

Parking Services Annual Report 2010 - 2011





Foreword

Councillor Adrian Knapper
Cabinet Member for Planning and Transportation

Parking Services

Abandoned and
untaxed vehicles
Blue badges
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Bus lane enforcement
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Welcome to Stoke-on-Trent City Council's third parking services annual report, which summarises the parking and traffic enforcement conducted by the council in 2010/2011, and provides details of activities, enforcement and related financial information.

The economic downturn continues to pose a challenge to providers of parking services as demand for products and services directly affects parking demand, and the sensitivity of people to parking prices.

Safe and convenient travel routes and parking locations purposefully feed into our Mandate for Change to make Stoke-on-Trent a great working city. Better connections means a better place for new and existing businesses to thrive, making Stoke-on-Trent a great place to live in. The City Centre is changing, and to reflect this, the council is extensively refurbishing John Street Multi-Storey Car Park to make it ready to support the shoppers, businesses and workers that the rebirth of the City Centre will bring.

The enforcement service concentrates on encouraging the free flow of traffic to prevent danger, congestion and to protect the rights of those with a legitimate right to park, and travel. In October 2010, the city council's enforcement service expanded its services and began using modern technology in the form of a mobile enforcement vehicle to enforce bus lanes, schools and other safety critical locations.

The enforcement teams actively patrol and enforce parking restrictions supporting traffic management and safety responsibilities imposed on local authorities by legislation, directing patrol efforts towards strategically important routes, high contravention locations and high public demand areas. This report provides information on service improvements and developments to give an overview of the work of the team.

Achievements 2010/2011

This year we have:

- Trialled a cashless parking system using text message payment on Lower Huntbach Street Surface Car Park;
- Met quarterly with the Disabled Parking User Group to discuss and resolve parking issues;
- Installed new Pay and Display Machines in the majority of the surface car parks;
- Resurfaced and relined Aquinas Street Car Park;
- Implemented proposals approved by councillors from the City Centre Car Parking Study;
- Started to use a Mobile Enforcement Vehicle for Bus Lane and Parking Enforcement.

We continue to hold ISO 9001: 2000 Quality Management System certification for Parking Services.

Future Plans for 2011/2012:

- John Street Multi Storey Car Park Refurbishment.
- To replace further Pay and Display Machines on city council car parks.



Abandoned and untaxed vehicles

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

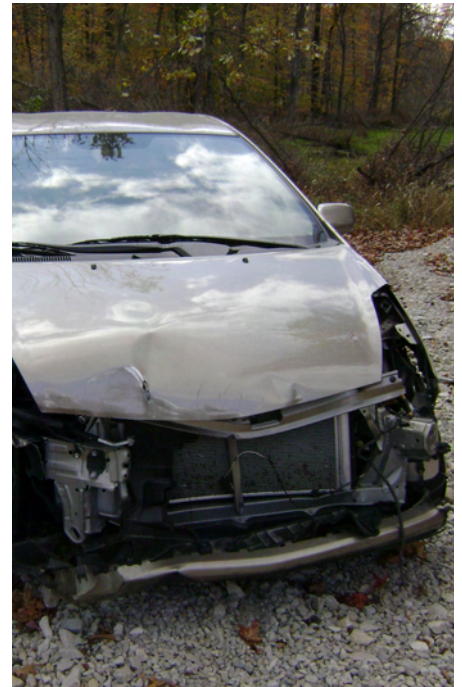
Removing Untaxed Vehicles:

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

- 168 untaxed vehicles were reported,
- 36 vehicles issued with penalties (vehicle not removed),
- 74 vehicles were removed,
- 44 vehicles were scrapped.

Removing Abandoned Vehicles:

- 189 vehicles were reported as being abandoned,
- We responded to each report and inspected each vehicle within 24 hours,
- 30 vehicles were removed,
- 21 vehicles were destroyed.



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;
- receive the high rate mobility component of Disability Living Allowance;

- receive War Pension Mobility Supplement or an award from the Armed Forces Compensation Scheme;
- are applying on behalf of an organisation who looks after disabled people;
- have a severe and permanent disability that means you cannot walk or have difficulty in walking;
- have a severe disability in both arms, drive regularly but are unable to operate parking machines; or,
- 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.

We issued 4,877 blue badges to disabled people, 1,806 following an assessment, 3,071 to people who are automatically entitled and 47 were issued to organisations for the disabled.



Permit parking

Permit parking is introduced at the request of local residents. These schemes are introduced 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 is limited parking facilities available because properties do not have off street parking available.

Permit Holders Only parking schemes can be found in many areas of Stoke-on-Trent.

We issued:

- 3,044 Residents Permits,
- 3,778 Visitors Permits,
- 147 Property Owners Permits,
- 175 Business Permits,
- 83 Trade Exemption Permits,
- 118 Dispensation Permits,
- 4 Access Permits,
- 1,316 Car Park Permits.



Parking enforcement

Parking problems at 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 Officer's daily patrols.

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

A visit is arranged when we receive a complaint, either from the school, 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 2010/2011 are:

- 238 visits were completed.
- 37 Penalty Charge Notices issued.
- 271 vehicles were moved on.

Dropped kerb enforcement:

Civil Enforcement Officers will issue a Penalty Charge Notice to vehicles parked on tactile dropped kerbs in town centres as part of their daily patrols. Residents are advised that they must telephone our offices to report a vehicle blocking their driveway and the Civil Enforcement Officer will respond once we have their name, address and confirmation that they are the property owner.

We received 77 requests for enforcement which resulted in 26 penalty charge notices being served.

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 35 minutes.

We received 1711 requests for enforcement with an average response time of 24 minutes, resulting in 626 Penalty Charge Notices being issued.

To request enforcement or to report vehicles parked in breach of the regulations please contact us on 01782 237999 or email: parking@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 certain hours. The introduction of CCTV monitoring of traffic regulations is intended to reduce the level of contraventions and this will then reduce delays on the highway network.

The mobile enforcement vehicle can be used to enforce parking violations also, such as school 'Keep Clear' markings, loading/unloading bays, taxi ranks, bus stops and pedestrian crossings.

Bus lane penalty charge notices are served by post. The penalty charge notice is £60 discounted to £30 if paid within 14 days from the date on which the notice was served.

Bus lanes are situated in the following locations:

City Centre (Hanley)

- Albion Street
- Bethesda Street
- Broad Street
- Burton Place
- Charles Street
- Goodson Street
- Hulton Street
- Hinde Street
- Huntbach Street
- Lichfield Street
- Lower Bethesda Street
- Old Hall Street
- Potteries Way
- Quadrant Road
- Stafford Street

Rest of the city

- Christchurch Street, Fenton.
- Church Street, Stoke.
- Commerce Street, Longton.
- Etruria Road, Festival Way.
- Glebe Street, Stoke.
- High Street, Tunstall.
- Mayne Street, Hanford.
- The Strand, Longton.
- Wedgwood Street, Burslem.
- Werrington Road, Bucknall.



Car parks

Burslem

Chapel Lane	61 spaces
Navigation Road	94 spaces with 2 disabled bays

City Centre (Hanley)

Broad Street	105 spaces with 2 disabled bays
Castle Street	112 spaces
Clementsons Mill	167 spaces with 2 disabled and 7 motorcycle spaces
Crown Street	28 spaces
Hinde Street	457 spaces with 4 disabled and 10 motorcycle spaces (Park and Ride)
Hope Street	50 spaces with 14 disabled bays
John Street Multi Storey	560 spaces with 11 disabled and 3 motorcycle spaces (Pay on Foot)
Lichfield Street	49 spaces with 2 disabled and 3 motorcycle spaces
Lower Huntbach Street	160 spaces with 2 disabled bays
Meigh Street Multi Storey	451 spaces with 7 disabled and 4 motorcycle spaces (Pay on Foot)
Meigh Street Surface	25 spaces
Pall Mall	14 spaces with 14 disabled bays
St Ann Street	66 spaces with 4 disabled bays
Upper Huntbach Street	75 spaces with 3 disabled bays
Warner Street	11 spaces

Fenton

City Road	93 spaces with 2 disabled bays
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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.

Meir

Weston Road	29 spaces with 1 disabled bay
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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 6 disabled and 4 motorcycle spaces. (Short Stay)
Spark Street	74 spaces with 2 disabled bays
Vale Street	61 spaces with 2 disabled bays

Tunstall

Butterfield Place	19 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

Information regarding charges, opening hours, location maps and season ticket prices are available at **[stoke.gov.uk](https://www.stoke.gov.uk)**

Shopmobility

Shopmobility is located inside The Potteries Shopping Centre. The service provides scooters and wheelchairs for visitors and shoppers who have mobility difficulties.

Shopmobility services were used 6540 times this year. 796 customers renewed their membership with the service. 293 new members were registered with the scheme with 41 temporary members using the equipment.

Available Equipment:

- 32 Scooters
- 12 Power Chairs
- 15 Wheel Chairs
- 2 Children's Buggies

Shopmobility services are available Monday to Saturday 10am to 4.45pm.

To contact Shopmobility

Email: shopmobility@stoke.gov.uk

Telephone: 01782 233333

Minicom: 01782 236919

The Potteries Shopping Centre Car Park,
Level 1,
Off Brewery Street,
City Centre, Stoke-on-Trent,
ST1 5AP



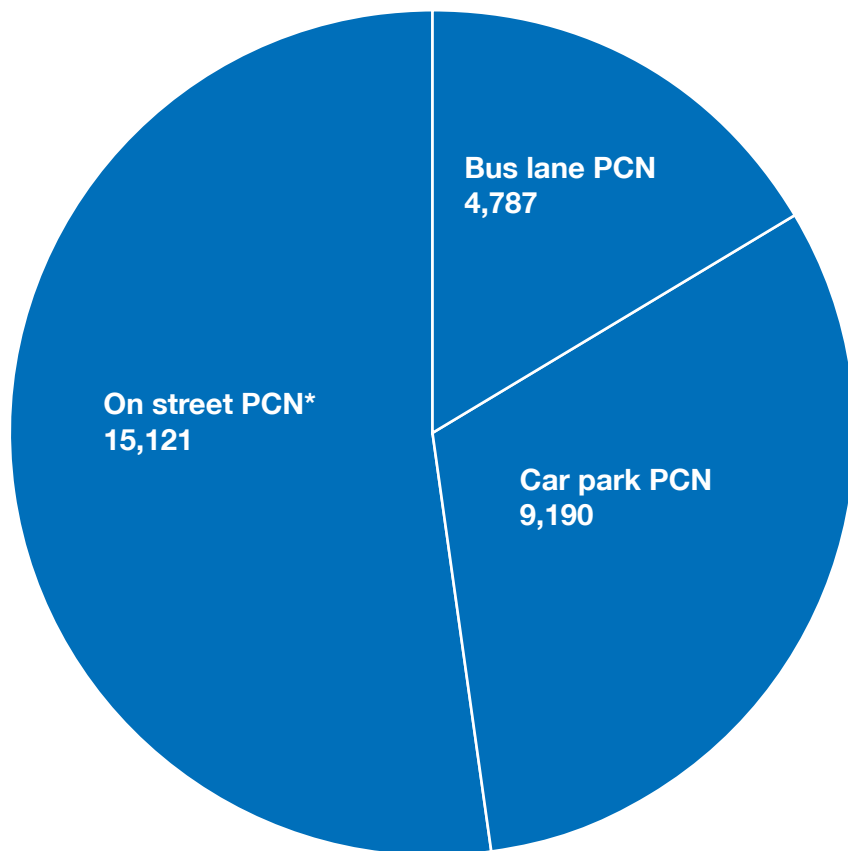


For more information about parking services go to:

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

Contact us at:
parking@stoke.gov.uk
01782 237999
Or visit **stoke.gov.uk**

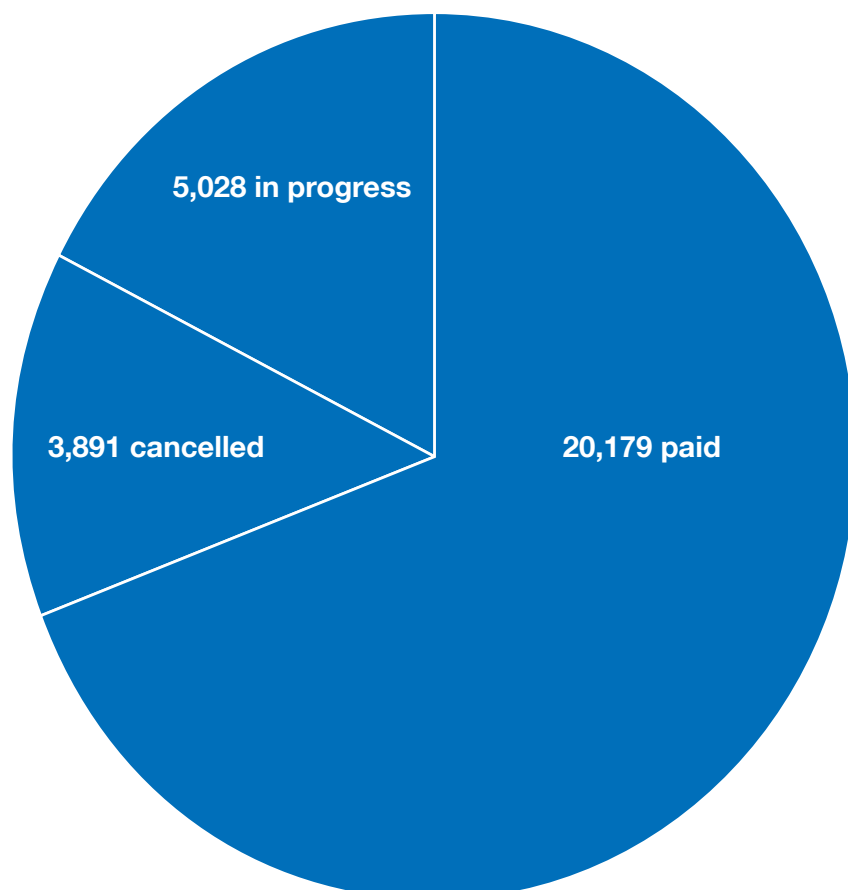
Penalty Charge Notices



Penalty Charge Notices (PCN) issued 2010/2011

This chart shows the penalty charge notices issued between 1 April 2010—31 March 2011

* 5,892 of on street PCN's were issued in Permit Parking Areas.



Penalty Charge Notices (PCN) by status

This chart shows the paid, cancelled and penalty charge notices in progress issued between 1 April 2010—31 March 2011

	2008/ 2009	2009/ 2010	2010/ 2011
Penalty Charge Notices Issued (PCN's)	24,853	20,317	29,098
Number of Higher Level PCN's issued	15,923	12,904	12,240
Number of Lower Level PCN's issued	8,930	7,413	12,071
Number of Bus Lane PCN's issued	-	-	4,787
Paid Penalty Charge Notices	17,000	13,887	20,179
Paid at the Discounted Rate	13,405	10,560	17,421
Paid at the Full Penalty Charge Notice Amount	3,050	2,529	1,961
Paid after Charge Certificate issued	466	308	411
Paid after Debt Registration	76	113	142
Paid after Warrant issued	3	377	244
Representations Received	12,701	10,335	11,161
Informal Representations / Challenges	8,338	6,546	7,578
Formal Representations	2,708	2,053	2,379
Post Charge Certificate Correspondence	1,166	1,034	651
Post Notice of Debt Registration Correspondence	311	547	361
Post Warrant Correspondence	178	155	192
Cancellations at Stage	5,956	3,139	3,891
Informal Representations/ Challenges	2,668	2,390	2,448
Formal Representations	1,638	549	914
Charge Certificate Stage	257	91	149
Notice of Debt Registration Stage	25	26	53
Warrant Stage	1,368	83	327

Other Statistics	
Number of Notice to Owners issued (including Bus Lane Penalty Charges)	8,453
Number of Charge Certificates issued	4,545
Number of cases referred to the County Court	2,635
Number of cases referred to a Bailiff for collection	1,377
Number of Vehicles Immobilised for parking contraventions	0
Number of Vehicles Removed for parking contraventions	0

Cancellations

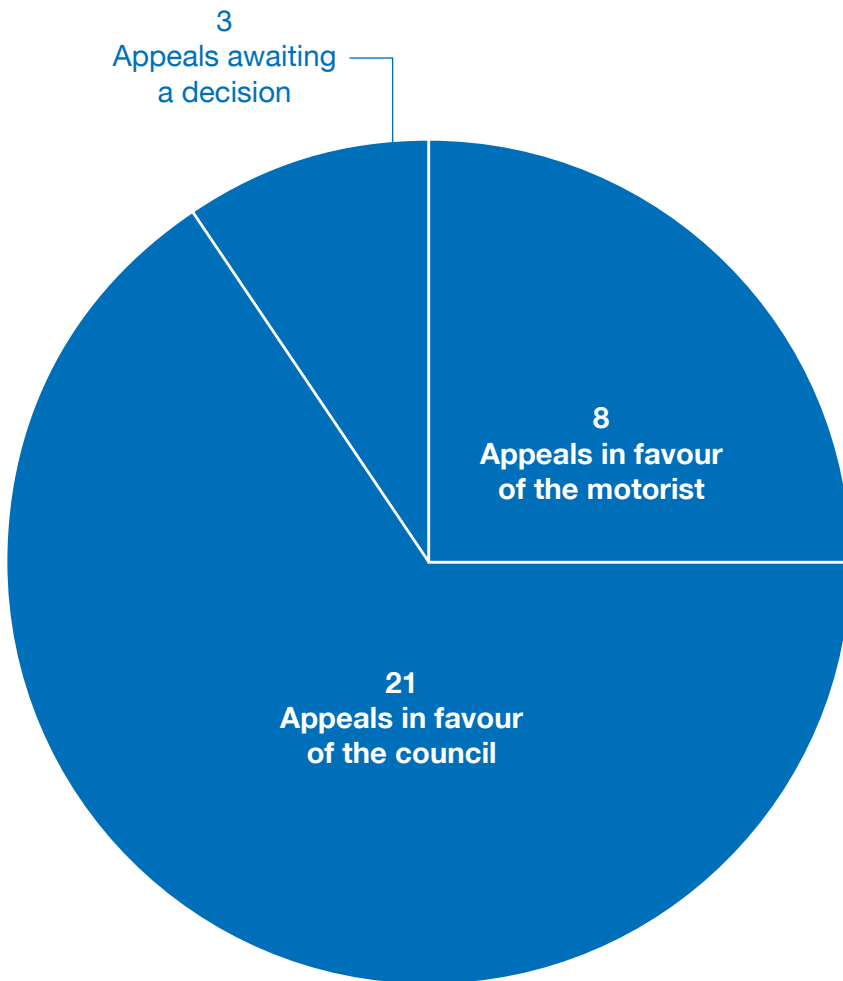
Penalty Charge Notices cancelled	3,891
Administration Error	15
Civil Enforcement Officer error	546
Disabled Badge was incorrectly displayed and badge validated	131
Disabled Badge was not displayed and badge produced	283
Disabled Badge Clock not displayed	58
Discretionary cancellations	445
Faulty handheld computer or camera	10
Gone for change and produced ticket	18
Lines incorrect	81
Owner untraceable	345
Pay and Display machine fault found	164
Pay and Display ticket facedown and valid ticket produced	266
Pay and Display ticket not displayed and valid ticket produced	629
Permit not displayed and valid permit produced	555
Proof of Emergency Call Out	9
Proof of Hospital Emergency	48
Proof of Loading/Unloading	163
Proof of Vehicle Breakdown	72
Signs incorrect	28
Traffic Penalty Tribunal Case	11
Traffic Regulation Order error	14

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.

The Parking Penalty Processing Policy Document is available online. Please visit **stoke.gov.uk**

Appeals to the adjudicator



Appeals to the Traffic Penalty Tribunal 2010/2011

The council encloses the paperwork for the Traffic Penalty Tribunal 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, 32 cases were considered by an adjudicator in 2010/2011.

Responding to correspondence:

- We received and responded to 11,161 letters, emails and faxes.
- We responded to 11,158 of these within 10 days with only three letters taking over 10 days for a full written response.

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

Financial Data

	2010/ 2011 £
Penalty Charge Notice Income	795,581
On Street	326,726
Off Street (Car Parks)	231,407
Residents Permit Areas	144,758
Bus Lane PCN's	92,690
Pay and Display Income	3,030,979
On Street	515,893
Off Street (Car Parks)	2,515,086
Permit Income	572,206
On Street	6,249
Off Street (Car Park)	405,277
Residents Permits	150,098
Blue Badges	10,632
Other income	1,093,751
Total income	5,492,517
Service Expenditure	3,652,226
Parking Services	793,549
Car Park	2,260,618
On Street	343,571
Shopmobility	75,497
Residents Parking	127,073
Abandoned Vehicles	43,162
Community Car Parks	0
Blue Badges	8,757
Total Surplus	1,747,594

The surplus was fed back into the council's budget for highways and transportation.

In 2010/2011 the council spent:

- £10,342,503.52 on Highway Services,
- £518,822.24 on Highway Network Management
- £5,537,756.89 on Transport Planning

**Parking Services
The Regent Centre
Regent Road
Hanley
Stoke-on-Trent
ST1 3EG**

E: parking@stoke.gov.uk

T: 01782 237999

F: 01782 233496