

Transport and Environment Committee

10.00am, Thursday, 5 December 2019

Decriminalised Traffic and Parking Enforcement (Update)

Executive/routine Wards Council Commitments	Executive All 18 and 19
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1. Recommendations

- 1.1 It is recommended that Committee:
 - 1.1.1 notes the improvements made for members of the public to report instances of incorrect parking;
 - 1.1.2 approves the inclusion of persistent offenders in the revised Removal Priorities List;
 - 1.1.3 approves clamping vehicles with 10 or more outstanding parking tickets;
 - 1.1.4 approves the introduction of bus lane cameras on Princes Street as a bus only street; and
 - 1.1.5 notes the Annual Parking report.

Paul Lawrence

Executive Director of Place

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Decriminalised Traffic and Parking Enforcement (Update)

2. Executive Summary

- 2.1 In response to the Decriminalised Traffic and Parking Enforcement Update report approved by Committee on [6 December 2018](#), Committee agreed to receive an annual report updating on progress in improving parking enforcement.
- 2.2 This report updates Committee on recent improvements and ongoing work to enhance enforcement activities in Edinburgh. An Annual Parking Report, providing parking statistics for the last financial year and contractor performance data for the latest contract year, is also attached as an Appendix to this report.

3. Background

- 3.1 Decriminalised Parking Enforcement (DPE) has operated in Edinburgh since 1998. Since that time, the Council has been responsible for the enforcement of the majority of parking restrictions, including all yellow lines.
- 3.2 DPE has always been carried out by an enforcement contractor using Parking Attendants (PAs). The current contract for Decriminalised Traffic and Parking Enforcement in Edinburgh was awarded to NSL Limited (NSL).
- 3.3 On 6 December 2018, the Committee agreed to receive an annual report detailing progress on improving parking enforcement.
- 3.4 The specific areas of interest referenced in the Committee decision from December 2018 that are covered in this report are:
 - 3.4.1 to note that NSL had been tasked with monitoring social media and to liaise with the Council's social media team as a means of improving response times to any requests for enforcement;
 - 3.4.2 to note that a new removal priority would be created for vehicles classed as Persistent Offenders; and
 - 3.4.3 to agree to receive an annual report updating on progress in improving parking enforcement.

4. Main report

- 4.1 Since the last report to Committee in December 2018, Parking Operations have continued working to improve parking enforcement activities across Edinburgh, with a particular focus on the areas raised by Committee. This report considers these matters further and updates Committee on progress.

Improving Response Times

- 4.2 In addition to improved monitoring of social media channels and closer working with the Council's social media team, an online form was created and made available on the Council's website to make it easier for members of the public to report incorrectly parked vehicles. This form can be accessed by customers 24 hours a day and details of incorrectly parked vehicles are automatically emailed directly to NSL.
- 4.3 All enforcement requests are received and considered by NSL, who monitor this mailbox throughout the day. NSL will review the request and allocate priorities based on set criteria, as agreed with the Council. This direct link, whereby requests are sent directly to NSL rather than routed through Council Officers, significantly reduces delays to response times.
- 4.4 Prior to the introduction of the online form in May 2019, approximately 100 requests for enforcement were received each month within the Parking Services team. Since the new reporting form went live in July 2019, the number of requests received has increased significantly:

Month - 2019	Requests
May	168
June	161
July	363
August	469
September	410
October	568

- 4.5 This demonstrates that the online form has successfully helped customers to report parking problems directly to our enforcement contractor for action to be taken.
- 4.6 Unfortunately, Parking Attendants cannot enforce or act in response to every report of inconsiderate parking received. A vehicle must be observed by the Attendant parking incorrectly at the time, as retrospective action is not permitted by law and we are unable to act when a vehicle has moved on.
- 4.7 In addition, several requests were for streets outside of Edinburgh, where there are no parking controls, for private land, for vehicles without vehicle excise duty (road tax) or where it could be established that the vehicle was parked correctly.
- 4.8 The information received by NSL is also being used to identify trends and inform decisions regarding parking attendant deployment. Improvements to the website and the online form will continue to be made to make the process as efficient as possible for customers.

Persistent Offenders

- 4.9 Committee raised concerns regarding motorists who persistently receive parking tickets for parking in contravention of the regulations but pay all parking tickets promptly to avoiding further action being taken. These types of drivers are considered to be persistent offenders.
- 4.10 In order to address this problem, the current persistent evader category, which comprised of persistent evaders and high value debtors, has been reviewed and a new persistent offender category has been created.
- 4.11 A persistent evader is a vehicle with five or more parking tickets outstanding at Notice to Owner (£60) stage or beyond, where no correspondence has been received. Vehicles that fall into the persistent evader category are a higher priority for removal and they are not granted the courtesy grace periods given at the start of the day, on yellow lines (when loading is permitted) and in public parking bays.
- 4.12 High value debtors have no address details registered with the DVLA and we are unable to pursue the debt unless address details are obtained through the vehicle removal process. To be classed as a high value debtor the vehicle must have received five or more parking tickets, one of which must have been issued in the last calendar month, which confirms that the vehicle is still being used in Edinburgh.
- 4.13 The new persistent offender category includes vehicles which have incurred 15 or more paid parking tickets in the previous three full calendar months. Persistent offenders have been added to the removal priorities list as a medium priority but would only be removed once in any calendar month.
- 4.14 It is recommended that Committee approve the revised removal priorities list as found in Appendix 1.

Clamping of persistent evaders

- 4.15 The criteria for clamping vehicles have also been reviewed. At present only persistent evader vehicles with 20 or more outstanding parking tickets are eligible to be clamped. It is recommended that this number be reduced to 10 outstanding parking tickets. Clamping persistent evader vehicles helps the Council to identify/clarify vehicle ownership details and pursue outstanding debt, thereby providing a greater deterrent.
- 4.16 The contractual Key Performance Indicator (KPI) for the removal and impound, or clamping, of persistent evaders has also been raised for the new contract year as part this review. This has increased from 19 to 21 vehicles classed as persistent evader that are required to be removed/clamped each month.
- 4.17 It is recommended that Committee approve amending the clamping criteria for persistent evader vehicles to 10 or more outstanding parking tickets.

Camera Enforcement

- 4.18 In England, the Traffic Management Act (TMA) 2004 provides local authorities with limited powers to enforce bus lane and parking restrictions using approved camera devices. However, the TMA does not apply in Scotland.
- 4.19 Under Section 44 of the Transport (Scotland) Act 2001, Scottish Ministers have made regulations that allows this Council to enforce bus lane contraventions using cameras. This is the only traffic offence which the Council can use camera technology to enforce.
- 4.20 The proposed Transport (Scotland) Bill includes provisions which are expected to allow Scottish Councils to use cameras for the enforcement of the prohibitions contained within the Bill, such as; low emissions zones, pavement parking, double parking and dropped footway parking.

Princes Street Bus Lane Cameras

- 4.21 A previous report entitled '[Future Bus Lane Expansion Plans and Bus Lane Camera Enforcement Update](#)' was approved by Committee on 27 October 2015. One of its recommendations regarded the introduction of bus lane camera enforcement on Princes Street.
- 4.22 It was reported at the time, that to enable camera enforcement to commence bus gates would need to be introduced on-street which would require the promotion of a Traffic Regulation Order.
- 4.23 After further consideration and discussion with the Council's Legal Team, this approach is now considered to be unnecessary and it is now considered that camera enforcement can be introduced under the current bus only street signs and road markings present on Princes Street.
- 4.24 It is recommended to discharge the previous recommendation from the report to Committee on 27 October 2015 and further investigate introducing bus lane camera enforcement on Princes Street to enforce the general traffic ban, under current traffic management arrangements.

Annual Report

- 4.25 An Annual Parking Report has been prepared providing parking statistics for the 2018/19 financial year and covering our enforcement contractor's performance in the fifth year of our contract for Decriminalised Traffic and Parking Enforcement in Edinburgh.
- 4.26 The Annual Parking Report can be found in Appendix 2.

5. Next Steps

- 5.1 The next steps are to; continually strive to improve monitoring of reports of incorrect parking and enhance customer communications, to implement approved changes to

removal procedures addressing persistent evaders and offenders and to continue to submit future annual reports as requested by Committee.

6. Financial impact

- 6.1 There is anticipated to be no negative financial impact as a result of the recommendations contained within this report.
- 6.2 Costs for the installation of camera enforcement on Princes Street will be identified as part of future installation programmes.

7. Stakeholder/Community Impact

- 7.1 The contents of this report are the results of previous discussions with elected members and previous Committee decisions. The recommendations will help to address the concerns raised by members of the public through the online reporting process and other communication channels.
- 7.2 The report also aims to support Council Commitments to improve air quality, tackle carbon emissions and reduce congestion, with effective parking management to keep the city moving.
- 7.3 It is not considered that further community engagement is required for this report.

8. Background reading/external references

- 8.1 Item 7.5 [Decriminalised Traffic and Parking Enforcement in Edinburgh](#) reported to the Transport and Environment Committee on 17 March 2015.
- 8.2 Item 7.6 [Decriminalised Traffic and Parking Enforcement in Edinburgh](#) reported to the Transport and Environment Committee on 17 May 2018.
- 8.3 Motions, amendments and addendums; [Motion by Councillor Booth](#) at the Transport and Environment Committee on 17 May 2018.
- 8.4 Item 7.4 [Decriminalised Traffic and Parking Enforcement \(Update\)](#) reported to the Transport and Environment Committee on 6 December 2018.
- 8.5 Item 7.7 [Future Bus Lane Expansion Plans and Bus Lane Camera Enforcement Update](#) reported to the Transport and Environment Committee on 27 October 2015.

9. Appendices

- 9.1 Appendix 1 – Revised Removal Priorities List
- 9.2 Appendix 2 – Annual Parking Report

VEHICLE REMOVALS PRIORITIES

Any vehicle can be removed if it is parked in contravention of the regulations. Removals are prioritised in the following order:

Priority	Manner of Parking
HIGH	Where the vehicle presents a risk to safety and/or is obstructing traffic flow, such as Greenways and Bus Stop Clearways.
	Persistent Evaders
	The vehicle is a Persistent Evader (see note below) * or a vehicle with 5 or more open tickets on the High Value Debtor list.
	Foreign Vehicles
	Applies to all foreign vehicles with 5 or more open tickets on the High Value Debtor list
MEDIUM	Where the vehicle is parked in a disabled bay without displaying a valid blue badge
	Where the vehicle is parked in a permit parking bay without displaying a valid permit ** (see note below)
	Where the vehicle is parked on a yellow line when loading or unloading is prohibited *** (see note below)
	Where the vehicle is parked in a bay for which it is not designed or approved, e.g. motor cycle or Car Club bays
	Where a vehicle is parked on a length of street where loading and unloading is prohibited due to a Temporary Traffic Regulation Order (TTRO) a suspension
	Where a vehicle is parked on a double yellow line, outwith any loading prohibition
	Where the vehicle is parked in a public parking bay upon issue of the 2 nd PCN for the same contravention and the vehicle has not moved.
	Where the vehicle is parked in or a permit parking bay within a priority parking area
Where the vehicle is classed as a Persistent Offender (see note below) ****	
LOW	Where the vehicle is parked in a limited waiting bay, or on a waiting restriction (e.g. single yellow line or loading bay) where loading is permitted but the vehicle is not being loaded or unloaded, the vehicle should not be removed until 1 hour has elapsed since the issue of the PCN.

* a persistent evader is a vehicle with five or more parking tickets outstanding between and including Notice to Owner to Sheriff Officers stages, where no correspondence has been received or a vehicle that has received three recorded 'vehicle driven aways' (VDAs) within the previous three full calendar months.

Persistent Evaders are not granted the courtesy grace periods given at the start of the day, on yellow lines (outwith any loading prohibition) and in public parking bays.

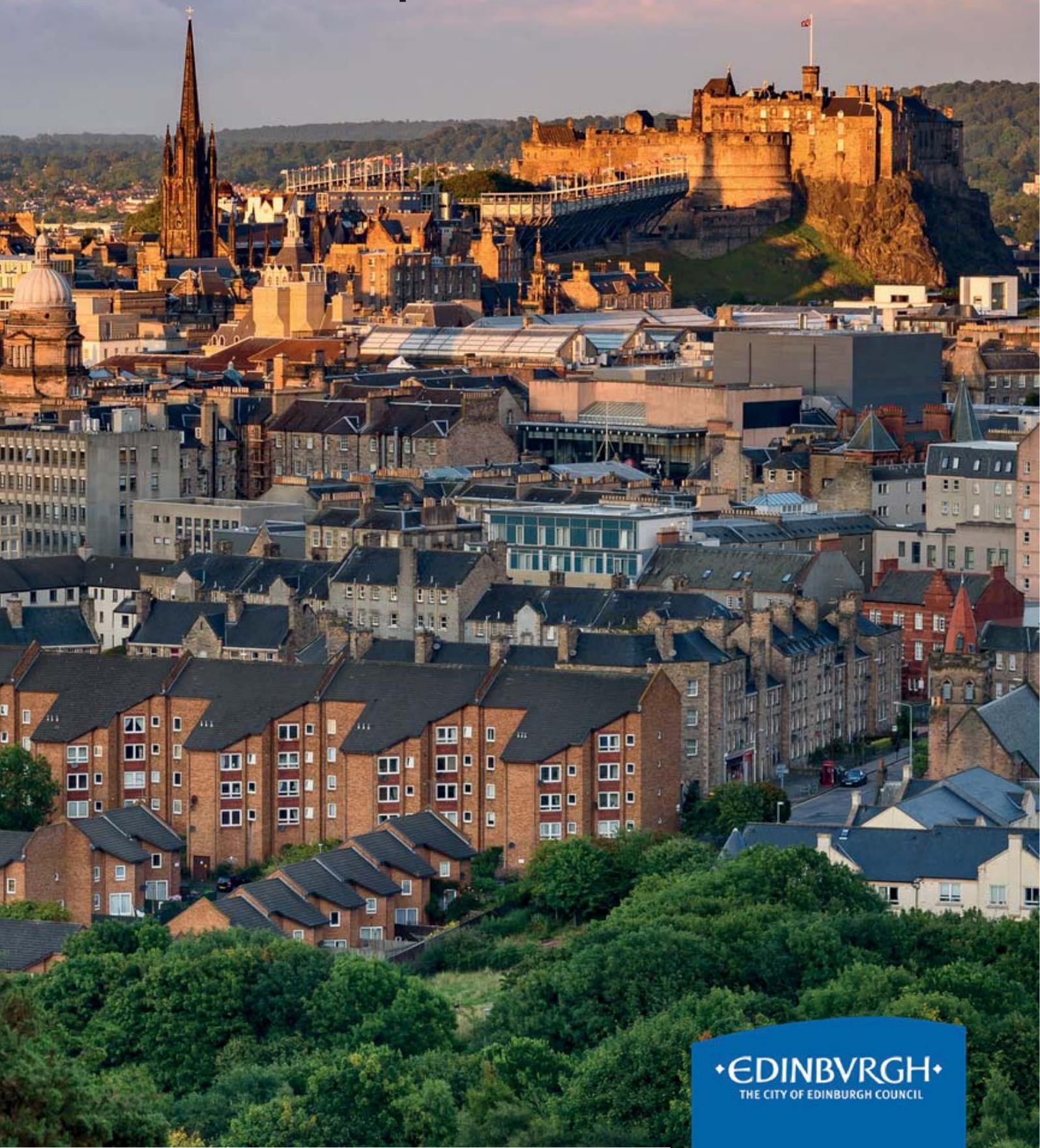
** Where a vehicle is parked in a permit bay, solo motorcycle bay or on a waiting restriction, but is also displaying a valid voucher, it should not be removed until 15 minutes after the voucher has expired **(unless the vehicle is classed as a persistent evader)**.

Non City Car Club vehicles parked in Car Club Bays should be removed immediately regardless of the fact that it may be displaying a valid voucher.

***For vehicles issued with a Penalty Charge Notice (PCN) for an 02, arrangements to be made to remove the offending vehicle prior to the offence changing to a 01 offence.

**** To be classed as a persistent offender a vehicle must have incurred 15 or more paid parking tickets in the three previous full calendar months.

Parking and Traffic Regulation Team Annual Report 2019



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Executive Summary

Following requests for further information from the Transport and Environment Committee regarding the performance of the Decriminalised Traffic and Parking Contract, an annual report will be submitted to update Committee on the effectiveness of parking enforcement in Edinburgh and on the forthcoming projects designed to deliver continuous improvement to parking services.

This report concerns financial year 2018/19 in terms of parking statistics and Year Five of the Decriminalised Traffic and Parking Enforcement Contract, which runs from 1 October 2018 to 30 September 2019, regarding contract performance.

Background

In 2014, NSL successfully submitted a tender for a new contract with the City of Edinburgh Council for the provision of Decriminalised Traffic and Parking Services. The contract, awarded on 1 October 2014, was for a term of five years, with an extension option of a further five years.

The services provided through this contract include:

- On-Street Enforcement Services
- Car Pound Services
- Bus Lane Camera Enforcement
- Pay & Display Services
- Suspension & Dispensation Services
- Lines & Signs Maintenance Services
- Cashless Parking Solution (RingGo)
- Permit Management Solution (IT)
- Notice Processing Solution (IT).

The processing of parking tickets, bus lane charge notices and parking permit back office functions is retained by the Council and sits within the Customer and Digital Services Division. A dedicated team deals with parking ticket and bus lane charge notice disputes and general enquiries. The residents' parking permit operation is managed by a team at the Customer Hub, which provides a public facing front counter service at 249 High Street. Business, trades' and retail parking permits are processed by NSL at the car pound.

Following continuous demonstration of improving performance and consistent delivery of high-quality services, the Council recently awarded NSL the five-year extension option in the contract.

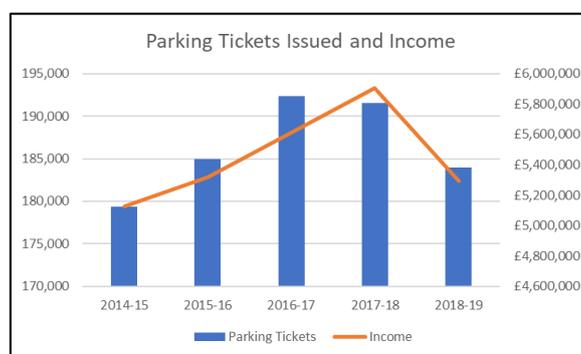
Decriminalised Traffic and Parking Services Statistics

The following tables include statistics regarding the performance of the Decriminalised Parking Enforcement (DPE) operation in Edinburgh in financial year 2018/19. These are published each year on the Council's website at: www.edinburgh.gov.uk/parkingincome.

Parking Tickets and Removals

The Parking and Traffic Regulation team manage the issue of [parking tickets](#) to vehicles parked in contravention of the regulations and the removal of such vehicles. The team also manage vehicle relocations, for example during special events to ensure public safety.

Financial Year	Parking tickets issued	Income from parking tickets
2018-19	183,965	£5,292,673.43

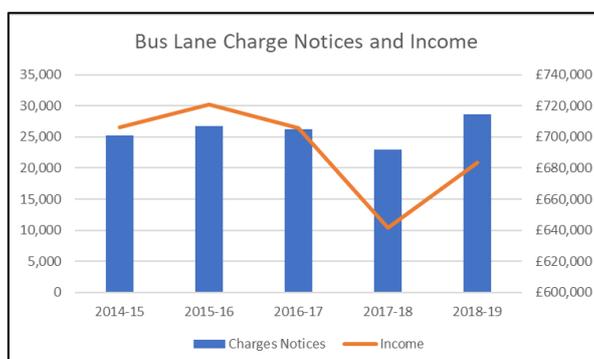


Financial Year	Removals	Removal Income	Storage charges	Relocations
2018-19	1,810	£248,240.30	£28,680.00	1,457

Bus Lane Charge Notices

The team manages the Council's network of [bus lane enforcement cameras](#) which issue charge notices to vehicles incorrectly driving in bus lanes or through bus gates.

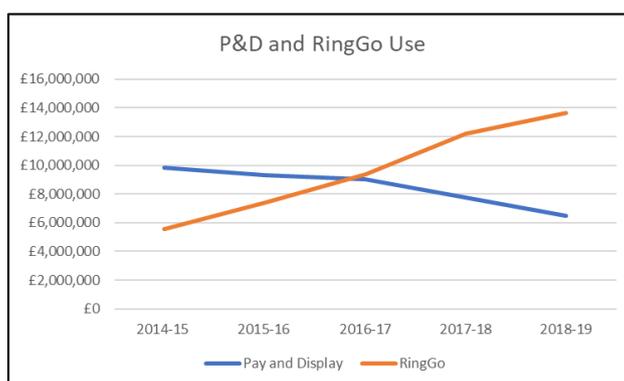
Financial Year	Bus lane notices issued	Income from notices
2018-19	28,668	£683,346.50



Parking Charges

The team manages and collects [on-street parking charges](#) for public parking places.

Financial Year	Income from Pay and Display	Income from RingGo	Income from Contactless
2018-19	£6,466,879.59	£13,636,245.25	£57,816.70



Suspensions and Dispensations

The team manages parking [suspensions and dispensations](#).

Financial Year	Income from dispensations	Income from Suspensions
2018-19	£25,777.00	£628,451.64

Parking Permits

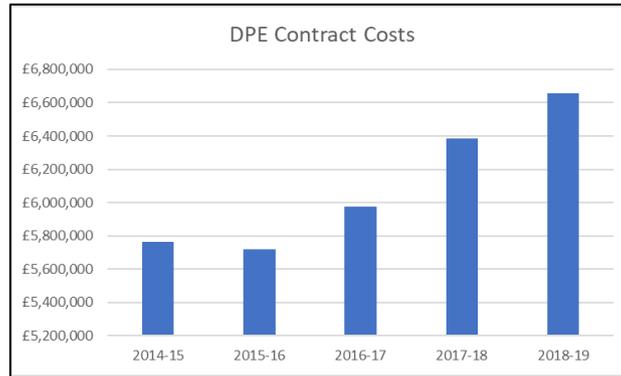
There are several types of [parking permits](#) available in Edinburgh.

Financial Year	Residents' Permits	Visitors' Permits	Trades Permits	Health Care Permits	Business Permits
2018-19	£2,907,747.42	£71,219.41	£798,175.59	£12,750.00	£55,355.80

Contract Cost

The contract supports the provision of all Decriminalised Traffic and Parking services. As over 70% of contract costs relate directly to labour, the overall contract costs increase each year in line with annual wage increases.

Financial Year	Contract Cost
2018-19	£6,654,891.28



Business Support Services

These services are provided by Resources, Customer and Digital Services Division.

Financial Year	Parking Tickets		Bus Lane Charge Notices	
	Correspondence	Formal Appeals	Correspondence	Formal Appeals
2018-19	54,311	204	4,635	46

The above figures represent around 27% of parking tickets issued and 17% of bus lane charge notices delivered, where contact was received from drivers challenging the issue of the charge. The volumes of correspondence are not insignificant but suggest that the issue of most notices was accepted by motorists.

Overview

The statistics indicate that the 2018/19 financial year was a strong one, but one that was not without its challenges.

The number of parking tickets issued fell in comparison to the previous financial year, which may suggest improved compliance by motorists. However, it could also be attributed to the reduced numbers of Parking Attendants on the street at various times, which is discussed further below as part of the KPI analysis.

The number of bus lane charge notices issued increased in comparison to the previous financial year. Although this may suggest compliance with the regulations has reduced, it is more likely that new cameras, installed in late 2017, have better detection rates. Enhanced software, with the ability to pixelate faces and other vehicle registrations, means that the numbers of discarded contraventions has reduced. New enforcement locations were identified in 2018/19 and commenced in 2019/20.

Pay and display income continues to grow year on year and shift toward cashless (RingGo) use. An initial trial of a small number of contactless ticket machines was successful in 2018/19, leading to a wider trial starting in late 2019. This is discussed further in the Successes section.

Application numbers for parking permits continue to be high and are comparable with the previous year, demonstrating the demand for parking within the city centre from various groups, such as residents and business users.

Key Performance Indicators (KPIs) – Year Five

The contract for the provision of Decriminalised Traffic and Parking Services completed its fifth and final year of the initial contract term in September 2019. The Council has recently awarded NSL the five-year extension to this contract, which will expire on 30 September 2024.

The contract has established a number of Key Performance Indicators (KPIs) which are designed to ensure that a quality service is delivered in all aspects of the contract. Performance related payments or deductions can be applied to the contract costs on a monthly basis depending on the number of KPIs achieved by the contractor.

There are 12 KPIs which are currently measured. These are presented in the table below and also included are the expected monthly performance thresholds. NSL's annual average performance for 2018/19 is reported along with the outcome of each indicator.

Decriminalised Traffic and Parking KPIs

KPI Summary		KPI Rates		
No.	Description	Expected	Annual Average	Outcome
1A	Staff retention rate	85%	83%	x
1B	Upheld complaints of a serious nature	Met/Not Met	Met	✓
2A	Deployed Parking Attendant hours	99.70%	99.35%	x
2B	Street visits	99.40%	99.94%	✓
2C	Cancellations due to Parking Attendant error*	0.43%	0.32%	✓
3A	Deployed removal hours	99.70%	103.00%	✓
3B	Minimum low priority removals^	10%	6%	✓
3C	Persistent evader removals	19	20	✓
4A	Ticket machine availability	Met/Not Met	Met	✓
6	Cashless parking cancellations#	0.55%	0.41%	✓
7	Percentage of helpdesk calls resolved	99%	100%	✓
8	Management Reporting	Met/Not Met	Met	✓

* This is a maximum percentage of cancellations permitted due to Parking Attendant error.

^ This is a maximum percentage of low priority removals permitted.

This is a maximum percentage of cancellations permitted due to cashless parking errors.

KPI Monthly Outcomes

KPI Summary	KPI 2018/19	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
KPI 1A Staff retention rate	85%	84.79%	85.03%	84.89%	84.54%	84.21%	83.73%	83.19%	82.43%	82.13%	81.66%	81.27%	81.12%
KPI 1B Upheld complaints of a serious nature	Met/Not Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met
KPI 2A Deployed Parking Attendant hours	99.70%	100.08%	99.99%	95.24%	97.27%	99.90%	99.94%	99.92%	100.01%	100.01%	99.92%	99.99%	99.93%
KPI 2B Street visits	99.40%	99.76%	99.82%	99.93%	99.95%	99.99%	99.997%	99.980%	99.95%	99.98%	99.99%	99.98%	99.99%
KPI 2C Cancellations due to Parking Attendant Error	0.43%	0.31%	0.36%	0.42%	0.31%	0.33%	0.29%	0.36%	0.27%	0.42%	0.36%	0.24%	0.18%
KPI 3A Deployed removal hours	99.70%	104.00%	101.00%	111.00%	101.00%	102.00%	101.00%	100.00%	101.00%	102.00%	103.00%	106.00%	104.00%
KPI 3B Minimum low priority removals	10%	7.72%	4.81%	6.38%	6.69%	6.63%	7.35%	7.80%	5.84%	5.79%	5.07%	4.43%	5.01%
KPI 3C Persistent evaders	19	11	22	12	24	16	23	24	21	15	28	21	24
KPI 4A Ticket machine availability	Met/Not Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met
KPI 6 Cashless parking	0.55%	0.45%	0.39%	0.38%	0.35%	0.35%	0.37%	0.40%	0.40%	0.46%	0.44%	0.47%	0.50%
KPI 7 Percentage of helpdesk calls resolved	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
KPI 8 Management reporting	Met/Not Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met

The above table indicates the monthly performance of each KPI during contract year Five and those months shaded are where the expected KPI performance level was not met.

Although most of the KPIs have been regularly achieved, if not exceeded, throughout contract year Five (October 2018 – September 2019), NSL did not achieve the required levels in relation to KPIs; 1A Staff Retention Rate, 2A Deployed Parking Attendant Hours and 3C Persistent Evaders in a number of months.

NSL struggled with recruitment and the deployment of PAs over the winter and whilst overall performance remained strong during these months, performance payments were withheld as a result. The Parking team continues to work closely with NSL to better understand why these KPIs were not met and how similar issues can be avoided in the future. The team are also working to identify areas where continuous improvement can be delivered to achieve best value and provide the best service possible to the people of Edinburgh.

KPI Performance Summary

No.	Description	Performance
1A	Staff retention rate	<p>This year was a challenging one in relation to staff retention and recruitment. Several long-serving Parking Attendants (PAs) left the contract after finding higher paid employment in other sectors, thus reducing the number of PAs available at periods throughout the year. Although successful recruitment campaigns took place there was a continued impact on this KPI, as members of staff must have one year's continuous employment with NSL to qualify for this measure.</p> <p>Furthermore, Edinburgh's economy and job market are in strong position. With the number of job seekers at a significant low, and many other sectors paying higher hourly rates, filling vacancies has become more challenging.</p>
1B	Upheld complaints of a serious nature	<p>This KPI was achieved every month and no serious complaints were upheld. The Council takes all complaints against PAs seriously and continues to investigate and monitor behaviour.</p> <p>The achievement of this KPI demonstrates the quality of our PAs and the exceptional service they provide to members of the public, in what can be, at times, difficult conditions.</p>
2A	Deployed Parking Attendant hours	<p>The availability of PAs, as described under KPI 1A above, has an impact on this KPI. A lack of visibility on-street can have a negative effect on the perception of parking enforcement in Edinburgh and work continues to ensure sufficient PAs are deployed and improve the perception of parking.</p>
2B	Street visits	<p>Street visit requirements continued to be met, ensuring areas around schools and main traffic routes are prioritised to maintain road safety and to keep Edinburgh moving. The achievement of this KPI is impressive considering the challenges around availability of PAs.</p>
2C	Cancellations due to Parking Attendant error	<p>The quality of parking tickets issued remains high and fewer than 600 parking tickets issued were cancelled due to a human error. This is an exceptionally high rate of quality considering the number of vehicles monitored each day often in challenging weather conditions.</p>

3A	Deployed removal hours	Deployed removal hours were above what was expected in the last contract year. The fleet of removal trucks ensured that main traffic routes were kept clear to allow the free flow of traffic and that there was a turnover of vehicles in parking bays ensuring that as many vehicles as possible were able to use them. Trucks also assisted at numerous special events during the contract year, such as; the Tattoo, Edinburgh's Christmas and at South Queensferry to facilitate the growing number of cruise ship visits to the city.
3B	Minimum low priority removals	NSL met this KPI by ensuring that vehicle removals were proportionate to the contravention and that those parking incorrectly under the most serious of contraventions, such as obstruction or blocking sightlines impacting road safety, were prioritised for removal first.
3C	Persistent evader removals	This KPI was met most months ensuring that those motorists who regularly park incorrectly receiving parking tickets, but choosing not to pay them, are subject to stricter enforcement action and are more likely to be removed to the car pound.
4A	Ticket machine availability	This KPI was met each month and ensures that no ticket machines (TMs) are unavailable due to a lack of vouchers or being full of coins and all TMs were available for use by the public 24 hours per day, seven days per week (except for significant mechanical or technical failure).
6	Cashless parking cancellations	This measurement indicates the quality of the cashless payment services being delivered and is based on the number of parking tickets cancelled due to either customer error or a valid parking session being in place each month. The KPI was met each month showing the high quality of the cashless payment service provided and demonstrates that PAs check RingGo before issuing parking tickets.
7	Percentage of helpdesk calls resolved	This KPI was met each month showing that operational IT problems were resolved within agreed timescales.

8	Management Reporting	This KPI was met each month meaning that all reports required to monitor the operations and performance of the contract were sent to the Council within the agreed timescales.
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Collaboration Summary

The Council's contract for the provision of Decriminalised Traffic and Parking Services is also open as a framework contract to other Councils across Scotland who may require such services.

We currently have three collaborative partners with whom we share services through this contract, they are:

- The Highland Council;
- East Lothian Council; and
- Midlothian Council.

NSL provide DPE related services to each of the collaborative partners and the Council provides back office notice processing services to all three through the Parking Services team in Waverley Court.

The framework contract allows both the Council and our collaborative partners to benefit from economies of scale. The contract also delivers operational consistency and offers a faster route to market for other Councils operating DPE, avoiding much of the cost and time required with a traditional procurement exercise.

All collaborative partners continue to be pleased with the levels of service being provided by both NSL and the City of Edinburgh Council.

Successes

Bus Lane Cameras

On 17 June 2019, three new bus lane enforcement cameras went live at Liberton Road, Commercial Street and South Gyle Broadway to complement the nine bus lane cameras that were already in place across the city. On 21 October 2019, a further two cameras went live at Slateford Road and Milton Road. A second camera on Calder Road went live on 11 November 2019 and a second one on the northbound carriageway of Liberton Road is expected to go live on 9 December 2019.

Each of the new sites has performed well in terms of reducing the number of bus lane infringements and improving public transport priority.

Taranto

Taranto is a new back-office notice-processing software for managing parking ticket and bus lane correspondence. It was introduced in October 2018.

One of the key benefits of switching to Taranto was the existence of an “Online Case Management” (OCM) system. This aligned well with the Council’s push towards digital customer transactions.

The OCM system allow customers to view photographs and associated evidence, submit and track appeals with supporting evidence and make payments online. Added benefits to our customers include; 24/7 access to data and payment channels and improved response times to parking ticket and bus lane notice challenges.

NSL Apply

NSL Apply is a new management system for parking permits and was introduced in March 2019. This fully online service satisfies requests from our customers for more online services.

The new service allows customers to apply for, renew and manage resident or visitor parking permit applications and make changes to their existing permits online. This realises a significant efficiency saving for the Council, as customers move away from in-person transactions at a Council Offices to online, self-service transactions.

Ticket Machine Trial (contactless technology)

There are currently 787 pay and display Ticket Machines (TMs) in Edinburgh, all of which are at least 12 years old and are nearing the end of their useful lifecycle. In addition, reporting software on these TMs is out of date and unreliable. These conditions have prompted a review of TMs in Edinburgh.

On 9 May 2018, four TM upgrade kits were introduced to existing ticket machines in: George Street, Melville Street, George Square and Carrington Road. These allow for enhanced TM functionality, by upgrading internal mechanisms without the need for any excavation works on the footway.

This trial was a soft-launch with no publicity and formed the basis of a proof of concept trial for contactless payments. Initial results suggest that contactless payment at these units has been well received and has increased significantly during the trial period with 43% of TM transactions being made via contactless payment, where available, in October 2019.

As the initial trial was successful, it was expanded to 20 TMs from two different suppliers (giving us 40 TMs in total across the city that will accept contactless payments). This trial will provide invaluable data on the uptake of contactless payments and provide a direct comparison of the two suppliers and their respective equipment.

Current Projects and Priorities

Parking Action Plan and Sunday Parking Controls

The main action contained within the [Parking Action Plan](#) is the introduction of parking controls on Sundays, coupled with the roll out of shared use parking places and the implementation of visitor parking permits in the city centre.

The traffic order process required to introduce Sunday parking controls, shared use places and visitors' permits commenced in March 2019. Formal public consultation started on 1 November 2019 and the results are currently being analysed. It is expected that a further report on this matter will be submitted to the Transport and Environment Committee in early 2020.

Strategic Review of Parking

In September 2019, Committee approved the [Strategic Review of Parking](#) report including the full results of the [parking review](#) and the proposed phased implementation of new parking controls to address parking pressures across the city.

The first phase (Leith, Leith Walk, Abbeyhill, Gorgie and Shandon) informal consultation started on 14 October 2019 with the delivery of around 34,000 leaflets to households within the areas concerned. Six drop-in sessions were also held where people could view draft designs and discuss proposals with Council officers. The full results of this consultation are expected to be reported to the Transport and Environment Committee in early 2020.

Initial survey and design work has been completed for the second and third phases, including the wider Leith area and along the A8 corridor (i.e. Corstorphine). It is anticipated that informal consultation will be carried out in these areas during the course of 2020.

Bus Lane Enforcement Cameras

In support of the Council's [Local Transport Strategy](#) policy **PubTrans7** the network of bus lane enforcement cameras will continue to be expanded. This will ensure the bus lane network continues to perform as intended and to reduce the number of infringements which can undermine the network and cause delays to buses. Non-compliance with the regulations can also pose road safety concerns for motorcyclists and cyclists who are permitted to use the network.

Work is underway to identify further sites to be introduced in 2020 and future updates will be provided to the Transport and Environment Committee through the Business Bulletin.

Car Pound Relocation

The Council's car pound is currently located in Tower Street. Given the release of this site for new housing under the Council's refreshed [Depots Strategy](#), a new location for the car pound must be identified.

One option actively being pursued is relocation to Russell Road, within a new mixed-use development for businesses within modern industrial units. With its good transport links and city centre access via the tram, the site is well-suited for customers coming to collect their vehicles. With further potential to house NSL staff and vehicles, this offers the potential to contribute towards the successful transformation of the site.

New Ticket Machines (TMs)

After the success of the initial contactless trial, the number of machines accepting contactless payment was increased to 40 in October 2019 with two suppliers each providing 20 units.

With the use of coins to pay for parking continuing to fall (£12M in 2009-10 down to an expected £5.5M in 2019/20) and more people paying with contactless technology for their everyday purchases, this is a good time to review TMs in Edinburgh.

The expanded trial provides the opportunity to analyse and directly compare two separate upgrade kits that are available on the market. This will provide invaluable data on a number of factors, such as; customer feedback, machine performance and a review of reporting software. This information will be used to inform future decisions on TM requirements expected to be made in 2020.

Conclusion

This is the first annual report on the performance of Edinburgh's Decriminalised Traffic and Parking Contract. The report will likely evolve over time to provide Committee and members of the public with sufficient information to better understand and consider the performance of parking enforcement in Edinburgh.

The report identifies that there have been challenges over the last year, regarding Parking Attendant recruitment and retention which has led to a decrease in deployed hours on-street. However, work continues to improve and achieve the expected outcomes. Overall, across the contract, performance has been strong and high-quality services are being delivered. This has been demonstrated by the Council awarding NSL the five years extension option to the contract.

There continues to be a high demand on parking places in the city centre and across Edinburgh, making consistent enforcement of the parking regulations a daily challenge. There is a constant drive to improve services for Edinburgh's residents by responding to enforcement requests faster, anticipating problems by using information provided through online reporting methods and by taking greater action against persistent offenders. New services continue to be implemented to make it easier to; apply and pay for parking permits, challenge or pay parking tickets and pay for parking with contactless technology.

The contract continues to enable the Council to share its parking knowledge and expertise with other local authorities as collaborative partners.

Looking forward to 2020, priorities will continue to focus service improvements that benefit customers, such as; online services, new technology and enhanced enforcement. Planned changes to the parking regulations aim to help residents park closer to their homes while keeping Edinburgh moving as significant transformational changes take place in the city.