

Southampton City Council

Civil Parking Enforcement



Annual Report April 2012 to March 2013



Published March 2014

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Foreword by Councillor Jacqui Rayment

I am pleased to present Southampton City Council's 6th Parking Annual Report, which covers 2012/13. It details the service's achievements and performance over the past financial year and lays out future objectives and customer-focussed initiatives.

Councillor Jacqui Rayment

Cabinet Member for Environment and Transport



Welcome to the International Maritime City of Southampton

Introduction

We take this opportunity to inform you about our enforcement activities for the period 1st April 2012 to 31st March 2013 covering financial, statistical and performance targets in the context of our other parking and patrol duties and policies.

Southampton in 2012

2012 was a very special year in Southampton, as well as joining the national Diamond Jubilee celebrations, the Olympic Torch relay passed through and in April we opened the doors of our new SeaCity museum featuring the Titanic exhibition to the public to mark the centenary of the sinking of the Ocean Liner.

Cunard Line celebrated Her Majesty the Queen's Diamond Jubilee with a unique Three Queens event on 5 June 2012.

P&O Cruises celebrated their 175th Anniversary with 7 cruise ships arriving in the port on 3rd July.

Behind all the celebrations, visitors and residents parking needs have to be carefully balanced.

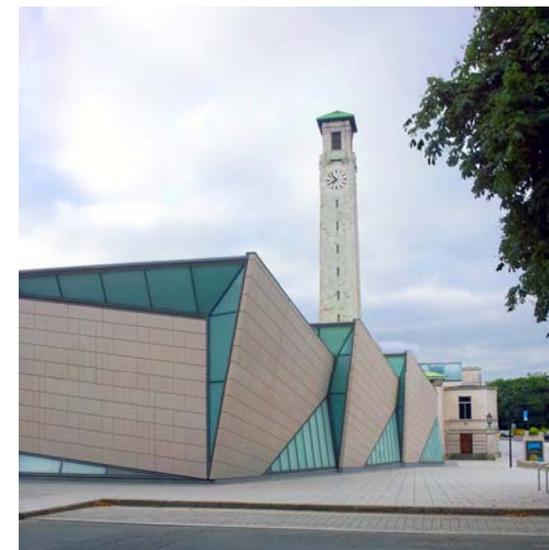
Our responsibility is to make ensure our parking restrictions are clearly and accurately signed and managed for the benefit for all.

Parking restrictions are in place to manage the kerb space and maintain access for residents, businesses, commuters, people with disabilities, shoppers, students and visitors alike. They are enforced in a fair, transparent and consistent manner.

Overview of Parking Services

Southampton City Council has delegated the management of its parking stock and enforcement of parking facilities to its Parking Services department.

Parking Services continued to provide a quality customer service during a period of national economic downturn. The number of vehicles using our facilities was generally down despite some very creative measures to increase the market share.



Our aims are to:

- Enforce parking restrictions in a fair and consistent manner for the benefit of all parking users
- Provide safe parking places with clear markings and signage
- Keep streets clear to enable smooth traffic flow and protect public safety
- Provide a service for challenges against Penalty Charge Notices
- To make all our parking information accessible i.e. in plain English and available in all formats to account for the diverse local population



Achievements in 2012-13

You asked and we did

Our customers asked us to consider how we could improve the parking experience against the backdrop of economic downturn.

We made it easier to find parking online



Working closely with our partners Capita, Parking Services designed and developed an online interactive parking map which allows users to search for parking by type e.g. motorcycle, or by road name or location e.g. SeaCity museum.

Here you can find information on when you need to pay to park and how much it will cost, as well as the total number of spaces, height restrictions and seasonal information. We also provide a link to real time car park occupancy. This facility is also available for users of

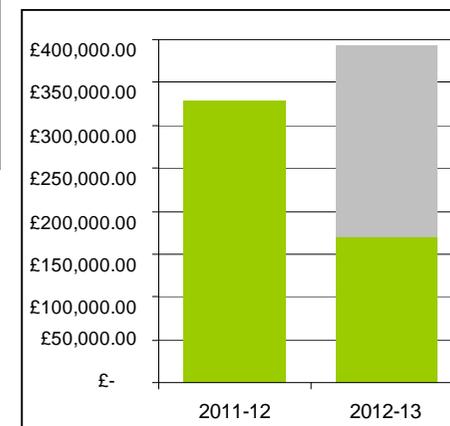
Smartphone and tablet devices.

Paper maps are still available for customers who prefer them, either from our Central Library or any of our visitor attractions including the SeaCity Museum or on request from Parking Services.

Cheaper all day parking

As well as being able to park in Marlands multi-storey car park for £5.00 all day, in April 2012 we created a new all day on street tariff, our grey zone, which used perimeter streets previously in the green zone. The grey zone was competitively priced at £5.00 all day. Spaces on street soon filled up and two thirds of the combined green and grey zone income was raised in the grey zone.

	2011-12	2012-13
Green zone income	£ 327,855.69	£ 169,452.80
Grey zone income		£ 223,102.80
<u>Total</u>	<u>£ 327,855.69</u>	<u>£ 392,555.60</u>



Making our Multi-Storey car parks even safer

All our city multi-storey car parks have been accredited with the Park Mark™ award. They benefit from 24 hour CCTV coverage, increased patrols, ANPR on entry and exit. Both Bedford Place and Marlands underwent a refurbishment to install new LED lights. This helped contribute towards the cities lower carbon footprint and will save around £6k a year on the annual budget.

We have been working with Community Safety Homelessness, the Police and Street Cleaning to deal with the issue of rough sleepers in the car parks and the mess they leave behind. Each agency provides intelligence about where the issues are happening, the level of waste and time of day. The police have issued a Section 30 dispersal order and have been robustly enforcing it by moving on vagrants. Homelessness have been encouraging rough sleepers to take up fixed accommodation, whether this be winter beds or at hostels on a more permanent basis. CCTV also monitors the issues and have reported that the combined efforts have significantly improved the situation.

Joined up approach to tackle litter on the streets

In two ceremonies hosted by the Mayor of Southampton Councillor Derek Burke, around 30 accredited parking and enforcement officers received certification giving them power to stop people from littering under the police Community Safety Accreditation Scheme (CSAS). The scheme recognises the major contribution that people such as Civil Enforcement Officers, City Patrol, Neighbourhood Wardens, Park Rangers, Housing Association employees, Environmental Health Officers and Security Guards make to public safety. CSAS aims to enhance the contribution through closer working with the police and by granting a limited range of legal powers to accredited persons.



Inovating for our customers

Our technical team do not only maintain and repair the ticket and payment machines, barriers, and car park lighting, in November 2012 they also obtained the contract to maintain and repair the automated toll collection machines on the cities Itchen Bridge.

One of the first major developments was to make using the SmartCities card reader easier not just for disabled customers who had initially raised the issue but for all users.

The card has to make contact with the reader to function. The original flat panel design (Above in the picture left) was difficult to reach. The team developed a reader on a flexible extended arm which made reaching it easier and protected against accidental damage. (Below in the picture left)

They continue to monitor the performance of the equipment and identify areas to improve the customer experience.

Aspirations for 2013-14 and beyond

Parking Services continue our commitment to deliver an effective, sustainable and customer focused service and keep the city moving in a safer and cleaner environment.

City centre residents parking solutions

Visitors to the city can occasionally cause city dwelling residents inconvenience by parking in residents spaces. Holyrood estate was built in the 1950s. Parking is allocated to each flat, protected by the means of locked bollards. Over time these bollards have become damaged and opportunists have made use of the parking. Management of the Holyrood Residents Estate car parks was passed to Parking Services. Following improvements to the surface and signage they will be enforced in line with other resident's schemes through the issue of resident permits. Regular patrols will issue Penalty Charge Notices to vehicles parked without correctly displaying a valid resident's permit for the area. Any reports of misuse of parking documents in this scheme will be investigated by our fraud officer.

This work is part of the Council's ongoing decent neighbourhoods improvement programme.

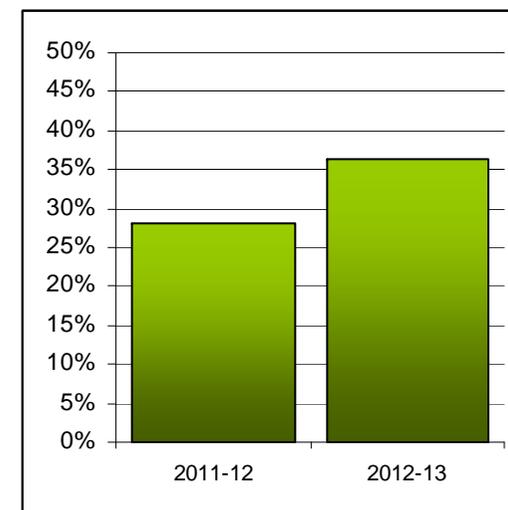
Investing in technology

In June 2011 we introduced the facility to view and challenge PCNs online. By April 2013 36% of customers were choosing to view their PCN details and submit a challenge using the online facility.

Continuing our commitment to bring more services online for our customers we are investigating the provision of online residents permit renewals.

We are also looking to invest in GPRS (General Packet Radio Service) for transferring PCN data from the officer's handheld devices to our main parking server at given intervals in the day.

PCN data including photographs is already available online usually within 24 hours of the PCN being issued. With the introduction of GPRS basic PCN data can be available on line the same day the PCN is issued, with photographs being uploaded at the end of the officer's shift



City Parking places to be increased

Parking Services will review Council Staff parking provision. Staff will be offered a wider choice of parking places, which in turn will allow all floors in the West Park Multi-Storey Car Park to be open to the public at all times, coupled with a streamlined single tariff which ends at 10pm (unlike other MSCPs whose pricing period runs until midnight). Visitors to the city will benefit from the central location, a few minutes from the main shopping areas and positioned opposite the SeaCity Museum. Future developments of the Station quarter will also benefit from the increased parking capacity of this car park.

Our Services in Detail

Enforcement

Our team of 30 Civil Enforcement Officers monitor compliance of a range of parking controls such as yellow lines and other lined restrictions, parking bay restrictions, bus stops and clearways, disabled parking bays and taxi ranks. Where a contravention appears to have occurred they issue a Penalty Charge Notice (PCN).

To ensure we are able to enforce efficiently and effectively we have divided the city onto flexible 'beats' where visit requirements are determined by the levels of compliance and the restrictions in place in support of the aims of our colleagues in Network and Traffic Management. We also run a reactionary service responding to notifications from the public of times and locations where restrictions are not being observed. These are supplemented by special enforcement requests during events such as the annual PSP (Premier Shipping & Packing Limited) Southampton Boat Show, football home matches and events at the Guildhall Square.

The Park Mark™ Scheme



The safer parking award scheme is an initiative of the Association of Chief Police Officers aimed at reducing crime and the fear of crime and is managed by the British Parking Association. Our multi-storey car parks benefit from barrier control entry and exit, ANPR and CCTV monitoring, lighting on all floors, lifts to all or alternate floors and public help points manned by our 24 hour CCTV control room. We have an additional nine Park Mark™ accredited surface car parks bringing our total to 15.

Quality Assurance to ISO 9001:2008 standard

Quality of service is fundamental in satisfying our customers and it is appropriate to document our systems to assure customers that their needs in terms of quality, best value, consistency and intent for continual improvement for current and future needs are being met.

Different areas of the service are audited monthly ensuring that the whole scope of the standard is audited each year.

SGS are our independent accreditation body, and undertake an inspection audit each year with an accreditation audit every 3 years. All aspects of the service we provide are examined to ensure that we constantly provide our customers with a quality parking service at all levels.

Parking Services was assessed and registered as meeting the requirements of ISO 9000:1994 in 1995.

Following a successful audit in September 2009, we have been accredited to the new standard ISO 9001:2008.



At our 2012-13 external audit no corrective actions were raised (for the second year in a row) confirming the highest level of service we offer our customers.

City Centre Car Parking

Car park Name	Length of stay	number of spaces	number of disabled spaces	Motorcycle parking	Park Mark	number of visitors 2012-13
Albion Place	Short	52	0	Yes	No	77,181
Amoy Street	Long	54	0	No	No	12,885
Ascupart Street	Long	32	2	No	No	9,851
Bedford Place MSCP	Long	279	8	No	Yes	68,044
Castle Way	Short	76	0	No	No	123,049
Civic Centre Forecourt	Short	72	6	No	Yes	42,061
College Street	Long	168	0	Yes	No	45,933
Commercial Road	Short	11	0	Yes	No	15,599
Compton Walk	Long	35	0	Yes	Yes	17,746
Crosshouse Hard	Long	66	2	Yes	No	4,783
Eastgate MSCP	Long	713	6	No	Yes	288,387
Gloucester Square	Long	90	0	Yes	No	40,598
Grosvenor MSCP	Long	532	5	No	Yes	81,140
Grosvenor Square (N)	Long	88	2	No	Yes	34,994
Handford Place	Long	10	0	No	No	4,080
Harbour Parade	Long	64	0	No	No	19,446
James Street	Long	16	0	No	No	8,215
Kings Park Road	Long	76	0	Yes	No	26,605
Lime Street	Long	227	5	Yes	No	42,734
Marlands MSCP	Long	837	6	No	Yes	455,080
Mayflower Park	Long	229	16	Yes	No	34,710
Northam Road	Long	24	2	No	No	2,448
Queens Terrace	Short	22	0	Yes	No	17,702
Six Dials	Long	72	4	No	Yes	22,944
Southbrook Road	Long	113	0	Yes	No	42,351
The Quays North	Short	135	13	No	No	40,820
The Quays South	Long	92	0	No	No	16,353
Trinity Road	Long	23	0	No	Yes	12,246
West Park (MSCP)	Long	506	6	No	Yes	85,357
Wilton Avenue	Short	78	3	Yes	Yes	82,186
Wyndham Place	Short	24	0	No	No	22,610



We provide a range of parking in the city centre for cars, motorcycles and coaches, with dedicated places for disabled drivers in car parks and on street.

All the relevant information is on our website for parking in our surface or multi-storey car parks and on street in our pay and display zones. Including charging periods and tariffs for each parking place.

Information is also included on our policy for cancelling PCNs and parking in accordance with the regulations.

<http://www.southampton.gov.uk/parking>

Provision of on and off street parking spaces

We provide;

- 1600 on-street Pay and Display parking bays
- 2300 off street Pay and Display parking spaces over 26 car parks
- 2889 Park Mark™ multi-storey car park Pay on Foot spaces in 5 multi-storey car parks
- Dedicated spaces marked for the use of disabled drivers displaying their blue badge
- Dedicated places to park coaches for up to 10 hours and a lorry park
- We also offer 40 locations across the city where you can park motorcycles free of charge.

There is no charge for parking on a Sunday morning (nor bank and public holidays) before 1200 in our car parks and before 1300 on street. Our multi-storey car parks have 24 hour charging. Please read the notices to ensure you park in accordance with the regulations in force at each location.

Bulk cash collection from ticket machines and bank reconciliation

We have a small experienced in-house team of staff that collect, reconcile and bank the bulk cash from the authority's multi-storey car parks, on and off street ticket machines and from the Itchen Toll Bridge. They also provide a banking service for other areas of the City Council

Between April 2012 and March 2013 the team collected £1,773,894 in cash from off street ticket machines, £1,764,983 from pay on foot multi-storey car park machines and £1,595,675 from on street ticket machines.

Maintenance of Parking Equipment

Our in-house dedicated technical team monitor and maintain 312 ticket machines to ensure that they are in full working order. They run a monthly routine maintenance program and a reactionary response to notifications of faults from either the public, CEOs or the machines self diagnostic program. They also look for ways of improving the stock, from simply providing easy to understand usage instructions, to fitting the latest devices to provide customers with more choices of paying for their parking such as 'wave and pay'.

Provision and Management of Residents Parking Zones

We manage 20 residential parking zones across the city, where kerbside space is limited and there is often competition for parking from commuters. The spaces are managed through the use of Residents' Zone permits and Visitor's Permits. Medical staff and essential carers can also apply for permits for these areas in order to deliver care to members of the community requiring it. The restrictions are tailored to the specific needs of the area. In most areas are usually between 8am and 6pm weekdays



Dealing with Challenges and Appeals against PCNs

A 50% discount applies when payment of a PCN is received within 14 days from the date on which it was served.

If a driver believes that the PCN has been issued incorrectly or there are circumstances where they feel it should be withdrawn they can make an informal challenge. Our contact details are printed on the reverse of the PCN.

The challenge process follows three stages;

1. The informal challenge is made before the service of a Notice to Owner (NtO).
Where the customer fails to make an informal challenge or is unhappy with a reply they may make a formal challenge once the NtO has been served.
2. The customer is given a further 28 days to either formally challenge the PCN or make payment
3. Customers who are not satisfied with the outcome of their formal challenge have the option of lodging an appeal with the Traffic Penalty Tribunal (TPT), an independent body whose decision regarding the PCN is binding on both parties.

Our in-house dedicated team of Notice Processing staff consider each case on its own merits in a fair and consistent way.

Guidance on our cancellation policy can be viewed on our website

http://www.southampton.gov.uk/Images/Cancellation%20Policy%20Sept%202010_tcm46-204213.pdf

The final stage of the PCN if it remains unpaid is to register it as a debt at the Traffic Penalty Tribunal Bulk County Court, Northampton.

If it is still unpaid a 'warrant of execution' may be obtained and the debt is passed to bailiffs.

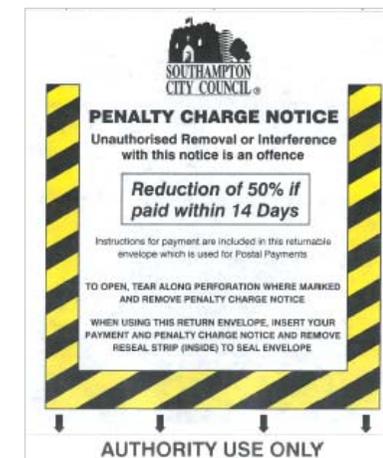
Review of existing restrictions, signs and road markings

Lines and signs provide the motorist with consistent and clear instructions on what they may do in that location. These are regulated by Traffic Signs Regulations and General Directions statute and information about the most commonly used can be found in the Highway Code.

Our technical team have an ongoing rolling program of refreshing existing lines and signs ensuring that they are up to the current regulations, and installing new signs to bring road up to current regulations. Whilst out patrolling our streets our CEOs check the road markings and signage to ensure that they are compliant. This work is ongoing.

	Number of CEO reports of faults with lines	Number of CEO reports of faults with signs	Lines and signs refreshed by Technical team:	Number of new signs installed by Technical team
2011/12	123	124	Zone 9 Coxford and Bassett	249
2012/13	211	198	Bassett and some roads in Zone 14	184

Further information on the regulations controlling signs can be found at: <http://www.legislation.gov.uk/uksi/2002/3113/contents/made>



Investigating the misuse of permits, pay & display tickets and disabled blue badges



Our Civil Enforcement Officers are trained to spot the subtle nuances between genuine and counterfeit blue badges, permits and pay and display tickets. We have a dedicated department to investigate alleged claims of altered and wholly counterfeit parking documents reported by CEOs, members of the public or those identified during on street spot checks.

	Reports Received	Investigations Undertaken	Warning Letters Issued	Cautions	Prosecutions
2010/11	376	49	203	7	5
2011/12	312	73	71	12	6
2012/13	379	106	64	18	5

A number of blue badge prosecutions featured in the Daily Echo newspaper between April 2012 and March 2013:

- A 27 year old Male from Romsey was found guilty of displaying wholly counterfeit pay and display tickets between August and September 2011. In court, in June 2012, he pleaded guilty to failing to identify the driver of his car when the second pay and display ticket was seen. He was ordered to do 130 hours unpaid community work and fined £135. The court awarded costs of £530. His later appeal in crown court was rejected and the costs were increased by £300.
- An 18 year old female from Solent University was found guilty of using two fraudulently altered pay and display tickets in November 2011. The expiry time and the amount paid had been altered to make the tickets appear to be valid for longer than they were purchased for. In Court in November 2012 she was given a 12 month conditional discharge and ordered to pay costs of £500.
- A 53 year old female from Plymouth used her deceased mothers blue badge to avoid paying an £8.00 parking fee in July 2012. In court in February 2013, she pleaded guilty to fraud by false representation and wrongful use of a blue badge with an altered expiry date to make it appear valid. She was given a 12 month community order for 80 hours unpaid work and ordered to pay £450 costs.
- A male pub licensee was found guilty, in his absence, of the wrongful use of a blue badge in October 2011. The blue badge had expired in 2010 and had belonged to his father who had died in 2007. The badges expiry date had been obscured by the time clock. In court in May 2012 he was fined £150, ordered to pay £85 in legal costs and £397 in investigation costs.
- A 40 year old female from Southampton was found guilty, in her absence, of using a deceased relatives blue badge to park in the city centre for free in December 2011. In court in July 2012, she was fined £600 and £448 costs.

Investigation and Removal of Abandoned Vehicles

The council has a duty to remove Abandoned Vehicles on any open land or on any road to which the public have access and can charge for their removal, storage (if appropriate) and disposal. We follow strict guidelines laid down by central government when removing abandoned vehicles to a compound where they are held for 10 days whilst we try to make contact with the registered keeper to determine their intention for the vehicle, after which the vehicle is disposed of.

We offer a 'project car clear' service to our customers to enable them to surrender ownership of 'end of life' vehicles which are removed from the highway and destroyed in accordance with environmental regulations at no charge to our customers.

Our Enforcement Officers report untaxed vehicles to the DVLA who make regular compliance visits to our city to deal with untaxed vehicles on the public highway.

The public can also report untaxed vehicles direct to the DVLA.

Year April to March	Abandoned vehicle Reports Received	Vehicles removed from the highway	Removals as a percentage of vehicles reported	vehicles given up under Project car Clear
2010/11	697	57	8.17%	5
2011/12	745	48	6.44%	1
2012/13	653	49	7.50%	2

Reports of Abandoned Vehicles are directly linked to the price of scrap metal.

Further information on the abandoned vehicles service can be found on our website at: <http://www.southampton.gov.uk/s-environment/roadsandparking/abandonedvehicles/>





Working with our customers to improve our service

Our customer's views help us to continually monitor and manage our parking stock. We regularly review customer feedback through comments, compliments and complaints as well as through customer satisfaction surveys. This enables us to assess the public's perception of the service we provide and gather ideas on how we can improve our service to meet the evolving needs of our customers. Customer satisfaction surveys also form part of our Quality Assurance process.

Customer Satisfaction survey regarding Abandoned Vehicles

In 2007 we asked 300 customers who had used the abandoned vehicles service to tell us about their experience.

As part of our commitment to continual improvement we revisited this service area in July 2012 and asked 300 customers to tell us about their experiences.

In 2007 109 replies were returned in 2012 108 questionnaires were returned.

In 2007 43% of customers found out about the service from an information leaflet. In 2012 this had dropped to 13%

In 2007 23% of customers found out about the service from the telephone book. In 2012 this had dropped to 12%

In 2007 3% of customers found out about the service by using the internet. In 2012 this had risen to 52%.

As a result of this trend we ensured that the information on the abandoned vehicles web page was complete and met the needs of the customer. The web page complies with Socitm (Society of Information Technology Management) who award stars to council websites based on the accessibility and ability to address the needs of their customers. Our web site attained 3 star status in 2012, with the abandoned vehicles web page having gained 5 stars of approval from our customer web page feedback.

In 2007 84% of respondents found reporting an abandoned vehicle a simple and straightforward process, in 2012 this had risen to 89%

In 2007 87% of respondents found the person they were dealing with polite and helpful. In 2012 this had risen to 93%

In 2007 56% of respondents were told about situations where the council would be unable to take any action. In 2012 this had risen to 69%.

We cannot remove suspected abandoned vehicles if they are taxed, or if they are moved from one spot to another, or if the owner calls in and states that they are getting the vehicle moved within a specific time.

Recommendations

- There are no recommendations to change the abandoned vehicles service following the positive feedback of this customer satisfaction survey.
- We will investigate options to make it clearer to customers what to select when they phone Actionline to report an abandoned vehicle.

Customer Satisfaction survey on our Representations Service

'Representations Survey Questionnaires' were sent out in November 2012 to all customers who made a challenge, formal or informal and whose challenge was either rejected or accepted. 175 surveys were returned.

We asked customers to rate their level of satisfaction with:

	November 2011	November 2012
	Satisfied	Satisfied/ very satisfied
Response time	92%	90.8%
Submission methods	92%	92.7%
Response methods	92%	89.9%
Response to all aspects of the representation	90%	81.8%
Clarity of response	93%	88.1%
Explanation of next steps (for PCNs made effective only)	10%	64.9%

The downward trend in satisfaction levels will be considered against all factors affecting the statutory representations service.

Future Surveys

The Quality Assurance customer satisfaction survey planned for 2013/14 is for On Street parking.

We will investigate the possibilities offered for customer satisfaction surveys using Snap Survey Software on-line with paper copies available on request. This method will be beneficial to the environment as they can be completed wholly on line and the statistical analysis done in the Snap Survey Software, with the interpretation undertaken in-house getting results out to our customers faster.

We will also be able to offer surveys in a variety of languages to meets the diverse needs of Southampton's population.

We will always offer customer the option of completing a paper survey if they prefer.



Financial Information

On-street and off-street income and expenditure

Under section 55 of The Road Traffic Regulation Act 1984, as amended by The Traffic Management Act 2004 all English authorities must keep an account of all parking income and expenditure in designated (on street) parking spaces which are in a Civil Enforcement Area and of their income and expenditure related to their functions as an enforcement authority.

Regulations and Guidance confirm that in respect of off street parking places (car parks) the term “income and expenditure as enforcement authorities” includes that related to Penalty Charge Income. It does not, for example, cover pay and display income or permit/season ticket income or the direct income/expenditure to collect that income; however for completeness this information has been included.

Abandoned Vehicles Account	2010/11	2011/12	2012/13
Income	£3,307.00	£2,460.00	-£430.00
Expenditure	£15,912.38	£7,872.51	£7,368.28
Surplus/Deficit	Deficit £12,605.38	Deficit £5,412.51	Deficit £7,798.28

Off Street Income	2010/11	2011/12	2012/13
Car Parks	£4,517,119.14	£4,603,598.58	£4,587,888.89
Season Tickets	£251,386.02	£164,424.17	£223,555.69
Staff Parking	£511,449.63	£482,498.39	£456,434.76
Suspended Bays	£2,867.31	£1,419.17	£40,573.15
Other Income	£170,001.17	£416,878.37	£207,817.44
Penalty Charge Notices	£244,062.15	£230,488.94	£222,391.21
Total Off Street Income	£5,696,885.42	£5,899,307.62	£5,738,661.14

Off Street Expenditure	2010/11	2011/12	2012/13
Council Internal Recharges	£1,326,593.14	£1,263,135.59	£1,094,067.86
Capital Financing	£783,600.00	£738,200.00	£583,400.00
Car Park Maintenance	£235,591.53	£208,888.45	£171,371.89
Electrical/Rent/Rates and Water Charges	£983,523.09	£1,091,406.30	£1,220,531.03
Supplies and Services	£169,822.38	£163,677.87	£127,095.76
Total Off Street Expenditure	£3,499,130.14	£3,465,308.21	£3,196,466.54
Surplus/Deficit	Surplus £2,197,755.28	Surplus £2,433,999.41	Surplus £2,542,194.60

Income remained comparable to the previous year.

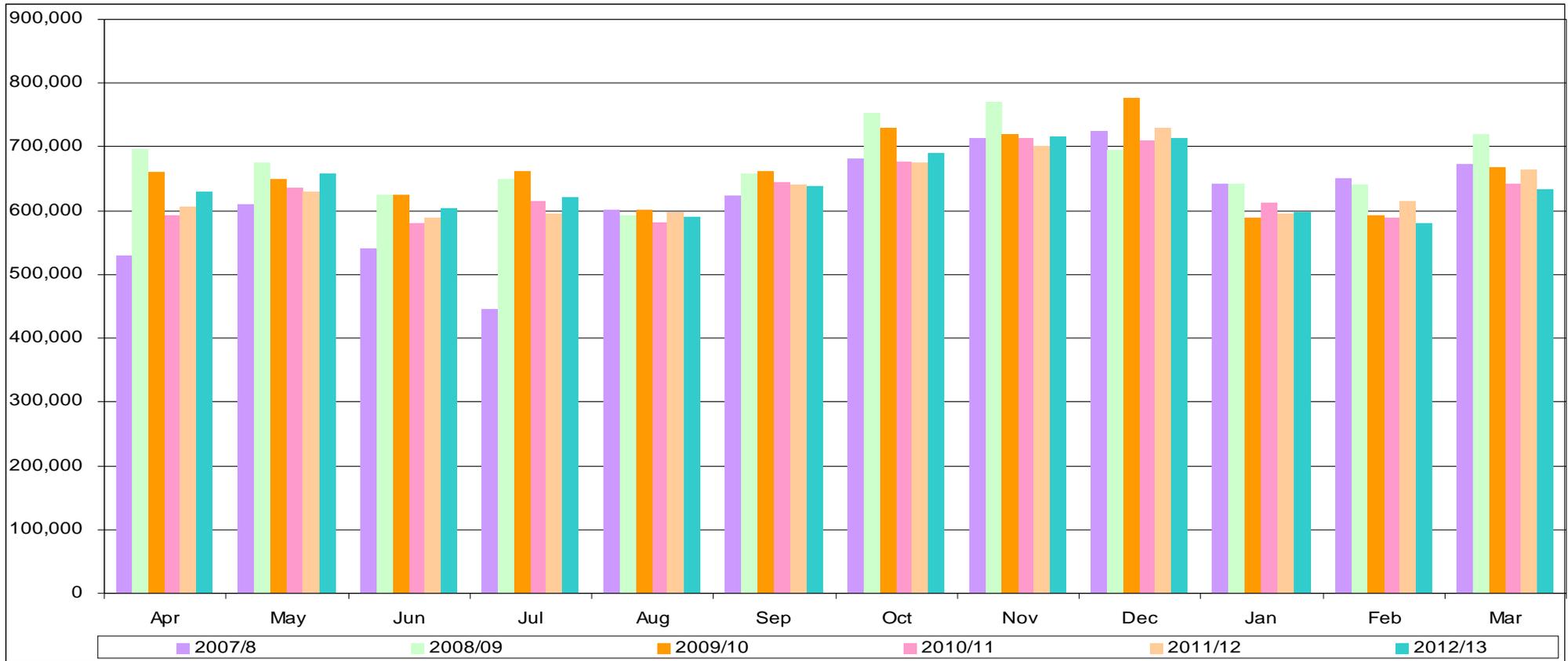
On Street Income	2010/11	2011/12	2012/13
Pay and Display Ticket Machines	£2,030,709.92	£1,945,836.38	£1,948,053.13
Residents Permits	£43,481.09	£41,823.65	£26,368.25
Business Permits	£2,762.60	£12,853.00	£16,426.35
Suspended Bays	£17,511.17	£6,876.90	£82,860.93
Other Income	£10,225.27	£22,471.16	£62,391.34
Penalty Charge Notices	£936,468.86	£776,476.18	£780,675.04
Recharge Income	£842,941.12	£875,345.49	£739,750.30
Total On Street Income	£3,878,574.83	£3,681,682.76	£3,656,525.34

On Street Expenditure	2010/11	2011/12	2012/13
Employee Costs	£1,780,189.05	£1,433,849.22	£1,450,825.99
Council Internal Recharges	£705,712.24	£720,477.59	£698,175.84
Premises Costs	£9,663.63	£12,385.94	£9,212.45
Supplies and Services	£429,329.87	£323,308.32	£273,475.57
Transport Costs	£57,317.72	£15,491.47	£15,310.42
Renewals and New Installations	£71,497.73	£71,353.91	£52,821.43
Installation and Removal	£19,900.00	£19,838.45	£19,076.52
Traffic Penalty Tribunal	£40,000.00	£24,993.30	£40,636.66
Traffic Enforcement Court	£24,051.62	£17,297.15	£20,192.05
Total On Street Expenditure	£3,137,661.86	£2,638,995.35	£2,579,726.93
Surplus/Deficit	Surplus £740,912.97	Surplus £1,042,687.41	Surplus £1,076,798.41

Use of On Street Surplus

Funding for Revenue Services	2010/11	2011/12	2012/13
Staffing for CCTV Control Room	£61,000.00	£60,600.00	£60,600.00
Maintenance for Off Street Car Parks	£80,000.00	£115,062.73	£63,740.00
MSCP Maintenance Programme		£103,135.93	£44,040.00
Legal support for Network Management		£25,900.00	£24,600.00
Legal Retainer	£26,000.00		
Replacement Handheld Devices	£111,000.00		
Traffic management schemes			
Transport Feasibility schemes	£334,000.00	£25,612.58	£30,526.36
Transformation Projects	£8,000.00		
Funding for Capital Schemes	£506,000.00	£534,096.97	£533,592.39
Total Use of On Street Surplus	£1,126,000.00	£864,408.21	£757,098.75

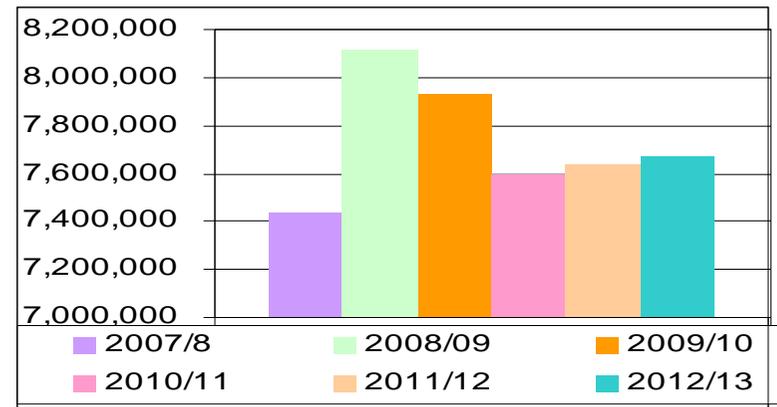
Total Parking ticket machine income (last 5 years plus present)



In the graph above we show the total monthly parking income from on and off street ticket machines for each of the past five years. (Left we show the annual graph)

In six of the twelve months parking income rose in the month against the same month of the previous year, in three of the months parking income was the same or showed a very small drop.

Overall ticket machine income continues to rise slowly. As there has been no increase charge at the ticket machine this shows a steady increase in customers using our parking facilities



Statistical Analysis

Penalty Charge Notice (PCN) Information	2010/11	2011/12	2012/13
Number of Valid Penalty Charge Notices issued	42,947	33,024	35,441
Number of Penalty Charge Notices issued at higher rate	12,377	9,540	11,716
Number of Penalty Charge Notices paid at higher rate	9,638	7,766	9,018
Number of Penalty Charge Notices issued at lower rate	30,570	23,482	23,725
Number of Penalty Charge Notices paid at lower rate	22,859	18,113	18,014
Total Number of Penalty Charge Notices Paid	32,497	26,019	27,031
Number of Penalty Charge Notices Paid at discount rate	26,147	28,036	22,823
Number of Notice to Owners issued	10,852	9,161	9,257
Number of Charge certificates issued	1,904	6,212	5,704
Number of PCNs registered as a debt	6,240	4,953	4,357

Our collection rate for all correctly issued PCNs in 2012-13 is 77.69%. This has declined a few percent on the previous years 79%. This is likely to be an effect of the economic downturn. 12% of PCNs issued were registered as a debt at Court. This is less than the previous year.

Penalty Charge Notice Appeals, Representations and Cancellations (data on case status collected on 01/10/2012)	2010/11	2011/12	2012/13	2012/13 as % of total valid PCNs
Number of Penalty Charge Notices against which an informal or formal challenge was made	14,470	11,100	9,805	27%
Number of Penalty Charge Notices cancelled at any stage (PCNs cancelled after any type of challenge is received etc)	4,193	3,167	2,996	8.45%
Number of Penalty Charge Notices written off (see appendix for revised write off codes used in 2012)	1,297	1,322	987	2.7%
Bad Debt (see appendix for revised write off codes used in 2012)	369	614	961	2.7%
Number of Penalty Charge Notices cancelled because they were issued in error (i.e. the CEO made a mistake)	138	170	122	0.34%
Number of Penalty Charge Notices that go to appeal (challenges made after NTO is issued that are rejected and the driver/keeper appeals to TPT)	121	132	112	0.31%
Number of Penalty Charge Notices where an appeal is allowed (i.e. TPT decide in favour of the driver/keeper)	14	15	13	0.03%
Number of Penalty Charge Notices where an appeal is dismissed (i.e. TPT decided in favour of the Council)	54	78	45	0.12%

Penalty Charge Notice issues in detail

35,441 valid PCNs were issued in 2012/13. Below we detail the number of PCNs issued against each contravention code.

Code	Description	Number issued
Contraventions at the lower rate of £50.00		
5	Parked after the expiry of paid for time at a pay & display bay	2966
6	Parked without clearly displaying a valid pay & display ticket	4197
7	Parked with payment made to extend the stay beyond initial time ('meter feeding')	8
19	Parked in a resident's or shared use parking place or zone displaying an invalid permit, voucher or pay and display ticket	882
22	Re-parked in the same parking place within one hour of leaving	401
24	Not parked correctly within the markings of the bay or space	997
30	Parked for longer than permitted	6940
80	Parked for longer than the maximum period permitted	135
82	Parked after the expiry of time paid for in a pay & display car park	2078
83	Parked in a pay & display car park without clearly displaying a valid pay & display ticket	4596
84	Parked with additional payment made to extend the stay beyond time first purchased	4
86	Parked beyond the bay markings	512
90	Re-parked within one hour of leaving a bay or space in a car park	10

Code	Description	Number issued
Contraventions at the higher rate of £70.00		
1	Parked in a restricted street during prescribed hours	6064
01A	Parked in a restricted street during prescribed hours (no waiting Blue badge)	1
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	396
12	Parked in a resident or shared use parking place or zone without clearly displaying either a permit, voucher or P&D ticket.	2841
16	Parked in a permit space or zone without clearly displaying a valid permit	115
21	Parked wholly or partly in a suspended bay or space.	1
23	Parked in a parking place or area not designated for that class of vehicle	402
25	Parked in a loading place during restricted hours without loading	8
27	Parked in a special enforcement area adjacent to a dropped footway.	12
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	1264
45	Parked on a taxi rank	84
46	Stopped where prohibited	102
47	Parked on a restricted bus stop/stand	101
48	Stopped in a restricted area outside a school	6
62	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)	1
85	Parked in a permit bay without clearly displaying a valid permit	164
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	101
91	Parked in an area not designated for that class of vehicle	22

Penalty Charge Notice Cancellations in detail

Not every challenge or appeal submitted by the motorist will result in the PCN being withdrawn. Our officers consider all the circumstances in each case before reaching a decision. Of the 9,805 challenges and appeals received in 2012/13 (27% of all valid PCNs issued) 2,996 were cancelled representing 8.45% of the total correctly issued PCNs.

We regularly analyse the reasons for cancellations to identify trends or training opportunities so that we can reduce the stress to our customers of being issued a PCN in the first place. Additional write off codes have been adopted by our Council.

Code	Description	Total
57	P&D Ticket face down	662
11	Valid P&D ticket provided	436
48	General Reason	351
24	Valid residents permit	183
13	Blue badge holder	143
27	Valid Quays pass	83
7	Loading/unloading evidence	59
32	PCN improperly completed	56
9	Vehicle broken down	51
25	Valid visitors permit	50
6	Inadequate lines or signs	36
28	Valid season ticket	33
37	Wrong location	29
33	Incorrect contravention code	25
26	Valid staff pass	21
39	TPT appeal allowed	15

Code	Description	Total
62	Partnership (Capita) Admin Error	13
8	Police /emergency vehicle	13
50	Driver taken ill	11
40	Police vehicle op duties	9
58	Valid ticket/CC receipt	8
42	Error on TRO	8
10	Stolen Vehicle	8
2	Processing error	7
38	Essential visitors permit	4
30	Keeper deceased	4
41	hire Car/ foreign driver	3
20	Special Circumstances	3
5	P&D Machine fault	3
49	Valid ticket/ permit CEO Error	2
46	Essential visitors permit-CEO error	1
44	Service Provider permit	1
43	Ceased trading	1

Write off and Bad debt codes:		
WOC Code	Description	Total
WOC05	Foreign Vehicle	744
WOC08	Warrant closed - gone away	140
WOC02	Company in liquidation	24
WOC04	Foreign Driver	23
WOC22	DVLA returned No Trace	19
WOC14	end of life	18
WOC16	DVLA returned mismatch	14
WOC17	DVLA returned invalid VRM	5
WOC19	deceased	5
WOC24	Write off - police emergency vehicle attending an emergency	4
WOC20	DVLA returned Exported	2
WOC11	Warrant closed - out of date	1
WOC12	Warrant closed - unable to execute	1
WOC31	Write off - Debt relief order/ Bankruptcy order Granted	1
BD01	Gone away	96
BD02	Incomplete address	7
BD03	No information from DVLA	494
BD04	Unable to establish owner	26
BD05	Pre debt check categories 3+4	338

Performance against Targets (Continual Improvement Report 2012-13)

We continually monitor areas of our performance against targets to ensure we give our customers an excellent service.

Target description	Target value	Performance		Comments/ recommendations
99.6% of all PCNs to be issued for 2011/12 without being cancelled for CEO error	99.6%	99.64%		Cancellation codes have been amended to ensure reporting of CEO errors is accurate
Reduce the number of PCNs cancelled following representations	10%	6.79%		Continue to ensure that PCNs are correctly issued and cancelled in accordance with our published cancellation policy
90% of PCNs to be issued for 2011/12 without being cancelled.	90%	93.21%		Through training and monitoring we continue to ensure that PCNs are issued correctly, reducing the stress on our customers.
Respond to 90% of informal and formal challenges within 15 working days from the issue of PCN	90%	90.65		The number of challenges have reduced. The figure shows they are being dealt with effectively.
99.5% of Hand Held Terminals (HHT) & Printers operational per day	95%	98.4%		An in house repair of minor issues is now available reducing the number of returns for repair. Proactive measure have been put in place to protect equipment which was deployed in January 2011
Effect 85% repair to on/off (P&D) street, and 93% repair to P.O.F ticket machines, within ½ hour as an annual average, from the time fault are recorded.	85%	85.9%		The team carry out a proactive maintenance programme. The loss of two members of the team early in the year has had an impact on this indicator.
	93%	89.96%		
Effect 90% repair to on/off (P&D) street, and 97% repair to P.O.F ticket machines, within 1 hour as an annual average, from the time fault are recorded	90%	94.63%		The team carry out a proactive maintenance programme. The loss of two members of the team early in the year has had an impact on this indicator
	97%	96.15%		
Effect 50% repairs to cameras within 8 hours, 75% within 24 hours and 90% within 72 hours as an annual average, from the time fault(s) are recorded as received.	50%	54.9%		The contract to repair the CCTV cameras ended in August 2012.
	75%	61.42%		
90% of shop order tokens to be completed within 24 hours.	90%	99.2%		The use of residents tokens for discounted crossing of the Itchen Toll bridge ended in January 2013
60% of Violation Notices to be issued within 10 days	60%	1.1%		Issues with the paper returns via mail of keeper details from the DVLA has impacted on this indicator. The parameters will be modified for 2013-14 monitoring

Glossary

ANPR -	Automatic Number Plate Recognition	- Computer program which converts image of vehicle number plates taken by a camera using optical character recognition software to extract the alphanumeric's of the license plate.
CCTV -	Closed Circuit Television	- The use of video cameras to transmit a signal to a specific place, on a limited set of monitors.
CEO -	Civil Enforcement Officer	- Officers directly employed by Southampton City Council who carry out enforcement of the parking restrictions.
DVLA -	Driver and Vehicle Licensing Authority	- Organization of UK Government responsible for maintaining an up to date register of drivers and vehicles in Great Britain.
GPRS	General Radio Packet System	- A mobile data service on the cellular communication system. Used for mobile communications which allow faster data transfer speeds.
NtO -	Notice to owner	- A document which contains information about a parking contravention. This will be sent by the Authority to the DVLA registered keeper of the vehicle. A Notice to Owner is sent if the motorist has not paid or challenged the Penalty Charge Notice and states the grounds for making a formal challenge.
P&D -	Pay and display ticket or machine	- A method whereby the customer purchases a ticket from a machine and displays it in the vehicle so it can be seen from the outside. Details included on a printed ticket are generally the location and operator of the machine, expiry time, fee paid and time entered.
PCN -	Penalty Charge Notice	- A legal document issued either directly to the vehicle / driver or through the post notifying you that your vehicle has been observed contravening a parking restriction or traffic restriction.
PoF -	Pay on foot parking equipment	- A method where the customer takes a ticket on entering the car park, validates it at the pay station when they are ready to leave and after the parking period has been fully paid for the ticket is codes to allow the motorist to exit the car park. These car parks usually have barrier controlled entry and exit
TMA -	Traffic Management Act	- document setting out certain Network Management Duties, to help and encourage local traffic authorities to achieve its traffic aims. Part 6 of the act enables the council to make changes to the way they enforce parking restrictions, whilst aiming to increase compliance with parking restrictions.
TRO -	Traffic Regulation Order	- A legal document which is created to control or restrict the movement or waiting of traffic.
TPT -	The Traffic Penalty Tribunal	- An independent adjudicator who decides appeals against parking penalties issued by Civil Enforcement Authorities and is the final stage of appeal for motorists or vehicle owners.
WOC -	Write off code prefix	- Internal use – PCN cancellation code prefix.