

## Annual Parking Report - 2011/2012

**Under the terms of the statutory guidance issued by the Secretary of State for the Department for Transport under Part 6 of the Traffic Management Act 2004 the parking enforcement authority should produce an annual report detailing its enforcement activities. This is to promote openness and a better understanding of enforcement and why it is carried out. The Traffic Management Act 2008 came into effect on the 31 March 2008.**

**This report covers the period 1 April 2011 to 31 March 2012.**

Within the St Albans City and District we act as the Enforcement Authority for our off-street car parks. Under an Agency Agreement with Hertfordshire County Council we also act as the Enforcement Authority for on-street restrictions across the District.

### **Background**

The District Council has been undertaking Decriminalised Parking Enforcement since October 2004. Our powers to undertake such duties coincided with the signing of a 10 year contract with NCP Limited to provide a number of parking related services to the District Council.

The services provided are;

- Investment, maintenance and management of 11 car parks across the District
- Provision of a Parking Shop
- Maintenance and cash collection from pay and display machines
- Administration of the St Albans District permit scheme
- Provision of parking related IT services
- Parking Enforcement Services across the District

Full details of the car parks can be found on the Council's website

<http://www.stalbans.gov.uk/transport-and-streets/parking/>

Car parks need to be safe, clean and well maintained and be attractive to motorists. All car parks managed by NCP have received the Park Mark Safer Parking Award.

The multi storey car park has received the benefit of extensive investment in CCTV technology.

Following the de-merger of NCP Limited, on street enforcement and related activities are undertaken by NSL Services Limited. NCP Limited continue to manage and maintain 11 District car parks.

## **Effect of the Traffic Management Act 2004**

The Traffic Management Act 2004, replaced the Road Traffic Act 1991 under which the District has enforced since October 2004. The Council through its contractors NCP Limited and NSL Services employs Civil Enforcement Officers (parking) (previously known as parking attendants) to enforce all yellow lines and other parking restrictions throughout the District This includes St Albans, Harpenden, London Colney, Wheathamsted and surrounding areas. This includes all off-street car parks managed by NCP on behalf of the District Council as well as other car parks retained by the District.

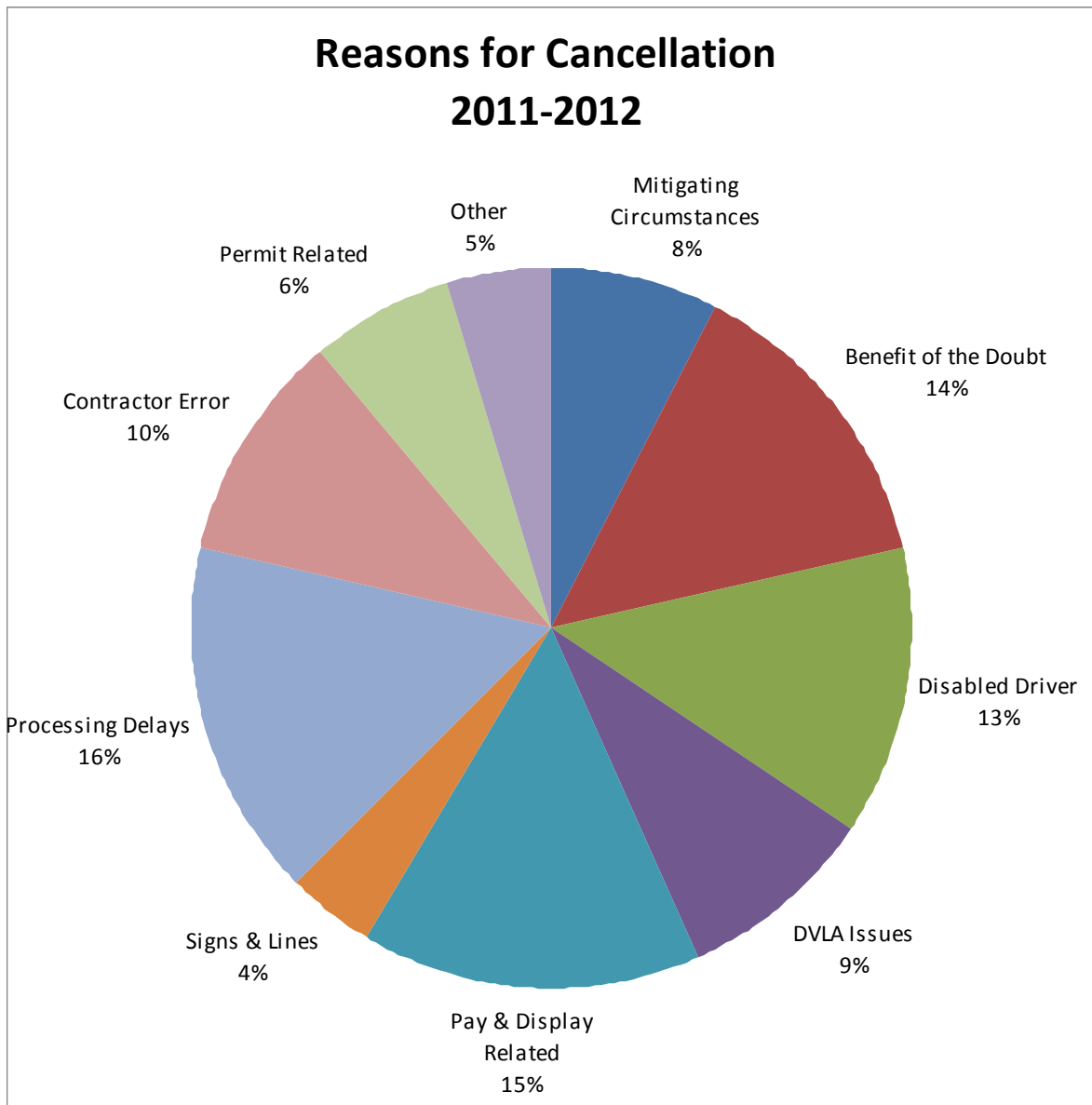
The two main differences that affect motorists who park in contravention of the regulations under the Traffic Management Act are:

1. Many Penalty Charge Notices (PCN) reduced. There are now two different levels of PCN (known as differential charging), for example a vehicle parked on a yellow line restriction will be issued a PCN at the higher rate of £70 (£35 if paid within 14 days) whilst a vehicle parked over time on an off street car park is not deemed to be as serious a contravention and would therefore be issued with a PCN at the lower rate of £50 (£25 if paid within 14 days).
2. The other difference between the 1991 Road Traffic Act and the Traffic Management Act 2004 is that currently if a motorist returns to their vehicle and drives away before the PCN is fixed to the vehicle or handed to the driver, this PCN is not deemed to be issued. However, under the Traffic Management Act, from 31<sup>st</sup> March 2008, a PCN may be issued through the post if the driver prevents it being served.

## Statistical Information Relating to Penalty Charge Notices

For the period 01 April 2011 to 31 March 2012 the following Penalty Charge Notices (PCNs) were served for vehicles parked in contravention of the relevant restriction.

		<b>01/04/10 to 31/03/11</b>	<b>01/04/11 to 31/03/12</b>
1	Higher Level PCNs served	11,254	14,486
2	Lower Level PCNs served	10,718	6,334
3	Number of PCNs paid	16,432	16,525
4	Payment Rate	75%	79%
5	PCNs paid at discount rate	12,014	14,010
6	PCNs paid at full charge before Charge Certificate	3,973	3,075
7	PCNs paid after service of Charge Certificate	420	533
8	PCNs paid after issue of Warrant	25	200
9	Number of PCNs against which an informal or formal representation was made	6,213	5,178
10	Number of PCNs cancelled as a result of an informal or formal representation	4,921	1,950
11	Number of cases subject to adjudication at the Traffic Penalty Tribunal	43	41
12	Number of PCNs registered at the Traffic Enforcement Centre	853	1,144
13	Number of PCNs written off	207	340
14	Number of vehicles immobilised	N/A	N/A
15	Number of vehicles removed	N/A	N/A



### Council Corporate Targets

The Council has adopted a Traffic Light system to monitor its Corporate Targets.

- Red = More than 10% away from target
- Amber = Below target but within 10% of target
- Green = Achieving target

Items 1 & 2 (consolidated) - PCNs served over 13 month trend, target is reported as "smaller is better" indicating improving driver compliance

Item 4 payment rate target 70% paid over 13 month trend

These items are both reported to the Council's Cabinet on a monthly basis.

## **Reported Performance 2011-12**

### Penalty Charge Notices

During the period of this report the 13 month trend for PCN issues was reported;

- Green on 4 occasions (December 2011, January to March 2012)
- Amber on 5 occasions (April to June 2011, August and September 2011)
- Red on 3 occasions (July 2011, October and November 2011).

The main causes of an increased level of penalty charges within these months being seasonal effects.

### % Penalty Charge Notices Paid

During the period of this report the payment rate was reported as Green.

The payment rate varied between 72% (October 2011) and 93% (May 2011), against the Corporate Target of 70%.

## Financial Reporting

The income and expenditure of local authorities in connection with their on-street charging and their on-street and off-street (car parks) enforcement activities are governed by section 55 (as amended) of the Road Traffic Regulation Act 1984.

This means that all of our income and expenditure related to the service of and income from PCNs in respect of off-street parking is covered by section 55.

Details of the income and expenditure relating to section 55 is detailed below.

	<b>01/04/10 to 31/03/11</b>	<b>01/04/11 to 31/03/12</b>
<b>Total Expenditure £**</b>		
Central Services	41,968.86	45,617.12
Public Consultation	987.43	1,573.71
Equipment	-	260.00
Signs and Lines	17,910.75	10,309.87
Misc	-1,284.87	2,014.16
NCP Contract	924,292.99	1,036,167.58
Council Officer Costs	132,680.66	169,292.06
Stationery	121.88	392.51
Debt Registration Fees	12,817.71	12,500.00
Technical Services	22,520.00	20,561.00
Telephones	503.23	383.00
Traffic Order Related	16,040.15	15,260.28
Traffic Penalty Tribunal	5,227.95	13,823.95
<b>Total</b>	<b>1,173,786.74</b>	<b>1,328,155.24</b>

		<b>01/04/10 to 31/03/11</b>	<b>01/04/11 to 31/03/12</b>
<b>Total Income **</b>			
1	Reserve	-	-
2	Misc	-	-
3	NCP Contract	6,147.53	7,901.78
4	On Street P&D Income	248,974.00	286,921.00
5	Off Street PCN Income	190,759.28	451,531.00
	On Street PCN Income	370,297.40	167,004.00
	<b>Total</b>	<b>561,056.68</b>	<b>618,535.00</b>
6	Permit Income	271,743.85	327,865.34
7	Suspense	-714.62	-401.19
8	Traffic Order Related	25,000.00	52,940.59
	<b>Total</b>	<b>1,112,207.44</b>	<b>1,293,762.52</b>
	<b>Net</b>	<b>-61,579.30*</b>	<b>-34,392.72*</b>

\*The deficit for 2011/2012 is accounted for the indexation (RPI) increase on the NCP/NSL Services Contract and increased staffing costs following the Organisational Development and temporary staff to address previous processing delays.

\*\* The total income and expenditure represents the consolidated figures for all enforcement activity. Internally off street and on street activity is allocated on a pro rata basis in line with the number of PCNs served off and on street. For the report period this equated to;

	<b>01/04/10 to 31/03/11</b>	<b>01/04/11 to 31/03/12</b>
On Street	66%	73%
Off Street	34%	27%

## **Milestones relating to Parking Services**

During the period covered by this report there have been a number of milestones involving Parking Services that impact on residents and visitors across the District

### **New Resident Parking Schemes**

A number of new resident parking schemes have come into effect during this period.

#### Leyton Road and West Common, Harpenden

Restrictions apply Monday to Saturday 8.00am to 6.30pm. During this period vehicles are required to display the relevant permit.

#### Coach Mews, St Albans

Restrictions apply Monday to Sunday 8.30am to 8.00pm. During this period vehicles are required to display the relevant permit.

#### Folly Lane (service Road), St Albans

Restrictions apply Monday to Saturday 8.30am to 8.00pm. During this period vehicles are required to display the relevant permit.

#### Havercroft Close, St Albans

Restrictions apply Monday to Friday 10.00am to 4.00pm. During this period vehicles are required to display the relevant permit.

#### Holywell Hill, St Albans

South of Belmont Hill along the west side new restrictions apply Monday to Saturday 8.30am to 6.00pm. During this period vehicles are required to display the relevant permit or purchase a pay and display ticket for a maximum period of two hours.

#### Orient Close, St Albans

Restrictions apply Monday to Friday 8.30am to 6.00pm. During this period vehicles are required to display the relevant permit.

#### Prospect Road and St Julian's Road, St Albans

Restrictions apply Monday to Saturday 10.00am to 11.00am and 2.00pm to 3.00pm. During this period vehicles are required to display the relevant permit.



## **Changes to Free Parking**

### **St Albans**

To support retailers in the northern part of St Peters Street a number of new free one hour bays have been introduced. From April 2012 these enable drivers to park near to local shops for up to one hour without payment.

The new parking places are located in the following areas;

Etna Road, St Peters Street (opposite St Peters Church) and Upper Marlborough Road

### **Harpenden**

In response to Harpenden retailers with a view to increasing the amount of time shoppers stay, changes have been made to parking within the vicinity of the High Street. From April 2012 drivers are now able to park for up to two hours without payment.

The new two hour parking places are located in the following areas;

Arden Grove, Leyton Green, Leyton Road, Station Road, Rothamsted Avenue, Southdown Road, Thompsons Close, Vaughan Road and Victoria Road.

A number of short term 30 minute parking places have also been introduced to increase turnover of parking. These are located in;

High Street and Leyton Road

## **New Controlled Parking Schemes Proposed**

Public Notices have been placed detailing proposals to introduce or amend parking controls in a number of areas detailed below. It is anticipated these will be implemented during the 2012/2013 period.

Old Sopwell Gardens and Nunnery Close, St Albans

Wordsworth Road area, Harpenden, consisting of Byron Road, Townsend Road and Wordsworth Road

St Michaels Street area, St Albans, consisting of Blacksmiths Lane, Prae Close, St Michaels Street and Bluehouse Hill (part)

## **Consultations**

In response to concerns of residents a number of consultations have been undertaken to identify whether problems experienced by residents was sufficient to warrant the introduction of parking controls.

The consultations undertaken are detailed below.

### **The Avenues Area, Harpenden**

Consisting of Amenbury Lane, Aplins Close, Avenue St Nicholas, Douglas Road, Hay Lane, Kirkdale Road, Kirkwick Avenue, Longcroft Avenue, Old Rectory Close, Orchard Avenue, Rosebery Avenue, Rothamsted Avenue, Salisbury Avenue, St Andrews Avenue, The Drive, Timbers Court, Townsend Lane.

### **The St Albans Hospital Area**

Consisting of Becketts Avenue, Connaught Road, Downedge, Everlasting Lane, Goldsmiths Way, Ladies Grove, Langley Crescent, Links View, Oysterfields, Waverley Road and White Hedge Drive.

### **The Boundary Road Area, St Albans**

Consisting of Boundary Road, Culver Road, Heath Road, Sandpit Lane, Sandridge Road, Spencer Gate, The Limes, Upper Culver Road, Upper Heath Road, Walton Street and Warwick Road.

Details of the consultation outcomes can be found at the following link.

<http://www.stalbans.gov.uk/council-and-democracy/consultations/completed-consultations.aspx>

## **The Parking Shop**

Following a review of Parking Services and the Parking Shop the shop is no longer open on Tuesday and Thursday. The closure from October 2011 initially on a trial basis co-incided with the development of on line permit applications. This enables residents and other permit users to apply and pay for their permit via the internet.

**For further information relating to parking within St Albans City and District please contact:**

**The Parking Shop  
Drovers Way Multi Storey Car Park  
Drovers Way  
St Albans  
AL3 5EB**

**Telephone 01727 868 129**

**<http://www.stalbans.gov.uk/transport-and-streets/parking/parking@stalbans.gov.uk>**