



**Southampton City Council**  
**Annual Parking Report 2018/19**

## **Foreword**

Southampton City Council's aim is to operate a parking environment that is fair and consistent. The parking charges in the City Centre and around the Hospital aim to create a turnover of parking for the benefit of all users and to boost the local economy. However, we have maintained our commitment to keeping parking charges at a reasonable level in comparison to similar authorities with no tariff increases implemented during the 2018/19 financial year.

The Civil Enforcement Team have continued to make effective use of the Camera Enforcement Car making regular frequent visits to school sites around the city to deter vehicles from being left on parking restrictions put in place for the safety of school children. The Penalty Charge Notices being issued has increased with officers paying particular attention to contraventions of double yellow lines and disabled parking bays.

The parking team continue to assist in managing Bus lane enforcement to increase the reliability of buses through the Shirley, along the Eastern approach (New Road and Northam Road) and at Vincent's Walk. Contraventions of bus lanes / bus gates have dropped significantly since this was introduced, meeting our objective of ensuring they are kept clear.

We have listened to feedback regarding the cleanliness of the car parks and have employed additional staff to carry out regular cleaning during the day. We have now implemented overnight closures at four of the multi-storey facilities to ensure they are not used for rough sleeping to the detriment of the parking environment.

While no significant changes to Resident Parking Schemes were introduced, the Council has continued to consult with residents on permit parking restrictions where we have received requests from representative groups for these measures to be introduced. The areas consulted on during 2018/19 included the wider residential areas around the General Hospital and the University of Southampton as well as a proposal for Zone 15 in Northam (which currently only operates on match days) to become full time.

## Public Parking

### The City Centre

Southampton City Council maintains 5 multi-storey car parks and 29 surface parks within the City Centre, which accommodate 4719 parking spaces. This constitutes approximately one third of the off-street parking capacity available to the public within the City Centre. All other off-street City Centre parking provision is managed by private operators. Toys R Us Car Park was managed by the Council on their behalf but since the closure of the store, the facility is no longer open and is now to be redeveloped.

The number of spaces for each City Council maintained car park are shown in the table below.

<b>Multi-Storey Car Parks</b>	<b>Spaces</b>
Bedford Place	289
Eastgate Street	709
Grosvenor Square	532
Marlands	810
West Park Road	506
<b>Surface Car Parks</b>	<b>Spaces</b>
Albion Place	52
Amoy Street	54
Ascupart Street	32
Bond Street	70
Castle Way	76
Civic Centre Forecourt	72
College Street	168
Commercial Road	19
Compton Walk	35
Crosshouse Hard	66
Gloucester Square	90
Grosvenor Square (North)	88
Handford Place	10
Harbour Parade	64
James Street	16
Kings Park Road	76
Mayflower Park	229
Northam Road	24
Ordnance Road	40
Bargate Street (Shop Mobility)	17
Six Dials	72
Southampton Street	11
Southbrook Road North	27
Southbrook Road South	113
The Quays North	135
The Quays South	92
Trinity Road	23
Wilton Avenue	78
Wyndham Place	24

The City Council also manages all on-street parking within the City Centre. This by definition is any parking bay located on the public highway. There are approximately 1571 on-street parking bays currently located in the City Centre.

### **Parking Charges**

As with most other urban Local Authorities, all Council owned parking within the City Centre is managed using parking charges to ensure turnover of vehicles within the parking bays.

The parking charges will vary depending on location, but the Council aims to maintain a variety of tariffs to suit different needs.

Parking charges for each car park and on-street parking location can be viewed via the link below;

<http://www.southampton.gov.uk/roads-parking/parking/default.aspx>

### **Season Tickets**

The Council also offers a variety of City Centre season tickets to reduce the cost of parking for frequent users. Some season tickets were developed specifically for residents who live within the pay and display zone, enabling them to resolve their parking needs without impacting on the underlying principle of maintaining vehicle turnover.

The City Centre Season Tickets that are currently available to the public can be viewed via the link below;

<http://www.southampton.gov.uk/roads-parking/parking/season-tickets/>

The number of individual Season Tickets sold in 2016/17 is shown in the table below.

<b>Season Ticket Type</b>	<b>Cost</b>	<b>2018/19</b>	<b>2017/18</b>	<b>2016/17</b>
Any Time Season Ticket	£1200 p/a	872	814	893
Overnight Season Ticket	£150 p/a	6	5	15
Off Street Any Time Season Ticket*	£750 p/a	224	214	176
On Street Season Ticket Evenings*	£100 p/a	2	4	2
On Street Season Ticket Eve & Weekends*	£400 p/a	12	20	11
Zone A On Street Season Ticket**	£1000 p/a	56	55	54
	Totals	1172	1112	1151

\*City Centre Residents living within the Pay & Display Zone

\*\*City Centre Residents living within Zone A

### **Electric Vehicle Discount**

The Council is currently offering a 90% discount on all Season Tickets for Electric Vehicle users. This is to encourage drivers to adopt this emerging technology for the benefit of air quality within the City Centre. The level of discount will be reviewed on an annual basis.

## District Centres

The City Council also operates a limited number of car parks and on-street pay & display / limited waiting car parks in the District Centres.

These vary from 2 hour limited waiting facilities to 5 hours limited waiting with a charge for a longer stay. This is to attract shoppers to the District Centres while maintaining some turn over the course of the day.

In February 2018, the Council amended the terms and conditions for Angel Crescent, Lances Hill, Whites Road, Westridge Road, Howard's Grove, Marlborough Road North and Oakbank Road. This reduced the free parking period from 5 hours to 2 hours, while a nominal charge was introduced for people wishing stay for a period between 2 hours and 5 hours. This change was to promote greater turnover within these facilities to increase the number of visitors for the benefit of local businesses.

<b>Bitterne Car Parks</b>	<b>Spaces</b>
Angel Crescent	119
Commerical Street	55
Lances Hill	74
West End Road	25
Whites Road	26
<b>Portswood Car Parks</b>	<b>Spaces</b>
Rayners Gardens	14
Westridge Road	83
<b>Shirley Car Parks</b>	<b>Spaces</b>
Cannon Street	42
Howard's Grove	47
Marlborough Road North	62
Marlborough Road South	91
<b>Woolston Car Parks</b>	<b>Spaces</b>
The Colnade	29
Oakbank Road	85
Woodley Road	45

## Parking Income and Surplus

While the primary reason for implementing parking charges is to manage demand at various locations, this does result in revenue being generated for the Council. Pay & Display revenue is divided into On-Street and Off Street, with On Street Revenue hypothecated for transport and highway expenditure after costs are deducted. Off Street revenue is directed to the Council's general fund after costs are deducted.

Parking revenue, overall income and the surplus is shown in the table below. The full Parking Account can be seen in Appendix A.

	2018/19	2017/18	2016/17
On Street Revenue	£2.57M	£2.70M	£2.61M
Off Street Revenue	£5.39M	£5.45M	£5.40M
Total On Street Income (including revenue)	£4.85M	£4.92M	£4.83M
Total Off Street Income (including revenue)	£7.24M	£6.87M	£7.05M
On Street Surplus (after deduction of costs)	£2.17M	£2.31M	£2.15M
Off Street Surplus (after deduction of costs)	£3.81M	£3.61M	£4.15M

The reduction in revenue for 2018/19 is within reasonable annual fluctuations, but significant factors were as follows;

- the closure of the Mayflower Theatre for refurbishment over the summer months in 2018 which impacted on revenue for West Park Road and Grosvenor Square Multi-storey car parks
- the closure of Toys R Us and the adjacent car parks which the Council managed on a revenue share basis
- the redevelopment of the Bargate quarter which has reduced the number of visitors to East Street and Eastgate Multi-storey car park and surrounding on-street areas

Total Off Street income has increased with an increase in revenue from season tickets, penalty charge notices and recharges from the on-street surplus (which was reduced in 2017/18 in order to fund highways works) to cover maintenance. The reduction in on street revenue was mitigated by an increase in revenue from on-street resident permits/season tickets and penalty charge notices.

## Resident Parking Zones

### Permit Parking Schemes

While public highway is not designated for any one user, it is recognised that it can be frustrating for residents who do not have access to off road parking if the road space in the vicinity of their properties is frequently taken up by drivers who do not live in the area.

This usually occurs close to areas of high employment (e.g. the City Centre) and/or places that attract a significant number of visitors (e.g. the General Hospital and the University). In these circumstances, legislation granted under the Road Traffic Regulation Act 1984, allow Local Authorities to introduce Permit Parking Restrictions.

Southampton currently has 21 Permit Parking Zones introduced for the benefit of residents. In all cases, the zones were introduced because residents had requested them and it is currently Council policy that permit parking restrictions will only be introduced where a significant majority of respondents to a consultation are in favour of the proposal.

Southampton's Permit Parking Zones, the year in which they were first introduced and the broad reasons why they were introduced, are outlined below;

Zone	Location	Year	Reason
1	The Polygon	1972	Manage City Centre commuter parking
2	Woolston	1975	Manage parking by workers at Vosper Thorneycroft
3	Woolston		
4	Newtown/Nicholstown	1977	Manage City Centre commuter parking
5	Bevois Town	1978	Manage City Centre commuter parking
6	Highfield	1993	Manage University parking
7	Coxford	1996	Manage Hospital parking
8	Freemantle	2000	Manage City Centre commuter parking
9	Glen Eyre	2000	Manage University parking
10	Flowers Estate	2000	
11	Hampton Park	2000	
12	Highfield	2000	
13	Bitterne Manor	2001	Manage Stadium Event parking (only in operation on Stadium Event Days)
14	Itchen	2001	
15	Northam	2001	
16	Shirley	2003	Manage District Centre parking
17	Golden Grove		Manage estate parking
18	Rockstone Place		Manage City Centre parking
19	Cemetery Road*		Cemetery workers permit scheme
20	Kingsland Estate	2010	Manage estate parking
21	Guildhall Square*		Guild Hall events permit scheme
22	Holyrood Estate	2010	Manage estate parking
23	Alexandra Quay	2015	Manage commuter parking
24	Hollybrook Cemetery*	2016	Cemetery workers permit scheme

\*Non-resident permit parking schemes

## Resident Parking Permits

There is a cost to implementing, maintaining, administering and enforcing permit parking schemes. The Council currently covers this cost by charging a nominal amount of £30 per permit. Some Zones are charged more where a) parking is limited and there is a greater need to manage the number of vehicles or b) where the permit scheme has a small number of properties and there is an increased need to cover the set up and enforcement costs. Permits in Zones 13-15 are issued free of charge as the costs of the schemes are covered by the Stadium.

It should be noted that some other Authorities charge significantly more for parking permits as they place a greater emphasis on managing the number of vehicles on the highway. Furthermore, some Authorities have imposed permit parking schemes on residents, whereas in Southampton, schemes are currently only implemented if residents have requested them and a significant majority are in favour of the proposals.

The number of resident permits (including temporary permits & visitor permits) issued is shown in the table below.

<b>Zone</b>	<b>Location</b>	<b>2018/19</b>	<b>2017/18</b>	<b>2016/17</b>
1	The Polygon	740	778	858
2	Woolston	62	58	51
3	Woolston	185	208	167
4	Newtown/Nicholstown	1546	1622	1576
5	Bevois Town	991	1044	1035
6	Highfield	524	523	479
7	Coxford	1136	1117	1093
8	Freemantle	375	372	412
9	Glen Eyre	381	381	370
10	Flowers Estate	606	643	293
11	Hampton Park	385	398	371
12	Highfield	342	338	375
13	Bitterne Manor	203	211	196
14	Itchen	202	179	183
15	Northam	406	399	395
16	Shirley	346	342	357
17	Golden Grove	6	10	11
18	Rockstone Place	37	34	29
20	Kingsland Estate	81	79	73
22	Holyrood Estate	232	252	234
23	Alexandra Quay	65	60	79
-	Annual Visitor Permits	1352	1232	1045
	<b>Totals</b>	<b>10203</b>	<b>10280</b>	<b>9682</b>

There has been continued reduction in the number of permits issued in Zone 1 which may be linked to the increasing number of dedicated student developments within the City Centre (traditionally, there are a large number of properties leased to students within the Polygon).



There were no significant changes to Resident Parking Zones within the City in 2018/19, but the following consultations were being carried out;

- Additional permit parking restrictions around the General Hospital
- Changing Zone 15 to Stadium Event Days Only to Monday to Sunday 8am to 10pm
- Additional permit parking restrictions on Dyer Road, Nightingale Road, Nightingale Grove and Harold Road

## Parking Enforcement

Our team of Civil Enforcement Officers (CEOs) monitor compliance of a range of parking controls. Where a contravention appears to have occurred they will seek compliance through education with motorists to the parking regulations and restrictions. This may include the serving of a Penalty Charge Notice (PCN).

In addition to issuing Penalty Charge Notices, Civil Enforcement Officers also report any defective signs to be repaired or replaced and lines to be refreshed or re-lined as well as fulfilling an ambassadorial role for the council. Since October 2013, CEOs have had the power to inspect blue badges (disabled badges) and seize them in specific circumstances.

To ensure we enforce fairly, efficiently and effectively, the City is divided into flexible 'beats'. Visit requirements are determined by the levels of compliance and the restrictions in place, in support of the aims of the council towards wellbeing and safety of road users and to meet the expectations of residents, business and visitors to the city. We also endeavour to respond to notifications from the public where parking restrictions are not being observed. These are supplemented by special enforcement requests during events such as the annual Southampton Boat show, football matches and other major events in the city.

Depending on the severity of the contravention, a Penalty Charge Notice (PCN) may be issued at the higher rate of £70 or the lower rate of £50. If the PCN is paid within 14 days the charge will be reduced by 50%, resulting in a higher rate of £35 and a lower rate of £25. If a PCN remains unpaid after the reduced fee period the increased charge may apply.

A summary of PCNs issued is shown below;

<b>PCN Summary</b>	<b>2018/19</b>	<b>2017/18</b>	<b>2016/17</b>
Number of higher level PCNs issued	27,257	25,607	21,419
Number of lower level PCNs issued	39,501	36,790	31,062
Total number of PCNs issued	66,758	62,397	52,481

The table above shows that the Civil Enforcement team are placing an increasing emphasis on resolving parking contraventions that have a greater impact (i.e. those charged at a higher rate), in terms of maintaining highway safety and accessibility.

The overall increase in the number of PCNs issued is not due to an increase in Civil Enforcement resources. The number of Civil Enforcement Officers employed by the City Council has remained the same as in previous years. However, the Council is currently in the process of recruiting 4 additional Civil Enforcement Officers in 2019/20.

The number of PCNs issued against each contravention is shown in the tables below;

### Contraventions at the lower rate of £50

<b>Code</b>	<b>Contravention Description</b>	<b>2018/18</b>	<b>2017/18</b>	<b>2016/17</b>
5	Parked after the expiry of paid for time	3,382	3,422	3,045

6	Parked without clearly displaying a valid pay & display ticket	6,883	6,640	6,236
7	Parked with payment made to extend the stay beyond the initial time ('meter feeding')	11	0	2
19	Parked in a residents or shared use parking place or zone displaying an invalid permit, voucher or pay & display ticket	1,397	1,425	1,379
22	Re- parked in the same parking place within one hour of leaving	389	507	337
24	Not parked correctly within the markings of the bay or space	1,158	1,028	855
30	Parked for longer than permitted	10,360	11,100	8671
80	Parked for longer than the maximum period	335	327	252
82	Parked after the expiry of time paid for in a pay & display car park	2,773	2546	2463
83	Parked in a pay & display car park without clearly displaying a valid pay and display ticket	12,026	9,102	7,142
84	Parked with additional payment made to extend the stay beyond time first purchased	21	5	0
86	Parked beyond the bay markings	755	676	670
90	Re-parked within one hour of leaving a bay space in a car park	11	12	10

### Contraventions at the higher rate of £70

Code	Contravention Description	2018/19	2017/18	2016/17
1	Parked in a restricted street during prescribed hours	12,235	11,493	9,294
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in forces	685	515	578
12	Parked in a resident or shared use parking place or zone without clearly displaying either a permit, voucher or pay & display ticket	9,177	9,675	8,136
16	Parked in a permit space or zone without clearly displaying a permit	265	108	152
21	Parked wholly or partly in a suspended bay or space	11	6	51
23	Parked in a parking place or area not designated for that class of vehicle	446	383	427
25	Parked in a loading place during restricted hours without loading	286	78	9
26	Parked in a special enforcement area more than 50cm from the edge of the carriageway and not within a designated parking space	219	116	16
27	Parked in a special enforcement area adjacent to a dropped footway	831	546	425
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge.	2,336	1,990	1,673
45	Parked on a taxi rank	79	55	68
46	Stopped where prohibited	75	173	211
47	Parked on a restricted bus top/stand	281	174	126
48	Stopped in a restricted area outside a school	225	369	26

62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	8	6	-
71	Parked in an electric vehicles' charging place during restricted hours without charging	77	-	-
85	Parked in a permit bay without clearly displaying a valid permit	32	31	21
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	126	137	140
89	Vehicle parked exceeds maximum weight or height or length permitted in the area	1	-	2
91	Parked in an area not designated for that class of vehicle	57	46	34
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	75	76	30

### **Camera Car Enforcement**

2017 saw the introduction of the Camera Enforcement Car which largely is used to monitor parking outside of schools to deter vehicles contravening parking restrictions that have been put in place to improve safety for school children. A secondary use is to monitor other no stopping restrictions such bus stops/stands which are frequently blocked by other vehicles at some locations.

In the 2018/19 financial year, 159 Penalty Charge Notices were issued via the Camera Car to vehicles in contravention of restrictions outside of schools. A further 183 Penalty Charge Notices were issued to vehicles in contravention of bus stops/stands. These Penalty Charge Notices are included within the figures above.

## Parking Representations

A penalty charge notice can be challenged if the motorist believes that it has been issued unfairly or if they believe that there are mitigating circumstances. Our in-house Representations Team will consider a written challenge/ representation and will respond formally in writing. Details of how to challenge a PCN can be found on the reverse side of the PCN issued. These can also be found on our website.

There are two stages of challenge/representation:

1. An informal challenge/representation is where correspondence is received by us after the issue of a Penalty Charge Notice, but before the service of the Notice to Owner.
2. A formal challenge/representation is correspondence received by us within 28 days from the date of service of the Notice to Owner.

It is only the registered owner/keeper of the vehicle who can make a formal challenge/representation.

Challenges/ representation may be submitted to the council at both informal and formal stages of the process. If a formal challenge is rejected, information on how an appeal can be made to the independent adjudication service (the Traffic Penalty Tribunal) will be provided. This service cannot adjudicate on whether or not the Council took the "correct" decision in response to an appeal. It can only consider whether or not the contravention occurred; the notice was properly and correctly issued; that the regulation order is properly made and signed; and other legal matters.

Information on how to challenge a PCN can be found here:

<http://www.southampton.gov.uk/roads-parking/parking/parking-fines/>

A summary of the outcome of the Penalty Charge Notices is shown in the table below;

<b>PCN Summary</b>	<b>2018/19</b>	<b>2017/18</b>	<b>2016/17</b>
Total number of PCNs issued	66,758	62,397	52,481
Number of PCNs paid*	42,937	40,665	35,483
Number of PCNs against which an informal or formal representation was made	29,233	27,831	22,552
Number of PCNs cancelled as a result of an informal or formal representation*	2,009	1,411	1,167
Number of PCNs written off for other reasons*	8,446	5,599	4,665

\*Correct at time of publication - the state of each Penalty Charge Notice will change over time until it is resolved.

## 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.

It is also possible to give up a vehicle if it is no longer required under a 'project car clear' service where vehicle owners are able to surrender ownership of 'end of life' vehicles. They are removed from the highway and destroyed in accordance with environmental regulations at no charge to our customers.

As of October 2014, there are no paper tax discs issued to vehicles, however you can still check if a vehicle has valid tax at <https://www.vehicleenquiry.service.gov.uk/>

More information regarding the decision to no longer need to display tax disks can be found on this website: <https://www.gov.uk/government/news/vehicle-tax-changes>

If you would like to report a vehicle that you believe to be abandoned, then please visit our website for more information.

<http://www.southampton.gov.uk/roads-parking/highway/abandoned-vehicles/default.aspx>

The number of vehicles reported as abandoned and removed is shown below;

	<b>2018/19</b>	<b>2017/18</b>	<b>2016/17</b>
Number of vehicles reported as abandoned	1325	1382	1230
Number of vehicles reported for removal	175	223	188