

Traffic Enforcement Services

Our Performance

Bulletin November 2006

Traffic Enforcement Services Performance Bulletin

The [Traffic Enforcement](#) team is responsible for the management of enforcement activities on the Transport for London Road Network, or the “red route” as it is more commonly known.

Traffic Enforcement includes a number of business delivery units that focus on camera enforcement of the network, engineering services including lines and signs maintenance, management of our business partnerships, on-street activities, monitoring and delivery of a penalty charge notice processing service.

The Traffic Enforcement team is led by [Patrick Troy](#)

This bulletin focuses on [Traffic Enforcement Services](#), the business unit within [Traffic Enforcement](#) responsible for the day to day delivery of our customer services.

The purpose of the bulletin is to provide you with up to date information regarding our customer service and our aim is to update this every six months.

We advise you how much it costs for us to run our service and explain how the income received from Traffic Enforcement is used.

We will describe our Key Performance Indicators and explain any dips and peaks in performance.

We will also explain about our complaints process and advise you of the number and outcome of any complaints that we have received

If you would like further information about Traffic Enforcement please contact our team at esenquiries@tflcroydon.com or by writing to us at

Transport for London
PO Box 4532
BN13 1XZ

You may also telephone us on 0845 603 4545

Our team

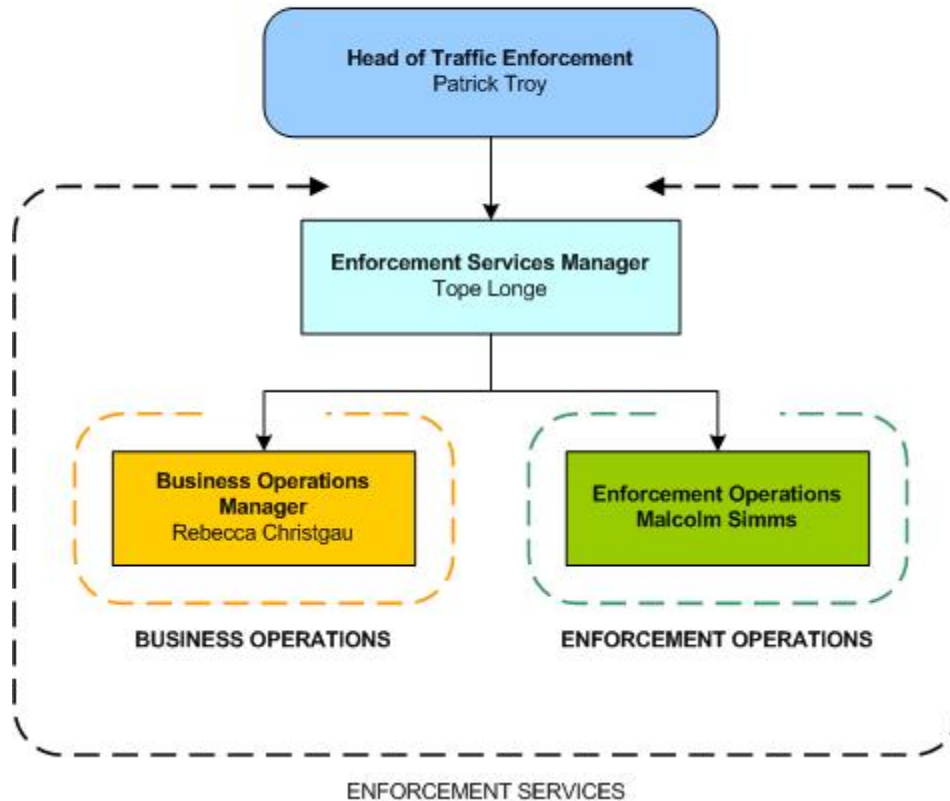
Within Traffic Enforcement Services the team is divided into two parts

Enforcement Operations focus on daily management of notice processing operations, ensuring compliance with the PCN statutory process. The team is also responsible for monitoring and auditing the notice processing service.

Business Operations focus on performance and information management, and also provide a customer service for escalated complaints and issues relating to the services we provide

You may contact the team by email at esenquiries@streetmanagement.org.uk

TRAFFIC ENFORCEMENT SERVICES OUR TEAM STRUCTURE



Our costs

This section relates to the cost of our enforcement activities across the following campaigns

- Enforcement of the TLRN bus lanes using CCTV cameras
- Enforcement of moving contraventions using CCTV cameras
- Enforcement of red route parking contraventions using CCTV cameras
- Enforcement of red route parking contraventions using Traffic Wardens (TW) and Traffic Police Community Support Officers (TPCSO) supplied under Special Services Agreement by the Metropolitan Police Service

Our expenditure

Our expenditure is broken down as follows:

- Staff costs, (excluding TW's and TPCSO's)
- Other costs (such as service charges)
- Accommodation costs
- Metropolitan Police Service costs
- Penalty charge notice processing costs
- Project costs

The following is a break down of all income and expenditure by enforcement campaign.

| | Bus lane | Moving contravention | Red route CCTV | Red route on-street | TOTAL |
|--|---------------|-------------------------|----------------|---------------------|----------------|
| Income | | | | | |
| Total income | -8,639,413.30 | -2,806,626.62 | -5,644,818.00 | -8,039,983.50 | -25,130,841.42 |
| Revenue expenditure | | | | | |
| Staff | 2,224,930.47 | 804,936.12 | 1,438,301.70 | 526,581.82 | 4,994,750.11 |
| Other | 362,941.53 | 131,244.04 | 233,919.07 | 567,097.20 | 1,295,201.83 |
| Accommodation | 657,865.08 | 238,002.66 | 425,275.52 | 15,392.22 | 1,336,535.48 |
| MPS services | 0.00 | 0.00 | 0.00 | 13,248,299.24 | 13,248,399.24 |
| PCN processing | 1,099,501.59 | 346,917.51 | 781,129.63 | 1,648,906.56 | 3,876,455.29 |
| Project costs (rev) | 2,781,205.58 | 270,264.75 | 493,517.05 | 832,248.26 | 4,377,235.64 |
| Total revenue exp | 7,126,444.25 | 1,79,365.07 | 3,372,142.97 | 16,838,625.30 | 29,128,577.59 |
| Surplus (income minus expenditure) | | | | | |
| Total surplus | -1,512,969.05 | -1,015,261.55 | -2,272,675.03 | 8,798,641.80 | 3,997,736.17 |
| Capex expenditure | | | | | |
| Project costs (cap) | 710,331.01 | 661,473.76 | 663,473.76 | 2,278,993.15 | 4,314,691.36 |
| Total cap exp | 7,126,444.25 | 1,79,365.07 | 3,372,142.97 | 16,838,625.30 | 29,128,577.59 |
| Expenditure grand total | | | | | |
| Total expenditure | 7,836,775.26 | 2,452,838.83 | 4,136,036.41 | 19,117,618.45 | 33,443,268.95 |
| TOTAL SURPLUS/DEFICIT (including CAPEX) | | | | | |
| Surplus/Deficit | -802,638.04 | -353,787.79 | -1,608,781.59 | 11,077,634.95 | 8,312,427.53 |

Penalty charge notices issued by us

The penalty charge notice processing service is responsible for the issuing and subsequent enforcement of penalty charge notices issued by Transport for London Traffic Enforcement

The table below shows the number of PCN's issued by us since 2004 (by financial year)

| | Bus lane | Moving contravention | Parking (CCTV camera) | Parking (On street) |
|--------|----------|----------------------|-----------------------|---------------------|
| 04/05 | 272,574 | 23,520 | 2,596 | 55,970 |
| 05/06 | 155,282 | 55,842 | 97,852 | 206,453 |
| 06/07* | 64,473 | 50,386 | 128,425 | 131,668 |

* PCN's issued April 2006 to October 06

Since 2004/2005 the number of PCN's issued for contravention of bus lane regulations has decreased. This is due in part to drivers complying with the bus lane regulations.

Moving contraventions are increasing year on year. This is due to expanding the number of areas on the red route network for enforcement. A greater number of box junctions are being monitored. After a period of monitoring, Traffic Enforcement has also commenced enforcement of banned manoeuvres on the red route (such as banned turns).

Traffic Enforcement monitors and enforces parking contraventions on the red route network using both an on street resource of MPS Traffic Wardens and TPCSO's and also Enforcement Officers using CCTV cameras.

An increase is seen across both campaigns since commencement of red route enforcement in 2004. This is due to expanding our enforcement coverage after a period of trial and monitoring of the red routes in 2004.

Our performance

All the PCN's issued by Traffic Enforcement are processed by our notice processing service and this section describes our performance in managing that process.

Traffic Enforcement has 3 KPI's that measure performance of the notice processing services against our service standards. These KPI measures how efficiently we are responding to our customers and how many complaints we have received as a result of the service we are delivering.

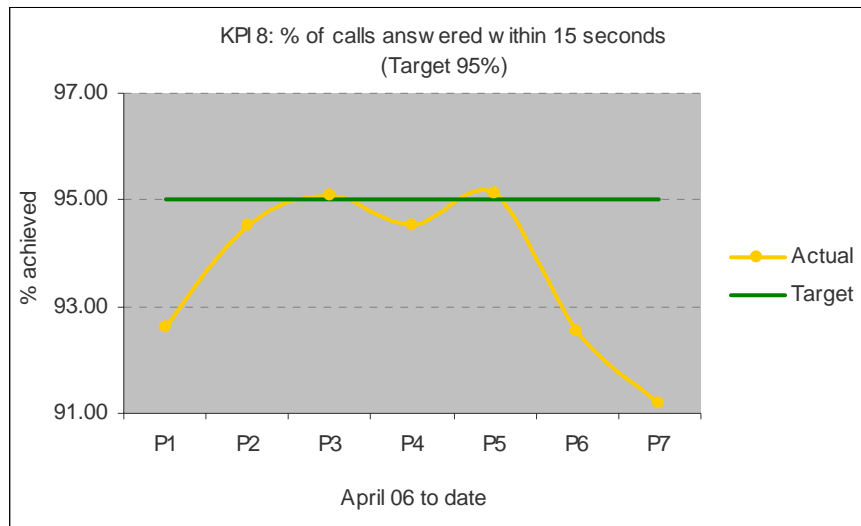
Where data is supplied, this has been taken from the TfL KPI reports from period one through to period seven (2006/2007)

KPI 8: % of calls answered within 15 seconds.

This KPI measures how efficiently we are answering your telephone calls. Our target is to answer 95% of all calls received within 15 seconds. We aim to improve on industry standard which is calls answered within 20 seconds.

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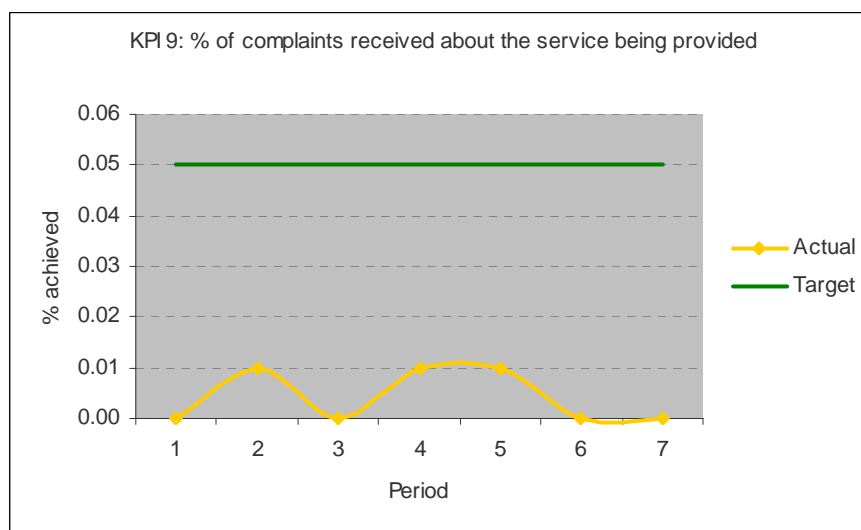
Since April 2006 the notice processing service has received 130,967 calls of which 122,328 were answered within 15 seconds. Performance against this KPI has fallen below target and this is due to the number of resources available to manage call volume.



KPI 9: % of complaints received about the level of service we provide

TfL Traffic Enforcement measure the number of complaints received as a % of the number of PCNs we issue. A complaint is not a challenge to the PCN but a complaint against the level of service that we have provided. This includes the service being provided by bailiff companies working on our behalf.

This KPI has performed well this financial year and is within the target required. The section about complaints explains the type of complaints we have received and how we have resolved them.

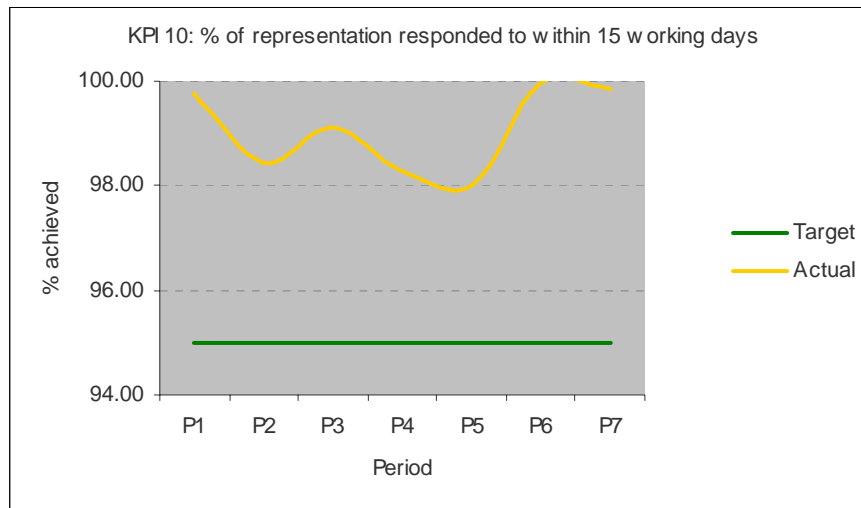


KPI 10: % of representations responded to within 15 working days

Our service standards expect a minimum of 95% of representations (a written challenge against the charge) to be responded to within 15 working days.

Since the beginning of the financial year Traffic Enforcement has received 35,938 representations against PCNs that we issued. On average 99.07% of representations were responded to within 15 working days.

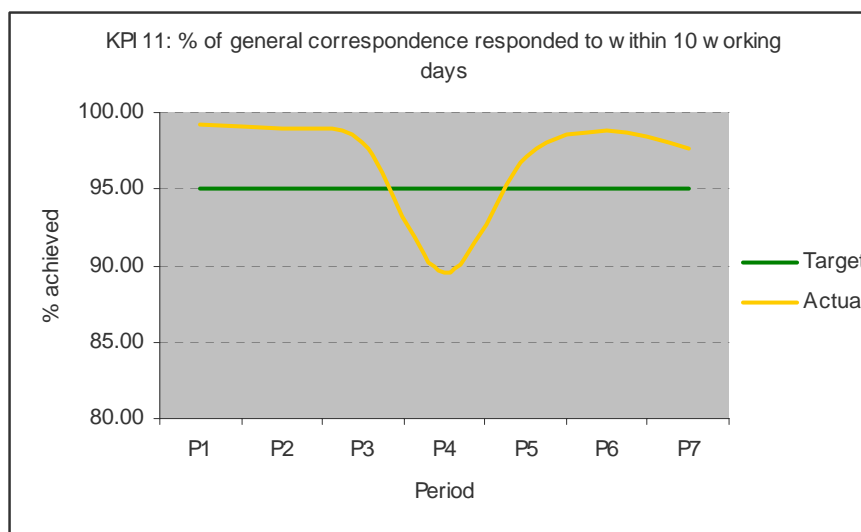
This KPI has to date exceeded the target standard required.



KPI 11: % of general correspondence responded to within 10 working days

Our service standards expect a minimum of 95% of general correspondence (a written challenge against the charge) to be responded to within 10 working days.

Performance dipped in period four, below the minimum target of 95%. The dips in period 4 were attributed to resource availability. However, on average 97.02% of all correspondence received was responded to within 10 working days, above the target standard of 95%



KPI 3: % of appeal lodged

This KPI measures the % of PCNs that result in an appeal to the Parking and Traffic Appeals Service (PATAS).

TfL use this KPI to measure compliance with Industry standards and regulations. It is assumed that a lower number of PCNs being appealed supports the validity of a PCN.

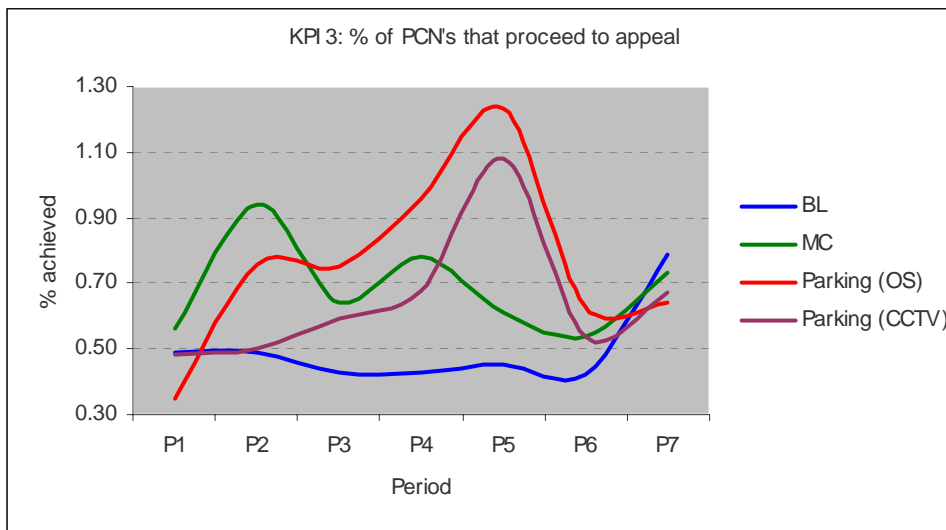
| | |
|---------------------------|---|
| Bus lane target: | less than 0.5% of PCNs proceeding to appeal |
| Average appeal rate (YTD) | 0.5% |

| | |
|------------------------------|---|
| Moving contravention target: | less than 1.0% of PCNs proceeding to appeal |
| Average appeal rate (YTD) | 0.69% |

| | |
|----------------------------|---|
| Parking (on-street) target | less than 0.8% of PCNs proceeding to appeal |
| Average appeal rate (YTD) | 0.76% |
| | |
| Parking (CCTV) target | less than 0.8% of PCNs proceeding to appeal |
| Average appeals rate (YTD) | 0.65% |

This KPI has achieved target over all. However dips in performance, (where we have exceeded target are where a greater number of PCNs are being appealed)

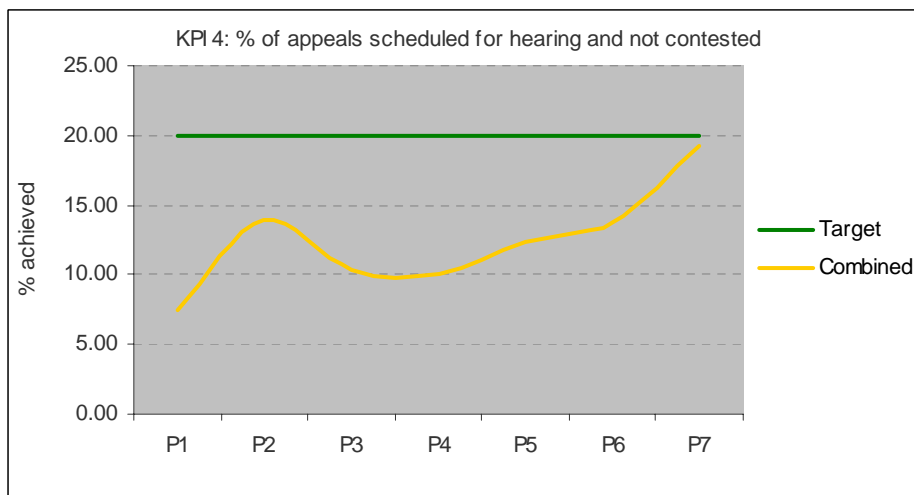
The increase in an appeal rate may be attributed to a number of reasons such as enforcement in an area that has not previously been subject to enforcement activity, revised level of enforcement in an area, seasonal enforcement, for example over public holidays and also affect of press coverage on public perception.



KPI 4: % of appeals not contested by TfL

This KPI records the % of appeals that TfL elect not to contest once they have been lodged with the appeals service. This KPI is important as it measures our accuracy in managing the enforcement process from issuing a compliant PCN to following due process in the administration of a charge.

This KPI has performed throughout the year by keeping inside of the target required. On average 12.47% of appeals schedules for hearing are not contested by TfL. The target required is “less than” 20%

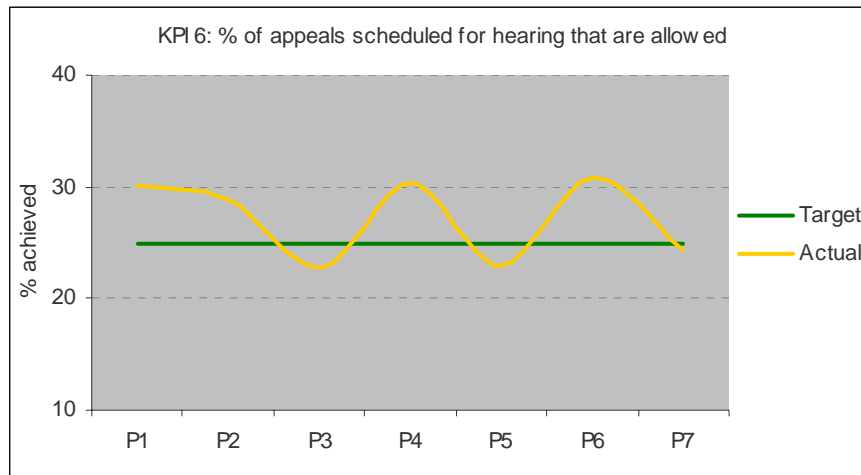


KPI 6: % of appeals allowed

This KPI records the % of appeals scheduled for hearing, that are allowed (in favour of the appellants) by the adjudication service.

This KPI provides us with an understanding of the overall success rate of an appeal and contributes in measuring the accuracy of our enforcement processes. It also allows TfL to review, challenge or support enforcement policies that may be questioned by the adjudication service.

On average 27.15% of appeals scheduled for hearing are not contested by TfL. The target required is "less than" 25%.



Comments, suggestions and complaints

We recognise that our customers have a need to complain, comment and enquire about the service we are providing and we seek to engage in a two-way relationship with our customers in the way which we receive information, take appropriate action and feedback to our customers. Our complaints procedure and commitment to you is embedded in the Transport for London Complaints Policy.

It is important that we receive complaints, comments and suggestions as this helps us understand your concerns and points of view.

TfL Traffic Enforcement records complaints, comments and suggestions and this section reports what you have complained about and the suggestions you have made.

Complaints

This section explains the types of complaints we have received since January 2006. We do not consider a challenge against a penalty charge to be a complaint

We have defined complaints as follows:

A complaint about the level of service you have received from TfL Traffic Enforcement and those subsidiaries working on our behalf (for example our notice processing department and bailiff organisations)

Since April 2006 Traffic enforcement has received 57 complaints about the level of service we have provided.

Complaints received have been about the

- Quality of our resources delivering the notice processing service.
- Incorrect pursuance of a PCN
- Bailiff behaviour and attitude.
- TfL Staff behaviour and attitude.
- Incorrect signage on the road network

Local Government Ombudsman complaints

In addition to this we have been asked to investigate 8 complaints by the Local Government Ombudsman. The LGO has not upheld a complaint against TfL Traffic Enforcement this year.

The nature of these complaints reflects those identified in the section above.

Comments and suggestions

We have received a wide range of comments and suggestions from you over the past seven months. This section identifies the type of suggestions and comments you have lodged with us. We have also taken the opportunity to tell you how we have addressed your requests.

The majority of suggestions we have received relate to enforcement requests, where you have asked Traffic Enforcement to monitor or enforce a certain area of the red route where abuse of parking facilities may be. In response to these suggestions we have deployed resources in the form of enforcement officers (traffic Wardens and TPCSOs) and also our mobile enforcement capability.

You have also asked that we publicise our policy on observing loading boxes for activity for 3 minutes, prior to issuing a PCN. TfL will always explain why we consider our enforcement policies are necessary and have done so in correspondence. However in response to your requests, our policy will soon be available on the Traffic Enforcement web pages (please visit www.tfl.gov.uk/driving)

You have also asked that we clarify the way we make decisions about your representations. To this aim we have published our business rules on the TfL web site. We are also able to send this information to you.

You have also asked for TfL to provide information in other formats, such as our leaflets in other languages. We have responded to this by publicising our recent public awareness campaign in several different languages. We are also in the process of responding to a customer representation in the language of their choice.

General

More information about Traffic Enforcement and the work that we do is available on line at www.tfl.gov.uk/driving.