

Southampton City Council



Annual Parking and Enforcement Report 2010



Contents

1 Foreword.....	2
2 Introduction	3
3 Overview	3
4 Achievements.....	7
5 Aspirations.....	7
6 Survey.....	9
7 Financial and Statistical Information	10
8 Performance Indicators.....	14
9 Glossary	18

Foreword

This is the 3rd annual parking report produced by Southampton City Council. Parking for the period of 2009/10 has been very challenging for this council, and I would imagine for most others. The economic pressures have impacted greatly on car usage and subsequently on parking income. For the first time ever, it has required innovative and radical thought process to address the downturn in parking income. The use of targeted discounting in selected car parks has achieved some positive results, and will continue to be developed during the oncoming year.

There is always a fine balance between the need to supply on and off street parking to support businesses and workers in the city, and consideration for measures to encourage the use of public transport with its benefit of a reduction in road congestion and increase in air quality. We want to make Southampton a city of opportunity and transport has a key role to play in delivering that aspiration. Our work will focus on delivering a sustainable agenda - managing growth; providing a strong economy and ultimately having a city which is safe, inclusive and vibrant.

The use of parking technology during 2009/10 has benefitted the customer. We have installed automatic number plate recognition (ANPR) in our Pay on Foot multi storey car parks. This has greatly aided those drivers who have lost their tickets, and they are now required just to pay for the time that they have parked instead of having to pay an all day charge. The facility to pay by credit and debit cards in our surface pay and display car parks has been very successful, with more people now paying by this method than by cash. The Pay As You Park discount card has also proved popular with those drivers who prefer a cashless option with the advantage of a discount on each transaction.

We have been particularly successful in cracking down on parking fraud during 2009/10, and in particular the misuse of blue disabled persons badges. We have been successful with every prosecution case that has been deemed serious enough to go to court.

Finally I am pleased to see the achievements of City Parking and Patrol Services during this period, particularly the nominations for two national award schemes.



Matthew Dean – Cabinet Member for Environment & Transport

1 Introduction

The Traffic Management Act (TMA) 2004 places a requirement on local authorities to produce an annual report about their enforcement activities and cover the financial, statistical and other data (including any parking or civil parking enforcement (CPE) targets).

We produced our first report in 2008 and this is our third. From feedback on the two previous reports, this year's layout has been amended, however the statistical data continues to be provided in a similar format to retain consistency for year on year comparison.

2 Overview



Principles of parking and enforcement provision

The council's reasons for providing and managing parking stock, residents parking areas and enforcement of parking restrictions has remained unchanged over the past 12 months and include the need for:

- Improving the local environment
- Supporting traffic management to ensure smooth flow of traffic movement and reduce traffic congestion
- Improving the quality and accessibility of public transport
- Meeting the needs of disabled people, some of whom will be unable to use public transport systems and depend entirely on the use of a car and
- Managing and reconciling the competing demands for kerb space

These also run alongside the council's priorities in keeping people safe, getting the city working and keeping the city clean and green.

Southampton City Council has delegated the management of its parking stock and enforcement of parking facilities and restrictions to City Parking and Patrol Services and we are responsible to assist with traffic management and environmental improvements.

The ranges of services we provide include:

- On Street Parking
- Off Street Parking – City Council car parks
- Residents/business/visitors and other parking permits
- Enforcement of parking restrictions
- Dealing with challenges/appeals to the issue of Penalty Charge Notices
- Misuse of disabled badges and permits
- Removal of Abandoned Vehicles
- Maintenance of and installation of parking equipment and CCTV cameras
- Toll collection service for the Itchen Toll Bridge

- On Street Parking



There is a mix of parking facilities provided on-street. Pay & Display bays, limited waiting bays, residents parking bays/spaces, disabled parking bays and loading/unloading bays. These are provided to meet the specific needs of the area, such as to deter long stay commuter parking from residential areas, to encourage turn over of spaces in short term areas, near to shops for example and to meet equality commitments by providing disabled bays in residential areas and in car parks.

There are currently 1565 Pay and Display parking bays with stay times to match the demands of the residents, visitors and businesses and are available from 20 minute stays upto 4 hours.

- Off Street parking



We provide 54 surface car parks mainly in the city centre with a number in district centres across the city and its suburbs. The majority of these are designated as Pay & Display car parks. Some car parks are provided for 'free' parking periods and five multi-story car parks (MSCP's) of which four are Pay on Foot barrier controlled with automatic number plate recognition (ANPR) cameras that monitor entry and exit. We also have one roof top car park. The MSCP's along with 9 surface car parks have secure parking awards. 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 with the car parks assessed on surveillance, lighting, signage and cleanliness.

- Residential/business/visitors and other parking permits



19 residential parking zones are currently in operation. The criteria for resident's permits vary from zone to zone, however the majority allow two permits to an address, with the first permit free of charge and an entitlement of 60 visitor's permits per year.

For individual information on locations and entitlement for each of the zones follow the link to the council's website;

<http://www.southampton.gov.uk/s-environment/roadsandparking/parking/permitzones.asp>

During the year two new schemes were introduced, Cemetery Road and Kingsland Car Park, both have unique reasons for introduction.

Cemetery Road:

Forms the main vehicular access at the southern end of Southampton Common and also provides an attractive pedestrian and cycle route between The Avenue and Hill Lane.

Approximately 80 parking spaces have been provided for visitors on the common land adjoining the north side of Cemetery Road. However, the location is within walking distance of the City Centre and in recent years these parking spaces and Cemetery Road itself have tended to become heavily congested with parked vehicles during working hours, therefore the introduction of a Pay & Display and limited waiting zone with permits for local residents/business has returned parking facilities to visitors, improved access for emergency vehicles, pedestrians and cyclists to the common and removed commuter traffic.

Kingsland Car Park:

This car park was previously managed by the council's Housing Services. It was in poor condition, had no enforcement and suffered from unauthorised commuter parking. City Parking and Patrol Services was assigned the management and enforcement of the car park. As a result the surface condition and signage was brought up to a quality standard. An administered permit

scheme was also introduced for the car park. The response from residents has been very positive toward this radical arrangement. It has set a benchmark for any future transfer of Housing Services car parks to City Parking & Patrol Services.

- Enforcement of parking restrictions



We have a diverse range of parking controls and restrictions to enforce such as yellow lines, residents parking bays, bus stops and clearways, disabled parking bays, limited waiting bays, taxi ranks, council car parks, pedestrian crossings and zigzags. In addition to these we also seek to provide balanced enforcement to support schools and special events including Southampton Football club stadium activities and the annual Southampton boat show.

Resources are deployed across the city and its suburbs, approximately 52 km² (squared) with 353 miles of road. To seek compliance in a consistent, efficient and as effectively as possible the city is patrolled in two sections, city centre and outer city and referred to as 'beats'. Within each beat are a number of roads and visit requirements dependant on the restrictions in place. Flexibility is built into the 'beats' and are regularly reviewed and adjusted to encourage compliance.

- Dealing with challenges/appeals to the issue of Penalty Charge Notices

Our representations team take informal and formal challenges or appeals from the issue of Penalty Charge Notices (PCN's) as well as collecting payment for PCN's. A challenge is generally an informal appeal received before a Notice to Owner (NtO) is issued to the registered keeper of a vehicle, whereas an appeal relates to a formal challenge/appeal received after a NtO. The team have produced a cancellation policy, which is to ensure fairness and discretion is maintained in dealing with each case received. The policy is available to view at our website; http://www.southampton.gov.uk/Images/Cancellation%20Policy_tcm46-204213.pdf

- Misuse of blue badges and permits



Blue badge and permit misuse has a financial and social impact on the city. We have a dedicated officer to investigate and if necessary with support from our colleagues in Trading Standards and Legal Services to prosecute offenders. Southampton has gained recognition for its work to combat badge fraud and has gained centre of excellence status for the enforcement and administration of blue badges for South East England from the Department for Transport. During the year we received 367 contacts of perceived misuse and undertook 42 investigations which resulted in 14 warning letters, 4 cautions and 3 prosecutions.

- Removal of Abandoned vehicles



Abandoned vehicles are anti-social and attract crime. We as a council have 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.

Not every vehicle reported to the council is abandoned, some are nuisance vehicles, and some are untaxed vehicles. A council officer examines all the circumstances in each case to reach a decision. If a vehicle is identified as being abandoned we arrange for our contractor to remove the vehicle. An emergency removal within four hours is available should it be deemed hazardous or dangerous.

- Maintenance of and installation of parking equipment and CCTV cameras

Our Technical and Maintenance section are responsible for introducing technical innovation whilst maintaining our existing parking equipment and CCTV network. This includes the five city centre multi-story car parks, fifty four surface car parks and 260 CCTV cameras.

- Toll collection service for the Itchen Toll Bridge

City Parking & Patrol Services is responsible for the management of the city's toll bridge, which was opened to traffic on 1st June 1977 and officially named "The Itchen Bridge" by HRH Princess Alexandra on 1 July 1977.

Concessionary tolls are available to residents of Southampton. The bridge also offers a toll exemption for people in receipt of the higher rate mobility component of the Disability Living Allowance and local residents of motorcycles. A feasibility study was commissioned in early 2010 to explore the viability of automating the toll booths.

3 Key achievements in 2009/2010

Each year we set ourselves objectives to improve the service we deliver. This could be implementing new technology to improve efficiency, change or introduce new procedures to ensure we remain effective or invest in our staff to increase the services skills set.

During the year we achieved many of our aims, we:

- Introduced trial pricing strategy for parking spaces. 50% discount was introduced to 2 city centre car parks and 20% discount on all parking season tickets for 12 month period to benefit of business (more visitors) visitors, and residents (reduced costs to park) and increase revenue from stock utilisation and season ticket sales. The results of these initiatives will be evaluated in October 2010.
- Continued to invest in the upkeep of the multi-storey car park maintenance programme. This has ensured that the car parks meet our safety and quality standard and reflect the expectations of users of the car parks. It will also allow us to reduce investment during the next three years to lessen the financial impact from the recent downturn in the economy, whilst maintaining standards. These savings will be used to contribute towards the Highways Capital Program.
- Retained accreditation to the quality assurance ISO9001:2000 standard and gained conversion to the new ISO9001:2008 standard. We also expanded the accreditation to include the management and collection of tolls at the Itchen toll Bridge
- Invested in 40 CEO's to gain accreditation to City & Guilds (level 3) which has improved skills awareness in meeting customer expectations and improved customer satisfaction levels.
- Were nominated for two awards:
 - British Parking Association – The Alpha training award. We made it to the finals and were runners up with commendation.
 - MJ- Total Place Achievement award – Through to finals
 These nominations underline the quality of service and commitment of our staff to develop their skills.

4 Aspirations for 2010/11 and beyond

City Parking & Patrol Services is at an interesting point in its development, and while the next few years will be extremely challenging, they will also see exciting opportunities opening up for us. In addition to our aspirations, we also need to contribute to our divisional and directorate objectives centred around the delivery and implementation of service delivery models, delivering effective, sustainable and customer focused services, keeping the city moving and safer & cleaner environment. The following have been identified to achieve this support:

- Exploring new commercial business partnership opportunities, working with the private sector to provide management, operational and maintenance services.
- The Enforcement element of the service is set to expand its remit to include functionality such as issuing fixed penalties along side its current core activity, following the integration of the council's City Patrol service.
- Investment in technology, for example, Automatic number Plate Recognition (ANPR) and proximity card readers will permit the parking stock to be upgraded to provide a higher quality of service to its users, increase efficiency and effectiveness of service delivery from City Parking & Patrol Service.
- Powers to enforce by camera/CCTV will develop further opportunities and provide the tools to manage the flow of traffic and congestion which in turn will support the council's priorities to combat the environmental issues such as climate change.





- Work with internal/external partners to deliver an integrated Enforcement service; such as Trading Standards, Licensing and Highways
- Introduce trial of Wave and Pay technology to increase and enhance parking payment options and support other services commitment to national scheme
- Introduce on-line case management to allow motorist to view case evidence prior to payment or submitting a challenge/appeal
- Investigate the opportunity to implement automation of the Itchen Toll Bridge
- Look at implementing moving traffic contraventions to support the traffic manager in keeping the city moving It was anticipated that legislation to enforce bus lane and traffic signs would be enacted within the last 12 to 18 months, following government consultation on the regulations that are required. No timescale has yet been set by the Southampton City Council for implementation

Finally, to ensure that we engage with our staff we undertook a business planning process that included input from all levels of the service. From this have come a large number of ideas to continually improve and develop the business. The key priorities feedback were:



- Develop commercial/business opportunities - to increase revenue generation from Parking Services activities utilising a business like culture developed over many years
- Access to 'real time' information (such as blue badge, permits and abandoned vehicle databases) through handheld devices to increase effective enforcement activities
- Upgrade radio communication for use by City Parking & Patrol Service and associates (CEO's, maintenance, Itchen bridge, cash collectors, CCTV) to maintain effective operation and meet H&S commitments
- Replace existing stock of handheld devices and printers used by CEO's to incorporate future requirements such as 'real time' access and use of bar code/ANPR facilities
- Review success of policy change for 'flexible' parking pricing options and expand to meet the needs of business, visitors and residents of the city
- Invest in staff development to achieve accreditation/competency in carrying out Parking Services activities (such as City & Guilds – Notice processing & civil enforcement, bespoke course for TRO & signs/lines and armed robbery/aggressive customers)
- Retain accreditation to ISO9001:2008 and expand to include facilities integrated from City Patrol operation

5 Customer Surveys

It is our intension to establish the expectations of the service we provide and we do this in many ways, feedback, complaints and comments. We also carry out market research through surveys. Last year we undertook a review of the Itchen Toll Bridge service.

Purpose:

The survey was carried out between August and September 2009 and was designed to look at all aspects of the Itchen Bridge as a local resource to include local opinion on various aspects of the Bridge and tolls in general, customer service, and general appearance.

Results:

Of the 445 user questionnaires returned:

- 22% said they used the bridge for daily travel to and from work
- 14% said they used the bridge in daytime off peak period
- 21% said they used the bridge 5 days in an average week
- 80% said they crossed the bridge twice in an average day
- 40% pay their toll using cash
- 64% were satisfied with the choice of payment method available at the toll booth

The main recommendation from this survey was that some form of 'season ticket' should be available to eliminate the need for customers to carry change.

More details of the results can be found at: <http://www.southampton.gov.uk/council-partners/consult/Previousconsultations/itchenbridge2009.aspx>

Future surveys:

- Residents parking areas.

The main survey for next year is to revisit the residents parking areas, which was first surveyed in 2005. 16 zones will be visited and will be asked about the satisfaction of enforcement, availability of parking and if residents were getting value for money. This information will then be compared to the previous results to see where we have made improvements and where we need to continue to improve.

- Representations survey

This year we will also be engaging with those who challenge/appeal against the issue of a PCN to establish if we have dealt with the contact appropriately, the areas being response time, method for submitting and receiving a response, if all aspects were resolved and clarity of response. Results will be published in next years report.

6 Financial and Statistical Information

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.

The abandoned vehicle account has again been included.

Where relevant an explanation is provided where a large increase or decrease has been identified from comparison to last year's figures.

On Street Account (including Residents Parking and the staffing cost for abandoned vehicles)

	2009/10	2008/9
On Street	£	£
Income		
Pay and Display (P&D) Ticket Machines	2,207,820.93	2,347,198.28
Residents Permits	42,042.01	42,894.86
Business Permits	32,997.16	16,272.27
Suspended Bays	35,708.81	57,499.00
Other Income	2,413.35	(2031.42)
Penalty Charge Notices	933,804.24	988,246.89
Recharge Income	842,380.32	851,539.35
Total Income	4,097,166.82	4,301,619.23
Expenditure		
Employee Costs	1,746,243.84	1,772,811.26
Council Internal Recharges	800,276.15	753,146.62
Premises Costs	9,192.34	9,515.87
Supplies and Services	363,334.50	355,213.61
Transport Costs	57,762.67	71,674.66
Lines and Signs		
Renewals and new installations, including residents zones	77,878.96	85,468.35
Disabled persons bays		
Installation and removal	20,058.61	19,900.00
Traffic Penalty Tribunal (Adjudication Service)	40,000.00	30,000.00
Traffic Enforcement Court (Northampton)	26,831.35	28,692.68
Total Expenditure	3,141,578.42	3,126,423.05
Surplus	955,588.40	1,175,196.18

Comments on significant comparative changes**INCOME**Pay & Display ticket machines

Income from P&D machines saw a drop of 6%. This is very likely to be due to the recessionary impact. Additionally charging tariffs have been increased on an annual basis in line with transport policy but was not increased this year.

Business Permits

Income from the number of temporary business permits provided this year increased with 104 more permits provided to trades persons/business to carry out work in residential parking areas up to 503 from 399. Business permits issued remained at 54 for this year as opposed to 53 last year.

Suspended Bays

Due to the economic downturn the number of request of developers to suspend chargeable parking bays were reduced by 98 from 264 in 2008/9 to 166 this year.

Other Income

This is a suspense style account that holds income awaiting classification.

Penalty Charge Notices

One of the key changes from the introduction of part 6 of the TMA 2004 in March 2008 was differential penalty charges, to reflect the severity of the contravention. The new penalty charge values adopted by the Southampton City Council were £70, discounted to £35 for the higher value contraventions and £50, discounted to £25 for the lower value contraventions. The values set have been imposed on local authorities outside London by Government. Prior to the amendment PCN's were issued at £60 discounted to £30.

We issue more PCN's in the lower value contravention range and this was a known factor that would impact on the income generation for this and future years. Along with the reduction in the number of PCN's issued this year (3607) being a reflection of the recession and more adherences to the parking regulations reflected the decrease in income generation.

EXPENDITUREEmployee Costs

Reduced staff costs with removal of 7 (seven) CEO posts following budget restrictions.

Council Internal Recharges

Internal recharges relate to costs made to other sections for providing support services;

Capita Print services – £6K

Network management – £40K

Highways & Parking Head of Service – £9K

Legal services - £5K

Cash Office services - £8K

Reduced costs to support services:

IT services - £4K

Cash receipting systems - £16K

Transport Costs

More efficient deployment of staff made it possible to reduce the dependency on transport reducing vehicle, maintenance and fuel costs by £14K

Off Street Account

	2009/10	2008/9
Off Street	£	£
Income		
Car Parks	4,732,611.67	4,772,121.65
Season Tickets	329,588.30	363,630.31
Staff Parking	522,048.29	494,464.71
Suspended Bays	10,007.48	14,293.69
Other Income	342,028.97	304,697.82
Penalty Charge Notices	265,424.50	289,772.09
Total Income	6,201,710.21	6,238,980.27
Expenditure		
Council Internal Recharges	1,182,310.73	1,159,776.24
Capital Financing	825,000.00	800,600.00
Car Park Maintenance	443,207.42	409,341.53
Electrical/Rent/ Rates and Water Charges	909,829.19	757,764.86
Supplies and Services	186,857.35	165,165.58
Total Expenditure	3,547,204.69	3,292,648.21
Surplus	2,654,505.52	2,946,332.06

Comments on significant comparative changes**INCOME**Car Parks

Despite the impact from the recession, income from Car Parks held up well with a reduction of £39,500

Season Tickets

Season tickets are available in the general purpose surface car parks. They are for a fixed term and as such less flexible and are not seen to give value for money as opposed to the more popular pay as you park style 'season' ticket, currently only available in the five multi-storey car parks, in which you only pay for used time. The season ticket does not have this functionality.

Season tickets have generally been purchased by businesses but the impact on budgets has seen the number purchased decline over the last few years.

Staff Parking

Increased revenue from staff contributions towards use of council car park(s) within terms and conditions of employment.

Suspended Bays

Due to the economic downturn the number of request to suspend chargeable parking bays were reduced by 98 from 264 in 2008/9 to 166 this year.

Other Income

Income includes advertising, general reimbursement from the public for repairs to parking equipment and contributions to revenue programs. General repairs income was up by £117K whilst the contribution received to revenue items was reduced by £80K

Penalty Charge Notices

The reduction in income is due to the reduced number of PCN's issued this year (3607) being a reflection of the recession and more adherences to the parking regulations reflected the decrease in income generation.

EXPENDITURECapital Financing

Increase relates to additional charge set aside for depreciation

Electrical/Rent/ Rates and Water Charges

Increase costs are attributable to:
Repairs & maintenance of buildings - £12K
Electricity costs - £10K
Rates - £138K
Servicing contracts - £2k

Supplies and Services

From the various accounts grouped within this section two accounts contribute towards the £21K increase.

Repairs and maintenance to car parks reduced by £46K and capital programme expenditure (lift procurement, multi-storey car park programme) increased by £65K

Abandoned Vehicles Account

Abandoned Vehicles Account	2009/10	2008/9
	£	£
Income	6,374.57	17,511.22
Expenditure	28,945.58	26,951.91
Deficit	(22,571.01)	(9,440.69)

Comments on significant comparative changes

Income is derived from recovery of storage costs, release of vehicles back to vehicle owners or insurance companies if it is evidenced that the vehicle is not abandoned. The income from this source reduced this year, with more vehicles being sold for scrap rather than being abandoned..

Expenditure relates to the fees claimed by the council's contractor for providing the removal of abandoned vehicle service. The government set the charges that apply for removal of vehicles and where possible this is recovered from the registered vehicle owner.

Use of On Street Surplus in 2009/10

2009/10	
Funding for Revenue Services	£
Contribution toward staffing the CCTV Control Room	60,000
Maintenance for Off Street Car Parks	90,000
Multi-storey car park maintenance programme	103,000
Legal support for network management	26,000
Traffic management schemes	15,000
Funding for Capital Schemes (below)	363,000
Installation of traffic signals	
Multi-Storey Car Parks Refurbishment Programme	
Total	657,000

Use of On Street Surplus in 2008/09

2008/09	
Funding for Revenue Services	£
Contribution toward staffing the CCTV Control Room	57,900
Maintenance for Off Street Car Parks	68,000
MSCP Maintenance Programme	204,000
Legal support for Network Management	29,000
Funding for Capital Schemes	
Installation of Traffic Signals	161,000
Multi-Storey Car Parks Refurbishment Programme	225,000
Total	744,900

Key Performance Indicators (KPI's)

We monitor various areas of our service that impact on the perception of our performance and refer to these as KPI's. They are monitored on a month by month basis which allows us to react quickly to any downward trends and if appropriate implement changes in processes or procedures to rectify any concerns. The following tables show our performance over the last two years.

Abandoned vehicles

Local authorities have a duty under government legislation to remove abandoned vehicles on any open land or on any road to which the public have access. To expedite inspection and removal we set the targets at the levels detailed in the table. During the year 401 vehicles were inspected which resulted in 251 vehicles being removed.

Service Indicators	2009/10 Performance	2008/09 Performance
98% of reported abandoned vehicles investigated within 24 hours.	99%	84%
75% of reported abandoned vehicles removed within 48 hours.	94%	81%

Enforcement

We do not have enough CEO's to patrol every location within the city and it's suburbs to ensure compliance of parking regulations, therefore we operate a 'beat' system for regular patrols to cover the majority of areas. We aimed to achieve 100% in previous years, but having to provide special operations or requests we have not been successful. To reflect the demands on the officers we reduced the expectations to a more achievable level of 80%.

Service Indicator	2009/10	2008/09
Achieve 80% patrol by Civil Enforcement Officers of assigned beats	80%	83.5% * * Target 100%

Maintenance of P&D and POF equipment

We strive to ensure that paying for parking is made as easy as possible and it can be frustrating to find a parking ticket machine not working. An out of order machine will also have financial impact to the authority so we seek to ensure the machines are fixed as quickly as possible. We current use parking ticket machines supplied by Parkeon and these are linked direct to the maintenance department, so if they break down a message is transmitted to the maintenance team to attend and repair. Various performance targets have been set to maximise repairs without compromising efficiency or quality.

During the year 1347 faults to P&D machines were reported which is a reduction of 34 on the previous year's report of 1381 and there were 1722 faults reported for P.O.F. equipment down by 422 on the previous year's total of 2144.

Service Indicators Pay on Foot (P&D)	2009/10	2008/09
Effect 85% repairs to on/off street P&D ticket machines within 30 minutes.	89%	88.6%
Effect 90% repairs to on/off street P&D ticket machines within 1 hour	95.1%	95.3%
Service Indicators Pay on Foot (P&D)	2009/10	2008/09
Effect 90% repairs to Pay on Foot parking equipment within 30 minutes	94.1%	94.8%
Effect 97% repairs to Pay on Foot parking equipment within 1 hour	98.5%	99.2%

Response to challenges/appeals

Prior to guidance within the TMA act 2004 part 6 we set expectations to respond to 65% of challenge/appeals within 15 working days. We have subsequently increased our intensions to respond to informal challenges within 14 days and formal challenges within 56 days to meet the recommendations suggested by the secretary of state.

We received 15,147 challenges/appeals this year compared to a similar amount of 15,193 last year and we responded on average to informal challenges within 4 days and formal challenges within 5 days. This compares similar to last year as we responded on average within 4 days to informal and 6 days to formal appeals.

Service Indicators Response to challenges/appeals	2009/10	2008/09
Respond to 65% of informal and formal challenges to Penalty Charge Notices within 15 working days	99.6%	96.4%

Penalty Charge Notice (PCN) Information

Overview	2009/10	2008/9
Number of Penalty Charge Notices issued	43360	46967
Number of Penalty Charge Notices issued at higher rate	12163	12995
Number of Penalty Charge Notices issued at lower rate	31197	33958
Number of Penalty Charge Notices Paid	30888	31559
Number of Penalty Charge Notices Paid at discount rate	25532	26357
Number of Notice to Owners issued	12505	19260
Number of Charge certificates issued	8069	12064
Number of PCNs taken to County Court	7814	7884

The number of PCN's served this year reduced by 3607 and has been a trend for the last few years. The peak number of PCN's issued was in 56,817 in 2007/8. It is generally expected that the number of PCN's issued rise during the first years of a local authority taken over enforcement from the police as it did not, understandably, prioritise its resources in this area. We took over enforcement in 2002/3 and there was a steady rise during the first years. With improved compliance and the impact of the recession this has over the last couple of years, the number of PCN's issued has started to reduce. This along with a reduced number of vehicles entering the city, less demand for access to parking facilities and kerb parking has not put pressure on parking places, adding to the drop in contraventions.

Differential penalties came into effect on the 31st March 2008 These were introduced to make the system fairer in that higher penalties are issued to motorists who park where it is more dangerous, such as on yellow lines. The less serious contraventions include overstay in car parks are charged at a lower rate. It is pleasing to report that PCN's issued for the higher contraventions are lower than lesser contraventions and in the main this is due to our prioritisation of enforcement activities aimed at the areas that impact on the core priorities of the council, although this is balanced with the needs of residents, business and visitors to the city.

Penalty Charge Notice Appeals and Representations

Cancellations/ Representations viewed as a total	2009/10	2008/9
Number of Penalty Charge Notices against which an informal or formal representation was made	15147	15193
Number of Penalty Charge Notices cancelled at any stage (PCNs cancelled after any type of representation is received etc)	6028	5852
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)	1383	1223
Number of Penalty Charge Notices cancelled because they were issued in error (i.e. the Civil Enforcement Officer made a mistake)	229	384
Number of Penalty Charge Notices that go to appeal (representations made after NTO is issued that are rejected and the driver/keeper appeals to NPAS now TPT)	135	142
Number of Penalty Charge Notices where an appeal is allowed (i.e. NPAS now TPT decide in favour of the driver/keeper)	23	42
Number of Penalty Charge Notices where an appeal is dismissed (i.e. NPAS now TPT decided in favour of the Council)	75	73

The number of challenges/appeals received has remained constant; however in real terms represent an increase of 2.6% due to the reduction in PCN's issued in 2009/10. The percentage cancelled has increased from 12.5% for 2008/9 to 13.9% for 2009/10 which is a 1.4% increase and therefore implies that more cases were being made effective.

The reasons for cancellation are categorised for trend analysis from which action is taken where possible to reduce or eliminate the cause.

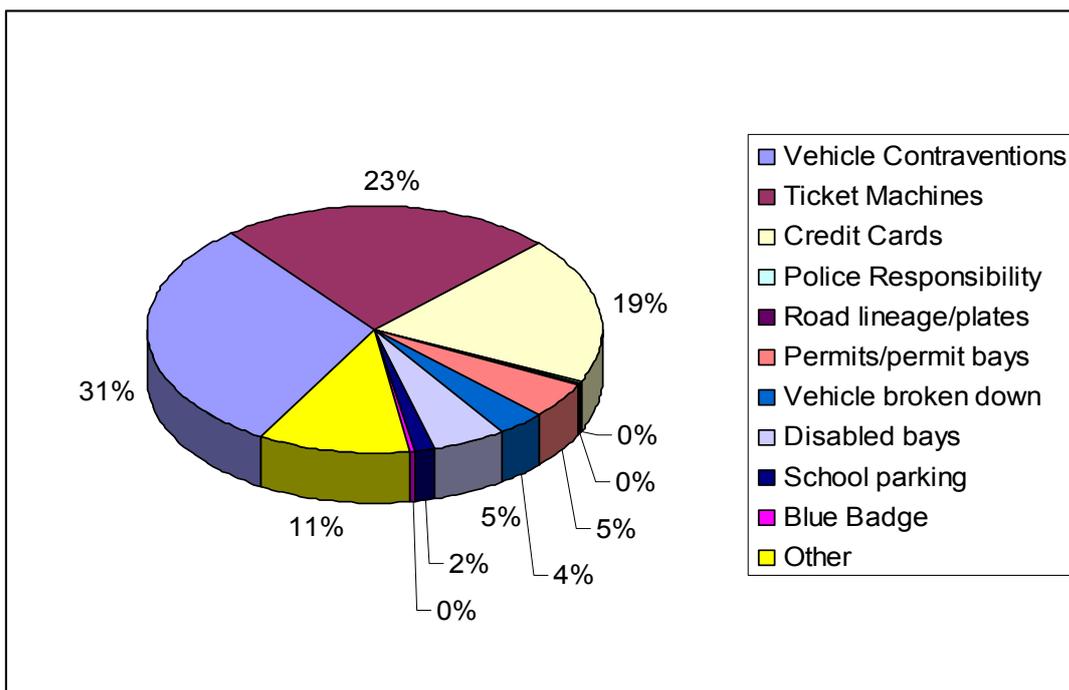
	2009/10	2008/09	Difference on previous year
P&D Ticket face down	1127	1426	-299
Valid ticket produced	738	987	-249
Blue badge holder	515	505	10
Valid residents permit	364	333	31
Valid visitors permit	337	496	-159
Valid Quays pass	326	345	-19

P&D face down tickets has been an issue, however whilst this is an unacceptable level the cost implications for not using a different type of ticket, such as 'sticky' tickets has been assessed and does not make financial sense to change. Better signage and awareness to motorists, provision of ticket holders have been used and as a result the number of instances has reduced.

We will be looking at using technology, such as ANPR or virtual permits along with general awareness to reduce and possibly eliminate issues with permits and badges.

Enforcement Requests

We get contacted throughout the year by the general public on a range of concerns and these are recorded and where possible the information gathered used to carry out special operations or divert CEO's from allocate 'beat's to resolve or used as evidence to support challenges against the issue of a PCN. During the year we recorded 895 contacts, up from 762 in the previous year. The main areas of concern are charted below.



Glossary

This glossary provides:

The full title to common acronyms used through the document and definitions of technical terms used.

Abandon Vehicle	A vehicle that appears to be abandoned under the Refuse Disposal (Amenity) Act 1978 as amended.
Annual Report	This is the abbreviated name for this document, the Annual Parking and Enforcement Report.
Appeal	Made to the Traffic Penalty Tribunal if the Council has received, considered and sent a formal Notice of Rejection (NoR) to the registered keepers formal representation or challenge
ANPR	Automatic Number Plate Recognition. a surveillance method that uses optical character recognition on images to read the license plates on vehicles.
CEO	Civil Enforcement Officer. Title of officer empowered to undertake enforcement of parking restrictions and regulations. Formally known as Parking Attendants
Civil Enforcement	Change from decriminalised to civil under Part 6 of the Traffic Management Act 2004.
Contravention	This refers to a breach of parking regulations. This was formerly referred to as an 'offence' when regulations were enforced by the Police.
CPE	Civil Parking Enforcement. Title given to the enforcement of parking regulations by CEOs under the Traffic Management Act 2004
Enforcement	In this document 'enforcement' activity by the Council covers that of parking controls and decriminalised parking contraventions.
Formal representation or challenge	This is the challenge received after the service of the Notice to Owner (NtO) on the person the believed to be the registered keeper of the vehicle.
Informal challenge	This is a challenge received before a Notice to Owner (NtO) is issued to the registered keeper of a vehicle
ISO9001:2008	This is an externally recognised accreditation, which demonstrates that a business or organisation has quality management systems in place and is customer focused, seeks to enhance customer satisfaction and continue improvement
KPI	Key Performance Indicator.
MSCP	Multi-Storey Car Park.
P&D	Pay & Display. This is facility where after finding a parking space a ticket for time to be parked is purchased and displayed so that it is visible for inspection
PCN	Penalty Charge Notice.
P.O.F.	Pay On Foot. This is facility where a ticket to pay for parking is taken on entry to a car park and payment is made on return to the car park and prior to exiting. These car parks are normally barrier controlled.
TMA	Traffic Management Act 2004 Part 6. - Act passed by UK government to empower local authorities to enforce parking regulations. Implemented

from 31st March 2008