

# Parking Services



## Annual Report 2009 / 2010

# Foreword

Welcome to Stoke-on-Trent City Councils second parking services annual report.

Convenient parking facilities which provide safe locations for vehicles, drivers and passengers are a key element of transport planning, contributing to the economic success and regeneration of the city. The council aims to provide these facilities close to the city's commercial centres to compliment those offered by retailers and private operators, and conducts enforcement based on its charging schemes to ensure all users contribute fairly to the costs involved.

Highway safety and the free flow of traffic to prevent danger and congestion are the responsibility of every driver. Our enforcement teams actively patrol and enforce parking restrictions in support of traffic management and safety responsibilities imposed on local authorities by legislation.

This report summarises the parking and traffic management enforcement conducted by the council in 2009/2010, and provides details of the number of penalty charge notices issued, appealed and paid. Information on service improvements and developments is also provided to give an overview of the work of the Parking Services team.

**Councillor Terence Follows**

Cabinet Member for Environment, Waste Management and Neighbourhood Services.



*T Follows*



# Performance 2009/2010

## Responding to correspondence:

- We received and responded to 10,335 letters, emails and faxes. We responded to 10,334 of these within ten days with only one letter taking over ten days for a full written response.

## Responding to abandoned vehicle reports:

- We received 235 reports of alleged abandoned vehicles and inspected 100% within 24 hours.
- We removed 36 abandoned vehicles; 100% within 24 hours.

## Blue Badges for disabled people:

- We issued 4,685 blue badges to disabled people, 1,552 following an assessment, 3,133 to people who are automatically entitled and 65 were issued to organisations for the disabled.

## Permits:

- We issued 2,842 Residents Permits, 3,416 Visitors Permits, 193 Property Owners Permits, 149 Business Permits, 59 Trade Exemption Permits, 124 Dispensation Permits, 3 Access Permits, and 1140 Car Park Permits.

## Shopmobility services:

- 305 new members registered with the service.
- 67 people became temporary members.
- Shopmobility services were used on 6725 occasions.

## Achievements for 2009/2010:

- ISO 9001:2000 Quality Management System.
- Cashless Parking Trial using text message payment on John Street Surface Car Park.
- Disabled Parking User Group meets quarterly to discuss and resolve parking issues.
- Further pay stations installed on John Street and Meigh Street Multi Storey Car Parks.
- Resurfacing works completed on Hinde Street, Lower Huntbach and City Road Car Parks.

## Future plans for 2010/2011:

- Upgrade all car park pay and display machines.
- City Centre Car Park Strategy proposals.
- Re-surfacing works to be completed on Aquinas Street Car Park.
- Mobile Enforcement Vehicle for bus lane and parking enforcement.
- Cashless Parking trial conclusion.

# Enforcement Priorities

## School visits:

School visits are scheduled into the Civil Enforcement Officers's daily patrols. 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 2009/2010 are:

- 221 visits were completed
- 42 Penalty Charge Notice's issued
- 250 vehicles were moved on

## Operation RESPECT:

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 Officers work with these partners to inform people where they can and can't park in their area. The Civil Enforcement Officer will also enforce the parking restrictions, particularly near to schools and areas highlighted during the event and deal with the removal of untaxed vehicles.

## Removal of untaxed vehicles:

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

- 361 untaxed vehicles were reported
- 58 vehicles issued with penalties (vehicle not removed)
- 183 vehicles were removed
- 115 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.

## Requests for enforcement:

A 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.

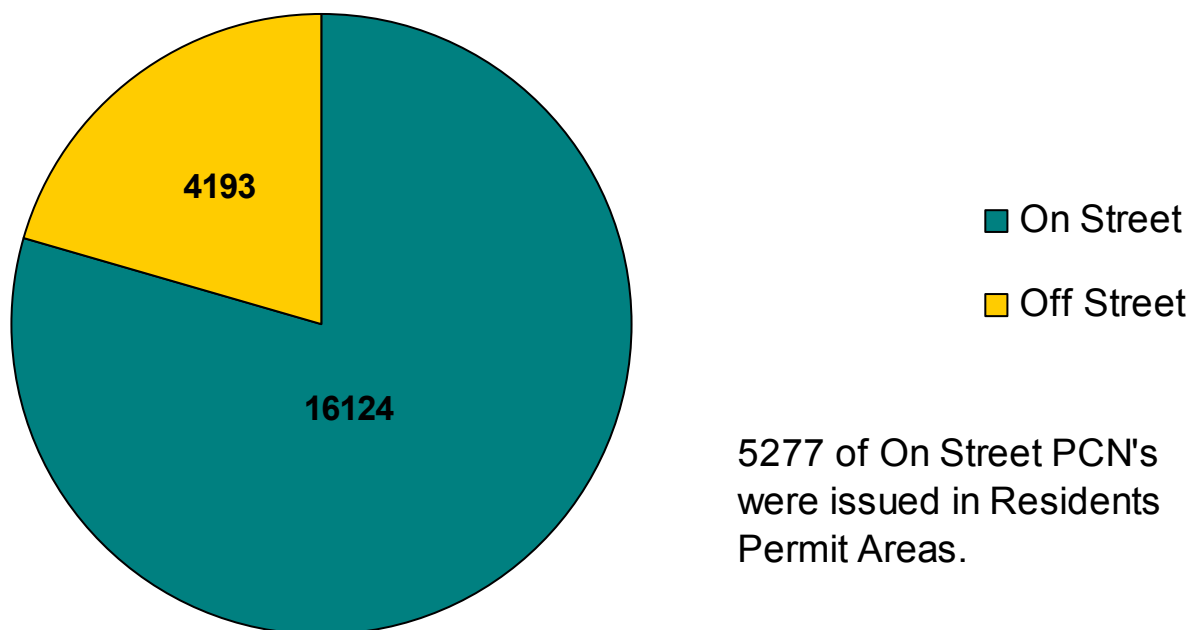
We aim to respond within a target time of 35 minutes to all valid problems when people call 01782 232091.

In 2009/2010:

- 1030 requests were received
- Average Response time 22 minutes
- 326 PCN's issued

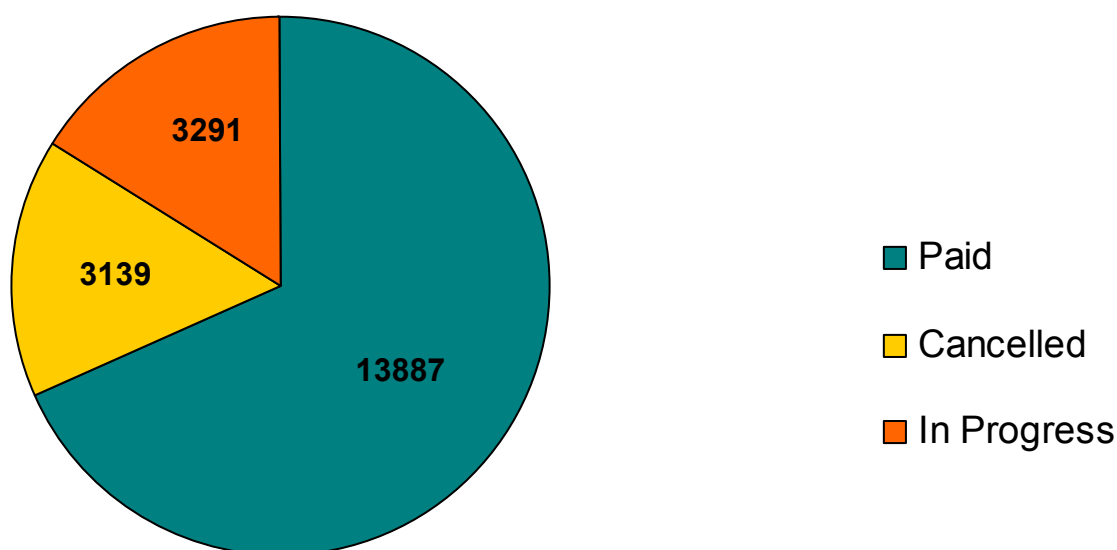
# Penalty Charge Notices

## Penalty Charge Notices issued On and Off Street



This chart shows the penalty charge notices issued between 1 April 2009 - 31 March 2010

## Penalty Charge Notices by status



This chart shows the paid, cancelled and penalty charge notices in progress issued between 1 April 2009 - 31 March 2010

# Penalty Charge Notices

## Penalty Charge Notices issued 20317

Number of higher level Penalty Charge Notices issued	12904
Number of lower level Penalty Charge Notices issued	7413

## Paid Penalty Charge Notices 13887

Paid at the discounted rate	10560
Paid at the full Penalty Charge Notice amount	2529
Paid after Charge Certificate issued	308
Paid after Debt Registration	113
Paid after Warrant issued	377

## Representations received 10335

Informal Representations/Challenges	6546
Formal Representations	2053
Post Charge Certificate correspondence	1034
Post Notice of Debt Registration correspondence	547
Post Warrant correspondence	155

## Cancellations at stage 3139

Informal Representations/ Challenges	2390
Formal Representations	549
Charge Certificate stage	91
Notice of Debt Registration stage	26
Warrant stage	83

## Other statistics

Number of Notices to Owners issued	3898
Number of Charge Certificates issued	3004
Number of cases referred to the County Court	4471
Number of cases referred to a Bailiff for collection	3554
Number of vehicles immobilised for parking contraventions	0
Number of vehicles removed for parking contraventions	0

# Cancellations

<b>Penalty Charge Notices cancelled in the period by reason:</b>	<b>3139</b>
Administration error	5
Civil Enforcement Officer error	469
Disabled Badge was incorrectly displayed and badge validated	182
Disabled Badge was not displayed and badge produced	266
Disabled clock not displayed	66
Discretionary cancellations	216
Faulty handheld computer or camera	23
Gone for change and produced ticket	16
Lines incorrect	41
Owner untraceable	185
Pay and Display Machine fault found	108
Pay and Display Ticket facedown and valid ticket produced	265
Pay and Display Ticket not displayed and valid ticket produced	278
Permit not displayed and valid permit produced	655
Proof of emergency call out	12
Proof of hospital emergency	30
Proof of loading/unloading	196
Proof of vehicle breakdown	69
Signs incorrect	26
Traffic Penalty Tribunal case	8
Traffic Regulation Order error	23

Discretionary cancellations include mitigating circumstances that fall outside of the reasons listed above.

The council considers every challenge and representation as required by the Traffic Management Act 2004.

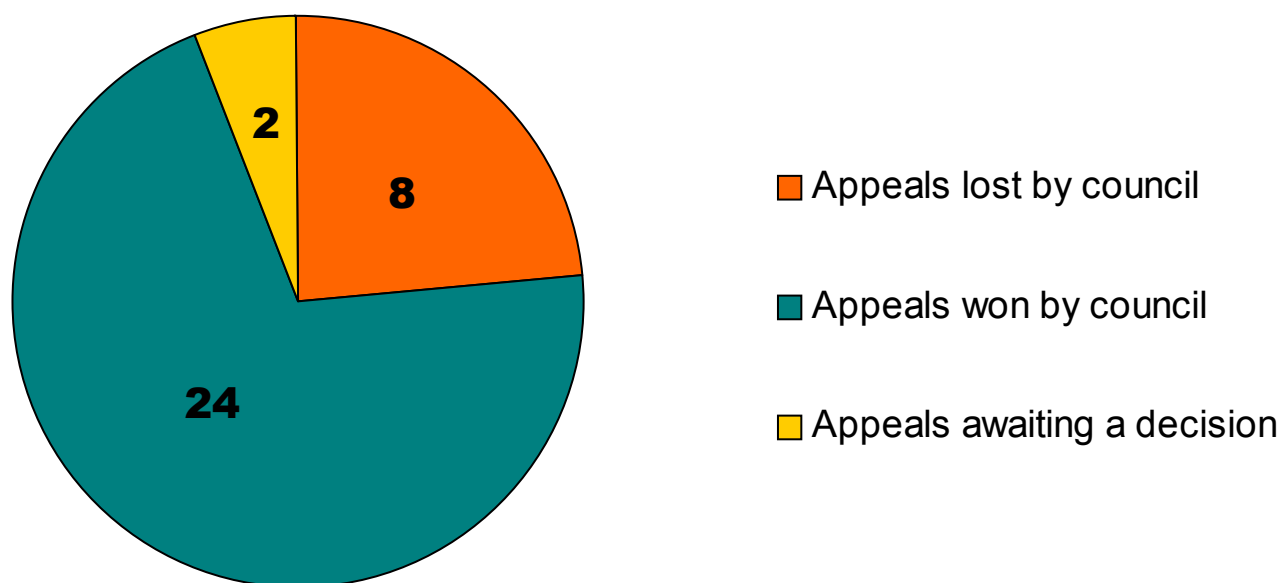
Civil Enforcement Officer errors equal 2% of the overall Penalty Charge Notices served. We are continually training and developing officers to reduce errors.

# Appeals to the adjudicator

We 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 us and the owner/keeper/hirer of the vehicle.

34 cases were considered by an adjudicator in 2009/2010.

## Traffic Penalty Tribunal Appeals 2009/2010



This data is taken from the Traffic Penalty Tribunal annual report for 2009/2010

## 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.



# Financial Data

<b>Penalty Charge Notice income</b>	<b>£599,006.43</b>
On street	£352,305.62
Off street (car parks)	£127,687.92
Residents Permit Areas	£119,012.89
<b>Pay and Display income</b>	<b>£3,191,809.60</b>
On street	£482,854.89
Off street (car park)	£2,708,954.88
<b>Permit income</b>	<b>£511,686.67</b>
On street	£718.00
Off street (car park)	£351,037.01
Residents Permits	£155,912.66
Blue Badges	£4,019.00
<b>Other income</b>	<b>£482,604.78</b>
<b>Total Income 2009/2010</b>	<b>£4,785,108</b>
<b>Service expenditure</b>	<b>£3,466,853.09</b>
Parking Services	£1,036,160.80
Car park	£2,228,145.38
On street	£79,871.31
Shopmobility	£48,006.50
Residents parking	£77,378.20
Abandoned vehicles	£4,585.40
Community car parks	-£22,352
Blue Badges	£15,057.50
<b>Total surplus</b>	<b>£1,318,254.91</b>

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

In 2009/2010 the council spent £9,826,607.07 on Highway Services, £690,432.02 on Highways Network Management and £5,880,921.61 on Transport Planning.



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