



Parking and Transport Infrastructure

Annual Report 2018/19





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Foreword



Councillor Carl Marshall
Portfolio Holder for Economic Regeneration

Welcome to the 11th Parking and Transport Infrastructure Team's annual report, which details our aims and objectives during 2018/19 and how successful we have been in achieving them.

Parking enforcement is an emotive issue that can receive negative attention from the public. This year's interactive report demonstrates that we operate civil parking enforcement to meet our traffic management objectives, rather than to raise revenue. That is why this year's report is structured in a way that clearly demonstrates each of our aims, the relevant parking scheme(s) applicable, our SMART objectives and our overall success.

Our vision is for County Durham to be a thriving, resilient and engaged low carbon community. We have already reduced our CO² emissions by 45% from 1990 levels, and our next target is to achieve a 60% reduction by 2030. To achieve these targets, the report details how the Parking and Transport Infrastructure team improves the quality and accessibility of public transport through the maintenance of bus stations and the provision of a quality park and ride service. The report also details how the team manages Durham City's road user charge, which reduces traffic congestion and pollution on Durham peninsula, and the maintenance of the county's electric vehicle charging infrastructure.

We are fully transparent, and the report highlights that whilst the parking service has generated an overall surplus, it details how this has then been reinvested into our transport infrastructure.

We are committed to educating drivers and appreciate that this education may not always take the form of a penalty. For example, for those drivers who contravene the road user charge in Durham City we issue a polite information letter to all motorists on the first occasion, explaining why the £2 charge has been introduced and how to pay it in future. Our commitment to fair and proportionate enforcement has resulted in only 0.09% of all PCNs being appealed against at the Traffic Penalty Tribunal. Of these appeals, 71% have been found in favour of the Council, which is well above the national average.

Of notable interest during 2018/19 is the introduction of new 'wave and pay' technology into a number of pay and display machines in the city. Whilst the technology increases expenditure at the cost of the council, having a contactless payment option is more convenient for our customers who would otherwise have to carry large volumes of coins to park in the city each day.

I hope that you enjoy reading the report, and if you have any questions please call the team on 03000 263 985 or send an [email](#).

Our Purpose

Mission statement

We have developed our mission statement to align with both the values and expectations of our stakeholders as expressed in the **Council Plan**, the overarching plan that directs the planning of all services in the Council and the **Local Transport Plan 3**, a comprehensive plan for the future of transport in County Durham. Our mission is:

To contribute to the development of the economic, social and environmental wellbeing of County Durham by working in partnership with stakeholders to provide a quality, cost effective parking service.

Our values

Our values define the way Parking & Transport Infrastructure operates. These are the principles that guide our actions. Our values are:

To believe in what we are doing and how we are doing it and to act with fairness and integrity at all times.

Aims and Objectives

We judge the success of our operation according to how far desired transport aims have been achieved, not the number of penalty charge notices issued.

Our aims and objectives, and how successful we have been in meeting them, are contained within this report.

Our policy

Our policies in relation to civil parking enforcement can be found in the **County Durham Parking Policies** document.

Any questions?

If you have any questions for the team, please do not hesitate to call us on 03000 263985 or **email us**.



Operations Profile

The Parking and Transport Infrastructure team is made up of 13 members of staff (see [here](#) for our staff structure). The team is split into 'Parking Services' and 'Transport Infrastructure'.

'Parking Services' is primarily responsible for the management of: -

- **Civil Parking Enforcement (CPE)**
- **Durham City Controlled Parking Zone (CPZ) and County Durham Controlled Parking Areas (CPAs)**
- **A Durham City Road User Charge (RUC)**
- **Durham City Park & Ride (P&R)**
- **Blue Badge Enforcement**

'Transport Infrastructure' is primarily responsible for the management of: -

- Bus stations at Durham, Stanley, Consett, Bishop Auckland and Peterlee
- **Off-street pay & display (P&D) car parks**
- **Maintenance of parking signs and lines**
- **Installation and maintenance of electric vehicle charging infrastructure**

The team manages in excess of 60 on-street P&D streets, 100 permit holder only streets,

1,000 P&R spaces and 2,000 off-street P&D bays.

For a summary of permitted, prohibited and restricted parking in County Durham, and a list of our off street car parks and facilities, see [here](#).

We work in partnership with our contractors, NSL Services and Scarlet Band. Together we have created a partnership with the ability to deliver a first class customer-focused service.

- Employment and deployment of Civil Enforcement Officers (CEOs) for the issue of Penalty Charge Notices (PCNs)
- Processing of all PCNs up to Notice to Owner (NtO) stage
- Issue of parking permits for the CPZ and CPAs
- Operation of P&R sites
- Processing RUC payments
- P&D machine maintenance
- Cash collection and banking

See their staff structure and training plan [here](#).

Scarlet Band is responsible for: -

- Operation of the Durham City P&R bus service





Aim: Improve Road Safety

Our aim of improving road safety links to 'safer and healthier travel' in our **Local Transport Plan**.

Objective: Improve road safety by enforcing school keep clear restrictions and areas marked by zig zags

Our civil enforcement officers enforce restrictions outside of schools throughout the County on a daily basis, prioritising those where dangerous parking has been reported. To tackle inconsiderate school gate parking, we also work alongside our road safety team and Durham Constabulary on initiatives to offer permanent solutions to the problems experienced.

For example, a recent campaign was launched at St Cuthbert's RCVA school in Chester-le-Street, where our road safety team developed a range of resources for schools to help them create their own parking campaign. The campaign encouraged parents to take active and sustainable journeys to school, through the

Park and Stride scheme which advises parking away from school and walking the rest of the way. To support the scheme, officers have undertaken a period of targeted enforcement of the restrictions outside of the school and issued notices to any vehicles parked on the restrictions.

Another school in Chester-le-Street, Cestria Primary School, is located opposite a very busy car park, which has the potential to be hazardous for the children. Every year we provide free of charge parking permits for parents, allowing them to drop off and pick up their children from any car park in the town except for the one directly opposite the school. This disperses the traffic across the town centre and helps to reduce the number of vehicles in the vicinity of the school.

Number of PCNs issued on School keep clear restrictions and pedestrian crossing zig zags (contravention codes 48 & 99)	2016/17	2017/18	2018/19
	256	168	204

Objective: Improve road safety and the local environment by educating drivers about the implications of their actions

The purpose of a penalty charge is to dissuade motorists from contravening restrictions, not to raise revenue. In some circumstances, we choose to cancel PCNs upon receipt of a challenge, despite a contravention occurring. For example, when we receive a challenge from a blue badge holder who has made a genuine error when using the badge, we cancel the notice on the first occasion and explain how the badge should be displayed in future.



	2016/17	2017/18	2018/19
Number of challenges and representations rescinded on the first occasion (inc. blue badges, invalid scratchcards and valid P&D tickets produced only)	3,362	3,332	3,222
Number of advice letters issued for contravening the Road User Charge, rather than live PCNs being issued	1,499	998	1,208



Aim: Improve the quality and accessibility of public transport

Our aim of improving the quality and accessibility of public transport links to 'a stronger economy through regeneration' and 'better accessibility to services' in our **Local Transport Plan**.

Objective: Increase passenger journeys on the Durham Park and Ride service by continuing to provide a high-quality accessible service

The **Durham Park and Ride** is situated at three sites on key routes into the city. The sites offer free parking for users of the P&R bus service and unlimited daily travel into the city centre and back for £2.00 per person.

All of our P&R sites have achieved the 'Park Mark Safer Parking Award' in recognition of providing a safe and secure environment through the introduction of proven management processes, physical measures and site security systems. The P&R sites are manned during operational hours and have CCTV security cameras relayed to a central control office at the Belmont site.



We are continuing to use the successful **Pop 'Pay As You Go' system** already running across the region, developed under the North East Smart Ticketing Initiative (NESTI) which includes all of the north east's councils in partnership with bus operators. Pop 'Pay As You Go' allows a customer to travel for the discounted rate of £1.70 instead of the usual day ticket fare of £2. The cards are easy to use as customers can scan them on the P&R buses to purchase their day ticket and top them up with credit online.

In 2018, we offered free Park and Ride travel on Christmas Eve to help last minute shoppers and visitors to the city. Our Councillor for economic regeneration, Carl

Marshall, said "Christmas Eve is always a busy day, and we are really happy to provide free transport into Durham. Making access to our city centre as easy as possible is one way to support our local business, whilst giving people the chance to grab last minute gifts and enjoy the fantastic festivities in the city"



Number of passenger journeys on the P&R service	2016/17	2017/18	2018/19
	1,026,693	1,044,569	994,561

PUBLIC TRANSPORT



Objective: Improve the accessibility of public transport by delivering improvements to transport infrastructure

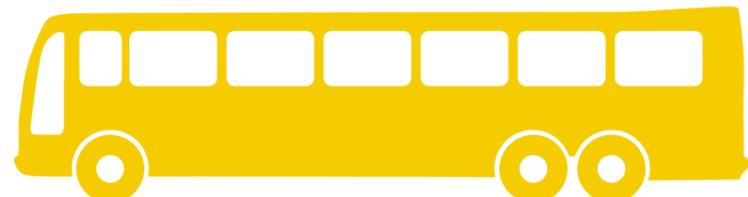
The quality of bus station infrastructure and the motivation and commitment of operational staff play an important role in enhancing the

user experience of our customers. We have worked closely with colleagues in Sustainable Transport, bus service operators including Arriva and Go Northern and other partners to make the changes necessary to improve services and reduce costs.

Bus station improvements	2016/17	2017/18	2018/19
	Peterlee bus station refurbishment completed	Continued maintenance and refurbishment	Working towards installation of further CCTV cameras at Stanley bus station to provide a full coverage, to reduce the level of anti-social behaviour reported

In Durham bus station, our Transport & Infrastructure Projects team considered proposals to demolish the existing building and build a more modern, welcoming facility for bus users on the same site. When seeking views on the look of the new bus station, Cllr Carl Marshall, our Cabinet member for economic regeneration, said: "We want to offer visitors to

our area the best possible welcome but the bus station in its current state just does not do our county justice. This is an opportunity to create a bright, modern new bus station, offering improved facilities for both residents and visitors on the existing site. A further update on this will be available in next year's report.



Objective: Improve quality and accessibility of public transport through the enforcement of bus stop clearway markings, taxi ranks and bus lanes

We are continuing to tackle the abuse of bus stops and taxi ranks to improve the quality of public transport throughout the county.

In 2018/19, Cabinet approved the use of a camera to deter motorists from misusing bus lanes in the County. Following complaints about contraventions and lack of enforcement from local councillors, residents, bus companies, taxi drivers and the Durham Licenced Taxi Association, the first location of a bus lane camera will be North Road, Durham City. Initial monitoring of the area showed 66 contraventions in a nine hour period, and we hope that issuing PCNs will result in motorists complying with the restriction. Further information on the success of this scheme will be delivered in next year's annual report.



Number of PCNs issued on bus stop clearways and taxi ranks (contravention codes 45 & 47)	2016/17	2017/18	2018/19
	352	171	279



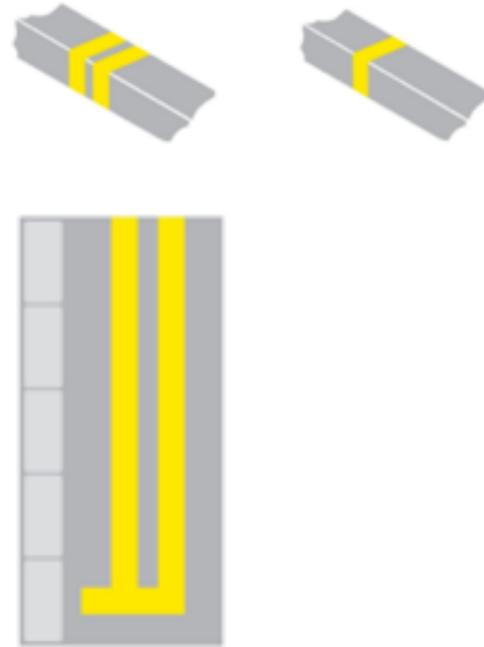
Aim:

Fulfil the transport role in the delivery and support of a vibrant and efficient economy by managing traffic flow

This aim links to 'a stronger economy through regeneration' in our [Local Transport Plan](#).

Objective: Ensure expeditious movement of traffic through the enforcement of waiting and loading restrictions

Yellow lines are provided where there is a need to restrict parking to help traffic flow smoothly and to prevent obstructions on the road. Double yellow lines mean no waiting at any time. Single yellow lines are accompanied by a time plate, with waiting not being permitted during the times displayed. Loading and unloading is allowed from yellow lines, unless they are accompanied by yellow marks on the kerb prohibiting this. For further information on these restrictions, and the associated exemptions, please see our [website](#).



Year on year we continue to address contraventions on waiting and loading restrictions. The issue of a PCN discourages motorists to contravene the restrictions in future, which in turn helps to keep traffic moving.

Number of PCNs issued on waiting and loading restrictions (contravention codes 01 & 02)	2016/17	2017/18	2018/19
	3,767	3,161	4,006



Objective: Support economic growth by assisting in the organisation of festivals and special events

Every year we work alongside other partners to deliver projects that have improved the economic and social wellbeing of County Durham and its stakeholders. In 2018/19, we assisted with the operation of five events in the county.

The following is a sample of our highlights during 2018/19:

Durham City Run - Over 3,000 runners signed up to the event in July 2018 to tackle either a 5k or 10k race around the city. We supported the event by extending the opening hours of our Park and Ride service. Steve Cram, North East athletics legend, said “This year’s event was the best yet and the vision and commitment of Durham County Council helped us to make the changes that allowed both races to grow”

Kynren - An open air performance against the backdrop of Auckland Castle. It takes spectators on a journey through British history, from Roman times to the Second World War, through the Viking invasions, the Tudors, the Industrial Revolution and the Roaring Twenties. Audiences of up to 8,000 people filled the venue over the summer months, and has boosted the local economy of Bishop Auckland. In order to manage parking in the vicinity of the site, an Event Day Controlled Parking Area was in effect which provided free parking permits to residents and businesses and allowed them to park close to their properties.



Objective: Support the local economy through the enforcement of limited waiting bays

Limited waiting bays are introduced in commercial areas and provide convenient short stay parking for motorists to use the facilities on offer. Enforcement discourages motorists from parking in the bays all day, meaning that more space is available for customers.

Number of festivals and special events where the P&R service was used.	2016/17	2017/18	2018/19
	6 (Tour Series Cycle Race, Miners Gala, Durham City Run, Kynren, Durham Big Ride & Beast, Christmas Festival)	6 (Tour Series Cycle Race, Miners Gala, Durham City Run, Streets of Brass, Lumiere, Christmas Festival)	5 (Tour Series Cycle Race, Miners Gala, Durham City Run, Kynren, Christmas Festival)

Number of PCNs issued in limited waiting bays (contravention codes 22 & 30)	2016/17	2017/18	2018/19
	424	317	377





Aim:

Build liveable streets and neighbourhoods by managing and reconciling the competing demands for kerb space

This aim links to 'improve quality of life and promote a healthy natural environment' and 'better accessibility to services' in our **Local Transport Plan**.

See [here](#) for a list of permitted, prohibited and restricted parking in County Durham, along with a list of off street car parks and their facilities.

Objective: Build liveable streets and neighbourhoods through the introduction and effective management of CPZs and CPAs

Controlled parking helps to reduce and control the problem of long stay parking by commuters and office workers, which then helps to create space for short stay visitors and tourists as well as residents and their visitors.

We have two schemes; the **Controlled Parking Zone** in Durham City, and **Controlled Parking Areas** outside of Durham City.



	2016/17	2017/18	2018/19
Number of permits issued within controlled parking zones and areas	9,764	9,580	9,746
Number of PCNs issued for vehicles parked in a permit space without a valid permit or displaying an invalid permit (contravention codes 16 & 19)	2,063	1,876	1,765

Year on year the number of PCNs issued for vehicles contravening the permit holder only restriction is decreasing, as motorists become more compliant with the restrictions.

Within Durham City the control and charging arrangements have been configured in order to manage demand for car parking –

High Demand - Streets closer to the centre of the City are identified as having a high demand for parking and are charged at a higher rate to encourage a high turnover of spaces and therefore increase availability.

Medium Demand - Streets further from the centre are identified as having a medium demand for parking and are charged at a lower rate than high demand areas.

Low Demand - Streets on the perimeter are identified as having a low demand for parking and are charged at the lowest rate

In 2018/19, we introduced 'wave and pay' technology in a number of pay and display bays in the city, allowing contactless payment by credit/debit card in addition to coin payments.



Aim: Improve the local environment

Our aim of improving the local environment links with 'improve quality of life and promote a healthy natural environment' and 'reduce carbon output' in our [Local Transport Plan](#).

Objective: Preserve the historic environment of Durham City through the enforcement of the Historic Core Zone (HCZ)

Durham peninsula is home of the World Heritage Site of Durham Cathedral and Castle, Palace Green and a variety of buildings and streetscapes of significant historic interest. The city attracted 4.33 million visitors in 2018 and is widely known for its historic charm.

We operate a **Road User Charge (RUC)** system, which aims to reduce traffic congestion, reduce pollution and improve air quality in the heavily pedestrianised historic streets of Durham peninsula. It is operated using an ANPR camera. Any vehicles found using the road during the restricted hours without payment of the charge may be liable for a penalty charge notice.

However, as there are a number of visitors to the area who may not be aware of the RUC, on the first occasion an advice letter is issued rather than a PCN. The letter explains why the scheme is in place and how to pay the £2 in future.

If motorists are identified using the road without paying the charge on a second occasion, a £50.00 PCN is issued. Motorists have the opportunity to make representations against the PCN to the Council and may appeal further at the Traffic Penalty Tribunal (TPT).

The peninsula area is also subject to a Historic Core Zone restriction, allowing for a more flexible approach to the installation of traffic signs and lines to support traffic regulations and reduce the visual intrusion created by signage in this historically sensitive area. Signs and road markings are reduced to an absolute minimum, mainly at the entry to the zone and at designated loading and disabled bays. There is no parking or loading on the peninsula except in those areas indicated.

Number of PCNs issued within the 'Historic Core Zone' (Market Place, Silver St, Framwellgate Bridge, Elvet Bridge, Saddler St, North Bailey, South Bailey, Owengate, Bow Lane, Dun Cow Lane)	2016/17	2017/18	2018/19
	581	567	649



Aim: Meet the needs of people with disabilities

This aim links with 'improve the quality of life and promote a healthy natural environment' in our [Local Transport Plan](#).

Objective: Meet the needs of people with disabilities by ensuring legitimate use of designated blue badge holder bays

The Blue Badge scheme provides a range of national on-street parking concessions for people with severe mobility problems, helping them park closer to their destination. As such, PCNs are issued to vehicles parked in disabled bays without displaying a valid blue badge in the prescribed manner.

Number of PCNs issued in Blue Badge holder bays (contravention codes 40 & 87)	2016/17	2017/18	2018/19
	2,548	2,168	2,453

Year on year we work alongside our Corporate Fraud team on a number of enforcement days where we carry out spot checks of badges to ensure that they are being used legitimately. Any fraudulent or misused badges found result in prosecution in court. Following the successful prosecutions in 2018/19, our media team published this [press release](#), which 'named and shamed' the drivers concerned and detailed the misuse found.

The press release was published on our Facebook and Twitter pages and made some of the local newspapers.

How to report blue badge misuse:

Call 03000 266 745
[Email](#) our Corporate Fraud Team
 Complete the [online form](#).

Number of successful blue badge prosecutions	2016/17	2017/18	2018/19
	0	7	4



Financial Performance – Parking

We aim for a cost neutral package of services where all costs are met from revenue generated through on and off-street P&D, PCNs, and P&R fares.

Income from on-street parking charges and PCN payments (whether for on-street or off-street enforcement) must only be used in accordance with section 55 of the Road Traffic Regulation Act 1984 (RTRA 1984). Any income

remaining after enforcement costs have been met must be used for transport provision for the benefit of road users.

Parking Services account

The following tables show the income and expenditure for parking over the last three financial years.

Administration	2016/17		2017/18		2018/19	
	Income	Expenditure	Income	Expenditure	Income	Expenditure
Staff	£0	£284,241	£0	£283,489	£0	£343,530
Operation of Parking Shop	£0	£426,612	£0	£396,571	£0	£327,858
Other administrative costs	£1,840	£8,623	£0	£14,174	£0	£66,217
Total	£1,840	£719,476	£0	£694,234	£0	£737,605

Enforcement	2016/17		2017/18		2018/19	
	Income	Expenditure	Income	Expenditure	Income	Expenditure
Penalty Charge Notices	£648,057	£24,289	£681,214	£16,000	£702,616	£30,601
Civil Enforcement Officers	£14,418	£563,825	£0	£576,707	£0	£586,456
Total	£662,475	£588,114	£681,214	£592,707	£702,616	£617,057

On & Off Street Parking	2016/17		2017/18		2018/19	
	Income	Expenditure	Income	Expenditure	Income	Expenditure
On-Street Parking	£1,148,156	£57,901	£1,187,809	£76,096	£1,132,758	£81,829
Off-Street Durham	£433,733	£123,270	£485,056	£138,785	£487,001	£145,966
Off-Street Chester-le-Street	£314,269	£94,916	£298,258	£79,453	£302,236	£74,205
Off-Street Bishop Auckland	£91,659	£94,646	£86,310	£38,284	£76,076	£45,210
Off-Street Barnard Castle	£216,639	£62,897	£206,681	£52,692	£206,918	£58,419
Off-Street Free Car Parks	£0	£68,559	£0	£86,881	£0	£53,375
Total	£2,204,456	£502,189	£2,264,114	£472,191	£2,204,989	£459,004



	2016/17		2017/18		2018/19	
	Income	Expenditure	Income	Expenditure	Income	Expenditure
Road User Charge & Access Management						
RUC & Access Management	£11,834	£26,542	£8,344	£25,260	£3,212	£25,088
Total	£11,834	£26,542	£8,344	£25,260	£3,212	£25,088

	2016/17		2017/18		2018/19	
	Income	Expenditure	Income	Expenditure	Income	Expenditure
Park & Ride						
Park & Ride service	£850,797	£1,234,513	£747,510	£1,131,974	£730,916	£1,040,702
Park & Ride advertising	£6,271	£0	£22,875	£0	£9,254	£0
Total	£857,068	£1,234,513	£770,385	£1,131,974	£740,170	£1,040,702

	2016/17		2017/18		2018/19	
	Income	Expenditure	Income	Expenditure	Income	Expenditure
Electric Vehicle Charging Infrastructure						
EV Charging Infrastructure	N/A	N/A	£2,728	£7,976	£1,316	£4,803
Total	N/A	N/A	£2,728	£7,976	£1,316	£4,803

Surplus

Parking Services total income of £3,652,303, minus expenditure of £2,884,259 leaves a total surplus of £768,044.

The surplus made from our parking and enforcement activities is invested back into supporting bus services and other transport projects throughout the whole of the county. For example, it contributes to:

- Subsidising bus services in less commercially viable areas across the county
- 'Link 2' bus service**, our pre-bookable bus service for people making journeys where there is no suitable bus, for example in rural areas where the bus service may be limited
- Cathedral bus**, a Durham City centre bus service that links the railway station, principal city centre bus stops and the market place with the World Heritage Site of Durham Cathedral and Castle
- Shopmobility**, a scheme that assists in the accessibility of Durham City for members of the public who have limited mobility
- The introduction and maintenance of traffic signs and road markings throughout the county



Forecast for Financial Year 2019/20

Administration

Administration costs are expected to remain largely unchanged.



Administration forecast 2019/20	Income	Expenditure
Parking & Transport Infrastructure Team	£0.00	£310,000
Operation of the Parking Shop	£0.00	£375,000
Other administrative costs	£0.00	£15,000
Total	£0.00	£700,000

Enforcement

We expect a small increase in PCN income due to the introduction of bus lane camera enforcement in Durham city.

Enforcement forecast 2019/20	Income	Expenditure
Penalty Charge Notices	£750,000	£40,000
Civil Enforcement Officers	£0.00	£620,000
Total	£750,000	£660,000

On and off-street parking

Our main Durham City Centre car park will be permanently closed from August 2019 (it will become the site of County Hall's new HQ) so we expect to see a reduction in income and expenditure. Additionally, there will be an increase in expenditure associated with additional 'wave and pay machines' in the city, which offers a contactless payment option for customers.

On & off-street parking forecast 2018/19	Income	Expenditure
On-street parking	£1,150,000	£90,000
Off-street parking	£800,000	£400,000
Total	£1,950,000	£490,000

Road User Charge & Access Management

The daily RUC will remain at £2. Consequently, there is expected to be little change in income during 19/20.

Road User Charge & Access Management 2019/20	Income	Expenditure
Durham Road User Charge & Access Management	£10,000	£26,000
Total	£10,000	£26,000

Park & Ride

It is intended to maintain P&R fares at their current level. The Lumiere event will be taking place during 19/20. As more customers using the service over the four-day period, it is expected that this will be reflected in the income.

Expenditure will increase slightly as contract prices and bills rise in line with inflation.

Park & Ride forecast 2019/20	Income	Expenditure
Park & Ride service	£800,000	£1,300,000
Park & Ride advertising	£10,000	£0
Total	£810,000	£1,300,000



EV Charging

EV costs will be relatively small until our charging network is developed.

EV Charging forecast 2019/20	Income	Expenditure
EV Charging Infrastructure	£3,000	£9,000
Total	£3,000	£9,000

Parking Services total expected income of £3,523,000, minus expected expenditure of £3,185,000, would leave a total surplus of £338,000.





Bus Stations

Financial Performance

The bus stations produce income from rent and advertising, and expenditure from the maintenance of the premises and various supplies and services.

Income and expenditure are as follows:

Bus Station	2016/17		2017/18		2018/19	
	Income	Expenditure	Income	Expenditure	Income	Expenditure
Durham	£8,072	£145,880	£8,031	£143,562	£7,111	£142,177
Stanley	£39,415	£138,868	£39,397	£135,430	£41,462	£126,020
Consett	£7,249	£85,579	£7,480	£76,631	£7,486	£76,292
Bishop Auckland	£3,050	£34,041	£3,050	£36,312	£3,050	£33,070
Peterlee	£80	£61,558	£5,523	£58,011	£5,000	£89,208
Total	£57,866	£465,926	£63,481	£449,946	£64,109	£466,767

The bus stations resulted in a deficit of £402,658. This shortfall is partially funded by bus station departure charges paid by bus operators to our Sustainable Transport section.

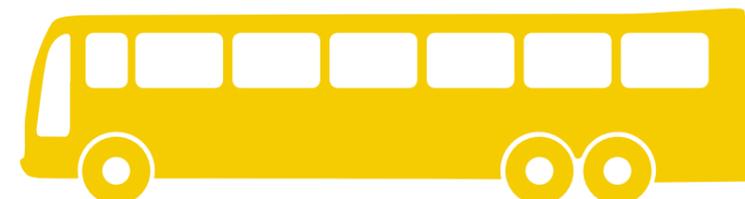
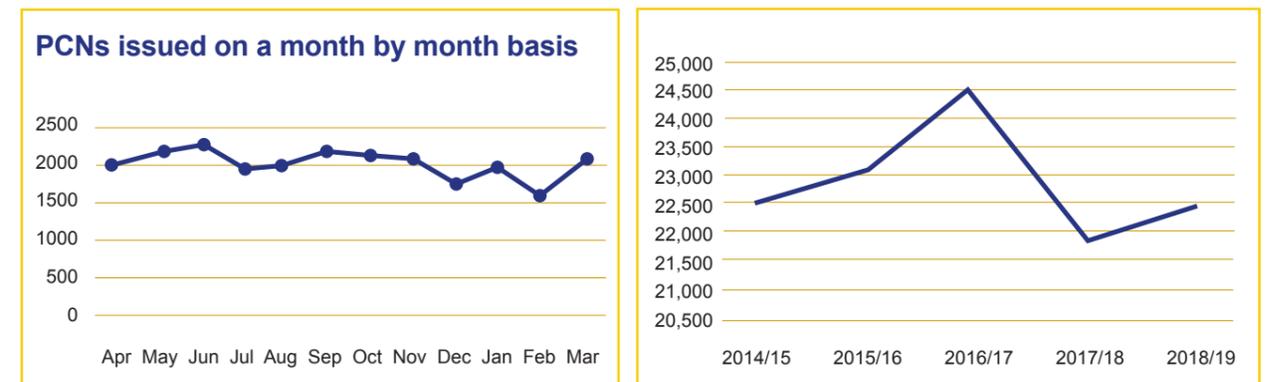
Statistical Performance

Penalty Charge Notices (PCNs)

A total of 22,380 on and off-street PCNs were issued from 1 April 2018 - 31 March 2019. The total number of PCNs for each contravention can be found [here](#).

	2016/17	2017/18	2018/19
Number of on-street PCNs issued	16,154 (67%)	14,403 (66%)	15,882 (71%)
Number of off-street PCNs issued	8,185 (33%)	7,310 (34%)	6,498 (29%)
Total	24,439	21,819	22,380

The line graph below shows the number of PCNs issued over the last five years. There was an increase in PCN issue in 2016/17 but this has subsequently levelled out.



Payment stage (PCNs)

When a PCN is issued, payment of the charge may be made at various stages of representation and appeal in accordance with relevant primary legislation and regulations. Early payment results in a discounted charge being accepted. Late payment generally results in higher charges being payable.

	2016/17	2017/18	2018/19
PCNs paid within 14 days (discounted)	14,739 (60%)	12,927 (47%)	12,905 (58%)
PCNs paid before Charge Certificate served (within 56 days)	1,988 (8%)	1,823 (6%)	1,681 (8%)
PCNs paid after Charge Certificate served	495 (2%)	269 (1%)	425 (2%)
PCNs with an amount outstanding	1,967 (8%)	1,702 (7%)	1,497 (7%)
Charge Certificates registered	2,575 (11%)	2,000 (7%)	2,940 (13%)
Warrants of Control issued	1,907 (8%)	2,050 (7%)	2,311 (10%)
PCNs written off (unrecoverable and foreign vehicles)	221 (1%)	220 (1%)	536 (2%)
PCNs cancelled	5,132 (21%)	6,585 (24%)	5,336 (24%)

PCN challenges, representations and appeals

A PCN may be contested at various stages in accordance with relevant primary legislation and regulations.

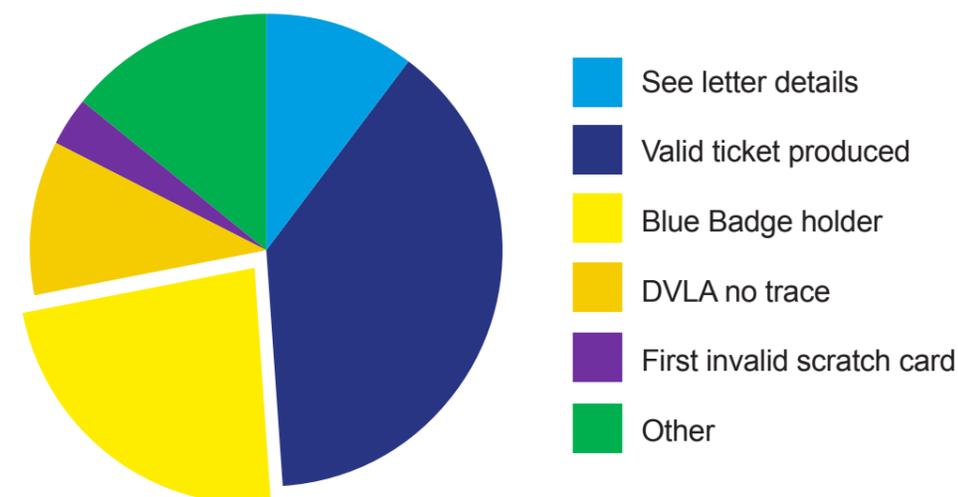
- An informal challenge can be made before the issue of an NtO
- A formal representation can be made after the issue of the NtO but before the issue of a Charge Certificate
- An appeal to the TPT can be made following the service of a Notice of Rejection of representation.

Challenges	2016/17	2017/18	2018/19
PCNs resulting in informal challenge	7,171 (29% of all PCNs)	7,414 (34% of all PCNs)	7,259 (32% of all PCNs)
PCNs resulting in cancellation	4,677 (65% of all challenges)	4,430 (60% of all challenges)	4,895 (67% of all challenges)
PCNs resulting in rejection of challenge	2,494 (35% of all challenges)	2,984 (40% of all challenges)	2,364 (33% of all challenges)



Reason for cancellation of PCN at challenge stage	2016/17	2017/18	2018/19
See letter details	555 (12%)	464 (10%)	574 (12%)
Processing error	64 (1%)	73 (1%)	55 (1%)
CEO error	102 (2%)	78 (1%)	71 (1%)
Machine fault	16 (0%)	13 (0%)	5 (0%)
Vehicle broken down	2 (0%)	5 (0%)	3 (0%)
Valid ticket produced	1,623 (35%)	1,826 (39%)	1,813 (37%)
Signs/lines error	39 (1%)	25 (1%)	16 (0%)
Blue badge holder	1,427 (31%)	1,144 (25%)	1,129 (23%)
DVLA no trace	534 (11%)	555 (12%)	569 (12%)
First invalid scratch card	162 (3%)	116 (2%)	140 (3%)
General reason	88 (2%)	91 (2%)	114 (2%)
Mitigating circumstances	11 (0%)	5 (0%)	2 (0%)
Resident permit produced	49 (1%)	74 (1%)	44 (1%)
Spoiled before issue	0 (0%)	5 (0%)	0 (0%)
Address late (postal)	1 (0%)	140 (3%)	314 (6%)
Statutory exemption	4 (0%)	32 (1%)	46 (1%)

Reasons for cancellation at challenge stage





Representations	2016/17	2017/18	2018/19
PCNs resulting in a formal representation	1,200 (5% of all PCNs)	1,166 (5% of all PCNs)	1,231 (6% of all PCNs)
Representations resulting in cancelled PCN	455 (38% of all representations)	448 (39% of all representations)	441 (36% of all representations)
Representations resulting in new NtO being issued (hire companies and changes in registered keepers)	437 (36% of all representations)	429 (37% of all representations)	486 (39% of all representations)
Representations resulting in Notice of Rejection	308 (26% of all representations)	249 (21% of all representations)	304 (25% of all representations)

Reason for cancellation of PCN at representation stage	2016/17	2017/18	2018/19
1st invalid scratch card	5 (1%)	9 (2%)	2 (0%)
56+ Days elapsed	4 (1%)	1 (0%)	1 (0%)
Accept representation	189 (42%)	140 (31%)	192 (16%)
Blue badge holder	96 (21%)	77 (17%)	98 (8%)
Loading exemption	24 (5%)	30 (7%)	14 (1%)
Machine fault	1 (0%)	2 (0%)	0 (0%)
Migrating circumstances	32 (7%)	49 (11%)	48 (4%)
P&D ticket produced	49 (11%)	80 (18%)	40 (3%)
CEO error	6 (1%)	7 (1%)	3 (0%)
Processing error	4 (1%)	5 (1%)	7 (1%)
Resident permit produced	4 (1%)	7 (1%)	10 (1%)
Vehicle broken down	8 (2%)	8 (2%)	4 (0%)
Lines/signs	24 (5%)	21 (5%)	22 (2%)
Statutory exemption	9 (2%)	12 (3%)	0 (0%)



Appeals	2016/17	2017/18	2018/19
Number of Appeals registered at the Traffic Penalty Tribunal	25 (0.10% of all PCNs)	26 (0.12% of all PCNs)	21 (0.09% of all PCNs)
Of which resulted in cancellation of PCN	6 (24% of all appeals)	5 (20% of all appeals)	6 (29% of all appeals)



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