

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 A separate restructure will concentrate on the technical and operational teams, bringing these together and in particular looking at the functions carried out, to get a market comparison of the cost of services, in particular cash collection which with the merger of the Epping Forest operation is thought to be less economic based at Colchester.

2.2 Accommodation

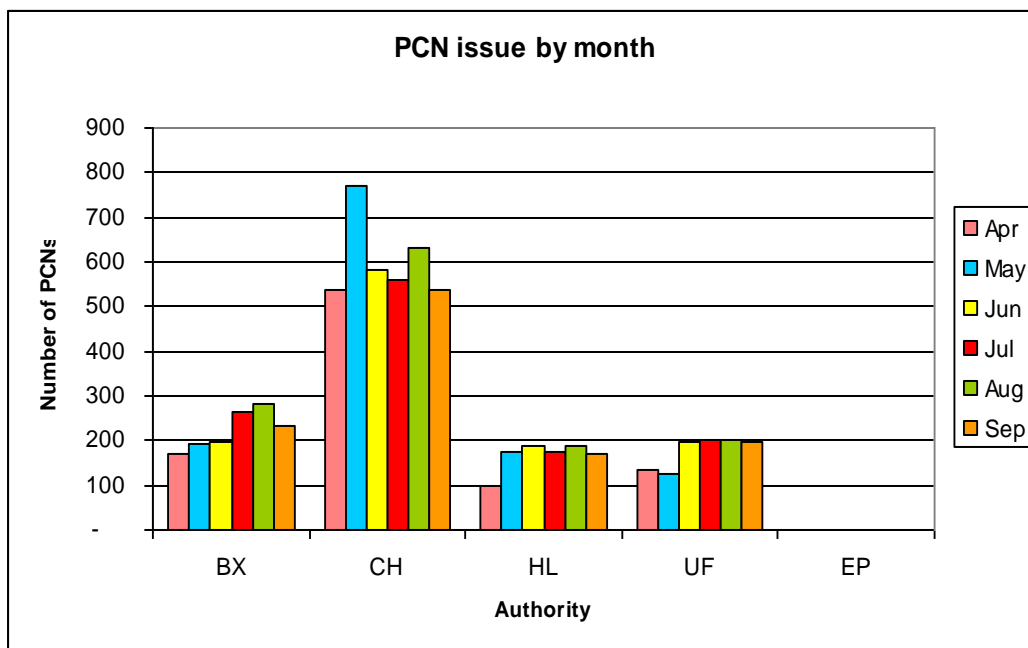
- 2.2.1 A new central hub at the Latton Bush Centre in Harlow for the Western Enforcement Team has been leased. The facilities leased are in the process of being adapted to accommodate the current Harlow based staff and the Epping staff due to join the Western team on the 1st October.
- 2.2.2 The technical 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 Off - Street Performance measures

- 2.3.1 Off-street PCN issue rates appear to have remained consistent this year with a couple of exceptions. Evening, Sunday and West Mersea enforcement began in Colchester in April, with a short grace period. The PCN levels rose briefly upon the commencement of enforcement after these changes – a blip is to be expected as people become used to the new conditions.
- 2.3.2 There was a small seasonal variation in August shown in Braintree and Colchester.

2.3.3 A number of new CEOs began in March/April and were fully trained by May. This has led to a slight increase in the overall performance. Otherwise totals issued remained constant.

2012	BX	CH	HL	UF	EP	Totals
Apr	170	536	100	134	-	940
May	193	770	176	126	-	1,265
Jun	197	581	188	195	-	1,161
Jul	266	558	173	202	-	1,199
Aug	282	632	188	200	-	1,302
Sep	234	536	171	198	-	1,139
	1,342	3,613	996	1,055	-	



2.3.4 No data is currently available for Epping Forest. This is in the process of being added to the main database and will be available for comparison at the next meeting.

2.3.5 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	Other amounts
2012/13	7006	4797 (68%)	4301 (61%)	327 (5%)	43 (1%)	126 (2%)

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 2697 challenges and representations being made within the last six months (Apr – Sep) of operation.

2.4.2 Web challenges have increased again, now forming over 51% of all correspondence incoming (including other documents which we have to scan, such as disabled badges). The

web form is increasing in popularity all the time and is easily now the most popular way to challenge a PCN, with approximately 57% of motorists choosing to challenge the issue of a PCN, doing so in this manner.

2.4.3 The number of cases at Appeal (overall) 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 car park areas in Braintree 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. By early September MiPermit had 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.