

East Herts Council

Annual Parking Report 2020-21

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1 - INTRODUCTION

The Covid pandemic resulted in a significant reduction in vehicle movements and parking demand, both during the initial lockdown period and into the 2020/21. This had an inevitable impact on income in respect of Penalty Charge Notice and Car Park charges.

The parking enforcement service adapted during the lockdown periods to enable a focus on the road network traffic management, following the suspension of car parking charges and enforcement within Resident Permit Zones in respect of bays. The rapid shift to home working created additional pressures within the RPZ areas.

The transition to cashless payments has been further accelerated by the Covid-19 pandemic. Car park customers increasingly shifted to Pay by Phone and electronic payment alternatives. East Herts has noted this behavioural change.

East Herts provided free parking in its car parks for the priority groups of health and social care workers to ensure that they were able to travel to work safely. Our civil enforcement contractor staff worked throughout the period and also contributed in other ways such as volunteering to support the Covid testing centres.

2 - DEVELOPMENTS

As part of our ongoing objective to provide and maintain attractive and safe car parks for the benefit of residents and visitors in East Herts we invested £210,000 in capital funds to fully resurface five car parks: Basbow Lane, Bishop's Stortford; Hartham Common, Hertford; High Street, Buntingford and Bell Street, Sawbridgeworth.

As part of the council's green agenda, we have made progress through expansion of our Electric Vehicle infrastructure by installing two additional EV bays in Gascoyne Way car park, Hertford - taking the total number available to four. We installed four EV bays and two EV "Car Club" bays in Causeway car park, Bishop's Stortford.

We have made further provision for three EV bays in Bell Street, Sawbridgeworth, two EV bays in Grange Paddocks, Bishop's Stortford, and fifty four EV bays in Northgate End multi storey car park.

The council's new Northgate End multi storey car park (currently in development) will operate on a cashless basis, allowing payments via Pay by Phone and the "Check in & Check out" programme (delivered by Flowbird CWT machines) that replicates Pay on Exit type structure, thereby reducing the council's capital and operating costs.

3 - HOW DO WE MANAGE PARKING?

The use of parking enforcement is an effective tool used to balance the demand for parking whilst ensuring free traffic flow, improving the local environment as well as supporting the local economy. East Herts Council is committed to promoting healthier more environmentally friendly alternatives to the car and encouraging sustainable travel choices wherever practicable.

East Herts Parking and Transportation Strategy sets out the following aims:

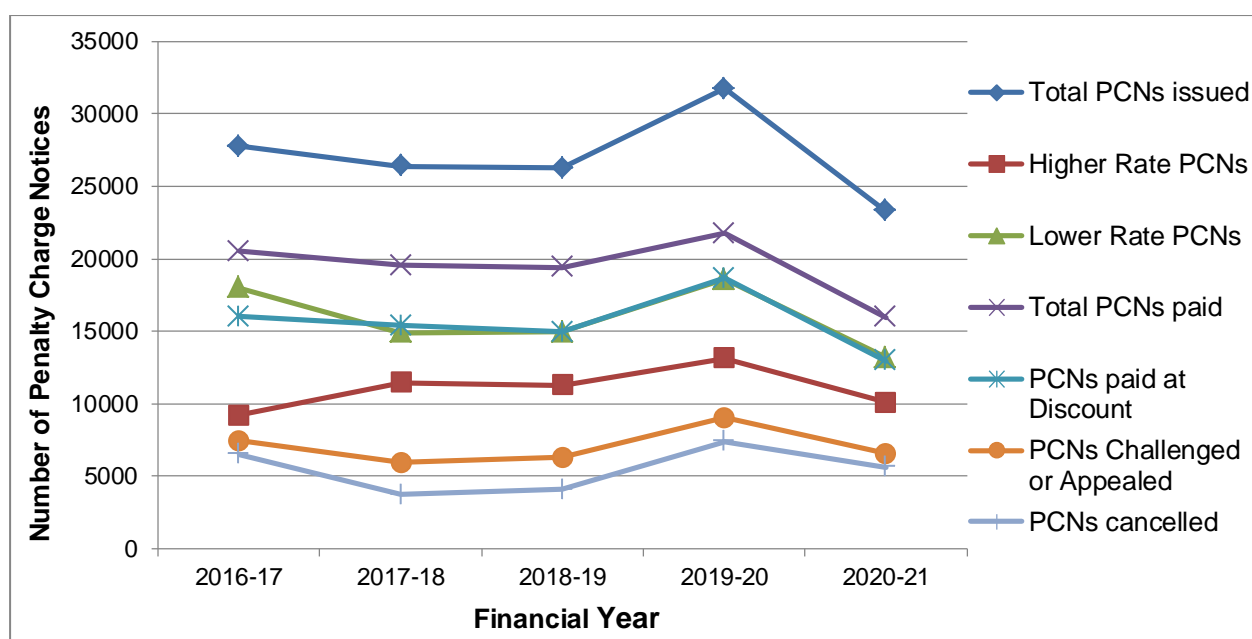
- Maintain car parking income
- Ensure users pay for the parking service rather than the council tax payer
- Continue to explore new technologies to improve the overall convenience of parking in East Herts
- Seek where possible and appropriate to match parking capacity with demand.
- Continue to develop and implement parking solutions that reflect local needs
- Maintain the economic vitality of towns in East Herts when developing parking services

East Herts requires CEOs to spend no less than 60% of total patrolling hours managing on-street parking restrictions. The split of patrol hours deployed in 2020/21 was 80% on-street and 20% in the car parks. This compares to the previous year: 69% and 31% respectively. This considerable change was in part due to the diversion of resources to the on street environment - due to Covid related measures.

4 - HOW MANY PEOPLE RECEIVED TICKETS AND WHAT WAS THE OUTCOME?

When a Penalty Charge Notice is issued, a 50% prompt payment discount is offered if paid within 14 days. Following the 14 day period the penalty charge reverts to its full value. The charge will increase by a further 50% of the full charge if payment is not received after formal representation stage.

Financial Year	Total PCNs Issued	Higher rate	Lower rate	Total PCNs Paid	PCNs paid at discount	PCNs Challenged or Appealed	PCNs cancelled after a challenge or appeal
2016-17	27217	9211	18006	20499	15996	7431	6501
2017-18	26371	11476	14895	19524	15376	5956	3746
2018-19	26255	11290	14965	19429	14965	6290	4098
2019-20	31707	13141	18566	21751	18672	9012	7393
2020-21	23282	10085	13197	15961	12972	6570	5648



Percentage split of on-street and off-street Penalty Charge Notices:

Year	On-Street PCNs	Off-Street PCNs
2016/17	45%	55%
2017/18	54%	46%
2018/19	55%	45%
2019/20	48%	52%
2020/21	50%	50%

The cost of enforcement (contract cost) and annual income from PCNs issued by the Council is shown below. The figures exclude items such as East Herts Council staff costs and signs and lines maintenance.

Year	Contract Costs	PCN Revenue	Variance
2016/17	£843,551	£743,384	- £100,167
2017/18	£845,104	£735,923	- £109,181
2018/19	£860,600	£727,857	- £132,743
2019/20	£702,369	£811,084	£108,715
2020/21	£728,175	£581,076	- £147,099

5- FINANCIAL STATEMENT

Total Income and (Expenditure) on Parking Account kept under Section 55 of the Road Traffic Regulation Act 1984 (RTRA 1984)

<u>2020/21</u>	
Total Income	983,749.00
Total Expenditure	-1,237,614.00
Net Position	-253,865.00
<u>Breakdown of income by source</u>	
PCNs	581,076.00
Residents Parking Schemes	100,484.00
Section 106	0.00
Cont. from other Authorities	298,329.00
Dispensations	3860.00
Misc. Income	0.00
Total Income	983,749.00
<u>Annual & Cumulative Surplus (Deficit)</u>	
To 31/03/21	-3,827,560.60
2020/21	-253,865.00
Cumulative Surplus (deficit)	-4,081,425.60