

12 Targets and Performance Indicators

12.1 Targets and Performance Indicators

12.1.1 Targets have been set to indicate the pace of delivery of the Action plan. The targets and performance indicators have been set up by Transport for London in the Local Implementation Plan Guidance. However achievement of these targets will require input from both TfL and the boroughs.

IV. Improving the working of parking and loading arrangements to provide fair, reasonable and effective enforcement or regulations, recognising the needs of business for servicing and delivery as well as other road users, thus contributing to easing congestion and improving access to town centres and regeneration areas.

Target 9	<p>Compliance:</p> <p>Boroughs are to achieve improvements in compliance with parking and loading regulations from a baseline to be agreed between boroughs and TfL by December 2004.</p>
Definition	<p>Compliance factors will be reported for a number of non-moving contraventions and will be analysed for different times of the day and different days of the week.</p> <p>Compliance factors for moving offences will be reported for a single day's data at each static camera location on a monthly basis.</p> <p>Survey will comprise:</p> <ul style="list-style-type: none"> • 18 hours of detailed static survey on 16 sites (eight TLRN and eight borough) every three months • 12 hours of borough static surveys on 33 boroughs, three sites per borough, every six months. <p>Surveys will be conducted quarterly; the first report due summer 2004.</p> <p>Business satisfaction with fairness of enforcement of parking and loading regulations. New survey to be developed, or to be linked to existing survey if suitable.</p>
Performance Indicator	<p>Compliance Factor</p> <p>Business Satisfaction</p> <p>Public provision of long stay parking supply both on and off street</p>
Data Source	<p>Traffic Enforcement, Surface Transport, Transport Policing & Enforcement, TfL.</p> <p>TfL and business organisations.</p> <p>Boroughs.</p>

Current Position	<p>Compliance Factor – Is under development by TfL . To be agreed with the boroughs. TfL currently monitor compliance along 75% of bus routes on the TLRN. An additional parking compliance survey of Red Routes and borough roads is currently being set up. This will monitor three sites per borough and is being progressed through the Enforcement Task Force, where the Association of London Government represents the boroughs.</p> <p>Business Satisfaction – Croydon Council carries out a customer satisfaction survey concerning Parking on a regular basis as part of the Best Value Review of services. Business satisfaction is part of this. See Chapter 11 Consultation.</p> <p>Public provision of long stay parking supply both on and off street – See Appendix I Parking Capacities.</p>
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12.1.2 Non-compliance results to date: (from TfL data)

	Quarters 1 - 4 2004	Quarter 1 2005
Low Retail	1.22%	1.27%
High Retail	4.25%	4.20%
Bus Lane	2.60%	No figures so far this year.

12.1.3 This shows deterioration in low retail by 5pt or 4%, but an improvement in high retail by 5pt or 1.18%.

12.1.4 Data on Business Satisfaction survey (as part of the Customer Survey), can be found on Appendix M.

12.1.5 The available data on the provision of parking can be found in Appendix B,D,E, and I.

12.2 Croydon Council with the aid of TfL have also embarked on commissioning surveys to ascertain parking compliance in borough roads in similar way to those carried out by TfL to collect the data shown above. For this 11 locations have been selected within the borough, most of them on bus routes. The data is still in development and will be included at a later date as an appendix.

12.3 The networked Pay & Display machines, done via a wireless network allows regular access to any activity in real time, such as the ability to obtain the daily number of tickets issued, their individual cost, time of issue, etc. The installation of networking software and hardware for Pay & Display machines in the Central Croydon Controlled Parking Zone gives many advantages to the Council mainly monitoring of events, better management information, more efficient maintenance and security. The same wireless technology can be used for the “Alert” system, which immediately notifies the operator if a machine goes out of service and the reason.

12.4 Levels of tickets issued:

	Parking	Moving	Bus Lane	Total
2000/1	101600	-	38915	140515
2001/2	113739	-	60899	174638
2002/3	113424	-	27924	141348
2003/4	96323	-	24907	121230
2004/5	69712	4052	27686	101450
2005/6*	79570	24407	3771	107748

* projected

12.5 Appeals with the Independent Adjudicator:

Statistics October 2004 – March 2005	Received	Stat decs	Allowed	Refused	Total Seal'd	% Allowed
Croydon	297	62	154	312	466	33%

13 Action Plan

- 13.1 Over a period of many years various strategies and operational practices have been developed for dealing with different elements of parking provision and controls covering off and on street provision, controls and enforcement regimes as well as London wide and local operational guidance. Work has been taking place to draw these disparate documents together into a Parking and Enforcement Plan (P&EP) for Croydon.
- 13.2 The importance of parking provision and controls as a fundamental part of the sustainable transport strategy must be recognised and taken into account when establishing policies and strategies for parking. The Mayor's Draft Transport Strategy for London indicates that cars are likely to be the major form of transport to be used in Outer London for the foreseeable future.
- 13.3 Parking controls and charges can be set so as to influence car usage by restraining the parking availability and cost at the destinations of car trips. This, in conjunction with other measures, may help to encourage the use of more sustainable transport modes and may also reduce the total number of car trips.
- 13.4 The benefits that may be gained from this must, however, be offset against the possible effect that this may have on the local economy.

Action Plan

It	Measures		Objectives		Action	Programme
1.	Sustainable Transport Strategy	O.1.1	Parking provision and controls are fundamental part of the sustainable transport strategy	A.1.1	To implement parking controls and charges with a view to influencing car usage by restraining the parking availability and cost at the destinations of car trips.	Ongoing + Annual Review
		O.1.2	To achieve an increase in the usage of more sustainable transport modes and reduce the total number of trips through parking control.	A.1.2	To consider reducing the number of available parking spaces in appropriate cases.	
		O.1.3	To balance the parking controls and charges to minimise the impact upon the local economy.			
2.	Waiting Restrictions And Controlled Parking Zones –	O.2.1	To standardise and improve the effectiveness of controlled parking zones and parking controls throughout the borough such that they are more readily understood by motorists and residents and operate at appropriate times of day, taking account of traffic conditions and local circumstances.	A.2.1	Review & redefine controlled parking zones.	At least one zone redefined by March 2007.
				A.2.2	To provide a varied type of waiting restriction times, that operate at appropriate times of day, taking account of traffic conditions and local circumstances.	Retain the types of restrictions as current.
				A.2.3	Introduce parking restrictions at junctions & other dangerous locations “At any time” waiting restrictions will gradually be introduced at most road junctions and locations where parking is potentially dangerous. Priority will be given to junctions with the highest personal injury accident records.	75 restrictions in place per year by March 2007.
				A.2.5	To <i>exceptionally</i> consider introduction of controls with different operational hours to suit specific local conditions.	Dependant on requests from public and consultation

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3.	Resident Permits	O.3.1	To balance the availability of on-street parking space for local residents against the needs of the local business and commercial economy and sustainable transport strategy.	A.3.1 A.3.2 A.3.3	To review consider and consult if necessary, on the usage and charges for residents' parking permits. Extend permit schemes to Housing Estates. Make Permit applications available on-line, obtain data on-line for Permit administration and make Credit/Debit card payments available on-line and by telephone.	Annually March 2007 December 2006
4.	“Residents Only” Parking Bays And Permits	O.4.1	To meet the demand for on-street parking space reserved for local residents.	A.4.1 A.4.2	To investigate the real cost of permits, management and enforcement of Resident Only bays in the Inner and Outer Zone. To consider the introduction of residents only bays on an experimental basis in areas close to stations etc. which are currently without parking controls.	By March 2007 Ongoing target dependant on requests from public. To be reviewed by 2006/07
5.	Business Permits – Entitlement + Charges	O.5.1	To ensure that business permits are used for genuine business purposes rather than simply as another form of commuter season ticket.	A.5.1 A.5.2	To review and consult on the usage and charges for business parking permits. To investigate methods of providing discounts in permit charges for vehicles of less than 1100cc .	Annually By 2006/7
6.	Loading Restrictions	O.6.1	To improve loading controls such that they are more effective and are readily understood by motorists and residents, bearing in mind that these also apply to disabled badge holders, and operate at appropriate times of day, taking account of traffic conditions and local circumstances	A.6.1	Provide loading restrictions that ensure that parking and loading controls protect buses and business traffic whilst ensuring necessary access for local shops, community facilities and residents, particularly for disabled people and operate at appropriate times of day	Review and reassess the types of restrictions where appropriate, but retain the current level by 2006/7.

It	Measures		Objectives		Action	Programme
7.	Bus Stops and Routes	O.7.1	To improve bus reliability and accessibility by enforcing restrictions along Bus routes.	A.7.1	To convert all bus stops on LBI routes and appropriate stops on borough routes, such that they are <u>all</u> designated as bus stop clearways with No Stopping "At any time" restrictions.	Complete by Summer 2006 for LBI and ongoing for borough routes
		O.7.2	To improve bus accessibility enabling the introduction of low floor buses.	A.7.2	All bus routes to be provided with waiting and loading restrictions that apply for at least the same time periods as the hours of operation of the bus route and to be enforced by CCTV.	4 routes to be completed and enforced by March 2006
				A.7.3	All bus stop "cages" are also being reviewed in order to increase their length to the standard 37m, wherever this is practicable, in order to allow for low floor bus access.	ongoing
8.	Footway Parking Exemption Zones	O.8.2	Review footway parking provision to improve services to residents.	A.8.2	Review 20 roads.	Annually.
9.	Parking Bays	O.9.1	To optimise the use of available parking space in areas where parking demand is high.	A.9.1	CPZs in Croydon will generally operate on a "shared use" basis (i.e.bays may be used by motorists who have purchased P&D ticket or by residents or businesses who have purchased permits).	Ongoing
					Introduce Cashless Parking through use of mobile telephony to all P&D	January 2007
					Networking of Pay & Display machine in Central Zone, replace Autoslot machines with new equipment to the rest of the borough and introduce data logging software into those machines.	March 2007

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10.	Disabled Parking	O.10.1	To improve accessibility for people with mobility handicap.	A.10.1 A.10.2 A.10.3	To introduce disabled parking bays in locations where there is a need for reserved parking to help improve the access and mobility of people with a mobility handicap. Remove unused disabled bays. Reduce misuse, fraud & forged Disabled Badges through vigilance and successful prosecution rate	Ongoing
11.	Motorcycle Parking	O.11.1	To cater for increasing usage of motor-cycles	A.11.1	To increase the number of motorcycle and secure bays in areas those are at present not well provided for.	On demand and reviewed annually.
12.	Access Protection Markings	O.12.1	To keep kerb cross-overs clear of obstructively parked vehicles.	A.12.1	To minimise the proliferation of unenforceable markings by only using this marking to protect the access of premises in multiple occupation or where there is a blue badge holder.	Ongoing
13.	Parking Charges	O.13.1	To achieve an increase in the usage of more sustainable transport modes and reduce the total number of trips through parking control. To balance the parking controls and charges to minimise the impact upon the local economy.	A.13.1	To carry out an annual review of all parking charges and structure.	To implement revised changes each April

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14.	Abandoned Vehicle Removals	O.14.1 O.14.2	To improve the local environment by removing unsightly, obstructive and dangerous abandoned vehicles. To increase compliance with vehicle taxation and registration legislation.	A.14.1 A.14.2 A.14.3 A.14.4	Work with Streetscene to reduce time from reporting of vehicles to officer visit. Remove abandoned vehicles within stated time limits. Remove hazardous vehicles within stated time limits. To prosecute owners of abandoned vehicles.	Officers to visit within 2 days of report, by March 2006. Monitoring system in place to ensure vehicles are removed within 24 hours of officer visit, by March 2006. Remove within 24 hours of report, by March 2007. By 2006/7
15.	Off Street Car Parks – Investment In Assets	O.15.1	To increase usage of off street car parks, to reduce on-street parking, to reduce maintenance costs, to reduce crime and to make Croydon more attractive to customers.	A.15.1 A.15.2	To implement refurbishment programme of all off street car parks. Review use of surface car parks to increase revenue and usage	Ongoing March 2007
16	Off Street Parking	O.16.1	To reject the extension or grant any future licence to authorise the use of re-development sites for use as temporary car parks.	A.16.1	For Planning Enforcement to take steps to curb the illegal use of sites as temporary car parks where planning permission has expired. Work to gain Park Mark Award for Surface car park	By Summer 2004 and as permissions expire. March 2007

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17	On Street Enforcement	O.17.1	To enforce all parking restrictions against illegal parking by the use of parking attendants. in order to assist the movement of people, goods and services safely and expeditiously.	A.17.1 A.17.2	<p>Increase number of PCNs, clamps and removals in core time by 5%.</p> <p>Introduce patrol by moped to reduce pollution and congestion.</p> <p>Improve parking compliance at road junctions</p> <p>Incorporate London-wide Persistent Evaders database</p> <p>All on-street staff to have vocational training award, All Supervisory staff to gain NVQ in Parking . Processing staff to get NVQ in Parking Administration</p>	<p>March 2006.</p> <p>March 2006-01-26</p> <p>March 2007</p> <p>March 2007</p> <p>March 2007</p>
18	Enforcement via CCTV	O.18.1 O.18.2	<p>To enforce restrictions against illegal parking by the use of CCTV. in order to assist the movement of people, goods and services safely and expeditiously, especially all bus routes wherever possible to contribute to improving bus journey</p> <p>To take over responsibility for enforcing moving traffic restrictions through CCTV and to issue penalty charge notices to motorists for offences such as U turns and stopping in a box junction.</p>	A.18.1 A.18.2 A.18.3 A.18.4	<p>To successfully complete pilot scheme for moving traffic offences & continue to improve compliance. To introduce new areas as necessary.</p> <p>Train staff in relevant legislation for Moving Traffic Contravention and processing PCNs issued under LLA & TfL.</p> <p>Improve parking compliance in Upper Norwood Triangle by CCTV enforcement.</p> <p>The Council is aiming for 30% to 40% of enforcement to be made by CCTV by:</p> <ul style="list-style-type: none"> • Implement mobile CCTV enforcement for hot spots which will extend CCTV scheme for moving traffic offences & parking offences • Implement mobile CCTV enforcement for School entrances & other danger spots 	<p>Pilot completes May 2005.</p> <p>By March 2006.</p> <p>By May 2005.</p> <p>May 2006</p> <p>May 2006</p>

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19	School Crossing Patrol		The Council is committed to persuade parents and children to use more sustainable forms of transport to and from school and will encourage schools to reduce the number of car based escort trips. School Crossing Patrols are seen as part of a overall strategy to achieve this goal		Fill School Crossing patrol vacancies Continue scheme to use senior pupils to assist school crossing patrols Train School Crossing patrol staff in relevant legislation & guidance Supply School Crossing patrol staff with new standard equipment	September 2006 December 2006-01-26 March 2007 May 2006
20	Consultation		The Council measures customers needs and service performance within its parking related operations		Annual Survey to wide range of customers with an improvement plan	On a regular basis next planned for October 2006
21	Regenerating the borough		To strengthen Croydon's economy by helping businesses to grow and develop.		Create opportunities for special events & film work	March 2007