



Parking Services Annual Report 2008 / 2009

stoke.gov.uk

HUNT STREET
A PAY AND DISPLAY CAR PARK

city of stoke on trent

Conditions of use:
You must purchase a pay and display ticket at the time of parking and clearly display in the front windscreen at all times.
You will be liable to receive a Penalty Charge Notice if you contravene any of the following regulations:

- Parked without payment of the parking charge
- Using a vehicle in a parking space in contravention with the sale or offering or exposing for sale of goods where prohibited
- Parked for longer than the maximum period permitted
- Parked in a restricted area in a car park
- Parked after the expiry of paid for time
- Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking check
- Parked with additional payment made to extend the stay beyond time limit purchased
- Parked in a permit bay without clearly displaying a valid permit
- Parked beyond the bay markings
- Parked in a designated disabled person's parking space without displaying a valid disabled person's badge in the prescribed manner
- Vehicle parked exceeds maximum weight or height or length permitted in the zone
- Parked in a car park or area not designated for that class of vehicle
- Parked causing an obstruction
- Parked in car park when closed

**Charges applicable 7am to 6pm
Monday to Sunday
including all Bank Holidays**

up to 1 hr	£0.70
up to 2 hrs	£1.40
All day	£3.50

5. Blue Badge Holders: Free Parking up to maximum permitted time

For help and advice: ☎ 01782 232091, www.stoke.gov.uk/parking, E-mail parking@stoke.gov.uk Mic 11



Foreword

Welcome to Stoke-on-Trent City Council's first parking services annual report.

The Traffic Management Act 2004 provides us with this opportunity to share our performance, statistical and financial data with you for 2008/2009.

We currently manage

- 39 public pay and display car parks;
- 77 residents permit zones; and
- 3 controlled parking zones surrounding the Britannia Stadium.

We also provide on street pay and display facilities for short stay parking in Burslem, Hanley, Longton, Meir, Stoke and Tunstall.

A key traffic management tool in reducing congestion is the effective control of on-street parking and loading, and the enforcement of restrictions. It is also important in ensuring safety, facilitating access and protecting the environment in sensitive residential areas.

Good car parking is a key element in transportation planning and has an important role in contributing to the economic life and regeneration of the area. Our enforcement teams actively patrol and enforce on-street parking contraventions to keep traffic flowing and:

- reduce congestion;
- obstructions; and
- dangers to other road users.

The council has a duty to manage the highway network. We contribute to this with the enforcement and administration of penalty charge notices, issued to vehicles parked in breach of local traffic management orders.



Our service and achievements

Parking Services provides:

- Shopmobility services to disabled customers.
- Blue Badges for disabled customers.
- The operation and management of the councils public car parks.
- The collection and verification of cash from the pay stations/machines.
- The inspection and removal of Abandoned Vehicles.
- Replies to all representations in relation to parking penalties issued by the city council's enforcement team.
- Residents, Visitors, Tradesmen, Business, Property Owner and Dispensation permits.
- Season tickets and Commuter permits for council pay and display car parks.
- The administration for the untaxed vehicle service in partnership with the DVLA and the city council's enforcement team.
- The administration of the disabled bay service for disabled residents.

Achievements for 2008/2009:

- ISO 9001:2008 Quality Management System.
- Extended partnership working with neighbouring Staffordshire authorities for penalty charge notice processing.
- Disabled Parking User Group established and customer feedback is actioned.
- Car park signage reviewed and renewed.
- Introduction of Pay on Foot system on John Street and Meigh Street multi storey car parks.

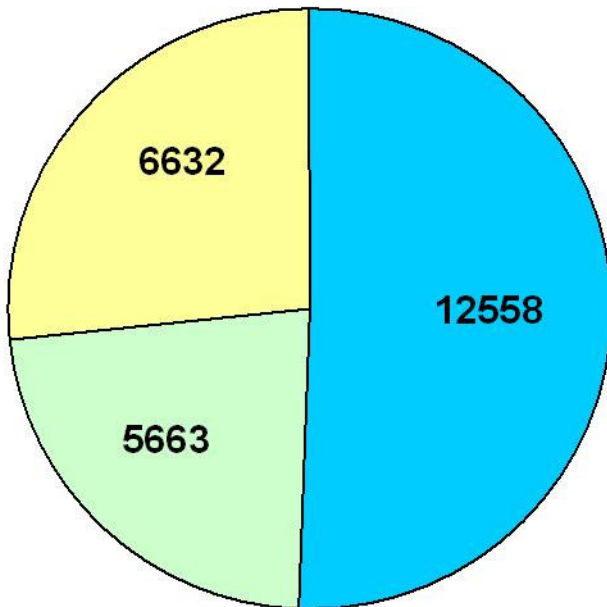
Future plans:

- Upgrade all car park pay and display machines and pay stations.
- Re-surfacing works for Hinde Street car park and Lower Huntbach Street car parks.
- To investigate feasibility of Park Mark status for selected off-street car parks.
- Finalise Penalty Charge Notice Processing Policy.
- Cashless parking trial using text message payment.



Penalty Charge Notice Statistical Data

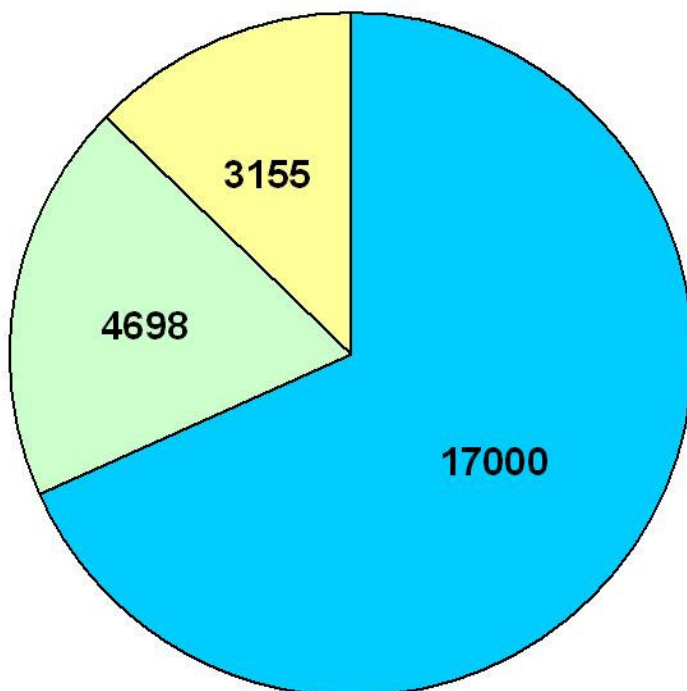
2008/09 - Issuing profile



- Penalties Issued On Street
- Penalties Issued on Car Parks
- Penalties Issued in Residents Parking

This chart shows the penalty charge notices issued between 1 April 2008 - 31 March 2009

2008/09 - Payment profile



- Penalties Paid
- Penalties Cancelled
- Penalties in Progress

This chart shows the paid, cancelled and penalty charge notices in progress from those issued between 1 April 2008 - 31 March 2009

Penalty Charge Notice Statistical Data

Penalty Charge Notices (PCNs) Issued

Number of higher level PCN's Issued	15923
Number of lower level PCN's Issued	8930
Total Penalty Charge Notices issued	24853

Paid Penalty Charge Notices

Paid at the discounted rate	13405
Paid at the full Penalty Charge Notice amount	3050
Paid after charge certificate issued	466
Paid after debt registration	76
Paid after warrant issued	3
Total Penalty Charge Notices paid	17000

Representations received

Informal representations/challenges	8338
Formal representations	2708
Post charge certificate correspondence	1166
Post notice of debt registration correspondence	311
Post warrant correspondence	178
Total correspondence	12701

Cancellations at stage

Informal representations/challenges	2668
Formal representations	1638
Charge certificate stage	257
Notice of debt registration stage	25
Warrant stage	1368
Total cancellations	5956

Note:

- 3155 Penalty Charge Notices remain in progress
- Cancellations are tickets cancelled in the period 2008/2009

Penalty Charge Notice Statistical Data

Penalty Charge Notices cancelled in the period by reason:

Administration error	7
Civil Enforcement Officer error	511
Disabled badge face down and valid badge produced	213
Disabled badge not displayed and valid badge produced	291
Disabled clock not displayed	68
Discretionary cancellations	910
Faulty handheld computer or camera	4
Gone for change and produced ticket	76
Lines incorrect	75
Owner untraceable	1850
Pay and display machine fault found	83
Pay and display ticket facedown and valid ticket produced	272
Pay and display ticket not displayed and valid ticket produced	400
Permit not displayed and valid permit produced	819
Proof of emergency call out	9
Proof of hospital emergency	37
Proof of loading/unloading	212
Proof of vehicle breakdown	69
Signs incorrect	33
Traffic penalty tribunal case	1
Traffic regulation order error	16
Total cancellations	5956

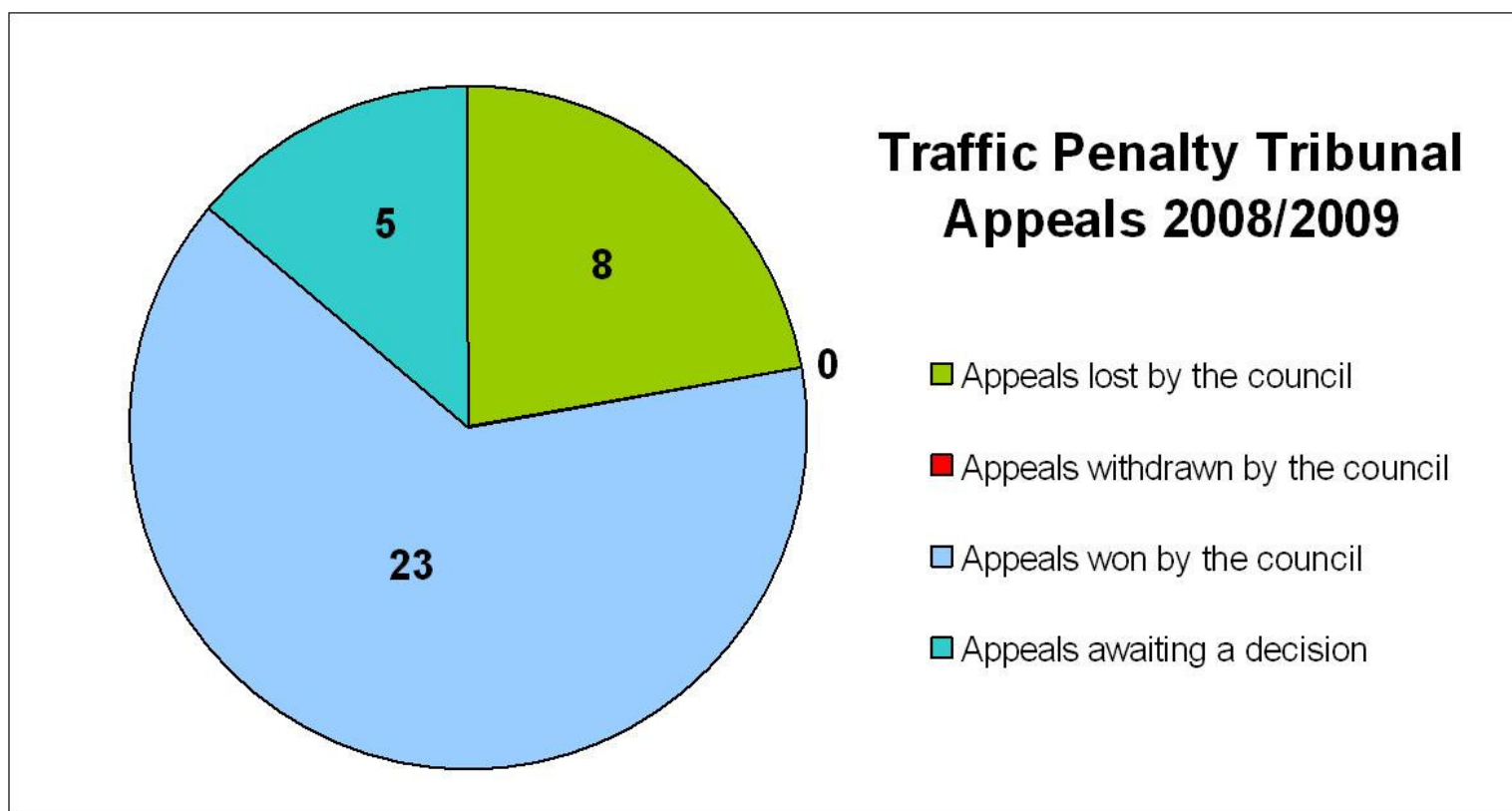
Note:

- Cancellations are total penalties cancelled during 2008/2009 and include penalties issued in previous years.
- Discretionary cancellations include mitigating circumstances that fall outside of the reasons stated above. The council considers all challenges and representations as required by the Traffic Management Act 2004.
- Civil Enforcement Officer errors equate to 2% of overall Penalty Charge Notices issued. We are continually training and developing officers to reduce errors.

Penalty Charge Notice Statistical Data

The owner/keeper/hirer of the vehicle may decide to appeal their case with the independent adjudicator. The council will provide the Traffic Penalty Tribunal paperwork with the rejection of formal representation. The owner/keeper/hirer can complete the paperwork and request that the adjudicator considers their 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. 36 cases were heard by an adjudicator in 2008/2009.



This data is taken from the Traffic Penalty Tribunal annual report for 2008/2009

Other statistics

Number of notice to owners issued	4543
Number of charge certificates issued	3089
Number of cases referred to the County Court	1702
Number of cases referred to a Bailiff for collection	1415
Number of vehicles immobilised for parking contraventions	0
Number of vehicles removed for parking contraventions	0

Financial Data

Overview

	Parking and security	Car parks	On street pay and display	Shopmobility	Residents parking scheme	Abandoned vehicles	Community car parks	Totals
Employees	495829	1143170	0	38970	0	0	0	1677970
Premises related expenditure	90622	577262	0	3570	0	0	1350	672805
Transport related expenditure	62444	356	0	0	0	0	0	62800
Supplies and services	185708	168826	59477	5161	610	18946	0	438728
Support services	42733	396783	332392	26989	219326	49974	60	1068257
Depreciation impairment loss	0	941305	36097	0	0	0	0	977402
Income	1100190	3698672	935522	6059	309033	19430	0	6068906
Loans	0	26500	0	0	0	0	0	26500
	222853	444469	507556	-68631	89097	-49490	-1410	1144445
Total expenditure	877336	3254202	427966	74690	219936	68920	1410	4924461
Total income	1100190	3698672	935522	6059	309033	19430	0	6068906
Surplus or deficit	222854	444470	507556	-68631	89097	-49490	-1410	1144445

Income

Pay and display income		3113628	545119					3658746
Penalty Charge Notice income		145517	381223		165659			692399
Other income	8065	114400.41	94	6059	139995	1507		270120
Internal recharge	1092123.24	325,126.61	9086		3379	17923		1447637
	1100188.24	3698671.63	935521.88	6059	309032.62	19430	0	6068903

The table above shows the income and expenditure for 2008/2009 to provide parking services. The service generated a surplus of £1,144,445.

This surplus was fed back into the council budget for highways and transportation.

The city council spent:

- £8,033,395 - on Highway Services this includes responsive and planned maintenance (roads, paths, street lighting).
- £861,828 - on Highway Network Management this includes traffic regulation.
- £44,883 - on Policies and Programmes this includes bridge maintenance and mines and quarries.
- £5,623,078 - on Transport Planning this includes passenger transport, concessionary fares, road safety.

Performance 2008/2009

Responding to correspondence:

- We received and responded to 12,701 letters, emails and faxes. We responded to 12688 of these within 10 days with only 13 letters taking over 10 days for a full written response.

Responding to abandoned vehicle reports:

- We received 444 reports of alleged abandoned vehicles and inspected 95% within 24 Hours.
- We removed 59 abandoned vehicles; 97% within 24 Hours.

Issuing Blue Badges for disabled people:

- We issued 5152 blue badges to disabled people.

Issuing permits:

- We issued 2826 Residents Permits, 3297 Visitors Permits, 128 Property Owners Permits, 158 Business Permits, 20 Trade Exemption Permits, 227 Dispensation Permits, 4 Access Permits, and 1532 Car Park Permits.

Shopmobility services:

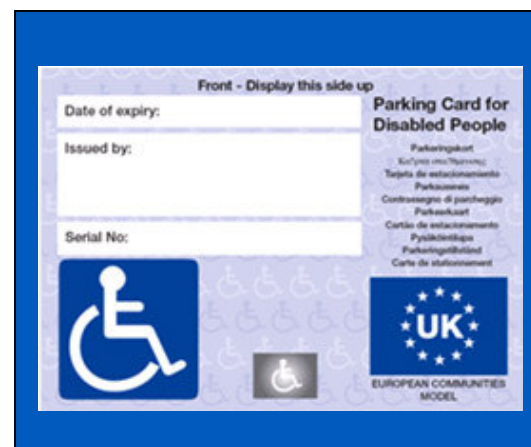
- 6758 disabled people used Shopmobility services.
- 290 new members registered with the service.
- 66 people became temporary members.
- Shopmobility won the Accessible Service Award in 2008.

Partnership working:

- We now 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. This provides cost saving efficiencies for all partners.

Commitment to quality:

- We are committed to ensuring our business processes are consistent. We hold ISO accreditation 9001: 2008 for Parking Services. We are subject to regular internal audits and external audits from the British Standards Institute.



Enforcement priorities

School visits:

School visits are scheduled into the Civil Enforcement Officers's daily patrols. We arrange the visit after we receive 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, our officers arrive before the parents to stop the parking.

Results for 2008/2009 are:

- 236 visits.
- 20 PCN's issued during visits.
- 174 recorded vehicles moved on.

Telephone customer complaints:

A service is available for the public to call in and report vehicles parked on double yellow lines or in residential parking areas without displaying a valid permit. We aim to respond within a target time of 35 minutes to all valid problems when people call 01782 232091.

Results for 2008/2009 are:

- 1301 visit requests from the public.
- Average response time 26 minutes.
- 561 PCN's issued during these visits.

Operation RESPECT:

These multi – agency events target resources in a particular area and 'blitz' the issues causing concern to local residents. Representatives from the city council, local Police and Staffordshire Fire and Rescue come together and concentrate on what matters most to the community, be it crime, cleanliness or safety.

The Civil Enforcement Officer's role in these events is:

- Education – informing people where they can and cannot park in their area;
- The enforcement of parking restrictions, particularly schools and areas highlighted during the event; and
- the removal of untaxed vehicles.

Removal of untaxed vehicles:

50% of all Civil Enforcement Officers are authorised by the DVLA to removed untaxed vehicles from the highway. This additional enforcement is secondary to the parking enforcement duties and is being rolled out to all officers. 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.

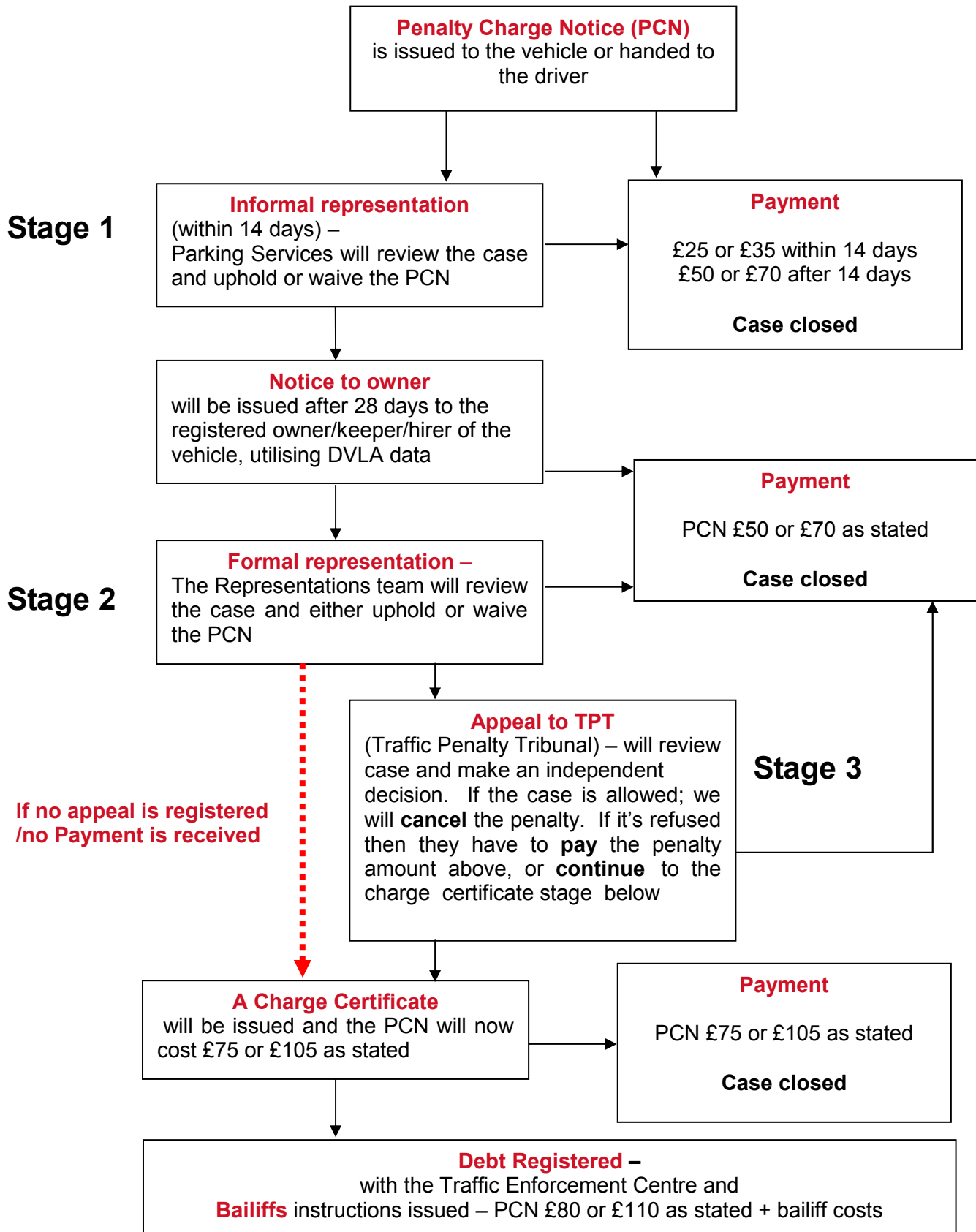
Result for 2008/2009 are:

- 188 untaxed vehicles received penalties (not removed).
- 249 untaxed vehicles removed.
- 140 vehicles scrapped.



Processing Penalty Disputes

Penalty Charge Notice Process — Traffic Management Act 2004





Parking Services

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