



Southampton City Council

Civil Parking Enforcement

Annual Report

April 2011 to March 2012



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Foreword by Councillor Asa Thorpe

I am pleased to present Southampton City Council's 5th Parking Annual Report, which covers 2011/12. It details the service's achievements and performance over the past financial year and lays out future objectives and customer-focussed initiatives.

The City Parking and Patrol Services teams do not just provide parking enforcement and Notice processing. It contains such diverse services as the Itchen Toll Bridge collection, maintenance of parking equipment, abandoned vehicles, cash collection, enforcement of environmental crime, parking fraud and the management of parking lines and signs.

Some areas of income have dropped due to recessionary impacts and reductions of staff numbers in the enforcement team. The use of creative discount schemes in some car parks along with changes in length of stay in some on street pay and display bays have had a very positive financial outcome, I will be encouraging more of this type of asset maximisation in the future.

There have been a number of successful prosecutions for parking fraud during the period that this report covers, and I am pleased that this has been recognised particularly in the area of blue badge misuse. Southampton City Council has been accredited as a Centre of Excellence in its administration and monitoring of blue disabled persons badges by the Department for Transport. We have a zero tolerance policy of misuse of parking documents, and do not hesitate to prosecute those people involved in the more serious cases.

This report provides detailed breakdowns of expenditure and income, along with performance against targets. City Parking and Patrol Services has Quality Assurance accreditation of ISO 9001:2008, and there is a strong continuous improvement ethos within this particular team. Additionally, you will see that there is also a section where we demonstrate working with our customers, particularly in the field of using on-line surveys to drive recommendations for positive change. This is very important, as we in Southampton are very conscious of involving our customers in shaping the direction of the city.

Thank you for taking the time to read this Parking Annual Report.

Councillor Asa Thorpe

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 2011 to 31st March 2012 covering financial, statistical and performance targets in the context of our other parking and patrol duties and policies.

About Southampton

Southampton is a vibrant, modern city with an eclectic mix of historic heritage sites and modern facilities including the largest retail shopping mall in the south. Southampton has a thriving tourism industry offering a warm welcome to visitors from all over the world through its busy cruise and commercial ports.

In addition we have a number of Universities and Colleges attracting students from all over the world, this gives Southampton a hugely diverse local and visiting population whose parking needs have to be carefully balanced.

We have a responsibility to make sure our parking restrictions are clearly signposted, 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 City Parking and Patrol Services

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

City Parking & Patrol Services continued to provide a quality customer service during a period of industrial action during the summer of 2011 to minimise the financial impact and the reputation of the service. Car parks were checked for safety daily and managers provided a service to repair and empty ticket machines to minimise the disruption and inconvenience to the public.

The number of vehicles using our facilities was generally down across the board despite some very creative measures to increase the market share of customers using our facilities.



While the ever increasing cost of vehicle fuel has had a detrimental effect on car journeys in and out of the city, City Parking and Patrol Services have nevertheless made some significant achievements during the last year.

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 2011-12

You asked and we did

Our customers asked us to consider a few small changes to parking charges that would help them when making short visits to the city, and we listened, from March 2011 we introduced the following changes;

1. Free parking for 10 minutes on street in certain locations in the City Centre
2. Free parking on street on Sundays extended until 1pm.
3. No increase in charges in the past 3 years, (in some cases we have reduced charges)
4. We have not passed on additional VAT increases to the customer
5. No charge for evening parking after 6pm on street, unlike other authorities around us

Making it easier for customers to manage their PCN online

In June 2011 an On-line Case Management system where customers can view details of their PCN and the supporting photographs and officer notes was introduced. They can then submit a challenge or pay the PCN on-line. Of course we will still offer our customer a choice of submitting email and written challenges and will reply to our customers by the method they request. The number of online challenges rose quickly during the first 3 months and has remained steady at an average of 34% of all challenges submitted.

365 days of visitor parking in residential permit zones

In October 2011 a single annual visitor's permit costing £30.00 was introduced for visitor parking. The 60 individual one day visitors permits remain available. The cost of a book of 10 visitors' permits is £6.00. Using the annual visitors permit the price is reduced from 60p per visit (maximum of 60 visits per year) to 9p a day.

We also reduced price of a 2nd residents permit where available by 50%, and standardised our application forms and issue letters to make it simpler for our customers to use them.

Our Customers paid less for parking for longer

In November 2011 we introduced up to 10 hour (all day) parking in four of our car parks;

1. In West Park MSCP an all day tariff of just £11.00 with revised charging bands.
2. At Crosshouse Hard long stay car park the maximum 7 hours was extended to 10 hours for the reduced price of £4.00.
3. Bevois Valley car park was also upgraded to long stay with a 10 hour tariff.
4. Kingsland car park was upgraded to long stay with a 10 hour tariff.

In Marlands MSCP the all day tariff was reduced to just £5.00 for up to 7 hours parking

More efficient way of working

Since January 2012 a new national database of valid blue badges was introduced. This allows the fraud detection and representations teams to locate fuller information faster on all newly issued badges to help in the detection of fraud. Within 3 years the database will contain information on all disabled badges issued nationally.

Keeping customers informed

We published special information leaflets on our web pages explaining the process regarding:

- Warrants and bailiffs in relation to unpaid Penalty Charge Notices
- How to pay for parking at our machines



Aspirations for 2012-13 and beyond

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

Further price reductions planned

At the beginning of May 2012 we are looking to introduce all day parking for £5.00 on street in areas currently underutilised in the south of the city.

Investing in technology

We are further improving our web pages to give a consistent look and feel to the way our customers search for parking information including;

- Planned improvements to some of our online information leaflets including dedicated information for students parking in residents' zones, parking for worship and blue badge parking.
- Improve the presentation of our individual parking maps by introducing one interactive map for the whole of the city showing all types of parking, which will be searchable by place of interest or road.
- Introduce on-line permit renewals, leading to online applications for residents permit and possibly virtual permits to improve our service to customers, cut the cost of printing and reduce opportunities for fraud.

City Parking and Patrol to Manage Quays Car Parking

This centrally located car park, close to the retail outlets and waterfront comprises of 3 individual locations, two long stay and one short stay all connect to each other. The car park is also used by members of the leisure centre who are given three hours free parking a day as part of their membership package. Through careful management we aim to ensure that the use of parking passes is not abused and spaces are available for leisure centre users or those wishing to pay to park whilst using other local amenities. The site will be changing in the coming years with the completion of West Quay Phase Three.

Our Services in Detail

Enforcement

Our team of 32 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. We have an additional nine Park Mark™ accredited surface car parks.

Quality Assurance to ISO 9001:2008 standard

Quality of service is fundamental in satisfying our customers however 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.

Internal audits are carried out monthly ensuring that the whole scope of the standard is audited each year.

SGS are our independent accreditation services, 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 strive to provide our customers with a quality parking service at all levels.

City Parking and Patrol 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.



City Centre Car Parking

In the city centre a range of parking places are available for cars, motorcycles and coaches, with dedicated places for disabled drivers in car parks and on street. Brief information on our car parks is shown below, full details are available on our web pages, including charging periods and tariffs for each car park:

Car park Name	Length of stay	number of spaces	number of disabled spaces	Motorcycle parking area available	Safer Parking Award
Albion Place	Short	52	0	Yes	
Amoy Street	Long	54	0	No	
Ascupart Street	Long	32	2	No	
Bedford Place MSCP	Long	289	8	No	Park Mark
Castle Way	Short	76	0	No	
Civic Centre Forecourt	Short	72	6	No	Park Mark
College Street	Long	168	0	Yes	
Commercial Road	Short	11	0	Yes	
Compton Walk	Long	35	0	Yes	Park Mark
Crosshouse Hard	Long	66	2	Yes	
Eastgate MSCP	Long	709	6	No	Park Mark
Gloucester Square	Long	90	0	Yes	
Grosvenor MSCP	Long	532	5	No	Park Mark
Grosvenor Square (North)	Long	88	2	No	Park Mark
Handford Place	Long	10	0	No	

Car park Name	Length of stay	number of spaces	number of disabled spaces	Motorcycle parking area available	Safer Parking Award
Harbour Parade	Long	64	0	No	
James Street	Long	16	0	No	
Kings Park Road	Long	76	0	Yes	
Lime Street	Long	227	5	Yes	
Marlands MSCP	Long	837	6	No	Park Mark
Mayflower Park	Long	229	16	Yes	
Northam Road	Long	24	2	No	
Queens Terrace	Short	22	0	Yes	
Six Dials	Long	72	4	No	Park Mark
Southbrook Road	Long	113	0	Yes	
The Quays North	Short	135	13	No	
The Quays South	Long	92	0	No	
Trinity Road	Long	23	0	No	Park Mark
West Park (MSCP)	Long	506	6	No	Park Mark
Wilton Avenue	Short	78	3	Yes	Park Mark
Wyndham Place	Short	24	0	No	

All the relevant information is on our website for parking in the city centre in any of our surface or multi-storey car parks and on street in our pay and display zones.

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

<http://www.southampton.gov.uk/s-environment/roadsandparking/parking/default.aspx>

Further information can also be found in the Highway Code and the British Parking Association and Which? "Guide to parking" (available to download from <http://www.britishparking.co.uk/Library/Which-Guide-to-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
- 165 of our spaces are marked out for the use of disabled drivers displaying their blue badge (some spaces accept more than one car)
- 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.

It is free to park on street after 1800 (until 0800 the following morning). 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 an experienced in-house small 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.

Between April 2011 and March 2012 the team collected £ 2,930,515 in cash from off street ticket machines, and £1,608,985 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 centre, 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.

Further information about our residents' parking zones can be found on our website at:

<http://www.southampton.gov.uk/s-environment/roadsandparking/parking/parkingpermits.aspx>



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 final.

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 the 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.

Whilst out patrolling our streets our CEOs check the road markings and signage to ensure that they are compliant. During the year officers made 124 reports for signs and 123 reports for lines to be repaired or replaced to ensure that they remain compliant. This work is ongoing.

Our technical team have an ongoing rolling program of refreshing existing lines and signs ensuring that they are up to the current regulations. In 2011/12 the lines and signs were refreshed in both Coxford and Bassett Zone 9 areas of the city. They also manage changes to lines and signs when a new Traffic regulation Order (TRO) is introduced or if there are changes to the TRO. 249 new signs were installed in the year 2011/12

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

Signs in The Highway Code can be found on-line at: <http://www.direct.gov.uk/en/TravelAndTransport/Highwaycode/Signsandmarkings/index.htm>

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 during on street spot checks.

	Reports Received	Investigations Undertaken	Prosecutions	Cautions	Warning Letters Issued
2010/11	376	49	5	7	203
2011/12	312	73	6	12	71

A number of blue badge prosecutions featured in the Daily Echo newspaper between April 2011 and March 2012:

- A jobcentre employee admitted to using her mothers blue badge to park near the jobcentre on eight occasions. She was fined £3000, ordered to pay the Council £115 in lost parking fees, pay costs of £85 and a £15 victim support fee.
- A Southampton student admitted to using a counterfeit blue badge that he purchased on the internet to park in the city to attend a lecture. He was fined £800, ordered to pay costs of £720 and a £15 victim support fee.
- A Southampton resident pleaded guilty to using her deceased fathers blue badge that had a fraudulently altered expiry date. She was fined £183, ordered to pay costs of £175 and a £15 victim support fee.
- A Southampton Pub landlord was found guilty in his absence of using his deceased fathers blue badge. He was fined £150, ordered to pay £15 victim support fee, pay £85 legal costs and £396.84 investigation costs.
- A Locksmith from the Eastleigh area admitted to using his deceased mothers blue badge. He blamed his deceased father for altering the expiry date to make it appear to be valid. He was fined £167, ordered to pay £230 costs and £15 victim support fee

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 its 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.

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
2009/10	1024	115	11.23%	24
2010/11	697	57	8.17%	5
2011/12	745	48	6.44%	1

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 local ideas on how we can improve our service to meet evolving the needs of our customers. Customer satisfaction surveys also form part of our Quality Assurance process.

Customer Satisfaction survey regarding Off Street Parking

Market researchers conducted a total of 360 face to face interviews in 9 of the City's car parks, covering questions on choice and frequency of car park usage, satisfaction with the car park itself including safety, signage, cleanliness, and satisfaction with payment methods and Penalty Charge Notices.

Recommendations

- There are no recommendations for change arising from this survey.
- Our customers are largely satisfied with all aspects of their parking experience.
- City Parking and Patrol Services will make a closer examination of the comments provided by customers and examine the issues raised, and depending on time and resources will investigate, and resolve issues.

Customer Satisfaction survey on our Representations Process

'Representations Survey Questionnaires' are sent out twice in the year to all customers who made a challenge, formal or informal and whose challenge was either rejected or accepted.

92% of those surveyed were either satisfied or very satisfied with the time taken to respond to their challenge. This has improved from the last survey from 85.8%.

Recommendations

We are now looking to expand this survey by offering customers the ability to comment on-line throughout the year. Responses will be analysed biannually.

Future Surveys



The Quality Assurance customer satisfaction survey planned for 2012/13 is for On Street parking.

We will investigate the possibilities offered for customer satisfaction surveys using Snap Survey Software. These on-line surveys can be used to help us monitor our customer service and identify areas where we can make improvements. This method will be beneficial to the environment in the reduction of paper as they can be completed wholly on line and the statistical analysis done in the Snap Survey Software, with the interpretation done in-house getting results out to our customers faster.

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	2009/10	2010/11	2011/12
Income	£6,374.57	£3,307.00	£2,460.00
Expenditure	£28,945.58	£15,912.38	£7,872.51
Surplus/Deficit	Deficit £22,571.01	Deficit £12,605.38	Deficit £5,412.51

Off Street Income	2009/10	2010/11	2011/12
Car Parks	£4,732,611.67	£4,517,119.14	£4,603,598.58
Season Tickets	£329,588.30	£251,386.02	£164,424.17
Staff Parking	£522,049.29	£511,449.63	£482,498.39
Suspended Bays	£10,007.48	£2,867.31	£1,419.17
Other Income	£342,028.97	£170,001.17	£416,878.37
Penalty Charge Notices	£265,424.50	£244,062.15	£230,488.94
Total Off Street Income	£6,201,710.21	£5,696,885.42	£5,899,307.62

Off Street Expenditure	2009/10	2010/11	2011/12
Council Internal Recharges	£1,182,310.73	£1,326,593.14	£1,263,135.59
Capital Financing	£825,000.00	£783,600.00	£738,200.00
Car Park Maintenance	£443,207.42	£235,591.53	£208,888.45
Electrical/Rent/Rates and Water Charges	£909,829.19	£983,523.09	£1,091,406.30
Supplies and Services	£186,857.35	£169,822.38	£163,677.87
Total Off Street Expenditure	£3,547,204.69	£3,499,130.14	£3,465,308.21
Surplus/Deficit	Surplus £2,654,505.52	Surplus £2,197,755.28	Surplus £2,433,999.41

Income has fallen steadily as a result of the impact of the recession and changes in peoples transport habits as they assess their spending.

On Street Income	2009/10	2010/11	2011/12
Pay and Display Ticket Machines	£2,207,820.93	£2,030,709.92	£1,945,836.38
Residents Permits	£42,042.01	£43,481.09	£41,823.65
Business Permits	£32,997.16	£2,762.60	£12,853.00
Suspended Bays	£35,708.81	£17,511.17	£6,876.90
Other Income	£2,413.35	£10,225.27	£22,471.16
Penalty Charge Notices	£933,804.24	£936,468.86	£776,476.18
Recharge Income	£842,380.32	£842,941.12	£875,345.49
Total On Street Income	£4,097,166.82	£3,878,574.83	£3,681,682.76

On Street Expenditure	2009/10	2010/11	2011/12
Employee Costs	£1,746,243.84	£1,780,189.05	£1,433,849.22
Council Internal Recharges	£800,276.15	£705,712.24	£720,477.59
Premises Costs	£9,192.34	£9,663.63	£12,385.94
Supplies and Services	£363,334.50	£429,329.87	£323,308.32
Transport Costs	£57,762.67	£57,317.72	£15,491.47
Renewals and New Installations	£77,878.96	£71,497.73	£71,353.91
Installation and Removal	£20,058.61	£19,900.00	£19,838.45
Traffic Penalty Tribunal	£40,000.00	£40,000.00	£24,993.30
Traffic Enforcement Court	£26,831.35	£24,051.62	£17,297.15
Total On Street Expenditure	£3,141,578.42	£3,137,661.86	£2,638,995.35
Surplus/Deficit	Surplus £955,588.40	Surplus £740,912.97	Surplus £1,042,687.41

Use of On Street Surplus

Funding for Revenue Services	2009/10	2010/11	2011/12
Staffing for CCTV Control Room	£60,000.00	£61,000.00	£60,600.00
Maintenance for Off Street Car Parks	£90,000.00	£80,000.00	£115,062.73
MSCP Maintenance Programme	£103,000.00		£103,135.93
Legal support for Network Management	£26,000.00		£25,900.00
Legal Retainer		£26,000.00	
Replacement Handheld Devices		£111,000.00	
Traffic management schemes	£15,000.00		
Transport Feasibility schemes		£334,000.00	£25,612.58
Transformation Projects		£8,000.00	
Funding for Capital Schemes	£363,000.00	£506,000.00	£534,096.97
Total Use of On Street Surplus	£657,000.00	£1,126,000.00	£864,408.21

Statistical Analysis

Penalty Charge Notice (PCN) Information	2009/10	2010/11	2011/12
Number of Valid Penalty Charge Notices issued	43,360	42,947	33,024
Number of Penalty Charge Notices issued at higher rate	12,163	12,377	9,540
Number of Penalty Charge Notices paid at higher rate		9,638	7,766
Number of Penalty Charge Notices issued at lower rate	31,197	30,570	23,482
Number of Penalty Charge Notices paid at lower rate		22,859	18,113
Total Number of Penalty Charge Notices Paid	30,888	32,497	26,019
Number of Penalty Charge Notices Paid at discount rate	25,532	26,147	28,036
Number of Notice to Owners issued	12,505	10,852	9,161
Number of Charge certificates issued	8,069	1,904	6,212
Number of PCNs registered as a debt	7,814	6,240	4,953

Our collection rate for PCNs is 79% this has improved a few percent on the previous years 76% and is much higher than neighbouring authorities. It continues an upward trend over the past 6 years. 15% of PCNs issued were registered as a debt at Court. This is marginally greater than the previous year.

Penalty Charge Notice Appeals, Representations and Cancellations (data on case status collected on 01/10/2012)	2009/10	2010/11	2011/12	2011/12 as % of total valid PCNs
Number of Penalty Charge Notices against which an informal or formal challenge was made	15,147	14,470	11,100	33.6%
Number of Penalty Charge Notices cancelled at any stage (PCNs cancelled after any type of challenge is received etc)	6,028	4,193	3,167	9.6%
Number of Penalty Charge Notices written off (e.g. unable to trace owner, bailiff unable to collect debt, DVLA have no record of owner etc)	1,383	WOC 1,297 Bad Debt-369	WOC 1,322 Bad Debt 614	5.8%
Number of Penalty Charge Notices cancelled because they were issued in error (i.e. the CEO made a mistake)	229	138	170	0.5%
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)	135	121	132	0.39%
Number of Penalty Charge Notices where an appeal is allowed (i.e. TPT decide in favour of the driver/keeper)	23	14	15	0.04%
Number of Penalty Charge Notices where an appeal is dismissed (i.e. TPT decided in favour of the Council)	75	54	78	0.23%

Penalty Charge Notice issues in detail

33,024 valid PCNs were issued in 2011/12. Below we detail the number of PCNs issued against each contravention in descending order by quantity

Code	Description	Number issued
Contraventions at the lower rate of £50.00		
6	Parked without clearly displaying a valid pay & display ticket	5,870
30	Parked for longer than permitted	4,982
83	Parked in a pay & display car park without clearly displaying a valid pay & display ticket	4,381
5	Parked after the expiry of paid for time at a pay & display bay	3,679
82	Parked after the expiry of time paid for in a pay & display car park	2,075
19	Parked in a resident's or shared use parking place or zone displaying an invalid permit, voucher or pay and display ticket	1,241
86	Parked beyond the bay markings	431
24	Not parked correctly within the markings of the bay or space	427
22	Re-parked in the same parking place within one hour of leaving	317
80	Parked for longer than the maximum period permitted	53
7	Parked with payment made to extend the stay beyond initial time ('meter feeding')	20
90	Re-parked within one hour of leaving a bay or space in a car park	4
84	Parked with additional payment made to extend the stay beyond time first purchased	2

Code	Description	Number issued
Contraventions at the higher rate of £70.00		
1	Parked in a restricted street during prescribed hours	4,775
12	Parked in a resident or shared use parking place or zone without clearly displaying either a permit, voucher or P&D ticket.	2,609
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	1,121
23	Parked in a parking place or area not designated for that class of vehicle	308
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	203
85	Parked in a permit bay without clearly displaying a valid permit	163
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	101
16	Parked in a permit space without displaying a valid permit	96
47	Parked on a restricted bus stop/stand	69
45	Parked on a taxi rank	42
91	Parked in an area not designated for that class of vehicle	16
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zag	15
25	Parked in a loading place during restricted hours without loading	7
27	Parked in a special enforcement area adjacent to a dropped footway.	6
01A	Parked in a restricted street during prescribed hours (no waiting Blue badge)	4
48	Stopped in a restricted area outside a school	3
62	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)	2
20	Parked in a loading gap marked by a yellow line	1

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 11,100 challenges and appeals received in 2011/12 (33% of all Valid PCNs issued) 2,478 were cancelled representing 7.5% of the total correctly issued PCNs. This is a reduction against the previous year where 4,446 PCNs of a total of 42,957 were cancelled (10.35%)

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.














Code	Description	Total
57	P&D Ticket face down	775
11	Valid P&D ticket provided	464
48	General Reason	271
13	Blue badge holder	191
27	Valid Quays pass	130
24	Valid residents permit	101
7	Loading/unloading evidence	72
9	Vehicle broken down	53
25	Valid visitors permit	51
10	Stolen Vehicle	45
32	PCN improperly completed	41
6	Inadequate lines or signs	40

Code	Description	Total
28	Valid season ticket	31
26	Valid staff pass	23
43	Ceased trading	23
37	Wrong location	19
33	Incorrect contravention code	18
41	hire Car/ foreign driver	18
49	Valid ticket/ permit CEO Error	17
39	TPT appeal allowed	15
62	Partnership (Capita) Admin Error	14
5	P&D Machine fault	13
58	Valid ticket/CC receipt	12
40+8	Police vehicle op duties + Police emergency vehicle	10

Code	Description	Total
50	Driver taken ill	9
2	Processing error	7
3	Foreign vehicle	3
31	Issued in error	3
20	Special Circumstances	2
51	No notes/photos available	1
42	Error on TRO	1
30	Keeper deceased	1
38	Essential visitors permit	1
12	Dispensation Certificate	1
29	No information from DVLA	1
55	Camera error	1

Performance against Targets

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

Target description	Target value	Performance 2011/12		Comments/ recommendations
Achieve 80% patrol by CEOs of assigned beats for the financial year 2011/12	80%	83.35%		The most common reason for failure to complete a beat is lack of time or when officers are requested to undertake special duties in addition to their beats
99.6% of all PCNs to be issued for 2011/12 without being cancelled for CEO error	99.6%	99.25%		There is an on going issue with written off coding which affected this target which needs to be resolved. A full review of the calculation method for this KPI is going to be undertaken.
90% of PCNs to be issued for 2011/12 without being cancelled.	90%	91.85%		A full review is recommended of the cancellation policy to identify areas where reduction in cancellation can be implemented.
Respond to 65% of appeals within 15 days	65%	99.89%		This KPI is to be replaced.
99.5% of Hand Held Terminals (HHT) & Printers operational per day	99.5%	98.5%		We continue to look for ways to improve time taken to fix faults common to handhelds such as screen freezes and crashes which directly impact on officer performance and ultimately on revenue.
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%	85.27%		We will continue with our proactive maintenance/ servicing program to minimise wear and tear impact on reliability
	93%	90.11%		
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%	93.51%		We will continue with our proactive maintenance/ servicing program to minimise wear and tear impact on reliability
	97%	93.81%		
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%	70.47%		We will continue with our proactive maintenance/ servicing program to minimise wear and tear impact on reliability
	75%	73.18%		
90% of shop order tokens to be completed within 24 hours.	90%	99.6%		We continue to perform well against this target
60% of Violation Notices to be issued within 10 days	60%	38%		The removal of the in-house 24 hour system to query the DVLA for keeper details has impacted on this target. We may need to consider reviewing the target in light of the return to the old paper and postal system.

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.
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 challenge 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 -	Written off/ cancelled	- Internal use – PCN cancellation code prefix.