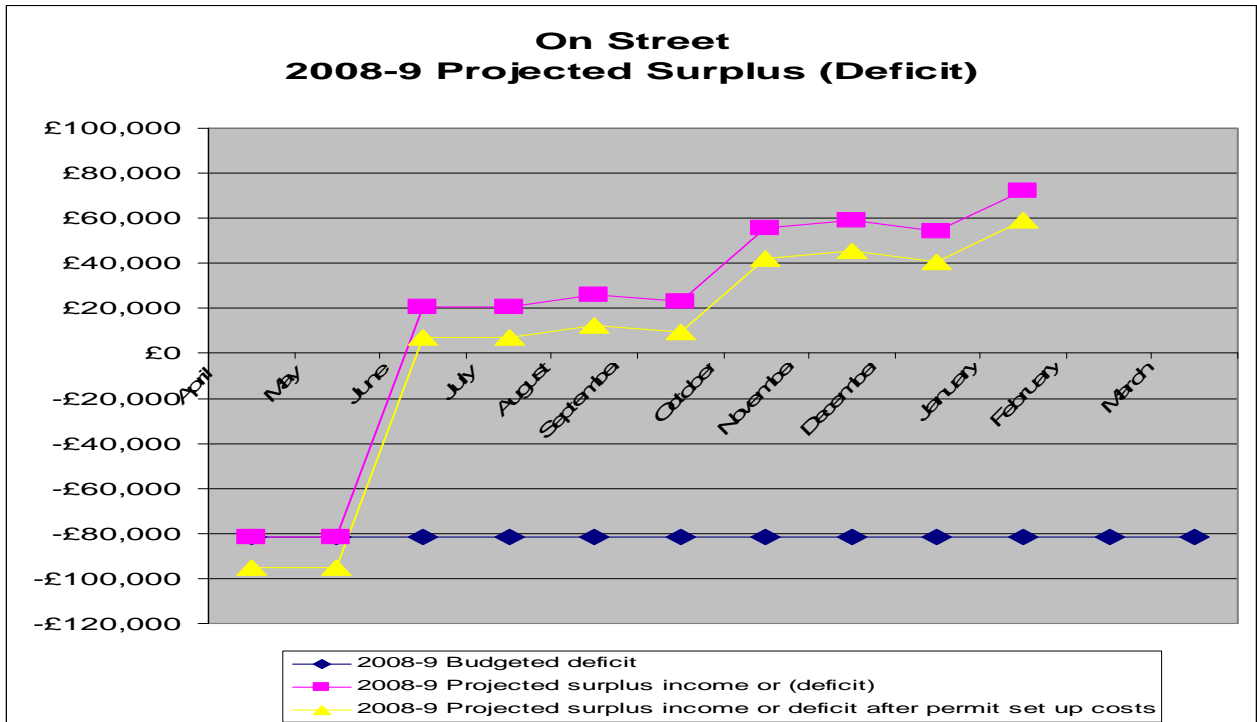
4. Residents Permit income:- *Income is £7.0k above projected revised budget*



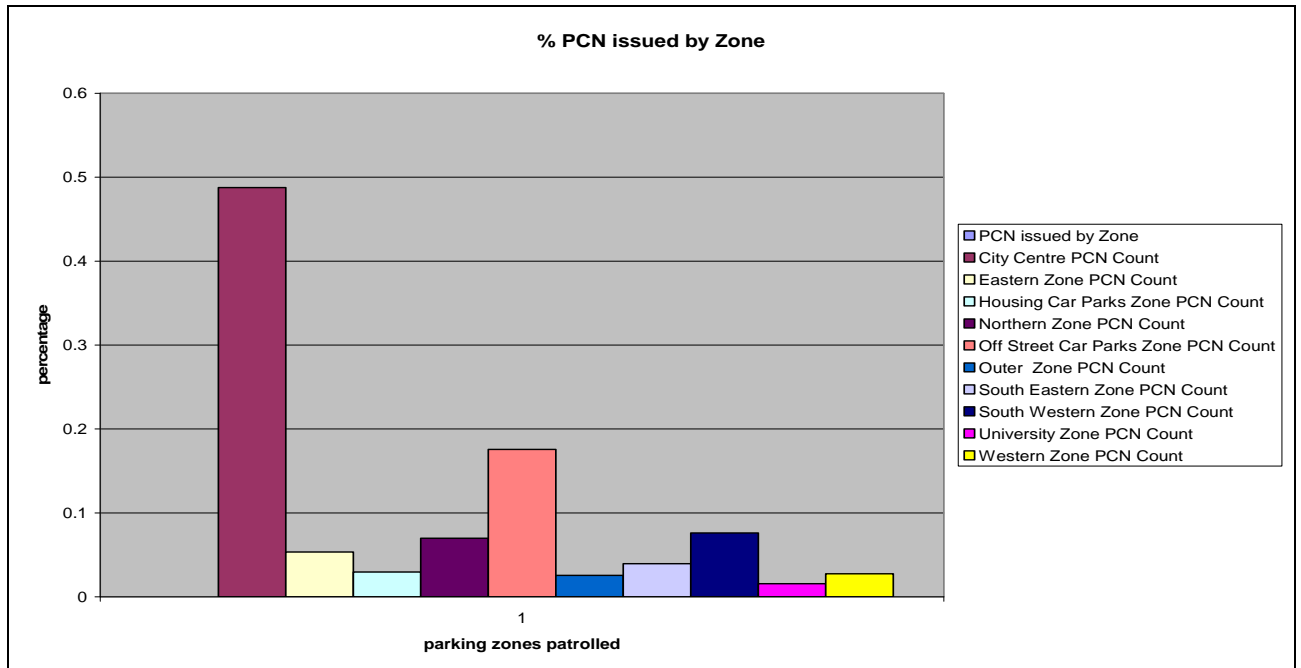
5. PCN cases to Traffic Penalty Tribunal:- *the number of appeals taken to the Traffic Penalty Tribunal has seen a small increase in Dec 08 and a reduction in Jan 09 to previous years level.*



6. Surplus graph to date:- Surplus has increased to £58.8 K for Jan 09, this is an increase from the £13k reported for November 2008.



7. 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%.



8. Statistical data spread sheet: - *This 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*

Statistical data spread sheet

2008	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	Mar
Actioned As A Result Of Customer Complaints / Requests												
COMINO generated Illegal Parking Reports	220	191	178	243	151	188	169	171	136	158	178	
Permit Surveys Started	9	18	15	6	19	7	8	12	13	7	22	
Cone requests (COMINO generated only)	9	16	21	22	21	19	10	16	18	12	12	
TOTAL	238	225	214	271	191	214	187	199	167	177	212	
Lost Spaces Reported by CEO's												
On Street	638	443	485	718	762	1071	905	856	769	945	822	
Off Street	1260	1022	939	1113	1377	1455	1398	1370	1851	1295	1413	
TOTAL	1898	1465	1424	1831	2139	2526	2303	2226	2620	2240	2235	
PA Performance Indicators												
PCN Issue On Street	1752	1782	1278	1680	1482	1618	2015	1645	1621	2457	2048	
PCN Issue P&D	421	381	331	360	399	366	405	291	318	342	313	
PCN Issue Housing	95	91	6	4	1	26	42	156	135	123	91	
TOTAL PCN ISSUE	2268	2254	1615	2044	1882	2010	2462	2092	2074	2922	2452	
PCN Cancelled by CEO	39	24	14	19	16	13	26	34	16	25	24	
PCN Cancelled By Outside Agency	487	668	380	817	394	816	449	720	536	698	484	
Issues Reported by CEO's												
Line & Sign issues Reported by CEO's inc NOMAD	9	60	29	27	30	59	45	20	14	28	46	
via NOMAD	9	16	7	8	11	5						
Environmental Reports inc NOMAD	1	12	8	5	10	5	8	4	11	8	6	
via NOMAD		3		1	3							
Abandoned Cars inc NOMAD	1	1	1				2	2	0	0	2	
via NOMAD		2	1									
P&D Car Parks inc NOMAD		5	1	3	2	4	9	1	5	4	4	
via NOMAD				3								
Housing Car Parks inc NOMAD		4			1	2	4	6	4	9	7	
via NOMAD		1										
Graffiti inc NOMAD		6	19	1		10	1	1	3	6	2	
via NOMAD												
TOTAL inc NOMAD	11	88	58	36	43	80	69	34	37	55	67	
via NOMAD	9	22	8	12	14	5	0	0				
Issues Reported to Outside Agencies												
CLE2 Forms	88	85	65	55	54	84	106	71	102	208	96	
(No RFL On-Street)												
INF101 Forms	30	21	9	23	19	18	28	33	17			
(No RFL Off Street)												
Property Left On Display		1			3			2	2	4	1	
TOTAL	118	107	74	78	76	102	134	106	121	212	97	