



# Annual Parking and Traffic Enforcement Report

2018/2019



Cardiff Council Planning, Transport & Environment

[www.cardiff.gov.uk](http://www.cardiff.gov.uk)

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

## TABLE OF CONTENTS

Foreword .....	2
1. Introduction .....	2
2. Overview of Parking in Cardiff.....	6
3. Our 2018/2019 Parking Success Stories.....	9
4. Parking Enforcement .....	14
5. Bus Lane Enforcement .....	17
6. Moving Traffic Enforcement .....	18
7. PCN Challenges, Representations and Appeals.....	19
Projects Supported by the Parking and Civil Enforcement Surplus.....	21
8. Use of Income from Charges and Enforcement .....	21
9. PCN payment rates .....	22
10. Future Plans.....	23
Appendix 1: Civil Enforcement Financial Account.....	25
Appendix 2: Bus Lane and Moving Traffic PCN Issue Rates by Location .....	26



## FOREWORD



*"I would like to take this opportunity to welcome you to Cardiff Council's Annual Parking Report 2018/2019.*

*This year we have made huge strides in delivering our commitment to providing a first class parking service through a number of really successful initiatives including parking sensors provided by SmartParking and the MiPermit cashless parking payment system. Additionally the launch of the Nextbike on-street cycle hire scheme, growth of the Car Club scheme, close working with schools to deliver "Park and Stride" and the introduction of the first on-street charging points for electric vehicles show that we are making the health of our residents a priority. It is also great to support the Council's digital agenda with the expansion of existing technologies and the introduction of new ones, sometimes in ground-breaking new areas, providing a positive customer experience that's expected in a digital age. Our parking enforcement officers work hard to Keep Cardiff Moving and it is clear to see their work is paying off, and our bus lane and moving traffic enforcement is really helping to improve bus reliability and change driver behaviour contributing to make our roads safer. Lastly, this year's report outlines some really exciting future plans to continue the excellent work so far; such as the School Streets closures pilot to help make the school run safer for our children, and tackling Blue Badge fraud so that abuse does not prevent those who genuinely require a Blue Badge from enjoying the benefits they provide.*

*I hope you find this report informative and that it gives you a flavour of how we are working for Cardiff and working for you."*

- Matthew Wakelam, Assistant Director – Street Scene (for Strategic Planning & Transport.)

## 1. INTRODUCTION

Cardiff Council is dedicated to ensuring that Cardiff remains a great place to live, work, study and visit; however, a dramatically expanding population, diverse demographics and increasing car ownership is putting an ever-growing strain upon the city's parking and transport networks. As the highway authority, the Council is obliged to manage the road and traffic network through various means; such as the provision of on and off street parking, ensuring primary routes are kept free of obstructions through effective enforcement and providing efficient and attractive sustainable methods of travel. Meeting these challenges is a key priority to ensure that Cardiff grows and develops in a way that supports residents, businesses and visitors to continue to enjoy all the benefits that this city has to offer. This report provides information on our activities to help meet these challenges during 2018/2019.

## THE CHALLENGES



### Future Growth

Cardiff is set to grow over the next decade. The local development plan provides for 41,000 (net) new homes and up to 40,000 new jobs by 2026 which will significantly increase travel demand and intensify pressures on Cardiff's roads.



### Inbound Commuting

Cardiff is the centre of regional employment and every day between 76% and 84% of workers commute from neighbouring local authorities into the city. The added pressure during peak hours causes congestion and delays which result in longer journey times. Bus lanes allows a greater number of commuters to see bus travel as a convenient alternative to the use of the private motor car.

Buses also provide transport for people who are unable to drive themselves to access work, retail, education social and leisure activities. Bus services are particularly susceptible to the effects of traffic congestion and any delays increase operating costs and lead to higher fares.



## Levels of car ownership

Car ownership has reduced in some parts of Cardiff but has increased in others, with Butetown, Grangetown and Radyr seeing large increases (2011 census). More cars on the highway mean greater pressures on parking facilities and higher chances of congestion caused by vehicles ignoring parking and traffic restrictions.



## Air Quality

The latest figures from Public Health Wales suggest that the number of deaths per year that can be attributed to poor air quality has increased to over 225 across Cardiff and the Vale of Glamorgan. Traffic is the main contributor to reduced air quality and, while it has an effect on everyone's quality of life, some of the people who suffer the most are the very young and the elderly.<sup>1</sup>

<sup>1</sup> Cardiff's Transport & Clean Air Green Paper, 2019

## OBJECTIVES

The objectives of our policies align with Cardiff Council's Local Transport Plan:

### Environment



The transport network will be managed to promote sustainable travel and improved air quality, supporting a shift away from private vehicle use

### Economy



Parking and transport provision will be tailored to the individual requirements, demographics and characters of each area to ensure economic growth

### Safety and Security



Traffic Regulation Orders will above all else prioritise safety and will be enforced to promote responsible parking and use of the highway

### Accessibility



As Cardiff grows it is more important than ever that no one is left behind because of their circumstances, whatever they may be

### Integration



To integrate parking with all forms of transport, network management and land use planning, leading to transport system fit for the 21<sup>st</sup> century

## 2. OVERVIEW OF PARKING IN CARDIFF

Cardiff has a wide variety of neighbourhoods each with their own characteristics. Individual parking issues stem from their location, mix of land uses, and transport facilities. In common with other towns and cities, parking is provided for by a combination of different types of parking facilities:

### RESIDENT PERMIT PARKING

---

Parking in residential areas is managed by the Council's resident parking permit scheme and its accompanying policies. During the 2018/2019 financial year we issued 26,000+ permits to residents.

Residents only parking systems operate on streets where there is a high demand for on-street parking spaces, both from residents and other users e.g. commuters and shoppers. While obtaining a resident permit does not guarantee a parking place, it does increase the likelihood of residents being able to park in problem areas.



### DISABLED PARKING

---

The Blue Badge scheme provides a national arrangement of parking concessions for people with severe mobility difficulties. Cardiff Council is dedicated to ensuring that the city offers blue badge holders' accessible parking to help remove some of the barriers that otherwise may impact on daily life. There are dedicated blue badge bays located at convenient locations across the city and in most Council car parks, and consideration is always given to the requirements of blue badge holders when any new parking scheme is introduced. We also accept applications for blue badge bays on request of blue badge holders' outside their homes.

## ON STREET PAY AND STAY

We have over 2,000 on-street pay and stay (formerly known as pay and display) parking places. There are 8 different pay and stay tariff bands, depending on the individual needs of the area where they parking is provided. Many of these bands have initial free parking to help high streets remain an attractive alternative to out of town shopping complexes; while still providing the regulation that is needed to maximise the potential benefit from these parking bays. All our on-street pay and stay tariffs are very competitively priced compared to comparator cities across the country.



## CAR PARKS

We run and maintain 21 off-street pay and stay surface car parks across the city with 1,800 parking bays. Many of our car parks also have a variety of dedicated bays, such as for motorcycles, permit holders or Blue Badge holders.

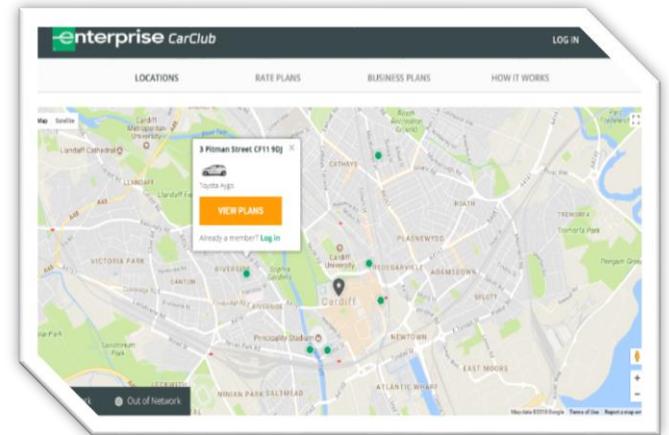
Sophia Gardens car park (CF11 9JU) is one of our most popular thanks to being located in close proximity to the city centre, within the stunning Bute Park, and is even adjacent to the National Express coach station. With a wide selection of exciting attractions and eateries, Mermaid Quay is unsurprisingly a first port of call for many visitors, and our Havannah Street car park (CF10 5SG) is perfectly situated for those wishing to explore the heart of Cardiff Bay.

There are many other short stay car parks around our district shopping centres, such as on Severn Road (CF11 9DX) and Gray Street (CF11 9NE), providing initial free parking before charges apply for shoppers and those visiting the local businesses in the area (although a free ticket will still need to be obtained). We are not currently responsible for any multi-story car parks.



## CAR CLUBS

The car club scheme was introduced in Cardiff as part of the Sustainable Travel City Project. Car Clubs enable people to make use of a vehicle when they need to, rather than owning a personal vehicle. Car Club vehicles are parked in dedicated bays on-street thereby removing the need to search for a parking space. Short and long term hire options are available.



## CYCLE PARKING

Cycling is a key mode of transport for short local trips and is also frequently used for multimodal trips, especially train. Secure, high standard cycle parking is vital to encouraging more people to use a bike for all or part of their trip. Cardiff Council also has a programme to install additional cycle stands across the city and has standards for installation of cycle parking for new development.

## SUPPORTING THE HIGH STREET

Highstreets are facing particular challenges and UK wide data shows a 10<sup>th</sup> annual footfall decline for highstreets<sup>2</sup>. However, how Cardiff responds to this challenge is key, especially in supporting smaller businesses who may not have the financial flexibility to adjust to this change as quickly as larger commercial enterprises can. Particular attention is being paid to the provision of parking around high streets, moving towards policies and practises that are tailored to the particular demographics, requirements and needs of individual areas.



<sup>2</sup> IPM "High Street 2030: Achieving Change" Report, December 2018.

### 3. OUR 2018/2019 PARKING SUCCESS STORIES



Parking is not only about providing spaces for vehicles to be left in, or regulating the use of the highway, but is also about providing a positive customer parking experience and we take great pride in trying to foster this experience through development and innovation.

#### NEXTBIKES

In March 2018 we introduced NextBikes to the streets of Cardiff. NextBikes are run by NextBike UK Ltd. and allow people to rent a bike on short term basis, picking them up and dropping them off at many of the conveniently placed docking stations around the city.



Renting a next bike couldn't be easier, with a dedicated App or telephone hotline that allows you to easily select your term of hire, make payment and receive your 4 digit code that will unlock the bike for use. You can even sign up to an annual account to benefit from significant savings.

The demand for the service has been phenomenal, with **48,253** registrations for the scheme and **396,957** bike rentals.

NextBike has even recently been nominated for a Cardiff Cycling City award for its contribution to improving cycling in the city, after working closely with Cardiff Council throughout the planning and delivery of the scheme<sup>3</sup>.



<sup>3</sup> <https://cyclingindustry.news/cardiff-nextbike-scheme-double-2019>

## MIPERMIT CASHLESS PARKING



In 2017, in collaboration with MiPermit, we introduced cashless parking in some of our off street and on street pay and display locations. This meant that people could now easily and conveniently obtain parking time on the MiPermit App (iPhone and Android only) or via their text messaging service.

When we introduced cashless parking, by the end of the 2017/2018 financial year we had already seen a positive uptake in the scheme, with 11% of parking events being paid for using MiPermit.

This trend has continued and uptake **doubled** in the 2018/2019 financial year with **57,000** customers having now created accounts with MiPermit.

This has helped contribute to a massive decline in cash payments, with only 30% of transactions now being made that way. This dramatically reduces the costs associated with the purchase, maintenance, repair and theft of pay and display machines, money that can now be better used to fund new and exciting parking initiatives to continue to help our efforts to create a more positive parking experience for all.

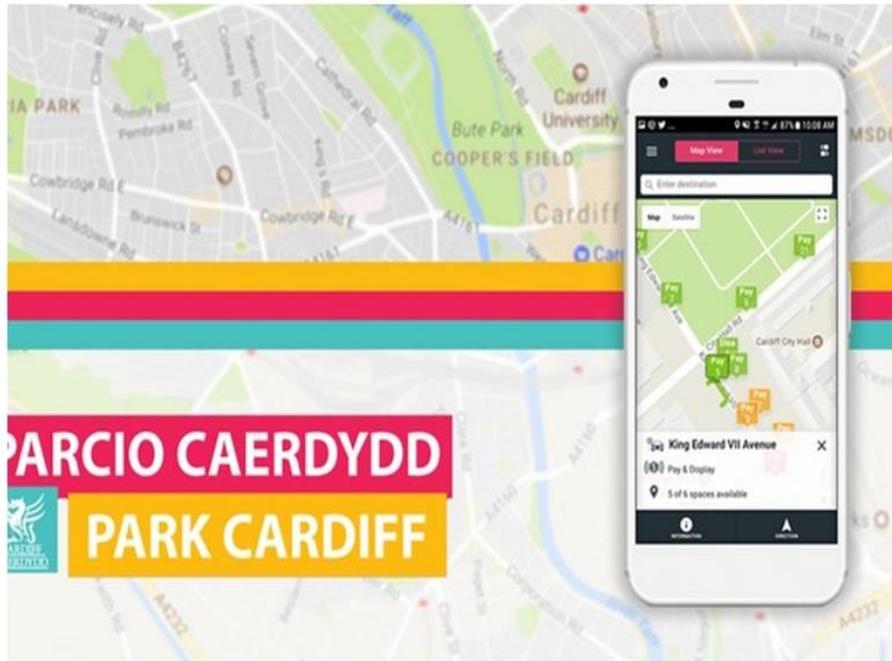


### MiPermit and the Queens Award for Enterprise 2019

We take great care when choosing our suppliers to ensure they not only offer value for money but have the drive and vision to successfully deliver our parking agenda.

We are pleased to announce that MiPermit was the deserved winner of the Queens Award for Enterprise: Innovation 2019. The Queens Award is the highest official UK accolade for British businesses that promote excellence. MiPermit's Managing Director, Paul J Moorby OBE says:

*"MiPermit is truly honoured by this award and to be working with Cardiff Council on developing the next phases of an exciting digital transformation journey. We look forward to bringing further benefits to service users throughout Cardiff while continuing to put our customers at the heart of providing a parking experience fit for the 21<sup>st</sup> century."*



## PARKCARDIFF

In 2017 we teamed up with SmartParking Ltd. to install sensors in our limited waiting and pay & stay areas. A parking sensor is a small electronic device installed in the ground of each parking bay and detects and records the time a vehicle arrives and departs. Customers can then download the ParkCardiff app to view where there are free parking spaces based on this information, meaning you no longer need to waste time driving around just hoping that there may be a space free. We have now installed approximately 3,300 sensors across the city and the uptake from the public has been very positive, with over 4,000 downloads of the ParkCardiff app so far.

This sensor data can also be analysed by to identify trends in parking behaviour, meaning we have more data than ever to help develop policies and schemes that truly reflect the individual parking requirements of specific areas to deliver highways projects that work for everyone.

Sensor data can also be used to enforce the parking restrictions, identifying if a person has overstayed their permitted time, helping to ensure greater compliance, leading to a higher turnover of vehicles in these bays.



## ELECTRIC VEHICLE (EV) CHARGING

Air quality is a major concern across the UK, so we are continuously working to try reduce pollutants as Cardiff is no exception. In 2018/2019 we were awarded grant funding from OLEV (Office for Low Emission Vehicles) to install 7kw fast EV charging points at 15 locations around the city. Installation at these locations started in April 2019 and if the scheme is successful more will be installed the near future.





## “PARK AND STRIDE”

Between 2006 and 2011 there were more than half a million vehicle collisions on roads around schools in the UK, resulting in more than 1,000 child injuries a month (Road Safety Analysis (RSA) research body in collaboration with Axa Car Insurance). The dangers resulting from inconsiderate parking around schools are becoming an increasingly complex issue so, when Ysgol Hamadryad opened in Butetown, those in charge were determined to do everything within their power to help redress this and ensure that child safety was a top priority.

Parking services were approached to support the development of a “park and stride” walking bus scheme whereby, for just £2.50 a term, parents would be able to obtain an electronic parking permit that would allow them to utilise a local Council car park to safely drop off and pick up their children. Staff would then accompany the children to school, reducing the number of problem vehicles around the school entrance and dramatically improving safety as a result.

Now the school could become a pioneer for others around the UK with their Chair of Governors being invited to speak to the Welsh Assembly as well as advise a new school in Reading about the lessons learned.

## SOPHIA GARDENS CAR PARK SEASON PASSES

Due to demand we introduced season parking passes for one of our busiest city centre car parks; Sophia Gardens. These allow drivers to pay for a 1 month, 3 month, 6 month or annual season pass that provides significant savings over otherwise paying on a daily basis. As they are virtual, they are quick and easy to obtain and there is no need to display anything in the vehicle, reducing the chance of receiving a parking fine.

They swiftly became a success, with over **130** purchased in the first two months

## TAKING ACTION ON UNTAXED VEHICLES

Every vehicle registered in the UK must be taxed if used or kept on a road. If you keep a vehicle off road without tax, you must make a Statutory Off Road Notification (SORN). In January 2019 the DVLA devolved powers to us to clamp and remove untaxed vehicles or vehicles SORN but on the public highway. DVLA data showed that, as of 2018, there were approximately 8,500+ untaxed vehicles on the roads of Cardiff. Since starting enforcement we have taken action against 167 vehicles.



Tackling untaxed vehicles not only promotes compliance, but there is a very real link between untaxed vehicles and criminal activity, with multiple vehicles clamped or removed by the Council identified as being associated with such activities.

**The message is simple - Tax it or lose it!!**

**NO EXCEPTIONS. NO EXCUSES. NO ESCAPE.**

## 4. PARKING ENFORCEMENT

Cardiff Council has been responsible for the majority of both on street and off street parking enforcement in the city since 2010 in accordance with the Traffic Management Act 2004.

### THE ROLE OF CIVIL ENFORCEMENT OFFICERS (CEOS)

The role of the Civil Enforcement Officer is varied, but primarily it is to promote parking compliance to ensure that the city remains accessible and that parking on the city's streets and in Council car parks is undertaken both legally and safely.

As CEOs also have a unique advantage in being 'on-street' and can therefore be important ambassadors for the delivery of a positive parking experience.

CEOs carry out many functions such as aiding members of the public, providing directions, educating the public about parking controls and only issue PCNs as a last resort. CEOs are also expected to notify the relevant departments of any defects in lines and signs and help maintain pay and display machines.



## A Day in the Life of a CEO

The role of a CEO is not an easy one, but the British Parking Association's very own Alison Tooze wasn't afraid to step into our Officer's shoes for a day to get an idea of the challenges that they face in Keeping Cardiff Moving.

*"Having spent some time out on the streets of Cardiff with the city's Civil Enforcement Officer Team, I was impressed with how professionally they conduct themselves and with their commitment to trying to educate and help people to understand where they can and can't park & keeping the streets of Cardiff safe and clear of congestion"*

*Alison Tooze, British Parking Association*



## CEO ENFORCEMENT

---

CEOs patrol across the city and when a CEO observes a vehicle parked illegally, they can issue a Penalty Charge Notice (PCN). These are normally attached to the windscreen or handed to the driver, but can also be sent by post if the vehicle is driven away before they can serve the PCN or if the CEO is prevented from serving it, for example by threats of violence.

There are two different parking penalty amounts, depending on the type of contravention<sup>4</sup>; £70 for higher-level contraventions or £50 for lower level contraventions (both reduced by 50% if paid within 14 days). If the PCN is ignored the penalty will increase and may ultimately become recoverable as if it were payable under a County Court Order.

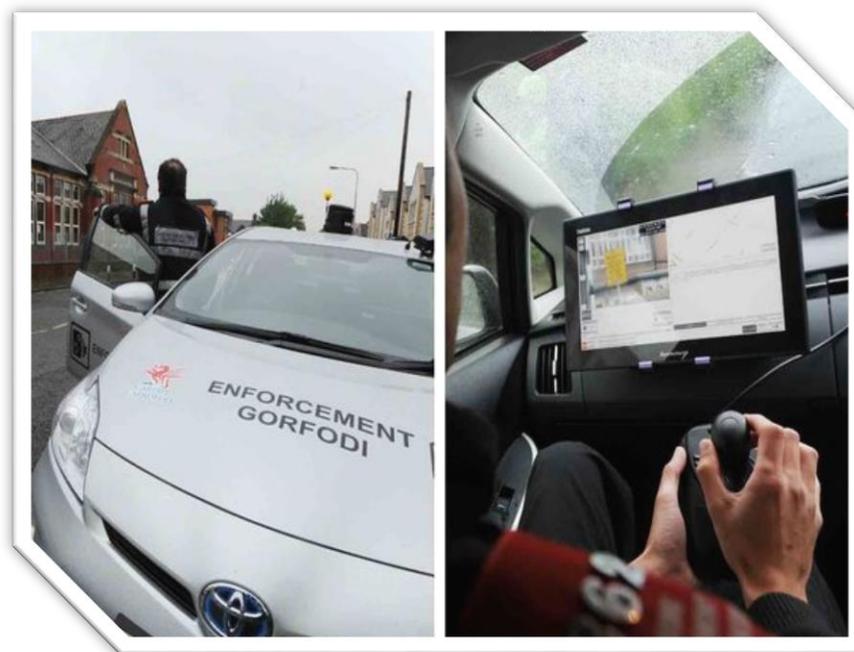
## CCTV ENFORCEMENT

---

As well as CEOs patrolling the streets we have camera cars that have ANPR technology to identify vehicles parking illegally in areas where traditional enforcement methods are problematic. The camera cars only target the most dangerous or obstructive parking contraventions, such as stopping on pedestrian crossings or on yellow zig zags outside schools.

We also have fixed parking CCTV cameras at locations where a high number of contraventions repeatedly occur to provide “round the clock” enforcement of various restrictions.

When a parking contravention is observed via CCTV then the PCN will be sent by post. The penalty amount will be £70 or £50 (reduced by 50% if paid within 21 days).



---

<sup>4</sup> The Civil Enforcement of Road Traffic Contraventions (Guidelines on Levels of Charges) (Wales) Order 2013

## TOP CONTRAVENTIONS BY TYPE 2018/2019

We currently enforce over 30 different types of parking contraventions, but you can find the top 5 contraventions that resulted in a CEO issuing a PCN below:

<i>Contravention Type</i>	PCNs issued 2017/2018	PCNs issued 2018/2019	Annual % change
<b><i>Resident permit bays –</i></b> <i>Such as parking without a permit or parking with an invalid permit</i>	<b>18,645</b>	<b>22,169</b>	<b>19%</b>
<b><i>Yellow lines -</i></b> <i>Such as double yellow lines</i>	<b>15,038</b>	<b>17,734</b>	<b>18%</b>
<b><i>Pay and Stay –</i></b> <i>Such as parking without a ticket or after the expiry of a ticket or cashless stay</i>	<b>12,252</b>	<b>13,527</b>	<b>10%</b>
<b><i>Parking obstructing dropped or raised kerbs –</i></b> <i>Such as parking adjacent to tactile paving that helps the visually impaired cross the road or parking in front of peoples driveways</i>	<b>3,858</b>	<b>4,771</b>	<b>24%</b>
<b><i>No valid blue badge in disabled bays -</i></b> <i>Such as parking in a disabled bay without displaying a blue badge or displaying an expired blue badge</i>	<b>2,836</b>	<b>3,959</b>	<b>40%</b>
		<i>Total change:</i>	<b>+17%</b>

## 5. BUS LANE ENFORCEMENT



To help deliver the Council's ambition to become a leading city on the world stage, we aim to encourage a 50/50 modal shift away from the private motor vehicle towards greener travel alternatives by 2026. Bus lane enforcement plays a key role in permitting Cardiff to achieve this by reducing delays, making bus travel a more attractive alternative.

### HOW ENFORCEMENT WORKS

THE HIGHWAY CODE RULE 141:

*"Bus Lanes: these are shown by road markings and signs that indicate which (if any) other vehicles are permitted to use the bus lane. Unless otherwise indicated,*

*you should not drive in a bus lane during its period of operation."* Currently the vehicles entitled to use all our bus lanes are buses, taxis, vehicles for private hire and motorcycles (as well as pedal cycles).

Bus lane contraventions can only be enforced by fixed or mobile cameras, known as approved devices. All our cameras are approved by the Welsh Ministers before they are installed at enforcement locations. These cameras are placed at strategic locations on the transport network or where significant numbers of drivers abusing bus lanes have been identified. The camera records video evidence of a possible contravention, which is then reviewed by a CEO to ensure that a contravention has occurred before they authorise the issuing of a PCN.

The penalty for a bus lane contravention is £70, reduced to £35 if paid within 21 days. If the PCN is ignored the penalty increases.



## 6. MOVING TRAFFIC ENFORCEMENT

In 2013 the National Assembly granted powers to Welsh authorities to issue Penalty Charge Notices (PCNs) for certain moving traffic contraventions<sup>5</sup> such as, stopping in box junctions, performing banned turns and failing to give way when required. Cardiff Council was the first Council outside of London to start enforcing moving traffic contraventions.

### HOW ENFORCEMENT WORKS



Moving traffic contraventions can only be enforced by either fixed or mobile cameras, known as approved devices. All our cameras are approved by the Welsh Ministers before they are installed at enforcement locations. These cameras are placed at strategic locations on the transport network or where significant numbers of drivers ignoring traffic restrictions have been identified.

The camera records video evidence of a possible contravention, which is then reviewed by a CEO to ensure that a contravention has occurred before they authorise the issuing of a PCN.

During the 2018/2019 year, we only issued PCNs for banned turn (57%), box junction (34%) and no-entry (9%) contraventions. The penalty for all moving traffic contraventions is £70, reduced to £35 if paid within 21 days. If the PCN is ignored the penalty increases.

### NUMBER OF CONTRAVENTIONS BY TYPE 2018/2019



<sup>5</sup> The Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013

## 7. PCN CHALLENGES, REPRESENTATIONS AND APPEALS

Anyone that receives a PCN issued by Cardiff Council, and believes they should not have to pay the penalty, is entitled to write to us explaining why<sup>6</sup>. We will then consider the reasons given and decide if they are sufficient to warrant the cancellation of the PCN.

### INFORMAL PARKING CHALLENGES

When a parking PCN is attached to the vehicle, or handed to a driver, the person in charge of the vehicle may contest its issue by making an informal challenge within 14 days. If we believe that sufficient reasons have been given to cancel then the case will be closed and no further action will be taken. If we reject the challenge and full payment is not made within 28 days, then we will contact the DVLA to obtain the registered keepers details and will issue a Notice to Owner (NtO).

### FORMAL REPRESENTATIONS

When an NtO is served, or a PCN has been received through the post because the contravention was observed via CCTV, then the person named on the Notice to Owner/Postal PCN may make formal representations.

If the council decides not to cancel the NtO or postal PCN, then a Notice of Rejection will be served explaining why. The penalty should then be paid or appealed within 28 days.

<sup>6</sup> The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (Wales) Regulations 2013

INFORMAL PARKING CHALLENGES:

**11,792** RECEIVED

**57%** ACCEPTED

**43%** REJECTED

FORMAL REPRESENTATIONS:

**37,860** RECEIVED

**63%** ACCEPTED\*

**37%** REJECTED

\*it is important to remember that this does not necessarily mean we stop enforcement and may mean we redirect the PCN to someone else, such as if the vehicle was on hire and we are provided with the hirers details

#### Did you know?

Unlike some other types of fines, like speeding fines, it is not the driver who is responsible for a PCN.

Instead it is the owner, unless the vehicle was on hire in which case it is the hirer, who is liable for payment.

## APPEALS TO THE ADJUDICATOR



If we reject a person's representations then they have a right of appeal to the Traffic Penalty Tribunal within 28 days from the rejection notice.

The Tribunal's independent adjudicators will then consider the merits of the case and the evidence of both parties and decide whether the PCN should be enforced or cancelled. Their decision is normally final unless challenged in the High Court.

While costs are rarely made, they can be in exceptional circumstances where either party has acted vexatiously.

There are only limited grounds that an appeal can be made on:

- The contravention did not occur
- The penalty exceeded the amount that applied in the circumstances
- The relevant Traffic Regulation Order is invalid (not applicable for box junctions or bus stops)
- There has been a procedural impropriety by the Council
- A penalty was sent by post when the Council had no right to send it by post
- You were not the owner / the vehicle was on hire under a qualifying hire agreement
- The vehicle was taken without consent: e.g. stolen
- The penalty has already been paid

Adjudicators have no powers to allow an appeal made for other reasons, such as mitigation.

For further information you can visit the Tribunal's webpage: [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk)

**668** APPEALS MADE

OF THE CONTESTED APPEALS:

PARKING:

**71%** FOR COUNCIL

**29%** FOR APPELLANT

BUS LANE:

**79%** FOR COUNCIL

**21%** FOR APPELLANT

MOVING TRAFFIC:

**54%** FOR COUNCIL

**46%** FOR APPELLANT

## 8. USE OF INCOME FROM CHARGES AND ENFORCEMENT

We recognise the importance of ensuring that the income from charges associated with parking and enforcement is used appropriately, responsibly and only as permitted.



**Parking Charges** - from pay and stay charges and payments for permits or season passes

The majority of income (47%) is used to finance the day-to-day running and maintenance of parking facilities, such as the maintenance of pay and display machines, car park signs and is also used to fund parking and traffic enforcement.

**Parking Enforcement** - from payment of PCNs for all on and off street parking violations



Any income surpluses are ring-fenced by law\* and can only be used for a number of purposes, such as highways and environmental improvements, or the provision of public transport services.



**Bus Lane Enforcement** - from payment of PCNs for illegally driving in bus lanes or bus gates

**Moving Traffic Enforcement** - from payment of PCNs for stopping in box junctions, performing banned turns and failing to comply with no-entry signs



## PROJECTS SUPPORTED BY THE PARKING AND CIVIL ENFORCEMENT SURPLUS

### Safety

- Expanding 20mph zones
- School safety projects
- School Streets scheme

### Highways

- General highways and transportation improvements and maintenance
- Provision of Traffic Regulation Orders

### Environment

- Next Bikes
- Car free days
- Active Travel schemes
- Electric vehicle charging
- General environmental improvements and enforcement

### Parking

- Expansion of residential permit parking schemes
- Introducing virtual parking permits and passes

\*Section 55 of the Road Traffic Regulation Act 1984 (as amended by the Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013) and the Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013.

## 9. PCN PAYMENT RATES

### Parking

Contravention types	PCNs paid discount (amount)	Paid discount (%)	PCNs paid full penalty (amount)	PCNs paid full penalty (%)	PCNs paid surcharge (amount)	PCNs paid surcharge (%)	Stopped (amount)	Stopped (%)	Outstanding (%)
<b>On-street</b>	37,427	57%	8,711	13%	2,243	3%	8,919	14%	12%
<b>On-street (CCTV)</b>	6,517	65%	218	2%	699	7%	1,329	13%	12%
<b>Off-street</b>	2,448	57%	524	12%	145	3%	899	21%	6%

### Bus Lane

Contravention type	PCNs paid discount (amount)	Paid discount (%)	PCNs paid full penalty (amount)	PCNs paid full penalty (%)	PCNs paid surcharge (amount)	PCNs paid surcharge (%)	Stopped (amount)	Stopped (%)	Outstanding (%)
<b>Bus Lane</b>	51,939	67%	1,388	2%	3,890	5%	14,478	19%	8%

### Moving Traffic

Contravention types	PCNs paid discount (amount)	Paid discount (%)	PCNs paid full penalty (amount)	PCNs paid full penalty (%)	PCNs paid surcharge (amount)	PCNs paid surcharge (%)	Stopped (amount)	Stopped (%)	Outstanding (%)
<b>Various</b>	49,590	73%	1,391	2%	3,896	6%	7,301	11%	8%

\*Enforcement may be “stopped” for multiple reasons, such as if the vehicle is not registered correctly with the DVLA so the Council is unable to know who to send the PCN to.

## 10. FUTURE PLANS

We are always striving to look for ways to provide a first class parking service, improve safety for pedestrians and other road users and to Keep Cardiff Moving. Below are a number of exciting projects and schemes that we are hoping to implement in the 2019/2020 financial year to help achieve these aims.

### SCHOOL STREETS

---

We are already working hard to support schools across Cardiff promote road safety through the Road Safety Team, make improvements to walking/cycling facilities and develop Active Travel Plans. However, in areas around some schools, the safety concerns and problems caused by vehicle access and inconsiderate driver behaviour are so severe that the introduction of School Streets has been considered as an important step in alleviating these pressures.

School Streets are restricted streets (or pedestrian zones) in areas around busy schools that vehicles will not be permitted to enter or drive in during peak school hours. We are currently underway to introduce five School Streets in Cardiff as part of an 18-month trial. If the scheme is successful, areas around other schools with similar issues may be considered.



### VIRTUAL RESIDENT PERMITS

---

We have already made great strides in the introduction of virtual permits and season passes in other areas, such as the walking bus and hotel POD permits. We are currently working with suppliers to look at ways to create a virtual resident permit system, whereby a resident would also be able to apply and pay for and manage their permits online or by app, removing the delays that can be associated with postal applications. As nothing would need to be displayed in the vehicle this would also reduce the chance of receiving a parking fine. This work is ongoing.



## TACKLING PERSISTENT EVADERS

Some people regularly or deliberately contravene parking and traffic regulations and fail to settle the debts they incur as a result. These are known as 'persistent evaders'. The Welsh Ministers consider that the Council "should take the strongest possible enforcement action following the issue of a PCN and confirmation of persistent evader status" (The Statutory Guidance to Local Authorities on the Civil Enforcement of Road Traffic Contraventions: Parking July 2014).

In January 2019, we started taking action against untaxed vehicles as part of a clamp down on nuisance vehicles. These measures are now being extended to tackle persistent evaders, dangerous parkers and those who constantly flout parking and traffic laws – so please abide by the Highway Code or you may face losing your vehicle.



## CLAMPING DOWN ON BLUE BADGE FRAUD

Blue Badges provide an essential lifeline to those who have severe mobility issues. Even though Blue Badge fraud is a serious crime, with a fine of up to £1,000 if found guilty, they are often misused by people who are not entitled to use them which is unacceptable. It is estimated that up to 20% of all blue badges in circulation are being abused.

(<http://www.benefitfraud.org.uk/bluebadgefraud/index.html>).

As a result, we have engaged a specialist Blue Badge Fraud Investigation team to work undercover using the Regulation of Investigatory Powers Act 2000 in order to build up evidence that can later be used to prosecute an offender. The Council is dedicated to prosecuting anyone fraudulently using a blue badge.



## APPENDIX 1: CIVIL ENFORCEMENT FINANCIAL ACCOUNT

Civil Enforcement Account					
Financial Year	2014-15	2015-16	2016-17	2017-18	2018-19
	£000's	£000's	£000's	£000's	£000's
<b>Account Balance as at 1st April 2019</b>	<b>(121)</b>	<b>(69)</b>	<b>(371)</b>	<b>(351)</b>	<b>(701)</b>
<b>Income</b>					
On Street Car Parking Charges	(3,917)	(4,128)	(4,362)	(4,575)	(5,059)
Off Street Car Parking Charges	(667)	(1,000)	(1,042)	(1,087)	(1,088)
Residents Parking Permit Charges	(254)	(309)	(330)	(346)	(368)
Parking Penalty Charge Notices	(2,077)	(2,085)	(2,019)	(1,973)	(2,384)
Bus Lane and Moving Traffic Penalty Charge Notices	(848)	(2,840)	(3,360)	(3,992)	(5,542)
Other Income	(54)			(55)	(7)
<b>Total Income</b>	<b>(7,817)</b>	<b>(10,362)</b>	<b>(11,113)</b>	<b>(12,028)</b>	<b>(14,448)</b>
<b>Expenditure</b>					
Operational Costs & Parking Account	1,087	1,246	1,037	698	914
Enforcement Service including Traffic Regulation Order processing	2,856	4,159	4,607	5,276	5,843
<b>Total Expenditure</b>	<b>3,943</b>	<b>5,405</b>	<b>5,644</b>	<b>5,974</b>	<b>6,757</b>
<b>Operating Annual (Surplus)/Deficit</b>	<b>(3,874)</b>	<b>(4,957)</b>	<b>(5,469)</b>	<b>(6,054)</b>	<b>(7,691)</b>
Contribution towards permitted schemes	3,926	4,655	5,489	5,704	6,902
Contribution to Parking Account (Surplus)/Deficit per Annum	52	(302)	20	(350)	(789)

## APPENDIX 2: BUS LANE AND MOVING TRAFFIC PCN ISSUE RATES BY LOCATION

Location (j/w = junction with)	Established Camera*	Code	Contravention Type	PCNs issued 2017/2018	PCNs issued 2018/2019	Annual % change
A4232 Eastern Bay link road Gytratory		31	Box junction	-	983	-
Adam Street j/w Central Link		31	Box Junction	-	3,905	-
Amroth Road into Cowbridge Road West	√	50L	No Left-turn	444	517	16%
Birchgrove into Manor Way (Northbound)	√	50L	No Left-turn	947	859	-9%
Bute Terrace j/w Bute Street, Custom House Street and Hayes Bridge Road	√	31	Box junction	2,005	2,112	5%
Bute Terrace j/w Mary Anne Street		31	Box junction	-	162	-
Caerphilly Road (Southbound 1)		34	Bus Lane	1,032	2,081	102%
Caerphilly Road 2 (Southbound 2)		34	Bus Lane	127	280	120%
Caerphilly Road 3 (Northbound)		34	Bus Lane	629	1,266	101%
Caerphilly Road j/w Rhydhelig Ave	√	31	Box junction	2,213	2,786	21%
Cardiff Road into Ely Road		50R	No Right-turn	-	2,359	-
Churchill Way	√	34	Bus Lane	364	394	8%
Churchill Way into North Edward Street		50R	No Right-turn	1,127	5,617	398%
Churchill Way j/w Bute Terrace		31	Box junction	-	5,132	-
Colum Road into Corbett Road		50R	No Right-turn	122	854	600%
Cowbridge Road East by Victoria Park		34	Bus Lane	-	2,995	-
Crwys Road	√	34	Bus Lane	1,256	874	-30%
Crystal Glen into Heathwood Road	√	50R	No Right-turn	2,924	1,448	-50%

Custom House Street bus gate (Eastbound)	√	34	Bus Gate	7,755	10,695	38%
Custom House Street bus gate (Westbound)	√	34	Bus Gate	7,483	8,654	16%
Duke Street	√	34	Bus Lane	2,348	2,340	0%
Dumfries Place j/w Station Terrace		31	Box junction	1,680	2,194	31%
Hayes Bridge Road into John Lewis Car Park	√	50L	No Left-turn	6,490	7,346	13%
Kingsway Bus Gate	√	34	Bus Gate	16,788	15,065	-10%
Leckwith Road Gyratory by Hadfield Road		31	Box junction	-	5,024	-
Leckwith Road Gyratory by A4232 slip road		31	Box junction	-	148	-
Leckwith Road j/w Capital Retail Park		31	Box junction	1,482	2,079	40%
Linden Grove		51	No Entry	-	962	-
Llantrisant Road	√	34	Bus Lane	1,746	1,248	-29%
Malvern Drive (eastbound)		51	No Entry	1,941	2,682	38%
Malvern Drive (westbound)		51	No Entry	1,876	2,286	22%
Moria Terrace j/w Adam Street and Fitzalan Place		31	Box junction	-	1,139	-
Newport Road at Wordsworth Ave	√	50U	No U-turn	6,978	4,074	-42%
Newport Road before Beresford Road	√	34	Bus Lane	978	860	-12%
Newport Road before Colchester Avenue	√	34	Bus Lane	2,085	1,485	-29%
Newport Road before Fitzalan Place	√	34	Bus Lane	7,140	8,740	22%
Newport Road before Rover Way	√	34	Bus Lane	8,423	4,623	-45%
Newport Road before Station Terrace	√	34	Bus Lane	2,957	2,270	-23%
Newport Road before West Grove	√	34	Bus Lane	1,127	1,950	73%
Newport Road into New Road		50R	No Right-turn	2,007	3,195	59%
North Road before Kingsway		34	Bus Lane	5,347	8,247	54%
North Road into College Road	√	50R	No Right-turn	4,271	4,963	16%

Paget Street		51	No Entry	507	414	-18%
Park Place (Southbound from its junction with Boulevard de Nantes)	√	34	Bus Lane	6,091	5,306	-13%
Peircefield Place into Newport Road	√	50R	No Right-turn	1,801	1,140	-37%
Southern Way	√	34	Bus Lane	1,727	1,070	-38%
St Mary Street into Mill Lane		50L	No Left-turn	3,815	3,659	-4%
Westgate Street into Wood Street	√	50L	No Left-turn	9,421	5,918	-37%
<b>TOTAL</b>				<b>127,454</b>	<b>154,400</b>	<b>+21%</b>

\*for the purposes of this report an established camera is considered a camera that was installed before the 2017/2018 financial year.

## ANALYSIS

In the 2018/2019 financial year we installed a further 10 enforcement cameras, mainly focusing on box junctions to help alleviate congestion on main arterial routes by deterring people from inconsiderately causing an obstruction to traffic flow.

While there was a 21% overall increase in PCNs issued, this was expected as we installed a number of new cameras throughout the 2017/2018 financial year. Although there was a disappointing increase at some existing locations, the overall trend is one of reducing number of contraventions at locations where cameras are established, with 14 out of 25 seeing a decline; with the contravention rates dropping at some locations by as much as up to 50%.

Despite this, it is important to remember that there are approximately 70 million travel events made each calendar year in Cardiff. This means that only 0.2% of travel events led to the issuing of a PCN, indicating that the majority of drivers abide by the rules of the Highway Code. However, we would like to see everyone following their lead and playing their part in improving road safety and easing congestion. Together we can all help Keep Cardiff Moving!





CITY HALL, CATHAYS, CARDIFF CITY CENTRE