

Central  
Bedfordshire  
Council  
Priory House  
Monks Walk  
Chicksands,  
Shefford SG17 5TQ



**TO EACH MEMBER OF THE  
SUSTAINABLE COMMUNITIES OVERVIEW & SCRUTINY COMMITTEE**

11 December 2013

Dear Councillor

**SUSTAINABLE COMMUNITIES OVERVIEW & SCRUTINY COMMITTEE - Thursday 12  
December 2013**

Further to the Agenda and papers for the above meeting, previously circulated, please find attached the following late report, which was marked "to follow" on the agenda:-

10. Parking Strategy

To receive a report regarding the financial performance of the parking service following a request at a previous meeting.

Should you have any queries regarding the above please contact the Overview and Scrutiny Team on Tel: 0300 300 4634

Yours sincerely

**Jonathon Partridge,**  
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**Meeting:** Sustainable Communities Overview and Scrutiny Committee  
**Date:** 12 December 2013  
**Subject:** Parking Service 2012/13  
**Report of:** Cllr Brian Spurr, Executive Member for Sustainable Communities – Services  
**Summary:** A report on the financial performance of the Parking Service for the financial year 2012/13

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**Advising Officer:** Marcel Coiffait, Director of Community Services  
**Contact Officer:** David Bowie, Head of Traffic Management  
**Public/Exempt:** Public  
**Wards Affected:** All  
**Function of:** Council

#### **CORPORATE IMPLICATIONS**

##### **Council Priorities:**

1. The Parking Service contributes to the following Council's objectives:
  - Enhancing Central Bedfordshire
  - Better infrastructure
  - Great universal servicesby improving highway safety, facilitating the free flow of traffic and improve the amenity of streets for residents through control of parking.

##### **Financial:**

2. Financial details are contained within the report.

##### **Legal:**

3. Central Bedfordshire Council is the highway and traffic authority for the road network in Central Bedfordshire. A key function is to manage the local road network in a safe, efficient and equitable manner. Central Bedfordshire is a Civil Enforcement Area and Special Parking Area as provided in the Traffic Management Act 2004. As such the Council has a duty to manage it's on and off street parking restrictions as part of Civil Parking Enforcement in the area.

**Risk Management:**

4. Failure to deliver an efficient, effective road network would be detrimental to the safe and expeditious use of the road network and could be damaging to the local community as well as economic growth.

**Staffing (including Trades Unions):**

5. Not Applicable.

**Equalities/Human Rights:**

6. Public authorities have a statutory duty to promote equality of opportunity, to eliminate unlawful discrimination and to foster good relations in respect of nine protected characteristics; age disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
7. Creating an attractive and accessible public realm has a part to play in getting people out and about. One objective of enforcing traffic restrictions is to ensure that the most vulnerable members of the community have fair access to the public realm. Disabled people, in particular, place a high priority on the provision and enforcement of disabled parking bays and the provision of dropped kerbs.
8. An efficiently managed parking system is therefore crucial for allowing equality of opportunity.

**Public Health**

9. Not Applicable.

**Community Safety:**

10. The provision of parking enforcement and management serve to improve highway safety, facilitate the free flow of traffic and improve the amenity of streets for residents. This is likely to have a positive effect on all road users and in particular gives residents as fair opportunity to park within the street in which they live.

**Sustainability:**

11. Not Applicable.

**Procurement:**

12. Not applicable.

**RECOMMENDATION(S):**

**The Committee is asked to consider and comment on the report.**

**Background**

13. The purpose of the parking service is to reduce traffic congestion, improve road safety and promote parking turnover. The parking service is responsible for the management of the councils on street restrictions and parking stock made up of on street parking places (residential parking zones, timed bays etc) and off street car parks and ensures that they are properly and fairly enforced.

14. The service is delivered through a team of Civil Enforcement Officers; the Penalty Charge Notice appeal services are provided by Appeals Officers with the service being overseen by the Assistant Parking Manager and the Head of Traffic Management.
15. Parking enforcement is undertaken by Civil Enforcement Officers on foot patrol and using the three CCTV Automatic Number Plate Recognition (ANPR) vehicles.
16. Back office Notice Processing is provided through an external contract with Imperial Civil Enforcement Services (ICES) with cash collection and machine maintenance being undertaken by Vinci Park Ltd under contract.
17. Maintenance of the Councils Off street car parks and its on street restrictions including signs and lines is undertaken through the Highways contract.

**18. Financial Performance**

- 18.1. This report details the income received and costs incurred by the councils Parking Service during the financial year 2012/13. For this period an income of £1,359,062 was received with a service cost of £898,475. The cost of providing the service was taken from the income received giving a net of £460,587. **(All figures used with this report are net of vat).**
- 18.2 During the previous financial period of 2011/12 the Parking Service generated an income of £1,321,273 with a service cost of £1,128,401 giving a net of £192,872.
- 18.3 Income from On-Street charges and Penalty Charge Notices (On and Off Street) is 'ring fenced' in accordance with Section 55 (as amended) of the Road Traffic Regulation Act 1984. The income raised from these activities is used to support the provision of Councils Parking Service. Income received from the Councils Off-Street cars park ticket sales can be used for general purposes.
- 18.4 The Parking Service generates income from:
  - Car parks (cash and card)
  - Car park permits
  - Resident permits
  - Penalty Charge Notices (PCN's)
  - Debt recovery (bailiff services)
  - Miscellaneous
- 18.5 The table below contains a break down of total income.

<b>Income Source</b>	<b>£</b>
Car park income – cash	690,678.17
Car park income – pay by phone	232,731.92
Permits	23,294.00
PCN – on street contraventions	309,797.46
PCN – off street contraventions	63,856.56
bailiff income	41,327.09
Miscellaneous*	(2,623.42 )
<b>Total</b>	<b>1,359,061.78</b>

Table 1 – summary of income by source

\* This is a debit figure relating to unpaid cheques

19. **Car Park Ticket Sales (Cash)**

19.1. The total income from tickets sales (including car park permits) for all car parks is given in table 2 below:

Car Park	Period	Total
Pay & Display	Apr 12– Mar 13	£528,522.63
Multi Storey	Apr 12– Mar 13	£162,155.54
		<b>£690,678.17</b>

Table 2 – cash sales all car parks

19.2. **Appendix A** contains tickets sales by month for all car parks.

19.3 **Appendix B** contains a break down of ticket sales by car park (Pay and Display and Multi Storey) per month.

20. **Car Park Ticket Sales (Phone Payments)**

20.1 The total income from tickets sales via phone payments (Ringo system) for all car parks is given below in table 3 by month and number of parking sessions which includes permits purchased for car parks.

	Number of Sessions	Income £
Apr-12	20,101	13,627.00
May-12	22,621	16,220.33
Jun-12	20,638	14,633.92
Jul-12	18,010	13,254.63
Aug-12	21,847	14,875.25
Sep-12	27,006	18,787.71
Oct-12	27,525	20,006.13
Nov-12	25,341	17,527.71
Dec-12	24,560	25,441.08
Jan-13	22,284	31,364.95
Feb-13	23,844	20,987.46
Mar-13	26,500	26,005.75
Total	280,277	232,731.92

*Table 3 – income by month for phone payments*

20.2 **Appendix C** contains income from payment by phone by car park.

20.3 **Appendix D** contains car park permits sold by car park.

20.4 The combined car park ticket sales (cash and Ringo) income was £923,410.09. Income from the councils off street car park charges was partly used to support the provision of the service.

**21. On Street Residents Parking Permits**

21.1 There were six Resident Permit Zones operative during the financial year 12/13. These were:

- Saffron Road, Biggleswade
- Prince Regent, Dunstable
- Icknield Street, Dunstable
- Grasmere Close, Flitwick
- Central Linslade, Leighton Buzzard
- Springfield Road, Linslade, Leighton Buzzard

21.2 Permit charges for 2012/13 were:

- £50 first vehicle
- £70 second vehicle
- £90 third and subsequent vehicles
- visitor permits £50 for a book of 25.

21.3 A total income of £23,294 was received from the Permits Zones. The total numbers of permits sold in each zone is detailed below.

Residents Parking Zone		No of permits sold
Biggleswade	Saffron Road	22
Dunstable	Prince Regent	207
	Icknield Street	0
Flitwick	Grasmere Close	5
Leighton Buzzard	Central Linslade	153
	Springfield Road	35
Total		422

*Table 4 – number of permits sold by zone*

**22. Penalty Charge Notices (PCN's)**

- 22.1 Penalty Charge Notices are issued in off street car parks and other none highways maintained roads where vehicles contravene the off street restrictions in place (made by Traffic Regulation Order). In addition, PCN's are issued to vehicles parked on street which contravene the restrictions in place (made by Traffic Regulation Order).
- 22.2 Penalty Charge Notice costs are set by Government and currently a less serious contravention (those most usually occurring in off street car parks) carries a £50 fine and most on street parking contraventions, deemed as more serious contraventions carry a £70 fine. A discount of 50% is given for those paying early (within 14 days of contravention) and a 50% increase for those paying late (after the 30 day payment period has expired).
- 22.3 In the financial year 2012/13 an income of £373,654.02 was generated from the issues of 16,946 Penalty Charge Notices. Of this £309,797.46 was raised from on street contraventions and £63,856.56 was raised from contraventions occurring in off street car parks.
- 22.4 Of the 16,946 PCN's issued, 6,981 were issued by the Council's CCTV ANPR parking enforcement vehicles.
- 22.5 **Appendix E** contains a break down of PCN's issued on Street by Town & Council.
- 22.6 **Appendix F** provides a break down of PCN's issued in Car Parks and income received.
- 22.7 The Council employ the services of a bailiff to recover unpaid debt after the debt has been registered as such at court. During the financial year 2012/13 the bailiff recovered £41,327.09 of debt.

**23. Parking Service Expenditure**

- 23.1 During the financial year 2012/13 the expenditure cost of the parking service was £898,475. The break down of expenditure for this service is below:

Staffing	£319,495
Premises and Transport	£248,007
Supplies and Services	£316,192
Third Party Payments	£14,781
Total	£898,475

**Appendix G** contains a detailed break down of all expenditure costs.

**24. Conclusion**

For the financial year 2012/13 an income of £1,359,062 was received from the Parking Service with a delivery cost of £898,475. The cost of providing the service was taken from the income received giving a net of £460,587, a healthy overall performance.



**Appendices:**

**Appendix A** – All car park income by month

**Appendix B** – Income by car park per month

**Appendix C** – Phone payment (Ringo) income by car park

**Appendix D** – Permits sold by car park

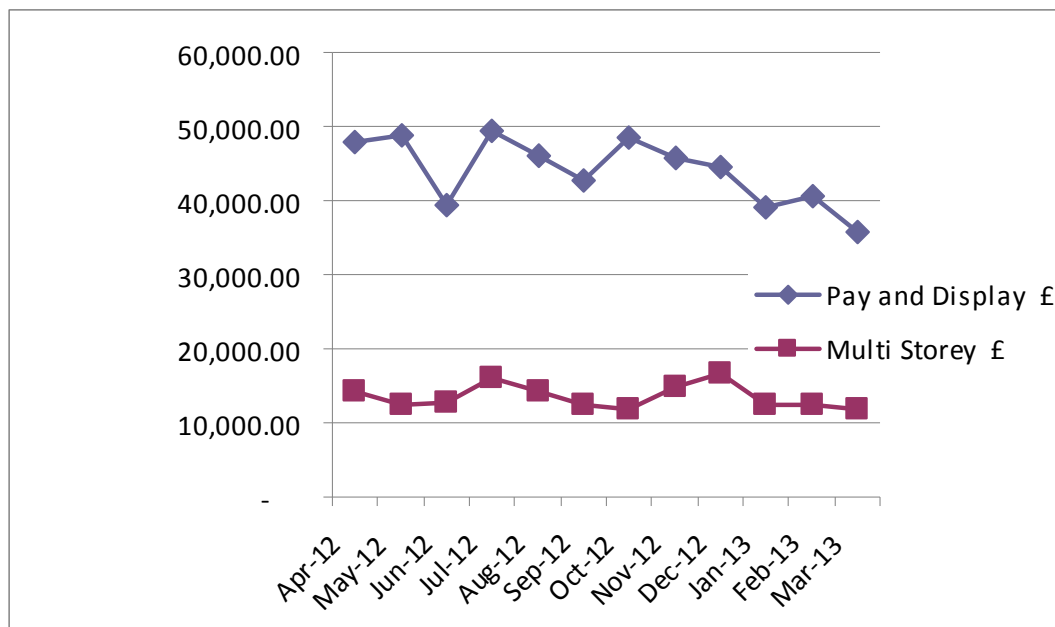
**Appendix E** – PCN's issued on street by Town & Parish Council

**Appendix F** – PCN's Issued in off street car parks by location

**Appendix G** – Parking service expenditure

**Appendix A – All car park income by month**

	Pay and Display £	Multi Storey £	Total £
Apr-12	47,976.75	14,309.00	62,285.75
May-12	48,776.79	12,476.00	61,252.79
Jun-12	39,431.50	12,606.75	52,038.25
Jul-12	49,341.67	16,084.00	65,425.67
Aug-12	46,134.61	14,159.16	60,293.77
Sep-12	42,589.63	12,335.42	54,925.04
Oct-12	48,478.42	11,750.75	60,229.17
Nov-12	45,625.88	14,895.96	60,521.83
Dec-12	44,660.46	16,640.58	61,301.04
Jan-13	39,148.71	12,451.75	51,600.46
Feb-13	40,583.79	12,491.75	53,075.54
Mar-13	35,774.42	11,954.42	47,728.83
<b>Total</b>	<b>528,522.63</b>	<b>162,155.54</b>	<b>690,678.17</b>



**Appendix B – Car park income by car park per month**

**Dunstable**

	Regent Street	St Mary's Gate	Matthew Street	Church Close	Ashton Square	Grove	Bowling Alley	Total
	£	£	£	£	£	£	£	£
Apr-12	1,546.63	3,866.25	2,774.51	3,724.96	13,330.92	1,054.04	7,233.34	33,530.65
May-12	1,661.88	4,049.58	2,751.63	4,056.38	13,828.42	1,125.21	5,787.08	33,260.18
Jun-12	1,547.75	3,351.75	2,273.67	3,497.00	11,727.58	904.58	5,297.25	28,599.58
Jul-12	2,009.74	3,963.21	2,600.13	4,132.33	13,355.08	997.00	5,224.00	32,281.49
Aug-12	1,625.38	3,853.29	2,400.96	4,156.50	12,452.58	937.58	5,256.38	30,682.67
Sep-12	1,627.71	3,604.38	2,360.63	3,881.92	11,900.67	899.38	4,420.54	28,695.23
Oct-12	1,936.83	3,914.21	2,601.38	4,052.29	13,716.33	853.83	5,335.17	32,410.04
Nov-12	1,929.58	3,713.83	2,435.79	3,599.54	12,581.58	1,049.13	5,655.58	30,965.03
Dec-12	1,925.75	3,069.55	2,084.96	2,921.83	11,598.23	2,338.45	5,217.83	29,156.60
Jan-13	1,748.21	2,762.42	1,949.63	2,969.04	9,814.25	1,804.63	5,537.29	26,585.47
Feb-13	1,824.54	2,983.46	1,932.88	3,008.96	10,438.08	777.17	6,655.59	27,620.68
Mar-13	1,433.13	2,417.79	1,844.33	2,806.75	9,836.83	795.50	4,968.58	24,102.91
<b>Total</b>	<b>20,817.13</b>	<b>41,549.72</b>	<b>28,010.50</b>	<b>42,807.50</b>	<b>144,580.55</b>	<b>13,536.50</b>	<b>66,588.63</b>	<b>357,890.53</b>

**Leighton Buzzard**

	Duncombe Drive	Hockliffe Street	Multi Storey	Total
	£	£	£	£
Apr-12	6,518.43	7,927.67	14,309.00	28,755.10
May-12	7,323.58	8,193.04	12,476.00	27,992.62
Jun-12	6,141.83	4,690.08	12,606.75	23,438.66
Jul-12	7,960.38	9,099.76	16,084.00	33,144.14
Aug-12	7,469.08	7,982.88	14,159.16	29,611.12
Sep-12	6,770.79	7,123.63	12,335.42	26,229.84
Oct-12	7,448.50	8,619.88	11,750.75	27,819.13
Nov-12	7,084.79	7,576.04	14,895.96	29,556.79
Dec-12	7,474.43	8,029.43	16,640.58	32,144.44
Jan-13	5,710.58	6,852.67	12,451.75	25,015.00
Feb-13	5,921.25	7,041.88	12,491.75	25,454.88
Mar-13	5,302.33	6,369.17	11,954.42	23,625.92
<b>Total</b>	<b>81,125.97</b>	<b>89,506.13</b>	<b>162,155.54</b>	<b>332,787.64</b>

**Appendix C – Phone payment (Ringo) income by car park**

	£
Ashton Sq Market Traders	112.67
Ashton Square	136,148.50
Grove Park	3,518.25
Matthew Street	10,971.42
St Marys Gate	38,569.25
West Street	215.00
Priory	4,704.58
Regent Street	1,918.83
Hockliffe Street	19,291.17
Duncombe Drive Market Traders	320.00
Duncombe Drive	5,981.42
MSCP	10,980.83
Total	232,731.92

**Appendix D – Permits sold by car park**

		Permits Sold	No. Permit Bays	Bays Available
Dunstable	Ashton Square	24	10	-14
	Ashton Square (Market Traders)	4	50	46
	Grove Car Park	0	N/A	N/A
	Matthew Street	41	28	-13
	Priory Car Park	14	22	8
	Regent Street	7	N/A	N/A
	St Marys Gate	13	13	0
	West Street	4	13	9
	Westfield Road	0	4	4
Leighton Buzzard	Baker Street	4	N/A	N/A
	Duncombe Drive	44	29	-15
	Duncombe Drive (market Traders)	4	42	38
	Hockliffe Street	85	40	-45
	New Road	3	2	-1
	MSCP	95	N/A	N/A
<b>Total</b>		<b>342</b>	<b>253</b>	<b>17</b>

**Appendix E – PCN’s Issued on street by Town & Parish Council**

Town/Parish	No of PCN Issued	Payment Value Against Tickets Issued £
Ampthill	509	12,395.00
Arlesey	127	2,968.00
Aspley Guise	19	490.00
Aspley Heath	3	35.00
Barton	160	4,167.00
Bedford Sq	12	175.00
Biggleswade	467	10,890.00
Blunham	5	105.00
Brogborough	21	225.00
Caddington	59	1,492.00
Clifton	1	-
Clophill	15	245.00
Cranfield	14	332.00
Dunstable	5,409	123,671.58
Flitwick	2,302	50,871.28
H Conquest	3	-
H Regis	707	15,386.44
Harlington	8	315.00
Heath & Reach	18	462.00
Henlow	79	2,611.00
Langford	67	1,919.00
Leighton Buzzard	1,381	36,304.48
Lidlington	1	35.00
Linslade	1,002	26,412.12
Maulden	8	105.00
Moretaine	9	280.00
Potton	284	6,812.00
Sandy	268	5,853.00
Shefford	32	735.00
Shillington	5	86.56
Stondon	14	350.00
Stotfold	28	490.00
Toddington	116	2,669.00
Westoning	10	210.00
Woburn	25	700.00
<b>Total</b>	<b>13,188</b>	<b>309,797.46</b>

**Appendix F – PCN’s issued in off street car parks by location**

	Car Park	Tickets Issued	Payment Value Against Tickets Issued £
<b>Dunstable</b>	ASHTON SQ CAR PARK	431	5,858.00
	REGENT ST CAR PARK	151	2,779.00
	ST MARYS GATE C/PK	289	4,671.00
	WEST ST CAR PARK	8	200.00
	GROVE PARK CP - BOWLING CTR	409	6,917.00
	GROVE PARK CP - GROVE HOUSE	70	1,005.00
	GROVE PARK CP - LEISURE CENTRE	104	2,437.00
	GROVE PARK CP - THEATRE	142	2,537.56
	PRIORY GARDENS - CHURCH CL CP -	383	6,705.00
	MATTHEW ST CAR PK	359	7,417.00
	WESTFIELD RD C/PK	72	1,547.00
<b>Leighton Buzzard</b>	HOCKLIFFE ST C/PK	606	9,631.00
	DUNCOMBE DR CAR PK	506	7,707.00
	WEST STREET (MSCP)	149	2,335.00
	WEST ST (MSCP) - BOSSARD HOUSE	9	280.00
Leighton Linlade	NEW ROAD CAR PARK - LINSLADE	70	1,830.00
<b>Total</b>		<b>3,758</b>	<b>63,856.56</b>

### Appendix G – Parking service expenditure

Cost Head	Amount £	Notes
Basic Pay, NI and Super	311,282.53	
Agency Staff	6,702.08	Agency staff for Dunstable parking office (Appeals)
Training	1,510.00	
Electricity Costs	15,532.97	
Rents	2,125.00	Car parking secure unit rent
Rates	180,235.77	
Water Services	664.00	
Bld Repairs & Maint	34,532.61	Leighton Buzzard MSCP, Highways TRO's.
Vehicle Rep & Maint	6,371.05	
Vehicle Fuel	8,546.20	
Furniture & Equip	790.97	
Learning Resources	2,659.49	
Clothes	4,934.05	Officer Uniforms
Printing & Stationary	3,832.65	
Prof Serv - Consult	296,172.63	Vinci cash collection contract, ICES PCN processing, Cobalt pay by phone contract, Highways parking amendments & parking schemes design and implementation.
Computer Costs H/W	55.85	
General Expenses	715.60	
General Refunds	6,580.94	PCN refunds
Bank and Card Charges	450.00	
Highways Work	14,780.81	Minor Restriction requests - Signs & Lines
<b>Total</b>	<b>898,475.20</b>	