

A large, stylized blue silhouette of a car, facing right, serves as the background for the title. The car has a large white rectangular area on the left side, representing the driver's side window, and two white oval shapes on the right side, representing the front headlights. The text is centered on the right side of the car's body.

# Stoke-on-Trent City Council Parking Services Annual Report 2013/2014

## Foreword



Welcome to Stoke-on-Trent City Council's parking services annual report, which summarises the parking and traffic enforcement conducted by the council in 2013/2014, and provides details of activities, enforcement and related financial information.

The council has made significant improvements in and around the city centre recently with the redevelopment of the old John Street Car Park into the new bus station. The Potteries Way has been improved to facilitate access to John Street Multi Storey Car Park and Bethesda Street.

This year has seen the start of the new Central Business District development. These improvements are key to encouraging new business and supporting existing businesses to thrive in the city.

The Mobile Enforcement Vehicle has been successful in creating further compliance in Bus Lanes and areas where parking is not permitted such as on Zig Zag markings outside schools and pedestrian crossings. Demand for school enforcement has continued to grow, so we have invested in a second camera enforcement vehicle to tackle this issue.

The enforcement teams actively patrol and enforce parking restrictions supporting traffic management, reducing congestion and making the roads a safer place by deterring non-compliance.

Councillor Ruth Rosenau

Cabinet Member for Planning, Regeneration and Transportation.



# Achievements

## We have:

- Invested in a second camera enforcement vehicle to focus on school enforcement and safety.
- Designed a school safety parking awareness scheme to commence in April 2014.
- Introduced short stay parking on City Road, Hunt Street and Weston Road Car Parks, to provide a higher turnover of parking spaces for shoppers in Fenton, Tunstall and Meir;
- Introduced on street pay and display on Hilton Road to provide parking facilities for visitors to the Hospital.
- Introduced card and cash, pay and display machines on Birch Terrace Surface Car Park;
- Resurfaced Butterfield Place Car Park in Tunstall;
- Relocated Shopmobility to Birch Terrace Car Park to facilitate the Shopping Centre development
- December 2013 we completed our first blue badge fraud day.
- Completed the John Street Multi Storey Car Park refurbishment;
  - Introduced six electric vehicle charging points,
  - Introduced new payment machines that can accept payment by credit/debit cards,
  - Decorated the inside of the car park and replaced light fittings to provide a bright, clean environment,
  - Moved the vehicle entrance from John Street to Bethesda Street to aid access to the new city bus station.
  - Installed a Variable Messaging Sign inside the car park for the car park closing time.

## Abandoned and Untaxed Vehicles

We continue to remove vehicles that are either abandoned or untaxed from our streets.

### Removing Untaxed Vehicles:

We work in partnership with the DVLA to remove untaxed vehicles from the public highway.

**141** untaxed vehicles were reported

**13** vehicles issued with penalties (vehicle not removed)

**76** vehicles were removed

**44** vehicles were scrapped

This enforcement is achieved either as a result of the vehicles being seen whilst on patrol, or calls received from the public, council officers, the Police or other agencies.

### Removing Abandoned Vehicles:

113 vehicles were reported as being abandoned.

We responded to each report and inspected each vehicle within 24 hours.

23 vehicles were removed and 12 vehicles were destroyed.

## Permit Parking

Permit parking is introduced at the request of local residents. These schemes are designed to solve parking problems experienced by residents and can usually be found around universities/colleges,

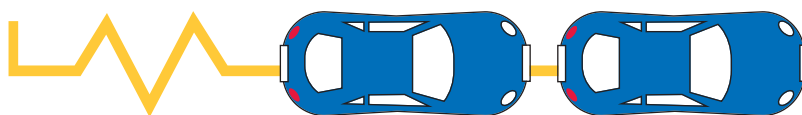
shopping centres, hospitals and town centres. Permit parking is common where there are limited parking facilities available because of the competing demands on the highway space.



Type of Permit	2012/2013	2013/2014
Residents	2806	2964
Visitors	3384	3641
Property Owner	169	216
Business	153	150
Trade Exemption	40	32
Dispensation/Waiver Permit	16	66

## Enforcement Priorities

### Schools



Unfortunately drivers continue to park on yellow zig zag keep clear markings outside schools when dropping off or collecting children. School visits are scheduled into the Civil Enforcement Officers' daily patrols.

The council now operates two mobile enforcement vehicle equipped with CCTV which can help to enforce parking regulations outside schools.

The visit is arranged after receipt of a complaint, either from the school staff, parents, residents or the Police. We receive information on the area(s) most affected and the worst times. Where possible, the officers arrive before the parents to stop the parking.

#### Results for 2013/2014 are:

**314** visits were completed

**179** Penalty Charge Notices issued.

**409** vehicles were moved on.

### Pedestrian Crossings, Kerb Markings and Pedestrianised Area.

The enforcement team continues to focus on enforcing areas where parking can be dangerous to other motorists and pedestrians. Vehicles parking on pedestrian crossings cause potential hazard and obstruction because pedestrians cannot see clearly to cross the road and motorists struggle to see them negotiating the parked vehicles.

Parking remains an issue in Trinity Street in the evening. The enforcement team are deployed to deter vehicles from parking and blocking the carriageway for other road users and emergency vehicles.

Officers regularly patrol the pedestrianized streets within the city centre to deter vehicles parking during the no access times.

Our priority remains to keep traffic flowing safely by tackling inconsiderate and dangerous parking within the city.

### Requests for enforcement:

The service is available for the public to call and report vehicles parked on double yellow lines or in residential parking areas when vehicles park without displaying a valid permit. We aim to respond within 35 minutes.

We received 1388 requests for enforcement with an average response time of 23 minutes, resulting in 590 Penalty Charge Notices being issued.

**To report a vehicle parked in breach of the regulations; please contact us on**

**01782 237999 or email:**  
**[parking.enforcement@stoke.gov.uk](mailto:parking.enforcement@stoke.gov.uk)**

## Blue Badges

Blue Badges are available to people who are severely disabled and have limited mobility. The blue badge is designed to help the disabled person to park closer to local amenities because they are unable to walk distance.

Wider spaces are provided on many of the council car parks. These spaces are designed to be used by people who use mobility aids or a wheelchair and help them to get into or out of the vehicle.

You may be eligible to apply for a blue badge if:

- You are registered blind;
- You receive the high rate mobility component of Disability Living Allowance;
- You receive War Pension Mobility Supplement or an award from the Armed Forces Compensation Scheme;
- You are applying on behalf of an organisation who looks after disabled people;
- You have a severe and permanent disability that means you cannot walk or have difficulty in walking;
- You have a severe disability in both arms, drive regularly but are unable to operate parking machines; or
- You are applying on behalf of a child under the age of three who is always accompanied by bulky medical equipment or needs to be close to the vehicle to be treated for their condition.

Type of Permit	2012/2013	2013/2014
Blue Badges Issued	4539	4575
Number issued to automatically eligible applicants	2846	2723
Number issued under discretionary criteria	1637	1813
Number issued to organisations	56	39

For more information about arking services

**Go to:** [stoke.gov.uk](http://stoke.gov.uk)

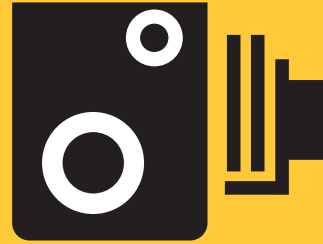
**Email:** [parking@stoke.gov.uk](mailto:parking@stoke.gov.uk)

**Telephone:** 01782 237999

**Visit:** The Regent Centre, Regent Road, Hanley, Stoke-on-Trent, ST1 3EG.



## School Enforcement



There has been a 35% increase (from 255 to 378) in requests for parking enforcement at our 100 schools, due to illegal and unsafe parking directly outside and in the vicinity. We program 2 school visits daily, the program is often interrupted by reactive demand. Demand outstrips supply and there is a 4 week lead time for enforcement.

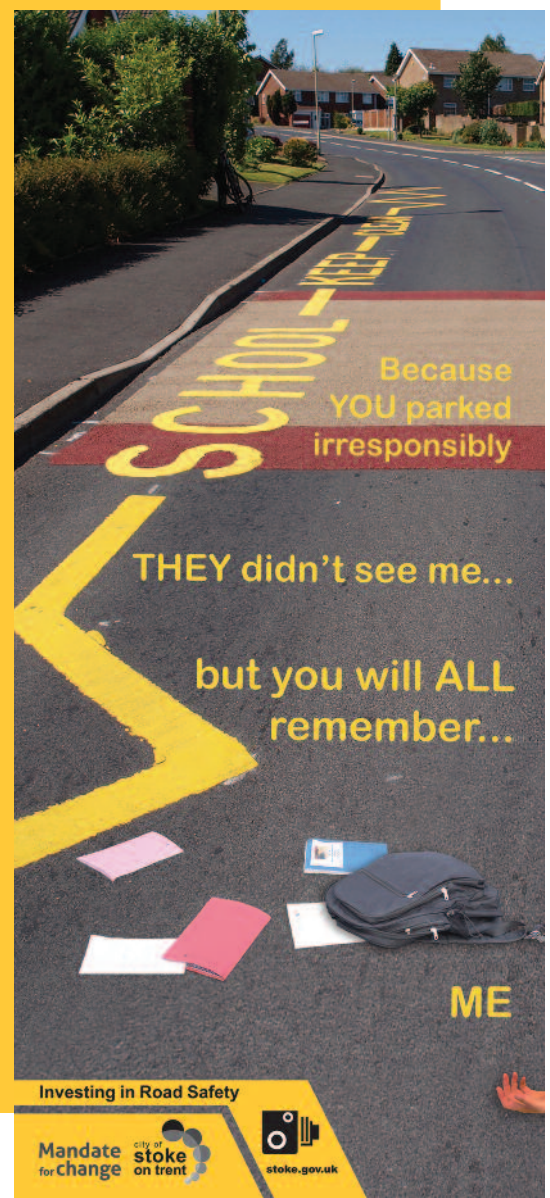
With the Police, we have already tried to educate parents and crack down on these parking problems and explain the consequences and there is still much to do to encourage the right behaviour. This is a hard market to crack without a sustained effort as the annual school intake changes the target market by 20%+.

We use our mobile enforcement vehicle to enforce the school keep clear restrictions. Due to the increase in demand the councillors approved funding another enforcement vehicle to help to tackle this issue.

Through the City Councils 'What Matters' initiative, funding was awarded to buy a second enforcement vehicle to target the demand outside schools. The aim is to see child safety increase by doubling our camera enforcement capacity with a targeted communications campaign to:

- Improve compliance
- Reduce end to end times for requests for enforcement
- Increase enforcement capacity to meet increasing demands.

We have designed a media campaign at the schools selected for increased enforcement (based on historical demand), where banners and CCTV enforcement signs will be displayed and bookmarks given to students. The schools will be listed on our web site, the campaign will start in April 2014.



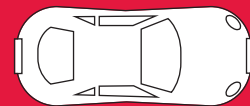
Investing in Road Safety

Mandate for change  
city of stoke on trent

stoke.gov.uk



# Bus Lane Enforcement



The council started to enforce bus lanes in October 2010.

The Transport Act 2000 allows for the enforcement of Bus Lanes through camera technology by approved Local Authorities outside of the Greater London Area. This type of enforcement for traffic regulations by CCTV cameras is one part of a wide-ranging programme of measures to improve the

reliability and punctuality of public transport, reduce congestion and pollution.

The aim of most traffic management measures, such as bus lanes and parking regulations is to give priority to certain groups of road users by excluding others during prescribed hours. The introduction of CCTV monitoring of traffic regulations is intended to reduce the level of contraventions and so reduce delays on the highway network.

## Bus Lanes are situated in the following locations:

**Burslem** - Waterloo Road, Wedgwood Street.

**City Centre Hanley** - Albion Street, Bethesda Street, Broad Street, Burton Place, Charles Street, Hulton Street, Lichfield Street, Lower Bethesda Street, Old Hall Street, Quadrant Road, Stafford Street, Potteries Way, Etruria Road and Festival Way.

**Fenton** - Christchurch Street.

**Longton** - Commerce Street, The Strand

**Stoke** - Church Street, Glebe Street.

**Tunstall** - High Street.

**Other locations** - Mayne Street, Hanford, Werrington Road, Bucknall.



Bus Lane penalty charge notices are served by post. The penalty charge notice is £60.00 discounted to £30.00 if paid within 14 days from the date on which the notice was served.

The mobile enforcement vehicle can be used to enforce parking contraventions also, such as: School Keep Clear Markings, Loading/Unloading Bans, Taxi Ranks, Bus Stops, Pedestrian Crossings etc.

## Enforcement Statistics for Parking and Bus Lane Penalty Charge Notices

Number of Notice to Owners Issued (including Bus Lane Penalty Charges)	7975
Number of Charge Certificates Issued	3041
Number of cases referred to the County Court	2770
Number of cases referred to a Bailiff for collection	1838
Number of Vehicles Immobilised for parking contraventions	0
Number of Vehicles Removed for parking contraventions	0



## Parking Partnership

### We work in partnership with:

Staffordshire Moorlands District Council,  
East Staffordshire Borough Council,  
Stafford Borough Council,  
Newcastle Under Lyme Borough Council,  
Cannock Chase District Council,  
Tamworth Borough Council,  
Lichfield District Council,

South Staffordshire District Council and Staffordshire County Council to provide the administration and processing service for penalty charge notices issued across the whole of Staffordshire.

This provides cost saving efficiencies for all partners.



## Shopmobility

Shopmobility has been relocated to 19 Lichfield Street, Hanley on the site of the Birch Terrace Car Park. The service provides scooters and wheelchairs for visitors and shoppers who have mobility difficulties.

Shopmobility Services were used **4396** times this year.

**192** customers renewed their membership with the service.

**30** New Members were registered with the scheme **76**

Temporary members using the equipment.

Shopmobility Services are available:

**Monday to Saturday**

**10am to 4.45pm.**

Available Equipment:

**35** Scooters

**13** Power Chairs

**17** Wheel Chairs

**2** Kids Buggies



### Contact Shopmobility:

Email:  
**shopmobility@stoke.gov.uk**

Telephone: **01782 233333**

Minicom: **01782 236919**

### Visit:

19 Lichfield Street, Hanley, accessed  
from Birch Terrace, Car Park.



## Car Parks

### Burslem

Chapel Lane

**61** spaces

Navigation Road

**94** spaces with **2** disabled bays

### City Centre (Hanley)

Birch Terrace

**155** spaces with **21** disabled bays and **1** motorcycle space

Broad Street

**106** spaces with **2** disabled bays

Clementsons Mill

**167** spaces with **2** disabled and **7** motorcycle spaces

Hinde Street

**374** spaces with **4** disabled and **10** motorcycle spaces

Hope Street

**53** spaces with **14** disabled bays

John Street Multi Storey

**492** spaces with **13** disabled and **1** motorcycle area

Lower Huntbach Street

**160** spaces with **2** disabled bays

Meigh Street Multi Storey

**449** spaces with **7** disabled and **4** motorcycle spaces (Pay on Foot Car Park)

Meigh Street Surface

**25** spaces

Pall Mall

**14** spaces with **14** disabled bays

St Ann Street

**59** spaces with **4** disabled bays

Upper Huntbach Street

**33** spaces

## Fenton

City Road

**93** spaces with **2** disabled bays

## Longton

Chancery Lane

**31** spaces with **2** disabled bays

Commerce Street

**94** spaces with **2** disabled bays

Longton Exchange

**213** spaces with **10** disabled and **4** motorcycle spaces  
(Maximum four hours stay).

## Meir

Weston Road

**29** spaces with **1** disabled bay (**14** spaces are Short Stay only).

## Stoke

Aquinas Street

**39** spaces

Copeland Street

**39** spaces

Elenora Street

**30** spaces with **2** disabled bays

Hide Street

**73** spaces

Kingsway

**195** spaces with **11** disabled bays

South Wolfe Street

**66** spaces with **4** disabled and **4** motorcycle spaces.  
(Short Stay Car Park)

Spark Street

**74** spaces with **2** disabled bays.

Vale Street

**61** spaces with **2** disabled bays.

## Tunstall

Butterfield Place

**18** spaces with **2** disabled and **2** motorcycle spaces.

Farndale Street

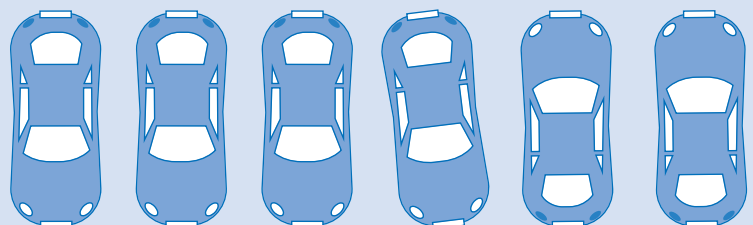
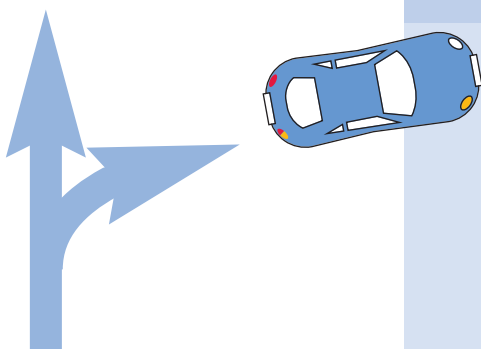
**26** spaces with **2** disabled bays

Hunt Street

**33** spaces with **2** disabled bays

Woodland Street

**39** spaces with **4** disabled bays

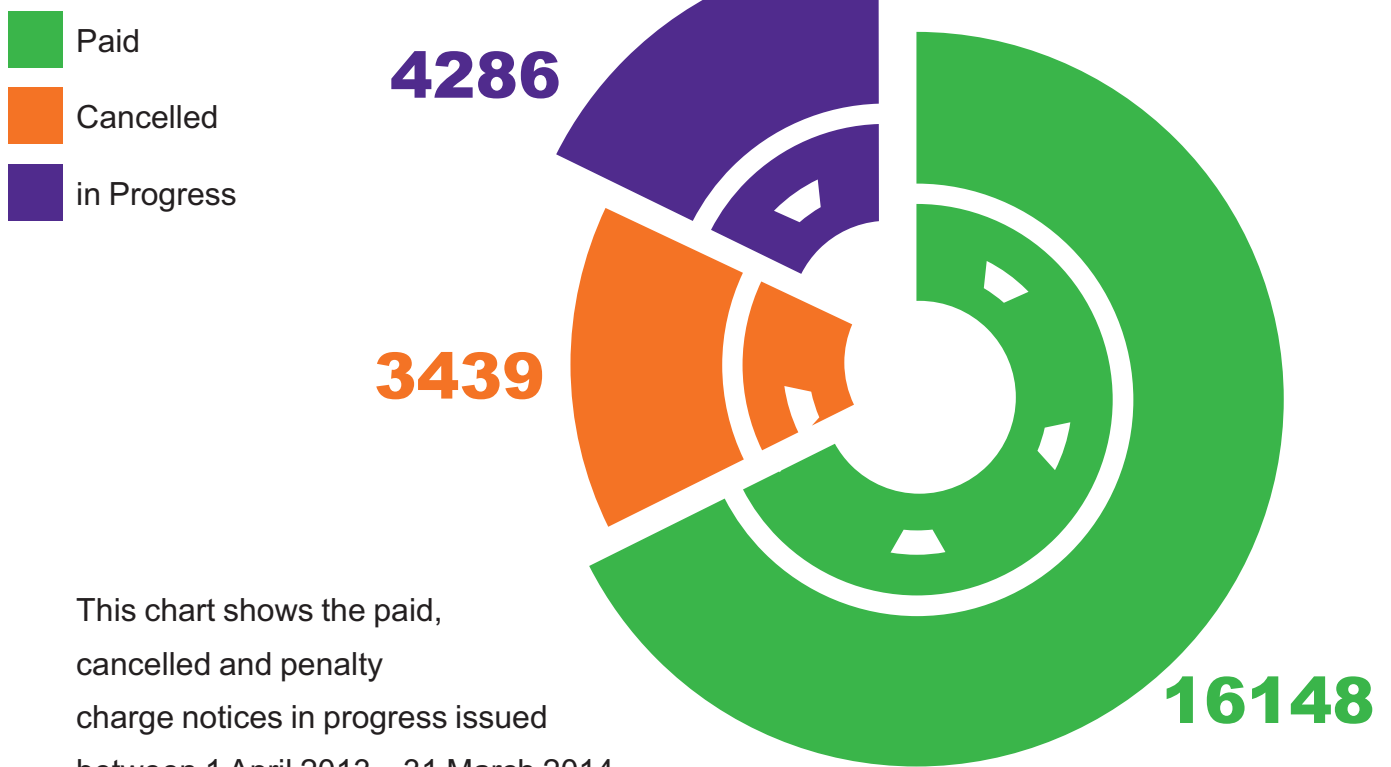


## Penalty Charge Notices

Penalty Charge Notices Issued 2013/2014



This chart shows the penalty charge notices issued between 1 April 2013 - 31 March 2014



## Penalty Charge Notices Statistical Information

2008/2009    2009/2010    2010/2011    2011/2012    2012/2013    2013/2014

<b>Penalty Charge Notices Issued</b>	<b>24853</b>	<b>20317</b>	<b>29098</b>	<b>26594</b>	<b>24995</b>	<b>23873</b>
Number of Higher Level PCN's Issued	15923	12904	12240	11750	13467	14417
Number of Lower Level PCN's Issued	8930	7413	12071	9211	7934	5969
Bus Lane PCN's	0	0	4787	5633	3594	3487
<b>Paid Penalty Charge Notices</b>	<b>17000</b>	<b>13887</b>	<b>20179</b>	<b>19212</b>	<b>17659</b>	<b>16148</b>
Paid at the Discounted Rate	13405	10560	17421	16902	15667	14423
Paid at the Full PCN Amount	3050	2529	1961	1468	1495	1273
Paid after Charge Certificate issued	466	308	411	474	361	363
Paid after Debt Registration	76	113	142	133	47	69
Paid after Warrant issued	3	377	244	235	89	20
<b>Representations Received</b>	<b>12701</b>	<b>10335</b>	<b>11161</b>	<b>11328</b>	<b>10966</b>	<b>11533</b>
Informal Representations/Challenges	8338	6546	7578	6796	6208	5431
Formal Representations	2708	2053	2379	2539	3112	3988
Post Charge Certificate Correspondence	1166	1034	651	1129	937	1380
Post Notice of Debt Registration Correspondence	311	547	361	420	242	382
Post Warrant Correspondence	178	155	192	444	467	352
<b>Cancellations at Stage</b>	<b>5956</b>	<b>3139</b>	<b>3891</b>	<b>3972</b>	<b>3442</b>	<b>3439</b>
Informal Representations/Challenges	2668	2390	2448	2124	1895	1399
Formal Representations	1638	549	914	1003	1097	1152
Charge Certificate Stage	257	91	149	369	209	579
Notice of Debt Registration Stage	25	26	53	108	136	15
Warrant Stage	1368	83	327	368	105	299



## Penalty Charge Notices issued by contravention

Contravention	2012/2013	2013/2014
Parked on Double / Single Yellow Lines	3202	2435
Parked on No Loading Kerb Markings	2075	2125
On Street Pay & Display Expired Ticket	866	560
On Street Pay & Display No Ticket Displayed	1146	926
Residents Parking Parked without a valid permit	4591	5079
On Street, Not parked within bay markings correctly	193	178
Parked in a loading place without loading	376	267
Parked more than 50cm from the kerb	42	35
Parked over a dropped kerb	628	359
Limited Waiting, parked for longer than permitted	521	423
Being in a Bus Lane	3594	3487
Parked in a disabled parking space without a badge displayed correctly	564	756
Stopped in a taxi rank	472	373
Stopped in a bus stop	134	107
Stopped on School Keep Clear	206	252
Stopped on a zig zag pedestrian crossing	701	1998
Other—on street contraventions	30	333

## Penalty Charge Notices issued by contravention

Contravention	2012/2013	2013/2014
Parked in a restricted area of the car park	84	66
Parked after the expiry time on a car park	938	520
Parked without a valid pay and display ticket on a car park	3473	2870
Parked in a permit bay without a permit displayed on a car park	89	96
Not parked within the bay markings	605	381
Parked in a disabled persons space without displaying a disabled badge on a car park	252	205
Parked causing an obstruction on a car park	60	9
Parked in a car park when closed.	68	11
Other - car park contraventions	36	22
Total On Street Penalty Charge Notices (not including Bus Lane)	15794	16206
Total Off Street Penalty Charge Notices	5605	4180

### Enforcement Staff

The council directly employs 18 civil enforcement officers and 3 senior civil enforcement officers to carry out parking and bus lane enforcement duties. The team work throughout the day and evening, 7 days a week to enforce on street restrictions (yellow lines, disabled bays, loading bays etc), resident parking zones and car park regulations across the city.

## Cancellations

	2012/13	2013/14
<b>Penalty Charge Notices cancelled:</b>	<b>3442</b>	<b>3439</b>
Administration Error	3	2
Civil Enforcement Officer Error	516	484
Disabled Badge was incorrectly displayed and badge validated	121	141
Disabled Badge was not displayed and badge produced	210	165
Disabled Clock not displayed	61	58
Discretionary Cancellations	314	283
Faulty Handheld Computer or Camera	20	69
Gone for Change and produced ticket	9	7
Lines Incorrect	65	41
Owner Untraceable	517	643
Pay & Display Machine Fault found	72	37
Pay & Display Ticket facedown and valid ticket produced	302	292
Pay & Display Ticket not displayed and valid ticket produced	389	330
Permit not displayed and valid permit produced	535	576
Proof of Emergency Call Out	17	13
Proof of Hospital Emergency	14	18
Proof of Loading/Unloading	151	161
Proof of Vehicle Breakdown	69	64
Signs Incorrect	20	24
Traffic Penalty Tribunal Case	5	4
Traffic Regulation Order Error	32	27

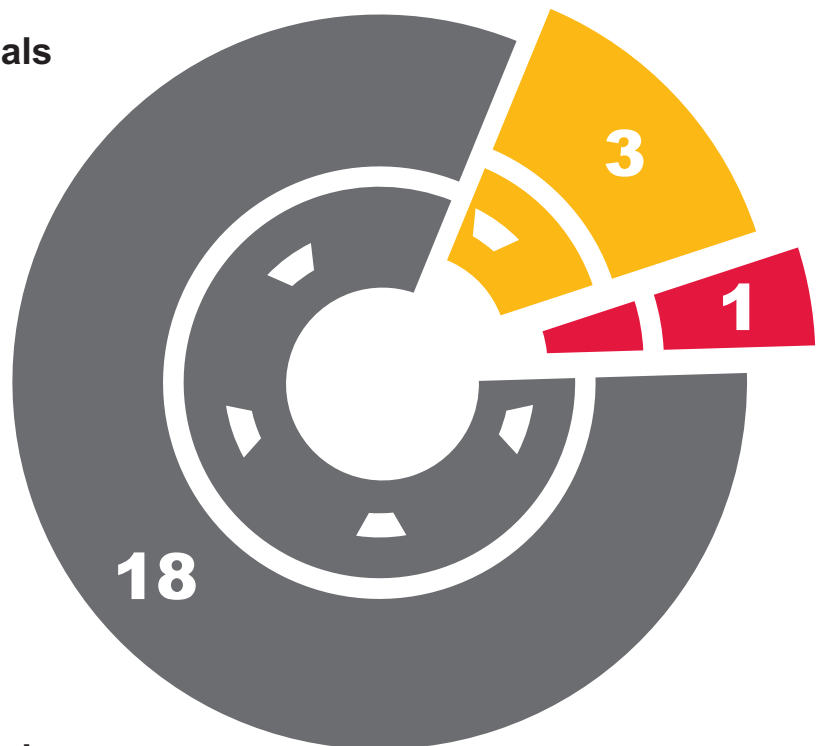
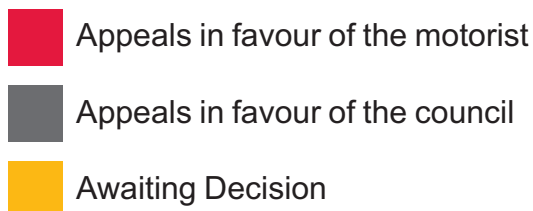
Discretionary cancellations include mitigating circumstances that fall outside of the reasons listed above. The council considers every representation as required by the Traffic Management Act 2004.

Civil Enforcement Officer errors equal 2% of the overall Penalty Charge Notices served. We are continually training and developing officers. The number of equipment cancellations has risen, the Handheld computers will be replaced in 2014/2015. The new pay and display machines have reduced in the number of ticket machine faults.

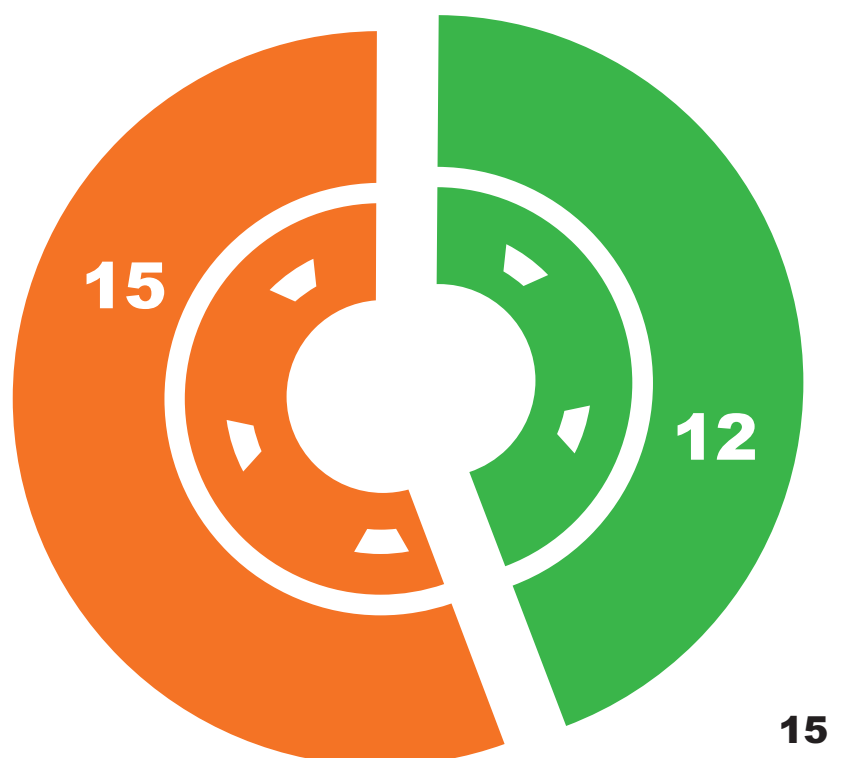
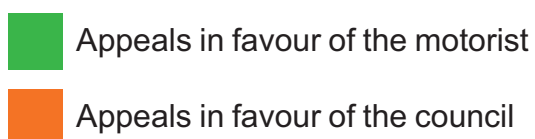
## Appeals to the adjudicator

The owner/keeper/hirer of the vehicle, having made a formal representation against the penalty charge notice to the council, can have their case considered independently by the Traffic Penalty Tribunal. The adjudicator considers the case either in person at a personal hearing, over the telephone or in writing. The adjudicator will make a decision that is final and legally binding on both the council and the owner/keeper/hirer of the vehicle. More information regarding disputing a penalty charge notice can be found on line at: [www.patrol-uk.info](http://www.patrol-uk.info)

### Parking and Bus Lane Appeals to Adjudicator 2012/2013



### Parking and Bus Lane Appeals to Adjudicator 2013/2014



## Financial Data

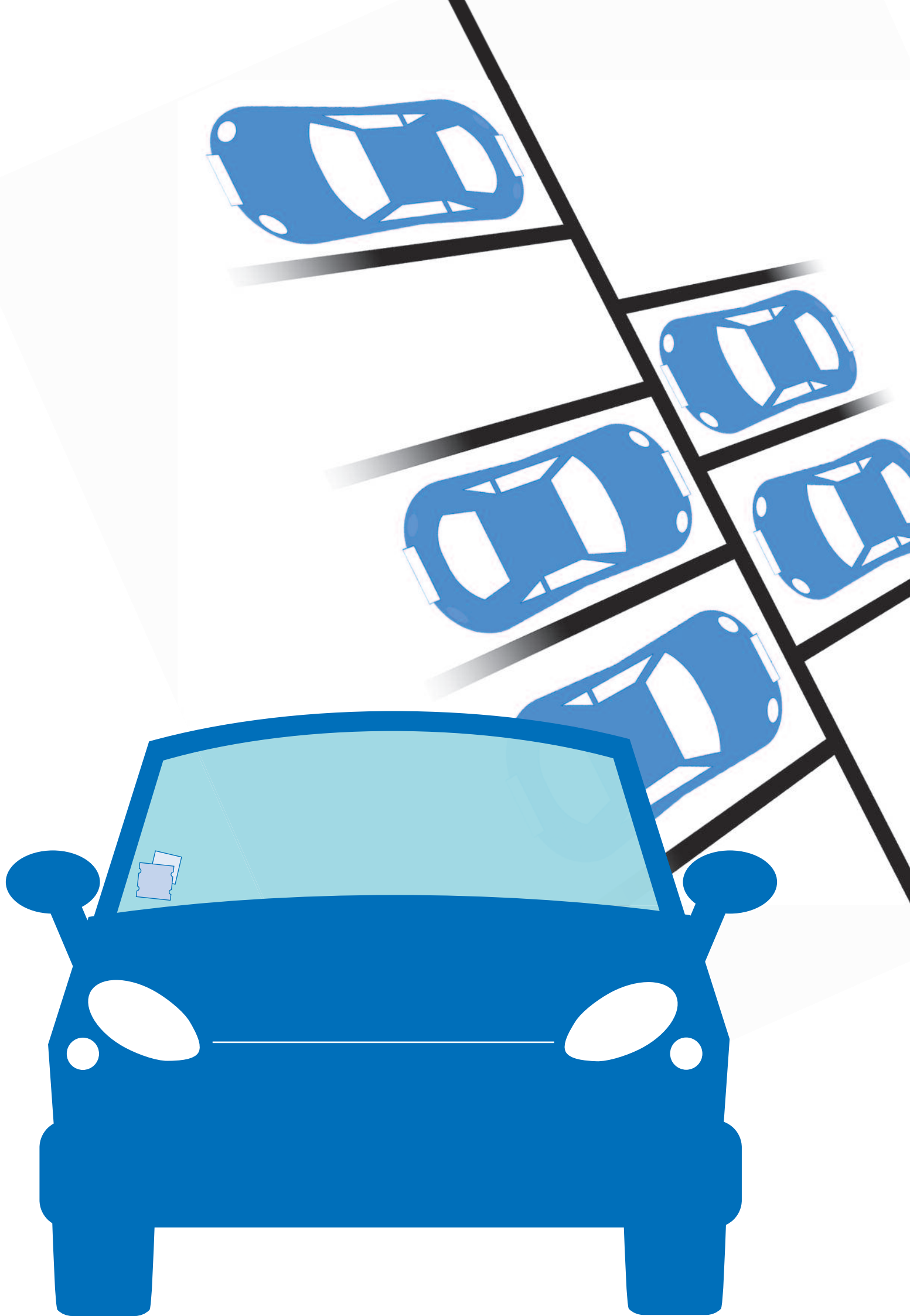
	2012/13	2013/14
<b>Penalty Charge Notice Income</b>	<b>719,890</b>	<b>699,226</b>
On Street	362,725	371,090
Off Street (Car Parks)	170,851	162,257
Residents Permit Areas	88,228	76,882
Bus Lane PCN's	98,087	88,997
<b>Pay and Display Income</b>	<b>2,378,815</b>	<b>2,262,534</b>
On Street	532,535	508,894
Off Street (Car Park)	1,846,280	1,753,640
<b>Permit Income</b>	<b>243,630</b>	<b>281,486</b>
On Street	1,250	-
Off Street (Car Park)	70,144	87,863
Residents Permits	127,065	146,430
Blue Badges	45,171	47,193
<b>Other Income</b>	<b>738,178</b>	<b>645,165</b>
<b>Total Income</b>	<b>4,080,513</b>	<b>3,888,411</b>
<b>Service Expenditure</b>	<b>2,928,164</b>	<b>2,592,296</b>
Parking Services (contains overheads for below services)	470,000	221,649
Car Park	1,367,735	1,322,783
On Street	520,703	592,128
Shopmobility	47,094	43,925
Residents Parking	246,895	180,826
Abandoned Vehicles	21,538	22,317
Community Car Parks	0	0
Blue Badges	99,442	86,619
Bus Lane	154,757	122,049
<b>Total Surplus</b>	<b>1,152,349</b>	<b>1,296,115</b>

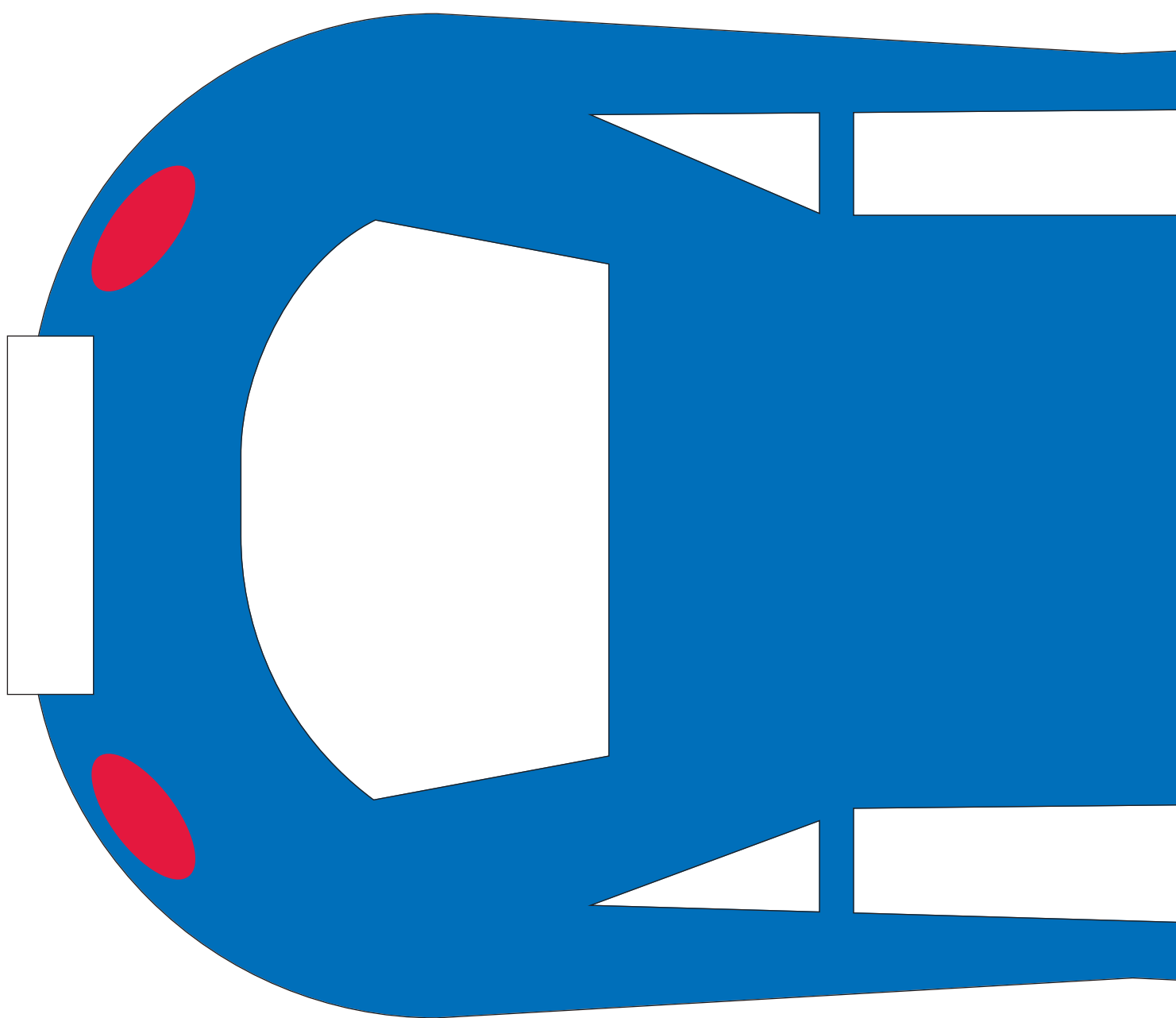
The surplus is used to support the councils budget for Highways and Transportation.

In 2012/2013 the council spent £6,958,340 on Highways (Maintenance and Management) and £5,618,370 on Passenger Transport.

In 2013/2014 the council spent £5,773,750 on Highways and £5,861,440 on Transportation.







### **Parking Services**

The Regent Centre, Regent Road  
Hanley, Stoke-on-Trent  
ST1 3EG

email: [parking@stoke.gov.uk](mailto:parking@stoke.gov.uk)

fax: 01782 233496

telephone: 01782 237999