

# OXFORDSHIRE

## Annual Parking Services

### Report 2015 - 2016



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# Introduction

Welcome to Oxfordshire County Council's Annual Parking Report for the financial year 1 April 2015 to 31 March 2016. This report provides an overview of the service, together with key service performance outcomes, statistics and analysis.

Oxford is an historic and thriving city and as such demand for the limited on street parking is high. Parking regulations are therefore essential in order that the needs of the residents and businesses of Oxford are met. The enforcement of these regulations ensures that they are effective and that they meet their intended purpose. Such enforcement provides the following benefits:

- It keeps the traffic flowing on main roads and reduces delays to public transport vehicles.
- It ensures that narrow streets don't become impassable to larger vehicles.
- It makes for a safer environment for all road users by ensuring good visibility of moving traffic and protection of crossing points
- Where on-street parking is possible it shares out the available kerb space fairly. This means that short stay parking is more available.
- It gives priority to people living in residential areas within the city by enforcing the residents parking scheme zones to discourage parking by motorists who do not possess residents or visitors parking permits.
- It ensures that areas set aside for specific purposes, such as disabled parking, loading bays, bus stops and taxi ranks are kept available for those drivers who need them.
- It reduces traffic congestion at key times of the day by restricting the availability of all day parking in the city, thereby encouraging those working in the city to use park & ride or other means of travelling to work i.e. cycling or walking.

## **Background to Oxfordshire County Council's Parking Enforcement**

### **Oxford**

Oxfordshire County Council has been responsible for the on-street parking enforcement within the city of Oxford since February 1997 when the Secretary of State for Transport granted orders allowing the decriminalisation of on-street parking (i.e. it is no longer the responsibility of the police). Decriminalised Parking Enforcement (DPE) was carried out under the Road Traffic Act 1991.

From 31<sup>st</sup> March 2008 the Traffic Management Act (TMA) 2004 came into effect replacing the Road Traffic Act 1991. DPE became known as Civil Enforcement.

In order to achieve maximum value from the delivery of enforcement within Oxford, Oxfordshire County Council has used the services of a parking enforcement contractor since 1997. Following a competitive tender in 2008 the current contract was awarded to NSL Services.

The contract incorporates the following services:-

- On Street Parking Enforcement
- CCTV Bus Lane Enforcement
- Pay & Display Machine Maintenance
- Cash Collection
- Notice Processing
- Provision of the IT System
- City Centre Access Barrier Control
- Management of 2 Park & Ride Sites

The contract does not include any incentives for NSL to issue Penalty Charge Notices (PCNs). However, it does include penalties where PCNs have been issued incorrectly.

In order to maintain the desired quality of service the council set Key Performance Indicators (KPIs) for NSL to adhere to. These include:

#### **KPI 1: Service Commencement**

This was to ensure that the IT System, Documentation, Pay & Display tickets and the training of the Civil Enforcement Officers (CEOs) were all complete and in place prior to the commencement of the contract – NSL met this target.

#### **KPI 2: Enforcement Service**

This performance criterion relates to the quality of the enforcement operation and the provision of the agreed numbers of staff and enforcement patrols.

#### **KPI 3: Quality of PCN/ECN Issue**

This performance criterion relates to the CEO training and to PCNs/ECNs cancelled or voided due to CEO errors.

**KPI 4: Notice Processing**

This performance criterion relates to processing of all the different types of notices to be issued by the service provider, including the provision of the IT system used for this processing.

**KPI 5: Financial and Other Services**

This performance criterion refers to cash collection from pay & display machines; payment processing and banking; and equipment maintenance.

**KPI 6: Contract End**

For each criteria there is a 'method of measurement' in place and the KPIs are measured on a quarterly basis. For the financial year 2015/16 KPIs 2-5 have been met by NSL.

**West Oxfordshire**

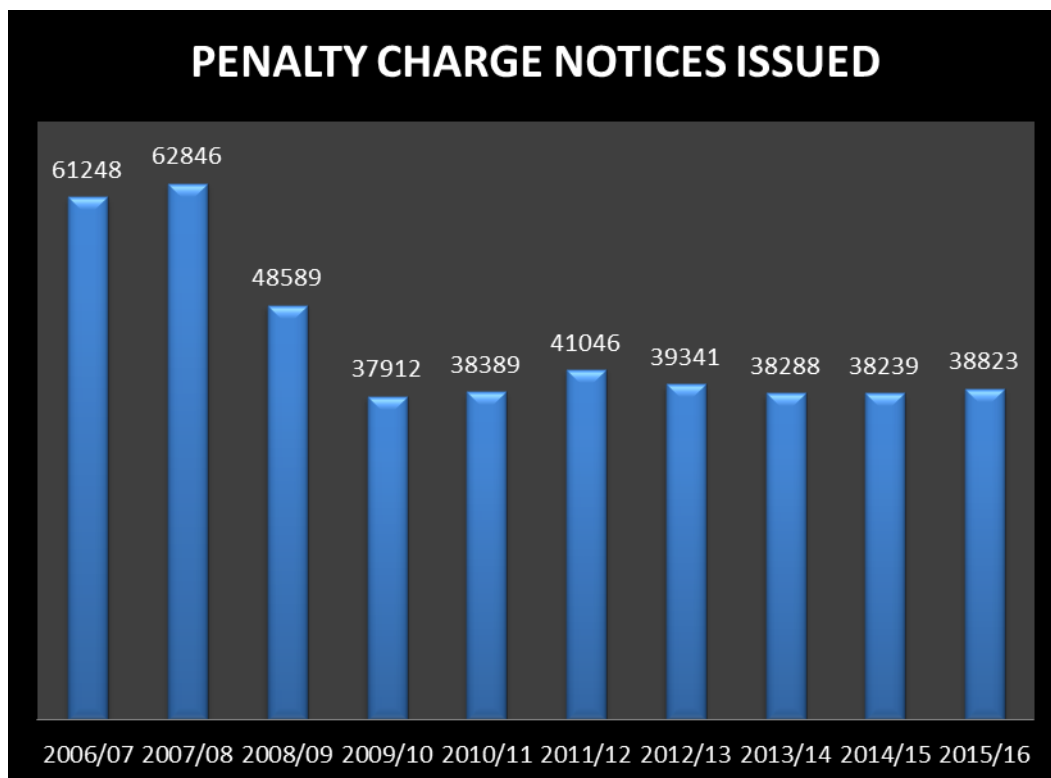
In 2010, Oxfordshire County Council worked closely with West Oxfordshire District Council in obtaining authorisation from the Secretary of State to carry out Civil Enforcement throughout West Oxfordshire. The county council has delegated this function to the district council who operate the function with in-house staff to the same policies and service levels that the county council maintain.

# Penalty Charge Notices

## Penalty Charge Notices (PCNs) issued in 2015/2016

38,823 PCNs were issued during 2015/2016.

The chart below shows the number of PCN's issued from 1 April 2015 to 31 March 2016. Previous years have also been included for comparison.



The 5 most common reasons for vehicles being issued a PCN for a parking contravention in 2015/2016 were:

<u>Contravention type</u>	<u>PCNs issued</u>
Parked in a residents parking bay without a valid permit	9,605
Staying in a pay & display parking bay after the ticket has expired	6,610
Parked on waiting restrictions shown by a single or double yellow lines	6,588
Parked in a pay & display bay without a valid ticket clearly displayed	5,995
Staying in a time limited free parking bay for longer than allowed	5,338

The above 5 contraventions accounted for over 80% of the PCNs issued and indicate the emphasis on the key reasons for parking enforcement, that of keeping

traffic moving, sharing out kerb space and providing available parking spaces for permit holders.

In 2008, as part of secondary legislation under the Traffic Management Act 2004, in an effort to make PCNs fairer and more acceptable differential penalty charge rates were introduced. This meant that a higher penalty charge is incurred for contraventions where on street parking is not allowed during certain times for safety or traffic flow reasons (for example, parking on a yellow line, zebra crossing or bus bay) than those where parking is allowed but is being abused (for example overstaying in a pay & display bay or parking in a residents bay without displaying a permit). The higher charge is £70.00 discounted to £35.00 if paid within 14 days and the lower charge is £50.00 discounted to £25.00 if paid within 14 days. The number of PCNs issued for both the higher and lower contraventions are shown below.

Number of Higher level PCNs issued	20,632
Number of Lower level PCNs issued	18,191

### **What happened to the PCN's Issued?**

Where a PCN has been issued, the Local Authority is bound to accept the half penalty if it is paid within 14 days of the issue of the PCN. At this stage the recipient can make a challenge and if accepted, the PCN will be cancelled. If the challenge is rejected the option to pay the reduced amount is given again as well as information explaining how to contest the notice at the next stage.

If the full penalty has not been paid within 28 days, the local authority will request information from the Driver and Vehicle Licensing Agency at Swansea to find out who the registered owner/keeper of the vehicle was at the time of the PCN was issued. This person will be sent a Notice to Owner. The Notice to Owner gives a further 28 days either to pay the full penalty charge or make representations to the Council on the appropriate section of the form. If having considered the representation and the council reject it, they will issue a Notice of Rejection enclosing an appeal form which gives the owner/keeper the right to appeal to an independent Adjudicator at the Traffic Penalty Tribunal.

Below is a breakdown showing the number of challenges, representations and appeals received and the outcomes.

### **Challenges (informal representations)**

Number of challenges received	7,522
Number Accepted	2,617
Number Rejected	4,905

It can be seen from this table that 19.37% of all PCN's issued were challenged (i.e. contact was made with NSL stating that the recipient felt that the PCN had been

incorrectly issued. Of these 34.79% were accepted and 65.20% were rejected and either paid or formal representations made to the council.

### **Representations (formal representations)**

Number of representations received	1,259
Number Accepted	828
Number Rejected	431

The council received formal representations (i.e. the recipient had contacted the council to contest that the ticket had been incorrectly issued or that there were mitigating circumstances that should be considered) on 3.28% of all PCN's issued of which the council accepted 65.70% and rejected 34.23%. Those rejected were either paid or an appeal was made to the Traffic Penalty Tribunal.

### **Appeals**

Number of appeals made to the Traffic Penalty Tribunal	32
Not contested by Council	8
Allowed by Adjudicator	10
Refused by Adjudicator	13
Consent Order*	0
Statutory Declaration no appeal*	0
Appeal withdrawn by Appellant	1
Awaiting decision	0

0.08% of all PCN's issued were appealed at the Traffic Penalty Tribunal. Of these 25% were not contested by the council (typically due to further information being made available by the recipient which the council had not had the opportunity to consider at an earlier stage or insufficient resources to collate the evidence within the timescales). In 31.25% of cases the adjudicator found in favour of the appellant and in 40.62% of cases the adjudicator found that the PCN had been correctly issued.

\* A 'Consent Order' is made where parties, the council and 'the appellant' (Owner/Keeper of the vehicle) agree to resolve the matter by mutual agreement i.e. both parties agree on the same conclusion.

\* A 'Statutory Declaration no appeal' is when the appellant has made a Witness Statement/Out of Time Witness Statement against the debt registration. This is a legal document and there are four grounds on which this statement can be made. The grounds are:

1. I did not receive the Notice to Owner
2. I made representation about the penalty charge to the enforcing authority concerned within 28 days of the service of the Notice to Owner, but did not receive a rejection notice.
3. I appealed against the local authority's decision to reject my representation, within 28 days of service of the rejection notice, but have had no response to my appeal.



4. The penalty charge has been paid in full.

If the appellant has indicated any Ground from 2-4 the document is, as per legislation, sent to the Traffic Penalty Tribunal. They would then decide if the documentation is to be logged as an appeal or not.

### **Paid PCN's**

Paid at Discounted Rate	27,778
Paid at Full PCN Amount	4,341

### **Other statistics**

Number of Notice to Owners issued	6,517
Number of Charge Certificates issued	3,142
Number of Cases referred to the County Court	1,524
Number of Cases referred to the Bailiffs	1494
Number of Vehicles immobilised	n/a
Number of Vehicles removed for parking contraventions	17
Number of PCNs written off for other reasons (e.g. CEO errors or driver untraceable)	1,430

# Controlled parking spaces

## **On Street controlled parking spaces**

Oxford 'controlled' spaces 19,320  
(of which 685 are Pay & Display spaces)

West Oxfordshire 'controlled' spaces 740

Information regarding free timed parking bays can be found on the Council's website on the following link:-

<https://www.oxfordshire.gov.uk/cms/content/controlled-parking-zones-cpzs>

Information regarding the Pay & Display charges can be found on the following link:-

<https://www.oxfordshire.gov.uk/cms/content/street-parking>

## **Off-Street controlled parking spaces**

Water Eaton Park & Ride 758  
(of which 29 are disabled bays)

Thornhill Park & Ride 1,335  
(of which 37 are disabled bays)

Information regarding the charges at the Park & Rides can be found on the following link:-

<https://www.oxfordshire.gov.uk/cms/content/parking-charges>

Oxford City Council are responsible for all other council operated off street parking or Park & Ride sites within Oxford. Details of their parking can be found on the following link:-

[https://www.oxford.gov.uk/info/20078/parking\\_in\\_oxford](https://www.oxford.gov.uk/info/20078/parking_in_oxford)

# Permits

Residential parking schemes were introduced for the benefit of local residents in order to protect them from commuter parking and to give priority over limited spaces available to them and their visitors. Oxfordshire County Council is responsible for 31 Controlled Parking Zones.

Oxfordshire County Council offer a range of permits for parking, these include:

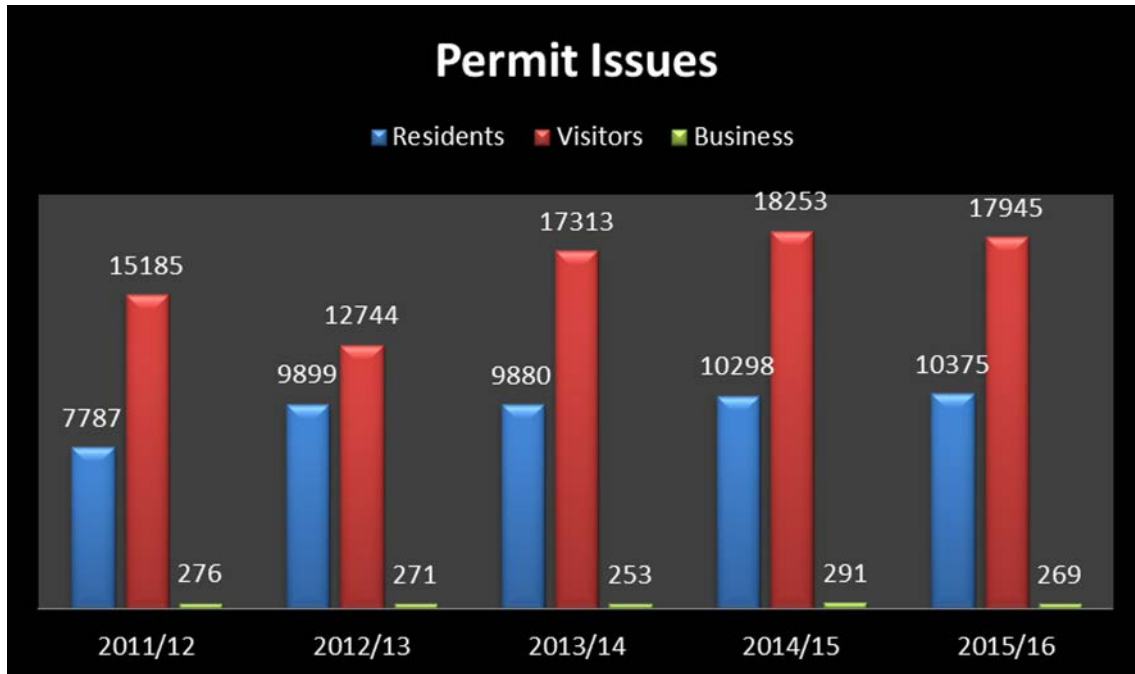
- Residents parking permits
- Visitors parking permits
- Business permits
- Contractors permits

Oxford has a mobile population and in view of this a pro-rata based charging system is in place to allow residents to purchase permits for the period they need them.

In the financial year 2015/2016 we issued:

- Residents parking permit 10,375
- Visitor parking permits 17,945
- Business parking permits 261

For comparison, the chart below shows the number of residents, visitors and business permits issued for the last 5 years.



# Financial

## Financial information

Each year the council is required to provide a parking account showing expenditure and income. The parking account for the financial year 2015/16 is shown here. There are strict controls on how the surplus from a parking account can be spent.

The 2015/16 parking account is as follows:

	<b>Oxford City On Street Pay &amp; Display</b>	<b>Oxford City Special Parking Area</b>	<b>Oxford City Designated Parking Places</b>	<b>TOTALS</b>
<b>INCOME</b>				
<b>Pay &amp; Display income</b>	£ 2,403,466.29			£2,403,466.29
<b>Penalty Charge Notices</b>	£ 289,361.47	£ 558,456.11	£ 326,862.04	£1,174,679.62
<b>Residents' permits</b>	-	-	£ 583,442.45	£ 583,442.45
<b>TOTAL INCOME</b>	<b>£ 2,692,827.76</b>	<b>£ 558,456.11</b>	<b>£ 910,304.49</b>	<b>£4,161,588.36</b>
<b>EXPENDITURE</b>				
<b>Equipment purchase</b>	£ 5,425.00	£ 130.00	£ -	£ 5555.00
<b>Contract costs</b>	£ 663,592.41	£ 751,741.02	£ 478,491.53	£1,893,824.96
<b>Council Staff costs</b>	£ 31,026.19	£ 35,849.38	£ 101,463.02	£ 168,338.59
<b>Other</b>	£ 20,715.47	£ 60,639.80	£ 18,206.30	£ 99,561.57
<b>TOTAL EXPENDITURE</b>	<b>£ 720,759.07</b>	<b>£ 848,360.20</b>	<b>£ 598,160.85</b>	<b>£2,167,280.12</b>
<b>BALANCE</b>	<b>£ 1,972,068.69</b>	<b>-£ 289,904.09</b>	<b>£ 312,143.64</b>	<b>£1,994,308.24</b>
		<b>£ 22,239.55</b>		

The above table separates the various streams of income received through parking enforcement as required by legislation. A description of each stream is given below to provide greater clarity.

**On Street Pay & Display** – This is the income derived from collection of parking fee's and enforcement against abuse of pay & display bays.

**Special Parking Areas** - This relates to the enforcement of waiting restrictions, bus bays and zebra crossing zig zag markings etc both within and outside of controlled parking zones.

**Designated Parking Places** – This relates to the enforcement of parking places reserved for residents, businesses, disabled bays, loading bays both inside and outside of controlled parking zones.

### **What happens to surpluses made on parking income?**

Legislation requires that surplus's derived from enforcement are reinvested into environmental or traffic schemes or operations.

The Council seeks to ensure that as far as practicable the management of residents parking zones breaks even and does not create a surplus. Surpluses are therefore typically only generated by on street pay and display charges.

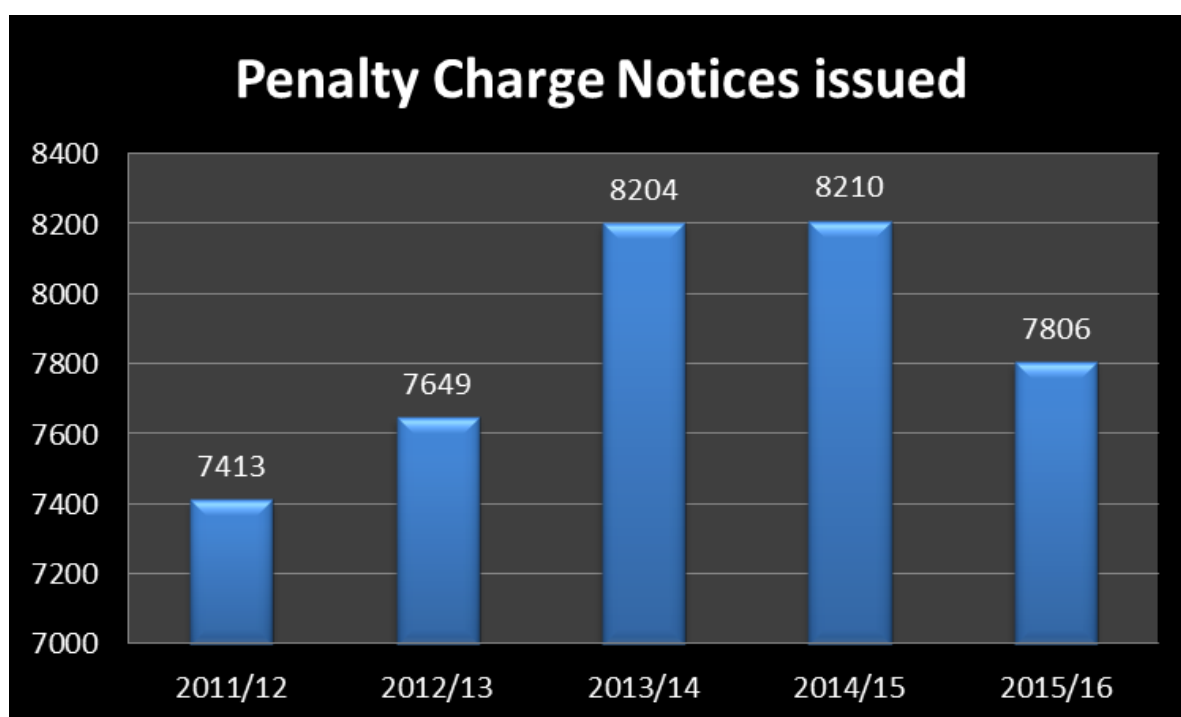
The Council made a surplus of £1,994,308 from Parking Enforcement in Oxford of which £946,655 was transferred to reserves to fund future park and ride operations and improvements and/or highway or transport works. £66,133 was used to offset deficits in parking enforcement schemes in Abingdon, Wallingford and Henley and the remaining £981,520 was used to supplement budgets for general highway operations in Oxford. The Council made a surplus of £45,947 from its Park & Ride sites in 2015/16 of which £38,107 was transferred to reserves to fund future park and ride operations and improvements and/or highway or transport works and the remaining £7,840 was used to supplement budgets for general highway operations in Oxford.

# West Oxfordshire District Council

## Penalty Charge Notices (PCNs) issued in 2015/2016

In the financial year April 2015 to the end of March 2016 7,806 PCNs were issued for parking contraventions.

The chart below shows the number of PCNs issued from 1st April 2015 to 31st March 2016. The previous years have also been included for comparison.



The 5 most common reasons for vehicles being issued a PCN for a parking contravention in 2014/2015 were:

<u>Contravention type</u>	<u>PCNs issued</u>
Parked on waiting restrictions shown by a single or double yellow lines	1,910
Parked longer than permitted (Off Street car parks)	1,652
Parked longer than permitted (On Street parking place)	1,622
Parked in disabled parking bay (Off Street car park)	603
Parked beyond the bay markings (On Street parking place)	381

The number of PCNs issued for both the higher and lower contraventions are broken down in the table below.

Number of Higher level PCNs issued	3,744
Number of Lower level PCNs issued	4,062

### **Challenges (informal representations)**

Number of challenges received	1609
Number Accepted	1168
Number Rejected	441

### **Representations (formal representations)**

Number of representations received	182
Number Accepted	134
Number Rejected	48

### **Appeals**

Number of appeals made to the Traffic Penalty Tribunal	6
Not contested by Council	3
Allowed by Adjudicator	3
Refused by Adjudicator	0
Consent Order	0
Statutory Declaration no appeal*	0
Awaiting decision	0

### **Paid PCNs**

Paid at Discounted Rate	5,372
Paid at Full PCN Amount	590

## Other statistics

Number of Notice to Owners issued	1,085
Number of Charge Certificates issued	558
Number of Cases referred to the County Court	0
Number of Cases referred to the Bailiffs	0
Number of Vehicles immobilised	0
Number of Vehicles removed for parking contraventions	0
Number of PCNs written off for other reasons (e.g. CEO errors or driver untraceable)	524

## Financial information

The 2014/15 parking account is as follows:

	West Oxfordshire On Street Parking	West Oxfordshire Off Street Parking	Totals
<b>INCOME</b>			
Penalty Charge Notices	£ 156,722.00	£ 66,196.00	£ 222,918.00
Other Income	£	£ 95,885.00	£ 95,885.00
<b>TOTAL INCOME</b>	<b>£156,722.00</b>	<b>£162,081.00</b>	<b>£318,803.00</b>
<b>EXPENDITURE</b>			
Employee Costs	£122,820.00	£ 45,626.00	£ 168,446.00
Premises Costs	£	£ 96,226.00	£ 96,226.00
Transport Costs	£ 6,401.00	£ 484.00	£ 6,885.00
Supplier & Services Costs	£ 49,565.00	£ 13,293.00	£ 62,858.00
Contractor costs	£ 0.00	£ 41,500.00	£ 41,500.00
Support Services costs	£ 56,440.00	£ 39,900.00	£ 96,340.00
Capital charges	£ 16,921.00	£ 167,648.00	£ 184,569.00
<b>TOTAL EXPENDITURE</b>	<b>£252,147.00</b>	<b>£ 404,677.00</b>	<b>£ 656,824.00</b>
<b>Balance</b>	<b>-£ 95,425.00</b>	<b>-£242,596.00</b>	<b>-£338,021.00</b>



# Abingdon-on-Thames and Henley-on-Thames

Oxfordshire County Council has been responsible for the enforcement of the On-Street Pay & Display bays and Resident's bays within Abingdon-on-Thames and Henley-on-Thames since February 1997. This is carried out under the Road Traffic Regulation Act 1984 and Excess Charge Notices are issued under Sections 45-53 of the said Act. This process is still criminal and follows a path that will lead to non-paying drivers to the magistrate's court for non-payment of Excess Charge Notices or the registered keeper to the Magistrates court for failing to nominate drivers.

The delivery of enforcement within both areas are carried out by the respective town councils, Abingdon-on-Thames Town Council and Henley-on-Thames Town Council and both Councils have used the services of a parking enforcement contractor, Vinci Park Services, since 1997 to process the Excess Charge Notices.

## **Excess Charge Notices (ECNs) issued in 2015/2016**

361 ECNs were issued in Abingdon-on-Thames  
1058 ECNs were issued in Henley-on-Thames

## **Financial information**

The 2015/16 parking account is as follows:

<b>ABINGDON-ON-THAMES</b>		<b>HENLEY-ON-THAMES</b>	
<b>INCOME</b>		<b>INCOME</b>	
<b>Pay &amp; Display income</b>	£ 23,587.03	<b>Pay &amp; Display income</b>	£ 31,323.69
<b>Excess Charge Notices</b>	£ 7,500.50	<b>Excess Charge Notices</b>	£ 37,309.24
<b>Residents' permits</b>	£ 7,890.20	<b>Residents' permits</b>	£ 12,343.46
<b>TOTAL INCOME</b>	<b>£ 38,977.73</b>	<b>TOTAL INCOME</b>	<b>£ 80,976.39</b>
<b>EXPENDITURE</b>		<b>EXPENDITURE</b>	
<b>Agency costs</b>	£ 77,537.03	<b>Agency costs</b>	£ 94,491.14
<b>Staff costs</b>	£ 3,657.08	<b>Staff costs</b>	£ 3,657.08
<b>Other</b>	£ 2,710.30	<b>Other</b>	£ 4,935.97
<b>TOTAL EXPENDITURE</b>	<b>£ 83,904.41</b>	<b>TOTAL EXPENDITURE</b>	<b>£ 103,084.19</b>
<b>BALANCE</b>	<b>-£ 44,926.68</b>	<b>BALANCE</b>	<b>-£ 22,107.80</b>

# Wallingford

Oxfordshire County Council is also responsible for the On-Street Pay & Display bays in Wood Street and St Peters Street, Wallingford. This is carried out under the Road Traffic Regulation Act 1984 and Excess Charge Notices are issued under Sections 45-53 of the said Act. This process is still criminal and follows a path that will lead to non-paying drivers to the magistrate's court for non-payment of Excess Charge Notices or the registered keeper to the Magistrates court for failing to nominate drivers.

The delivery of enforcement in both areas is carried out by South Oxfordshire District Council.

## **Excess Charge Notices (ECNs) issued in 2015/2016**

32 ECNs were issued in Wood Street

15 ECNs were issued in St Peters Street

## **Financial information**

The 2015/16 parking account is as follows:

<b>WALLINGFORD</b>	
<b>INCOME</b>	
<b>Pay &amp; Display income</b>	£ 5,958.80
<b>Excess Charge Notices</b>	£ 510.00
<b>TOTAL INCOME</b>	£ 6,468.80
<b>EXPENDITURE</b>	
<b>Agency costs</b>	£
<b>TOTAL EXPENDITURE</b>	
<b>BALANCE</b>	£ 6,468.80

# Park & Ride

There are 5 Park & Ride locations on the outskirts of Oxford but Oxfordshire County Council is only responsible for the management of two of these, Thornhill and Water Eaton. Park and Ride is the easiest way to get into Oxford and visit Oxford's hospitals by car. The maximum stay is 72 hours at both of these sites.

## Opening hours and charges

Whilst both sites are open 24/7, the buildings are open from:

Thornhill - Mon-Sat 5:30am – 11:30pm Sunday 8:30am – 7:30pm

Water Eaton - Mon-Sat 7am – 7.30pm

## Charges at both sites are:

- Up to 1 hour – Free
- Up to 11 hours (including the first hour) - £2
- More than 11 hours, but less than 24 - £4
- More than 24 hours, but less than 48 hours - £8
- More than 48 hours but less than 72 hours - £12

A range of payment methods are available, including on-site payment machines as well as online and mobile phone payment options.

Disabled Blue Badge holders are exempt from the parking charges.

## Height Restrictions

Water Eaton and Thornhill both have a height restriction of 2.1 metres (6ft 11 inches). However high-sided vehicles can be parked at Water Eaton between 7am and 7.30pm Monday to Saturday. A Customer Care Officer will open the barrier to allow vehicles in and out during these times.

## Peartree, Redbridge and Seacourt Park & Rides

The Peartree, Redbridge and Seacourt Park & Rides are managed by Oxford City Council. There is a charge to park at these sites however; there is no maximum stay at these sites as you can pay for multiple days' parking. Further information regarding these sites and the charging can be found on Oxford City Councils website at: [http://www.oxford.gov.uk/PageRender/decTS/Park and Ride occw.htm](http://www.oxford.gov.uk/PageRender/decTS/Park_and_Ride_occw.htm)

## Park Mark Award

Both the Thornhill and Water Eaton Park & Rides have been awarded the nationally recognised standard for the quality of the parking facility – The Park Mark award. This is operated by the British Parking Association (BPA) who work together with the Association of Chief Police Officers. The scheme measures parking facilities against strict criteria and aims to reduce crime in car parks. A representative from the BPA

and the police inspect these car parks every two years and then decide if the car parks can retain the Park Mark award. Further information regarding the Park Mark Award can be found at: <http://www.britishparking.co.uk/Park-Mark---The-Safer-Parking-Scheme>

### Financial information

The 2015/16 financial account is as follows:

<b>Water Eaton</b>		<b>Thornhill</b>	
<b>INCOME</b>		<b>INCOME</b>	
<b>Pay &amp; Display income</b>	£ 150,431.02	<b>Pay &amp; Display income</b>	£ 566,047.05
<b>Excess Charge Notices</b>	£ 250.00	<b>Excess Charge Notices</b>	£ 1,950.00
<b>TOTAL INCOME</b>	<b>£ 150,681.02</b>	<b>TOTAL INCOME</b>	<b>£ 567,997.05</b>
<b>EXPENDITURE</b>		<b>EXPENDITURE</b>	
<b>Contract costs</b>	£ 155,356.63	<b>Contract costs</b>	£ 195,187.97
<b>Council Staff costs</b>	£ 10,107.35	<b>Council Staff costs</b>	£ 10,107.35
<b>Other</b>	£ 88,633.50	<b>Other</b>	£ 137,747.13
<b>TOTAL EXPENDITURE</b>	<b>£ 254,097.48</b>	<b>TOTAL EXPENDITURE</b>	<b>£ 343,042.45</b>
<b>BALANCE</b>	<b>-£ 103,416.46</b>	<b>BALANCE</b>	<b>£224,954.60</b>

# Blue Badges

To apply or renew a Blue Badge you can do so by one of the following options:-

- You can apply online at the GOV UK website by the following web address <https://www.gov.uk/apply-blue-badge>
- By telephoning Oxfordshire County Council on 0845 050 7666 and completing the form with a member of staff or asking for an application form to be sent to you
- By downloading and completing this application form from <http://www.oxfordshire.gov.uk/cms/content/blue-badge-scheme> and posting it to Blue Badge Administration, PO Box 873, Oxford OX1 9NY

## Parking for blue badge holders

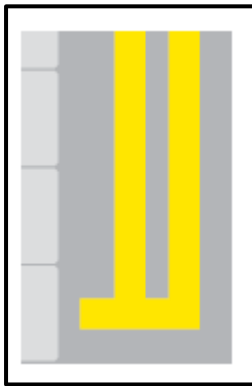
In Oxford blue badge holders may park in the following:

- Any on-street disabled person's parking spaces.
- As long as no loading/unloading restrictions apply badge holders may park for up to 3 hours on single or double yellow lines, the badge and clock showing the arrival time must be displayed.
- In residents parking bays, without a time restriction
- In any on-street pay & display bays without time restriction or payment

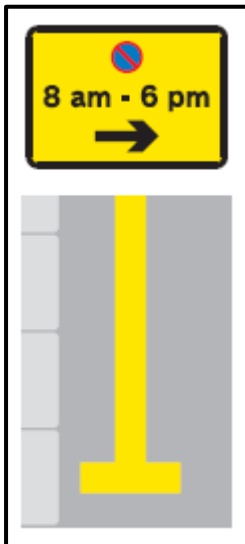
# General Information

## Parking Regulations

There are many different types of parking contraventions that we enforce. The following are some of the most common.



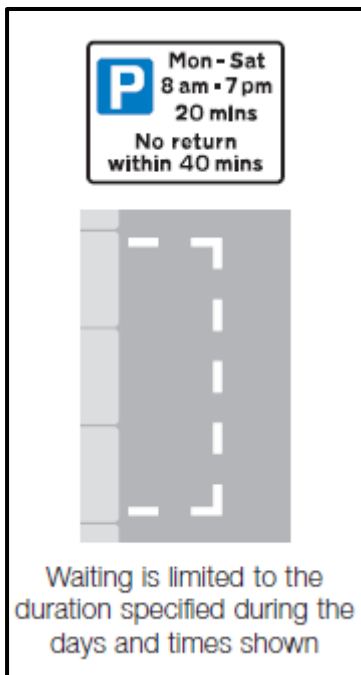
Double yellow lines – these mean no waiting at any time and do not require additional signage unless there are seasonal restrictions in place (however, we do not have seasonal restrictions in Oxford)



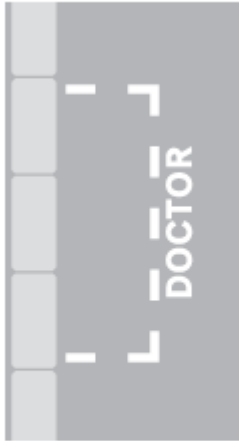
Single yellow lines – these are always accompanied by a time plate to indicate when the restriction is in force. The sign could be situated nearby or at a zone entry point



Yellow marks on the kerb indicate that loading/unloading is prohibited at the times indicated on the time plates.



Marked white bays indicate parking for the designated time and date shown.



Parking space reserved for vehicles named

Marked white bays indicate parking space for named vehicles only such as; disabled, doctor and street trader.



Parking restricted to permit holders

Permit holders only sign indicates parking for permit holders only.



No stopping during times shown except for as long as necessary to set down or pick up passengers

Urban Clearway sign indicates no stopping during times shown except for emergency vehicles.



Entrance to controlled parking zone

Controlled zone sign indicates entrance to controlled parking zone.



Zone Ends sign indicates that a controlled parking zone has ended.





Loading bay indicates parking for vehicles loading and unloading. Bays may have signs specifying times loading is permitted.

More information regarding parking regulations and the legislation and guidelines governing their enforcement can be found at <http://www.patrol-uk.info>

# Useful Information

## **Civil Enforcement Team**

Tel: 0845 337 1138 or 01865 815649

Email: [parking@oxfordshire.gov.uk](mailto:parking@oxfordshire.gov.uk)

Web: [www.oxfordshire.gov.uk/cms/public-site/parking](http://www.oxfordshire.gov.uk/cms/public-site/parking)

## **Applying for, or renewing a Residential/Visitor Parking Permit**

Tel: 0845 310 1111

Web: <https://www.oxfordshire.gov.uk/cms/content/street-and-resident-parking-permits>

## **Applying for, or renewing a Disabled Blue Badge**

Tel: 0845 050 7666

Web: [www.oxfordshire.gov.uk/cms/content/blue-badge-scheme](http://www.oxfordshire.gov.uk/cms/content/blue-badge-scheme)

## **The Parking Penalty Charge Notice process**

[http://www.patrol-uk.info/downloads/Process\\_Map.pdf](http://www.patrol-uk.info/downloads/Process_Map.pdf)

## **NSL Services**

Tel: 0845 337 1138

[oxfordpcnenquiry@nslservices.co.uk](mailto:oxfordpcnenquiry@nslservices.co.uk)

## **Oxford City Council – Car Parks**

Tel: 01865 252489

Email: [carparks@oxford.gov.uk](mailto:carparks@oxford.gov.uk)

Web: [http://www.oxford.gov.uk/PageRender/decTS/Parking\\_occw.htm](http://www.oxford.gov.uk/PageRender/decTS/Parking_occw.htm)

## **West Oxfordshire Parking Services**

Tel: 01993 861060

Email: [parking@westoxon.gov.uk](mailto:parking@westoxon.gov.uk)

Web: <http://www.westoxon.gov.uk/environment/fixedpenaltynotices.cfm>