



# Annual Parking Services Report 2011 - 2012



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# Introduction

Welcome to Oxfordshire County Council's Annual Parking Report for the financial year 1<sup>st</sup> April 2011 to 31<sup>st</sup> March 2012. 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 2011/12 KPIs 2-5 have been met by NSL.

**West Oxfordshire**

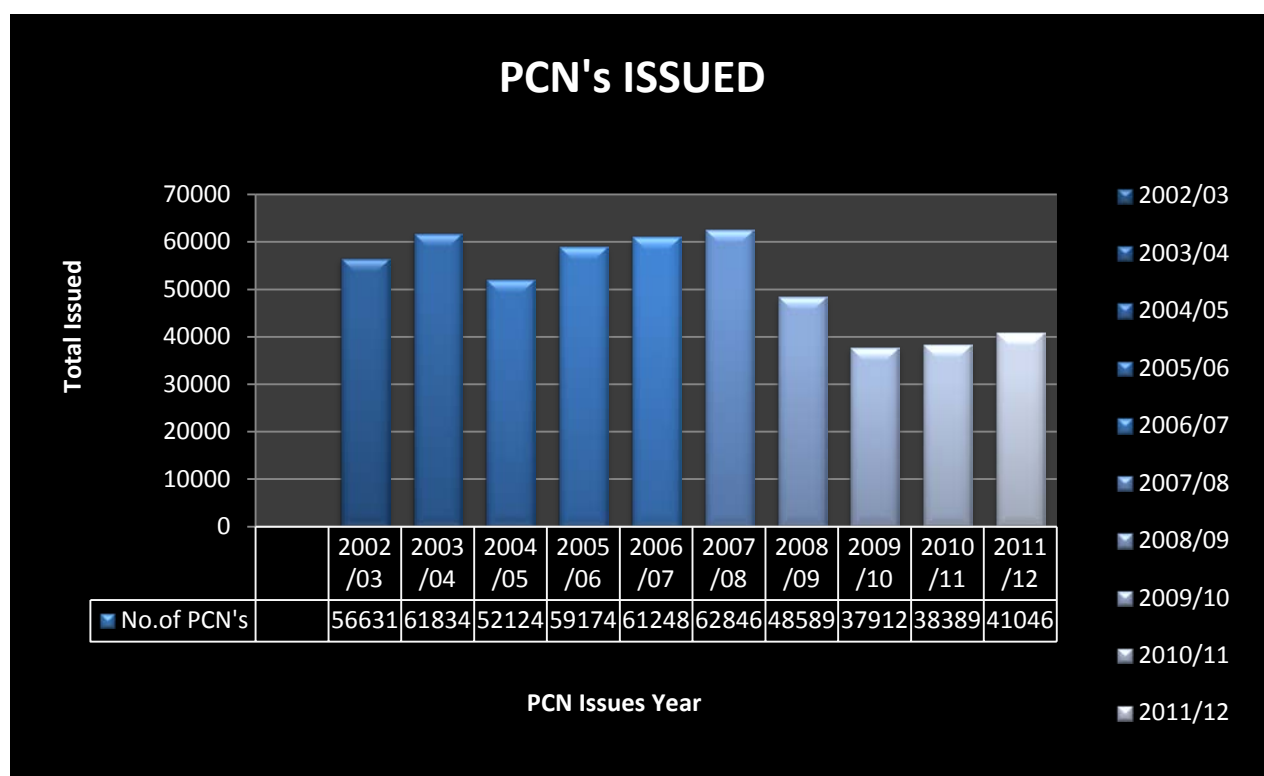
In 2010, Oxfordshire County Council worked closely with West Oxfordshire District Council in obtaining authorisation from the Secretary of State to carry out Civil Enforcement throughout West Oxfordshire. The County Council has delegated this function to the District Council who operate the function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

# Oxfordshire County Council

## Penalty Charge Notices (PCNs) issued in 2011/2012

41,046 PCNs were issued during 2011/2012.

The chart below shows the number of PCN's issued from 1<sup>st</sup> April 2011 to 31<sup>st</sup> March 2012. Previous years have also been included for comparison.



The 5 most common reasons for vehicles being issued a PCN for a parking contravention in 2011/2012 were:

<u>Contravention type</u>	<u>PCNs issued</u>
Parked in a residents parking bay without a valid permit	8931
Parked on waiting restrictions shown by a single or double yellow lines	7436
Staying in a pay & display parking bay after the ticket has expired	7135
Parked in a pay & display bay without a valid ticket clearly displayed	5850
Staying in a time limited free parking bay for longer than allowed	4258

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	23,477
Number of Lower level PCNs issued	17,569

### **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	4178
Number Accepted	284
Number Rejected	3894

It can be seen from this table that 10% 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 6.7% were accepted and 93.3% were rejected and either paid or formal representations made to the Council.

## **Representations (formal representations)**

Number of representations received	1562
Number Accepted	970
Number Rejected	592

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 3.8% of all PCN's issued of which the Council accepted 62% and rejected 38%. 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	132
Not contested by Council	20
Allowed by Adjudicator	32
Refused by Adjudicator	57
Consent Order*	3
Statutory Declaration no appeal*	16
Awaiting decision	4

0.32% of all PCN's issued were appealed at the Traffic Penalty Tribunal. Of these 15% 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 24% of cases the adjudicator found in favour of the appellant and in 43% 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	28469
Paid at Full PCN Amount	3537

## **Other statistics**

Number of Notice to Owners issued	6725
Number of Charge Certificates issued	3466
Number of Cases referred to the County Court	1606
Number of Cases referred to the Bailiffs	1332
Number of Vehicles immobilised	0
Number of Vehicles removed for parking contraventions	18
Number of PCNs written off for other reasons (e.g. CEO errors or driver untraceable)	2795

# 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 26 Controlled Parking Zones.

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

- Residents Parking Permits.
- Visitors Parking Permits
- Business Permits

These are all available through our Parking Shop. The Parking Shop is open Monday to Thursday between 8.30am – 6.00pm, Friday 8.30am – 5.30pm and Saturday 9.00am – 4.30pm

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 2011/2012 we issued:

- 7787 Residents Parking Permit
- 15185 Visitor Parking Permits
- 276 Business Parking Permits

For comparison, the chart below shows the number of Residents, Visitors and Business Permits issued for the last 4 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 2011/12 is shown here. There are strict controls on how the surplus from a parking account can be spent.

The 2011/12 parking account is as follows:-

	Oxford City On Street Pay & Display	Oxford City Special Parking Area	Oxford City Designated Parking Places	TOTALS
<b>INCOME</b>				
Pay & Display income	£1,856,280.43			£1,856,280.43
Penalty Charge Notices	£275,475.43	£571,416.20	£335,316.26	£1,182,207.89
Residents' permits			£428,613.87	£ 428,613.87
<b>TOTAL INCOME</b>	<b>£2,131,755.86</b>	<b>£571,416.20</b>	<b>£763,930.13</b>	<b>£3,467,102.19</b>
<b>EXPENDITURE</b>				
Equipment purchase	£126,140.60	£193,756.47	£126,140.93	£ 446,038.00
Contract costs	£493,054.93	£507,837.42	£297,388.80	£1,298,281.15
Council Staff costs	£ 25,379.29	£ 71,492.77	£ 157,258.49	£ 254,130.55
Other	£ 35,217.35	£ 64,701.20	£29,613.44	£ 129,531.99
<b>TOTAL EXPENDITURE</b>	<b>£679,792.17</b>	<b>£837,787.86</b>	<b>£610,401.66</b>	<b>£2,127,981.69</b>
<b>BALANCE</b>	<b>£1,451,963.69</b>	<b>-£266,371.66</b>	<b>£153,528.47</b>	<b>£1,339,120.50</b>
		<b>-£112,843.19</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.

Legislation requires that surplus's derived from enforcement are reinvested into environmental or traffic schemes or operations. The vast majority of the income that the County Council derives from enforcement is utilised to operate and improve the Park & Ride sites that it operates. This investment allows the Council to operate these sites free of charge in order that parking is freely and conveniently available to those wanting to visit Oxford.

# West Oxfordshire District Council

## Penalty Charge Notices (PCNs) issued in 2011/2012

In the financial year April 2011 to the end of March 2012 **7413** PCN's were issued for parking contraventions.

The 5 most common reasons for vehicles being issued a PCN for a parking contravention in 2011/2012 were:

<u>Contravention type</u>	<u>PCNs issued</u>
Parked longer than permitted	3595
Parked on waiting restrictions shown by a single or double yellow lines	2256
Parked in disabled parking bay	440
Parked beyond bay markings	390
Parked on Pedestrian Crossing	239

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

Number of Higher level PCNs issued	3337
Number of Lower level PCNs issued	4076

## **Challenges (Informal representations)**

Number of challenges received	1192
Number Accepted	888
Number Rejected	304

## **Representations (formal representations)**

Number of representations received	161
Number Accepted	123
Number Rejected	38

## **Appeals**

Number of appeals made to the Traffic Penalty Tribunal	8
Not contested by Council	3
Allowed by Adjudicator	1
Refused by Adjudicator	4
Consent Order	0
Statutory Declaration no appeal*	0
Awaiting decision	0

## **Paid PCNs**

Paid at Discounted Rate	4745
Paid at Full PCN Amount	1817

## **Other statistics**

Number of Notice to Owners issued	946
Number of Charge Certificates issued	446
Number of Cases referred to the County Court	321
Number of Cases referred to the Bailiffs	335
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)	529

## Financial information

The 2011/12 parking account is as follows:-

	West Oxfordshire On Street Parking	West Oxfordshire Off Street Parking	Totals
<b>INCOME</b>			
Penalty Charge Notices	£135,194.51	£ 51,616.52	£186,811.03
Other Income	£ 2,752.00	£ 78,356.55	£ 81,108.55
<b>TOTAL INCOME</b>	<b>£137,946.51</b>	<b>£129,973.07</b>	<b>£267,919.58</b>
<b>EXPENDITURE</b>			
Employee Costs	£132,148.58	£ 51,778.37	£183,926.95
Premises Costs	£ 750.00	£ 91,440.41	£ 92,190.41
Transport Costs	£ 5,513.37	£ 4,161.97	£ 9,675.34
Supplier & Services Costs	£ 21,382.16	£ 3,196.33	£ 24,578.49
Contractor costs	£ 0.00	£ 33,000.00	£ 33,000.00
Support Services costs	£ 35,136.00	£ 22,704.00	£ 57,840.00
Capital charges	£ 21,863.00	£111,248.00	£133,111.00
<b>TOTAL EXPENDITURE</b>	<b>£216,793.11</b>	<b>£317,529.08</b>	<b>£534,322.19</b>
<b>Balance</b>	<b>-£ 78,846.60</b>	<b>-£187,556.01</b>	<b>-£266,402.61</b>

# Park & Ride

There are 5 Park & Ride locations on the outskirts of Oxford but Oxfordshire County Council are 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. Parking is free and the maximum stay is 72 hours at both of these sites.

## Opening hours

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

## 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.

## 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>

## Future plans

Planning permission to extend the Thornhill site to provide an additional 506 parking spaces has been granted. Development has already begun and it is hoped to have the extension in place by April 2013.

## 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)



# Blue Badges

Disabled blue badges can be applied for or renewed via Oxfordshire County Council's website. In January this year, in order to help detect the increasing number of fraudulent applications a new national database was introduced and all Local Authorities are members of it.

## Parking for blue badge holders

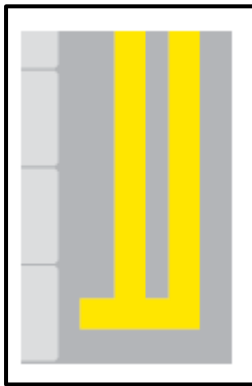
In Oxford blue badge holders may park in the following:-

- 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

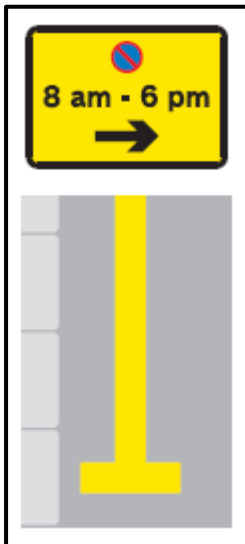
# General Information

## Parking Regulations

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



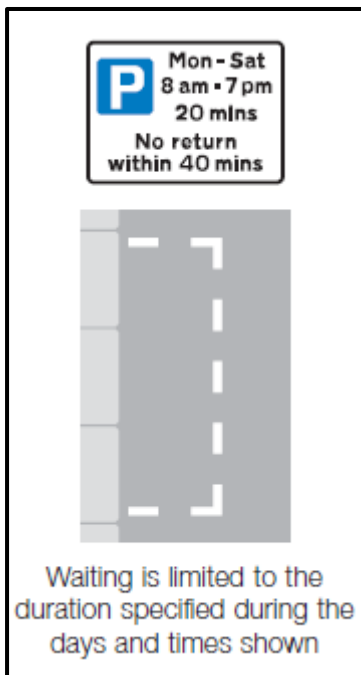
Double yellow lines – these mean no waiting at any time and do not require additional signage unless there are seasonal restrictions in place (however, we do not have seasonal restrictions in Oxford)



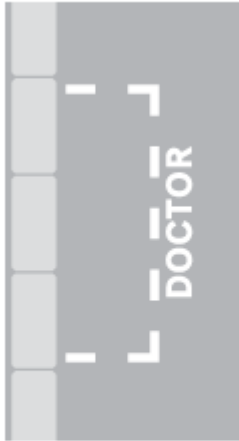
Single yellow lines – these are always accompanied by a time plate to indicate when the restriction is in force. The sign could be situated nearby or at a zone entry point



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.



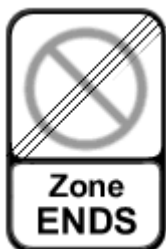
No stopping during times shown except for as long as necessary to set down or pick up passengers

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)

## **Parking Shop**

Tel: 0845 634 4466

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

Web: [www.oxfordshire.gov.uk/cms/content/oxford-parking-shop](http://www.oxfordshire.gov.uk/cms/content/oxford-parking-shop)

## **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**

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

## **NSL Services**

Tel: 0845 337 1138

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

## **West Oxfordshire District Council – (parking)**

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

Web: [www.westoxon.gov.uk/environment/fixedpenaltynotices.cfm](http://www.westoxon.gov.uk/environment/fixedpenaltynotices.cfm)

Tel: 01993 861060