

# Parking Operations

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Borough Council of  
King's Lynn &  
West Norfolk



# Introduction

- Background
  - What do we do
  - Who we work for
  - Where we work (geographically)
- Legal frameworks and policies
- Technology & Data
- BCKLWN Car Parks
- Finally .....did you know....



# What do we do

- Enforcement (Revenue Protection)
  - issuing Penalty Charge Notices (PCN's) as appropriate
- Notice processing
  - collecting revenue from PCN's and managing challenges
- Cash collection, counting and banking
- Machine provision and maintenance
- BCKLWN own parking assets.



# Who we work for



**Norfolk**  
County Council



**NORTH  
NORFOLK**  
DISTRICT COUNCIL



The Queen Elizabeth  
Hospital King's Lynn  
NHS Foundation Trust



Norfolk Parking Partnership



Breckland  
COUNCIL



**GREAT YARMOUTH**  
BOROUGH COUNCIL









**South Norfolk**  
COUNCIL

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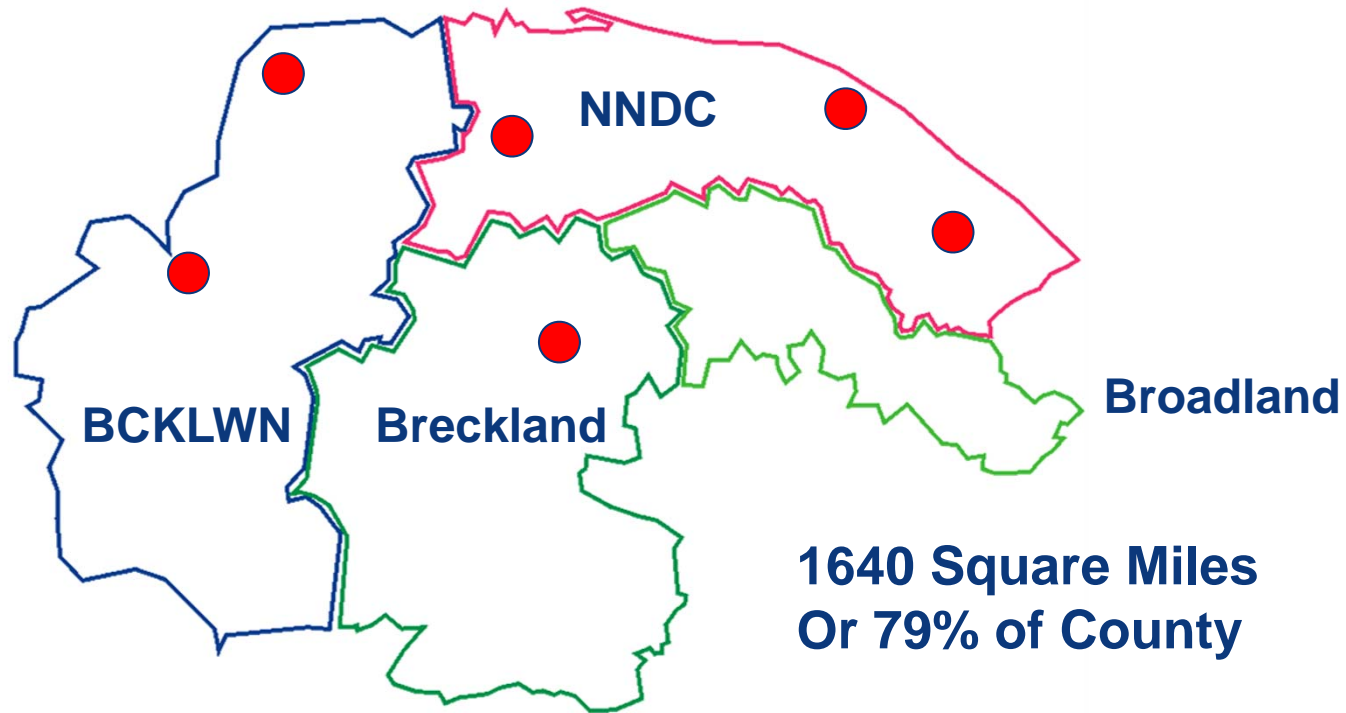


# Who we work for

						
<b>Enforcement</b>	✓	✓	✓			✓
<b>Notice Processing</b>	✓	✓	✓	✓	✓	✓
<b>Cash Collection</b>	✓	✓				
<b>Machines</b>	✓	50/50	✓	✓		
<b>Cashless / Permits</b>	✓	✓*		✓*		



# Where we work (geographically)



*For enforcement activities + GYBC & SNDC for tasked work*

# Legal frameworks and policies

- Traffic Management Act 2004
- Traffic Regulation Orders (TRO's)
- Temporary TRO's
- NPP – Guidance Manual
- Qualifications
  - C&G Level 2 in Civil Parking Enforcement
  - C&G Level 3 in Notice Processing



# Legal frameworks and policies

*....elected members and unauthorised staff should not, under any circumstances, play a part in deciding the outcome of individual challenges or representations. This is to ensure that only fully trained staff make decisions on the facts presented....*

*Operational Guidance to Local Authorities:  
Parking Policy and Enforcement*








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# Technology & Data

- Telemetry Monitoring
- Ticket/Cash Alerts
- Improved Statistics
- Tariff Changes

	 Norfolk County Council	 NORTH NORFOLK DISTRICT COUNCIL	 Breckland COUNCIL	 GREAT YARMOUTH BOROUGH COUNCIL	 South Norfolk COUNCIL	 NHS The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	 Borough Council of King's Lynn & West Norfolk	Totals
Provision	53	0	7	23	0	0	69	152
Operation	53	45	7	0	0	0	69	174
Telemetry & Tariffs	53	0	7	23	0	11	69	163



# Technology & Data

- Cashless Parking App
  - 250,000 transactions 1<sup>st</sup> April to date
  - 170,000 transactions year 18/19
  - £1m inc VAT 1<sup>st</sup> April to date
  - £690k inc VAT year 18/19
- 58% iPhone, 27.5% Android



# Technology & Data

- Penalty Charge Notices (PCN's)

NNDC ON	NNDC OFF	Breckland ON	Breckland OFF	Broadland ON	BCKLWN ON	BCKLWN OFF	SN ON	SN OFF	GY OFF	GY ON	Total
JE	JF	JG	JH	JT	KR	KZ	JC	YU	YT	Jl	
3246	4404	1631	0	283	6798	10418	742	118	2529	8448	38617

- BC Car Parks
  - No Ticket - 67.1%
  - Overstay - 21.7%
- 0.001% got a PCN for Overstaying



*Data for year 2018/19*

# Technology & Data

- Incoming Correspondence
  - Snail Mail 3291 (27%)
  - Electronic 8930 (73%)
  - Total **12,221**

*Data for year last 12 months*



# BCKLWN Car Parks

- How do we compare

<b>Council</b>	<b>Spaces</b>
BCKLWN	6041
North Norfolk DC	5183
Great Yarmouth BC	2188
Norwich City Council	1557
South Norfolk Council	987

# BCKLWN Car Parks

- 28 Car Parks
- 4 Towns/Parish

	Spaces	Disabled spaces	TOTAL SPACES
Albert Street	121	5	126
Austin Fields Coach Park	6		6
Ausin Street East	120	3	123
Austin Street West	101	6	107
Baker Lane	80	5	85
Blackfriars Street	29	2	31
Boal Quay	355	1	356
Chapel Street	77	3	80
Common Staithe Quay	150	2	152
Juniper	47	2	49
Saturday Market Place	28	2	30
St James Court	55	3	58
St James M/s	640	5	645
St James M/s outside elec /disabled	6	28	34
Surrey Street	34	3	37
Tuesday Market Place	196	14	210
Vancouver	383	14	397
Central	42	1	43
Cliff	1500		1500
Coach Park	44		44
North Prom	28		28
Seagate East and West	900		900
South Prom	145	8	153
Southend	481	7	488
Valentine Road	69	4	73
North Beach	76	4	80
South Beach	18	2	20
Burnham Market	176	10	186

# Resources

- 22.5 FTE Enforcement Officers
- 6.5 FTE Back Office inc Multi-Storey
- 9 Cars & 4 Vans
- 50 Handhelds + Printers inc Clients
- 25 Bodyworn Video
- Support from Resort & CCTV Operations



# Did you know...

- Red Bays...trade your Registration Number for a free 20mins !

Used **116,195**  
times since 1<sup>st</sup> April 2019





# Did you know...

- In 2019 we counted £5.8m in coins



- Year to date, £215,730 change given to resort businesses.

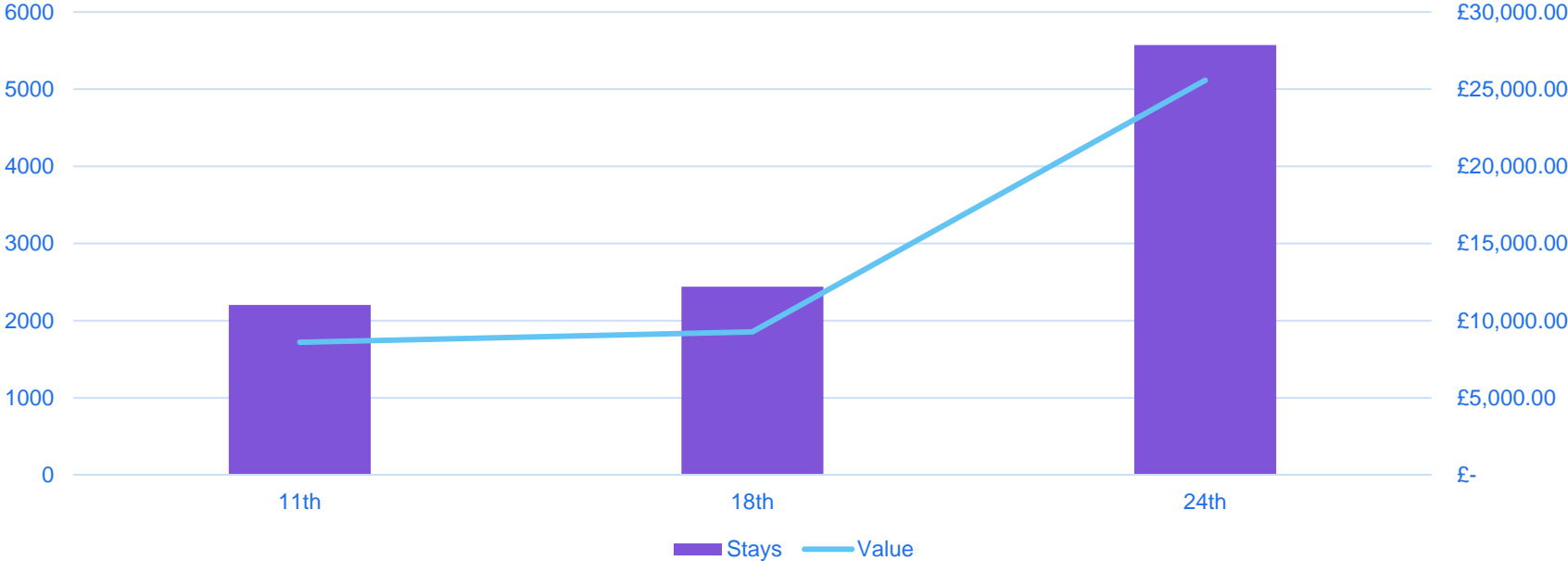
# Did you know...

- St James Multi-Storey
  - New barriers and pay station equipment installed October 2019 inc Credit/Debit Payments with Tap-In and Tap-Out
  - December 2019
    - 35,315 stays
    - 34.5% by Credit/Debit Card



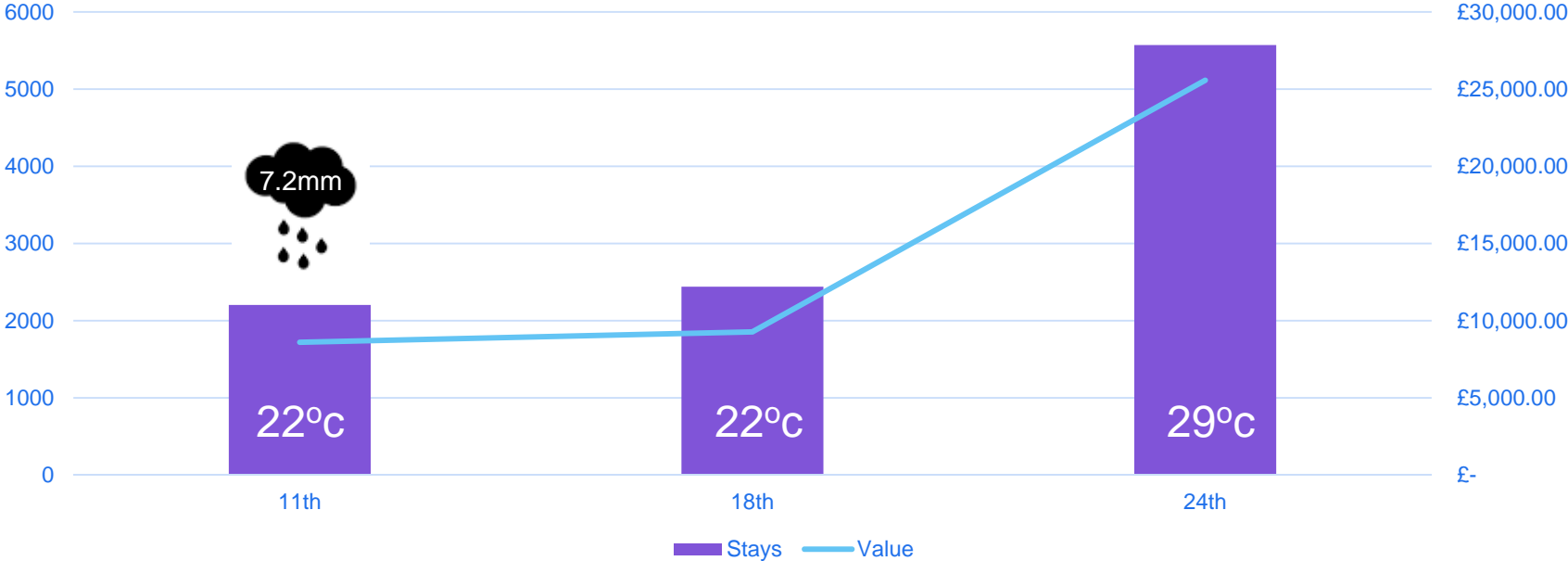
# Did you know...

### Hunstanton Resort August Sunday Comparison



# Did you know...

## Hunstanton Resort August Sunday Comparison



**Any questions..**

