

Parking Annual Report

2015/16

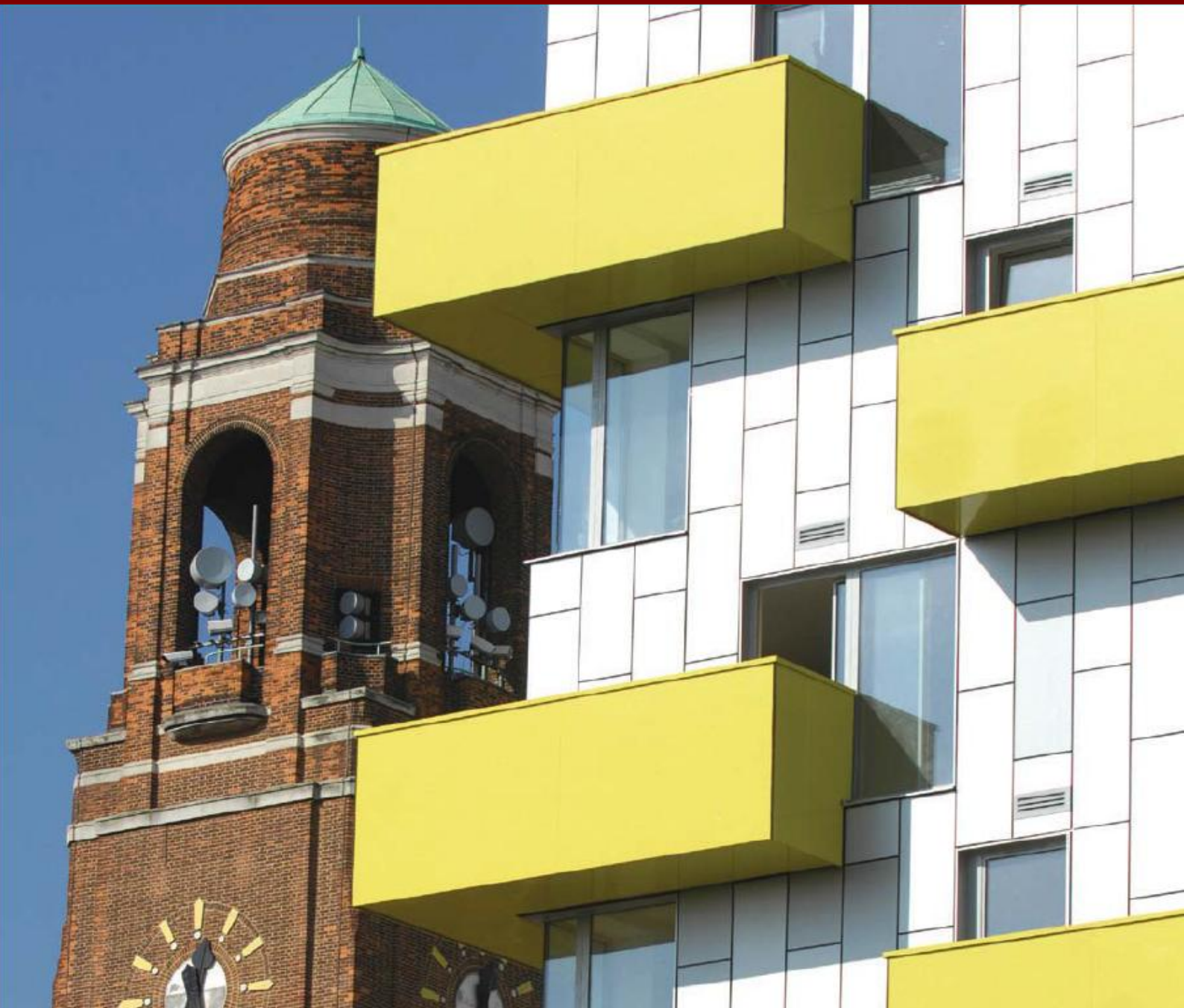


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Foreword

The year 2015 saw Barking and Dagenham host various events to commemorate its 50th anniversary which culminated with the hosting of her majesty the Queen. It was a hitch-free summer of celebration which was achieved through a joint effort of various teams including input by Parking Services for traffic management, road closures and assessment of parking facilities available for use of the public.

It is my pleasure to provide the 2015/16 Parking Services Annual Report which provides an insight into steps taken to ensure improvement in operations and service delivery as well as breakdown of its income and explains how surplus income from parking operations is spent.

As part of its commitment towards improved services, a procurement exercise was completed for online permit processing, a new back-office software and lighter handhelds for use of the Civil Enforcement Officers. Other procurements included new cameras for enforcement of banned turns and enforcement restrictions outside schools as part of effort to address continued traffic violation by inconsiderate motorists.

In the year ahead, our focus is to deliver more efficiencies to our residents and local businesses, ensuring that high standards are maintained at all times.

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

Councillor Laila Butt
Cabinet Member for Crime and Enforcement



Introduction

At the core of operations in Parking Services is the need to ensure effective measures are in place in terms of enforcement and scheme designs to keep traffic flowing, balancing the availability and turnover of parking spaces between residents and visitors to the borough, as well as good accessibility.

In line with the changes introduced through the Deregulation Act 2015, the Council ensured it had necessary modalities in place for continued effectiveness of parking enforcement across the borough. The latest technology was increasingly used for the enforcement of bus lanes, banned turns, prohibited entries and gridlock on major junctions, whilst our workforce is deployed to enforce parking restrictions where otherwise there would be traffic chaos in areas such as school entrances, road junctions and other places where restrictions are in place.

Blue Badge misuse has been a menace in recent years which is wrongly seen as “victimless crime” however it is a crime that deprives road users who are in genuine need of disabled parking bays. During the course of the year, our parking enforcement team partnered with local Police to tackle instances of misuse which led to confiscation of some badges and arrest.

The Council remains firmly committed to fair parking. We know the importance of convenient and affordable parking for residents, businesses and visitors needing to park near shopping areas, attractions and premises. Achieving this is a careful balancing act for the borough, given its unique challenge of increasing demand.

Overview

Ahead of implementation of new schemes, the Council ensures it gains a consensus from local businesses and residents through public consultations which help capture the requirements in the area.

Schemes completed in 2015/16 are categorised as below:

Parking around Shopping Parades and Town Centres

In recent years, the demand for parking facilities around shopping parades and the town centre has increased significantly hence highlighting the need to have measures in place to ensure that the limited parking space available is utilised effectively for use of business customers and ensure parking turnover and, where possible, parking space availability is reviewed.

In the last financial year, the following parking schemes were implemented:

- Bobby Moore Way Car Park
- Broad Street Shopping Parade
- Broadway (Town Centre Area)
- Chadwell Heath High Road
- Green Lane Scheme
- Fiddlers Shopping Area
- Ripple Road (Town Centre Area)
- Ripple Road (Cemetery Area)
- Ripple Road (Westbury Arm Area)
- Wantz Road Car Park

Parking Zones and Safety Control Measures

In recent years, the demand for parking facilities around shopping parades and the town centre has increased significantly hence highlighting the need to introduce the following:

- Dorothy Gardens (Yellow line restriction, installed as road safety measures)
- Hulse Avenue (Yellow line restriction, installed as road safety measures)
- Buller Road (Yellow line restriction, installed as road safety measures)
- Chitty's Lane (Yellow line and school entrance restrictions, installed as road safety measures)
- Longbridge Academy Area (Resident permit scheme)
- Whiting Avenue Area (Parking bays and road safety measure to eliminate congestion)
- Harts Lane Area (Parking bays and road safety measure to eliminate congestion)
- Bennett Road (school keep clear markings to improve road safety)

Renovation of Heathway (The Mall) Multi-storey Car Park

- During the year we undertook major improvement works at Heathway Car Park:
- All bays were re-lined to make them larger for easier customer access
- Walls and ceilings were painted with brilliant white paint and concrete columns painted yellow to improve the customer experience. You can see the results in the photographs on the next page.
- All up and down ramps were repainted and red chevrons installed to indicate to drivers the flow of traffic
- All pedestrian and pram ramps were painted white and lighting was replaced and cleaned enhancing the brightness of the area

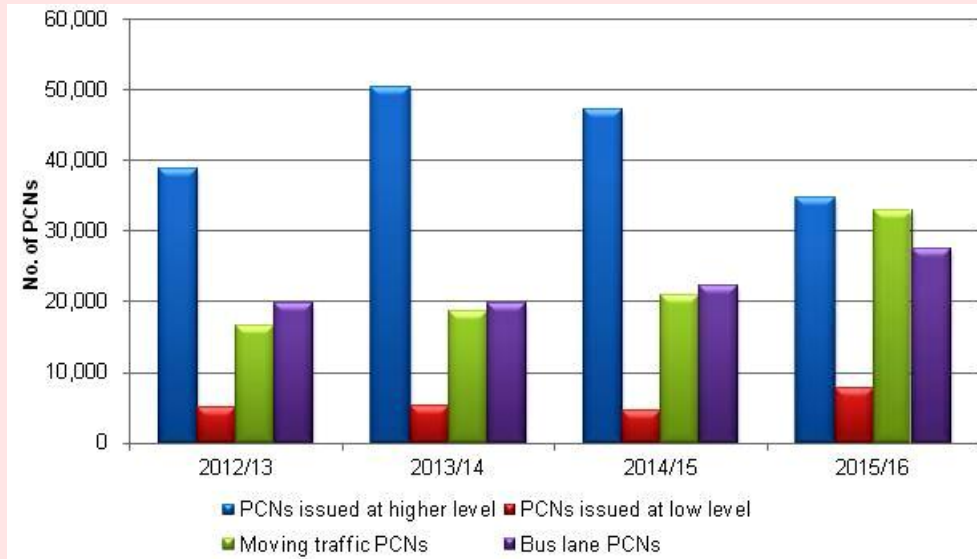
- New LED lighting was fitted to the upper levels, enhancing the visibility in low light conditions and at night
- New shutters were installed preventing access through the vehicle entrance or exit overnight



Operational Summary (Performance Data and Information)

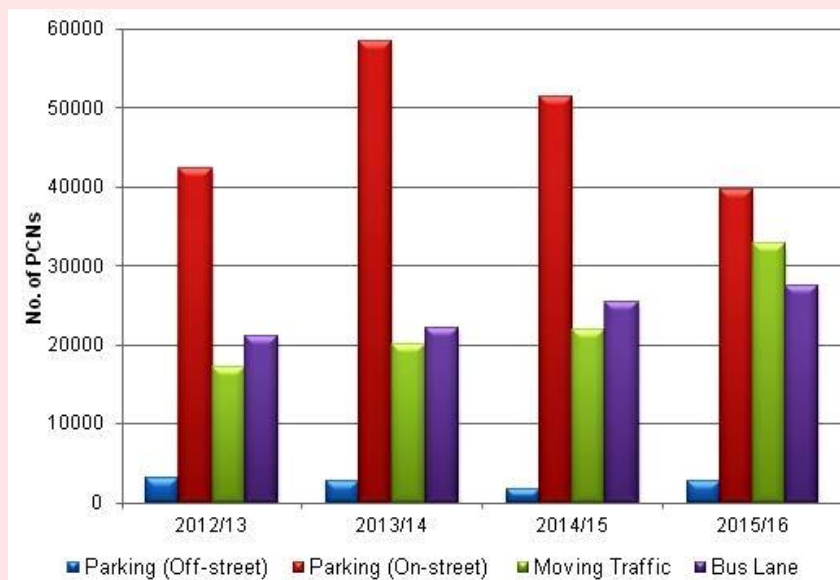
Enforcement statistics for Penalty Charge Notices

	2012/13	2013/14	2014/15	2015/16
No. of PCNs issued at high level	38,913	50,403	47,252	34,705
No. of PCNs issued at low level	4,945	5,202	4,614	7,679
No. of bus lane PCNs	16,568	18,641	20,994	27,511
No. of moving traffic PCNs	19,820	19,708	22,160	32,809



Penalty Charge Notices by contravention type

	2012/13	2013/14	2014/15	2015/16
Parking (Off-street)	3072	2725	1778	2810
Parking (On-street)	42257	58510	51449	39574
Moving Traffic	17207	20120	21856	32809
Bus Lane	20987	22012	25373	27511



Cases referred to London Tribunal

	2012/13	2013/14	2014/15	2015/16
Total number of Appeals	907	1423	965	1218
No. of Appeals Allowed *	530	429	305	595
No. of Appeals Refused	478	802	615	473
No. of Appeals Not Contested	151	160	103	173
Stat Dec/Wit. Stat received	210	196	165	236

* Allowed includes "Appeals Not Contested"

Parking Permits

In line with the Council's commitment to service improvement and ease-of-use for service users, we have introduced the customer convenience of being able to submit applications from home or place of work, removing the need to take time off to visit Council offices in order to purchase permits.

The following permits are now processed online:

- Resident permits
- Visitors' vouchers (scratch-cards)
- Business permits
- Temporary permits
- Doctors' permits

Resident Parking Permits

The table below shows comparison of the up of resident permits for various resident parking zone in the borough in the last 4 financial years.

Parking Zone	2012/13	2013/14	2014/15	2015/16
Becontree Area	341	519	552	595
Chadwell Heath Area	306	438	512	459
Dagenham East Area	421	548	628	608
Essex and Suffolk Area	200	210	245	248
FG Area	-	-	-	219
Gascoigne Estate	919	1,123	1,371	1,296
Harrow Road Area	-	67	96	103
Heathway Area	645	931	1,035	965
Upney Area	466	473	392	363
William Street Quarters	29	35	141	146
Zone B	56	66	79	69
Zone C	127	166	234	192
Zone D	222	296	367	296
Zone E	225	289	377	335
Zone F	123	184	235	79
Zone G	286	375	460	301
Zone H	111	164	177	182
Zone I	165	238	260	290
Zone J	249	317	369	387
Zone K	59	98	123	117
Zone L	322	313	370	348

Annual Income	2012/13	2013/14	2014/15	2015/16
Resident Permit	£256,872	£254,145	TBC	TBC

Other Parking Permits

The table below shows comparison for the issue of permit types in the borough in the last 4 financial years.

Permit Types	2012/13	2013/14	2014/15	2015/16
Business Permit	47	114	71	66
Doctors Permit	10	20	15	36
Temporary Permits	1,082	1,397	1,419	134
Season Ticket (London Road)	266	311	238	364

Paid-for Parking

The Council currently has a number of paid-for parking locations across the borough, including multi-storey car parks, surface car parks and on-street locations as listed below.

Car Parks in the borough

Location	RingGo Code	Coins?	Total Bays
Althorne Way, Dagenham	7011	Yes	32
Bobby Moore Way, Barking	7006	No	9
Becontree Avenue Car Park	7021	No	33
Civic Centre, Dagenham	7008	Yes	246
Heathway Multi-storey, Dagenham	7014	Yes	321
Linton Road, Barking	7013	Yes	55
London Road Multi-storey, Barking	7005	Yes	620
Roycroft House, Barking	7007	Yes	42
Stour Road	7009	Yes	25
Wantz Road Car Park		No	

On-street parking locations

Location	RingGo Code	Coins?	Total Bays
Abbey Road, Barking	7018	No	12
Broad Street		No	
Broadway, Barking	7008	No	5
Clockhouse Avenue, Barking	7016	Yes	21
Faircross Parade, Barking	7015	Yes	27
Fiddlers Shopping Area		Yes	
George Street, Barking	7018	No	17
Green Lane		No	
Harrow Road, Barking	7017	No	5
London Road, Barking	7018	No	10
Longbridge Road, Barking	-	Yes	12
Park Avenue, Barking	-	Yes	5
Ripple Road (Town Centre)	7008	No	5
St Pauls Road, Barking	7018	No	38
Wakering Road, Barking	7489	Yes	3

Service Performance

Corporate Complaints

The table below shows the number of corporate complaints received by the service area compared to previous years.

Permit Types	2012/13	2013/14	2014/15	2015/16
Stage 1 Corporate Complaints	213	153	155	240
Stage 2 Corporate Complaints	53	20	23	38

Freedom of Information

The table below shows the number of Freedom of Information Requests received by the service area compared to previous years.

Permit Types	2012/13	2013/14	2014/15	2015/16
Freedom of Information	93	118	90	77

Lines and Signs Maintenance

The maintenance and installation of lines and signs help ensure that parking restrictions are clear to the road users and often help to improve road safety through compliance. These restrictions include yellow line restrictions, various restricted and unrestricted marked bays, school keep clear markings, and bus lanes.

In the past two years we have refreshed a number of road markings across the borough. For example, from 2015 to date we have undertaken the following;

- 154 roads where give-way markings have been refreshed
- 10 school locations where school keep clear markings have been refreshed
- 15 roads where parking bays have been refreshed

We also have a programme for maintaining parking signs within the borough.

Our civil enforcement officers as well as the public raise issues about locations that have missing or vandalised signage. A rolling programme is developed to maintain/replace these signs to ensure they remain fully compliant from an enforcement perspective.

Often CPZ areas and school locations are the most common location for signage maintenance due to the number of signs that are required.

Borough-wide 'junction' protection scheme: In its bid to improve road safety and better flow of traffic in the borough, the Council have also implemented phase 1 of the borough junction protection scheme, installing a total length of 57,105m of yellow line. This scheme aimed to restrict vehicles parking on road junctions where they often cause blind-spots. Due to the success of this project we are planning to continue this with a second phase that will see the upgrading of existing single yellow restriction to double yellow line restrictions. This will be implemented upon successful consultation.

Financial Information

Parking Account 2015/16

	<u>On street</u>	<u>Off street</u>	<u>Overall</u>
	<u>£'000</u>	<u>£'000</u>	<u>£'000</u>
Expenditure:-			
Premises	0	224	224
Transport	68	0	68
Supplies & Services	193	445	638
Third Party Payments	252	181	434
Management/Employees/Support	960	1,682	2,642
Capital Charges	247	97	344
Recharges	3	(72)	(68)
Income:-			
PCN Income			(5,649)
Non Staff Permit			(756)
Staff permit			(107)
Pay & display (off street)			(166)
Pay & Display (on street)			(397)
NET (SURPLUS)/DEFICIT	1,723	2,559	(2,794)

Surplus used to finance the following:-

Revenue contributions to capital schemes (highways improvements) 2,794

TOTAL 2,794

Initiatives and Aspirations for 2016/17

The following initiatives will be implemented in an effort to achieve the core aim of Parking Services which is to improve its operational efficiencies:

- **Paperless permits and cashless parking:** Advancements in parking technology in recent years has allowed the gradual move from use of traditional parking permits and 'pay and display' systems to a virtual system where motorists no longer need to display a physical ticket or permit.

The parking enforcement team will use handheld computers as well as 'spotting' vehicles used by the Civil Enforcement Officers to be able to identify vehicles for which no valid virtual parking permit or 'pay and display' as part of effort to ensure a more efficient enforcement of our streets.

- **Renovation of London Road Multi-storey Car:** A number of structural re-designs and overhaul of security technologies in the multi-storey car park will be carried out in the course of 2016/17.
- **Operating in smaller hubs:** In the past years, the parking enforcement team has operated from a central base where officers are deployed from. Going forward, the aim is to have multiple hubs that will help improve efficiencies and reduce the need to travel across the borough before an officer gets to a deployed beat.
- **Review of deployment beats:** A review of beats patrolled by our Civil Enforcement Officers will help ensure they are more visible and help achieve more frequent presence for enforcement of parking bays and vehicles parked dangerously and inconsiderately.
- **Highways Programme of works:** we have a highways program of works which contains a number of locations in the Borough which are programmed for the installation of parking restrictions including road marking and signage. Many of the parking schemes on the programme are focused outside schools with the intention of improving road safety and reducing congestion in the areas that have the greatest need.
- **CPZ Consolidation:** We are in the process of developing a programme for the installation of controlled parking zones in the borough. It is our intention to consolidate many of our existing zones to ensure areas of parking displacement are adequately restricted to meet the requirements of a location.