Committee: Sustainable Communities Overview & Scrutiny Panel

Date: 20th March 2018

Wards: All

Subject: ANPR (Performance monitoring update)

Lead officer: Paul Walshe (Head of Parking & CCTV)/ John Hill (Assistant Director – Public Protection)

Lead member: Councillor Ross Garrod (Cabinet Member for Street Cleanliness & Parking)

Contact officer: Paul Walshe/Adrian Rutkowski

Recommendations:

A. That the Panel discuss and comment on the contents of the report.

PURPOSE OF REPORT AND EXECUTIVE SUMMARY

The purpose of this report is to provide the panel with an update on the implementation and progress of the ANPR (Automatic Number Plate Recognition) enforcement system for bus lane and moving traffic contraventions which was introduced in June 2016.

1. **Background**

1.1 In 2015 a contract for the provision of an ANPR enforcement system and the maintenance of public space protection CCTV cameras was awarded to Tyco Integrated Fire & Security Ltd following a competitive 2-stage procurement process in which 5 firms returned complete tender submissions. Of the 5 submissions Tyco's bid achieved the highest score on the quality criteria and was also the considered to be the most competitively priced bid.

1.2 In respect of the ANPR system, the objectives of the project were essentially threefold:

- To increase the efficiency of the parking enforcement team by automating the process of identifying potential contraventions of traffic regulations – bus lanes and moving traffic offences
- to reduce congestion, bus journey times and pollution around the borough;
- to improve safety outside schools (by enforcing school entrance markings more effectively).

1.3 The ANPR system was implemented as part of a process to achieve a greater level of automation of service delivery. The existing system for identifying these contraventions was very labour intensive, requiring human operators to monitor live CCTV images, and inefficient; because those operators could only monitor 2 or 3 locations at a time. This meant that many contraventions were being missed with the

outcome being that the enforcement scheme did not deliver the desired effect of improved motorist behaviour and compliance with the parking regulations.

1.4 Moving to an ANPR-based system reflects the wider aspirations of Parking Services TOM (Target Operating Model) which seeks to deliver services with greater efficiency and at reduced cost. In the case of ANPR the benefits of moving towards this automated system would improve efficiency – rather than a human operator watching live CCTV images and manually recording details of any contraventions, ANPR cameras constantly and automatically monitor each location, and send an 'evidence pack' over the 4G network to be reviewed by the CCTV reviewing team. The 'evidence pack' includes the video clip of the alleged contravention as well as time/date/location data, all of which would previously have been input by an operator. The evidence packs also provide more robust and accurate evidence in any appeal against the issue of a PCN.

2. Implementation

2.1 The ANPR System went live on June 27th 2016 with 39 cameras enforcing 41 contraventions. The initial period following implementation proved to be challenging. and camera performance was not to the standard that had been specified in the contract awarded. Working in partnership with the contractors It took until January 2017 before the ANPR system had reached a level that was deemed acceptable by officers. As part of the drive to achieve a fully functional system, new software was introduced that automatically monitors the performance and reliability of the each of the cameras. This has proved extremely effective, has helped with recognizing problems and fixing them as soon as they appear. The end result is that Parking services now has one of the best and most modern ANPR systems in UK.

2.2 As part of the implementation of the ANPR camera system, Parking Services has also acquired 2 vehicles which are both equipped with ANPR cameras. This enables these vehicles to be deployed to monitor School Keep Clear markings and other moving traffic contraventions at locations where it is not possible to install fixed ANPR cameras. The use of these vehicles also allows for an immediate response to parking enforcement issues and has proved to be a particularly effective enforcement option.

3. Results

3.1 Currently Parking Services has 44 ANPR cameras operational including 39 cameras that were installed as part of the original roll-out programme in 2016 and 5 additional cameras installed in October 2017. The system allows a degree of flexibility so that fixed ANPR cameras can be moved from one location which may have higher rates of compliance to newly identified areas of the borough where traffic contraventions are high and compliance needs to be achieved. Since the introduction of ANPR cameras in July 2016, 10 of them were moved to new locations due to reaching high compliance. The full list of cameras and their locations can be found in **Appendix 1**

4. Number of contraventions.

4.1 Table 1 below shows the change in PCN's captured in the last 3 financial years. Starting with the year 2015/16 pre ANPR and 2016/17 onwards post ANPR. The 2016/2017 column includes non ANPR data for April to June as the ANPR enforcement did not start until July 2016.

Table 1. ANPR PCNs

	2015/16	2016/17	2017/18 forecasted
Bus lane	7,919	21,551	21,777
MTC	24,670	56,221	66,607
Total	32,589	77,772	88,384

4.2 The data shows a significant increase in number of issued PCNs since the introduction of ANPR. The full breakdown of the number of PCNs and revenue generated can be seen in **Appendices 2 and 3**

5. Compliance

5.1 The ANPR system was implemented with the specific objective of utilising a digital system of enforcement in order to improve motorist behaviour and increase motorist compliance with the relevant traffic regulations. In the last year we have seen significant effects of compliance,

5.2 Table 2 (below) shows the effects of compliance between based on 34 cameras which stayed in the same location from January 2017 until January 2018. In July 2016 the base line number of ANPR cameras was 39. Between January 2017 and January 2018, 5 of them were deployed to new locations where compliance was low.

In addition we installed a further 5 (new) ANPR cameras in October 2017 at new enforcement locations.

Table 2. Compliance

		January 2017	January 2018
Bus lanes	9 cameras	53 PCNs/day	56 PCNs/day
Box junctions	15 cameras	85 PCNs/day	65 PCNs/day
Illegal turns	10 cameras	97 PCNs/day	67 PCNs/day
Overall	**34 cameras**	**235PCNs/day**	**188 PCNs/day**

5.2.1 The table shows that overall there is a decrease of 19.5% between January 2017 and January 2018 on the number PCNs captured. It is expected that this trend will continue, and the service will continue to move cameras to new locations when high levels of compliance are reached, thus achieving the projects aims of reducing congestion and pollution. Reducing traffic congestion, ensuring the free flow of traffic and improving air quality were key issues raised in the most recent residents' survey. The introduction of the ANPR system has already contributed significantly toward addressing such concerns and has helped progress towards achieving a number of objectives of the recently approved Air Quality Action Plan (2017-2022) specifically aimed at improving air-quality within the Borough.

6. Appeals against bus lane and moving traffic PCNs

6.1 The ANPR system provides for digital evidence of motorist non-compliance when a case is contested at appeal. Digital evidence is considered to be more reliable, robust and accurate and serves to strengthen the Council's case at appeal.

6.2 In the 19 months since ANPR cameras were introduced until the end of January 2018, 719 PCN's (0.48% of 147,872 issued PCNs), were lodge for appeal at the London Tribunals.

Of that number, 689 appeals were heard with the Council winning 467 of those appeals which represents a success rate 67.8%.

In the 19 months prior to introduction of ANPR enforcement, we received 433 appeals, (0.97% of 44,493 issued PCNs) successfully winning 278 which represents a success rate of 64.2%.

6.3 With the introduction of ANPR this allowed us to post clips of contraventions online that are easily accessible by the drivers receiving the PCN. That resulted in significant reduction of appeals against bus lane and moving traffic PCNs, even though the number of PCNs has more than doubled after ANPR system started operating.

6.4 Prior to the introduction of the ANPR system Merton was achieving mid-table position in respect of its appeals performance. However, it is expected that this upward trend for the Council's success rate at appeal will continue as ANPR becomes more embedded. Indeed this is borne out by the very latest month's performance, referred to above in para 6.2, showing an overall success rate of 67.8% at appeal, which, should it continue, would place Merton in the top quartile of London Boroughs in respect of PATAS appeal performsnce.

7. ALTERNATIVE OPTIONS

The existing system is now operating well and there are no plans to replace it in the foreseeable future, new locations are identified based upon evidence of non-compliant motorist behaviour.

8. CONSULTATION UNDERTAKEN OR PROPOSED

None for the purposes of this report.

9. TIMETABLE

None for the purposes of this report.

10. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

None for the purposes of this report save for the fact that the system is more efficient and has reduced costs per case in comparison with the non-automated system where staff monitored CCTV or attended on site in CCTV cars to capture these offences.

11. LEGAL AND STATUTORY IMPLICATIONS

The Council is legally entitled to enforce Moving Traffic and Bus Lane parking contraventions under the TMA 2004 (Traffic Management Act 2004 and all amendments). The Council was not required to advertise the placing of the ANPR cameras since traffic enforcement was already taking place at these locations through CEO monitoring. Signage is however displayed at all of the ANPR locations advising that enforcement cameras are operating at any given location.

12. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

None for the purposes of this report.

13. CRIME AND DISORDER IMPLICATIONS

Parking and traffic enforcement is decriminalised, meaning that it is a civil matter and there is no involvement with the police or courts (except for debt recovery, which is carried out through the county courts).

14. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

None for the purposes of this report.

15. APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

APPENDIX 1. Camera locations

APPENDIX 2. Monthly ANPR PCNs

APPENDIX 3. ANPR Revenue 2016-17 and 2017-18

APPENDIX 1. Camera locations

- 39 cameras that began operating in July 2016. The cameras marked in grey are no longer in the original locations

Camera no	Start date	Location	Type
975	2/7/16	Eagle House - Armfield Crescent	Bus lane
976	1/7/16	London Road/ Bond Road	Box junction
977	1/7/16	London Road/ Linden Place	No U-turn
978	1/7/16	Upper Green East	Bus lane
979	1/7/16	Kingston Road/ Montague Road	Box junction
980	11/7/16	Haydons Road/ Haydon Park Road	Box junction
981	5/7/16	Coombe Lane/ Waitrose car park	No right turn
982	1/7/16	Kingston Road/ Gladstone Road	No right turn
983	5/7/16	London Road/ Lavender Avenue	No right turn
984	1/7/16	Hartfield Road (Graham Road and Beulah Road)	Bus lane
985	1/7/16	Haydons Road / Cromwell Road	Box junction
986	1/7/16	London Road/ Armfield Crescent	Box junction
987	5/7/16	Wimbledon Hill Road	Bus lane
988	1/7/16	Hartfield Road/ Hartfield Crescent	Bus lane
989	5/7/16	London Road/ Broadway Gardens	Box junction
990	1/7/16	London Road/ Figges Marsh	Bus lane
991	5/7/16	Hartfield Road (Herbert Rd and Graham Road	Bus lane
992	4/7/16	Kingston Road/ Palmerston Road	No right turn
993	1/7/16	Tamworth Lane/ Grove Road	Box junction
994	1/7/16	Russell Road/ Kingston Road	No right turn
995	1/7/16	Worple Road/ Wimbledon Hill Rd	Bus lane
996	1/7/16	Kingston Road/ Dorset Road	Box junction
997	3/7/16	Alexandra Road/ Wimbledon Hill Road	No right turn
998	5/7/16	Wimbledon Hill Road/ Worple Road	No left turn
999	1/7/16	Queens Road/ Centre Court	Compulsory left turn
1000	1/7/16	The Broadway/ Queens Road	Bus lane
1001	1/7/16	London Road/ Finborough Road	Bus lane

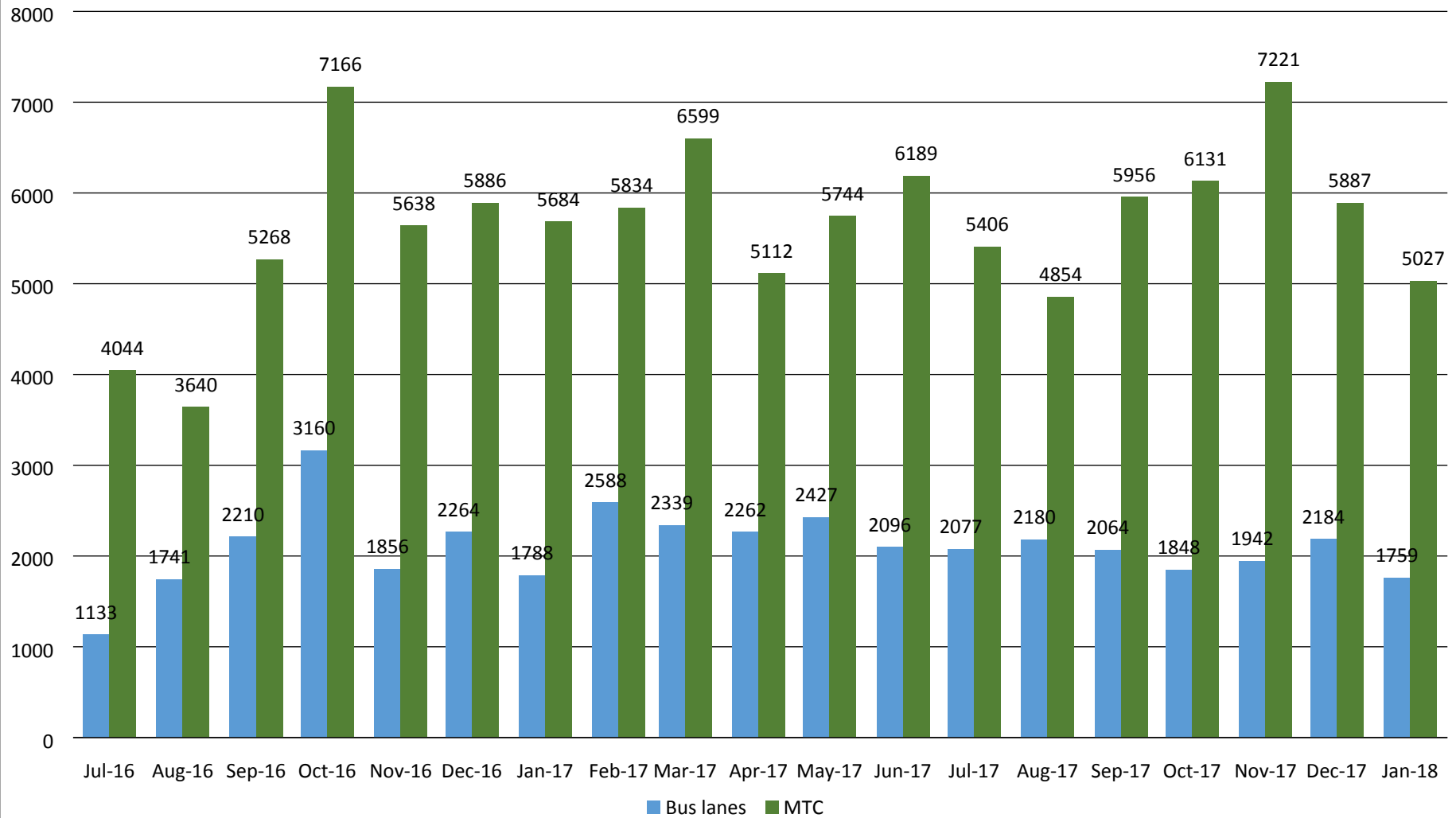| 1002	1/7/16	London Road/ St. Marks Road	Bus lane
1003	25/7/16	Quicks Road/ Merton Road	No right turn
1004	1/7/16	London Road/ Baron Grove	No right turn
1005	1/7/16	St. Marks Road	No entry
1006	17/8/16	Coombe Lane/ Durham Road	Box junction
1007	1/7/16	London Road/ Langdale Avenue	Bus lane
1008	7/7/16	Western Road/ Bond Road	Box junction
1010	6/7/16	Durnsford Road/ Bassett House	Box junction
1011	16/7/16	Morden Road/ The Path	No U-turn
1012	1/7/16	Durnsford Road/ Weir Road	Box junction
1013	1/7/16	Worple Road the Downs	Box junction
1014	1/7/16	Queens Road	Restricted Route

- 5 additional cameras installed in October 2017

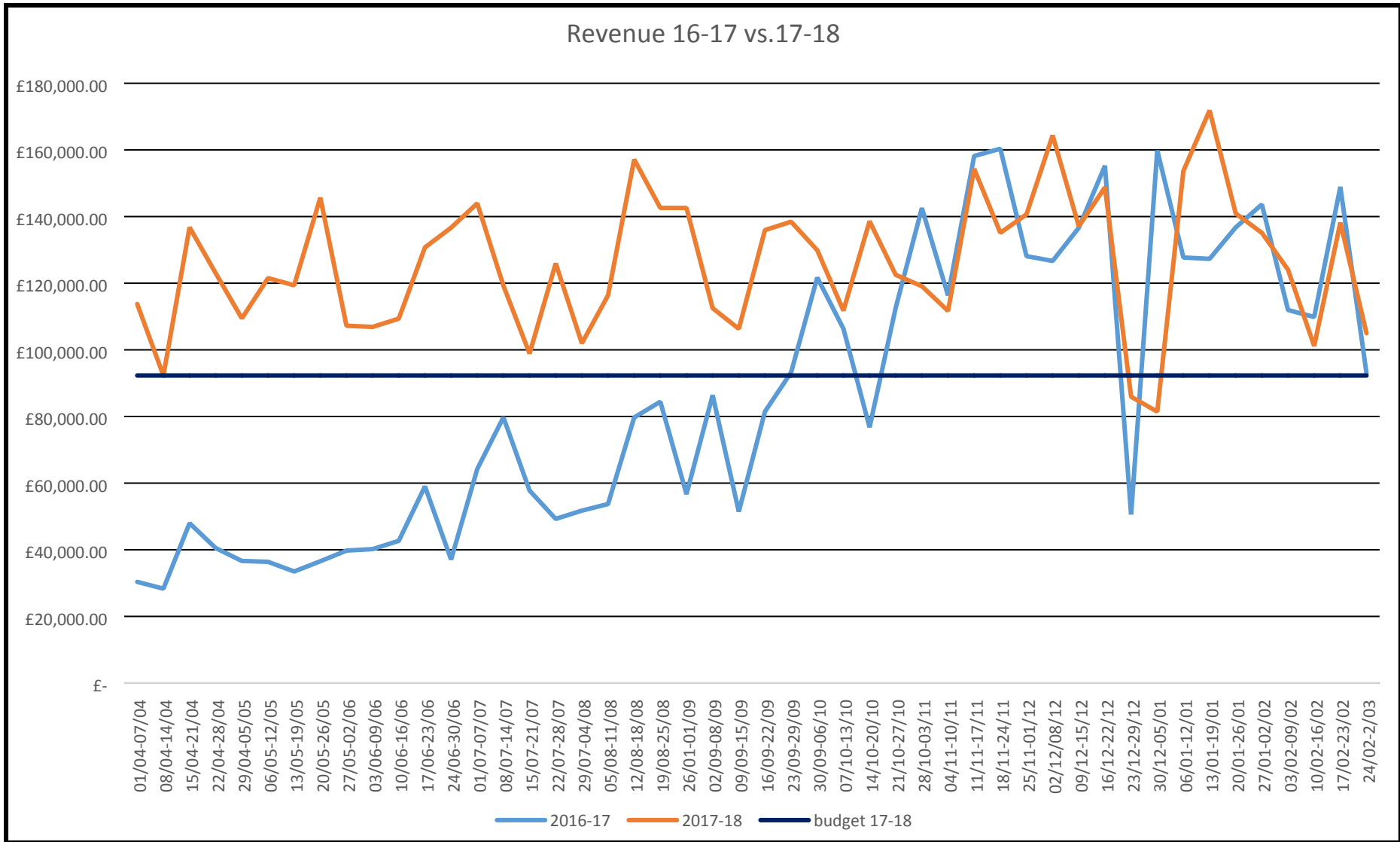| Camera no	Start date	Location	Type
1438	10/10/17	Armfield Crescent/ London Road	Box junction
1439	25/10/17	Grand Drive/ Coppice Close	Box junction
1440	6/10/17	West Barnes Lane/ Camberley Avenue	Box junction
1441	6/10/17	Coombe Lane/ Raynes Park Bridge	Box junction
1442	10/10/17	Durnsford Road/ Bassett House 2	Box junction

- Cameras moved to new locations

Previous location	New location	Date moved
London Road/ Linden Place	Kingston Rd/Morden Rd no right turn	5/9/17
St. Marks Road	Morden Road/ The Path box junction	2/12/16
Worple Road/ The Downs	Streatham Rd/ Graham Rd box junction	25/1/17
London Road/ Baron Grove	Tudor Drive/ Lynmouth Ave box junction	26/1/17
Alexandra Rd/ Wimbledon Hill	Martin Way/Mostyn Rd box junction	31/8/17
Kingston Rd/ Palmerston Rd	Martin Way/ Links Avenue box junction	5/9/17
Gladstone Rd/ Kingston Road	Morden Road/ Milner Road box junction	6/9/17
London Road/ Langdale Avenue	Grand Drive/ Church Walk box junction	24/10/17
London Rd/ Finborough Rd	London Rd/ Upper Green East bus lane	15/11/17
Armfield Cres/ London Road	Lower Green/ Church Rd box junction	5/1/18

APPENDIX 2. Monthly ANPR PCNs

Monthly ANPR PCNs from July 2106 until January 2018

Bus lanes data:
Jul-16: 1133, Aug-16: 1741, Sep-16: 2210, Oct-16: 3160, Nov-16: 1856, Dec-16: 2264, Jan-17: 1788, Feb-17: 2588, Mar-17: 2339, Apr-17: 2262, May-17: 2427, Jun-17: 2096, Jul-17: 2077, Aug-17: 2180, Sep-17: 2064, Oct-17: 1848, Nov-17: 1942, Dec-17: 2184, Jan-18: 1759

MTC data:
Jul-16: 4044, Aug-16: 3640, Sep-16: 5268, Oct-16: 7166, Nov-16: 5638, Dec-16: 5886, Jan-17: 5684, Feb-17: 5834, Mar-17: 6599, Apr-17: 5112, May-17: 5744, Jun-17: 6189, Jul-17: 5406, Aug-17: 4854, Sep-17: 5956, Oct-17: 6131, Nov-17: 7221, Dec-17: 5887, Jan-18: 5027

Legend: Bus lanes, MTC

APPENDIX 3. ANPR Revenue 2016-17 and 2017-18

Revenue 16-17 vs.17-18

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