

# SERVICE PLAN 2009/10 – PARKING SERVICES & ENGINEERING SERVICES

## NOW ANALYSIS

### THE SERVICE

Objective: To provide the highest quality Parking Services on street and in the Council's car parks

<b>Budget:</b>	Gross Expenditure
• Car Parks	£1,003,790
• On Street	£ 349,000
• Engineering	£ 242, 210

**Staffing:** - Total number (number of FTEs)

Parking Services	
▪ Operations Manager	1
Enforcement team	
▪ Supervisor	1
▪ Civil Enforcement Officers	9
▪ Administration team	3
▪ Maintenance support	1

Engineering Services 4

The Service Teams:

- Parking management and enforcement in accord with the Traffic Management Act 2004
- Control of the Town Centre Pedestrian Area Entry Gate
- Management of the Security Services Contract
- Management of ABC owned bus shelters
- Replacement street name plates
- Parking Reviews
- Strategic Parking/Transport issues
- Bus Quality Partnership

## WHERE ANALYSIS

### GOALS

Short Term (2009/10)	Medium Term (2010/11)	Long Term (2011/12)
<ul style="list-style-type: none"> <li>• Monitor &amp; review parking requirements to respond positively and promptly to changing demand brought about by the development of Ashford Town Centre and continued popularity of Tenterden as a tourist destination. Make full use of innovative parking technology to reduce operating costs and improve customer convenience, by <b>positively encouraging and promoting the use of low emission vehicles</b>, by continuing to improve parking security, reducing crime and anti social behaviour, providing first class environmentally aware parking services. GQS1, GQS2, LL2, LL3, AF3, AF5, P7.</li> <li>• Consult with neighbouring Councils on development and implementation of, initially a mid or east Kent administration centre for Parking Services; assessment potential to extend to the rest of the County. LL3.</li> <li>• <b>Compile and publish annually of a comprehensive Parking Services performance report.</b></li> </ul>		
<ul style="list-style-type: none"> <li>• Consult with neighbouring Councils to encourage cooperative working arrangements and agreements (GQS1, GQS2, LL3) on:                             <ul style="list-style-type: none"> <li>○ Clamping/removal of vehicles used by multiple offenders and evaders</li> <li>○ Continued development &amp; revision of cancellation policy guidelines</li> <li>○ The introduction of new and development of existing policies, procedures/local arrangements to ensure traffic management and parking enforcement are carried out consistently throughout the County</li> <li>○ NVQ training for Parking Services staff</li> </ul> </li> <li>• Subject to available funding, develop a plan to achieve Park Mark safer parking scheme accreditation for all ABC car parks (GQS1).</li> <li>• Vary Resident Scheme TROs to amend current restrictions, by introducing a prohibition of return to 'the zone' within current time limitations (GQS1, GQS2, AF2).</li> <li>• Develop a programme of planned maintenance for car parks (GQS1)</li> <li>• Ensure budgets are fit-for-purpose for all schemes (AF5, AF6, P7)</li> <li>• Continue to work towards ABC's first Park &amp; Ride (AF5, AF6)</li> <li>• Review activities and performance of bailiffs acting on behalf of ABC (supported by County wide benchmarking information) which require improved performance.</li> <li>• Implement final agreed Budget Reduction Strategy, as appropriate (GQS1, GQS2, OE1, OE2)</li> </ul>	<ul style="list-style-type: none"> <li>• Review first Park &amp; Ride (AF5).</li> <li>• Continue working towards Park &amp; Walk (AF5).</li> <li>• Carry out a review of Residents schemes permit charges (AF5)</li> <li>• Carry out a review of on and off street parking charges</li> <li>• Investigate the possibilities of widening the civil enforcement role of the parking enforcement team, with a view to improving the Council's civil enforcement capabilities and extending staff career opportunities, by the development of suitably trained and flexible enforcement and administration teams (LL3).</li> </ul>	

## KEY PARTNERS

Key Partners: Our services are provided in the main by the core of Parking Services and Engineering Services' staff. Key agencies that influence how we deliver our services are as follows:

Kent Parking Officers, Kent Highways, Ashford's Future.

## IMPROVEMENT PLAN/STRATEGIES

People & Finance	Technology	Strategies
<ul style="list-style-type: none"> <li>• Ensure staffing levels meet needs in strategic and operational terms</li> <li>• Investigate possibilities for partnership working with other local authorities</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure technology remains up-to-date and fit-for-purpose, particularly to ensure:                             <ul style="list-style-type: none"> <li>▪ Most cost effective management and enforcement</li> <li>▪ Accuracy of Traffic Regulation Orders</li> <li>▪ Effectiveness, convenience and reliability of parking equipment</li> </ul> </li> </ul>	<p>Seek to work closer and more cooperatively with district colleagues with a view to improving the standards of service provided and to reduce operational cost.</p>

Information on performance can be found in the quarterly Budget and Performance Monitoring Reports to the Executive.