

# Broxbourne Borough Council

Parking services annual report 2012/13



# Introduction by Councillor Ray Hannam

Cabinet Member for Public and Environmental Protection



Welcome to the Broxbourne Council Parking Report for the period April 2012 to March 2013.

The aim of the report is to present financial and statistical data in a clear and succinct way as well as our objectives, achievements and plans for the future.

The principal aim of the parking service is to discourage indiscriminate and obstructive parking throughout the Borough with a particular emphasis on schools to ensure a safe environment for all.

This year we designed and implemented a permit scheme for residents and businesses in a restricted parking zone around the Olympic White Water Centre throughout the period of competition.

We have implemented a number of schemes to encourage turnover at parking bays outside small shopping parades, which are proving beneficial to these businesses.

There is a programme of regular maintenance of the Council's car parks to provide safe and reliable facilities, and this year all of our operational car parks were awarded the 'Park Mark' accreditation.

The parking service is delivered by a team of trained and qualified Civil Enforcement Officers (CEOs), supported by a small team of qualified processing officers. The CEOs are not incentivised to issue Penalty Charge Notices. In fact, the provision of this service to the public makes a loss that is met from the Council's General Fund.

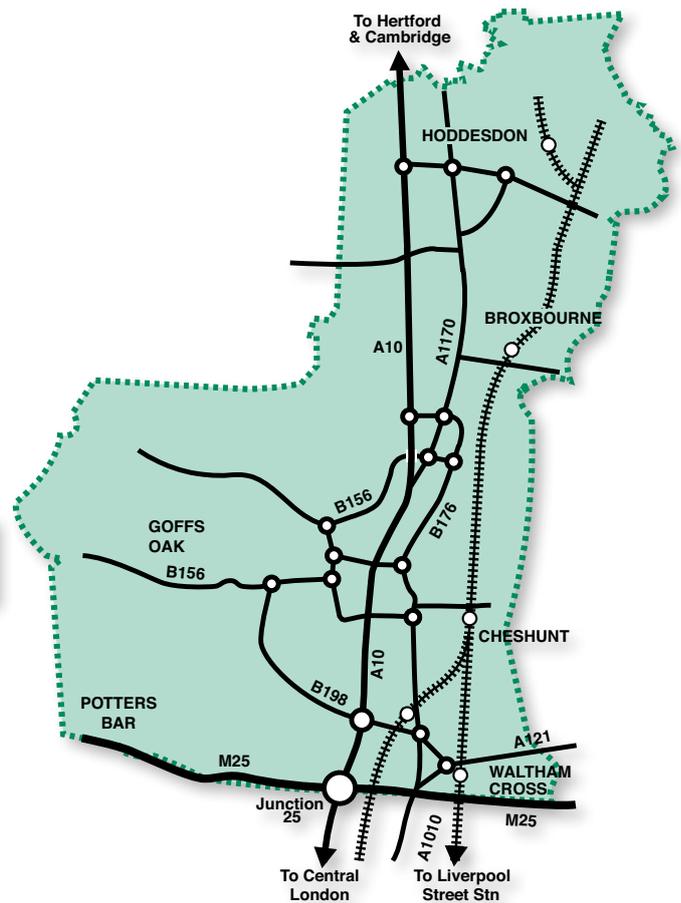
Our aim is to administer the regulations fairly and consistently, bearing in mind the conflicting needs of drivers, residents, businesses, visitors, commuters and blue badge holders.

As a Council we are always looking to improve the quality and efficiency of the services we provide. The purpose of this annual report is to give you a better understanding of the way the service operates and is delivered in Broxbourne.

I hope you find it helpful and informative, and I would welcome any constructive comments to improve the service.

Ray Hannam

# Background



The Borough of Broxbourne lies in south east Hertfordshire, adjoining London and the M25 to the south. It has an area of some 20 square miles and a population of around 93,600.

The Borough is bisected by the A10 and the London-to-Cambridge railway line. The towns of Waltham Cross, Cheshunt and Hoddesdon lie along this north-south corridor in a near continuous urban area. To the west are Hammondstreet and Goff's Oak. The rest of the Borough is mostly rural with large areas of wooded Green Belt countryside. There are good road and rail links into London, as well as to Stansted Airport, and many residents commute to work on a daily basis.

The geography and demographics of the Borough present many challenges when it comes to setting a transport and parking policy, and attempting to balance the often competing requirements of different groups of stakeholders, including residents, businesses, commuters, visitors, schools and Blue Badge holders.

There are three main town centres (Waltham Cross, Cheshunt and Hoddesdon) and many smaller local shopping parades throughout the Borough. The Council endeavours to support local businesses by providing sufficient free or low-priced short-stay parking in the vicinity so as to achieve a good level of turnover of these spaces and encourage visitors.

There are significant differences in the demographics across the Borough. It has some of the most deprived areas in the county, and some of the most prosperous. Overall, car ownership is above average, with more than 80% of households having one or more cars. This results in a high demand for on-street spaces in many residential areas.

In common with the rest of the country, the proportion of older residents is projected to continue to increase over the coming years, as is the number of blue badge holders.

# Objectives and achievements



## The parking service has the following key objectives and functions:

1. Manage the demand for on and off-street parking, particularly with regard to town centre car parks and short-stay parking bays, Blue Badge holder spaces, taxi ranks, and loading bays.
2. Consider and introduce new or modified parking controls, taking into account the needs and requirements of residents, businesses, commuters, Blue Badge holders, and visitors.
3. Enforce parking restrictions fairly and consistently to ensure a safe environment for motorists and pedestrians, the free flow of traffic, unhindered access for emergency vehicles, and the optimum turnover of parking spaces in town centres and shopping parades.
4. Apply a consistent approach to challenges, representations and appeals, with a focus on proportionality, fairness, reasonableness and objectivity.
5. Ensure that any surplus income from enforcement and on-street parking charges is invested in parking, public transport, highway maintenance or environmental improvements.

## Parking enforcement

### Civil Enforcement Officers

The Council employs a small number of CEOs who patrol on every day of the week to provide coverage of all parking restrictions throughout the Borough, although priority has to be given to those areas where the most parking problems are experienced. In addition, early morning and late evening patrols are carried out to enforce commercial vehicle restrictions, double yellow lines,

bus stops and taxi ranks. CEOs use hand-held computers to record the details of all Penalty Charge Notices (PCNs) issued, and use digital cameras to provide supporting evidence of parking contraventions. This enables us to take an objective and consistent approach to the assessment of challenges against the issue of PCNs. Body cameras are also used by the CEOs. This is to deter aggressive behaviour towards them, to

provide evidence of any criminal behaviour, and to support penalty charges issued.

Although the Council monitors the performance of its CEOs, it does not set any targets for the number of PCNs that they should issue. They are salaried employees of the Council, who receive no incentive payments or bonuses based on the number of PCNs issued.

## Parking provision



The Council provides a considerable amount of free on-street parking in and around the town centres (in some places for 30 minutes, in others for an hour), as well as bays for Blue Badge holders and 1,021 pay-and-display spaces and 52 disabled bays in 12 car parks across the Borough.

All of our car parks, with the exception of Burford Street which is temporarily closed, have achieved the safer parking 'Park Mark' accreditation. This is awarded to parking facilities that have met the requirements of a risk assessment conducted by the police and have measures in place to deter criminal activity and anti-social behaviour, thereby creating a safer environment for visitors and their vehicles.

Details of the car park spaces are given in the table (right). The Burford Street car park (48 spaces) and part of the Taverners Way South car park (19 spaces) are currently not available for general use as they are temporarily being utilised for the Tower Centre redevelopment project. They are due to be returned to public use in November 2013.

### Council operated car parks

Location	Ordinary	Motor cycle	Leased/ reserved	Taxi	Disabled	Total
Taverners Way North	41				3	44
Taverners Way South*	35	2			2	39
Burford Street*	45				3	48
Newham Parade	70		17		3	90
Windmill Lane/ Grundy Park	220	3			13	236
Cheshunt Community Hospital	39	1	1		4	45
Eleanor Cross Road	88	3	2	2	4	99
High Street Watham Cross	150	2	11		10	173
Wycliffe Close	54		2		2	58
Goffs Oak	27	1	17		3	48
Broxbourne Lido	240	2			4	246
Waltham Cross Playing Fields	76		16		4	96
<b>Total</b>	<b>1,085</b>	<b>14</b>	<b>66</b>	<b>2</b>	<b>55</b>	<b>1222</b>
Burford Street*	45				3	48
Taverners Way South*	19					19
Currently available	1,021	14	66	2	52	1155

\* *Unavailable until November 2013*

# Achievements in 2012/13

## London 2012 Games

A permit scheme for residents and businesses in a restricted parking zone around the White Water Centre was designed, consulted on and implemented efficiently throughout the Olympic period. Additional measures for the Torch Relay were planned and put into effect. Arrangements were made for vehicles parked on the Olympic Route Network (ORN) and the Alternative ORN to be removed and for the CEOs to be on duty around the venue from 7:00am to 7:30pm. All of these measures were implemented and operated successfully by our small parking team.

## Schools

There has been an increased focus on the deployment of CEOs at schools this year, aided by the recruitment of two part-time officers. Schools are considered to be a significant safety issue as a result of the number of pedestrians and vehicles converging in a small area. The chart (right) shows the number of patrols on a month-by-month basis for the past two years and the increase from June 2012 can be clearly seen. Patrols were made on every school day bar one, with the average number increasing from 1.5 patrols a day in 2011/12 to 3.3 in 2012/13.

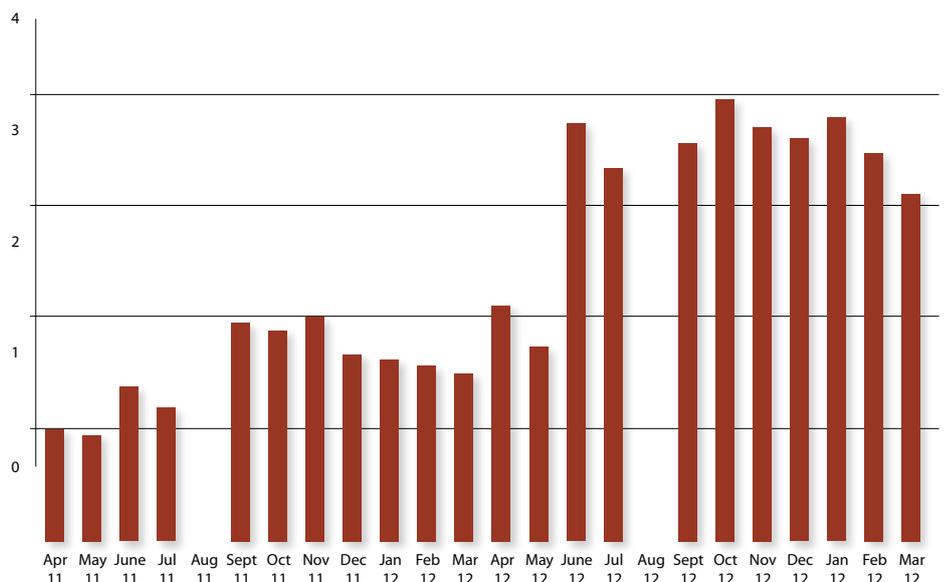
## New schemes

Every year we receive many requests for new restrictions or parking schemes from residents, councillors, or officers of the Council. A new procedure was implemented in April 2012 for the evaluation and prioritisation of such requests and, as a result, some twenty schemes were initiated during the year. Modifications are to be made to the process in light of experience gained in this first year but it is nevertheless deemed to have been successful.

## Parking policy

The parking policy document was revised to set out more clearly the Council's policy in this area. No major substantive changes were required but the document was restructured into a more logical and easy-to-read format. The policy document can be found at <http://www.broxbourne.gov.uk/pdf/PParking%20Policy%202013.pdf>

Chart 1 - Average daily school patrols



# Priorities for 2013/14

The process for evaluating residents' requests for new parking restrictions will be further developed in light of the first year's experience to incorporate increased member involvement in the prioritisation of projects and the allocation of funds.

Where cost-effective, the service will expand its use of technology to provide enhancements and improvements, and will specifically investigate the feasibility of introducing payment for car parking by text, smart phone apps, and online.

Plans will be developed and implemented for the usage and management of the Hoddesdon car parks in light of the creation in November of 250 free-for-two-hours spaces at the new Morrisons supermarket.

The service will continue its focus on schools, and the current number and frequency of patrols will be maintained.



# Financial data



The income and expenditure of the Council in connection with its on-street charging and all of its enforcement activity, both on-street and off-street, is governed by Section 55 of the Road Traffic Regulation Act 1984 as amended. This requires that any surplus is used for specified purposes, namely the provision or maintenance of car parking facilities, public transport, road improvement projects, or environmental improvements.

In the year 2012/13 the Council made a loss of £114,995 on its enforcement activities and on-street parking. Generally it is only those authorities with a significant amount of on-street parking income who generate a surplus under Section 55. In Broxbourne the vast majority of on-street parking is free. In accordance with the provisions of the legislation, this deficit was funded from the Council's General Fund.

## 2012/13 Parking account under S55 RTA 1984 as amended

	£
Employee related costs	314,630
Direct operating costs	66,305
Internal support charges	113,541
<b>Total expenditure</b>	<b>494,476</b>
Parking income	14,883
PCN income	364,598
<b>Total income</b>	<b>379,481</b>
<b>Net deficit</b>	<b>114,995</b>

## The Council's car parks generated a surplus of £208,442, as follows:

	£
Employee related costs	16,559
Direct operating costs	324,015
Internal support charges	68,102
<b>Total expenditure</b>	<b>408,676</b>
Parking income	617,118
<b>Net surplus</b>	<b>208,442</b>

# Penalty Charge Notices (PCNs)

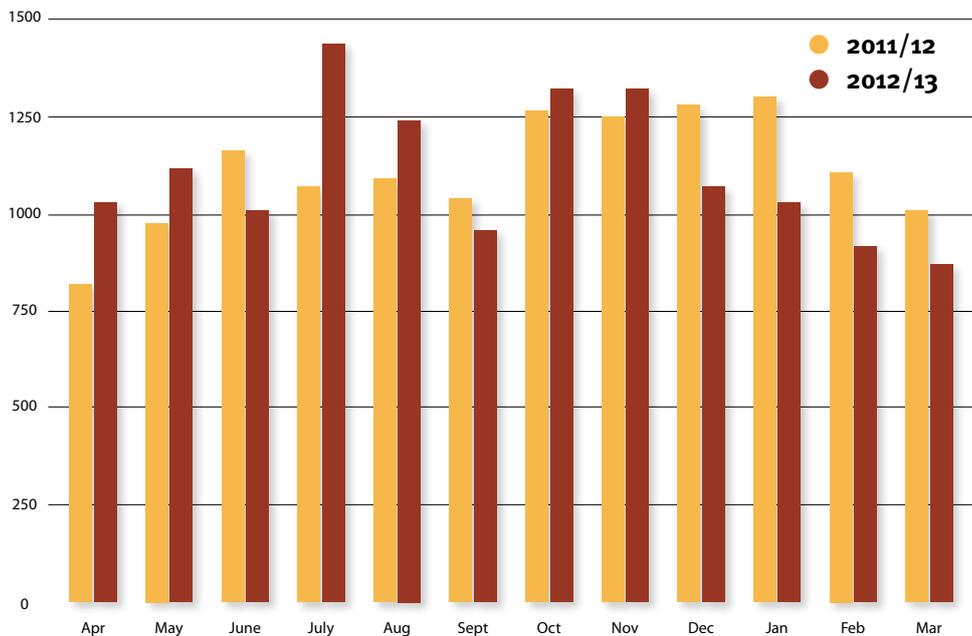
There is a single nationwide standard list of the parking contraventions for which CEOs may issue PCNs. The Secretary of State for Transport decides on the appropriate charge for each contravention. A higher level charge applies to cases where parking is prohibited (such as on yellow lines) and a lower level charge applies in

respect of contraventions where parking is permitted (e.g. failing to display a ticket, or staying beyond the permitted time).

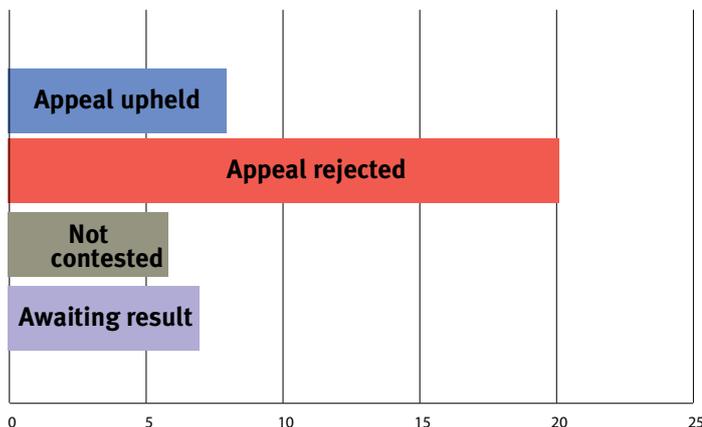
In 2012/13 a total of 13,209 PCNs were issued, slightly fewer than in the previous year, of which 2,364 were cancelled following the challenge and appeal process.

The cancellation rate is less than the national average and is considerably lower than we have achieved in previous years, which reflects the improved quality of PCNs issued and a consistent approach to challenges.

**Chart 2 - PCNs Issued**



**Chart 3 - Traffic penalty tribunal appeals**



Below is a detailed breakdown of the numbers of PCNs which the Council's CEOs issued in respect of each type of contravention during 2012/13, noting whether each is subject to the higher or lower rate of penalty charge.

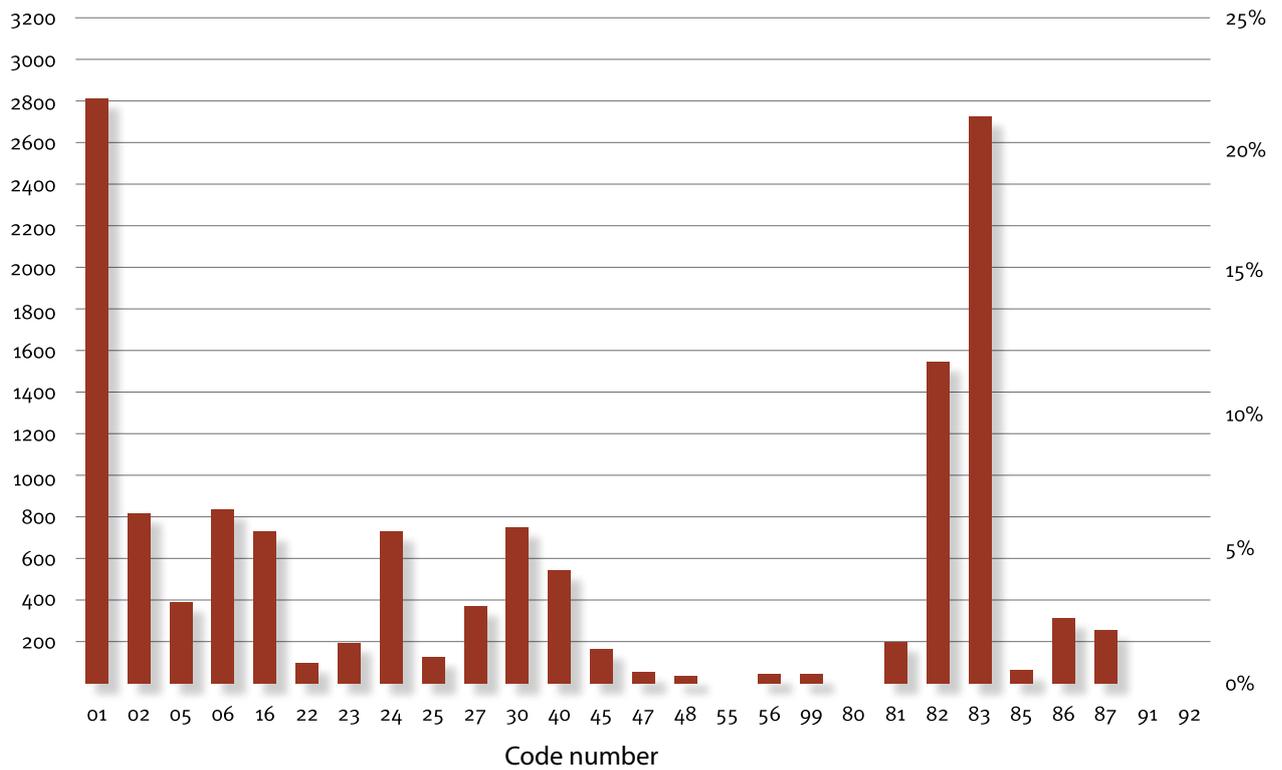
### On-street parking contraventions

Code	Contravention description	PCNs Issued	% of all PCNs
01 (Higher)	Parked in a restricted street during prescribed hours	2,810	21.3%
02 (Higher)	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	841	6.4%
05 (Lower)	Parked after the expiry of paid for time	386	2.9%
06 (Lower)	Parked without clearly displaying a valid pay & display ticket or voucher	839	6.4%
16 (Higher)	Parked in a permit space without displaying a valid permit	686	5.2%
22 (Lower)	Re-parked in the same parking place or zone within 1 hour (or other specified time) of leaving	67	0.5%
23 (Higher)	Parked in a parking place or area not designated for that class of vehicle	169	1.3%
24 (Lower)	Not parked correctly within the markings of the bay or space	681	5.2%
25 (Higher)	Parked in a loading place during restricted hours without loading	98	0.7%
27 (Higher)	Parked adjacent to a dropped footway	370	2.8%
30 (Lower)	Parked for longer than permitted	690	5.2%
40 (Higher)	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	532	4.0%
45 (Higher)	Parked on a taxi rank	150	1.1%
47 (Higher)	Stopped on a restricted bus stop or stand	52	0.4%
48 (Higher)	Stopped in a restricted area outside a school	20	0.2%
55 (Higher)	A commercial vehicle parked in a restricted street in contravention of an overnight waiting ban	2	0.0%
56 (Higher)	Parked in contravention of a commercial vehicle waiting restriction	43	0.3%
99 (Higher)	Stopped on a pedestrian crossing and/or crossing area marked by zigzags	42	0.3%
<b>Number of higher rate on-street PCNs issued</b>		<b>5,815</b>	<b>44.0%</b>
<b>Number of lower rate on-street PCNs issued</b>		<b>2,663</b>	<b>20.2%</b>
<b>Total number of on-street PCNs issued</b>		<b>8,478</b>	<b>64.2%</b>

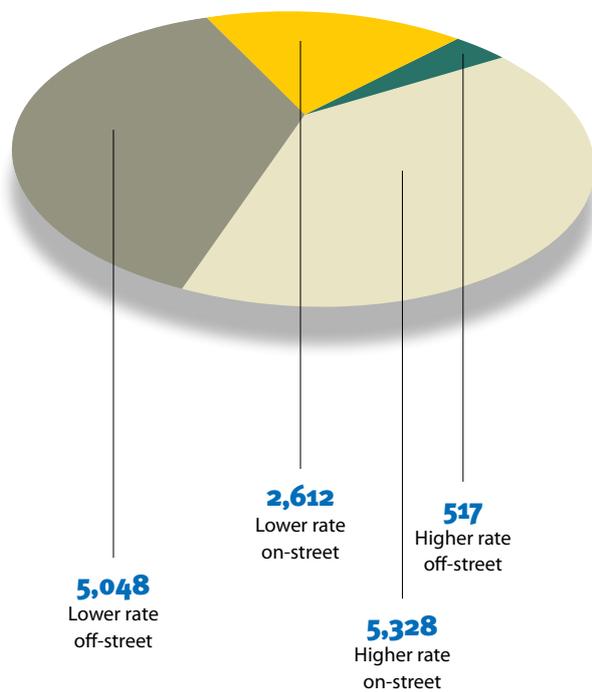
### Off-street parking contraventions

Code	Contravention description	PCNs Issued	% of all PCNs
80 (Lower)	Parked for longer than the maximum period permitted	5	0.0%
81 (Higher)	Parked in a restricted area in a car park	193	1.5%
82 (Lower)	Parked after the expiry of paid for time	1299	9.8%
83 (Lower)	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	2664	20.2%
85 (Higher)	Parked in a permit bay without clearly displaying a valid permit	60	0.5%
86 (Lower)	Parked beyond the bay markings	259	2.0%
87 (Higher)	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	244	1.8%
91 (Higher)	Parked in a car park or area not designated for that class of vehicle	7	0.1%
92 (Higher)	Parked causing an obstruction	0	0.0%
<b>Number of higher rate off-street PCNs issued</b>		<b>504</b>	<b>3.8%</b>
<b>Number of lower rate off-street PCNs issued</b>		<b>4,227</b>	<b>32.0%</b>
<b>Total number of off-street PCNs issued</b>		<b>4,731</b>	<b>35.8%</b>

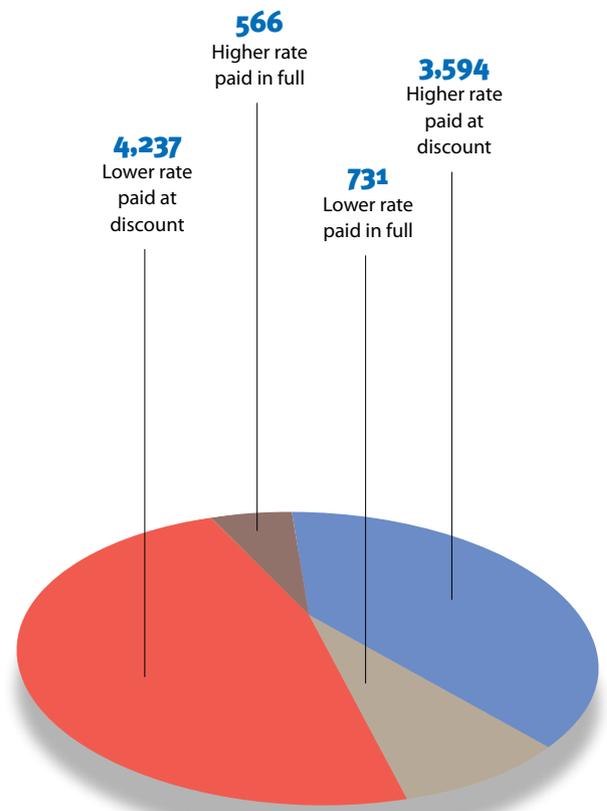
### PCNs by Contravention Code



PCNs issued



PCNs paid



# Conclusion

We hope that this annual parking report has provided some helpful information on the aims of the parking service, our operational constraints and philosophy, and the plans we have for the future. We would welcome any comments on both the report itself and the service we provide to help us continue to make improvements.

Please write to us at:

**Parking Services (ref: CMH)  
Bishops' College  
Churchgate  
Cheshunt  
Herts EN8 9XB**

Or email:

**[parkingcontrol@broxbourne.gov.uk](mailto:parkingcontrol@broxbourne.gov.uk)**  
and put 'Annual Report' in the subject line.