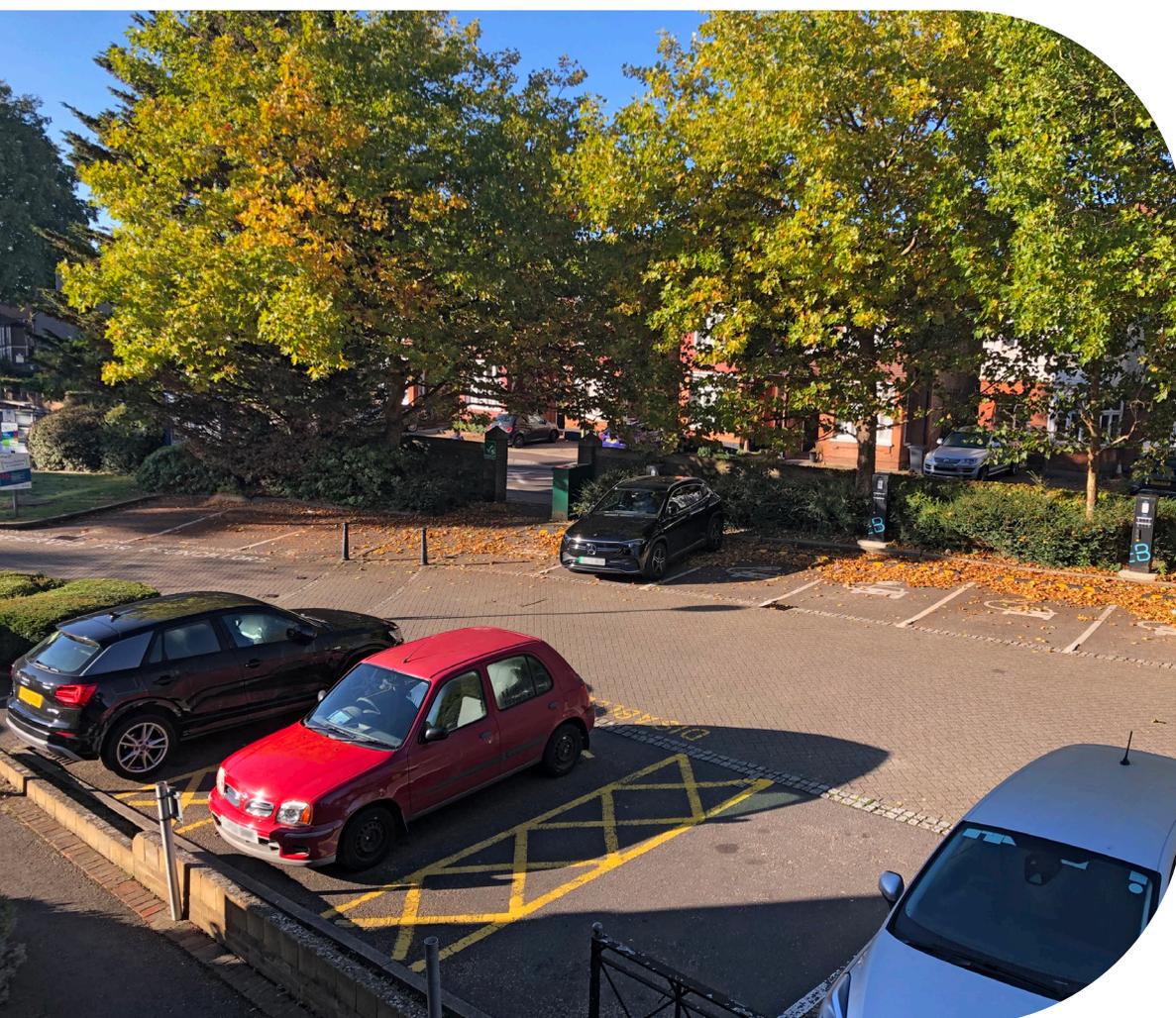


ANNUAL PARKING SERVICE REPORT

2021/22



**BOROUGH OF
BROXBOURNE**
www.broxbourne.gov.uk

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Introduction

The Borough of Broxbourne lies in south east Hertfordshire, adjoining London and the M25 to the south. It has an area of approximately 20 square miles and a population of around 99,000 (Office of National Statistics Census 2021). Among a balanced wealth of residential and commercial properties, the Borough boasts large areas of woodland green belt countryside. There are good road and rail links into London and Stansted Airport, with many residents commuting to work on a daily basis.

The geography and demographics of the Borough present many challenges when it comes to setting a parking policy and attempting to balance the often competing requirements of different groups of stakeholders, including residents, businesses, commuters, visitors, schools and blue badge holders.

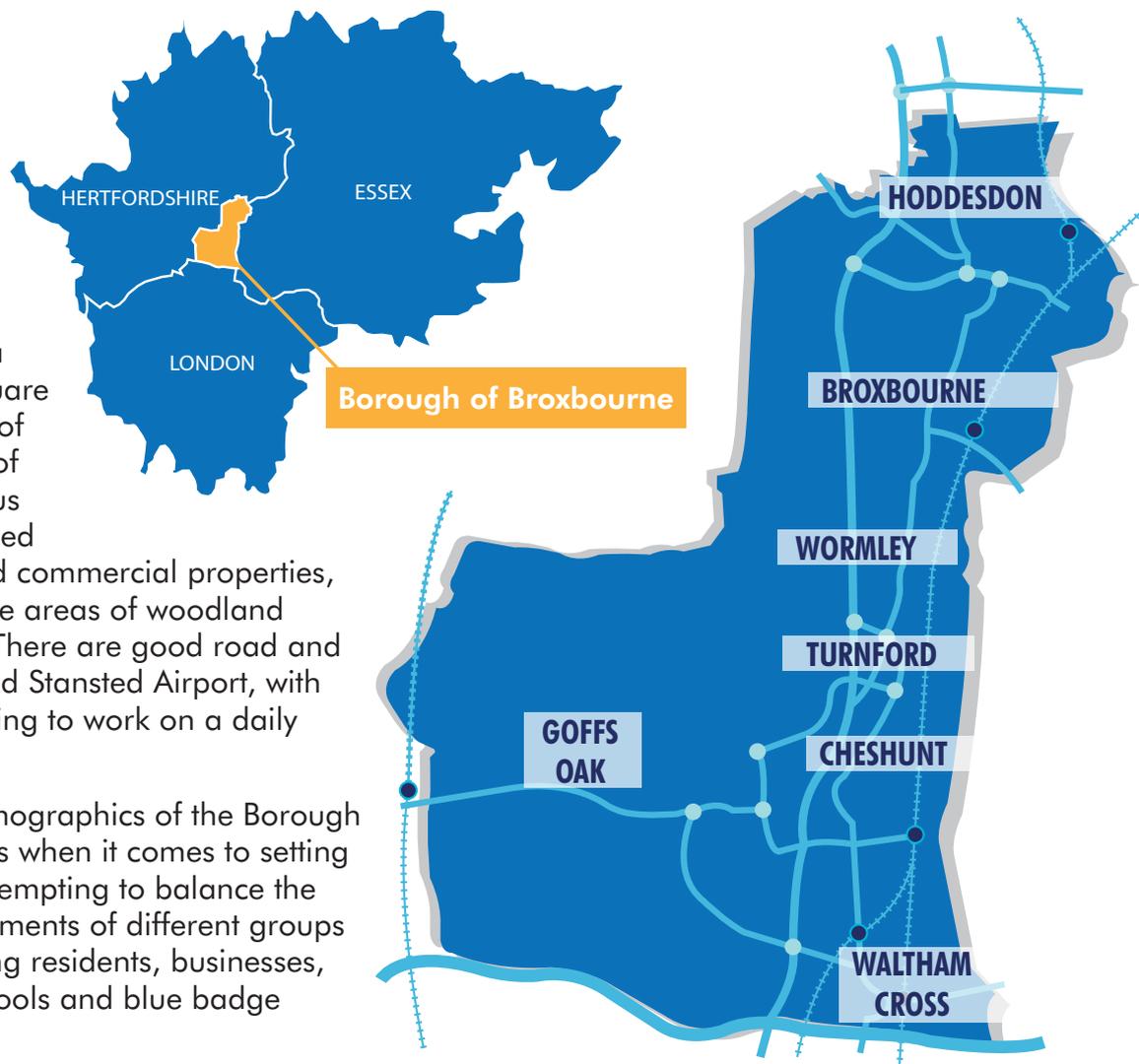
The three main town centres are Hoddesdon, Cheshunt and Waltham Cross. There are a number of small local shopping parades throughout the Borough, where local businesses are supported with the provision of sufficient free or low-priced short-stay parking in the vicinity to achieve a good level of turnover of spaces and to encourage shoppers and visitors.

Overall, car ownership is above average, with more than 80% of households having one or more cars. This results in a high demand for on-street spaces in many residential areas. In common with the rest of the country, the proportion of older residents is projected to continue to increase over the coming years, as is it the number of Blue Badge holders.

Key achievements 2021/22

Following a successful bid to the Office for Zero Emission Vehicles (OZEV), Electric Vehicle charging units were installed and commissioned in five of the Borough's car parks. A further successful bid to OZEV will see a further four car parks added to the Electric Vehicle charging network in 2022/23.

A tender process was undertaken for a new cashless parking provider. The new provider, Ringo, was selected because of its enhanced provision, which enables pre-booking and extension of parking sessions and a mobile solution for use in the Council's leisure centre. The new contract will commence in Q1 2022/23.



Parking Management Strategy

The Council's current Parking Management Strategy was adopted in October 2018 and will be reviewed following a Parking Feasibility study being undertaken in Q2 2022/23.

It aims to assist the Council in its management of the parking needs of residents, visitors, local businesses and their workforces, long-stay visitors and commuters, principally in the Borough's residential areas and town centre locations. It works alongside the Broxbourne Local Plan 2018-2033 and the Council's town centre strategies.

Strategic Parking Objectives and Policies

The Council defines its priorities, in terms of meeting parking demand, as follows:

- Seeking to minimise the impact of commuter parking on local residents
- Meeting the needs of local business and their workforce – promote business and leaseholder permits
- To keep traffic moving and streets clear so they are accessible to all, including emergency services and refuse vehicles

A set of guiding principles about delivering these objectives can be found in the Parking Management strategy which can be viewed online at www.broxbourne.gov.uk/parking/parking-strategies-policies.

Parking provision

Car parks:

The Council owns or operates 13 pay and display car parks across the Borough. These car parks provide 1,300 parking spaces including 56 disabled bays.

The Council's car parking charges reflect the need for 'value for money' and are regularly benchmarked against the charges made in neighbouring Boroughs. Charges are subject to an annual review.



The 'paybyphone' payment scheme was introduced in January 2019. Paybyphone offers a number of cash alternative payment options, including IVR (Interactive Voice Response), telephone app, text message or online.

The table below provides an overview of the car parks operated by the Council and the facilities within each.

| Location | Ordinary spaces | Electric Vehicle Charging | Disabled Badge Holder's bays | Motorcycle bays | Leased/reserved | Total |
|----------------------|-----------------|---------------------------|------------------------------|-----------------|-----------------|--------------|
| Cheshunt | | | | | | |
| Newham Parade | 76 | 6 | 2 | 2 | 10 | 96 |
| Community Hospital | 36 | | 5 | 1 | 2 | 44 |
| Windmill Lane | 215 | 6 | 13 | 3 | | 237 |
| Wycliffe Close | 44 | | 2 | 3 | 2 | 51 |
| Borough Offices | 36 | 6 | 4 | 2 | 3 | 51 |
| Pindar | 49 | | 4 | 0 | 0 | 53 |
| Borough Offices | 42 | | 4 | 0 | 5 | 51 |
| Waltham Cross | | | | | | |
| Eleanor Cross Road | 88 | | 5 | 3 | 3 | 99 |
| High Street | 131 | 6 | 7 | 2 | 14 | 160 |
| Playing Fields | 92 | | 3 | 1 | 0 | 96 |
| Hoddesdon | | | | | | |
| Burford Street | 37 | | 3 | 1 | 10 | 51 |
| Taverners Way North | 34 | 6 | 3 | 2 | 0 | 45 |
| Taverners Way South | 24 | | 2 | 2 | 12 | 40 |
| Goffs Oak | | | | | | |
| Valley View | 25 | | 3 | 1 | 19 | 48 |
| Broxbourne | | | | | | |
| Lido | 276 | | 4 | 2 | 0 | 282 |
| Total | 1114 | 30 | 56 | 25 | 75 | 1,300 |

The Council reviews its parking charges annually.

The charges for 2021/22 are detailed below:

Charges at Burford Street, Cheshunt Community Hospital, Eleanor Cross Road, High Street (Waltham Cross), Lido, Newnham Parade, Playing Fields (Waltham Cross), Taverners Way North, Taverners Way South, Valley View, Windmill Lane and Wycliffe Close car parks are as follows:

| Cost | Length of stay |
|-------|----------------|
| £1.10 | up to 1 hour |
| £2.00 | up to 2 hours |
| £2.80 | up to 3 hours |
| £3.80 | up to 4 hours |
| £5.10 | all day* |

*Windmill Lane Car Park is restricted to a maximum stay of 6 hours

Charges in the Borough Offices Car Park are as follows:

| Cost | Length of stay |
|--------|----------------|
| Free | up to 2 hours |
| £2.80 | up to 3 hours |
| £3.80 | up to 4 hours |
| £4.80 | up to 5 hours |
| £5.80 | up to 6 hours |
| £10.60 | all day |

In order to discourage local workers from parking in the short-term parking bays in the town centres, the Council provides the option for local workers to purchase a season ticket to park in a Council pay and display car park, or for companies to lease parking bays at a discounted rate. This helps free up the short-term parking bays for customers, and benefits local retailers by creating a turnover of vehicles.

The charges are set out below:

| Local Worker Season Ticket | |
|----------------------------|------|
| 12 month | £480 |
| 6 month | £280 |
| 3 month | £150 |

| Leased parking Bay | |
|--------------------|------|
| Annual | £770 |
| 6 month | £415 |

Customers can also purchase a season ticket.

| Commuter Season Ticket | |
|------------------------|------|
| Annual | £720 |
| 13 weekly | £270 |

On-Street

In addition to its car parks, the Council also provides more than 320 free on-street parking bays, principally in the Borough's town centres and at local shopping parades.

Disabled parking provisions

The Blue Badge scheme is managed by Hertfordshire County Council. The scheme allows cars carrying people who have a disability, including disabilities that are not visible, to park near their homes, shops, stations and other facilities.

All Council-run pay and display car parks have designated disabled bays. Blue Badge holders may park free of charge in these car parks whilst displaying a valid Blue Badge. However, Blue Badge holders cannot park in reserved or permit bays, or bays dedicated to other vehicles such as motorcycles. Blue Badge holders may also park on single or double yellow lines for up to three hours, provided they are displaying a valid Blue Badge, but not where there are restrictions for loading or unloading.

There are currently more than 450 on-street disabled parking bays within the Borough, with this number increasing each year. These are provided free of charge and are supported by Traffic Regulation Orders.



Dealing with Challenges and Appeals against Penalty Charge Notices

Penalty Charge Notice challenge processing is carried out by the Council's notice processing team. The officers are trained to provide a consistent, fair and accurate approach when dealing with PCNs.

Vehicle owners may choose to dispute a PCN that has been issued to their vehicle if they feel that it has been incorrectly issued, or there are mitigating circumstances that they would like to be considered.

There are three stages to this process:

Stage 1: Informal Challenge

An informal challenge should be made in writing within 28 days of the date the PCN was issued. The case will be placed on hold and a response is normally sent within 14 days. If the challenge was received within 14 days of the date the PCN was issued, the Council will re-offer the discount for a further period of 14 days if the challenge is rejected. Only one informal challenge will usually be considered for each PCN.

Stage 2: Formal Representation

If a PCN is not paid within 28 days from the date it was issued, a Notice to Owner (NTO) will be served. The NTO provides details on how to make a formal representation. The Council will consider the representation and will respond within 56 days of receipt of the representation. The case will be placed on hold whilst it is being considered.

Stage 3: Appeal to the Traffic Penalty Tribunal (TPT)

If the formal representation is rejected, an appeal can be raised with an independent adjudicator at the Traffic Penalty Tribunal (TPT). The TPT ensures that unresolved disputes between the motorist and the Council can be heard at a formal tribunal. The tribunal's decision is final. TPT is independent of the Council and details of how to make an appeal are enclosed with the notice of rejection of the formal representation.

If the PCN remains unpaid, the Council may register it as a debt at the Traffic Enforcement Centre (TEC) at the County Court, to recover the outstanding amount.

Issue of Penalty Charge Notices

PCNs are issued at two levels depending on the severity of the contravention. The higher band is £70 (reduced to £35 if paid within 14 days) and the lower band is £50 (reduced to £25 if paid within 14 days).

The table below details the number of PCNs issued at higher and lower level:

| | 2019/20 | % | 2020/21 | % | 2021/22 | % |
|-------------------------------------|---------------|----|---------------|----|---------------|----|
| PCNs issued at higher level | 12,567 | 55 | 10,658 | 52 | 11,226 | 52 |
| PCNs issued at lower level | 10,424 | 45 | 9,738 | 48 | 10,223 | 48 |
| Total number of PCN's issued | 22,991 | | 20,396 | | 21,449 | |

Penalty Charge Notices issued by contravention 2021/22

| PCN Description | Code | Number | Higher or lower charge (H/L) |
|--|------|--------|------------------------------|
| On-street | | | |
| Parked in a restricted street during prescribed hours | 01 | 5,645 | H |
| Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force | 02 | 1,267 | H |
| Parked after the expiry of paid for time | 05 | 197 | L |
| Parked without clearly displaying a valid pay and display ticket or voucher | 06 | 1,501 | L |
| Parked without payment of the parking charge | 11 | 33 | L |
| Parked in a permit space or zone without clearly displaying a valid permit | 16 | 81 | H |
| Re-parked in the same parking place or zone within one hour after leaving | 22 | 42 | L |
| Parked in a parking place or area not designated for that class of vehicle | 23 | 964 | H |
| Not parked correctly within the markings of the bay or space | 24 | 290 | L |
| Parked in a loading place or bay during restricted hours without loading | 25 | 314 | H |
| Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway | 27 | 502 | H |
| Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge | 28 | 86 | L |
| Parked for longer than permitted | 30 | 1,376 | L |
| Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner | 40 | 1,165 | H |
| Stopped on a taxi rank | 45 | 101 | H |
| Stopped on a restricted bus stop or stand | 47 | 89 | H |
| Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited | 48 | 59 | H |

| PCN Description | Code | Number | Higher or lower charge (H/L) |
|--|------|---------------|------------------------------|
| A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban | 55 | 36 | H |
| Parked in contravention of a commercial vehicle waiting restriction | 56 | 71 | H |
| Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway | 62 | 202 | H |
| Stopped on a pedestrian crossing and or crossing area marked by zig-zags | 99 | 59 | H |
| Total on-street PCNs | | 14,080 | |
| Off-street | | | |
| Parked in a loading place or bay during restricted hours without loading | 70 | 14 | H |
| Parked in an electric vehicle charging place during operating hours without charging | 71 | 58 | L |
| Parked without payment of the parking charge | 73 | 166 | L |
| Parked for longer than permitted | 80 | 38 | L |
| Parked in a restricted area in a car park | 81 | 167 | H |
| Parked after the expiry of paid for time | 82 | 310 | L |
| Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock | 83 | 5,963 | L |
| Parked in a permit bay without clearly displaying a valid permit | 85 | 184 | H |
| Not parked correctly within the markings of a bay or space | 86 | 163 | L |
| Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge | 87 | 279 | H |
| Parked in a car park or area not designated for that class of vehicle | 91 | 27 | H |
| Total off-street PCNs | | 7,369 | |
| Total PCNs | | 21,449 | |

Informal or formal representations made

The table below shows the number and percentage of PCNs issued and the number which were informally and formally challenged.

| | 2019/20 | | 2020/21 | | 2021/22 | |
|--|--------------|-----|--------------|------|--------------|------|
| | PCNs | % | PCNs | % | PCNs | % |
| Valid PCNs issued | 22,991 | | 20,396 | | 21,449 | |
| No of PCNs informally challenged | 5,029 | 19 | 4,548 | 22.3 | 4,797 | 22.3 |
| No of PCNs formal representations | 632 | 2.6 | 791 | 3.9 | 1,033 | 4.8 |
| Total number of challenges received | 5,661 | | 5,339 | | 5,830 | |

Penalty Charge Notices Cancelled

The table below shows the number of PCNs cancelled as a result of informal and formal challenges, including the percentages of each against the number of challenges.

| | 2018/19 | | 2019/20 | | 2020/21 | | 2021/22 | |
|---|--------------|-----|--------------|-----|--------------|----|--------------|------|
| | PCNs | % | PCNs | % | PCNs | % | PCNs | % |
| Number of PCNs formally and informally challenged | 4,112 | | 5,661 | | 5,339 | | 5,830 | |
| PCNs cancelled following an informal challenge | 2,085 | 50 | 3,099 | 50 | 2,272 | 42 | 2,264 | 38.8 |
| PCNs cancelled following a formal representation | 186 | 4.5 | 309 | 4.5 | 325 | 6 | 312 | 5.3 |
| Total cancelled | 2,271 | | 3,408 | | 2,597 | | 2,576 | |

The table below shows the reasons and the number of PCNs cancelled in 2020/21.

35% of cancelled PCNs were as a result of a valid pay and display being produced, with a further 26% following a valid blue badge or permit being produced. Only 5% of cancelled PCNs were because of a CEO error.

| Cancellation Reason | Number Cancelled |
|---------------------------------|------------------|
| Pay and Display ticket produced | 907 |
| Valid permit produced | 300 |
| Blue badge produced | 367 |
| CEO error | 132 |
| Mitigating circumstances | 511 |
| Loading/Unloading | 17 |
| Vehicle broken down | 30 |
| Representation accepted | 312 |
| Total | 2,576 |

Appeals to Adjudicator

The table below shows the total number of appeals lodged and heard by the Traffic Penalty Tribunal (Independent Adjudicator) and their outcomes.

| | 2019/20 | | 2020/21 | | 2021/22 | |
|------------------|---------|----|---------|----|---------|----|
| | PCNs | % | PCNs | % | PCNs | % |
| Appeals Received | 48 | | 45 | | 52 | |
| Allowed | 22 | 32 | 28 | 62 | 25 | 48 |
| Rejected | 25 | 68 | 17 | 38 | 27 | 52 |

Penalty Charge Notices issued and paid

| | 2019/20 | | 2020/21 | | 2021/22 | |
|--------------------------------|---------|----|---------|----|---------|----|
| | PCNs | % | PCNs | % | PCNs | % |
| PCNs Issued | 22,991 | | 20,396 | | 21,449 | |
| PCNs paid at discounted amount | 14,104 | 61 | 12,399 | 61 | 12,003 | 56 |
| PCNs paid at full amount | 2,071 | 9 | 1,928 | 9 | 2,176 | 10 |

Pay and display tickets and season tickets issued

| | 2019/20 | 2020/21 | 2021/22 |
|----------------------------|-----------------|-----------------|-----------------|
| Pay and display off-street | £796,646 | £403,337 | £600,814 |
| Pay and display on-street | £23,577 | £8,410 | £8,034 |
| Leased bays | £18,040 | £13,534 | £22,121 |
| Season tickets | £83,186 | £24,144 | £14,102 |
| Total Income | £921,449 | £449,425 | £645,071 |

Financial Summary of 2021/22

All income and expenditure in connection with on-street charging and enforcement activity, both on-street and off-street, is governed by Section 55 of the Road Traffic Regulation Act 1984 as amended. This requires that any surplus is used for specified purposes, namely the provision or maintenance of car parking facilities, public transport, road improvement projects or environmental improvements.

In the year 2021/22 the Council made a deficit of £227,393 on its enforcement activities and on-street parking. Generally it is only those authorities with a significant amount of on-street parking income who generate a surplus under Section 55.

2020/21 and 2021/22 Parking control account under S55 RTA 1984 as amended

| | 2020/21 | 2021/22 |
|--------------------------|------------------|------------------|
| Employee related costs | £503,972 | £477,866 |
| Direct operating costs | £149,352 | £194,481 |
| Internal support charges | £141,552 | £187,930 |
| Total expenditure | £794,876 | £860,277 |
| Parking income | £8,410 | £8,034 |
| PCN income | £592,607 | £624,851 |
| Total income | £601,017 | £632,884 |
| Surplus/Deficit | -£193,859 | -£227,393 |

The Council's car parks generated a surplus as follows:

| | 2020/21 | 2021/22 |
|--------------------------|-----------------|-----------------|
| Employee related costs | £26,526 | £25,151 |
| Direct operating costs | £290,894 | £407,896 |
| Internal support charges | £25,100 | £42,897 |
| Total expenditure | £342,519 | £475,944 |
| Parking income | £502,493 | £703,769 |
| Surplus | £159,974 | £227,825 |

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