



Welcome to the City of Stoke-on-Trent Parking Annual Report 2015/16

As Cabinet Member for Regeneration, Transport and Heritage I am pleased to present the 2015/16 Parking Services report.

The City Council has these five Stronger Together priorities:

- Support our residents to fulfil their potential
- Support our businesses to thrive, delivering investment in our towns and communities
- Work with residents to make our towns and communities great places to live.
- A commercial council; well governed and fit for purpose, driving efficiency in everything we do.
- Support vulnerable people in our communities to live their lives well

Parking Services fits all of these priorities from being an integral part of the city's transport network so the roads can flow freely and safely to helping keep our residents safe on the roads, issuing permits and blue badges so people can get on with their lives, as well as providing education and enforcement services to encourage motorists to abide by the rules of the road, not just for ourselves but across the county.

Stoke-on-Trent is a city on the move, being recognised as a great place to do businesses, with great, local, leisure and recreation offers to boot.

In the coming year, we will be taking advantage of new industry technologies; we'll be reviewing our parking tariffs and changing them to support our local businesses and keep more of the local pound, and are being creative with our car parks to reduce congestion on our roads and we'll continue taking a forward look at the future parking demands presented by our ambitious business development and house building programmes.

Councillor Jack Brereton
Cabinet Member for Regeneration, Transport and Heritage



Achievements in 2015/2016

The city council started to provide the notice processing, cash collection and parking enforcement service for our neighbouring authorities. Stoke on Trent City Council now provide the parking enforcement service for Staffordshire County Council, Cannock Chase District Council, Lichfield District Council, Staffordshire Moorlands District Council and South Staffordshire District Council. The notice processing service is provided for all of the Staffordshire authorities. By sharing services in this way the city council can share costs and create efficiencies for all of the partner authorities.



Hinde Street Car Park – we installed a gate to segregate the two car parks in response to complaints that the car park was being used as a cut-through by motorists driving at speed. The gate is locked and therefore prevents traffic from using the car park as a shortcut.



The city council procured new vehicles for the enforcement team. 16 new vehicles were introduced in November to enable the council to provide parking enforcement across Stoke-on-Trent and Staffordshire.



Body Cameras were purchased for all civil enforcement officers. These cameras were provided as a response to the rise in the number of verbal and physical incidents experienced by the officers from the public. The cameras record footage and sound for the officer's safety.



Plans for 2016/2017

- The City Council will be investing £400,000 in replacing many of the older pay and display machines with new machines which will accept payments by coin and bank card. These machines will be in various locations across the city and available on street and in council car parks.
- Two surface level car parks will be converted to pay on foot systems; which will enable the driver to pay for the parking time used at the end of their stay, before leaving the car park. The two car parks proposed for this technology are Kingsway (Stoke) and Lower Huntbach Street (Hanley) at this time.
- The City Council will consider introducing a red route within the city centre to reduce congestion and to resolve parking complaints from businesses and emergency services stakeholders.
- The City Council will consider introducing a bus lane enforcement scheme in Trinity Street to tackle the misuse of the bus lane and resolve issues this creates for the bus services operating in the Stafford Street area.
- The first camera car will be replaced by a new camera car which will have updated technology and improved reliability.
- New pay and display schemes to support local trade will be approved. The city council will consider changing the car parking charges so that motorists will be able to pay £1 flat rate after 3pm. This proposal will include all surface level car parks and on street locations in Burslem, Fenton, Longton, Meir, Stoke and Tunstall. The city council will also consider introducing shorter parking periods on South Wolfe Street car park to support Stoke Market. This will provide shorter parking for Market customers who may only need to park for 30 minutes.
- The council will introduce a parking permit for residents where no parking is available; to park on nominated car parks overnight and at weekends. These are intended to support town centre living where residents have no access to private parking or on-street parking facilities.



Enforcement Priorities



School enforcement continues to be a priority for the council. We work with the schools to provide education to the parents dropping off and collecting their children. We supply banners, posters, leaflets and bookmarks to the schools to communicate the dangers of parking on the School Keep Clear markings. This important message is supported by our Civil Enforcement Officers who patrol our schools daily.

School Results for 2015/2016:

754 visits were completed; 1335 vehicles were moved on; and 407 Penalty Charge Notices were issued.

Enforcement Requests

We received 883 requests for enforcement with an average response time of 25 minutes, resulting in 145 vehicles being moved on and 413 Penalty Charge Notices being issued.

These requests were received where motorists had parked on yellow lines, in residents' parking spaces or over dropped kerbs.



Untaxed Vehicles



We work with the DVLA to remove vehicles from our streets which are untaxed.

This year we received 234 reports of vehicles being parked on the highway without tax. 7 of these were issued with penalties and reported to the DVLA. We removed 131 vehicles and 97 were subsequently scrapped.

Abandoned Vehicles



We remove abandoned vehicles from our roads and open spaces.

We received 203 reports of abandoned vehicles. Of the vehicles reported 35 vehicles were found to be abandoned and removed. 19 were subsequently not claimed and scrapped.

Camera Enforcement



The city council operates two mobile enforcement vehicles (camera cars). These cars focus on parking outside schools, parking in bus stops, taxi ranks and bus lanes. This year the camera cars recorded 2797 contraventions. 2152 of these were issued to vehicles driving through dedicated bus lanes and bus gates.





City of
Stoke-on-Trent



**STRONGER
TOGETHER**

Working together to create a stronger city we can all be proud of

Residential Permit Schemes – Controlled Parking Zones



Permit Holder schemes operate across the city. These schemes are designed to give residents' preferential parking where they experience parking difficulties in their neighbourhood. The residents will send a signed petition to the council outlining the parking problems and support for controls, over 50% of the residents must support the scheme for the council to consider implementation.

Residents purchase a permit to park near to their home. Permits are restricted to two residents' and two visitors' permits per property.

Permits Issued		2013/ 2014	2014/ 2015	2015/ 2016
Residents	£18.00 per year	2964	3023	3052
Visitors (1 free for pensioners per household)	£25.00 per year	3641	3557	3423
Property Owner	£33.00 per year	216	192	189
Business or £155 if off road parking available	£33.00 per year	150	154	133
Trade Exemption	£12.00 per week	32	49	45
Dispensation/Waiver Permit £12.00 for the 1st day and £5 for each day thereafter.		16	66	55

Permit Zones can be found on streets near to Hospitals, Shopping Centres, Central Business Districts, Universities/Colleges, Train Stations and Football grounds. Permit parking is designed to assist residents so that they do not have to compete with non-residents to park near to their home. The city council implemented the first permit holder parking scheme in the early 1990's. Permit Holder parking schemes have become very popular over the past 20 years with all 6 town centres now having at least one permit holders' zone.

Residents provide proof of vehicle ownership and address to purchase a permit. Visitor permits are available for visitors to use when visiting the resident's home.





City of
Stoke-on-Trent



**STRONGER
TOGETHER**

Working together to create a stronger city we can all be proud of

Permit Holders Zones in operation:

Abbey Hulton	A1
Burslem -	B1, B2, B3, B4, B5, B6, B7
Dresden -	D1, D2
Etruria -	E1
Fenton -	F3
Hanley (City Centre) -	H1, H2, H3, H4, H5, H6, H7, H8, H9, H10, H11, H12, H13, H14, H15, H16, H17, H18, H19, H20, H21, H22, H23, H24, H25, H26, H27, H28.
Hartshill -	NH1, NH2, NH3, NH4, NH5, NH6, NH7, NH8, NH9, NH10, NH11, NH12, NH15, NH16, NH17, NH18.
Longton -	L1, L2, L3, L4, L5, L6.
Meir -	M1, M2, M3, M4, M5, M6.
Milton -	ML1, ML2
Penkhull -	P1, P2, P3.
Sandford Hill -	SH1
Shelton -	S1, S2, S3, S4, S6, S7
Smallthorne -	Small1
Stadium Zones (Match Days & Event Days Only)	STAD1, STAD2, STAD3.
Stoke -	SK1, SK2, SK3, SK4, SK5, SK6
Trent Vale -	TV1, TV2
Tunstall -	T1, T2, T3, T4, T5, T6, T7, T8

Further zones may be installed in Abbey Hulton, Hartshill, Shelton and in some more of the residential areas surrounding the Bet365 Stadium in 2016/2017.





City of
Stoke-on-Trent
Blue Badges



The city council provide the blue badge service for residents of Stoke-on-Trent.

The city council issue approximately 5000 new blue badges each year and there are in the region of 13,000 blue badges valid at any time.

Shopmobility Service

We provide a Shopmobility service for people with disabilities. Members can hire equipment so that they can access Hanley City Centre.

186 people renewed their membership this year. 56 new members joined the scheme. 182 people used equipment on a one off basis.

The service is available Monday to Saturday, 10am to 4.45pm. We have 35 Scooters, 13 Power Chairs, 17 Wheelchairs and 2 Kids Buggies for hire.



Photo of Shopmobility Customers with Nicky and Gemma the Shopmobility Co-ordinators.

You can contact us:

Parking Services

01782 237999

The Regent Centre, Hanley

Email: parking@stoke.gov.uk

Stoke-on-Trent, ST1 3EG





Income 2015/2016	£
On Street PCN	£353,506
Off Street (Car Parks) PCN	£151,731
Residents Permit Zone PCN	£75,321
Bus Lane PCN	£56,904
Total Income from PCN's	£637,462
On Street Pay & Display	£551,313
Off Street (Car Park) Pay & Display	£1,778,513
Total Pay & Display Income	£2,329,866
Residents Permits	£147,941
Car Park Permits	£93,811
Blue Badges	£43,771
Total Permit Income	£285,523
Other Income	£262,087
Total Income 2015/2016	£3,594,138

Expenditure 2015/2016	£	
Car Park	£1,355,233	
On Street	£625,011	
Shopmobility	£36,030	
Residents Parking	£152,159	
Abandoned Vehicles	£25,509	
Community Car Parks	nil	
Bus Lane	£121,833	
Blue Badges	£76,080	
Total Expenditure	£2,391,855	
	£1,123,083	Surplus

The income received from parking funds the operating costs of the services listed above. The council uses the additional income to improve roads and transportation within the city. This year the council spent £5,987,005.67 improving the city's highways.





City of
Stoke-on-Trent
Employees



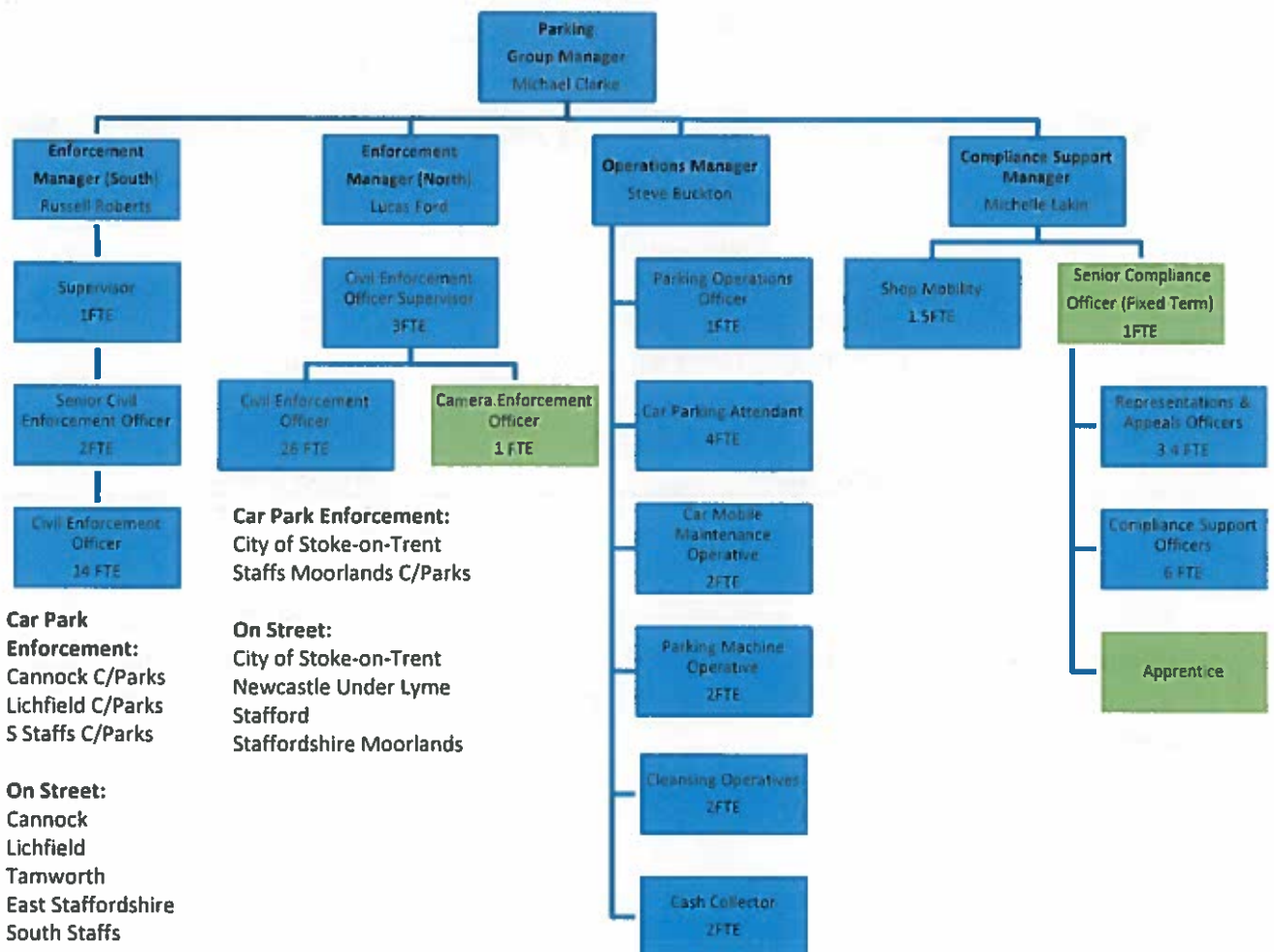
STRONGER TOGETHER

Working together to create a stronger city we can all be proud of

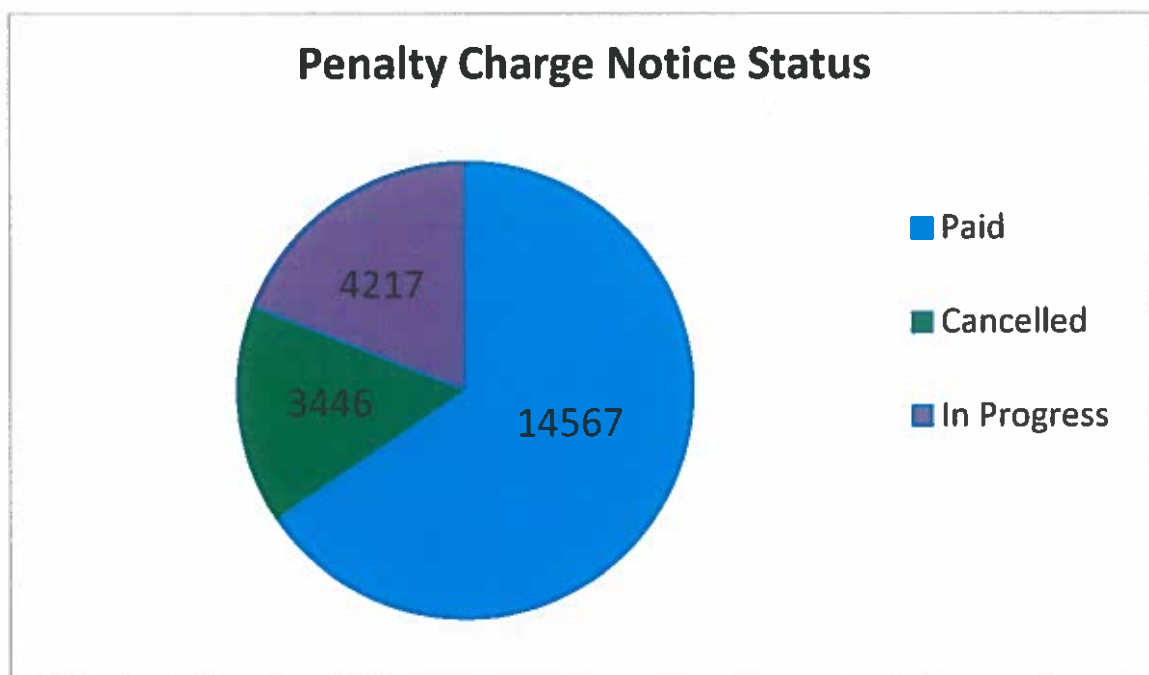
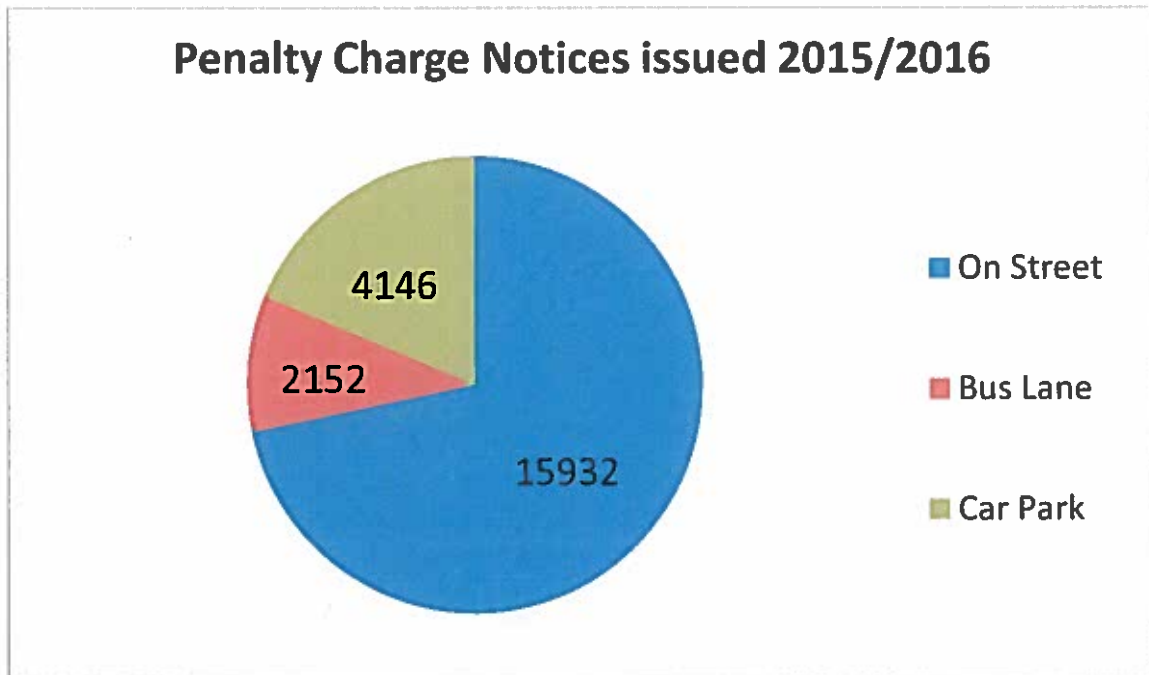
Staff are direct employees of City of Stoke-on-Trent Council. Officers do not have quotas or targets to meet as it is impossible to forecast how many drivers will contravene parking restrictions.

The civil enforcement officers work 7 days a week to keep traffic flowing and to reduce congestion across the city and county.

We introduced three new posts in March 2016 – denoted green. The labels under each enforcement team show how the geographical area is split between the North and South enforcement team. Notice processing is completed for all authorities by the compliance support team.



The enforcement team completed 58,136 vehicle observations this year in Stoke-on-Trent. These observations were converted into 22230 penalty charge notices.



The appendix at the rear of the report shows the penalty charge notice data in detail.



