



# **Cornwall Council Parking Services Current Service Summary**

22.05.15

**This document covers the following areas**

**Staffing**

**Income 15/16**

**Road Length Car Parks / Spaces**

**Priority Enforcement Routes**

**Enforcement Criteria**

**Objectives**

**Sensitive Route Network**

**Freight Network**

**Local Transport Plan Towns**

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**Car Parks**

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**Event Management**

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## Staffing

The current staff numbers are as follows:

Role	Compliment
Parking Manager	1
Area Team Leader	2
Ast. Area Team Leader	2
Administration and Appeals Manager	1
Senior Administration and Support Officer	1
Administration and Finance Officer	1
Administration and Finance Support Officer	2
Administration Support Officer	1.5
Representation and Permit Officer	3
Policy Manager	1
Monitoring and Policy Officer	1
TRO Officer	1
Senior Civil Enforcement Officer	4
Civil Enforcement Officer	50

## Income 15/16

The expected Income for 15/16 is £15.554m

## Road Length / Car Parks / Spaces

There are approximately 4,500 miles of road throughout the County, 250 Off-Street Car Parks, and around 30,000 car parking spaces.

## Priority Enforcement Routes

Prior to the introduction of CPE in 2008, the following enforcement criteria were established in order to define the priority enforcement routes.

### Enforcement Criteria

#### Objectives

The enforcement objectives are compatible with those of the Local Transport Plan (LTP):

- To reduce congestion, and thereby
- To improve air quality
- To maximise safety
- To support economic regeneration

### **Sensitive Route Network**

The County Council has devised a sensitive route network to decide where road works are not permitted due to the potential for causing congestion. The route was devised based on traffic flow, road width, and local knowledge and was done in conjunction with the statutory undertakers.

The sensitive route network is split into a number of categories which have different implications for times of day and year. Based on our objectives it was decided to concentrate enforcement on the following categories:

- Most sensitive urban
- Commuter
- Extended seasonal
- Any combination of categories that includes one of the three above

### **Freight Network**

The County Council has devised a network for freight. These are the areas where important freight movements take place. Drivers can expect certain conditions on the designated routes.

It has been decided that enforcement will take place on the

Strategic freight network and the

Local freight network

### **Local Transport Plan Towns**

The LTP identifies the towns that are the main focus for supporting and facilitating the County's economic regeneration and for addressing mounting congestion problems. These are:

- Truro
- Camborne-Pool-Redruth
- Falmouth-Penryn
- St Austell
- Newquay
- Penzance
- Bodmin

The importance of these towns has been recognised and discussions have taken place with the local divisional surveyors to identify areas, in addition to those identified by the above networks, where enforcement needs to take place.

### **Population**

The size of the town has been taken into account to determine the level of enforcement required.

### **Coastal Tourist Centres**

It is recognised that there are many small towns and villages on the coast that suffer congestion problems in the summer months. This has been taken into account when developing the areas for and the levels of enforcement.

### **Conclusion**

All the above have been used to determine where and when on-street enforcement will take place. It should be noted that this is a starting point and the enforcement operation will be continually reviewed and adjustments made if necessary and possible. Adjustments to the on-street enforcement provision would be expected where significant numbers of complaints have been received from members of the public, or where Local Member involvement dictates.

### **Car Parks**

The names and locations of our car parks that we operate including details of the current tariffs, operating periods and whether season tickets and reserved spaces apply can be found on the Council's website at [www.cornwall.gov.uk/parking](http://www.cornwall.gov.uk/parking)

### **CEO base locations and assets**

The Council has CEO bases in the following seven locations

Liskeard  
Bodmin  
St Austell  
Truro  
Falmouth  
Camborne  
St Ives  
Penzance

Each base contains the following equipment and assets

- Casio DT-X30 Hand-held computers and printers for each officer
- Download PC to transfer data from HHC to the central server
- Lockers for each officer
- Lone Worker Device for each officer

- Camera for each officer
- Desks
- Chairs
- Access to Welfare Facilities, such as kettles, microwave, fridge

### **Provided Vehicles**

Due to the geographical nature of the Counties priority enforcement routes, it is necessary to provide the enforcement teams with vehicles, in order to travel between the base locations and their patrol route for any given day.

We currently have 28 vans. These vehicles are leased from our Central Transport Organisation.

### **Staff Working Patterns.**

All office based staff work Monday – Friday, on a 37 hour per week, flexi time basis, with the majority of staff working between the hours of 08:00 – 17:00.

Holiday entitlement is either 23 or 28 days (dependant on length of service – 28 days after 5 years' service), plus an additional 8 Bank Holidays. Employees. Employees have been able to buy additional leave, up to a total of 35 days (including normal entitlement) for the last 3 years. This has been provided through a salary sacrifice scheme.

The enforcement officer's contracts are based on a 37 hour working week, 5 days over 7, with rota patterns varying between the hours of 8am – 8pm (8am – 4pm, 9am – 5pm, 10am – 6pm). The majority of patrols are carried out between the hours of 08:00 and 18:00, with some later patrols, up until 20:00 during the summer months. Holiday entitlement is as above.

### **Permits and Season Tickets**

The attached parking order shows car parks where reserved spaces and season tickets are available.

During 14/15 we sold a total of 615 reserved space permits. During the same period we sold a total of 1128 season tickets. All permits and season tickets are administered by our dedicated permits team. Reserved space permits are issued on an annual basis, following the setting of the tariffs for the upcoming year, usually around the 15<sup>th</sup> March, which is the start of our summer charging period.

## Penalty Charge Notices and Appeals.

Figures below show the number of penalty charge notices issued during 14/15, along with payments and representations received.

No of Higher level PCNs	18366
On Street	16778
Off Street	1588
No of Lower level PCNs	18518
On Street	3425
Off Street	15093
Number of PCNs Paid H/R	9163
Number of PCNs Paid L/R	8766
Number of Reps made	10647
Number of Reps allowed	3469
Number cancelled/written off	275

All representations and appeals are handled by our dedicated Reps team, comprising 1 Manager, and 3 Representations and Permits Officers.

## Operating Systems

The following table shows the systems that are used within the parking service, and the function that the systems provide:

System	Purpose
Sidem Debt Management	Download of PCNs issued by CEOs from external bases to central server. Administration of PCNs once issued, issuing of permits / season tickets / online case Management, enabling customer access to PCN records and photos, DVLA Record check for NTO issues.
Si-Log Software	Loaded onto 54 hand-held computers, used by CEOs to issue PCNs
Cobalt Technologies	PCN Payments via AVR and Internet
Pay.Net	Used by in-house staff to process payments against PCNs
Cale WebOffice	Online P&D Maintenance and Financial Records System – provided by Cale Briparc
Metric Aslan	Online P&D Maintenance and Financial Records System – provided by Metric Group

## Parking Machines and Maintenance

Following the completion of our machine replacement programme, due to finish at the end of June 15, the Council's pay and display car parks will be operated using both Metric and Cale Briparc pay and display machines. We have a total of 250 machines. The following table shows the number of each machine type and the maintenance provision for each.

<b>Make</b>	<b>No. of machines</b>	<b>Maintenance Provision</b>
Cale Briparc – MP104	98	Via our Integrated Technology Contract Partner SSE, covering 2 service calls + parts and repair. (Does not include damage caused by vandalism).
Metric – Aura / Elite	142	Via our Integrated Technology Contract Partner SSE, covering 2 service calls + parts and repair. (Does not include damage caused by vandalism).

### **Off-Street Parking Order and Tariff Setting Process**

Our current Off-Street Parking Places order is attached as a separate document.

Each year tariffs are adjusted within the order to meet the parking income budget set by the Councils Cabinet. Part of the tariff setting process involves us meeting with various stakeholders, including the Local Member, Town and Parish Councils, Chambers of Commerce, and listening to the views expressed by members of the public. Our Portfolio Holder is also actively engaged in meeting with the above stakeholders to ensure that their views are taken into account before the tariffs are finalised.

Following the completion of the above, we generally set any tariff changes to coincide with the start of our summer charging period, on the 15<sup>th</sup> March each year.

Prior to this date, the pay and display machines will be programmed to ensure the correct tariffs are operational. Tariff programming on the Cale machines is carried out by Cale Briparc. Metric machine programming is carried out in-house, using the Metric Aslan Tariff Editor software.

You will notice from the Parking Place Order that some of our car parks have differential charging rates for summer and winter periods. Our Winter charging period starts on 1<sup>st</sup> November, so any tariff changes coming into effect on this date would need to be programmed by either Cale or in-house using Metric Aslan.

### **Event Management**

Parking Services are currently informed of any events which may affect the use of a car park by the in-house events management team. All events are notified to the Council via the online Events Notification Form.

If an event is likely to impact on the operation of the car park the Events team will forward details of the event to the Area Team Leader. The Area Team leader will then liaise with the event organiser to ascertain whether the event should take place on the car park. The Area Team Leader may also choose to speak to the Local Member for the affected area, in case they wish to feed into the process. Where significant risks to public health exists the event organiser may be asked to attend the Local Safety Advisory Group (LASG) to inform other interested stakeholders.

Where an event is likely to impact on the income generated on a car park we would seek to charge a fee based on the expected loss of income, based on the same period the previous year + RPI.

## Devolution

Devolution can take several forms, ranging from devolved local management arrangements, through to full devolution of the responsibility for a service that Cornwall Council will no longer have responsibility. We are keen to pursue a comprehensive and ambitious programme of devolution packages with Town and Parish Councils and community groups.

This may from time to time involve the Town or Parish Council requesting that a car park is devolved to them, in order to provide the revenue necessary to take over the management of other local assets.

The Council has a dedicated Devolution team who will liaise with the Parking Manager when devolution opportunities arise.

## Contracts

The table below shows the purpose of contracts entered into by the Parking Service along with the name of the contracted company. It should be born in mind that certain contracted services form part of a wider contract, used by other Council Services.

<b>Contracted Company</b>	<b>Purpose</b>	<b>Part of a Wider Council Contract</b>
G4S	Cash Collection from P&D Machines	Yes
Rossendales and Equita	Bailiff Service	Yes
SSE	Pay and Display Machine and Hand-held Computer Provision and Maintenance	Yes
Cory Environmental	Car Park Cleansing	Yes
CORMAC	Routine Maintenance Inspections (not contracted)	No
DVLA	Vehicle Registration and Address details	No
Buchanan Computing	Parkmap Provision and Maintenance	Yes
Bemrose Mobile	Mobile Phone Parking Payment	No

## Further information

Further information can be found in the latest Parking Services Annual Report found at <http://www.cornwall.gov.uk/transport-and-streets/parking/parking-fines-and-enforcement/>

If you would like this information  
in another format please contact:

**Cornwall Council**  
**County Hall**  
**Treyew Road**  
**Truro TR1 3AY**

Telephone: **0300 1234 100**

Email: **[enquiries@cornwall.gov.uk](mailto:enquiries@cornwall.gov.uk)**

**[www.cornwall.gov.uk](http://www.cornwall.gov.uk)**