

East Herts Council

Annual Parking Report 2021-22

Contents:

- 1- Introduction
- 2- Developments this year
- 3- How do we manage parking?
- 4- How many people received tickets and what was the outcome?
- 5- Financial Statement

1 - INTRODUCTION

Demand for parking in East Herts car parks was 10% lower overall than pre covid era, which may be considered the high point in terms of reflecting changes in working behaviours and travel patterns. The transition to cashless payments continued with more customers choosing to 'Pay by Phone' or use electronic payments when selecting the Pay & Display machine option.

2 - DEVELOPMENTS

During 2021/22 East Herts invested £210,000 in capital funding in resurfacing five car parks across its estate: Basbow Lane, Bishop's Stortford; Hartham Common, Hertford; High Street, Buntingford and Bell Street, Sawbridgeworth to improve facilities, making them a more attractive environment for visitors, shoppers and residents.

As part of the council's sustainability agenda, East Herts expanded its off - street Electric Vehicle (EV) infrastructure by providing 54 EV bays in Northgate End multi storey car park, and a further 2 EV bays in Grange Paddocks car park, in Bishop's Stortford.

Northgate End MSCP opened to the public in July 2022, and the event coincided with the closure of Causeway and Charringtons car parks - in accordance with planning conditions applied, and as a precursor to the development of the Old River Lane site.

3 - HOW DO WE MANAGE PARKING?

East Herts fulfils its Network Management duty in delivering a parking service that is effective, and balances demand for parking whilst reducing congestion and supporting local businesses. The contract has several KPIs tracked weekly and monthly, ensuring Civil Enforcement Officers patrol to the frequency required, and achieve the targets set for school visits, and hot spot locations such as High Streets, where more focused traffic management is needed.

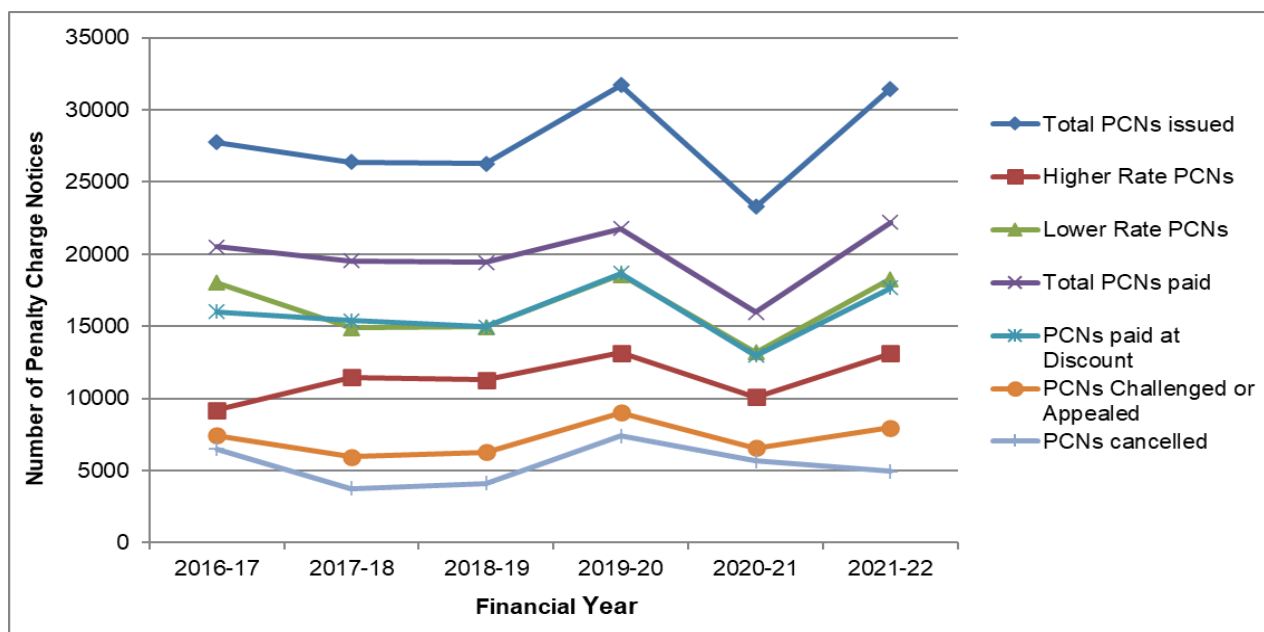
East Herts is committed to promoting more sustainable methods of travel, wherever possible. A Parking and Transportation Strategy sets out the following:

- Maintaining car parking income;
- Ensuring the users pays for services, rather than the council tax payer;
- Continuing to explore new technologies to improve the overall convenience of parking in East Herts;
- Seeking (where possible and appropriate) to match parking capacity with demand;
- Continuing to develop & implement parking solutions, reflecting local needs;
- Maintaining the economic vitality of towns in East Herts when developing parking services.

East Herts requires Civil Enforcement Officers to spend no less than 70% of their patrolling time on-street managing those parking restrictions. The split of patrol hours deployed in 2020/21 was 80% on-street and 20% in the car parks.

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

East Herts	Total PCNs Issued	Higher rate	Lower rate	Total Paid	Paid at discount	Challenged or appealed	Cancelled after challenge or appeal
17-18	26371	11476	14895	19524	15376	5956	3746
18-19	26255	11290	14965	19429	14965	6290	4098
19-20	31707	13141	18566	21751	18672	9012	7393
20-21	23282	10085	13197	15961	12972	6570	5648
21-22	31438	13120	18267	22213	17657	7983	4948

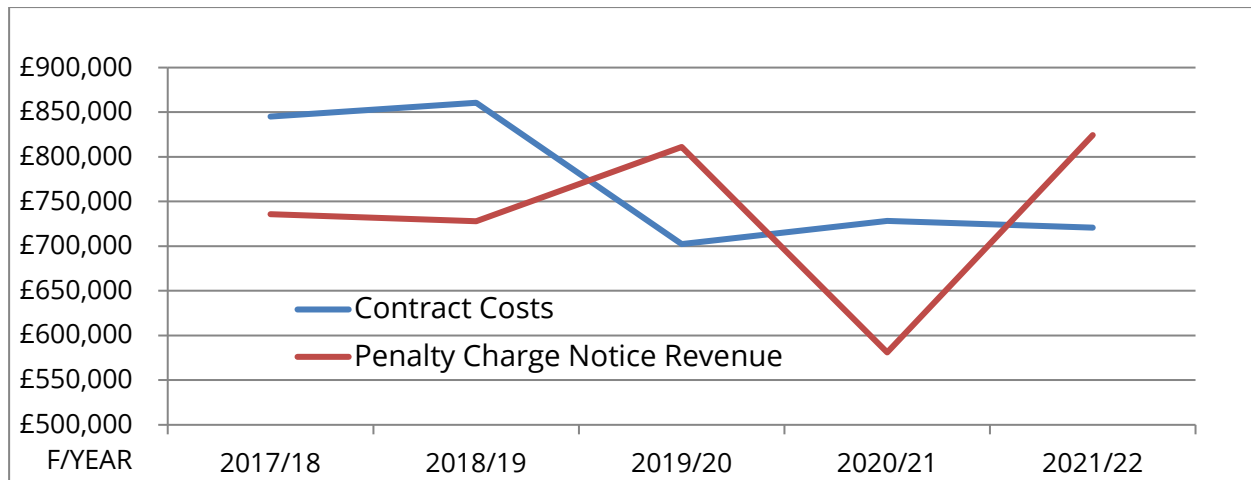


Percentage split of on-street and off-street Penalty Charge Notices:

Year	On-Street PCNs	Off-Street PCNs
2017/18	54%	46%
2018/19	55%	45%
2019/20	48%	52%
2020/21	50%	50%
2021/22	44%	55%

The cost of providing parking enforcement (contract costs) and annual income from Penalty Charge Notices issued by East Herts council is shown below. The figures exclude items such as East Herts Parking Service staffing costs and signs and lines maintenance.

Financial Year	Contract Costs	PCN Revenue	Variance
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
2021/22	£720,655	£824,376	£103,721



5- FINANCIAL STATEMENT

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

2021/22

<i>Total Income</i>	1,277,205.53
<i>Total Expenditure</i>	-1,256,491.76
<i>Net Position</i>	20,713.77
<i>Breakdown of income by source</i>	
<i>Penalty Charge Notices</i>	824,376.01
<i>Residents Parking Schemes</i>	137,840.97
<i>Section 106</i>	0.00
<i>Contributions from other Authorities</i>	308,223.55
<i>Dispensations</i>	2,580.00
<i>Misc Income</i>	4,185.00
<i>Total Income</i>	1,277,205.53
<i>Annual & Cumulative Surplus</i>	
<i>To 31/03/2021</i>	-4,081,425.60
<i>2021/22</i>	20,713.77
<i>Cumulative Deficit</i>	-4,060,711.83