

MEETING

ENVIRONMENT COMMITTEE

DATE AND TIME

THURSDAY 24TH JULY, 2014

AT 7.00 PM

VENUE

HENDON TOWN HALL, THE BURROUGHS, NW4 4BG

Dear Councillors,

Please find enclosed additional papers relating to the following items for the above mentioned meeting which were not available at the time of collation of the agenda.

| Item No | Title of Report | Pages |
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| 4. | PUBLIC QUESTIONS AND RESPONSES | 1 - 16 |

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| Quest no | Item No | Raised By | Question Raised | Answer |
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| 1 | 6 | Mr Dishman | Bay Monitoring technology. Will traffic wardens (CEO) have access to information from the bay monitoring technology so that they could, for example, appear at the bay the minute that someone has over-stayed and issue a PCN? | As indicated in the report the Bay Monitoring equipment would be used to establish intelligence on bay usage and this information would be used to identify any underutilisation and to assist to determining what actions should be taken to increase patronage in the underutilised bays. It will also provide intelligence on the success or otherwise of any actions taken and allow further informed decisions to be taken and on-going monitoring to take place without the need to deploy site based resources which would be costly. The bay monitoring technology would need to be linked to the payment system in order to provide the suggested facility to inform CEO's of overstays. |
| 2 | 6 | Mr Dishman | The report says that pay-by-phone is cheaper than cash. Would the council please tell me the total amount paid to Verrus/PayByPhone by motorists in Barnet in the year ended 31 March 2014? | The Council pay the fees to PaybyPhone (PbP) based on the number of PbP transactions. With the exception of phone/text charges which would not be payable to PbP a motorists would only pay a fee to PbP if they opt for additional services offered by PbP such as a confirmation of payment text message or a text reminder of when the paid for period is about to expire. This depends on the number of motorists who request these facilities and such information is not currently provided to the Council. |
| 3 | 6 | Mr Dishman | Isn't the whole report written on a false premise that what is more important is cost to the council of providing a service than actually providing choice as part of a public service? | No. The Policy has been written with the perspective of achieving the "Traffic Management purposes" in accordance with the RTRA 1984. |

AGENDA ITEM 4

| 4 | 6 | Mr Dishman | How much did the council pay to the meter supplier to disable the cash collection facility which came with the current meters? | The Council purchased the machines on the basis that the coin option could be easily installed in the machines, thus providing flexibility for possible future changes without the need to incur significant additional costs due to machines needing to be replaced in their entirety. This required the placement of a blanking plate at minimal cost. | | | | | | | | | | | | | | | | | | | | | |
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| 5 | 6 | Mr Dishman | How much did coin collection cost in the last full council year that it took? | <p>Due to significant changes in process and staffing it has been difficult to obtain accurate historical data in relation to previous coin collection costs. A previous Delegated Powers Report 1320, dated 25 July 2011 suggests that the costs were in the region of £440,000. This was undertaken by an in-house resource that used to combine this function with other functions thus reducing the cost to the parking service, however this resource no longer exists.</p> <table border="1"> <thead> <tr> <th></th> <th>(£) Cost / (Savings) 2011/12</th> <th>(£) Cost / (Savings) Full Year</th> </tr> </thead> <tbody> <tr> <td>Pay by Phone fees (additional cost)</td> <td>40,000</td> <td>80,000</td> </tr> <tr> <td>Pay and display maintenance costs</td> <td>(100,000)</td> <td>(200,000)</td> </tr> <tr> <td>Pay and display running costs</td> <td>(10,000)</td> <td>(20,000)</td> </tr> <tr> <td>Cash collection costs</td> <td>(110,000)</td> <td>(220,000)</td> </tr> <tr> <td>Staffing costs (E&O)</td> <td>(45 000)</td> <td>(100,000)</td> </tr> <tr> <td>Totals</td> <td>(225,000)</td> <td>(460,000)</td> </tr> </tbody> </table> | | (£) Cost / (Savings) 2011/12 | (£) Cost / (Savings) Full Year | Pay by Phone fees (additional cost) | 40,000 | 80,000 | Pay and display maintenance costs | (100,000) | (200,000) | Pay and display running costs | (10,000) | (20,000) | Cash collection costs | (110,000) | (220,000) | Staffing costs (E&O) | (45 000) | (100,000) | Totals | (225,000) | (460,000) |
| | (£) Cost / (Savings) 2011/12 | (£) Cost / (Savings) Full Year | | | | | | | | | | | | | | | | | | | | | | | |
| Pay by Phone fees (additional cost) | 40,000 | 80,000 | | | | | | | | | | | | | | | | | | | | | | | |
| Pay and display maintenance costs | (100,000) | (200,000) | | | | | | | | | | | | | | | | | | | | | | | |
| Pay and display running costs | (10,000) | (20,000) | | | | | | | | | | | | | | | | | | | | | | | |
| Cash collection costs | (110,000) | (220,000) | | | | | | | | | | | | | | | | | | | | | | | |
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| Totals | (225,000) | (460,000) | | | | | | | | | | | | | | | | | | | | | | | |

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| 6 | 6 | Mr Dishman | How many tickets for proof of payment can be obtained for £32,000? | The £32,000 figure is the total estimated cost of maintaining ticket rolls and therefore includes labour costs to visit each machine and replenish the stock of ticket rolls and also the maintenance functions of clearing blockages. Clearly this is an estimated figure as we do not know the level of usage. |
| 7 | 6 | Mr Dishman | Which organisations get free parking permits? | Emergency Services and Carers Permits. |
| 8 | 7 | Mr Dishman Appdx A | Is paragraph 6.11 correct about minimum sign heights as paragraph 1.21 of the Traffic Signs Manual, Chapter 3 suggests a height to the lower edge of between 900mm and 1500mm? | <p>Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy.</p> <p>This paragraph is related to Conservation areas and provides recognition that the Council needs to be sensitive to the impact on a conservation area when considering the number and type of signs and lines to be installed. Residents living in conservation areas have made it clear that they believe that signs and lines are detrimental to the area and there is an expectation that the Council will design schemes sympathetically and as such schemes in conservation areas are designed in order to reduce any adverse impacts, whilst also being mindful of meeting minimum statutory requirements.</p> |

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| 9 | 7 | Mr Dishman Appdx A | The government are about to bring in a 10 minute grace period (June 14 Response to consultation on local authority parking) for over-staying after a period of paid-for parking. Shouldn't the council incorporate that now? | Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy. Until such time as the Government change the current legislation we do believe it to be appropriate to include this in the current Policy. However, as and when legislation changes we will clearly ensure that current policies are reviewed and updated accordingly to ensure compliance. |
| 10 | 7 | Mr Dishman Appdx A | Arent the current very short observations period over-zealous and should the Committee consider a 5 minute minimum for all contraventions except for truly heinous cases like parking on zebra crossing zig-zags? | Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy. It is believed that the Council have identified the correct balance across the various contravention types within the proposed Policy which is in accordance with current practice. |
| 11 | 7 | Mr Dishman Appdx A | The report talks of firm but fair enforcement but I recall the now mayor, Councillor Hugh Rayner, asking for an item on the over-zealous enforcement methods of NSL employed traffic wardens to come to his scrutiny | Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final |

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| | | | committee (since replaced). Will this now come to this committee? | This will be progressed as part of the Parking Improvement Programme and will include an independent audit of NSL's enforcement activity and will also include a Code of Conduct review. |
| 12 | 7 | Mr Dishman Appdx A | If the aim is to issue the minimum number of PCN doesn't the council think it has failed completely when it is issuing 165,000 PCN a year and has been doing do so, more or less, for 5 years? Isn't a completely new strategy required? | <p>Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy.</p> <p>The number of PCN's has increased in the last 2 years due to increased enforcement activity taking place. It had been identified that the restrictions which existed where not being fully enforced and this was leading to a perception that parking non-compliantly would not always lead to a PCN being issued due to the lack of enforcement resource at certain locations and at certain times. This has now been addressed and initially it would be reasonable to expect the number of PCN's issued to increase but over time this would start to decrease. We are now starting to see this pattern emerging as the number of PCN's being issued over the last 6 months has seen a decrease, thereby suggesting that this has encouraged better compliance. It is however recognised that there is still more work to be done in encouraging better compliance – also see response to Q34.</p> |

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| 13 | 7 | Mr Dishman | <p>Wouldn't it be a good idea to prevent moving traffic offences as far as possible by designing them out of the road layout, so that for example your vehicle is naturally angled to the left by design when at a no right turn, rather than filling the council's coffers with yet more contravention income?</p> | <p>Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy.</p> <p>We use a range of methods to prevent moving traffic offences including attempting to limit opportunity through appropriate designs, however these are not always practical or successful and as such a variety of other methods including enforcement needs to be considered. This is not about income achieved from enforcement as there is a significant cost involved in the installation of an infrastructure which allows for efficient enforcement. Non-compliance leads to safety issues and the aim is to address this issue as the ultimate priority.</p> |
| 14 | 7 | Mr Dishman | <p>The minutes of monthly meetings with NSL by council parking management show that the council trialled CCTV car enforcement near schools and found insufficient contravening motorists to cover the running costs of the car and staff etc. so did not buy or lease such a car. Doesn't that show that the council is more motivated by money than by safety?</p> | <p>Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy.</p> <p>This was a very short trial period and the evidence provided from the trial was that there was not the level of non-compliance and as a result safety issues identified as had been suggested from various sources. However, we are mindful that this situation changes and have over recent months had many requests from residents to concentrate more resources on perceived inconsiderate, unsafe and</p> |

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| | | | non-compliant parking practices in and around various school locations. Clearly we need to react to such requests as and when received and need to consider all available resources to achieve effective outcomes. |
| 15 | 7 | Mr Dishman Appdx A | <p>Shouldn't the council, for the sake of openness and transparency, publish a list of those roads in which footway parking is allowed so that everyone knows where they are?</p> <p>Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy.</p> <p>Legislation provides for all footway parking to be enforced within the London area, unless a specific scheme has been implemented which clearly defines that footway parking is allowed. The new Policy aims to ensure that the current practice of allowing some footway parking on an informal basis i.e. without the introduction of a scheme is terminated thus ensuring that the requirements are more clearly understood. Once the current position has been rationalised the information on where footway parking is allowed will certainly be published and will also be available online once the Parkmap system has been introduced.</p> |
| 16 | 7 | Mr Dishman Appdx A | <p>I have it in writing from parking client side that dropped kerbs would only be enforced upon request by a resident. Would the council please restore the policy to this and not as stated in the final paragraph of the first page of Appendix 13?</p> <p>Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy.</p> |

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| | | | | We intend to continue enforcing dropped kerbs in the same way as we do currently, which means that we will react to resident requests as and when received. However, where a dropped kerb is for shared use, including at pedestrian crossing points, no such requirement is necessary and active enforcement of such locations is in accordance with current practice in regard to dropped kerb enforcement. We will adjust the drafting of the final paragraph to make this clearer. |
| 17 | 7 | Mr Dishman Appdx A | How many persistent evaders are there? | <p>Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy.</p> <p>We do not actively identify persistent evaders at present and as such we do not analyse this data currently.</p> |
| 18 | 7 | Mr Dishman Appdx A | Won't withdrawing a permit for a persistent evader simple exacerbate the problem? Wouldn't it be better if the council undertook research into the delinquent behaviour patterns in order to find a better solution than hitting them with a big stick? | <p>Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy.</p> <p>No firm decisions have been taken at this stage, however the policy has identified a number of options which may be deployed to tackle persistent evaders:</p> <p>This includes withdrawing and/or refusing a Permit, but also the</p> |

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| | | | <p>potential option to clamp and/or remove vehicles belonging to persistent evaders. We are aware that other authorities in London utilise these options to deal with persistent evaders and we will be seeking views on which method appears to be the most effective.</p> <p>We welcome suggestions on how the Council may reduce delinquent parking behaviour.</p> |
| 19 | 7 | Mr Dishman Appdx A | <p>What is the minimum notice period that the council works to when putting up advance warning signs i.e. how many days before the suspension event will the signs go up? Will the council please consider a policy such that anyone who can show they were, for example, away working on an oil rig or on holiday when the signs went up can have their countless multiple PCN cancelled without having to go through the 3 appeal stages to PATAS?</p> <p>Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy.</p> <p>It would be desirable for a notice period in excess of two weeks, however in reality this is not always possible as suspensions may be required to deal with urgent/emergency events and as such a shorter notice period may be required.</p> <p>Clearly the Council would consider all representations made with regard to any motorist who receives a PCN and feels that this is unfair as they were not given appropriate warning/opportunity to comply with the restrictions. Such situations have been recognised in the Policy document in Appendix 15 – Discretion and Mitigation.</p> |

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| 20 | 7 | Mr Dishman Appdx A | Would the council please consider a less zealous treatment of our disabled drivers by having a policy that their PCNs will be cancelled if they have a blue badge which they put out the wrong side uppermot or they simply forget or it fell off the dashboard and they then produce the blue badge details? | <p>Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy.</p> <p>The Blue badge is issued with a number of conditions attached including making it clear that it is the responsibility of the blue badge holder to ensure that the Blue badge is correctly displayed in the vehicle. The same applies to Permits which are issued to residents and businesses.</p> <p>It is current practice to allow mitigation when it is identified that this is a first offence and sufficient evidence is provided on request, however in so doing it is made clear that this would not be repeated.</p> <p>The Council exercises its discretion in all cases where mitigation is proposed and cases are dealt with on a case by case basis.</p> |
| 21 | 7 | Mr Dishman Appdx A | Does the council think that the existing traffic wardens have the necessary people skills to deal with blue badge fraud? or would it be better to have a designated officer like the one who was seen on Parking Mad on BBC1 in April/May 14? | <p>Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy.</p> <p>Within the policy it identifies that the CEO's have certain powers with regard to dealing with suspected Blue badge Fraud.</p> <p>The Council would need to be assured that NSL have trained the</p> |

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| | | | | CEO's appropriately before instructing NSL to become more proactive in terms of using the available powers. |
| | | | | There are other options which may be deployed including the resources within the existing Corporate Anti-Fraud Team or the use of external expert organisations whom specialise in this area. |
| 22 | 7 | Mr Dishman Appdx A | Is such widespread bank holiday enforcement really necessary? (Xmas day is fine) | <p>Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy.</p> <p>It is anticipated that this will be an area where the wider consultation on the policy will provide us with useful feedback for further consideration.</p> |
| 23 | 7 | Mr Dishman Appdx A | Isn't appendix 15 wrong in that an informal challenge can be submitted at any time up until the Notice to Owner and not simply for 28 days as this is contrary to what the PCN actually says? | <p>Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy.</p> <p>It is our intention to issue the Notice to Owner within 28 days, however it is accepted that if it takes longer, then any informal challenges received will be accepted up to the point the NTO is issued.</p> |

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| 24 | 7 | Mr Dishman Appdx A | I think that the stated policy on contact by councillors which basically removes them from the process is the wrong policy as they have a lot of local knowledge about particular locations so they should be able to do as they currently do (which is to ask for a PCN to be cancelled but they cannot insist)? | Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy. This is in accordance with statutory guidance and the policy wording describes why this is the most appropriate approach. |
| 25 | 7 | Mr Dishman Appdx A | Is Appendix 15 completely wrong in saying that hearings in front of the adjudicator at PATAS are held in the Haymarket as they have been at Angel Court, Islington for at least 5 years? | Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy. Correct and this will be amended accordingly. Thank you for pointing this error out. |
| 26 | 7 | Mr Dishman Appdx A | Is the third page of appendix 15 too vague as it doesn't mention the Order for Recovery and the option to file a TE9 witness statement to take a PCN back to the Notice to owner stage? | Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy. Agreed - We will add some addition drafting which describes the Order for Recovery stage and thus makes this part of the process clearer. |

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| 27 | 7 | Mr Dishman Appdx A | I was a participant at one of the groups selected to take part in the phase 1 consultation to find out what motorists were dissatisfied about with parking in Barnet. Does the council think that having spent £20,375 on this exercise with Alpha Research that they understood their brief properly when they asked us to tell them what we were satisfied with about parking in Barnet and that took up a third of the allocated time? | Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy. The process was intended to find out people's views on parking generally. In that respect the brief included a requirement to find out what was considered as good as well as areas where there was dissatisfaction. |
| 28 | 7 | Mr Dishman Appdx A | Should the council have a policy of cancelling PCN when a motorist proves they paid for the wrong vehicle as the offence is by nature of a technical one and doesn't cause danger or traffic congestion etc? | Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy. See the final paragraph in the answer to question 20 above as this equally applies in this situation. |
| 29 | 7 | Mr Dishman Appdx A | Should the council have a policy of cancelling PCN when a motorist proves they paid for the wrong location and doesn't cause danger or traffic | Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final |

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| | | | congestion etc? | agreed policy. |
| | | | | See the final paragraph in the answer to question 20 above as this equally applies in this situation. |
| 30 | 7 | Mr Dishman Appdx A | Should the council have a policy for dealing with vulnerable individuals so that greater care gets exercised by bailiffs for whose actions the council has a duty of care & so that we don't have any more 94 year old men at risk of having their method of transport removed? | Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy. The Council do require the Bailiff Companies to have a defined procedure for dealing with Vulnerable individuals and having inspected these we are happy that these are adequate. |
| 31 | 7 | Mr Dishman Appdx A | Shouldn't the council have more common-sense enforcement such as not issuing PCN in the Lodge Lane Car park after the market has obviously packed up and gone home? | Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy. Thank you for this suggestion which will be given due consideration. |
| 32 | 7 | Mr Dishman Appdx A | Shouldn't the council follow the example in Camden where the council give the resident for whom a bay has been suspended, perhaps for a house removal, a sticker to put over the bay suspended sign so that it can be | Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final |

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| | | | brought back into use as soon as the need for the suspension has passed? | agreed policy. Thank you for this suggestion which will be given due consideration. |
| 33 | 7 | Mr Dishman Appdx A | Shouldn't the council add a requirement to the Contract that NSL traffic wardens must park their transport legally at all times rather than, for example, on a bend where the Highway Code says you must not park. | <p>Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy.</p> <p>The NSL Contract includes specific requirements in regard to the use of vehicles (section 7 on page 31) whilst conducting the service and this determines what is acceptable and what is not acceptable.</p> <p>Clearly the Council would not expect any vehicles to be parked such that they are likely to cause a safety hazard.</p> |
| 34 | 7 | Mr Dishman Appdx A | Shouldn't the council engage on an education programme to help, for example, new drivers, blue badge holders, the elderly and regular offenders to learn how to park legally as this would make the borough a better place to live and would demonstrate the council's true commitment to minimising the number of PCN that they issue each year? | <p>Please note that report item 7 on the agenda seeks the Environment Committee's endorsement of a draft parking policy for public consultation. As such it is expected that the policy will be subject to change before adoption later in the year. Therefore these answers refer to the draft parking policy and may not be relevant to the final agreed policy.</p> <p>As part of the Parking Improvement Programme the Council are making more information available to assist in better informing motorists of parking restrictions and through the Policy aim to be more transparent and in so doing make it clear to motorists how we run the parking service provisions and the benefits that we aim to</p> |

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| | | | achieve from operating an effective and efficient parking design and enforcement service. |
| | | | <p>One such tool which will provide a very useful source of information will be Parkmap which will enable parking provisions which are in place throughout the borough to be accessed online.</p> <p>All motorists have a duty to comply with statutory requirements and obey the highway code and this forms part of the process by which motorists learn to drive and are tested.</p> |
| 35 | 7 | Mr Dishman Appdx A | <p>Who took the decision to withdraw the attached PCN cancellation policy when NSL took over and shouldn't it be put back in place?</p> |
| 36 | 9 | Mr Dishman | <p>Given that available space can be rationed by time as easily as by money and that 2,000+ people signed a petition wouldn't it be more responsive to customer demand if a trial was made of free parking for 30 minutes at this location to see what actually happens rather than spending £25,000 on bay sensors?</p> |