



Annual Parking Report 2014/15



Table of Contents

Foreword	1
Introduction	2
Overview	3
Commitment to Improvements	6
Improving communications	7
Simplified application process for parking permits.....	8
Next phase of improvements	9
New Additions.....	10
Parking Zones which were introduced in 2014/15	10
Parking Modernisation Program	11
Parking Zones to be introduced	12
Car Clubs	13
Permits and Enforcement: Virtual Permits	14
Aspirations for 2015/16	15
Parking Account 2014/15.....	16
Performance Data and Information.....	17
PCN issued by certified camera devices	17
PCN issued by on-foot patrol	17
Enforcement statistics by contravention type	18
Analysis of stages at which PCNs are paid	18
Mode of payment for PCNs 2014/15	19
Income trend analysis for *paid-for parking	20
PCN Administration Overview Report	21
Penalty Charge Notices	22
Average turnaround for informal and formal challenges	22
Analysis of resident permit uptake by zone.....	23

Foreword

It is my pleasure to introduce the annual parking services report for the period 1 April 2013 to 31 March 2014.



The aim of this report is to provide information about various performance of the service area, including statistical and financial reporting as outlined in the Traffic Management Act 2004 guidance. It also sets out future developments we are aspiring to implement.

As the cabinet member for Crime and Enforcement, I aim to raise awareness of road safety and make sure the parking arrangements in the borough are appropriate and meet the needs of everyone who uses the service. This is not an easy matter and Parking Services will continue to work hard to accommodate all the competing priorities.

One of the objectives of the report is to provide information regarding the priorities and challenges for the borough. It also sets the policy context for parking and identifies future developments and opportunities, with special focus on customer service improvements. Additionally, we have highlighted the various strands of the Parking Modernisation Program for this year.

Thank you for taking the time to read our Parking Annual Report.

Councillor Laila Butt
Cabinet Member for Crime and Enforcement

Introduction

The number of Penalty Charge Notices (PCNs) issued in Barking and Dagenham has slightly risen, with 95,640 PCNs issued (for the year covered by this report) compared to 93,176 PCNs issued in 2013/14.

It must however be noted that the overall trend in issuance of PCNs is downwards, considering the 104,832 PCNs issued in 2012/13, which would suggest there has been improved compliance with the parking regulations over time.

The Council remains firmly committed to fair parking. We know how important convenient and affordable parking is for residents, businesses and visitors needing to park near key shopping areas, attractions and premises.

Achieving this is a careful balancing act for the borough, given its unique challenges.

Overview

Mayor's East and Southeast London Sub-Regional Transport Plan (2014 update)

The transport plan identifies the specific transport challenges facing our sub-region as:

- Managing highway congestion and public transport crowding and making efficient use of the transport network
- Reducing physical barriers to travel (including proximity to the River Thames in east London) and improve resilience of the transport network
- Ensuring that the benefits of existing and funded transport investment are maximised
- Supporting the efficient movement of goods and encouraging sustainable freight movement
- Improving connectivity from within key locations to support existing communities and growth

Second Transport Local Implementation Plan (LIP) 2011/12 to 2013/14

The second LIP includes a package of schemes and priorities which we believe will help deliver our regeneration, economic development, climate change and health and well-being priorities.

The London Borough of Barking and Dagenham Parking Policies will aspire to support the Transport Local Implementation Plan, not least in aiming to reduce traffic congestion, developing a CO² emissions policy and encouraging the growth of car clubs and cycling lanes.

The Parking Policy will have the most impact on the following objectives of the Implementation Plan:

- Tackling congestion on our roads
- Securing improvements for people with poor access to public or private transport to promote equity and social inclusion
- Promote sustainable and healthy travel behaviour to enhance the environment and improve the quality of life.
- Improving Road Safety conditions.



Local Transport Plan (LTP) 2010 to 2025

The LTP sets out Barking and Dagenham's policies for economic growth whilst ensuring those things which make the borough special are preserved or enhanced. This includes a Core Strategy which features a spatial vision for the borough and a strategy for how this vision will be achieved.

It also sets out development control standards for parking as well as policies on travel plans, transport assessments and sustainable transport.

Commitment to Improvements

Barking and Dagenham is committed to constantly improving the parking customer experience, to make it easier to purchase parking space, pay for permits or appeal against penalties online.

It is the Council's policy to implement a fair open and transparent parking policy. The Council publishes the following policies on-line, and it's committed to regularly reviewing these policies and introducing more written policies on-line:

- Cancellation Policy
- Discretion Policy
- Enforcement Policy
- Removals Policy
- Write-off Policy

The Council is currently working on a comprehensive review of the way we currently deliver our services with special focus on permits and vouchers.

We are looking at ways to streamline our service to make sure that we get it right first time.

Our aim is to make it as easy as possible for residents and businesses to access services, and to encourage self-service.

Improving communications

We have simplified the parking web pages to ensure they are now much easier for customers to navigate and complete popular tasks.

In the longer term, we are working to introduce a new customer account based system that will allow us to launch virtual permits in 2016.

This new way of working, which will make it much faster and easier to buy permits and vouchers than ever before will significantly improve the quality of service we are able to provide to our customers.

Simplified application process for parking permits

The following improvements have been made when applying for permits online:

- The online application process is now quicker and more convenient
- The eligibility of first-time applicants is automatically checked
- Proof of vehicle ownership is automatically checked behind the scene, which means most applicants do not have to provide supporting documents
- Processing of refunds for returned permits are now quicker
- Once registered with our permits systems supplier (RingGo), customers are able to use their account for making payment when parked at various car parks and other locations across the country

Currently, through the online portal, customers can:

- Apply for a new resident's permit online
- Renew a resident's permit online
- Apply for resident's visitor vouchers online

There was a significant increase in online applications during the year. We expect the uptake of our online parking services to rise even more in the forthcoming year.

Next phase of improvements

Additional work will be undertaken as part of the effort to further streamline customer experience when challenging / appealing PCNs online.

This section of the website will be re-designed for making easier decisions and viewing the video footage for CCTV moving traffic contraventions.

New Additions

Parking Zones which were introduced in 2014/15

Location	Parking Zones
Heathway Service Road	Installed yellow line restrictions on the service road to facilitate easy manoeuvring of large vehicles.
Ripple Road flyover	In an effort to combat congestion and commuter parking in the area, double yellow line restrictions was introduced, with loading/unloading restriction between 7am - 8pm.
Ripple Road	Introduced residential parking scheme between Essex Road and Harrow Road.
Thornhill Gardens	Introduced residential parking scheme between Upney Lane and Tudor Road.
Cotesmore Gardens	In an effort to improve access for emergency vehicles, parking bays were marked and double yellow line restrictions introduced where necessary.
Lodge Avenue	A box junction was installed to improve flow of traffic during rush hour.
Samuel Ferguson place	Remarkered the box Avenue in Lodge Avenue j/w Hedgemans Road
Faircross Avenue, Park Avenue and Monteagle Avenue	Installation of one way scheme and consolidation of FG CPZ into on new operating time
A13 Slip Road	Installed double yellow line restrictions at junctions and parking ban for good vehicles over 5t.
Ripple Road (toward town centre)	Following request from shop owners and public consultation, the old loading bays were converted to become pay by phone bays.
St Paul's Road	Installed double yellow line restrictions in St Pauls Road between Broadway and Ripple Road.
North Street (junction with East Street)	Installed pay by phone parking two disabled bays

Parking Modernisation Program

In early 2014 the Council commissioned a Service Review to identify opportunities for transformation to further enhance the customer experience and reduce expenditure.

The review identified a potential £971k to £1.5m savings across nine possible projects. Subsequent to the review the Council commissioned an outline business case for three of the nine projects: Virtual Permits, Increased Debt Recovery and Streamlined Appeals Process.



Through a co-ordinated program of transformation activity the parking service will further enhance the customer experience whilst meeting its budgetary challenges. The objective is for residents, businesses and visitors will observe a modern and customer centric service that meets their expectations for service delivery.

Parking Zones to be introduced

The following Parking Zones are planned to be introduced to prioritise parking space for residents and businesses

Location	Ward	Details
Chadwell Heath, High Road	Whaleborne	Introducing pay by phone bays
Broad Street Shopping Parade	River	Install shared-use bays for business permit and pay-by-phone as well as disabled bays for customers.
Fiddlers Junction	Valence	Install additional parking bays pay-by-phone parking for customers.
St Joseph Safety Scheme	Parsloes	Install 'keep clear' markings and single yellow line.
Ripple Road (Cemetery)	Eastbury	Install shared-use bays for resident permit and pay-by-phone users.
Longbridge Road (old UEL premises)	Becontree	Introduce a resident-only parking scheme
Green Lane including Burnside Road	Becontree	Install pay-by-phone bays for use of customers. Also, introduce disabled bays and loading bay.
Dorothy Gardens	Becontree	Install yellow line to improve road safety along with 7 new bays.
Parsloes Primary School		Install yellow line restriction for better visibility and road safety
North Street	Abbey	Install double yellow line to improve visibility and road safety

The latest information on consultations and the potential introduction of new PZs can be found online at the link below:

<https://www.lbbd.gov.uk/residents/parking-travel-and-roads/traffic-parking-consultation/new-proposed-traffic-parking-schemes/>

Car Clubs

A car club is a pay-as-you-go membership scheme that gives you access to cars and vans in a neighbourhood without the cost of ownership and are popular with a diverse range of people. The vehicles are located in dedicated parking bays. It can help reduce congestion and emissions, improve local environments and encourage healthier and safer lifestyles.

The most recent Car plus Annual Report for London (2014/15) demonstrated that being part of a car club significantly reduces the members' car use. Some 80% of car club members do not own a car and 72% did not travel in a household car in the past year. Car Club members are also more likely to use sustainable travel options including public transport, walking and cycling. Data collected shows that households that use car clubs travel less than the London average miles.

For each car club vehicle, 8.6 cars have been removed from the road as a result of members who have sold a car. Diesel cars account for less than half of the car club fleet, as car club operators provide more petrol powered cars. The average carbon emissions of London car club cars are 16% lower than in 2011/12 and contribute to achieving local air quality improvement targets. Currently, the borough has eight car club bays at four on-street locations, mainly in Barking, with over three hundred car club members. In future, we are hoping to have availability across the borough, with consideration for alternative ways of operating to fit in with local parking regulations and local enforcement.

Barking and Dagenham is committed to expand the availability of car clubs throughout the borough.



Permits and Enforcement: Virtual Permits

The council is gearing up towards the introduction of virtual permits to replace paper based permits and scratch cards, with the main advantage that a physical permit will not have to be displayed in the vehicle and as such will no longer be provided however customer will still be able to print out the permit themselves if they wish.

Civil Enforcement Officers will be able to enforce by having up-to date access of every vehicle issued with a valid permit electronically stored on their handheld devices. This is expected to be delivered in 2016.

The benefits of transferring to virtual permits will be:

- Improved accessibility and efficiency of service
- A reduction in costs and process
- Improved customer satisfaction, through the convenience of transacting when and where they wish
- A service deliverable 24 hours a day, seven days a week
- Customers would benefit from virtual permits as they will become live as soon as they are purchased
- Virtual monitoring would also help reduce permit fraud

We intend to use Automated Number Plate Recognition (ANPR) technology to enforce the permit bays once the virtual system is up and running.

This will ensure that enforcement is more efficient and it will offer major benefits to residents with parking permits in helping to keep resident permit bays free of vehicles flouting the regulations.

Aspirations for 2015/16

The parking industry has been subject to significant changes and this trend will continue in 2015.

Following the recent statutory directives, the focus for CCTV camera enforcement will move towards moving traffic and bus lanes. This will enable the Council to prioritise the tackling of road safety issues and traffic congestion.

Investment in new technology such as Automatic Number Plate Recognition (ANPR) will provide a higher quality of service to our residents and increase the efficiency and effectiveness of service delivery.

Parking Services in the borough has undergone extensive changes in the previous couple of years and is still developing the service. Whilst the forthcoming years will be extremely challenging, we will also see exciting new opportunities open up for us.

New technology will increasingly make it possible to ensure higher compliance with traffic regulations. Examples include use of map-based parking scheme design software and a new parking web page design.

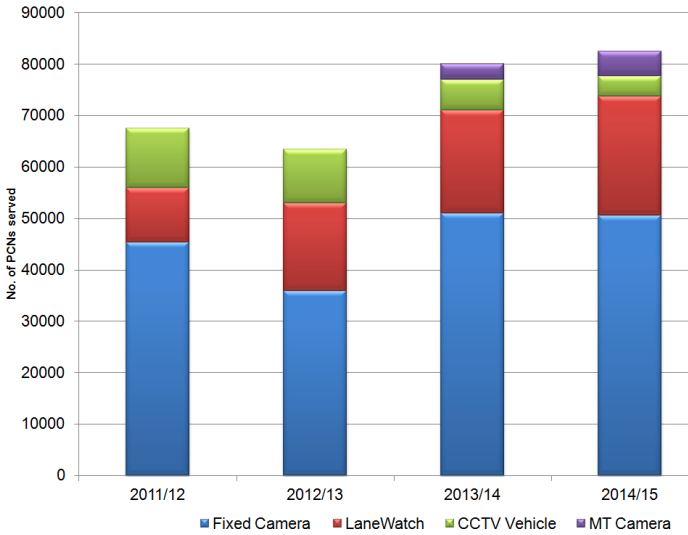
Significant changes to the infrastructure in the borough are planned in the next few years, including a major re-development zone and new transport links. Parking Services will endeavour to meet the moving traffic and parking challenges that will arise by working with key stakeholders and through flexible enforcement and new technology.

Parking Account 2014/15

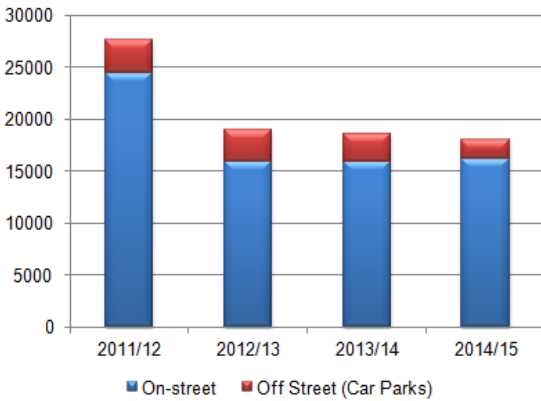
	<u>On street</u>	<u>Off street</u>	<u>Overall</u>
	<u>£'000</u>	<u>£'000</u>	<u>£'000</u>
Expenditure:-			
Premises	149	296	444
Transport	67	1	68
Supplies & Services	558	440	998
Third Party Payments	146	62	208
Management/Employees/Support	741	1,423	2,163
Capital Charges	198	112	310
Recharges	(48)	(290)	(338)
	1,811	2,044	3,855
Income:-			
PCN Income *			(5,171)
Non Staff Permit			(661)
Staff permit			(102)
Pay & display (off street)			(318)
Pay & Display (on street)			(116)
	0	0	(6,368)
NET (SURPLUS)/DEFICIT	1,811	2,044	(2,513)
<u>Surplus used to finance the following:-</u>			
Local Implementation Plan (Mayor's Transport Strategy)			
Revenue contributions to capital schemes (highways improvements)			2,513
Highways Improvements capital charges			
TOTAL			2,513

Performance Data and Information

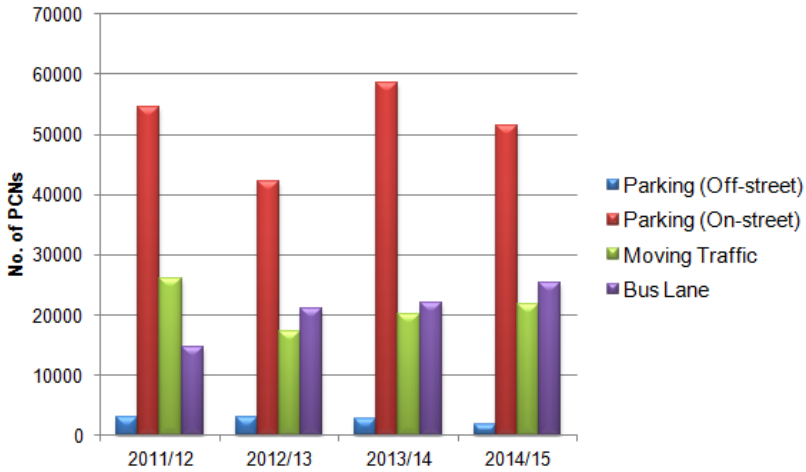
PCN issued by certified camera devices



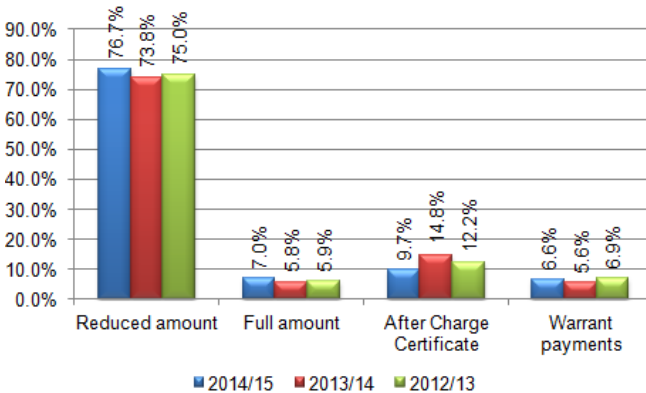
PCN issued by on-foot patrol



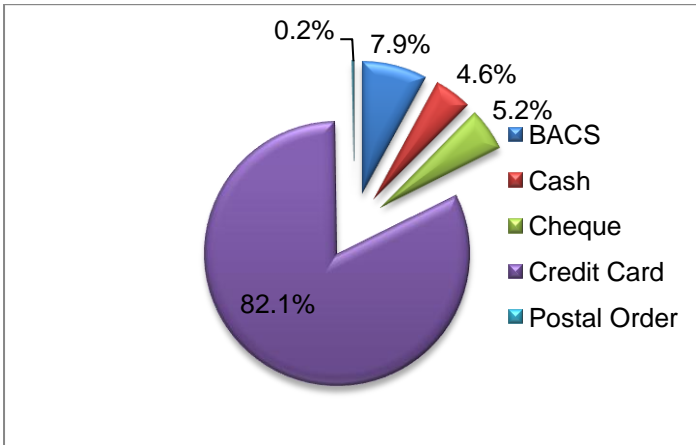
Enforcement statistics by contravention type



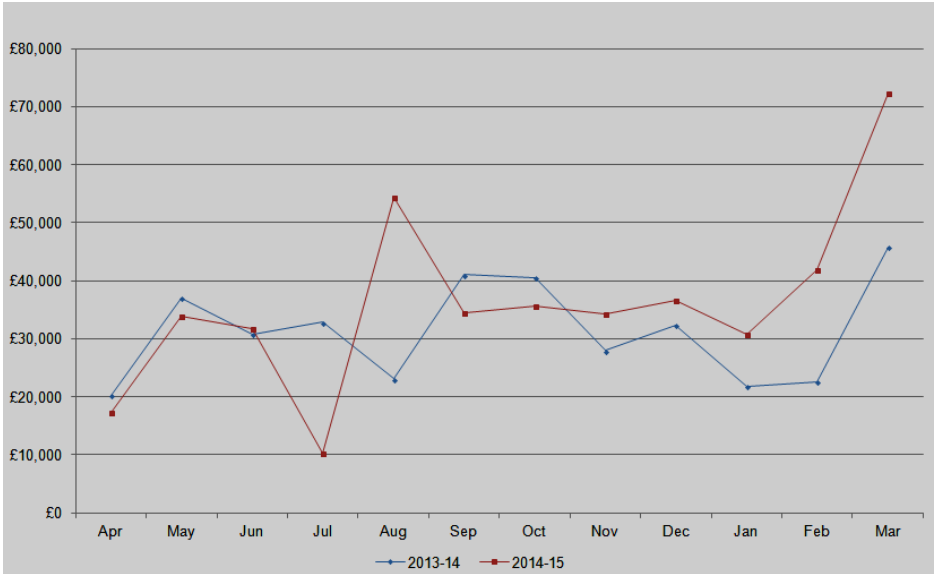
Analysis of stages at which PCNs are paid



Mode of payment for PCNs 2014/15



Income trend analysis for *paid-for parking



*These include pay-and-display and pay-by-phone

PCN Administration Overview Report

OPEN CASES	2014/15	2013/14	2012/13
Cases going for Adjudication	1,603	1,468	1,539
CCs registered at Traffic Enforcement Centre	22,875	18,665	19,514
Notices Subject To A First Stage Challenge/Rep	10,898	11,795	12,938
PCNs at Charge Certificate	218	11	2
PCNs at Expired Warrants	-	5,261	45
PCNs at Full Charge	22,931	14,623	2,076
PCNs at Notice of Registrations	2,263	29	7
PCNs at Reduced Charge	267	21	15
PCNs Issued For Parking Contraventions	94,959	93,118	79,836
Value of Cases With All Bailiffs	8,415	8,266	91
PAID	2014/15	2013/14	2012/13
PCNs Paid After Service of CC	7,308	11,818	8,094
PCNs Paid At Full Charge But Before Service of CC	5,309	4,588	3,894
PCNs Paid At Reduced Charge	58,045	58,809	49,593
Post Warrant Payments	4,984	4,462	4,572
CANCEL	2014/15	2013/14	2012/13
Cancelled due to a first Stage Challenge/Rep	446	563	683
Cancelled tasks subject to a first stage Challenge/Rep	364	724	1,021
PCNs cancelled	1,107	2,694	1,278
WAIVED	2014/15	2013/14	2012/13
PCNs Waived	3,358	4,024	5,202
Waived Tasks Subject To A First Stage Challenge/Rep	1,180	1,552	4,423
WRITE OFF	2014/15	2013/14	2012/13
PCNs Written Off	42,893	27,544	15,459
Written Off Tasks Subject To A First Stage Challenge/Rep	3,420	1,235	424

Penalty Charge Notices

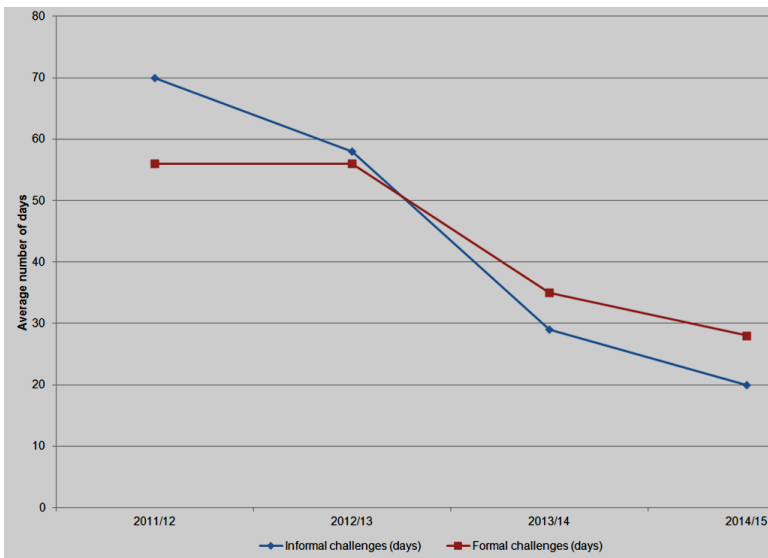
Customers can:

- Pay a penalty charge notice online
- Manage a penalty charge notice online
- View traffic contravention images

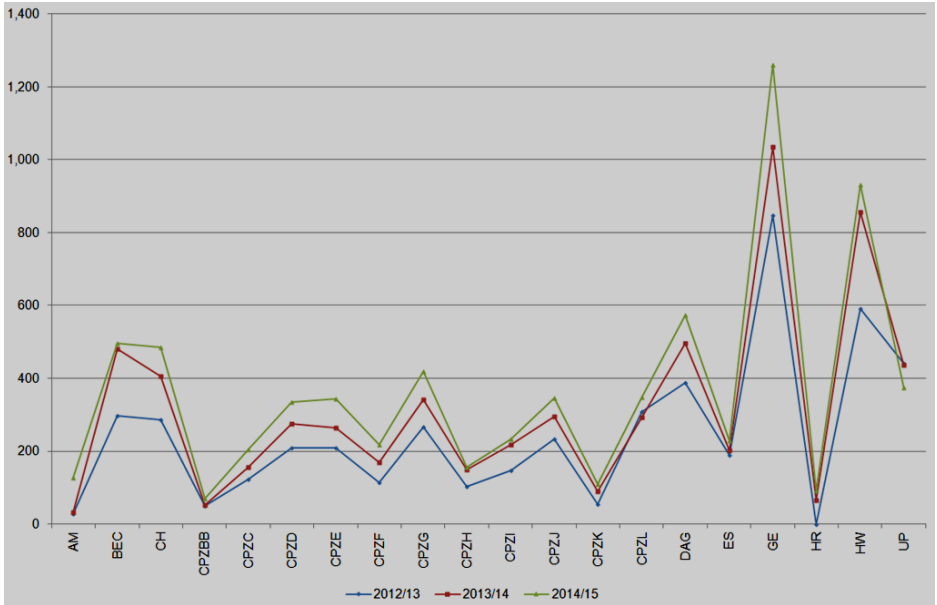
Since the financial year 2013-2014, an increasing number of penalty charge notices have been paid online.

Average turnaround for informal and formal challenges

The number of days to deal with informal and formal challenges has continued to reduce.



Analysis of resident permit uptake by zone



Road Safety

Barking & Dagenham enforces its parking and traffic regulations with the aim of improving compliance, which in turn has a beneficial impact on road safety. Enforcing moving traffic contraventions has obvious road safety benefits, and these can be very localised in nature – such as enforcing no entry to pedestrian zones or box junctions. Under the system of differential penalty charges, bus lane and moving traffic contraventions involve the higher penalty charge rate so as to explicitly address safety concerns. Waiting and loading restrictions are in some cases implemented in direct response to safety concerns, and are enforced by Civil Enforcement Officers on foot patrols.

Barking & Dagenham continues to adopt a wide ranging approach to casualty reduction in the Borough involving education, training and publicity programmes, engineering measures and the full use of our enforcement powers.

The number of Penalty Charge Notices issued during 2014/15 in the following table will have made a direct impact on improving road safety:

Contravention Description	Number of PCNs Issued
Entering and stopping in a box junction when prohibited	126
Failing to drive in the direction shown by the arrow on a blue sign	195
Performing a prohibited turn	11,469
Failing to comply with a no entry sign	360
Failing to comply with a restriction on vehicles entering a pedestrian zone	6,711
Failing to comply with a restriction on vehicles entering and waiting in a pedestrian zone	2,054

The following are examples of schemes which have been implemented specifically to improve road safety:

- Faircross/Montague Road, Barking – One way system
- Park Avenue, Barking – One way system
- Frizlands, Dagenham - Waiting and Loading restrictions.

Road Casualty Statistics 2010-2014

Casualty Type	2010	2011	2012	2013	2014
KSI* Total	48	49	47	45	40
Slight Total	497	558	529	475	609
Casualty Total for target groups					
KSI Children	11	7	4	6	9
KSI Pedestrians	13	7	15	15	20
KSI Cyclists	4	9	5	4	4
KSI Motorcyclists	15	17	4	7	7

* Killed or seriously injured

**Barking & Dagenham have made the following progress towards Targets:

Core Target:

- The number of people killed or seriously injured on the Borough's roads remains at historically low levels. We remain on track to meet our target.
- Despite a significant rise in the total number of casualties on our roads in recent years – up from 545 in 2010 to 649 in 2014, we remain on track to meet our target.

Local Target:

- Overall, there has been a fall in the number of motorcyclist KSI between 2010 and 2014, although 2011 saw a rise in the number of casualties. However, we remain on track to meet our target.

**In line with the Mayor's Road Safety Action Plan, Barking & Dagenham aim to reduce the number of people killed and seriously injured in road collisions by 40% by 2019/20.

The Council's delivery Plan to help reduce casualties over the coming years includes a range of education, engineering and enforcement measures, including the potential for 20 mph zones and new street lighting; We are committed to continuing our successful Borough-wide cycle training programme and are looking at rolling out another DIY Streets project in the borough.

** From the LB Barking & Dagenham Second Local Implementation Plan – 2014/15 – 2016/17 Delivery and Monitoring Plan (Pages 3-5)

