



# HIGHWAYS FORUM

**Tuesday, 24th March, 2015**

**6.30 pm**

**Town Hall, Watford**

**Please note the start time of this meeting.**

Publication date: 16 March 2015

**CONTACT**

If you require further information or you would like a copy of this agenda in another format, e.g. large print, please contact Jodie Kloss/Alan Garside in Democracy and Governance on 01923 278376 or by email to [legalanddemocratic@watford.gov.uk](mailto:legalanddemocratic@watford.gov.uk) .

Welcome to this meeting. We hope you find these notes useful.

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# COMMITTEE MEMBERSHIP

Councillor I Sharpe (Chair)

Councillors J Dhindsa, M Hofman, P Jeffree, K McLeod and S Williams

Co-optees: County Councillors Bell, Giles-Medhurst, Hastrick, Joynes, Scudder and Watkin

## AGENDA

### PART A - OPEN TO THE PUBLIC

1. **APOLOGIES FOR ABSENCE**
2. **DISCLOSURES OF INTEREST**
3. **UPDATE ON ACTIONS** (Pages 1 - 2)
4. **WATFORD BOROUGH COUNCIL PARKING AND HIGHWAY WORKS** (Pages 3 - 28)

Report of the Transport and Infrastructure Section Head

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**Actions agreed by the Highways Forum on Tuesday, 9 December 2014**

Agenda Item No	Topic	Action
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Part A – Items considered in public		
1	Apologies for Absence/ Committee Membership	<ul style="list-style-type: none"> <li>• <b>The Committee and Scrutiny Support Officer</b> to update the attendance record.</li> </ul>
2	Disclosures of interest	<ul style="list-style-type: none"> <li>• None</li> </ul>
3	Watford Parking Strategy	<ul style="list-style-type: none"> <li>• <b>Councillors</b> to feed in any comments on the strategy to the Transport and Infrastructure Section Head.</li> </ul>
4	Follow-up on actions	<ul style="list-style-type: none"> <li>• <b>The Transport and infrastructure Section Head</b> to circulate further details about the costs of enforcement in Zone E.</li> </ul>
5	Watford Borough Council Parking and Highway Works	<ul style="list-style-type: none"> <li>• <b>The Transport and Infrastructure Section Head</b> to feedback to councillors about the outcome of the meeting with traders from St Albans Road.</li> <li>• <b>The Transport and Infrastructure Section Head</b> to feedback on the outcome of the meeting with councillors about the proposed changes to the CPZ zone M/N.</li> <li>• <b>The Transport and Infrastructure Section Head</b> to consider whether any changes are required to the section of Radlett Road where there is currently unrestricted parking in light of the new school in the area.</li> <li>• <b>The Transport and Infrastructure Section Head</b> to circulate the report on the changes to the Timberlake car park and ensure that the allotment holders and other users are consulted.</li> <li>• <b>The Transport and Infrastructure Section Head</b> to discuss provision for taxis in the proposed Parade Extension project with the Licensing team.</li> <li>• <b>The Transport and Infrastructure Section Head</b> to discuss the maintenance of the tree near the walkway to the subway under the Crescent with Veolia.</li> <li>• <b>The Transport and Infrastructure Section Head</b> to discuss with Veolia the proposal to install a further litterbin in the Church Road subway.</li> <li>• <b>The Transport and Infrastructure Section Head</b> to circulate a hard copy of the Parking Service Annual Report to all councillors.</li> </ul>

**Actions agreed by the Highways Forum on Tuesday 9 December 2014**

Agenda Item No	Topic	Action
		<ul style="list-style-type: none"> <li>• <b>The Transport and Infrastructure Section Head</b> to discuss with the local supermarkets the issue of blue badge fraud in their car parks</li> <li>• <b>Councillors</b> to contact the Transport and Infrastructure Section Head if they wish to visit the new CCTV control room.</li> <li>• <b>The Transport and Infrastructure Section Head</b> to check that there had been no further incidents of vandalism of CPZ signage.</li> <li>• <b>The Transport and Infrastructure Section Head</b> to circulate the Cabinet report on town centre Wi-Fi to councillors.</li> </ul>

## PART A

**Report to:** Highways Forum  
**Date of meeting:** 24<sup>th</sup> March 2015  
**Report of:** Transport and Infrastructure Section Head  
**Title:** Watford Borough Council Parking and Highway Works

1.0	<b>SUMMARY</b>
1.1	This report provides current information on the Borough Council's Traffic Orders, Projects relating to highways works within its responsibility and the Parking Service.
2.0	<b>RECOMMENDATIONS</b>
2.1	To note the report.
<p><b>Contact Officer:</b>                  For further information on this report please contact: Andy Smith, Transport and Infrastructure Section Head                  telephone extension:8115 email: <a href="mailto:andy.smith@watford.gov.uk">andy.smith@watford.gov.uk</a></p> <p><b>Report approved by:</b> Jane Custance, Head of Regeneration and Planning</p>	
3.0	<b>TRAFFIC ORDERS</b>
3.1	<p><b>Appendix A</b> details the minor locations across the Borough which formed the 2014/15 various sites Traffic Order.</p> <p>A number of additional sites requiring Traffic Orders were introduced in to the work programme with the consent/ approval of the Portfolio Holder and these are also listed</p>
3.2	<p>In addition to the committed/ completed schemes listed, a number of sites still remain on the reserve list awaiting consent from the Portfolio Holder for them to be moved on to the action list.</p> <p>These are also listed in <b>Appendix B</b>. Included as an add-on to the reserve list are a number of sites which Members have approached Officers on. These sites are regarded by the Members concerned as being high priority and consequently they have been referred to the Portfolio Holder for decision regarding priority and programming.</p>
3.3	<b>MAJOR TRO SCHEMES</b>
3.4	<p><b>St Albans Road Parking Study</b></p> <p>The stage 1 consultation seeking views on current parking issues and on options for area wide parking management was completed in August 2013. The responses supported the introduction of a CPZ and a detailed design for further consultation was prepared and consulted on early in 2014. The responses received from the stage 2 consultation were very mixed with few roads supporting the introduction of a CPZ. A report on the consultation was taken to Cabinet at it's meeting in July 2014. A range of</p>

	<p>actions were agreed which will be investigated/ implemented during the remainder of 2014/15 and early 2015/16. An initial briefing for the P/F Holder and Ward Members took place in September to discuss/ agree action plan and programme. Initial workshops with traders in St Albans Road to identify concerns are currently being arranged.</p>
3.5	<p><b>Controlled Parking Zones - Area Wide Review</b></p> <p>The views of residents and businesses within the existing CPZs in Watford were sought via questionnaires distributed over the summer 2013. The outcome of the consultation was included in a full report to Cabinet in December 2013. The majority of respondents supported the current CPZ regime. The two most significant changes identified relate to the introduction of full zone controls in zone M/N (currently only match day) and the introduction of a residents parking scheme in The Larches in Oxhey. Budget to move in to the implementation stage was identified for 14/15.</p> <p>Initial consultation with businesses potentially affected by the <b>M/N proposals</b> took place in September 2014. Results are being summarised and proposals to address concerns raised developed for inclusion in the detailed scheme. Statutory consultation was provisionally aimed for late 2014 however a meeting with Ward Members &amp; the Portfolio Holder to discuss and agree the way forward in light of the business consultation agreed on the need for a further consultation with residents within the zone. This was completed towards the end of February 2015, the results of which are being collated at present.</p> <p>Consultation with residents and landlords in <b>The Larches</b> in late 2014 conformed support for the draft scheme. The draft Orders are awaiting comment from HCC prior to the commencement of the Statutory Consultation stage.</p>
3.6	<p><b>Radlett Road Estate</b></p> <p>Initial survey work to assess the views of residents in relation to parking issues on the Estate was completed in 2013. Although this showed general agreement regarding the problem of commuter parking on the Estate, there was no consensus regarding a preferred option to address the identified issues. A further consultation round presenting options for parking management controls in partnership with WCHT and Places for People (the two social landlords on the Estate) ran during September 2014. This included an exhibition at the local Community Centre on 8 September 2014. A 'do minimum' scheme to secure access for the bus route serving the Estate was included in the consultation material. The analysis of the results indicates no clear consensus from residents regarding a preferred scheme. The results have been discussed with local Members and have been presented to the Residents Association for</p>



	comment at its meeting in February 2015. The project will now progress to the Statutory Consultation stage incorporating the 'do minimum scheme' plus commuter bans on the other estate roads to deter all-day commuter parking. Provision will be made for some medium stay parking (max stay 4 hours) to support activities at the Centre Point community centre on the Estate.
3.7	<p><b>Cassiobury Estate</b></p> <p>A number of small scale amendments to the parking arrangements on the Estate have been identified as a result of consultation work associated with the Controlled Parking Zone Review. In addition, consultation work carried out by Ward Councillors identified the desire of residents of 3 further streets to be incorporated in to the CPZ. The draft Orders supporting these changes have been prepared and a formal response from the Police to the proposals was received in February. The Statutory Consultation is being programmed to take place in May after the elections</p>
4.0	<b>PROJECTS</b>
4.1	<p><b>Under s115 of the Highways Act/ Highway Agreement</b></p> <p>The Borough Council can undertake works on the highway where they are providing an amenity.</p> <p>In February 2014 Watford Council approached Hertfordshire County Council with a view to entering into an Agency Agreement for undertaking works on the Highway.</p> <p>In April 2014 a new Agreement was entered in to between the two Councils. Subject to the appropriate notice of works and prior agreement for the delivery of major projects Watford can now carryout highway works using our in-house term contractor.</p>
4.2	<p><b>Car Park refurbishment projects – Timberlake car park Radlett Road and Watford Business Park car park</b></p> <p>Both Timberlake car park at Radlett Road and Watford Business Park car park have now been upgraded including introducing the infrastructure for electric vehicle charging. The next stage is to introduce parking management controls in both car parks. The programming/priority of the works are currently being discussed with the Portfolio Holder for Transport and Regeneration.</p>
4.3	<p><b>The Parade public realm works</b></p> <p>The Completion Certificate for The Parade public realm enhancement project has been agreed. This means that the contractor will be responsible for defects until the 1<sup>st</sup> October 2015. Officers will continue to</p>

	forward any snagging works which arise throughout the maintenance period.
4.4	<p><b>The proposed Parade Extension project</b></p> <p>The Council secured Partnership funding from Hertfordshire County Council to allow the section of The Parade fronting Nos 163 to 185 to be enhanced in line with the main public realm scheme.</p> <p>Works commenced on site on the 19<sup>th</sup> January 2015 and should be completed in April 2015.</p> <p>In summary the scheme consists of the following:-</p> <ul style="list-style-type: none"> <li>• Removal of the existing brick screen walls and re-grading of the existing verge to open up the area;</li> <li>• Re-paving of the existing footway in materials similar in appearance to those used in the main Enhancement scheme;</li> <li>• Re-shaping of the existing seating areas including replacement of existing street furniture;</li> <li>• Re-planting of the verge to include areas of wild flower mix, amenity grass and hedges;</li> <li>• New drop down bollards at either end of the area;</li> <li>• Repairs/replacement of the post and rail fencing;</li> <li>• Providing power supplies to the area for holding events;</li> </ul> <p>The paving works have now been fully completed together with the installation of the new seats and de-mountable bollards.</p> <p>Over the next four weeks the contractors will be finalising the landscaping and new planting to this area. The final works will see a UK Power Networks connection brought in to serve the newly created events areas.</p>
4.5	<p><b>New Market Project</b></p> <p>The New Watford Market opened in October 2014 together with the appointment of a new market operator, Town and Country Markets.</p> <p>The £2.3m project provides a two tier market structure and comprises of 44 container units for trading and an iconic roof design. Works also included a new footpath link from Clarendon Road, lighting upgrades, signage, new pedestrian drop kerb facilities and improvements to the Beechen Grove subway.</p> <p>In November 2014 additional gateway signage was introduced at both market entrances. In addition backlit directional signing has been installed on to the Exchange Road Flyover .</p>
4.6	<b>Land Drainage</b>

	<p>Extensive watercourse improvements were completed in November 2014 on the Lairage Land local nature reserve. This is a tract of land between The Ebury Way and Stripling Way and a number of properties which back onto it are at an increased risk of flooding from the watercourse on its eastern boundary.</p> <p>These works are part of a package of maintenance works along the Middle Colne being undertaken by the Council in partnership with The Environment Agency.</p> <p>In conjunction with it's partners the Council plans further works in 15/16 (phase2) downstream on the phase 1 site at the Lairage Land to further reduce flood risk.</p>
5.0	<b>HERITAGE PROJECTS AND RENOVATION SCHEMES 2014</b>
5.1	<p><b>Man and Woman Sculpture (Church Street)</b></p> <p>During 2014, Veolia repaired the damaged plinth at the base of the sculpture. Quotes have now been obtained for a contractor to come and do a conservation clean on the sculpture during 2015, which will complete the restoration of the asset.</p>
5.2	<p><b>War Memorial at St Michael's Church</b></p> <p>A final application to the War Memorials Trust for grant funding is nearing completion. The design of the restoration has now been agreed and it is anticipated that the restoration work will take place during Summer 2015.</p>
5.3	<p><b>The Peace Memorial</b></p> <p>The project to restore the Peace Memorial, which was part funded by the War Memorials Trust, was completed in 2014. The works included specialist cleaning and repair work of the bronze statues and stone plinth, as well as replacement paving around the base. Research has taken place into options for better managing the cleaning regime of the Memorial and works will take place during 2015 to cover the plinth with a protective shelter coat (microcrystalline wax).</p>
5.4	<p><b>The Square Conservation Area</b></p> <p>The main phase of an enhancement project, which was part funded by the local County Councillor, was completed for the terraced streets in The Square Conservation Area during 2014. Some additional works have been identified to provide bonded gravel surfacing on tree pits and paint signage posts. Funding options for the further stage of works are currently being explored.</p>

5.5	<p><b>Coal Duty Markers.</b></p> <p>City of London Corporation has restored two Coal Duty Markers in the Borough. The Council restored a third marker in Waterfields Recreation Ground.</p> <p>A small restoration project has now been completed for a fourth Coal Duty Marker site in Water Lane. The County Councillor for the Central Division has provided match funding to enable the cleaning of the coal duty marker and for it's re-alignment to a more prominent and historically authentic location within Water Lane.</p>
5.6	<p><b>Bandstand</b></p> <p>A Listed Building Application has been approved for relocating the Bandstand back to its original location in Cassiobury Park.</p> <p>The project, which is largely funded by the Heritage Lottery Fund, will include conservation repairs and cleaning of the structure. Options for enhancing the space next to the Watford Central Library, where the Bandstand is currently located, are being explored by the Council and Hertfordshire County Council. The relocation works are expected to commence in late July 2015.</p>
6.0	<p><b>DE-CLUTTERING YOUR STREETS PROGRAMME</b></p>
6.1	<p>As a linked project to the development of the Conservation Areas Management Plan, Watford Borough Council has identified street clutter in conservation areas and the wider Borough.</p> <p>The Council has worked with Hertfordshire County Council to get outdated signs and unnecessary street furniture removed in the last few months. By the end of 2014 approximately 600 pieces of street clutter have been removed in the Central, Oxhey, Park, Nascot, Holywell, Vicarage, Stanborough and Woodside Wards. The de-cluttering projects have been funded by the respective County Councillors for the Divisions.</p> <p>Works have been agreed to extend the project of de-cluttering to Callowland, Leggatts, Meriden and Tudor Wards. A further programme of de-cluttering has also been planned for the eight wards listed above. By the end of May 2015 it is anticipated that over 800 items will have been removed and all the 'quick wins' will have been resolved.</p> <p>The Council has also contacted the County Council with detailed lists of existing illuminated columns that are either missing lamps or signs.</p> <p>The only street clutter that will remain post May 2015 is pedestrian guardrailing. Lists have been drawn up of superfluous sections and efforts will be made to ensure that some of this will be removed. However, such removals are subject to more costly and time consuming safety audits.</p>

7.0	<b>BUS SHELTER INFRASTRUCTURE PROJECTS</b>
7.1	<p>Plans for the removal of the bus layover stands outside the Palace Theatre have been agreed between the Bus Operators, HCC and the Borough. In order to provide an alternative bus layover area plans have been agreed for bus shelters A and E within the High Street to be removed.</p> <p>A new bus shelter J will be introduced in Market Street. This works will enable the area currently used at stop A at the Clarendon Road junction of the High Street outside the Halifax Building Society to become the new bus layover area.</p> <p>Works are expected to commence in early April on the project. To support the changes a new bus timetable will be introduced from the 20<sup>th</sup> April.</p>
8.0	<b>SUBWAYS ENHANCEMENT PROJECT</b>
8.1	<p>The Council is anxious to encourage walking as a viable alternative to the use of the private car and it has recognised that the quality of the subways across the Borough vary considerably.</p> <p>In June 2013 a project was commissioned to survey all the subways in the Borough to identify current level of usage and to make an assessment of the environmental quality of the subways so that decisions can be made regarding the targeting of funding for environmental improvements.</p> <p>The survey results have provided a list of subways where environmental improvements can be introduced to make the subways more inviting with a view to encouraging greater use.</p> <p>Through a funding opportunity and partnership working with Herts County the Council has able us to carry out works during 2014/15 at the following subway sites.</p> <ul style="list-style-type: none"> <li>• Church Road to Watford Junction Station.</li> <li>• The Crescent leading to Watford Field Road.</li> <li>• George Street to Vicarage Road (under Exchange Road).</li> <li>• Clarendon Road by Jury's Inn (under Beechen Grove).</li> <li>• Coates Way to Horseshoe Lane (under the A405).</li> </ul> <p>Some preliminary works have already been undertaken in terms of vegetation removal and introducing new signage on two further subways under the A405 North Orbital Road.</p> <p>The subway from Church Road leading to Watford Junction Station has also seen vegetation clearance and a new footpath laid. The plan is now for both Church Road and the George Street to Vicarage Road subways to be enhanced further. Draft designs are being drawn up for art work to be applied to the newly cleaned subway wall surfaces. Works on these subways are expected to commence in the new financial year.</p>
9.0	<b>PROMOTING ELECTRIC VEHICLE CHARGING</b>

9.1	<p>In partnership with HCC new signage has been introduced to a number of WBC car park information boards to highlight the availability of electric vehicle charging infrastructure. In October 2014 two new replacement signs were introduced at the Town Hall and The Avenue car parks.</p> <p><b>Appendix C</b> provides a plan showing the locations of where the existing Electric Vehicle Charging infrastructure has been introduced and also our proposals for further EV sites in 2105/16.</p>
9.2	<p><b>Introduction of an Electric Car Club for Watford</b></p> <p>In October 2014 the Council entered in to a pilot scheme with E-Car to introduce an Electric Car Club in the Town.</p> <p>The UK's first entirely electric pay-per-use car club, E-Car Club, have launched a car club service in Watford in partnership with the Council.</p> <p>The project is one of the first schemes of its kind and aims to increase people's transport options in and around the town, giving them an alternative, more sustainable way to travel that will help save money and reduce emissions.</p> <p>E-Car Club cars have complemented Watford Borough Council's vehicle fleet with 2 brand new zero-emission Renault Zoe electric cars which are stationed at the Town Hall and The Avenue car park, opposite the leisure centre.</p> <p>The cars are available to local businesses and residents who can drive them across the county, neighbouring counties and within easy reach of a return journey to London.</p> <p>Anyone who is 19 or over and has been driving for a year or more, can become an E-Car Club member. The scheme will provide access to a low cost, low carbon car, without the hassle of owning one.</p> <p><b>Appendix D</b> outlines the usage figures, sign-up by WBC staff and private members to the Electric car club since it was introduced in November 2014.</p>
9.3	<p><b>Facilitating Electric Vehicles in the local Taxi Fleet – introducing Rapid Charging Stations</b></p> <p>In order to help drive the uptake of electric vehicles to kick start the transition to an emission free, national vehicle fleet to combat rising emissions the Borough Council has been working with a company called Electric Blue to facilitate the introduction of Electric Vehicles into the local taxi fleet.</p> <p>(EVs) offer a viable solution to this challenge and importantly are</p>

	<p>significantly cheaper to operate, given the substantially lower running costs of EVs vehicles the logical starting point was the Taxi industry. To date, widespread adoption of EVs has been limited by the lack of charging infrastructure. Electric Blue proposes to tackle this by installing a Rapid Charger Network, these are capable of providing an 80% recharge in 25 minutes. The other aspect of Electric Blue's approach is to provide taxi drivers access to a fully electric, licensed taxi rental fleet on a short term basis. This provides the drivers with a risk-free trial of EVs. Following a successful trial, Electric Blue is then able to offer a turnkey solution to the drivers who wish to purchase their own EVs.</p> <p>Electric Blue has installed the first Rapid Charger in Service Road Q Watford, which will enter service in early April along with the first vehicles in the rental fleet. Electric Blue plans to shortly begin work on the next Rapid Chargers to ensure there is sufficient capacity in the network to open it up to the general public. At the end of 2014 Electric Blue and Watford Council ran a number of driver demonstration days, which saw 50% of the local drivers introduced to the project. To support the uptake of zero emission vehicles, the licensing committee have also reduced the license fee by 50% for zero emission vehicles. This adds to the package of support for the drivers including; Zero Road Fund License and Congestion Charge.</p> <p>Three potential rapid charging units sites for Watford have been identified:</p> <ul style="list-style-type: none"> <li>• Service Road Q (just off Beechen Grove to serve the High Street)</li> <li>• New Road (opposite Watford High Street Station)</li> <li>• Bridle Path (rear of Shire House to serve Watford Junction)</li> </ul> <p>These locations will provide the taxi operators with convenient places to park and rapid charge their electric vehicles</p>
10.0	<b>PARKING SERVICE UPDATE</b>
10.1	<b>Projects/Technology</b>
10.2	<p><b>Online modules:</b></p> <p>Two new online services are now in place. Residents can now purchase and renew their parking permits online. Motorists can also challenge their Penalty Charge Notice online and view photographs and supporting evidence. The Permit module have been in place since August 2014 and the PCN challenge module was introduced in February 2015.</p>
10.3	<p><b>New Back Office Processing System:</b></p> <p>Our current software supplier has not been impressive and so far we have been unable to procure a back office system to further streamline the back office processing of PCN's. In order to address this we are now looking at new systems that have become available. Our plans are to include a new</p>

	back office processing system as part of the re-tendering of the parking contract in April 2018.
10.4	<p><b>Audits:</b></p> <p>Over the last few months the Parking Service has undergone two audits covering management of the enforcement contract and contract payments. Both audits have now been completed and found substantial compliance with only minor recommendations</p>
10.5	<p><b>Bailiff Contract:</b></p> <p>We have just completed a re-tendering exercise together with Revenue &amp; Benefit services for the bailiff contract. We now have three shared bailiff companies – Equita, Marston and Newlyn</p>
10.6	<p><b>Controlled Parking Zone Task Group:</b></p> <p>The parking services provided to Scrutiny Panel a number of issues identified that are regularly contentious or subject to challenge. These included issues such as permitted vehicle lengths, business permits and policy towards funerals etc.</p> <p>These were presented to and considered by a group of Councillors to determine the final report that should be placed before cabinet The final decision as to which recommendations will be taken forward will be agreed at the March cabinet meeting.</p>
10.7	<p><b>Enforcement:</b></p> <p>Over the last month one member of the enforcement staff has been removed from the contract following on-street non-compliance</p> <p>In order to address non-compliance new arrangements have been made with our enforcement contractor, Vinci, to improve on-street compliance and monitoring of staff.</p> <p>A new Compliance Officer will be employed by Vinci and they will monitor and report on Civil Enforcement Officers on-street by following them on pre-arranged beat patrols.</p>
10.8	<p><b>Blue Badge Officer</b></p> <p>The Parking Service established and set up Operation Clamp in partnership with the Police running joint patrols to challenge blue badge users in well used areas. This has led to a number of successful</p>



	<p>prosecutions. This operation is now run by the Council's Fraud Officers, who patrol with plain clothed Special Police Officers.</p>
10.9	<p><b>Proposed changes to Civil Parking Enforcement – Government Proposals</b></p> <p>A number of the changes in the Deregulation Bill currently going through Parliament do not make any significant difference to our parking enforcement operation because we do not run the affected services, such as camera enforcement, or we are already doing them, such as re-offering payment of the discounted amount following rejection of a challenge to a penalty, which was recommended within the statutory guidance to the Traffic Management Act 2004 in any event. There is also a will for the TMA 2004 recommendation for Local Authorities to publish annual reports and their cancellation policy to be made compulsory, which again will not affect us as this is something we already do.</p> <p>The most significant change, which will have a notable impact on the service and its income, will be the introduction of a 10-minute grace period in permitted parking areas, such as pay and display, shared use and residents bays etc. At present, motorists are afforded a 5-minute observation period, which relates to the loading laws. Loading is an exemption in all Traffic Regulation Orders that allows motorists to legally park on a restriction in order to carry out that activity. As a result, we are obliged to provide an observation period to determine if any loading is taking place before any penalty is issued and 5-minutes is the commonly adopted period used across the Country and was confirmed as the most appropriate period by a High Court judge in a very well known appeal case.</p> <p>A 10-minute grace period, which does not appear to relate to loading or any other activity, will affect the levels of general compliance to the restrictions, which is the fundamental purpose of enforcement, the income levels and the overall efficiency of the operation. Effective coverage of patrolled areas will be reduced because Civil Enforcement Officers will either be forced to stand by a car for 10-minutes or will not be able to stray very far, meaning that the current beat patrols are unlikely to be enforced to the same degree that they are now.</p> <p>Our current pay and display charges are 20p/30p for 12-minute blocks of time. In busy and popular locations, such as Market Street, where vehicle turnover is important to the local businesses, motorists will effectively be purchasing 22-minutes for their 30p, which will reduce the overall turnover of spaces and have a longer term effect on income, particularly as the current maximum stay is 1-hour. It will become 1hr 10mins. It is likely that there will be a fall in the number of motorists purchasing 24-minutes at 60p because they are afforded the additional time in any event. Similarly, visitor vouchers will now provide an additional 10-minutes beyond their stated time because they are used in permitted parking bays. It is also difficult to understand at this stage how this is intended to help businesses</p>

	<p>and something we will need to monitor.</p> <p>It is clear that we will issue less PCN's annually but this is obviously the intended outcome of the changes.</p> <p>There are also practical implications, which we have not yet fully explored with our parking enforcement operators Vinci, where the two differing observation and grace periods may mean that those times cannot be pre-programmed into the hand-held computers, as they are now, but may require them to be manually set by the CEO's, which is a position that we have wished to avoid due to the obvious allegations that may follow.</p> <p>There is also a proposal that a set number of local residents, 50 has been suggested, can present their petition to the Council to request them to review yellow lines on their road. This may also have a knock on effect on the implementation of other schemes, the costs of changing TRO's and the workload of the Traffic Engineers.</p> <p>With regard to income, all on-street income is ring-fenced and can only be spent on transport related projects under s.55 of the Road Traffic Regulation Act 1984. Similarly, this also applies to all off-street PCN's but not to off-street pay and display income, which the Council is free to use as they see fit. We are not aware that this provision will be affected by the proposed changes.</p> <p>Formal information and guidance from the Department for Transport is awaited however the Government has indicated that the above changes will be implemented within a few weeks.</p>
11.0	<b>QUALITY NETWORK PARTNERSHIP (QNP)</b>
11.1	<p><b>The Partnership</b></p> <p>Watford has entered in to a Memorandum of Understanding (MoU) with Hertfordshire County Council, Dacorum Borough Council and the Bus Operators in relation to the establishment of a voluntary Quality Bus Network Partnership for the Watford and Dacorum areas.</p> <p>The key outcome from the MoU is the co-operative working of the public and private sector to develop the bus network as a means of encouraging modal shift away from the private car.</p> <p>The MoU aims to:</p> <ul style="list-style-type: none"> <li>• Introduction of a wider Travel Plan Strategy.</li> <li>• Routes and corridors designated with a minimum service level based on demand, with integration between rail and bus (where feasible)</li> <li>• Real Time/Automatic Vehicle Location (AVL) information on all routes serving the QNP area, with public display using screens,</li> </ul>

	<p>mobile and internet technology (where suitable)</p> <ul style="list-style-type: none"> <li>• Offer a common and interchangeable ticketing scheme, capable of incorporating smartcard technology, for integrated ticketing between services and operators</li> <li>• Traffic management schemes, parking controls, street works orders and bus priority schemes, supported by strong enforcement measures that allow buses to offer quick and punctual services at all times</li> <li>• Route specific marketing</li> </ul> <p>Officers from each of the Authorities are jointly working to develop short, medium and long term infrastructure projects to help improve the passenger transport network provision within the QNP areas of Watford and Hemel Hempstead.</p>
11.2	<p>The next meeting of the QNP Partners is planned for April 2015. The partners are now progressing the following actions:</p> <ul style="list-style-type: none"> <li>• When the HCC Bus Consultation is concluded, forwarding released information on to all QNP partners</li> <li>• Progress the bus pinch points works with a view to introducing Traffic Regulation Orders.</li> <li>• Add traffic light issues at Lower High Street on to pinch points document</li> <li>• Reconvene ticketing working group to discuss monthly/4 weekly ticket and including Abbots Langley.</li> <li>• Produce a report to mark the works undertaken of the QNPs.</li> </ul>
12.0	<p><b>CCTV, WI-FI AND FOOTFALL UPDATES</b></p>
12.1	<p><b>CCTV control room move to Shady Lane</b></p> <p>Following the move to Watford Police Station integration of external systems continues. A camera and alarm system is currently being installed at Watford Museum to be monitored by the control room at Shady Lane. The alarm sensors are situated in rooms, and on doors and windows. Wireless alarm sensors are also being fitted to individual pieces of artwork. Contract value £48k.</p> <p>The Council also has a 3 year programme of camera replacement works. The value of this contract is £60k. Many of the cameras are 15 years old and nearing the end of their operational life. Planned in conjunction with the Highway Authority there will be a number of night time lane closures on some town centre roads to enable these works to take place.</p> <p>The Bentine Lane rising bollard became operational in mid February 2015 and is controlled via the Council's wireless network by cctv operators. This enforces the Prohibition of Driving Order made as part of The Parade</p>

	<p>Improvements.</p> <p>The Council continues to discuss the technological options for the sharing of images with the Herts County traffic control with the aim of assisting with the validation of traffic signal data and congestion monitoring.</p> <p>The demolition of Charter Place requires the relocation of a key town centre camera currently on the corner of Meeting Alley. Options for it's relocation are limited and officers are discussing with Herts County the possibility of a combined lamp and cctv column or a stand alone column in The High Street.</p> <p>Officers are also advising the Cassiobury park HLF team on the options for cctv coverage around the relocated bandstand, The Cha and the proposed Hub centre.</p>
12.2	<p><b>Town Centre Footfall Counter Project</b></p> <p>Contracts have been signed with Springboard to implement a footfall counting solution across Watford town centre. This will enable the Council to accurately asses trends in the numbers of visitors to the town centre, the impact of events and interventions, and create an evidence base upon which to plan for future investments.</p> <p>11 out of 12 cameras have been installed and are producing data. Agreements are being drafted with Intu to site the final camera which will capture footfall from the Lower High Street and High Street Station. Springboard will deliver user training on 2nd April, and all stakeholders and interested parties will consulted to understand the data and reports needed to monitor pedestrian flows around the town.</p> <p>Contracts have been signed for 3 years, enabling Watford to build up a robust evidence base of pedestrian data and trends.</p>
12.3	<p><b>Town Centre Access WI-FI</b></p> <p>The soft market testing undertaken during Summer 2014 suggested the market is likely to be interested in investing in Watford to create a wireless broadband network. This would deliver free WiFi across the town centre and other key points of economic and community activity within the Borough. The model underpinning this is a 'Service Concession Contract', which enables WBC to offer physical assets to the market on a rental basis, allowing the provider to create the network at street level.</p> <p>WBC is working with HCC to incorporate County owned assets (lamp columns) in the project. There is also a second opportunity for WBC to offer rooftop assets to the market, with the potential to generate an income stream whilst the provider creates wireless network with greater capacity, capable of providing much needed business quality broadband to business areas across the town.</p>

	Procurement process is currently live, running between 6 <sup>th</sup> February and 23 <sup>rd</sup> March 2015. If Watford is successful in securing a concession contract, indicative timeframes are for licenses to be signed in the Spring, implementation to commence during the summer, and the WiFi network to be fully operational by the end of 2015.
<b>13.0</b>	<b>Monitoring Officer Comments</b>
13.1	The legal implications are contained within the body of the report. It is unclear at this stage what the longer term implications are for the changes to civic parking enforcement.
<b>14.0</b>	<b>s151 Officer Comments</b>
14.1	There are no specific financial implications.

### **Appendices**

Appendix A: TRO Various Sites

Appendix B: TRO Reserve List

Appendix C: Electric Vehicle Charging Points Plan

Appendix D: Electric Car Club sign up information

### **Background Papers**

No papers were used in the preparation of this report.

### **File Reference**

None

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## APPENDIX A – MINOR SCHEMES TRAFFIC ORDER PROGRESS SUMMARY

### 2014/15 ACTION LIST SCHEMES PROGRESS

LOCATION	NOTES	Progress	Status
Longspring o/s nos.71-79 <b>LEGGATTS</b>	Request for waiting restrictions to prevent obstructive parking. Tentative agreement from residents to scheme. HCC agree to principle. Promoted by Cllr Khan. Informal consultation completed 09/14. Statutory Consultation December 2014	Traffic order process complete. Awaiting lines. <b>Expected completion March 2015</b>	green
Chilcott Rd/ Gammons Lane jn <b>LEGGATTS</b>	Parking on verge/ shrub beds causing damage & obstructing visibility. Promoted by County Councillor Giles-Medhurst. Site investigations indicate scale of problem has diminished. <b>Site to be kept under review.</b>	N/A	N/A
Kingsfield Road, <b>OXHEY</b>	Outcome of parking study. Request for DYLS on Kingsfield Road in vicinity of nos. 47 – 55 approx. Promoted by Oxhey Ward Councillors	Statutory consultation on proposal for additional 'at any time' restrictions o/s nos 34/34a completed February 2015. <b>Expected completion April 2015</b>	Amber
Eastbury Road o/s shops N of Brookdene Ave. <b>OXHEY</b>	Problems of vehicles parking wholly or partially on the f/w outside shops creating a hazard for pedestrians. (reported through Mayor's Office) Proposals for limited wait bays being prepared	Statutory consultation on proposals for short stay bays outside shops completes March 2015. <b>Expected completion April 2015.</b>	Amber
Parkside (off Eastbury Rd) <b>OXHEY</b>	Concerns at obstructive parking on Parkside, particularly on leg running from Eastbury Rd and on junction where road splits. (Currently subject of temporary parking controls to support construction work).	Initial consultation with residents under way February 2015. <b>Expected completion May 2015</b>	Amber
Greenbank Rd o/s nos 51 & 53 <b>NASCOT</b>	Request from resident of no 51 for existing DYL to be extended across driveways of 51 and 53 to improve forward visibility and reduce obstruction to driveways. Promoted by Councillor Aron.	Statutory consultation complete. No objections received. <b>Expected completion March 2015</b>	Green
Leveret Close <b>WOODSIDE</b>	Yellow lines introduced in 2013 have resulted in increased obstructive parking in Leveret Close. Promoted by Councillor D Scudder	Initial informal consultation inconclusive. Revised proposals out to informal consultation Jan/ Feb 2015. <b>Expected completion May 2015</b>	Amber

## ADDITIONAL SITES ACTIONED IN 2014/ 15

LOCATION	NOTES	status
Church Street taxi rank amendment	Reduction in operating hours of feeder rank to reflect level of usage.	Completed June 2014 <b>Green</b>
Villiers Road/ Upper Paddock Road	Introduction of limited waiting bays close to shops	Completed June 2014 <b>Green</b>
The Parade/ Bentine Lane/ Albert Road South	Prohibition of Waiting Order to support revised status of pedestrianised area and to enable CEOs to enforce against non-authorized vehicles in the Pedestrianised area.	Completed July 2014 <b>Green</b>
New Street loading bay	Conversion of existing disabled parking bay in front of new Market Store Room in Church Car Park in to a loading bay.	Programmed for completion Sept 2014 <b>Green</b>
Pinner Road car park & other off-street car parks	Introduction of car park controls in the Pinner Road car park and formalisation of protection for electric vehicle charging bays	Completed July 2014 <b>Green</b>
CPZ Consolidation Order – minor amendments (see table below)	Minor amendments to existing CPZ Order to address a range of small scale issues raised by Members/ residents. Statutory Consultation completes 11/14. Implementation subject to addressing any objections late 2014.	On programme <b>Green</b>
Grover Rd and Avenue Terrace, Oxhey	Introduction of small scale yellow line parking controls to address access issues, particularly in relation to the refuse/ recycling service	Stat Consultation completed Feb 2015. Programmed for completion March 2015. <b>Green</b>
The Avenue car park	Introduction of dedicated permit/ season ticket bays to support the introduction of the Lanchester Free School	Stat consultation Feb/ March 2015. Programme for completion April 2015. <b>Amber</b>
Haines Way car park (WCHT)	Introduction of enforceable controls in the car park at the request of WCHT to enable effective management of the car park	Stat consultation 12/14 – 01/15. Programmed for completion March 2015 <b>Green</b>



**CPZ – AMENDMENTS 2014/ 15**  
**Completed February 2015**

<b>LOCATION</b>	<b>NOTES</b>
Essex Road & Watford Fields <b>NASCOT &amp; CENTRAL</b>	Increase P & D max stay time to 4 hours
Queens Road (The Broadway) <b>CENTRAL</b>	Introduce additional 20 min free parking bays
Grosvenor Road <b>CENTRAL</b>	Remove existing bay behind New Hope Trust (obstructs access to property)
King Street P & D bays <b>CENTRAL</b>	Reduce operating hours of bays from 8am to 10 pm to 8am to 6:30pm
Bridle Path <b>CENTRAL</b>	Introduce 3 nr disabled parking bays in turning head at rear of Holiday Inn Express Hotel
Wiggenhall Road <b>VICARAGE</b>	Introduce syl across gateway entrance in P & D area of Wiggenhall Road slip road (Hornets Gyratory)
Park Road/ Church Road <b>NASCOT</b>	Extend length of syl across accesses to St Andrew's Church to improve visibility
Church Road <b>NASCOT</b>	Extend length of dyl opposite entrance to Salter's Gardens to improve access to Salter's Gardens

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**TRO REQUEST SITES  
UNACTIONED**

<b>LOCATION</b>	<b>NOTES</b>
Comet Close Leavesden	Obstructive parking on footways/ bend particularly in evenings and weekends
Cart Path, Horseshoe Ln	Request for Residents Only parking to address non-resident parking from adj Sports Centre customers. (some Member support)
Holland Gdns/ St A Rd jn And Spring Gdns/ St A Rd jn	Obstructive parking on f/w impacting on sight lines
Pheasant Court, off Holtsmere Close Garston	Obstructive parking opp and adj to entrance to retirement complex. Request for DYLS opposite.
Vicarage Rd precinct	Request from traders to extend max waiting time in surrounding parking bays from 1 hr to 2 hrs – supporting petition. Member support from Vicarage and Central. Petition 18 signatures (residents and businesses)
Crown Rise (03/13)	Obstructive parking by non-residents. Requests for DYL on one side. Request from Cllr Scudder. HCC progressing
Ganders Ash o/s approx nos. 20/22 (04/13)	Majority of parking takes place on one side of road but occasional vehicle/s park on other side causing a pinch point and obstruction. Suggests DYLS on one side
Sheriff Way Turning head r/o no 57 (05/13)	Obstruction of turning head and private accesses to garage doors.
Estcourt Rd, Central (06/13)	Blue badge holders park on s side between entrance to Sutton Rd car park and Beechen Grove signals obstructing junction follows. Possible loading ban
Scammell Way/ Crusader Way jn (west)	Visibility to the right emerging from Crusader Way obscured by parked vehicles. Requests extension of existing DYLS. Also concerns at visibility on the bend. Requested extension to DYLS.
Maple Grove	Review of restrictions in Maple Grove to increase parking opportunity for residents ( <b>follow-on from TRO 741</b> )
Ennerdale Drive & Newhouse Crescent	<b>TRO 758</b> – re-consultation on possible parking controls following outcome of 758 (November 2013). See 758 decision report Nov 13.
Ridge Lane – Dowry Walk to Hempstead Rd (12/13)	Parking in the vicinity of Dowry Walk/ Ridge Lane obstructs visibility for traffic emerging from Dowry Walk. (Also previous complaint regarding obstructive parking at Ridge Ln/ Hempstead Rd junction.
Stripling Way Estate (12/13)	<b>Herts Constabulary/ Herts Fire &amp; Rescue</b> Request for parking controls to address match day obstruction inhibiting emergency access. (NOTE: Ward Councillors consulted and support principle. Cllr Nigel Bell is lead Member.) HCC investigating area wide parking controls as part of Croxley Rail Link Project
Farmers Close/ Sheepcot Lane Jn (2/14)	Request to shorten DYLS in Farmers Close at jn with Sheepcot Lane to increase parking opportunity. (Note: look at other junctions in the area to see if similar treatments appropriate there)
St. George's Road/ Harebreaks Jn (05/14)	Member request for parking restrictions at above junction to keep sight lines clear.
199 Sheepcot Lane (07/14)	Request for existing DYLS to be extended up to and across driveway of 199 to prevent obstructive parking closed to the crossover (supported by Cllrs Brown and Collett.) (Potentially link with Farmers Close request of 2/14 – see above)
Imperial Way/ Balmoral Road jn 07/14	Obstruction of sight lines for vehicles exiting Imperial Way on to Balmoral Road by vehicles parked close to the junction. Also concerned at footway obstruction for pedestrians – road safety concern. Request for DYLS
Warneford Place/ King Edward Rd jn (08/14)	Request for DYLS at jn as parked cars obstruct crossing for pedestrians – alleged road safety hazard.
Greenbank Care home	Request from Courtlands Residents Association regarding obstructive

TRO progress summary –  
minor schemes 03/15

entrance, Leadbetter Drive; Greenbank Rd/ Mulberry Close jn; Greenbank Rd/ Greenbank Rd spur (nos 133-139) (10/14)	parking.
Longspring/ Nicholas Close (12/14)	Obstruction of sightlines to the right by parked cars for vehicles emerging from Nicholas Close.
Whippendell Road (Ascot Rd to Cassiobridge Road) (01/15)	Request from Arriva bus co. Road Safety Advisor regarding obstructive parking on this section of Whippendell Road.
Watford Museum car park	Request for enforceable parking regime to enable parking to be protected for use by museum visitors.
Electric vehicle charging bays	Traffic Order to establish on-street bays for electric vehicles next to electric vehicle charging points.

### **ADDITIONAL SCHEME REQUESTS AWAITING PORTFOLIO HOLDER DECISION OR OTHER CONSENTS REGARDING PROGRAMMING/ RESOURCES**

**Percy Road/ Francis Road/ Market Street area (Central).** Member request from Ward Members for amendments to parking controls to increase protection from residents during the evenings.

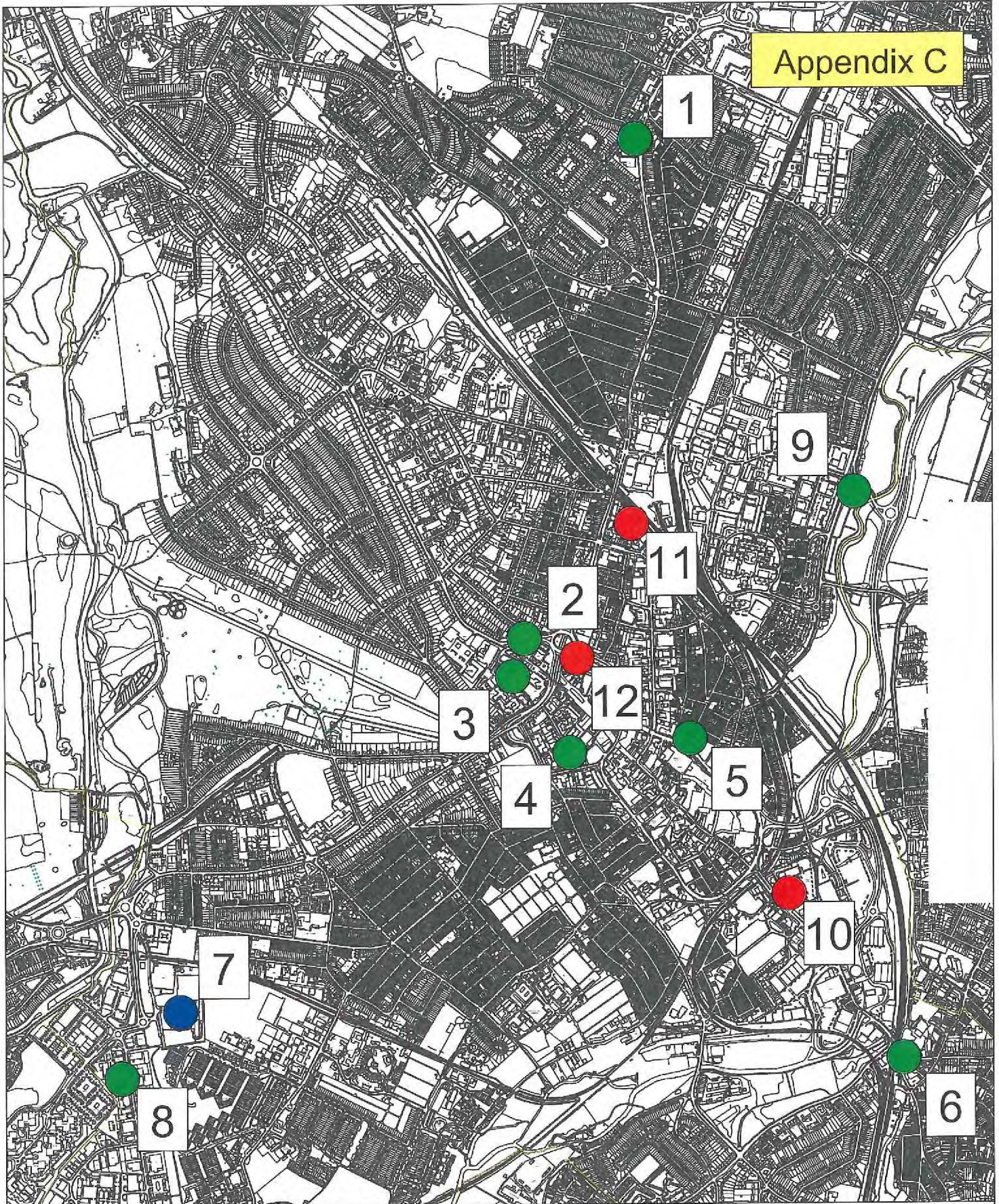
**Cassiobury Triangle (Park).** Member request for amendment to current parking controls to address parking issues in the evenings/ weekends arising primarily from Cassiobury Park visitors.

**Watford Business Park and Timberlake car parks (Holywell & Central).** Implementation of the surface car parks review to introduce management controls at the named sites.

**Pinner Road car park**  
Implementation of management controls.

**Clarendon Road/ High Street**  
Amendment to bus stop/ bus stand locations in relation to public realm enhancement proposals in the vicinity of The Palace Theatre

Appendix C



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EXISTING CHARGING POINTS		
1	Longspring car park	public
2	The Avenue car park	public
3	Town Hall car park	public (evenings/w. ends)
4	Gade m/s car park	public
5	Sutton m/s car park	public
6	Pinner Road car park	public
7	Morrisons s/market	private
8	Watford Business Park	public
9	Timberlake car park	public

PROPOSED CHARGING POINTS 2015		
10	New Road	public-rapid charge
11	Bridle Path	public-rapid charge
12	Service Road Q	public-rapid charge

Location: Borough of Watford

Description: Electric vehicle charging points (March 2015)

Date: March 2015

Drawn by: BS

Scale:

**WATFORD**  
BOROUGH COUNCIL  
Planning  
Town Hall  
Watford  
WD17 3EX



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Thursday 26<sup>th</sup> February 2015

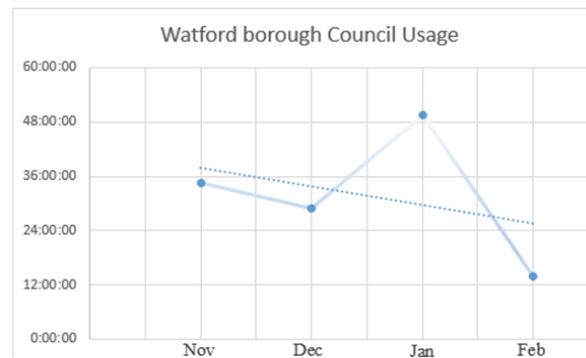
### E-Car Club– Watford Report– 1 ZOE exclusive access between 08:00– 16:00

The E-Car Club scheme started in Watford on 4th of November 2014 and below are the statistics for one of the Renault ZOE that Watford Borough Council have exclusive access between the hours 08:00– 16:00.

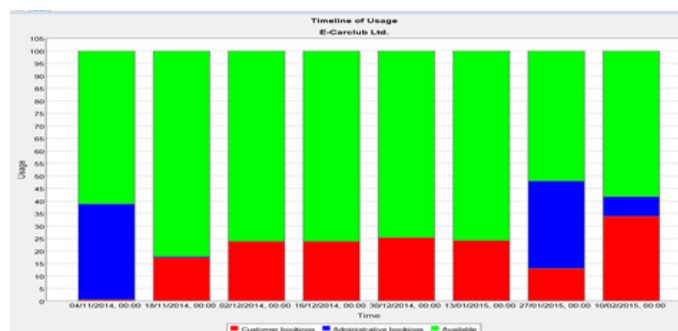
WBC Staff	Private Sign Ups	Usage
31	15	Total Bookings: 73 Total hours booked: 127 hrs Total Miles: 675

The above table shows the active members for Watford borough staff, private sign ups and the usage level. Since the scheme started there have been a total of 73 booking. On average, 24 bookings each month, just under 2 hours each booking and under 10 miles. This is excluding weekends and bank holidays.

Month	Total Hours Booked
November	34:30
December	29:00
January	49:30
February	14:00 still pending



The graph above shows the trend and usage for each month. Although the scheme started on the 4th of November, the staff members were on-boarded by the 10th of November. December not being particularly the best of months is most likely affected by the holiday seasons and staff members not necessarily needing the use of an E-Car. January period was a very busy period and February counts the usage till the 14th.



Above graph is an overview and shows the usage on a fortnightly basis. Blue means administrative bookings, red means the car usage/ booked and green the availability of the cars in them two weeks. We consider anything near 35% is excellent from a car club perspective. As you know our electric vehicle will not hit 100% due to its capabilities and charging time.

Both the tables and the graphs show a fair amount of usage considering the factors we started the scheme in November, holidays in December and post issues which we faced and resolved. Hope this was useful!

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