

# **Report to: Neighbourhoods Select Committee**

**Date of meeting: 26 June 2018**

**Subject: Annual Report for Off Street Parking 2018 - 2018  
– Off Street operational report**



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This paper gives Members an update of operation progress since NSL Ltd were awarded the contract to carry out the enforcement of the off street car parks owned by Epping Forest District Council.

## **Background**

Since 2012, EFDC car parks were managed by the North Essex Parking Partnership (NEPP) who carried out the enforcement for on and off street parking across six districts, Colchester, Tendering, Uttlesford, Braintree, Harlow and Epping. In 2016 notice was given to NEPP informing them that we were taking back enforcement of our car parks.

Following a successful procurement exercise, the Council entered into a 5-year Contract with NSL to carry out the enforcement in all 18 Council owned off street car parks.

The North Essex Parking Partnership still carry out the enforcement for on street operations and are also responsible for implementing new restrictions across the Epping Forest District in conjunction with Epping Forest District Council

## **Off Street Operational Update**

This report gives an overview of the first year of the operations.

The Contract commenced with NSL on the 1<sup>st</sup> April 2017 and the data migration from The North Essex Parking Partnership took place over that weekend and was completed successfully with just a few minor hiccups where season ticket holders had to change their MiPermit details.

NSL deployed a staffing compliment fairly quickly. This included part time Civil Enforcement Officers and a Supervisor employed on a shift pattern basis, which means that the weekends are now also fully enforced. There is no travelling back to a base for lunch or breaks so cuts down on travelling time.

There are two vehicles - one covering the south of the district and the other covering the north. The vehicles are parked at night - one in our Oakwood Hill Depot and the other one in Civic Offices.

The Civil Enforcement Officers (CEO) wear body worn cameras and so can work alone and some have also been trained in machine maintenance, which cuts down on a lot machine downtime.

Since August 2016, the Council added the ability to accept chip and pin payments at the pay and display machines. One machine in each car park has a chip and pin device enabling multiple methods of payment.

### Issues Encountered

Since the commencement of the contract the one main issue that caused a problem was obtaining the agreement from DVLA for the purpose of obtaining Keeper Details, this took a couple of months to obtain which held up the process of sending out the Statutory Documents. This now resolved we are back on track with the processes and we have recently received a green light for our DVLA audit from DVLA..

Issues were also uncovered with the permit/season ticket purchase following the migration from NEPP. It appeared that there were paper permits that NEPP were still renewing and also issuing season tickets at the incorrect prices all of which we have now stopped.

There were also issues with staffing from an NSL point of view and we have had a quick turnover of staff (Civil Enforcement Officers) but we are now fully staffed.

We also experienced a spate of vandalism to the pay and display machines where the monetary loss was not large as the vandals found it very difficult to locate where the vault actually was and were not easily broken into but it meant the loss of a machine whilst repairs were made and we ultimately then fixed plates around the machines which made access to the vault even harder. During this time collections were made more frequent in the busier car parks.

### Resources:

The income stream consists of: cash and card payments to pay and display machines, virtual parking payments through MiPermit system, Season Tickets for those who pay in advance and any Penalty Charges collected from contravening motorists.

### Number of Penalty Charge Notices Issued:

Month	1 April 2016 to 31 March 2017	1 April 2017 to 31 March 2018
April	432	697
May	520	696
June	450	524
July	463	660
August	371	430
September	354	420
October	505	443
November	564	438
December	219	283
January	363	360
February	327	392
March	308	434
<b>Total</b>	<b>4876</b>	<b>5777</b>

As you can see from the above the number of penalty charge notices issued has increased by nearly 900 which is partly due to enforcement being carried out 7 days a week.

**Income Streams 2016/2017:**

<b>2016/2017</b>	<b>Mi Permit</b>	<b>Pay &amp; Display</b>	<b>Chip &amp; Pin</b>	<b>Season Ticket</b>
<b>April</b>	<b>£18,482.60</b>	<b>£91,183.19</b>	<b>0.00</b>	<b>£9,958.87</b>
<b>May</b>	<b>£17,716.60</b>	<b>£83,406.30</b>	<b>0.00</b>	<b>£3,835.00</b>
<b>June</b>	<b>£19,077.50</b>	<b>£88,549.60</b>	<b>0.00</b>	<b>£3,008.24</b>
<b>July</b>	<b>£16,868.90</b>	<b>£86,231.10</b>	<b>0.00</b>	<b>£13,246.74</b>
<b>August</b>	<b>£16,471.40</b>	<b>£83,474.15</b>	<b>0.00</b>	<b>£6,005.58</b>
<b>September</b>	<b>£19,325.10</b>	<b>£85,895.60</b>	<b>£277.30</b>	<b>£11,315.66</b>
<b>October</b>	<b>£18,823.80</b>	<b>£85,071.00</b>	<b>£581.10</b>	<b>£28,052.50</b>
<b>November</b>	<b>£22,155.80</b>	<b>£86,420.20</b>	<b>£644.20</b>	<b>£6,631.16</b>
<b>December</b>	<b>£16,872.60</b>	<b>£77,553.45</b>	<b>£451.10</b>	<b>£11,197.04</b>
<b>January</b>	<b>£21,289.10</b>	<b>£76,597.55</b>	<b>£988.10</b>	<b>£16,066.24</b>
<b>February</b>	<b>£22,054.90</b>	<b>£72,591.05</b>	<b>£1,277.60</b>	<b>£2,102.44</b>
<b>March</b>	<b>£26,905.80</b>	<b>£88,486.35</b>	<b>£1,605.90</b>	<b>£2,532.34</b>

**Sub Total            £236,044.10        £1,005,459.50        £5,825.30        £113,951.81**

**Total for Year £1,361,288.70**

The income from Penalty Charge Notices is another £126,646.70

**Income Streams 2017/2018:**

2017 to 2018	Mi Permit	Pay & Display	Chip & Pin	Season Ticket
<b>April</b>	<b>£17,622.10</b>	<b>£75,936.15</b>	<b>£1,104.20</b>	<b>£3,985.00</b>
<b>May</b>	<b>£21,835.40</b>	<b>£81,194.25</b>	<b>£1,451.70</b>	<b>£3,479.00</b>
<b>June</b>	<b>£23,976.30</b>	<b>£79,482.80</b>	<b>£2,159.70</b>	<b>£2,903.00</b>
<b>July</b>	<b>£22,927.80</b>	<b>£81,526.75</b>	<b>£1,807.10</b>	<b>£6,222.46</b>
<b>August</b>	<b>£19,746.30</b>	<b>£80,780.55</b>	<b>£2,597.60</b>	<b>£9,009.80</b>
<b>September</b>	<b>£23,734.50</b>	<b>£81,946.70</b>	<b>£2,521.40</b>	<b>£21,585.00</b>
<b>October</b>	<b>£27,377.50</b>	<b>£75,244.50</b>	<b>£2,299.80</b>	<b>£5,267.00</b>
<b>November</b>	<b>£30,795.90</b>	<b>£75,375.80</b>	<b>£2,810.60</b>	<b>£16,915.00</b>
<b>December</b>	<b>£25,041.80</b>	<b>£64,995.65</b>	<b>£1,937.50</b>	<b>£8,542.00</b>
<b>January</b>	<b>£28,113.20</b>	<b>£75,278.10</b>	<b>£2,201.00</b>	<b>£7,933.00</b>
<b>February</b>	<b>£29,646.60</b>	<b>£72,484.40</b>	<b>£2,052.50</b>	<b>£11,170.00</b>
<b>March</b>	<b>£33,283.90</b>	<b>£77,249.30</b>	<b>£2,215.70</b>	<b>£3,150.00</b>

**Sub Total      £304,101.30      £921,454.95      £25,158.80      £100,161.26**

**Total for year £135,0876.60**

Penalty Charge Notice income is another £119,354.00

**Future Works**

We are currently in the process of applying for planning permission to demolish the existing garages in Vere Road to create more parking spaces (approx. 23) and to also turn an existing space into a car park by demolishing a brick wall and creating parking spaces (approx. 10) which the Loughton Broadway is in need of. With the addition of these spaces we will be adding some disabled bays and the possibility of an electric car charging point.

Civic Offices is possibly the subject of a trial for an electric car charging station so that we can gauge the use and demand and then possibly rolling out installations in more of our car parks across the district..

**Park Mark Award**

On the 11<sup>th</sup>/12<sup>th</sup> April a member of the parking team accompanied the Park Mark Safety Officer as our Park Mark Award was up for renewal for all our car parks across the Epping Forest District.

The Park Mark Safer Parking Scheme is a Police Crime Prevention Initiative and is aimed at reducing crime and the fear of crime in parking facilities. This award is awarded to parking facilities that have met the requirements of a risk assessment conducted by the police. We are delighted to announce that we have secured the Park Mark Award for a further 2 years and it was also noted that the assessor said that these car parks were some of the cleanest he had visited.

**Audit**

The DVLA have carried out our first audit since we took back the off street parking enforcement in March 2018 and we achieved a green light.