

PARKING SERVICES ANNUAL REPORT

2015-2016



**SOUTHAMPTON
CITY COUNCIL**

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1.0 Overview and Foreword from Councillor Rayment



Foreword

The Council continues to work hard to deliver a parking enforcement service that is fair and consistent. In so doing it aims to improve road safety, reduce congestion and tackle anti-social parking and affect improvement in air quality.

Looking ahead, we are introducing further measures to improve the environment we live in, with the introduction of Bus Lane enforcement, a Camera car, and a policy on tackling inconsiderate parking to support the council to manage the free flow of traffic, improve public transport punctuality, demand for kerb space, and safety of children around schools.

Councillor Jacqui Rayment
Cabinet Member for Environment and Transport

2.0 Enforcement and Penalty Charge Notices (PCNs)



Our current team of 26 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). Southampton City Council are currently responsible for the enforcement of:

- | | |
|-------------------------|--|
| Yellow lines | Limited waiting bays |
| Residents parking bays | Pay and Display bays |
| Bus Stops and clearways | Council car parks. |
| Disabled parking bays | Taxi ranks |
| Loading bays | Pedestrian crossings and Zigzag Markings |

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 run a reactionary service (bec n call) responding to notifications from the

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public where 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.

The primary purpose of parking enforcement is to educate vehicle drivers to park in accordance to the parking regulations. The reasons for doing so is for, free flow of traffic, safety of other road users, and pedestrians.

Civil Enforcement Officers (CEO's) will engage with vehicle drivers when possible to make them aware that they are parked in contravention of the parking regulations and assist them to park correctly. If it is not possible to engage with the vehicle driver then a Penalty Charge Notice (PCN) may be served. This is to support the compliance with parking regulations.

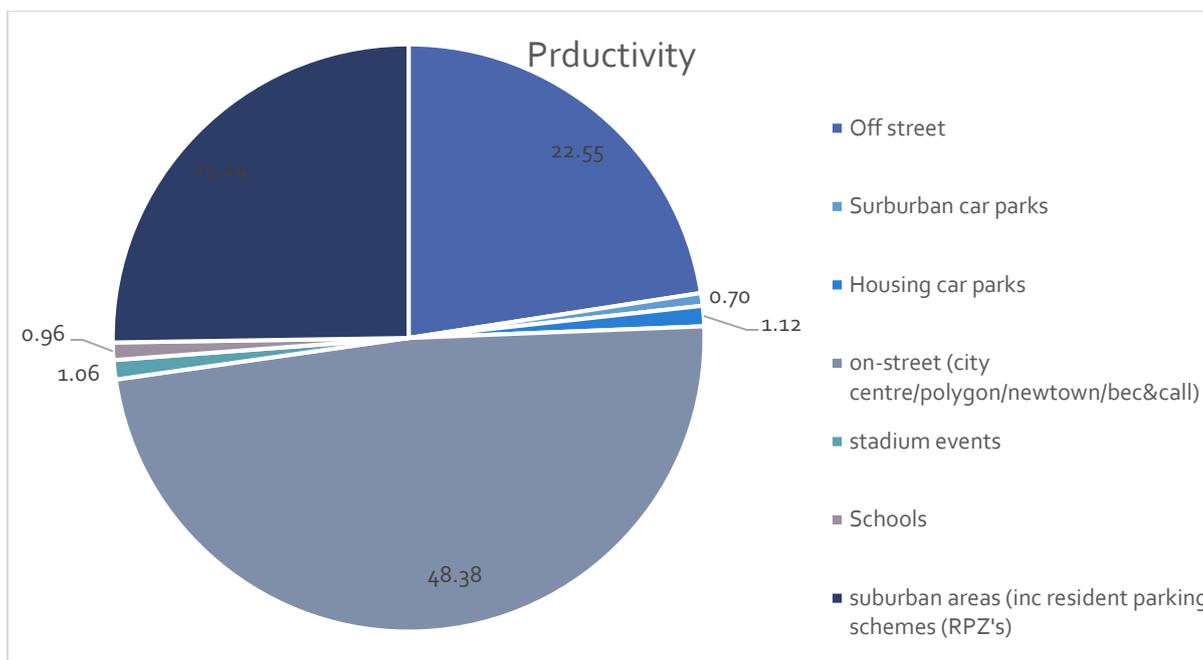
Depending on the severity of the contravention, a Penalty Charge Notice (PCN) may be issued at the higher rate of £70 or the lower rate of £50. If the PCN is paid within 14 days the charge will be reduced by 50%, resulting in a higher rate of £35 and a lower rate of £25. If a PCN remains unpaid after the reduced fee period the increased charge may apply. The Traffic Management Act 2004 state what the contraventions are and whether the PCN should be issued at the higher or lower rate.

The objectives of the service are:-

- Reduce congestion on the roads
- Improve road safety
- Support traffic management to ensure smooth flow of traffic movement
- Help make the environment cleaner
- Improve access for emergency and service vehicles
- Improve the quality and accessibility of public transport
- Meet 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
- Manage and reconcile the competing demands for kerb space
- Enforce parking restrictions in a fair and consistent manner for the benefit of all parking users
- Support operations and events with CEO attendance where appropriate

The table and chart below show the deployment hours for 2014/15 as an example of the split of activities undertaken by the enforcement team to meet its objectives.

Productive enforcement	Hours	%
Off street	7898	22.55
Suburban car parks	244	0.70
Housing car parks	391	1.12
OFF STREET TOTAL	8533	24.36
on-street (city centre/polygon/newtown/bec&call)	16943	48.38
stadium events	372	1.06
Schools	335	0.96
suburban areas (inc resident parking schemes (RPZ's)bec*call)	8841	25.24
ON STREET TOTAL	26491	75.64
total	35024	100.00%



Bec'n'call response has been fitted into the above as resources permit. With the reduction in available resources each shift, it is now necessary to plan these in more detail and assign clear priorities and service standards to manage customer expectation.

In 2015 there were 1,195 requests (an average of 99 per month) logged through the contact centre for parking related issues and enforcement requests.

Additional commitments:

The Team has also provided enforcement activity to support the following as resources permit. The historic level of support given is shown:

Multi- storey Car parks vagrant check	Daily by min 2 officers
Deployment/collection of cones	As required
Streetcred's	2 CEOs each event
Misuse/abuse of blue badge/permits/P&D tickets	daily
Inspect/report and follow up (destruction notice) on request received on perceived abandoned vehicles on Highways.	As required

3.0 Challenges, Appeals and Representations



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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/>

4.0 Investigation and Removal of Abandoned Vehicles



The council has a duty to remove abandoned vehicles on any open land or on any road to which the public have access, and can charge for their removal, storage (if appropriate) and disposal. We follow strict guidelines laid down by central government when removing abandoned vehicles.

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:

Date	Abandoned vehicles reports received	Vehicles removed
2013/14	727	63
2014/15	482	50
2015/16	830	67

5.0 other information

Southampton City Council offer residents and visitors to the city a wide range of parking to suit a variety of needs. These include:

- Approximately 15,341 on-street parking spaces.
- 5,421 off street parking spaces including 5 multi-storey car parks (MSCP). 30 surface car parks within the City Centre, with 2103 spaces.
- 21 suburban car parks with 1336 spaces
- 1364 resident disabled parking bays around the city, along with 100 disabled parking bays which are non- resident within the City centre.
- Residents Parkings Zones to protect our residents from commuter parking.

City Centre Parking	Length of Stay	Spaces Including Disabled	Disabled Spaces	Motorcycle Parking?
Albion Place	Short	49	0	Yes
Amoy Street	Long	56	0	No
Ascupart Street	Short	32	2	No
Bargate (Shopmobilty)		17	17	No
Bedford Place (Was Salisbury St)	Long	289	8	No
Bevois Valley	Short	14	1	No
Bond Street	Long	70	2	Yes
Castleway	Short	76	0	No
Civic Centre Forecourt	Short	57	10	Yes
College Street	Long	168	0	Yes
Commercial Road	Short	11	0	Yes
Compton Walk	Long	35	0	No
Crosshouse	Long	66	2	Yes
Eastgate Street MSCP	Long	713	4	No
Gloucester Square	Long	90	0	Yes
Grosvenor Square MSCP	Long	532	5	No
Grosvenor Square North	Long	88	2	No
Handford Place/Upper Banister St	Long	10	0	No
Harbour Parade	Long	64	0	No
James Street (North)	Short	16	0	No
Kings Park Road	Long	77	0	Yes
Kingsland Car Park Scheme	Special			
Marlands MSCP	Short	839	6	No
Mayflower Park (Leisure)	Long	210	16	No
Northam Road	Long	24	2	No
Ordnance Road	Long	40	0	No
Quays South (Leisure)	Long	92		
Quays North (Leisure)	Short	135		
Six Dials	Long	72	4	No
Southampton Street	Long	10	0	No
Southbrook Road South	Long	86	2	No
Southbrook Road North	Long	27	0	Yes
Toys'R'Us		299		
Trinity Road	Long	23	0	No
West Park Road MSCP	Long	506	4	No
Wilton Avenue	Short	78	2	Yes

Wyndham Place	Short	24	0	No
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Review of Existing Restrictions, Signs and Road Markings

Lines and signs provide the motorist with consistent and clear instructions on what they may or may not do in locations throughout the City. These are regulated by Traffic Signs Regulations and General Directions statute. Information about the most commonly used can be found in the Highway Code.



Our Technical Team have an ongoing rolling program of refreshing existing lines and signs and installing new signs ensuring that they are up to the current regulations, to bring roads up to current regulations. Whilst out patrolling our streets, our Civil Enforcement Officers check the road markings and signage to ensure that they are compliant, and report these if they believe that they are not. This work is ongoing.

Date	Number of CEO reported lining defects resolved	Number of CEO reported signing defects resolved
2013/14	367	363
2014/15	328	300
2015/16	371	356

Residents Parking Zone - review

In 2014 Southampton City Council carried out an extensive review of Resident Parking Zones and other parking restrictions in residential areas. The three key stages to the review were as follows:

- A consultation of residents and other stakeholders on the existing Resident Parking Schemes
- The development of a new Residents Parking Policy
- The implementation of any changes to the Resident Parking Schemes as requested by residents Consultation

In March 2014, a consultation of all households eligible for parking permits in Resident Parking Zones was carried out. Over 14,000 surveys were posted to residents with 3186 responses received. The survey asked a range of questions in respect of the operation of the Resident Parking Zones (such as preferred days and hours of operation) and also whether the various zones should be retained, amended or removed. The majority of residents in all zones requested that the parking restrictions be retained, although there were some requests for amendments in specific areas or even individual roads.

This was followed by a city wide consultation in July/August 2014 on the resident parking schemes. The survey asked questions about the basic principles of Resident Parking Zones such as what issues should be taken into consideration during the design phase and who should be eligible for permits. There was also an

opportunity for resident groups to highlight a need for new resident parking zones (or extensions to existing ones). 114 responses were received to this survey.

In response to the residents parking zone survey the following changes have been implemented:

Zone 1 – Limited Waiting Period introduced on roads where requested. Days and hours of operation extended on Canton Street.

Zones 2 and 3 – Consultation carried out on reducing hours of operation and making additional parking capacity available. Implementation pending.

Zone 4 – Limited Waiting Period introduced on roads where requested. Additional parking capacity for 70+ vehicles made available.

Zone 5 – Days and hours of operation extended on Rockstone Lane.

Zone 7 – Limited Waiting Periods removed from Vine Road, Coxford Road, Springford Road, Springford Crescent and Arcadia Close.

Zone 16 – Consultation carried out on removal of permit parking restrictions from Sandown Road. Residents favoured retaining the restrictions.

The Council is also currently consulting on proposals to expand Zone 10 to deter parking related to the University of Southampton on surrounding roads.

Residents Parking Policy

When the consultation was completed, the Council developed a new Residents Parking Policy which was approved by Cabinet in November 2014. The principal purpose of the policy is to provide a consistent framework for implementing, amending or removing parking restrictions in residential areas and to provide a clear guide for communities and other stakeholders who wish to be involved in the process.

Implementation of Changes

An action plan of the proposed changes requested by residents has been drawn up. This includes changes to zones, such as the hours of operation or limited waiting periods and amendments to restrictions in individual streets. All proposed changes will be subject to consultation of affected residents and will be implemented on approval over the next few years.

Financial Information



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On Street Income	2015-16	2014-15	2013-14
Pay and Display Machines	£2,443,888.88	£2,505,471.41	£ 2,090,564.37
Residents Permits	£189,697.31	£185,024.65	£ 73,434.16
Business Permits	£12,898.50	£16,554.15	£ 17,769.65
Suspended Bays	£147,778.40	£180,622.00	£ 79,122.21
Other Income (including Visitors Permits)	£96,344.50	£226,508.40	£ 75,989.13
Penalty Charge Notices	£944,088.80	£858,211.82	£ 825,788.22
Recharge Income	£566,606.14	£628,551.86	£ 720,135.61
Total Income	£4,401,502.53	£4,600,945.29	£ 3,882,803.35

Detailed income and expenditure for the On Street Account

On Street Expenditure	2015-16	2014-15	2013-14
Employee Costs	£1,415,603.37	£1,469,322.36	£ 1,416,638.58
Council Internal Recharges	£824,154.98	£715,423.60	£ 731,549.44
Premises Costs	£10,967.64	£8,098.17	£ 9,551.39
Supplies and Services	£330,908.05	£465,786.20	£ 344,413.80
Transport Costs	£19,810.66	£22,085.30	£ 22,751.67
Renewals and New Installations	£49,189.79	£62,464.40	£ 60,690.04
Installation and Removal	£12,893.97	£16,159.62	£ 16,705.15
Traffic Penalty Tribunal	£39,000.00	£40,000.00	£ 20,497.44
Traffic Enforcement Court	£24,909.15	£24,211.40	£ 23,250.00
Total Expenditure	£2,727,437.61	£2,823,551.05	£ 2,646,047.51
Surplus/Deficit	£1,674,064.92	£1,777,394.24	£ 1,254,755.84

Use of On Street Reserve Account	2015-16	2014-15	2013-14
Funding for Revenue Services			
Staffing for CCTV Control Room	£61,800.00	£ 61,800.00	£ 60,600.00
Maintenance for Off Street Car Parks	£54,515.40	£ 116,602.16	£ 194,800.00
MSCP Maintenance Programme	£74,177.92	£ 66,664.34	£ 74,800.00
Legal Support for Network Management	£12,096.00	£ 11,800.00	£ 11,500.00
Supported buses	£56,600.00	£ -	£ -
Replacement Handheld Devices		£ -	£ -

Radio Service		£ -	£ 103,000.00
Traffic Management Schemes	£21,112.40	£ 155,056.01	£ -
Transport Feasibility Schemes		£ 123,98.12	£ 123,798.12
Transformation Projects			£ -
Funding for transport related Capital Schemes	£646,801.33	£ 725,423.62	£ 544,133.00
Total On Street Reserve	£925,103.05	£1,248,643.93	£ 1,152,631.12

The On Street Reserve Account is ring-fenced under The Traffic Management Act (TMA) to meet the costs of providing and maintaining off street parking, and then to go towards public transport, highway improvements and maintenance and environmental improvements

Detailed income and expenditure for the Off Street Account

Off Street Income	2015-16	2014-15	2013-14
Car Parks	£5,162,510.26	£5,096,401.80	£ 4,829,219.64
Season Tickets	£ 396,853.74	£ 500,804.18	£ 327,353.17
Staff Parking	£ 317,054.73	£ 456,578.46	£ 447,871.48
Suspended Bays	£ 59,796.00	£ 70,629.00	£ -
Other Income	£ 197,771.85	£ 286,873.87	£ 372,315.30
Residents Permits	£ 22,362.91	£ 20,562.36	£ 14,998.13
Penalty Charge Notices	£ 325,242.10	£ 343,323.85	£ 285,014.50
Total Income	£6,481,591.59	£6,775,173.52	£ 6,276,772.22

Off Street Expenditure	2015-16	2014-15	2013-14
Council Internal Recharges	£ 916,101.31	£1,239,166.67	£ 988,801.55
Capital Financing	£ 396,100.00	£ 394,800.00	£ 565,700.00
Car Park Maintenance	£ 139,158.91	£ 181,584.21	£ 199,207.68
Electrical/Rent/Rates & Water Charges	£ 1,271,167.55	£ 1,272,613.55	£ 1,217,551.40
Supplies and Services	£ 169,367.89	£ 220,284.05	£ 191,687.45
Total Expenditure	£ 2,891,895.66	£3,308,448,.48	£ 3,162,948.08
Surplus/Deficit	£3,589,695.93	£3,466,725.04	£ 3,113,824.14

The off-street surplus is used to support Southampton City Councils General Fund and provide a range of Council Services

Abandoned Vehicles Account	2015-16	2014-15	2013-14
Income	£ 1,223.25	£ 3,550.00	£ 1,790.00
Expenditure	£ 3,586.81	£ 5,662.30	£ 8,334.57
Surplus/Deficit	£-2,363.56	£-2,112.30	£ - 6,544.57

The last financial year 2015/16 has seen an increase in the number of Penalty Charge Notices issued compared to the previous year. This is generally down to an increase number of contraventions being observed and enforced to seek compliance to the regulations and restrictions.

Penalty Charge Notice General Statistics

PCN Statistical Information	2015/16	2014/15	2013/14
Number of higher level PCNs issued	14664	16685	13510
Number of lower level PCNs issued	34380	31853	28520
Total number of PCNs issued	49051	48704	42035
Number of PCNs paid	38362	35535	32944
Number of PCNs paid at discount rate	31748	29453	27187
Number of PCNs against which an informal or formal representation was made	20127	19376	10351
Number of PCNs cancelled as a result of an informal or formal representation	3315	3140	2920
Number of PCNs written off for other reasons	4981	4184	4632

Contraventions at the lower rate of £50

Code	Description	Number issued 2015/16	2014/15	2013/14
5	Parked after the expiry of paid for time	3343	2942	2984
6	Parked without clearly displaying a valid pay & display ticket	5078	4904	4840
7	Parked with payment made to extend the stay beyond the initial time ('meter feeding')	1	0	14
19	Parked in a residents or shared use parking place or zone displaying an invalid permit, voucher or pay & display ticket	1331	1258	1232
22	Re- parked in the same parking place within one hour of leaving	504	417	409
24	Not parked correctly within the markings of the bay or space	983	1006	1182
30	Parked for longer than permitted	8472	8765	8606
80	Parked for longer than the maximum period	392	281	243
82	Parked after the expiry of time paid for in a pay & display car park	2799	3418	2880
83	Parked in a pay & display car park without clearly displaying a valid pay and display ticket	8210	8321	6893
84	Parked with additional payment made to extend the stay beyond time first purchased	3	4	5
86	Parked beyond the bay markings	829	622	657
90	Re-parked within one hour of leaving a bay space in a car park	15	9	14

Contraventions at the higher rate of £70

Code	Description	Number issued 2015/16	2014/15	2013/14
1	Parked in a restricted street during prescribed hours	7928	6277	7035
01A	Parked in a restricted street during prescribed hours (no waiting Blue Badge)	0	4	3
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in forces	401	394	421
12	Parked in a resident or shared use parking place or zone without clearly displaying either a permit, voucher or pay & display ticket	5654	4577	3708
16	Parked in a permit space or zone without clearly displaying a permit	127	107	134
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of good when prohibited	3	3	3
23	Parked in a parking place or area not designated for that class of vehicle	409	435	610
25	Parked in a loading place during restricted hours without loading	3	2	8
26	Parked in a special enforcement area more than 50cm from the edge of the carriageway and not within a designated parking space	6	5	2
27	Parked in a special enforcement area adjacent to a dropped footway	374	283	187
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge.	1275	1134	1817
45	Parked on a taxi rank	79	71	99
46	Stopped where prohibited	97	114	138
47	Parked on a restricted bus top/stand	95	58	97
48	Stopped in a restricted area outside a school	39	24	14
85	Parked in a permit bay without clearly displaying a valid permit	13	1	75
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	160	100	131
89	Vehicle parked exceeds maximum weight or height or length permitted in the area	1	126	1
91	Parked in an area not designated for that class of vehicle	25	30	25
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	55	40	40