



Parking Services
Annual Report
2019-2020



Derby City Council

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Foreword - Councillor Jonathan Smale

Cabinet Member for Communities, Neighbourhoods and Streetpride



As Cabinet Member for Communities, Neighbourhoods and Streetpride I am delighted to welcome you to Derby City Council's Annual Report which contains a review on what has happened within Parking Services over the past financial year and includes an overview of the financial accounts. Additionally, it sets our significant achievements throughout the last 12 months and identifies areas of the service where we are creating fresh and innovative solutions to improve service delivery, which in turn benefits everyone who is both living in, and visiting, Derby.

Parking is always a popular and often emotive topic for debate and our Parking Service team fairly and equitably manage the competing demands and challenges placed on the service, whilst ensuring a proportionate and sensible approach is adopted, all aimed at providing a high level quality service, something that I am very proud of.

Two significant achievements which feature within this report are ones which have led to us proudly receiving national and global recognition! The conception and introduction of the British Parking Award winning Safe Havens Outside Schools project together with the development and introduction of the MiPermit Household Waste Recycling booking tool have both been major successes for our City.

Our Safe Haven outside Schools project encourages safety at the school gates. Reducing the number of vehicles outside the school gates, promoting cleaner air zone around the school, reducing 'Stranger Danger' and promoting walking and cycling, this project has achieved something previously unachievable, that being changing driver behaviour at school arrival and dispersal times on a permanent basis. Some of the locations have seen a dramatic 82% improvement in compliance with the school keep clear markings and I was so impressed when I spent a couple of hours with the Digital Enforcement team in their purpose acquired Digital Enforcement hub.

The ability to have one Civil Enforcement Officer at four schools all at the same time, with the human eye behind the automation, making human decisions based on contextual situations, it came of no surprise to me that this product, the idea of which was born in Derby, now features in several other towns and cities in the Country. The team have carried out no less than 22 presentations to other Local Authorities and are offering this product commercially to Authorities who may not have the infrastructure in place – collaboration at its best.

The team being innovative in their thoughts and ideas was so important back in March of last year when COVID 19 struck. The Council needed to put a plan in place to manage demand for our Household Waste Recycling centre and by being creative with the MiPermit parking app the team devised a Household Waste booking app and this changed the way the Recycling site operated overnight. The system remains in place today and has helped save the Council significant sums of money whilst managing demand and enhancing the customer experience, something which is borne out by the 4.5 star reviews on Google! A parking product being used for a non parking service yet again demonstrates parking is not just about four wheels in a bay. Again, it came as no surprise that this solution formed part of a technology award bid which won an award in Penang, Malaysia!

I really hope you enjoy reading the report and that it is clear that the team here in Derby are all passionate about being the best we can be through having an enquiring mind and a learn and grow attitude. Turning good into great, I know that innovative thinking is so engrained throughout the team that we will continue to make strong strides forward to improve service delivery, with the overriding aim of ensuring exceptional outcomes become the everyday norm to benefit the City and people of Derby in years to come.

Our Service, The What, The Why and How

Derby

Once a Roman settlement known as 'Derventio', Derby has marked itself out for centuries as a critical hub of innovation in Britain and across the world. Situated in a low lying area along the valley of the River Derwent, with the River Trent to the south and the foothills of the Pennines to the north, Derby is often considered to be where the Industrial Revolution began, with the boom in the mechanisation of spinning and weaving in the 18th century led by the great industrial pioneer, Sir Richard Arkwright.

Derby was awarded City status in 1977 by Queen Elizabeth II to mark the 25th anniversary of 25 years of her ascension to the throne. The Queen presented the "charter scroll" in person in July 1977. Derby's population sits at around a quarter of a million. It is home to around 180 nationalities, reflected by a rich diversity of shops and restaurants, and covers an area of around 30 square miles.

Derby is set to undergo a major project on the A52, which is due to be completed by the summer of 2020. The A52 Wyvern Transport Improvement Scheme will bring about network management improvements on the A52 Brian Clough Way and in the area around the Wyvern Retail Park and Pride Park. The scheme will help to reduce congestion, improve journey times and reliability, provide safer travel opportunities, increase sustainable travel and also support wider economic growth.

As part of the A52 Wyvern Transport Improvement Scheme a new footbridge will be installed. The new bridge will be a modern, well designed structure that significantly enhances walking and cycling in the area. It will create a fully accessible link between residential and commercial areas for pedestrians, wheelchairs, mobility scooters, pushchair users and cyclists.

Another exciting development that is going to be happening in Derby is the £200m regeneration of the Becketwell area of Derby city centre, with development work to start in late Spring.

The development will include the construction of 259 build to rent apartments, a new 3,500-capacity performance and conference venue, up to 25,000 sq. m of new grade A offices and commercial space, a hotel and a multi-storey car park.

The regeneration of the Becketwell area is expected to bring numerous benefits to the city, including a repopulation of both office workers and residents to the city centre which will help boost activity outside of traditional retail hours. It is expected that 2,000 jobs to be created by the development which is welcomed here in Derby.

It is also hoped that the substantial levels of investment proposed at Becketwell will provide confidence for further new investment in surrounding areas of the city centre.



Our Aims

Parking provision and its management is a key part of Derby's Local Transport Plan, LTP3 (2011-2026). Our aim is to provide people living and working within Derby with viable travel choices and effective and sustainable transport networks.

Our Parking policy aims to:

1. Support wider policies and strategies for achieving sustainable development, integrated land use and transport planning, environmental management, social inclusion, economic prosperity and regeneration;
2. Have parking provision that closely matches demand, where this is appropriate ie short stay parking in the City Centre and control parking space supply and type to encourage use of alternative forms of transport, rather than private car/single car occupancy trips, thereby helping to control congestion levels.

It is also necessary to ensure that through our parking policy we:

- Ensure a clear parking enforcement strategy is maintained and disseminated which will allow the Council to deal with parking issues consistently, as well as ensuring an efficient and effective enforcement function;
- Disseminate information regarding consistent and clear policies for the different types of parking permits and priority users;
- Continue to improve data collection and management, to establish a clearer understanding of supply and demand issues, at both the City Centre and local area level. This will allow changes to be made after adequate review against observed parking patterns of demand;
- Regularly review availability and pricing of both on and off street parking places
- Continue to review all traffic regulation orders to ensure they are valid and meaningful.

Our Parking Estate and Parking Charges

Derby City Council provides a variety of parking options for both residents and visitors. We take pride in providing the best possible service to the city and we are constantly innovating by finding new ways to improve our service.

We provide a '[Parking in Derby](#)' leaflet which is available to download from our website. This leaflet gives details on parking within the city and is updated annually.

On-street Parking

Derby City operates a pre pay parking scheme, with a maximum stay of 2 hours within the city centre and 4 hours elsewhere. Generally, restrictions run 7 days a week, including Bank Holidays, 8am to 8pm Monday to Saturday and 10am to 4pm on Sundays and Bank Holidays. We also have limited waiting, which allows free parking for 2 or 3 hours, with no return within the hour. This helps attract customers into the city to help local businesses thrive.

Residents should be able to park outside their home and our resident parking zones ensure this. We operate 34 residents parking zones, with the purchase of an annual residents permit, priced at £25.00 for the first vehicle and £50.00 for any further vehicles. These charges were set back in 2006 when the Council introduced its first residents parking scheme.

Additionally, visitor permits are made available for allowing friends and family to visit.

Furthermore, we have a number of disabled parking bays throughout the city with a maximum stay of 3 hours, which provide easy access to businesses. We also allow blue badge holders to park in any pay and display bay, permit bay and limited waiting bays, free of charge all day.

Similarly, motorcyclists are granted a maximum of 2 hours free parking in any pay and display bay and free parking all day in permit bays.

Council car parks and Parksafe

We have 13 council run car parks, both surface level and off-street, with Markeaton Park Car Park being one of our most popular for visitors thanks to the stunning scenery and year-round activities that take place. The connecting attractions such as Mundy Play Centre and the Craft Village also offer a multitude of activities.

Parksafe has a worldwide reputation for safety and customer comfort, awarding their unique service with numerous industry accolades. Bold Lane Car Park, located in the Cathedral Quarter area of Derby consists of 315 parking spaces and with features such as:

- Extra-wide parking bays
- Brand new cutting edge security system
- State of the art 'smart card' tickets
- Innovative new payment machines which have recently been upgraded to accept debit and credit card payments

Please visit www.parksafesystems.com for more information on ParkSafe.

Total number of public parking spaces managed by Derby City Council

On street Pay and Display spaces
1433

Limited Waiting
399

Residents Parking Zones
(Permit Holders Only)
approx. 4238

Car Parks
1938

Park and Ride



Derby has a Park and Ride service for those who wish to avoid parking in the city centre, the service operate from:

Pride Park, Derby Arena, DE24 8BW, open from 7am to 7pm. The current price is £3.00 per car and £12.00 for a weekly ticket, this covers up to seven people on one ticket. When Derby County FC are playing at home on a Saturday, the service will run from 7am to 1pm.

Bus Services Park and Ride and F operate between 7am and 11pm, Monday to Saturday. Bus Service 4 operates evenings and Sundays only.

Working with local businesses

We realise that parking carries a burden to businesses and this is why we offer discounted parking passes to employees who work at companies on Pride Park for the Park and Ride services and also businesses in and around the Normanton Road area for parking at Grove Street Car Park. This support means that where limited parking is available, employees can find comfort in receiving discounted parking prices to enable them to have somewhere to park when going to work.

Furthermore, businesses which are located in a 'pedestrian only' area are able to take advantage of our 'loading only' restriction, which allows them to take deliveries anytime between 5pm and 10am.

Free parking for Small Business Saturday

The national event, first held in the UK in 2013, aims to encourage people to 'shop local' and support small independent businesses in their communities and provide a boost in the lead up to Christmas.

Derby City Council understands that it's really important that we support our high streets which are vital to our local communities, and celebrate the valuable contribution the independent retailers make to our city.

To encourage as many people as possible to come into the city and support these small businesses, the Council provided free all-day parking at Chapel Street and Abbey Street car parks, as well as discounted all day rate of £2.50 at our other on-street pay and display locations and surface level car parks, when using the MiPermit cashless parking.

Enforcement

Derby City Council operate a 'Continental Team' which work 13 or 14 hour days 3 days a week, starting from 07:30am all the way through to 10:30pm. Not only does this provide a flexible working pattern for our officers, it also means that we can enforce late at night when restrictions are generally ignored.

Due to the success of this team, a second team was created giving 6 days a week of late night enforcement. After the pay and display restrictions end at 8pm, the teams then focus on double yellow lines and disabled bays along with 24/7 resident permit schemes.

Camera Car Enforcement

In 2013 Derby City Council purchased its first Vehicle Mounted Camera (VMC). For years the vehicle has been a recognisable presence around schools across the city, however Local Authority powers to enforce certain restrictions were impaired in 2014, when a Deregulation Bill was introduced to restrict the use of mobile ANPR systems.

The Council purchased another vehicle in 2019 with the intent of using them as resourcefully as possible within the scope of our legal rights, enforcing school keep clear markings and bus stops around the City.

In 2019 the MiPermit digital permit system was introduced across Derby, and it became clear that Derby City Council required a new means of efficiently validating virtual permits. This solution was rolled out in 2020 by our hardware provider, and Derby City Council became the first Local Authority to use bespoke VMC hardware to cross-reference virtual permits through an 'internet gateway' system.

Over the course of the day our team can cover all of the permit zones across the city, in the time it would take for one Civil Enforcement Officer on a foot patrol to enforce just one zone. The officer drives the vehicle between each zone, and a second officer checks any vehicle that is flagged up as having no permit for the area. Enforcement with this system is ultimately being fulfilled by traditional means, while incorporating a modern approach to travelling between zones and picking up contraventions. Furthermore, no investment in new hardware was required.

Our camera cars are generally received very favourably around the community and are often requested by the Neighbourhood Board. We have arranged visits from local schools, to reinforce our presence as a community asset, as well as to allow them to see the vehicle and how it works. We believe that the visual presence of these cars within residential zones can only have a positive effect, and the system has the added benefit of enforcing all of the bus stops and keep clear markings during these day-to-day permit patrols.



Innovations and New Developments

Safe Haven Outside Schools (SHOS) - What is SHOS?

Derby City Council, in partnership with SEA (Systems Engineering & Assessment Ltd) designed a modern technological solution in response to a need for proportionate and consistent enforcement of school traffic concerns. This led to the 'Safe Havens Outside Schools' (SHOS) project.

The RoadFlow 'Attended' traffic enforcement system is designed to promote a safer environment for children around the school gates, with the ultimate goal of encouraging parents and children to walk or use sustainable transport methods where possible. Our enforcement system uses a more efficient and advanced form of Civil Enforcement to reduce the number of vehicles concentrated around school entrances, which concurrently leads to cleaner air and a healthier environment in a world where school runs can expose children to disproportionately higher levels of air pollution from carbon emissions.

Residents should benefit from this project as a result of the reduced number of vehicles using the school street, and nearby residents with dropped kerb issues will have more chance of a positive outcome from our Civil Enforcement patrols, which would otherwise be subject to the conflicting demands of school keep clear enforcement.



Why is this system innovative?

Just like most councils up and down the country, Derby City Council have struggled to successfully improve driver behaviour outside schools using more traditional combinations of foot patrols and mobile traffic cameras. When Derby City Council launched SHOS in January 2020 it was the first of its kind outside the City of London, and we have subsequently seen an immediate impact on driver behaviour: with a significant decrease in vehicles contravening the school keep clear markings.

The cameras are legally certified traffic enforcement devices, and each Penalty Charge Notice (PCN) sent to motorists by our Business Casework team includes an educational letter to highlight the danger caused by their actions. An assessment of the data from last year indicates that this educational exchange would have taken twenty years to reach as many motorists as SHOS has achieved in just one year.

There are currently 22 SHOS traffic cameras around the school streets. One of these sites produced 277 PCNs in the first term, whereas in the year preceding this just 10 PCNs were issued in the same area (through traditional enforcement). This means that nearly 300 people were not only deterred by enforcement action but were also given educational documents to explain why their behaviour was unacceptable. By the following term, non-compliance in this area had reduced by up to 72%. Across our Safe Haven Estate this is up to 82% reduction in contraventions.

We have a highly-skilled team committed to driving our SHOS campaign, and the successful reduction in contraventions has allowed the Council to demonstrate the benefits of this award-winning system to other local authorities. The evolution of SHOS has led to the opening of a state-of-the-art Digital Enforcement Hub, to allow for rapid expansion and development.

Some positive feedback!

“The work your team have done in Derby is excellent you should be really proud of what you have all achieved. I would also like to thank you for your support of the team and this innovative initiative. Safety around schools is a very important issue across the UK – you are leading the way in a fair and robust way, I’m sure this is appreciated by the residents of Derby.”
Well respected Parking consultant

“I received a penalty for parking outside the school and I have paid it. I am not writing to complain but rather to let you know the penalty has made me think about other ways my daughter can get to school and I am now encouraging her to walk. Thank you!”
Mrs P, Derby Resident

Challenge Portal

Parking Services receive thousands of challenges per year relating to the issuing of a Penalty Charge Notice and we have looked to see how we could improve the efficiency of the Casework team so that they can focus their time on other aspects of the job role and to increase income generation.

Our Derby City Council Parking Business Development Officer developed an [online challenge portal](#), where customers can self-serve through a journey based on the contravention their Penalty Charge Notice was issued under.

A good example of how the portal improves efficiencies is with blue badge holders. If we issue a Penalty Charge Notice to a blue badge holder for failing to display their blue badge whilst parked on yellow lines, they usually send us a challenge informing us they have a valid blue badge. In order for us to fully consider their challenge we have to write back to the badge holder to request a copy of both sides of the blue badge.

The challenge portal informs the blue badge holder that they need to provide us copies of the blue badge before sending their challenge which reduces the length of the challenge process and allows us to repurpose officer time to other work areas as well as saving on printing and posting, something we committed to achieving in our 2018/19 annual report.

The challenge portal has been very successful, and we have seen a reduction of around 44% of incoming correspondence since it was introduced.

Future Developments

Smarter Parking Project

Derby City Council receives regular complaints from business owners regarding vehicles being parked for longer than permitted in areas with limited waiting restrictions. Limited Waiting restrictions, whilst they help to provide a turnover of vehicles, are labour intensive to enforce as a Civil Enforcement Officers have to make a number of visits to record the vehicle and valve positions to ensure that they are adhering to the restrictions in place before a Penalty Charge Notice can be issued.

We are working with a company called Smart Parking to develop a pilot scheme where in ground flush mounted sensors will be installed within the limited waiting bays. The bay sensors will alert our Civil Enforcement Officers to vehicle overstays and allowing efficient, time-saving patrols to be conducted.

By incorporating this system, the CEO team would be able to conduct responsive patrols, offering greater resourcing efficiencies as well as gathering valuable data which can be viewed and analysed.

For more information, please click [here](#).

Roadwork Applications

Parking Services is working with the Roadworks team to devise a MiPermit solution to offer a “quick fix” for contractors for the long, six-week legal process that currently exists to suspend parking bays. This solution will provide an option for contractors to purchase

the suspension of parking spaces via an application submitted on MiPermit for jobs which will take seven days or less.

Essentially, a contractor would at the first stage, submit their application for a roadworks permit to our Roadworks team. Colleagues in Roadworks will process the application and if the works are to take seven days or less, will offer the contractor two options; the six-week legal process or the MiPermit route.

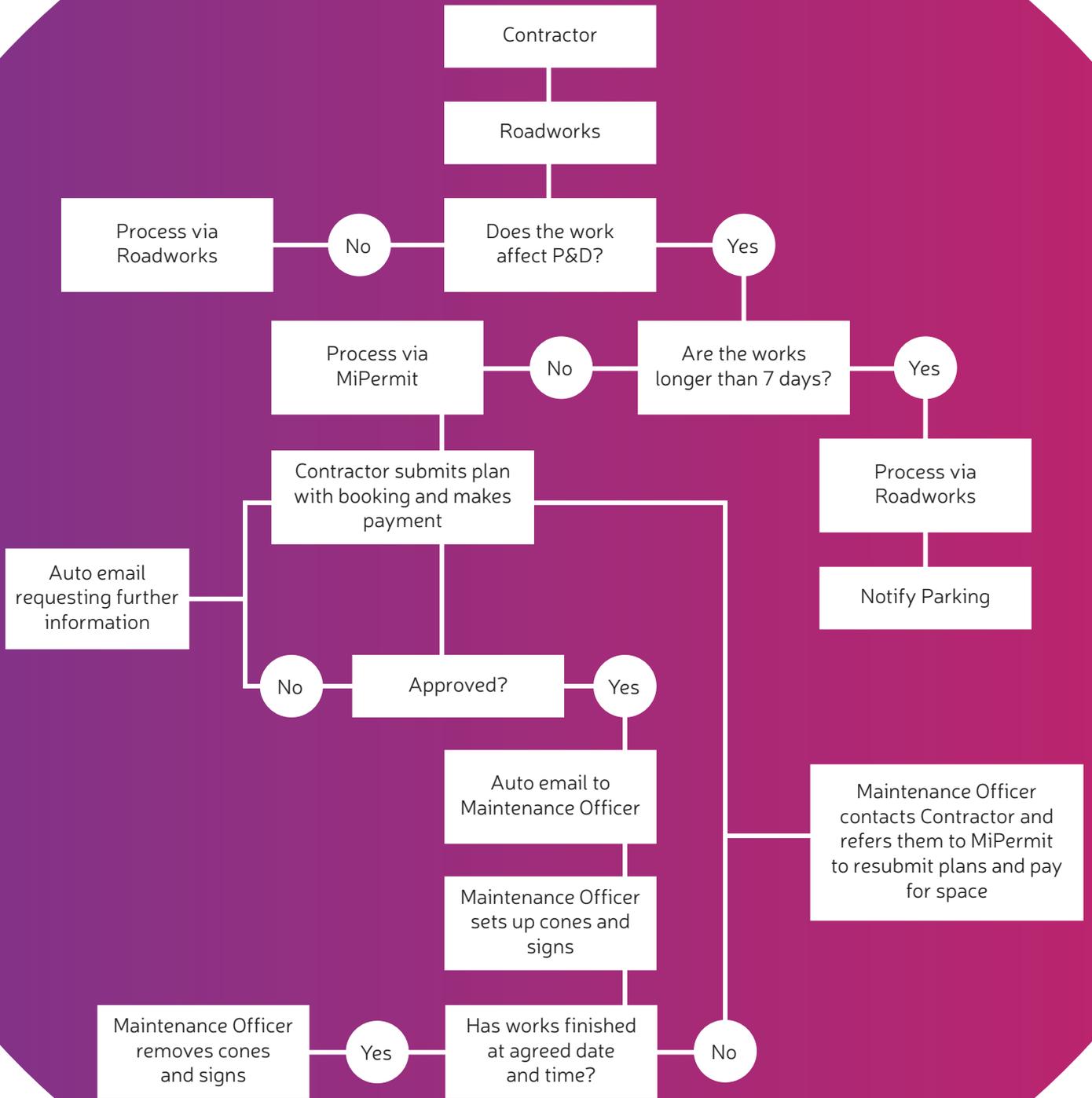
The MiPermit route would require the contractor to select the pay & stay location where the works will take place and upload their plan as evidence. One of the Parking team will then review the application and either approve or reject the application.

The contractor would not be required to create an account however they would need to provide a full name, email address and telephone number as part of their application. Upon submitting their application, the contractor should receive an auto-email stating that their application will be reviewed, and a response will be received via email.

The proposal, should it be implemented, will reduce officer time spent on applications and will allow Parking Services to better manage its parking estate as well as generating additional income by the hiring of the roadside space. This will also assist contractors as it will allow them to complete works sooner as there won't be a six week lead time required for the legal process.

The flow chart shows the proposed process:

Flowchart of Roadworks application via Parking Services



Education, Enforcement and Appeals

Parking Administration

Informal Representations (challenges)

Under the Traffic Management Act 2004, a motorist who has received a Penalty Charge Notice (PCN) has the ability to pay the PCN at a 50% discounted amount providing it is paid within 14 days from the date the PCN was issued or they can submit a 'challenge' (also called an informal representation) to the Council if they do not believe they should have been given a PCN.

When we receive a challenge, the case will go on hold until a decision is made and the motorist is informed whether they need to pay or not. If the challenge is rejected the motorist will be offered the reduced payment again at this point.

Formal Representations

If a Penalty Charge Notice remains unpaid and a Notice to Owner has been sent to the registered keeper of a vehicle, that person can then send in a 'formal representation' based on specific grounds:

- The alleged contravention did not occur
- The recipient was never the owner of the vehicle in question or had ceased to be its owner before the date on which the alleged contravention occurred, or became the owner after that date
- The vehicle had been permitted to remain at rest in the place in question by a person who was in control of the vehicle without the consent of the owner
- The recipient is a vehicle hire firm
- The penalty charge exceeded the amount in the circumstances of the case
- There had been a procedural impropriety on the part of the enforcement authority
- The Traffic Regulation Order which it is alleged to have been contravened in relation to the vehicle concerned is invalid

The Council must consider representations made on any grounds provided they are made within 28 days of the date of the Notice to Owner being served. The Council must then respond within 56 days.

If the representation is rejected the registered keeper will be given the opportunity to appeal to an independent adjudicator.

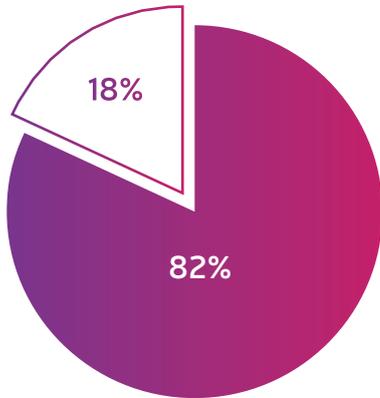
Response time to challenge representations

The Council can receive representations via the post and also via an online challenge portal.

The Council aim to respond to letters within seven days.

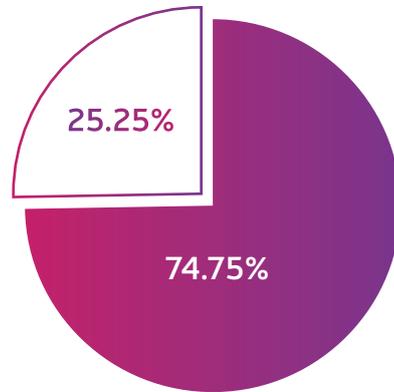
Informal challenge responses

Overall, the Council received 4,768 appeals via the online challenge portal and 1,937 appeals through the post.



- Under seven days
- Over seven days

Informal challenge response times (appeals received online)

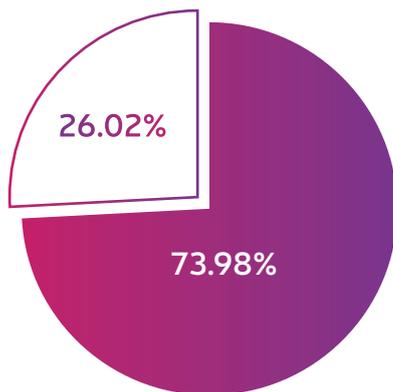


- Under seven days
- Over seven days

Informal challenge response times (appeals received by post)

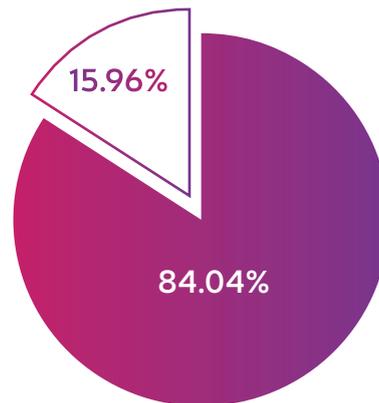
Formal Representation responses

Overall, the Council received 2,064 appeals via the online challenge portal and 4,090 appeals through the post.



- Under seven days
- Over seven days

Formal representation response times (appeals received online)



- Under seven days
- Over seven days

Formal representation response times (appeals received by post)

Being fair and understanding - Outstanding Penalty Charge Notices

Not only does Derby City Council process Penalty Charge Notices in a fair and consistent manner, we also consider the financial implications on motorists if they don't receive the desired outcome during the challenging process.

We understand that some people maybe be under financial pressure and that they must prioritise paying for essentials for them and their families. As a result, we put in place a procedure for anyone who is currently struggling to pay their outstanding balance for a PCN. The Council regularly contacts those people with outstanding PCNs and offers the following options:

Pay the reduced amount - under normal circumstances, the reduced amount can only be paid within 14 days of receiving a PCN. Given the exceptional circumstances we are facing the council offered to reduce PCNs back to the reduced amount to help.

Promise to pay - if customers are not able to pay what is owed right away but they know they will be able to pay within the next 28 days, they can request to pay on a certain date.

Put your case on hold - if the customer cannot afford to pay anything at all during this current period the Council would agree to put the case on hold for a certain agreed time period.

If the case is already with the enforcement agents - The council will consider the customers proposal about settling the debt and we will consider reducing the amount owed to reduce the financial burden on them.



Traffic Penalty Tribunal

The Traffic Penalty Tribunal provides impartial, independent adjudicators who can consider appeals against penalties issued for parking and bus lane contraventions.

If the Council rejects a representation the keeper of the vehicle has the right to appeal to an Adjudicator within 28 days of the date of service of the Notice of Rejection. The Adjudicator has to consider an appeal providing it is made within the 28 days.

If the Adjudicator allows the appeal, they direct the Council to cancel the PCN which the Council must comply with without any delay.

The Adjudicator's decision is final, subject to any request to review the decision and no further challenges can be made other than on a point of law through an application to the High Court for a judicial review.

In 2019/20, 42 cases were appealed by drivers to the Traffic Penalty Tribunal

Of the parking cases:



Of the bus lane cases:



For full information about the PCN appeal procedure you can visit the Tribunal's [website](#).

Transparency in finance and statistics

Permits

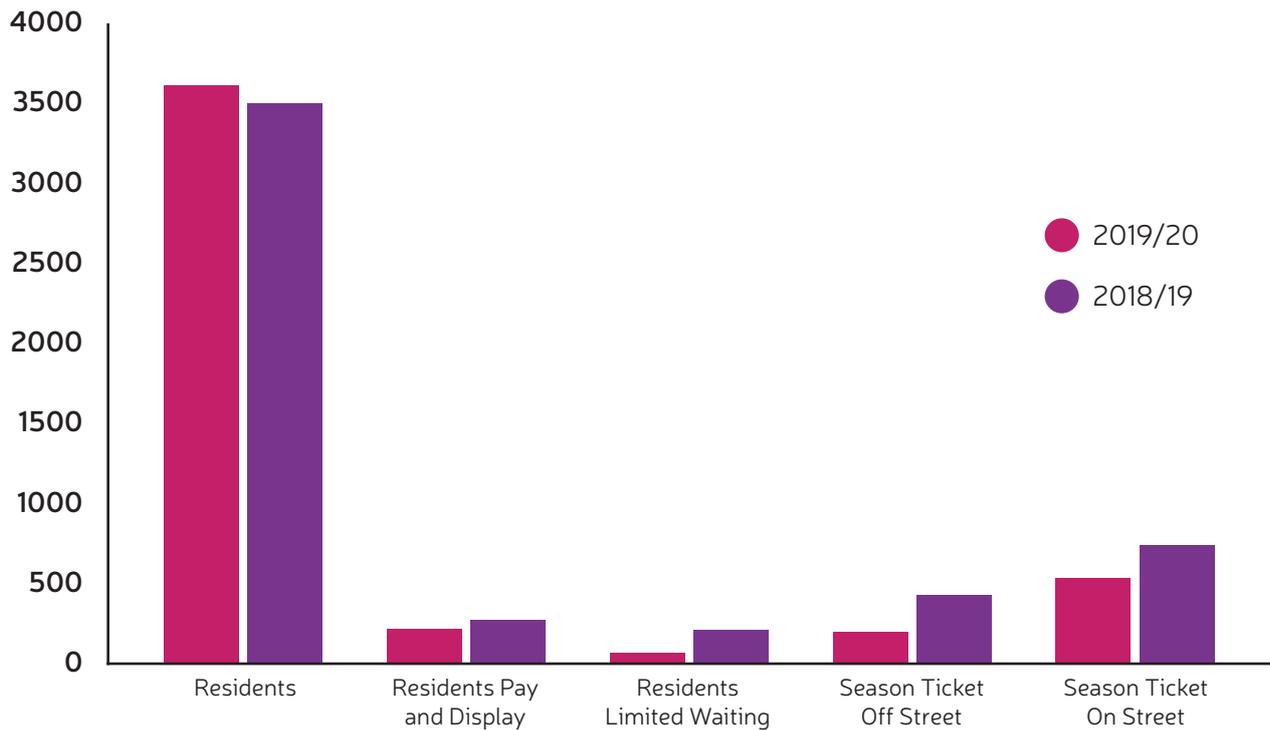
Permit Type	2019/20 Chipside	2019/20 MiPermit	Total 2019/20
Residents	1,914	1,689	3,603
Residents Pay and Display	135	79	214
Residents Limited Waiting	52	14	66
Season Ticket Off Street	189	8	197
Season Ticket On Street	305	227	532

Permit Type	2019/20	2018/19
Residents	3,603	3,493
Residents Pay and Display	214	272
Residents Limited Waiting*	66	213
Season Ticket Off Street**	197	425
Season Ticket On Street	532	741

*A number of Limited waiting restrictions within Derby were amended to permit holders only.

** Different parking product sold instead of season tickets, pay as you go solution to meet their business needs.

Permits issued



PCN information

Penalty Charge Notices Issued – Payment and Cancellation

	1 April 2019 - 31 March 2020			1 April 2018 - 31 March 2019		
	Total PCNs	On Street	Off Street	Total PCNs	On Street	Off Street
Number of higher level PCNs issued	30,490	30,438	52	19,942	19,890	52
Number of lower level PCNs issued	6,576	4,101	2,475	6,574	4,099	2,475
Postal PCNs (VDAs)	99	97	2	154	153	1
Bus Lane PCNs	17,394	17,394	0	19,042	19,042	0
Total number of PCNs	54,460	34,539	2527	54,489	23,989	2,572
Number of PCNs paid	45,011	29,281	2,062	47,105		
Number of PCNs paid at discount rate	39,622	24,855	1,714			

Penalty Charge Notices (PCN) issued by contravention

Code	Contravention description	Differential Charging level	2019/20	2018/19	% difference
01	Parked in a restricted street	Higher	6,195	4,904	26.3
02	Loading in a restricted street	Higher	367	306	19.9
05	Parked after payment expired	Lower	2,548	2,196	16
12	Parked in a residents place with no permit or P&D ticket displayed	Higher	7,982	6,540	22
14	Parked in an electric place	Higher	4	4	0
16	Parked in a permit space with no permit	Higher	7,374	6,200	18.9
19	Parked in a residents place with invalid permit or P&D ticket	Lower	887	826	7.4
23	Parked in a place not designated for that class of vehicle	Higher	1	0	100
25	Parked in a loading place	Higher	673	558	20.6
27	Parked adjacent to a dropped footway	Higher	122	91	34.1
30	Parked longer than permitted	Lower	488	408	19.6
40	Parked in a disabled bay	Higher	1,839	1,539	19.5

Code	Contravention description	Differential Charging level	2019/20	2018/19	% difference
45	Parked in a taxi rank	Higher	126	79	59.5
46	Clearway	Higher	2	1	100
47	Parked on a bus stop or stand	Higher	8,979	7,150	25.6
48	Parked on a school zig zags	Higher	1,570	448	250.4
62	Footway Parking	Higher	635	500	27
63	Parked with the engine running	Lower	2	0	200
82	Parked after payment expired	Lower	453	408	11
83	Parked without clear display of P&D ticket	Lower	2,730	2,269	20.3
86	Parked beyond the bay markings	Lower	3	1	200
87	Parked in disabled bay	Higher	58	52	11.5
99	Parked on a Pedestrian crossing	Higher	71	60	18.3
34J	Being in a bus lane	Higher	17,394	14,486	20.1

Utilising digital channels

Chipside, MiPermit and cashless parking

Since 2006, Chipside has been the provider of Parking Services' back office notice processing system and in 2019, they released a new cashless parking system, MiPermit.

As part of a procurement process, MiPermit was selected as the provider for Derby City Council's cashless parking system. The first phase of MiPermit was cashless parking for pay & display stays followed by digital permits in November 2019.

MiPermit provides a new way for customers to pay for their parking but at the same time, enables Parking Services to provide more flexible parking tariffs and create 10,000 products for one customer and not 1 product for 10,000 customers.

Nudging customers to go digital - Operation Turnover

Social media is playing an important part in everyday life and is a great and popular tool to inform and encourage a positive change in people's behaviour. To actively encourage our customers to pay for their Parking using the MiPermit platform we carried a number of parking campaigns throughout the year which provided parking incentives for those that choose to pay for their parking using the MiPermit platform.

As a result of this the Council has reviewed its pay and display locations across its parking estate and have removed a number of pay and display

machines where MiPermit is well used. This in turn has helped to reduce our revenue expenditure as there is a reduction in cash collections and machine maintenance.

It's not just about Parking!

The Parking Services team have been working very closely with Derby City Council's Environmental Services team to look at ways to better manage the daily operation of Raynesway Household Waste and Recycle Centre in Derby and to reduce vehicle queuing on the highway network.

It is clear from historical complaints from local business about access issues and regular discussion with the recycling centre's operator that there is a need to control the number of vehicles entering the site at any one time and that a booking type system is required to achieve this.

Having reviewed a number of potential systems which would cost the council a significant sum of money to implement, we decided to look at what existing systems are available to us that were already being used within the Council.

Having worked with Chipside to successfully implement MiPermit's cashless and digital permit system for parking we quickly realised the potential of the MiPermit platform and looked to devise a Household Waste booking app. It is hoped that its implementation will ease congestion in the area and allow businesses located on the industrial estate and their customers to have easier access to and from their premises.

We can give you this information in any other way, style or language that will help you access it. Please contact us on **01332 641889** or **derby.gov.uk/signing-service**

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਇੱਥੇ ਸੰਪਰਕ ਕਰੋ: **01332 641889** ਜਾਂ **derby.gov.uk/signing-service**

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku. Prosimy o kontakt: **01332 641889** lub **derby.gov.uk/signing-service**

Slovak

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Prosím, kontaktujte nás na tel. č.: **01332 641889** alebo na stránke **derby.gov.uk/signing-service**

Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم **01332 641889** یا **derby.gov.uk/signing-service** پر ہم سے رابطہ کریں

