

West/Central Area Committee: 18th November 2004

A Brief Introduction to L.A.P.E.

Derek L. Williams, Customer Services Manager,

Parking Services, Cambridge City Council.

- **I joined the new Parking Services Team 5 months ago and I have experience of parking operations elsewhere as well as the private sector.**
- **Thank you for inviting me to your Open Forum tonight.**
- **We took on responsibility for parking enforcement from 25th October 2004 in partnership with the County Council.**
- **We have not changed any existing roadside restrictions but we are enforcing them with a team of dedicated parking attendants equipped with hand held computers, radios and digital cameras.**
- **We want to help Cambridge sustain it's future and to welcome visitors, shoppers, tourists as well as improving the environment for the residents and businesses of Cambridge itself.**
- **We are anxious to reduce traffic congestion and journey times as well as improving access for emergency, service and essential delivery vehicles.**
- **We are tackling a small minority of motorists who park inconsiderately, and without regard to the safety and well-being of other road and footpath users.**
- **We will deploy our Parking Attendants to address areas where we have the greatest concerns and we will keep an open mind as needs change.**
- **Parking contraventions are no longer a criminal offence in Cambridge but the traffic Regulation Orders still have legal force and we can issue Penalty Charge Notices.**
- **We do not have authority to clamp and remove vehicles where contraventions have occurred.**
- **There is an appeal process against individual PCN s to an independent adjudicator.**
- **Unpaid penalty notices are ultimately registered with a Central Court and Licensed Bailiffs can be used to collect overdue debts.**
- **Local Residents, Businesses and other local affected road users can initially approach us or their Councillors to review existing TRO s.**
- **We issued over 900 warning notices to road users who ignored parking restrictions in our first 2 weeks.**
- **We issued almost 700 *actual* PCNs in the last week and a half and already almost 40 % of those issued over the first 4 days have been paid, in full and without question by cash, cheque and internet.**

- About half of our PCN s issued are for yellow line contraventions, with a further third for parking in Disabled, Residents and Pay and Display Bays without displaying a valid badge/permit/ticket.
- We have received almost 300 telephone calls in the same period, roughly 30 % have asked about parking in Cambridge, 10% have asked about suspensions and waivers, 25% have sought payment details and over 20 % have asked us to enforce in their areas; only 39 callers have queried the PCN issued.
- We have also received 35 letters about PCN s, making a total of 74 PCN enquiries (about 10% of those issued so far)- of these we have cancelled just 19 PCNs (about 3% of those issued so far); most of these were discretionary where disabled, residents and other {Pay and Display badges/permits and tickets or loading/unloading were not displayed at the time we issued the PCN.

Thank You,

Derek L. Williams 18.11.04