

Report to: Joint Committee, Parking Partnership

Date: 4 October 2012

Subject: North Essex Parking Partnership Operational Report

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1. Introduction and Purpose of Report

- 1.1 The report gives update of any Parking Partnership on-street operational issues since the last Joint Committee meeting in June 2012.
- 1.2 The report is presented for information and scrutiny and for ease of reference the following section has again been organised using relevant operational headings.

2. Detailed considerations

2.1 Recruitment / Structure

- 2.1.1 The Enforcement Manager and Technical Managers positions have now been filled. Emma Powell and Trevor Degville were the successful candidates and have been in position now for approximately 6 weeks. Emma Day has been seconded into the Parking Business Managers role, covering Lou Belgrove while she is on maternity leave.
- 2.1.2 With all the positions now filled, Emma Powell will be covering all aspects of Enforcement, Trevor Degville is responsible for the implementation of new restrictions and re-instating any existing lines and signs. Emma Day will be managing the back office team and partnership income. Now the management team is fully in place this will achieve efficiencies and ensure the business case remain on target.
- 2.1.3 A re-structure has been completed for the enforcement team creating new team leader posts and area managers to oversee the larger enforcement team that has grown over the last 18 months and with the merger of Epping Forest's operations and will continue with ongoing recruitment. A separate restructure will concentrate on the technical and operational teams.

2.2 Accommodation

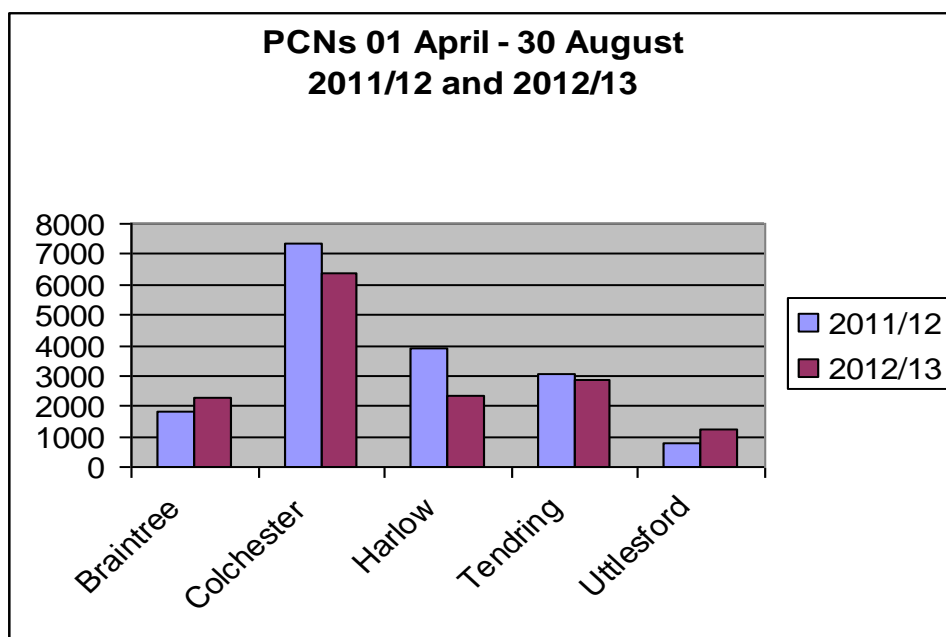
- 2.2.1 A new central hub at the Latton Bush Centre in Harlow for the Western Enforcement Team has been leased. The facilities leased are in the process of being adapted to accommodate the current Harlow based staff and the Epping staff due to join the Western team on the 1st October.
- 2.2.2 The new base, once established will allow all staff to access all Colchester Borough Council led systems, including the intranet.
- 2.2.3 The technical team will be operating from Latton Bush when dealing with machine maintenance and lines and signs maintenance for the west of the partnership.

2.3 On - Street Performance measures

2.3.1 On-street PCN issue rates appear to have remained consistent since the start of the extended Partnership, in line with the assumptions set out in the Business Plan put to Essex County Council.

2.3.2 Based on the first full year of operation Braintree, Harlow and Uttlesford have exceeded the amount of PCNs expected in the business plan with Colchester and Tendring not reaching the expected figures.

District	Business Plan Figures (12 mths)	Business Plan Figures (⁵ / ₁₂ mth)	01 April – 30 Aug 2011	01 April – 30 Aug 2012		% vs. 2011/12	% vs. BP
Braintree	3511	1462	1840	2255	+415	22.6	54.2
Colchester	19000	7916	7360	6377	-983	-13.4	-19.4
Harlow	6500	2708	3890	2335	-1555	-40.0	-13.8
Tendring	9300	3875	3039	2879	-160	-5.3	-25.7
Uttlesford	1950	812	775	1258	483	62.3	54.9
	40261	16773	16904	15104	-1800	= 17 per day	



2.3.3 Western districts still show the most consistency over the last five months whereas the districts in the east have suffered compared with the same period last year. This fluctuation in issue levels is still felt to be mainly due to low staff numbers and the need to train new staff who started in May until they could issue by themselves after July.

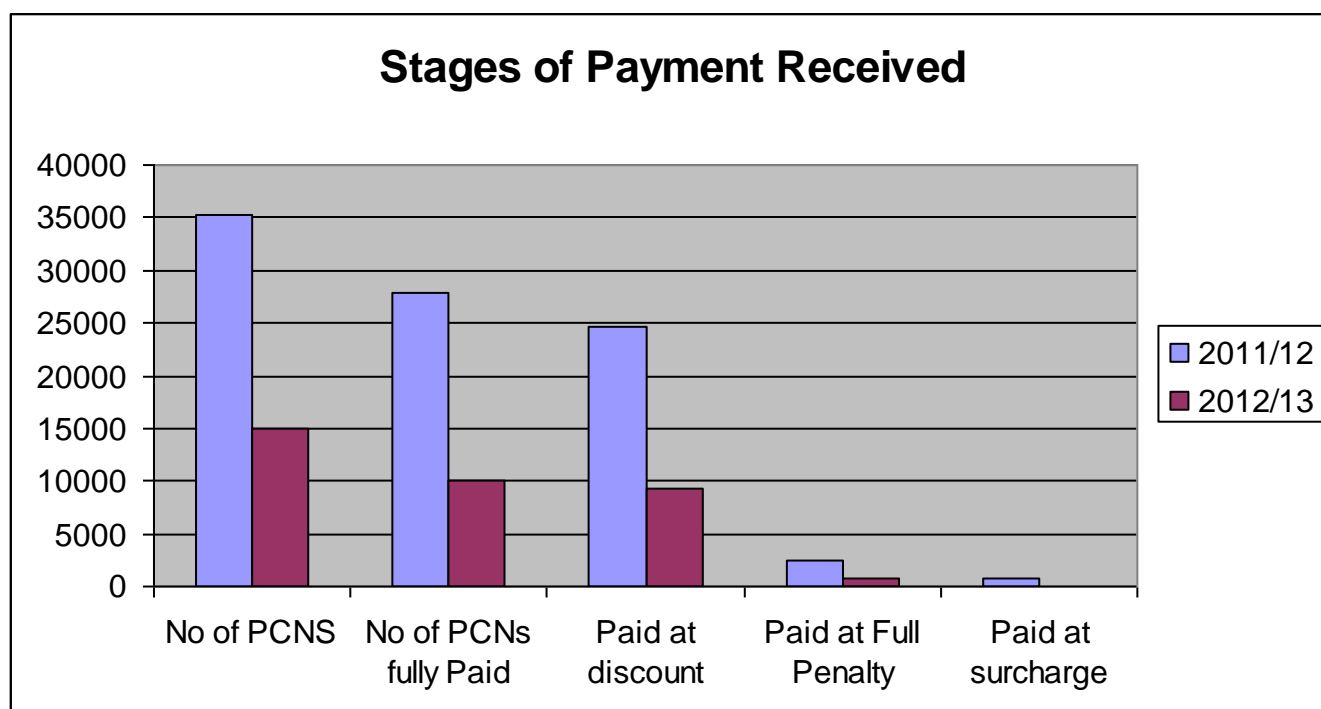
2.3.4 From May/June the issue statistics picked up again, although they have been affected in Tendring by the implementation of the free-parking-for-residents initiative, which seems to have diverted some “just chancing contravention” stays into parking properly in car parks.

2.3.5 In addition, in the Colchester area two extra off-street areas became enforceable (West Mersea car parks and evenings), which has shifted the enforcement bias away from on-street slightly. The number of overall PCNs issued between May & August for all Colchester and Tendring areas (on-street and off-street) was 9671 in 2011 and 9832 in 2012.

2.3.6 The proportional decrease in on-street PCN issue levels of around 17 PCN per day is roughly equivalent to one extra CEO on the beat in each area on normal shifts. This is recognised in recruitment and the number of new recruits will in turn help to bring PCN levels up again for this year of operation, as has already been seen in the current recruitment round.

2.3.7 To date, the Partnership has received payment for approximately 10,069 of the PCNs issued on-street since 1st April 2012 until 30th August 2012. 9230 paying at the discounted rate (91.7%) – although the figure is high, all the cases paid in this block are early in the process.

Year	No of PCNS	No of PCNs fully paid	Paid at discount	Paid at full penalty	Paid at surcharge	Paid - Other
Full year 2011/12	35316	27923	24632 (88%)	2472 (9%)	781 (3%)	38 (0.1%)
2012/13	14925	10069	9230 (92%)	763 (8%)	75 (0.7%)	1 (0%)



2.4 Back Office

2.4.1 The office workload continues to be consistent with the administrative caseload remaining at a high level with approximately 5034 challenges and representations being made within the last 5 months (Apr – Aug) of operation. This equates to an average of 24% of the total PCNs issued being challenged at either the informal or first formal stage of the process.

2.4.2 Web challenges continue to be the most popular way to challenge a PCN, with approximately 41% of motorists choosing to challenge the issue of a PCN, doing so in this manner. The back office consistently receives around 50 challenges at the weekend and about 20 per day on weekdays.

2.4.3 The number of cases at Appeal is around 0.06% of all cases, showing that a tiny fraction of cases are appealed. This tends to show that a good proportion of the PCNs issued are well-issued. At appeal around half the cases are found in favour of the motorist and around half in favour of the council.

2.5 Future work

- 2.5.1 Plans are well advanced in the implementation of cashless parking across the Partnership. Testing began in May 2012 and the Colchester off-street system was made live in August. The intention is to roll out the system in these areas first. This will be swiftly followed by implementing the system across Uttlesford and Harlow car parks.
- 2.5.2 Once the cashless parking element of MiPermit is implemented, the project team will start the process of implementing the virtual permit side of the system over winter.
- 2.5.3 MiPermit was launched in Colchester on 30th July 2012. There was a campaign in the local press and notices were displayed in the car parks prior to launch. To date (early September) MiPermit has processed 1545 transactions, with the average value being £4.38, meaning that the balance of usage in the system is biased towards the long stay).
- 2.5.4 The changeover for motorists during this time seems to have been problem free as the back office has received minimal calls in regard to setting up new accounts or processing transactions. The Paybyphone service has been switched off from September.
- 2.5.4. Due to the volume of calls now being received by the NEPP we have now installed a Macfarlane "wallboard" monitoring system. This will enable the back office to monitor the calls being received, average waiting time and call lengths. This will also reflect any increase in calls once Epping Forest's back office operation has been passed over.
- 2.5.5. Phone lines open at 9am and there are seven lines into Parking with usually 3 agents per shift awaiting calls in three shifts over the day. Over 100 calls are received daily. With new monitoring systems, average wait time is around half a minute.