

Parking Annual Report 2016 / 2017



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Foreword

It is my pleasure to introduce the Annual Parking Report for 2016/2017. The purpose of the report is to provide an overview of the operational and financial performance of parking services, and identify the borough's priorities, future developments and opportunities, with special focus on improving customer service.

As the Cabinet Member for Enforcement & Community Safety, I aim to raise awareness of road safety and make sure the parking arrangements in the borough meet the needs of everyone.

Over the last year we have successfully implemented new technology, rolling out virtual residents' permits and visitors' vouchers and cashless parking meters. The safety of our residents remains our top priority. That is why we have taken steps to renew road safety measures around our schools and residential areas.

Over the coming year we are going to make different types of permits available online via our website. This is vital if we are to give residents greater flexibility over the way they pay for parking and provide a more efficient and cost-effective service.

Thank you for taking the time to read the report. I hope you find it useful.



Councillor Laila Butt

Cabinet Member for Enforcement & Community Safety



Introduction

The number of Penalty Charge Notices (PCNs) issued in Barking and Dagenham has risen slightly, with 107,589 PCNs issued (for the year covered by this report) compared to 102,704 PCNs issued in 2015/16, an increase of 4.5% [4,885]. The increase in PCN numbers can be contributed to the additional numbers of vehicles associated with the increase in residential properties being registered in the borough.

Since last year an additional 3,838 [5%] properties have been included on the council tax register. 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

Before the implementation of new systems of parking control and restriction, the Council ensures it gains consensus from residents, local businesses and other stakeholders. This is achieved through public consultations which help the Council to better understand areas of over and under-utilization and the parking habits of residents, businesses and visitors alike.

Parking around Shopping Parades and Town Centres

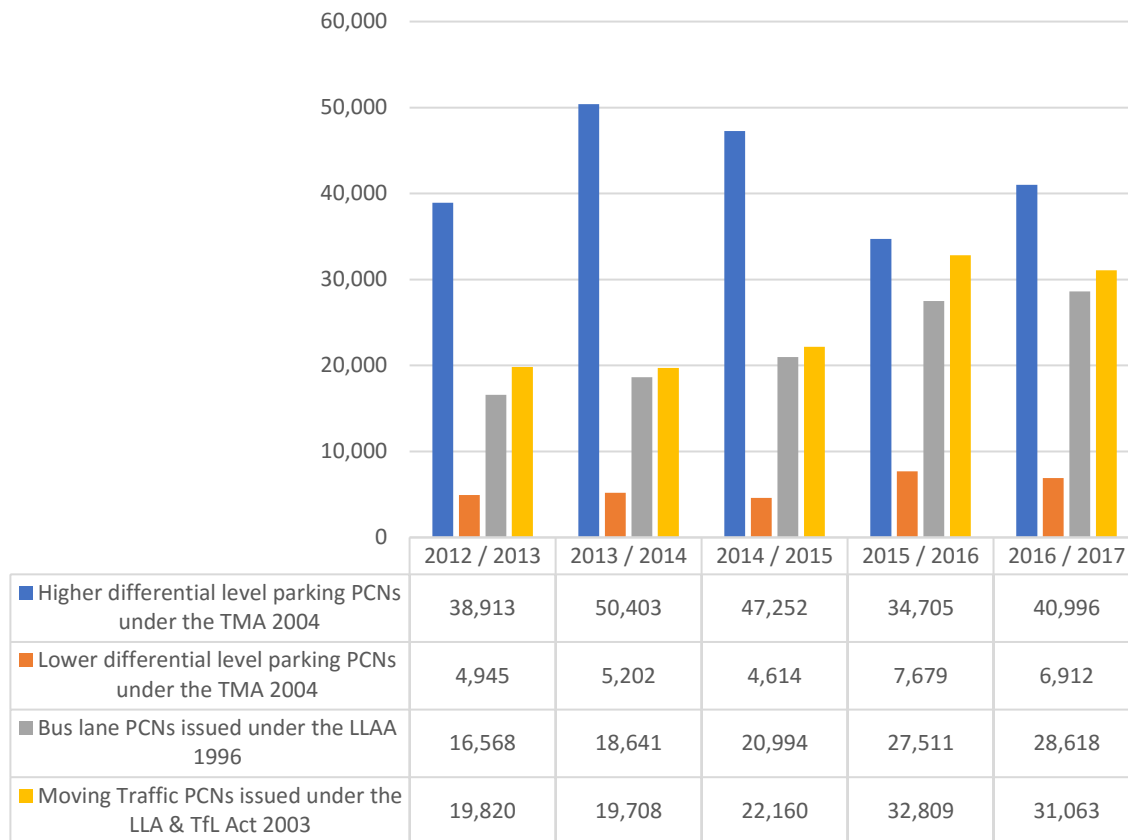
- Upgrade of all parking machine from cash to cashless (Chip n Pin / Credit & Debit Card)
- ID129 North street - Yellow line restrictions and loading bays
- ID273 Barking Park – Introduction of P&D parking to facilitate turnover of bays in the park
- ID312 Roycraft Car Park – converted existing chamber of commerce bays to disabled bays to facilitate additional disabled users
- ID308 - Implementation of new fees and charges for parking permits, and car parking tariffs
- ID282 Ripple Road – Installation of footway parking prohibition
- ID126 Faircross / Park / Monteagle – Review of previous scheme installed (One-way & Extension of CPZ)

Parking Zones and Safety Control Measures

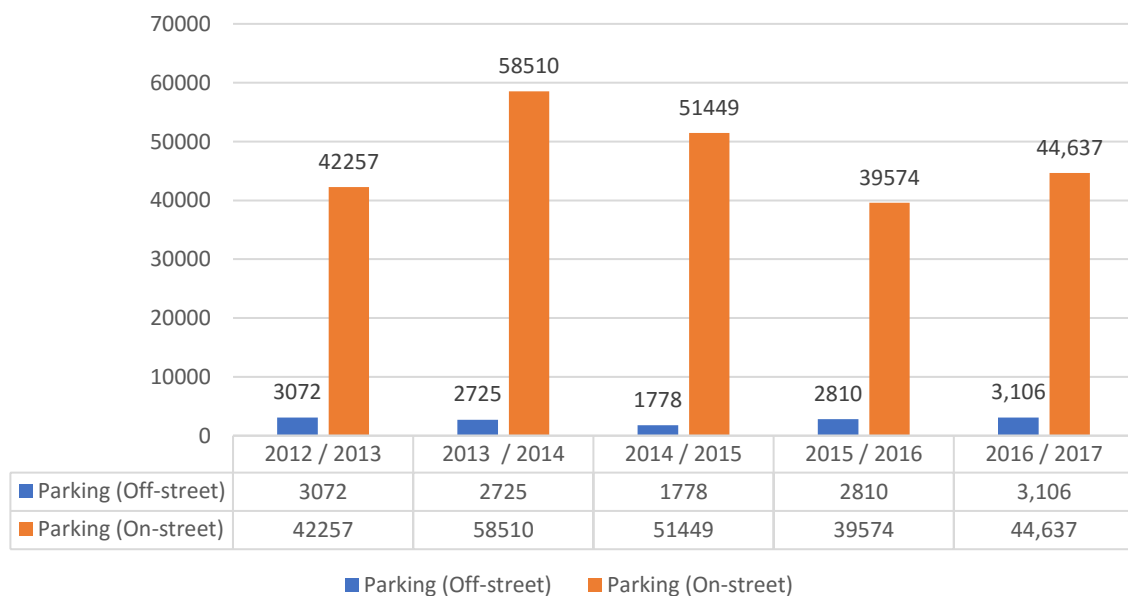
- Borough wide junction double yellow line project (Phase 2)
- Borough wide junction double yellow line project (Phase 3)
- ID271 Collier Row Road – Double yellow line restrictions (Installed as road safety measure)
- ID272 Furze School Safety Scheme – installed double yellow lines to improve sight lines and reduce congestion outside of school
- ID295 Riverside Car Park – Implement car park management programme and RingGo
- ID166 Grafton School – Installed yellow line restrictions and bay markings in Becontree Avenue outside Grafton School (installed as road safety measure)
- ID241 Dorothy Gardens – Review of parking scheme previously implemented
- ID300 Eastbury School – installed School Keep Clear road markings outside school to improve safety
- ID200 Lilac Gardens – Installed yellow line restrictions and courtesy parking bays to improve access and safety
- ID162 St Josephs – Installed yellow lines and parking bays to improve safety outside school
- ID162 - Rosemary Gardens – installation of yellow lines to improve access
- ID289 Hazel Grove – installation of yellow lines to improve access

Operational Summary (Performance Data and Information)

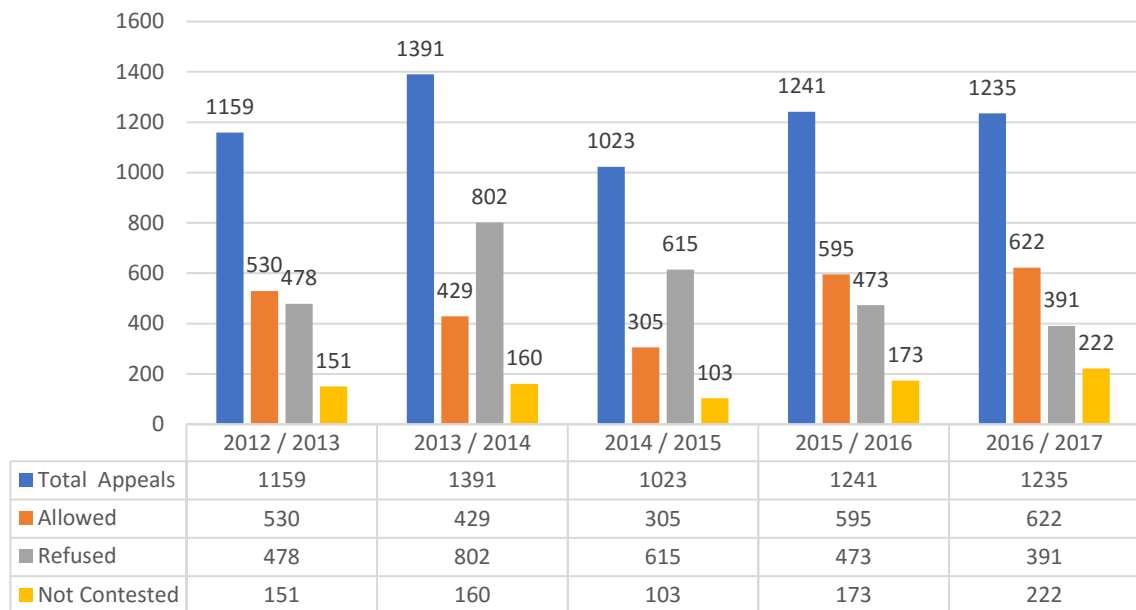
Enforcement Statistics for Penalty Charge Notices



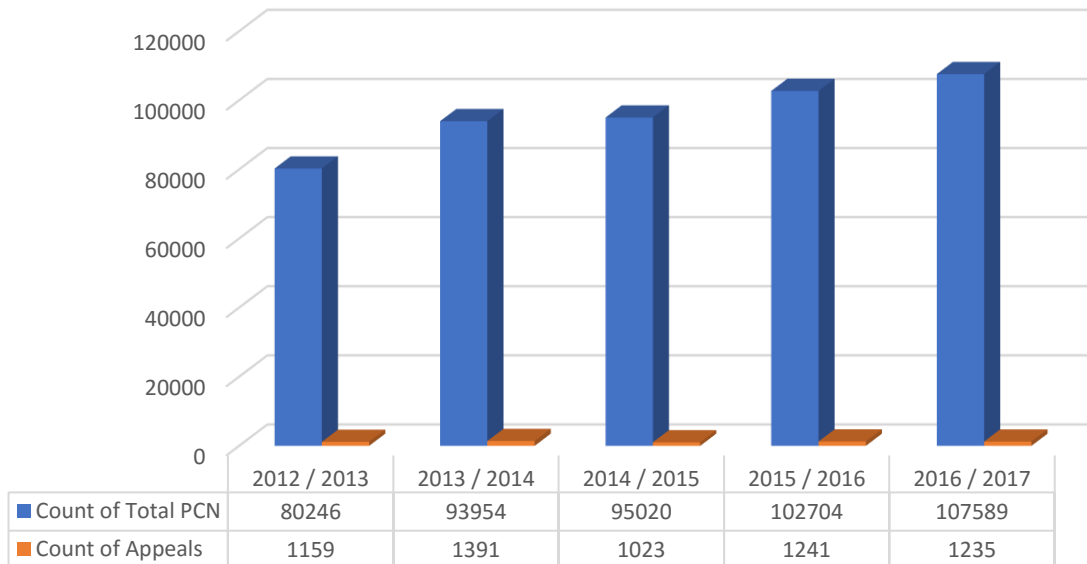
Penalty Charge Notices by Contravention Type



Cases referred to London Tribunals



Total number of appeals compared to total PCNs issued



Parking Permits

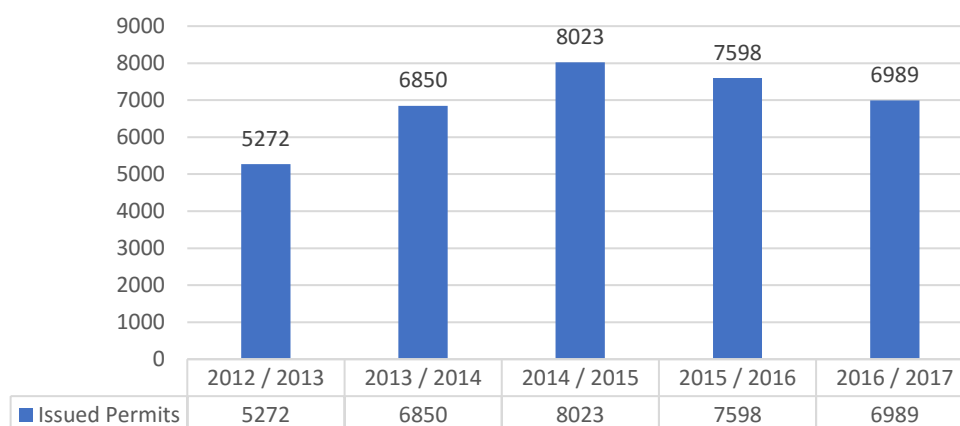
In line with the Council commitment to service improvement, ease of use and the encouraging 'Digital by Design' we have focused customer permit interactions through the website. Our residents can apply for parking products at home, at work or on their smartphone.

The following permits are now administered online:

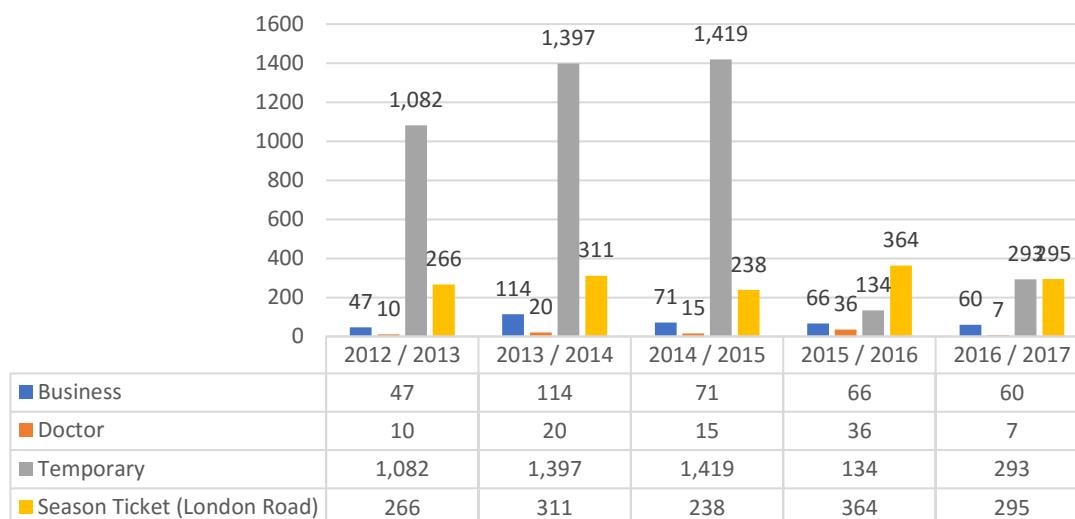
- Resident permits
- Visitors Vouchers
- Business permits
- Temporary permits
- Doctors permits

Resident Parking Permits

The table below compares the sales of residents permits in the 2016 / 2017 financial year compared with previous financial years.



Other Parking Permit Types



Paid-for Parking

The Council has many paid-for parking places throughout the Borough. These include off-street locations (multi-story car parks and surface car parks) and on-street locations (parking bays and spaces). The tables below illustrate their broad location, the total number of available parking bays within and the applicable RingGo location code.

On-street parking locations

<u>Location</u>	<u>Type</u>	<u>RingGo Location Code</u>	<u>Capacity (bays)</u>
Althorne Way, Dagenham	Off-street	7011	32
Bobby Moore Way, Barking	Off-street	7006	9
Becontree Avenue Car Park	Off-street	7021	33
Civic Centre, Dagenham	Off-street	7008	246
Heathway Multi-story, Dagenham	Off-street	7014	321
Linton Road, Barking	Off-street	7013	55
London Road Multi-story, Barking	Off-street	7005	620
Roycroft House, Barking	Off-street	7007	42
Stour Road	Off-street	7009	25
Wantz Road Car Park	Off-street	7020	42
Axe Street Service Road Car Park, Barking	Off-street	7540	9
Barking Park Western Car Park	Off-street	27031	55
Riverside Area Car Park	Off-street	27032	55

Off-street parking locations

<u>Location</u>	<u>Type</u>	<u>RingGo Location Code</u>	<u>Capacity (bays)</u>
Faircross Parade, Barking	On-street	7015	25
Barking Town Centre	On-street	7016	20
Harrow Road, Barking	On-street	7017	10
Abbey Ward Area	On-street	7018	45
Rippleside Industrial Estate, Barking	On-street	7025	15
Ripple Road (Westbury), Barking	On-street	7487	20
Ripple Road (Cemetery), Barking	On-street	7488	20
Wakering Road, Barking	On-street	7489	20
Park Avenue, Barking	On-street	27023	5
Fiddlers Shopping Area, Dagenham	On-street	27026	45
Broad Street, Dagenham	On-street	27027	22
High Road, Chadwell Heath	On-street	27028	22
Green Lane Area, Dagenham	On-street	27029	28
Longbridge Road, Barking	On-street	27034	13
Royal Parade, Church Elm Lane, Dagenham	On-street	27036	11

Service Performance

Corporate Complaints

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

	2012 / 2013	2013 / 2014	2014 / 2015	2015 / 2016	2016 / 2017
Stage 1 Corporate Complaints	213	153	155	240	331
Stage 2 Corporate Complaints	53	20	23	38	16

Freedom of Information

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

	2012 / 2013	2013 / 2014	2014 / 2015	2015 / 2016	2016 / 2017
Freedom of Information	93	118	90	77	66

Lines and Signs Maintenance

Lines and signs maintenance is an essential aspect of ensuring parking and traffic compliance within the Borough. Ambiguous and / or faded lines and signs increase the potential for non-compliance, thereby increasing the risk of congestion and other negative factors.

The Traffic Signs Regulations and General Directions 2016 came into force on 22/04/2016. This statutory instrument clarified how Council's may alter and illuminate signage without seeking separate approval from the Department for Transport.

Our Civil Enforcement Officers and Appeals Team have been in regular contact with the Lines and Signs Maintenance Team to quickly alert them to any irregularities.

Financial Information

Parking Account 2016 / 2017

Expenditure: -	Overall £,000
Premises	101
Transport	63
Supplies & Services	313
Third Party Payments	360
Management/Employees/Support	2,418
Capital Charges	389
Recharges	(69)
	3,575
Income: -	
PCN Income *	-4,761
Non-Staff Permit	-816
Staff permit	-115
Pay & display on street	-221
Pay & display Off Street	-393
	-6,305
NET (SURPLUS)/DEFICIT	-2,730
<u>Surplus used to finance the following: -</u>	
Local Implementation Plan (Mayor's Transport Strategy)	2,730
Revenue contributions to capital schemes (highways improvements)	
Highways Improvements capital charges	
TOTAL	2,730

Initiatives and Aspirations for 2017 / 2018

The core aim of Parking Services is to maintain the expeditious flow of traffic along the highway and to improve its operational efficiencies.

Following on from the successful rollout of virtual residents permits and visitors vouchers Parking Services will make more permit types available through an online self-service website. This will have the added benefit of allowing greater flexibility in payment period options and will have a lighter touch for back office processing.

Parking Zones and Safety Control Measures

The Council's Highways Team have an ambitious programme of works which features several parking schemes located throughout the Borough. Many of these schemes are focussed outside of schools with the intention of improving road safety and reducing congestion in the areas that have the greatest need.

- ID220 Curzon Crescent – Road Safety and congestion reduction
- ID275 Zone E – extension of the current Controlled Parking Zone (CPZ) to include (Buller, Hulse, Salisbury).
- ID277B Wantz Road – The installation of double yellow lines to reduce congestion and increase road safety.
- ID278 Heathway CPZ – extension of the Controlled Parking Zone to incorporate more streets.
- ID283 Oxlow Lane – Improve the placing of Waiting Restrictions (yellow lines) to better regulate congestion and increase road safety.
- ID285 Hertford Road – Permit scheme to reduce congestion.
- ID303 Lodge Avenue (Academy Way) – Waiting restrictions to reduce congestion.
- ID314 Cranborne Road – Ripple Primary School, install School Keep Clear road markings.
- ID315 Crown Street – installation of free parking bays.
- ID316 Clare Gardens – Review of CPZ operating times.
- ID317 Stour Road – Introduce paid for on street parking.
- ID318 Rainham Road North (Wood Lane to Central Park – Introduce paid for on-street parking
- ID319 Rainham Road North (Woodlands Register Office) - Introduce paid for on-street parking.
- ID320 Gosfield Road – Robert Clack School, install School Keep Clear road markings
- ID322 Coventry University site – convert Civic Centre car parks (CU Permits only including Disabled bays, electric vehicle bays.
- Harts Lane Estate – Review CPZ.
- Review council owned car parks to introduce pay to park bays.
- Review Devon Road – Introduce CPZ.

- Access road rear of shops London Road – Introduce double yellow line restrictions to reduce congestion and improve road safety.

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 often-unique requirements of a location.