



**East Herts Council  
 Parking Enforcement Contract Task & Finish Group Witness Evidence  
 and Q&A  
 21<sup>st</sup> June 2017**

**NOTES**

<b>1</b>	<b>Attendance</b>
	<p><b>Task &amp; Finish Group Members:</b>          Chairman: Cllr Kaye          Cllr Jones</p> <p><b>Lead Officer:</b>          Andrew Pulham: Parking Manager</p> <p><b>Support:</b>          Fiona Corcoran: Scrutiny Officer</p> <p><b>Witnesses:</b>          T. Curtis, Principal TRO Officer, Highways Strategy and Compliance Group, Herts County Council          R. Stacey, Assistant Network Manager, Herts County Council</p>
<b>2</b>	<b>Background</b>
	The Parking Manager gave an outline of the work and remit of the Task & Finish Group.
<b>3</b>	<b>Witness evidence</b>
	The following comments were made by witnesses:
3.1	Parking enforcement needs correctly signed restrictions that must be maintained and clear, underpinned by accurate, correct and up to date Traffic Regulation Orders (TROs). If these are present, then it is possible to enforce.
3.2	A street survey was carried out by Hertfordshire County Council (HCC) and cross-referenced as much as possible. In Hertfordshire, there are over 8000 TROs, most of which cover numerous roads and types of restriction.
3.3	Tactics for enforcement are decided by the individual enforcement authority.
3.4	If you limit parking enforcement to certain hours, they are the only hours you can enforce.
3.5	The first constraint is when the parking attendants are working and the second is the limit of how many officers you have. It can

	be difficult but it is necessary to match resource to need.
3.6	Problem areas should be targeted, such as drop off and pick up times around schools, which may use an hour of Civil Enforcement Officer's (CEO) time. An area to target should be based on the number of public complaints received.
3.7	Enforcement needs to be robust and should be driven by improving traffic flow rather than generating revenue.
3.8	Priorities for enforcement may include double yellow, no loading for reasons of traffic flow and school keep clear for reasons of safety.
3.9	New regulations from central government in 2016 allow more flexibility on colour/texture of road surface.
3.10	Ultimately compliance is the best outcome.
3.11	Residential dropped kerbs require resident communication before enforcement officers can visit.
3.12	Most complaints received by County Council regarding parking are about dropped kerbs and parking outside schools.
3.13	20 mile per hour zones can be introduced outside schools and can be only in operation during school hours.
3.14	Car Parks should not be a priority for enforcement between 8am and 9am - CEOs should be going out to schools and highways.
3.15	Signage is important – CEOs will check signs and take a context shot with the sign in the background
3.16	The option of Automatic Number Plate Recognition (ANPR) should be considered for use at school drop off/pick up times as one drive through the area could pick up all cars breaching parking regulations.
3.17	Removing 'grace period' around hot spots or where it is being misused (eg. parking to pop in to a shop because grace period is sufficient time to do this.)
3.18	Taxi ranks should also be a priority.
3.19	HCC would support greater emphasis on on-street and Night Time Economy related parking.
3.20	It is important to consider benefits to the community, even though these may not be measurable.
3.21	The County Council view is that there are no specific areas regarding parking enforcement in which EHC is currently lacking.
3.22	The district leads on Residential Parking Zones (RPZs) but new

	policy will make it harder for an area to qualify for RPZs.
<b>4</b>	<b>Member Q&amp;A and discussion</b>
4.1	Members commented on the difficulty of the need for somewhere for parents to park when they are dropping off/picking up school children but noted that if there was no risk of being caught some people would always breach the parking regulations.
4.2	The need to engage with schools, speak to governors, remind them of parking restrictions around the school was discussed and Members highlighted the need to do this repeatedly with each new intake of students. Members suggested partnership working with the safer schools team at HCC. Coaches dropping off at schools could also be a problem, it was noted that HCC had created bus holding points on the main road near a school so the bus/coach can wait there where the road is wider and be given the go ahead to come to the school entrance at the appropriate time.
4.3	The increase of CEOs core hours until 10pm was welcomed and it was noted that in order to target particular problems, CEOs may need to go out outside usual hours.
4.4	In discussion of ANPR, it was noted that this can be done in conjunction with an officer issuing PCNs in person or they can be issued automatically by post, which uses less officer resources. Use of ANPR is limited to certain areas such as school keep clear and bus stops. ANPR is not currently used anywhere in Hertfordshire for parking enforcement.
4.5	When CEOs are using vehicles, the vehicles must be marked and this will need to be written into the parking enforcement contract.
4.6	There was discussion of advisory disabled bays which are not enforceable and enforceable disabled parking bays. Disabled parking bays need to be reviewed when user of that bay dies or moves.
4.7	Parking enforcement is a national issue as the number of people, cars and size of towns increases.
<b>5</b>	<b>Actions</b>
	The Parking Manager to check if Herts Chief of Police decided if PCSOs can issue Fixed Penalty Notices (FPN)

The meeting concluded at 15:30