

DERBY CITY COUNCIL
PARKING ANNUAL REPORT
2017/18



Derby City Council

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FOREWORD



COUNCILLOR JONATHAN SMALE

Cabinet Member for
Communities, Neighbourhoods
and Streetpride

It is my pleasure to welcome you to the sixth annual parking report prepared by Derby City Council.

This year is the first involvement I have had with the report, with me being handed Cabinet member responsibility for this service area in May, 2018. Since becoming Cabinet member it has become clear just how important the work our Parking Services team do to balance the many competing demands of their customers. From school parking to blue disabled badge misuse and from managing the high demand for parking around the stadium on matchdays at our Championship football team here in Derby to ensuring the team keep traffic flowing throughout the City, the demands for our service is continuous.

Against a back drop of challenging times for Local Authorities our Parking team continually challenge the way they work to maximise any marginal gains in all of their

processes which has made them one of the 'go to' teams by other Authorities. Renowned for best practice in many areas such as the slick response times to customer enquiries, with over 86% of all correspondence responded to within 7 working days in addition to ensuring customers are treated individually and given a choice of contact and payment methods to meet the expectations of the current age, I am proud of the work the team do.

I have personally patrolled with our on street team outside schools to alert drivers of the need to be more responsible and am impressed with the educational approach the Officers take with drivers with enforcement being a last resort. Joint patrols with the Police continue to be a feature of the work we carry out at specific locations in order to tackle parking problems and I firmly believe a joint agency approach is very effective in achieving maximum impact.

Since the last report I am delighted to announce that our two city centre multi-storey car parks now enjoy additional security features leading to a better customer experience. This investment has seen increased usage of the car parks and partnerships be developed with local hotels so their guests are able to park and enjoy discounted parking prices, all of which is aimed at making Derby a more attractive place to visit.

A fair and proportionate approach where focus is placed on driver behaviour change to ensure indiscriminate behaviour does not impact upon the needs of other highway users, I hope you find the report insightful and that it gives you a flavour of the hard work our team does here in Derby. Enjoy!





CHAPTER ONE ABOUT DERBY

Before you start reading this year's interactive digital Annual Report, why not take a look at some of the hyperlinks we've added so you can explore Derby and its surrounding areas for yourself?

Once a Roman settlement known as 'Derwentio', Derby has marked itself out for centuries as a critical hub of innovation in Britain and across the world. 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 proudly boasts the first artist of the Industrial Revolution – Joseph Wright – whose work is known throughout the world, and admired in prestigious locations such as the National Gallery in London and the State Hermitage Museum in St Petersburg. An associate of the Royal Academy, [Joseph Wright](#) captured an essence of wonder and optimism with science and industry that kick-started in Derby, and whose spirit prevails to this day. A marker to his birthplace is situated on Irongate in the City Centre.

In the 19th century Derby became a hub of transport engineering with the Midland Railway, and in the early 20th century Derby

advanced into an automobile and aircraft centre with the arrival of [Rolls-Royce](#), who played a critical role in both World Wars, generating a level of international recognition and prestige that still exists today. Derby remains an important centre for engineering and technology, expanding even as far as video games, with the character of Lara Croft in the world-famous Tomb Raider games being developed by Core Designs – a Derby company. Part of Derby's inner ring road system is even called 'Lara Croft Way'.

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. It was declared a city in 1977 by Queen Elizabeth II and became a unitary authority in 1997.

The City has a wealth of cultural and leisure facilities, with municipal parks approaching 1000 hectares. In fact the first public park – the 'Arboretum' – was developed in Derby and is still open for the public to enjoy to this day. The City Centre is burgeoning in popularity as a shopping destination and attracts over 25 million shoppers every year: The Intu shopping centre has around 190 stores and a multi-screen cinema and the [Cathedral Quarter](#) area offers a broad selection of independent retailers to cater to every need. A variety

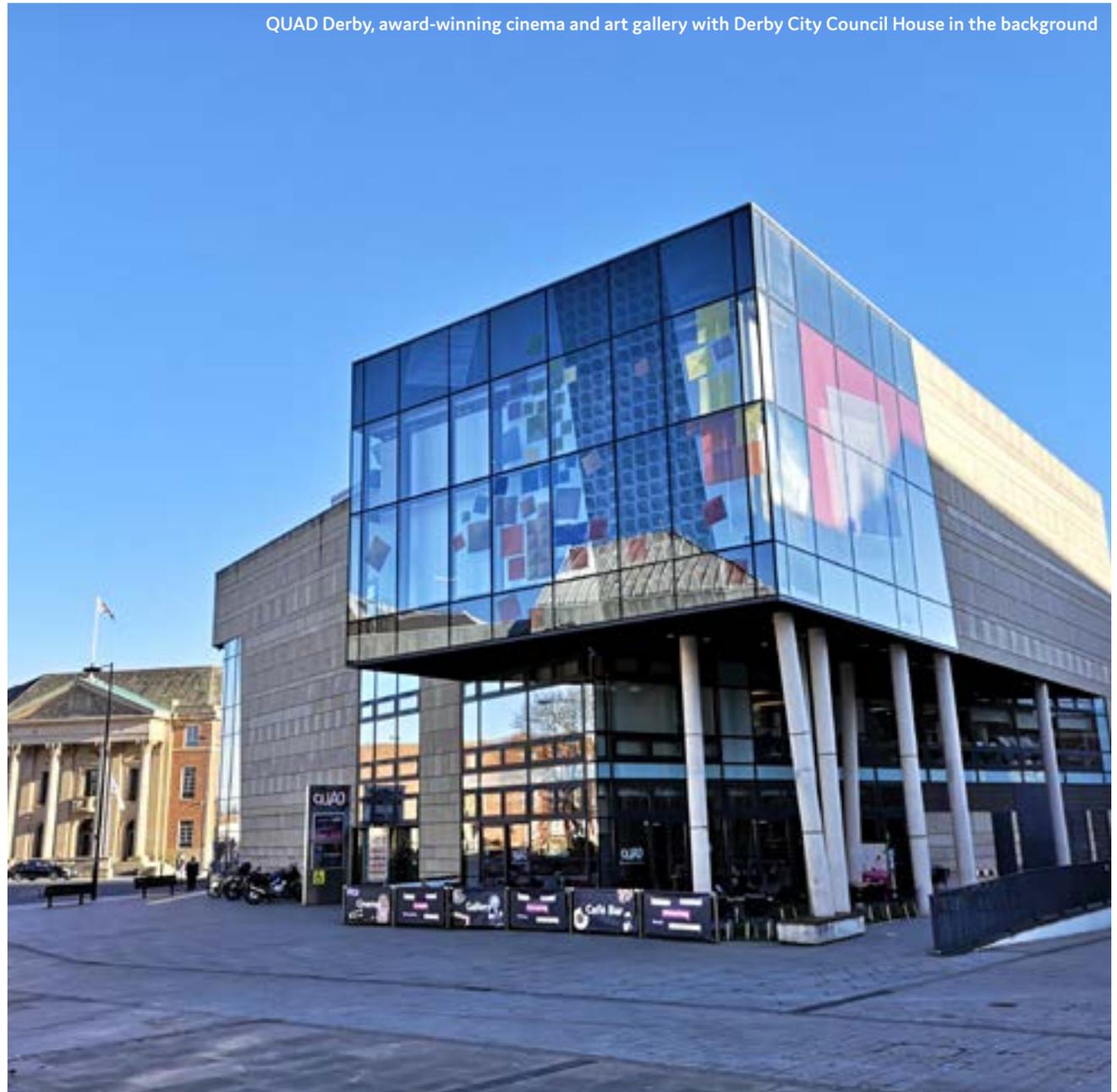


of events are held in Derby throughout the year for all ages to enjoy such as; The Darley Park Concert which is one of the UK's biggest outdoor classical concerts and the Derby Feste'; an event full of exciting entertainment, live music, dance and acrobatic performances. An event that has been held annually in Derby since 1975, and attracts visitors to the City not only from the East Midlands region but nationally is the Derby Caribbean Carnival. The Carnival is an arts, culture and recreational event consisting of a colourful parade that processes around the City.

Derby City Council's redeveloped Council House won the Gold Award in the Local Authorities in England Category of the 'Green Awards for Built Environment and Architectural Heritage'.

Derby is within easy reach of the spectacular moorland and geological sites of the [Peak District and the Derbyshire Dales](#) – where visitors can look back at the lands where Derby's Industrial past began – such as [Arkwright's Cromford Mill](#) and the [Derwent Valley Mills](#).

Derby's growing popularity and central location means that effective parking solutions are paramount. Parking Services at Derby City Council continually strives to deliver a forward-thinking, innovative and class-leading service.





CHAPTER TWO PARKING IN DERBY

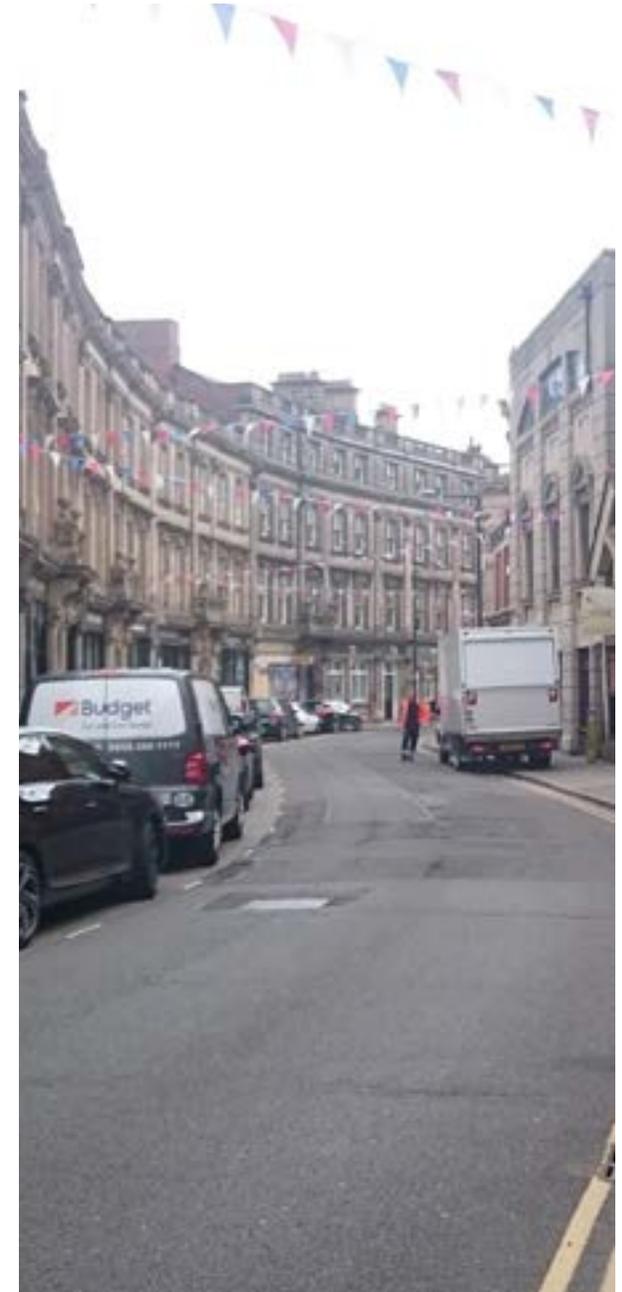
Derby City Council offers a variety of parking options for both residents and visitors, Parking Services take pride in providing the best possible service to the city and we are forever developing and introducing new ways of promoting safe and accessible parking solutions. We are very open with the public when it comes to introducing new restrictions, which is why we listen to proposals made by members of the public on how we can improve parking within the city and any feedback is considered greatly.

We provide a 'Parking in Derby' leaflet which is available for all to download from our newly renovated website that provides details of

parking within the city. We update the leaflet annually to reflect any changes that take place and let residents and visitors to the city know their parking choices without having to contact the Council.

You can find the leaflet along with further downloadable documents here:

www.derby.gov.uk/transport-and-streets/parking/further-info/info-downloads/



ON-STREET PARKING

Derby City Centre and the surrounding areas has a pay and display parking system with a limitation on how long a customer can purchase a ticket for to help keep parking spaces free for everyone to use, we provide a maximum stay of 2 hours within the centre and 4 hours outside the centre limits. Parking charges apply 7 days a week including Bank Holidays, 8am to 8pm Monday to Saturday and 10am to 4pm on Sundays and Bank Holidays.

Along with pay and display, we also offer limited waiting that provides drivers with free parking for either 2 or 3 hours at a time, with a no return policy within the hour. This helps bring customers into the city to help local businesses.

We believe that residents should have priority when parking on the streets they live on, which is why we have resident parking zones, where the purchase of a yearly permit gives residents hassle free parking all year round and ensures parking spaces are available for them, starting at £25.00 for the first vehicle and £50.00 for any further vehicles. Additionally, residents are able to purchase resident visitor permits to allow friends and family to park on restricted streets for the day. Our Enforcement Team carry out daily checks to

ensure residents and visitors permits are being used correctly in order to promote parking opportunities for those living and visiting people on the street.

Furthermore, we have numerous disabled parking bays throughout the city with close access to amenities. This allows blue badge holders to park for a maximum of 3 hours, however we also allow parking in pay and display bays, permit bays and limited waiting bays, free of charge all day.

We have not forgot about motorcycle riders either, like blue badge holders, we allow motorcycles to park for a maximum of 2 hours within our pay and display bays for free and all day in permit bays.

CAR PARKS

Derby City has 14 council ran 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 at the park and the connecting areas such as Mundy Play Centre and the Craft Village, which have their own individual car parks.

PARKSAFE

Parksafe has a world-wide reputation for safety and customer comfort, granting their unique service numerous industry accolades and awards. Bold Lane Car Park, located in the Cathedral Quarter area of Derby, was recently refurbished to provide the best possible customer experience one can have with a multi-storey car park, consisting of 315 parking spaces, with features such as:

- Extra-wide parking bays (one and a half normal parking bay widths)
- Brand new cutting edge security system
- State of the art 'smart card' tickets
- Innovative new payment machines with video communication to the control room
- Stylish modernised toilet facilities with baby changing facilities
- Customer rest area with coffee machine
- Subtle background music
- Umbrellas for customer use in inclement weather
- Flexible bollards throughout
- Helpful 'free-bay' indicators to guide customers to empty parking spaces.



PARK AND RIDE

In order to promote sustainable transport, Derby also has a Park and Ride service to those who wish to avoid city centre parking, these services operate from:

Meteor Centre Retail Park, Mansfield Road, DE21 4SY

- The current price is £3.20 per car, and covers up to seven people on one ticket.
- Bus Service D1 operates between 7.30am and 6.05pm Monday to Saturday.

Pride Park, Derby Arena, DE24 8BW

- Derby Arena car park is 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 Service 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 understand that parking has an influence on 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 the close by 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 at a respectable cost. Furthermore, businesses which are located in 'pedestrian only' areas are able to take advantage of our 'loading only' restriction, which allows them to take deliveries anytime between 5pm and 10am.

CUSTOMER SERVICE

We believe that the key to providing a great service starts with the customer service and ease of access to information. That is why we recently update our website to provide a more user friendly journey which makes it easier to find the information you may be looking for. Derby City Council provides multiple ways for customers to get in touch such as:

- Online forms
- Hotline numbers / Minicom number

- Reception and Derby Direct
- CCTV operators in our multi-story car parks

One of our officers spent a number of weeks re-designing the content of our website to provide a more user-friendly experience and a more streamlined approach to navigation, this has helped to reduce the number of emails and phone calls we have received relating to general parking enquiries which in turn, enables our staff to dedicate their time to delivering a more efficient service for our customers.

CONTINENTAL TEAMS

In order to cope with the ever-changing demands and expectations of our enforcement, just over a year ago we brought back our 'Continental Team' which work 13/14 hour days 3 days a week, giving the Council greater enforcement capability. Not only does this provide a flexible working pattern for our officers, which in turn promotes well-being, it also means that we can enforce late at night where there is often a casual disregard for parking restrictions. Due to the success of this team, a second team was created giving 6 days a week of late night enforcement.



FOOTWAY PARKING BAN – A REVIEW

Throughout 2015/16, the Council introduced a city centre wide ban prohibiting any vehicle parking on the pavements within the city centre limits. This means that any vehicle that has 2 or more wheels on any part of the pavement will receive an instant Penalty Charge Notice if seen by one of our Civil Enforcement Officers. Since the ban took effect, we have seen an increase in safety for pedestrians, the ban gives us the power to respond to complaints raised by the public instantly, allowing our officers to take immediate action.

The Council regularly review the effectiveness of this restriction and due to the success of keeping vehicles off footways, locations outside of the city centre are now being considered.

LOOKING TO THE FUTURE

We are always trying to find new and creative ways to improve our service for the customer and with the introduction of a new trial permit database provided to Derby Direct; supplying customers with permits will become more efficient and straightforward. All the user would need to do is enter the street that the

customer lives on and the database will inform them if they require a permit for that street or if they are entitled to one or not based on their house number. It will also provide a map for the relevant permit zone for the user to look at for further detailed information, this will help reduce the errors made when issuing permits to customers and prevent Penalty Charge Notices being appealed or cancelled, saving the council money in the long run.

Furthermore, we have started looking at a way to provide a live chat service for customers to appeal or challenge their fines along with ask one of the agents any queries they may have. The reason behind this is new feature is to hopefully reduce the number of incoming calls and emails our office staff receive to enable them to focus on other tasks, we also believe that this will help us move with modern times and provide even more ways for our customers to contact us.

Total number of public parking spaces managed by Derby City Council:

On-street Pay and Display	1433
Limited Waiting	399
Resident Parking Zones (Permit Holders Only) approx.	4238
Car Parks	1938



CHAPTER THREE

OPERATIONS TEAM AND CCTV ENFORCEMENT

CCTV enforcement is a key part of our parking operation at Derby City Council. We have invested a lot of money into monitoring bus lanes and bus stops to ensure public transport runs as smoothly as possible. For this, we use Flexi cameras installed across the city that record 'evidence packs' which are then reviewed by the Operations Team.

We have also invested in new camera technology to mount on one of our vehicles so that we can monitor any further bus stops which are not Flexi camera enforced as well as catching any vehicle which stops on school yellow zig-zags during school pick-up and drop-off times.

SEA AND ROADFLOW

SEA is the developer of ROADflow Replay and ROADflow manager, the software which we use to review and manage CCTV enforcement cameras. We like to work closely with them to help develop the software as an end user and provide positive feedback which we believe will improve their product. Over the years, our CCTV Data Officer has maintained close contact with SEA to request new features which have improved our workflow and efficiency.



CCTV REVIEWS

The Council aim to review all captured evidence packs within 24 hours of the alleged contravention taking place in order to allow drivers to receive penalties in a timely manner. In addition the Council have forensically analysed the performance of each CCTV enforcement camera to ensure they are all working to the best of their ability.



CCTV CAMERAS

Across the city we have Flexi CCTV cameras which are used to monitor bus lanes and bus stops. The highly advanced cameras 'trigger' to record when a vehicle, which is not on the permitted vehicle list, enters the 'trigger area' which is then saved for the officer to review using the ROADflow Replay software created by SEA.

The Council work closely with local businesses who are situated along bus lanes and this approach ensures their business and their customers are not negatively affected.

CCTV CAMERA CAR

Along with our Flexi CCTV cameras, we have been using a CCTV camera car to patrol bus stops and schools where no Flexi cameras exist. This allows us to provide maximum cover across the city where Flexi cameras could not be installed. It also helps with keeping parking around schools during pick-up and drop-off times safe. Working just like the Flexi cameras, the saved recordings are reviewed by one of the officers using the ROADflow Replay software. We recently spent a large amount of money upgrading the camera on the car to provide a more accurate GPS system and real-time file transfer.

OPERATIONS TEAM

This year, we decided to introduce a new team within Parking Services who are responsible for a wide range of tasks, such as responding to customer emails and phone calls to patrolling schools, all of which can be read about in more detail below.

The Operations Team is comprised of five CEOs and a CCTV Data Officer who volunteered to take on further responsibilities. Since the team was introduced, we have successfully managed all incoming emails and phone calls to provide a better service to our customers by having a fast response time, along with this, as the team is made up of CEO's means that their on-street knowledge can be passed on to the customers, it also means that as soon as a complaint comes in, one of the team will be able to radio an on-street officer to attend and assess the situation.

Furthermore we have invested in two smart phones for the team to use when in or out of the office so there is always someone available to answer customer phone calls. Gradually all of our pay and display machines will display the smart phone's number to report any issues with them and have an instant response from a CEO.

EDUCATING PARENTS, PATROLLING SCHOOLS AND WORKING WITH THE COMMUNITY

Instead of issuing Penalty Charge Notices to parents who are accompanying their children to school, we prefer to try and educate parents to explain the dangers of parking on yellow school zig-zags, double parking and any other parking contravention. With over 40 schools to patrol across the city, demand for CEO patrols is very high, which is why a year round schedule has been created to dedicate officers to certain schools each week. As a last resort, our officers will issue a Penalty Charge Notice to any driver who refuses to listen to the advice given to them and continue to park dangerously.

ROADFLOW USER GROUP, YORK

We were invited along to the ROADflow user group conferences to give a presentation on our award winning 'Best Practice & Innovation' with our very own Rob Shoebridge as a guest speaker.



CHAPTER FOUR

PARKING ADMINISTRATION AND TRAFFIC PENALTY TRIBUNAL

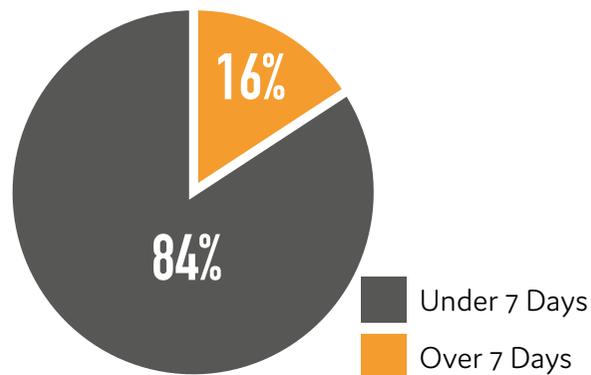
PARKING ADMINISTRATION

INFORMAL REPRESENTATIONS

Under the Traffic Management Act 2004, a motorist who has received a 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.

Pre NTO correspondence response times 2017/2018



FORMAL REPRESENTATIONS

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

- The alleged contravention did not occur
- The receipt was never the owner of the vehicle in question or had ceased to be the owner before the date of 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

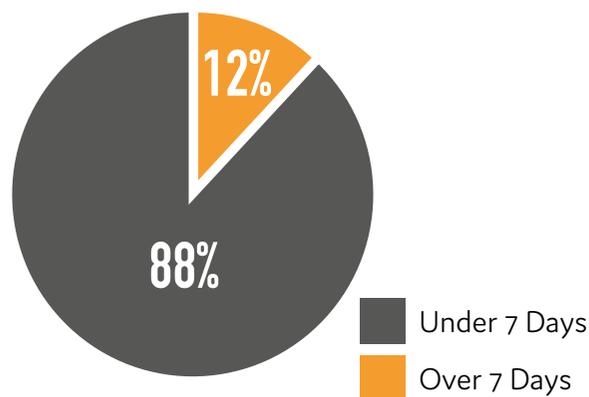
The Council must consider representations made on any grounds provided they are made within 28 days of the date of the Notice to



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.

Post NTO correspondence response times 2017/2018



BLUE FOLDER MEETING

At Derby City Council, when a member of staff is considering a difficult case, it can be referred to the "Blue Folder Meeting". This meeting is held weekly by the Parking Services team to discuss difficult cases and for decisions to be made. These meetings have been successful in resolving challenging cases together with ensuring staff development when it comes to complex cases.



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. The Council believes listening to, and acting upon, is pivotal in achieving a best practice approach.

For full information about the PCN appeal procedure you can visit the Tribunal's website at www.trafficpenaltytribunal.gov.uk

In 2017/18, 120 cases were appealed by drivers to the Traffic Penalty Tribunal.

Of the parking cases:

- 20 WERE NOT CONTESTED
- 35 APPEALS WERE DISMISSED
- 18 APPEALS ALLOWED
- 3 CONSENT ORDER
- 2 MULTIPLE PCN
- 2 NOT REGISTERED

Of the bus lane cases:

- 9 WERE NOT CONTESTED
- 19 APPEALS WERE DISMISSED
- 8 APPEALS ALLOWED
- 2 CONSENT ORDER
- 1 MULTIPLE PCN
- 1 NOT REGISTERED



The following shows the percentage of cases that went to the Tribunal in 2017/18, the percentage of cases that were dismissed, and percentage allowed and not contested. Cases were not contested due to the following reasons: CEO errors; Valid ticket provided at appeal stage; Evidence of sale of vehicle provided at appeal stage.

PARKING APPEALS

44%
DISMISSED

22%
ALLOWED

25%
NOT CONTESTED

4%
CONSENT ORDER

2%
MULTIPLE PCN

3%
NOT REGISTERED

BUS LANE APPEALS

47%
DISMISSED

20%
ALLOWED

22%
NOT CONTESTED

5%
CONSENT ORDER

3%
MULTIPLE PCN

3%
NOT REGISTERED



ADJUDICATION AND APPEALS

APPEAL WON BY THE APPELLANT

The Appellant has stated they had a permit displayed in their car;
'I had placed a permit into my car but unfortunately this had fallen into the footwell.'

The Adjudicator has stated;
'The Council have provided me with a copy of the relevant part of the map showing the approximate location of vehicle and refer me to a "key" to the map. The key is necessary to identify the nature of any restriction. The relevant part of the map shows a light purple/ pink colouration made up of single horizontal lines. However, the key to which I have been referred does not indicate what type of restriction that applies to. The Council has failed to satisfy me in this case that the restriction to which they refer applies to the area in question.'

Action taken by Council;
Key to restrictions has been re-submitted in a clearer format. Whilst doing this identification of an error in the titling of a document within the Library and this was amended.

APPEAL WON BY THE APPELLANT

The Appellant has advised they stopped on the bus stop briefly to ask for directions.

The Adjudicator has stated;
'The bus stop is clearly marked with a solid yellow line, yellow hatch markings and the words 'bus stop' can be seen on the carriageway. There is also an upright sign near to where the vehicle was stopped confirming that only buses can stop in this area. It is not permitted to stop on a bus stop of this type even for a short period of time. The explanation given by the Appellant does not create a legal defence to this PCN. However, I consider that there has been a procedural error in this case, as the Council had sent out a charge certificate whilst the appeal was being considered.'



ADJUDICATION AND APPEALS CONTINUED

APPEAL WON BY THE APPELLANT

The Appellant stated they drove through the bus gate due to lack of advanced warning.

The Adjudicator has stated;

'The signs do not advise drivers which way they should go. Drivers are unlikely to see the road markings until they are committed to continue into the bus only road. The council have elected not to place any advance warning signs to alert drivers while they have more time to consider. In the absence of any advance warning signs, I find that the signage and road markings were not adequate to let drivers know, at a point where they have time to consider and take action, of the restriction in place. I therefore find that the contravention did not occur.'

Action taken by Council;

Whilst the Council Traffic Engineer was satisfied the markings and signs were adequate an advanced warning sign was placed before the bus gate.

APPEAL WON BY THE COUNCIL

The Appellant advised they stopped in the bus stop to collect a passenger.

The Adjudicator has stated;

*'A bus stop clearway such as this is different to a yellow line parking restriction as vehicles are prohibited from **stopping** in a bus stop, but on a yellow line vehicles are prohibited from **waiting**. On yellow lines there is a specific exemption which allows drivers to stop to allow passengers to board and alight but there is no such exemption in a bus stop, except for taxi drivers. For the reasons given I find that the contravention did occur and I see no reason to ask the council to reconsider their decision.'*



ADJUDICATION AND APPEALS CONTINUED

APPEAL WON BY THE COUNCIL

The Appellant has advised they were parked without displaying a visitor permit as they were working at an address. They had been unable to obtain a visitor permit from the landlord and were relying on the fact they needed their vehicle parked close to the property to enable them to carry out their work.

The Adjudicator has stated;

'This set of circumstances does not engage a statutory ground of appeal but rather gives rise to the Council's exercise of discretion. The Council has considered exercising discretion, however has chosen not to do so in favour of the Appellant. I am not permitted to substitute my discretion for that of the Council.'

APPEAL WON BY THE COUNCIL

The Appellant has advised they were not from the area and was not aware the bus lanes were operational 24 hours a day.

The Adjudicator has stated;

'I am satisfied that adequate information was provided about the presence of the bus lane. The signs were compliant with the TSRGD and the road markings were there to be seen. The bus lane was properly separated from the carriageway by a thick white line. As no timeplate was in place the bus lane operated at all times. Whilst the appellant made a genuine mistake here, adequate information was provided about the bus lane, I therefore find that the contravention did occur.'



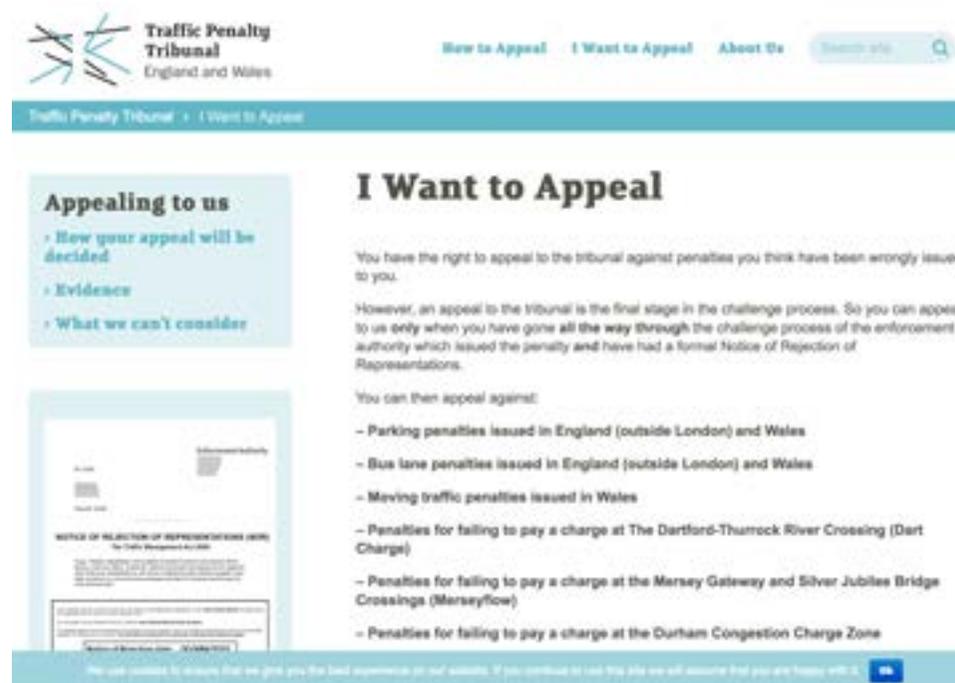
FAST ONLINE APPEALS MANAGEMENT (FOAM)

Rob Shoebridge, Civil Enforcement and Parking Services Team Manager said:

'The Council happily welcomed the new Fast Online Appeals Management (FOAM) system and this has been a huge success with the many benefits of the system realising efficiency improvements within the back office.'

'No longer having to complete lengthy evidence packs which are paginated and then sent by post, FOAM allows appeal preparation to be much more proportionate to a parking appeal in terms of staff time. Quicker, more accessible and available 24hrs a day, this service is one which makes the Appellant and Council journey much smoother with decisions reached quicker bringing matters to a timely conclusion whilst events are still fresh in the mind of Appellants.'

'Another useful feature is the messaging system where the Council and Appellant can conduct pre-evidence discussions should it be clear the matter could be resolved without a hearing, examples such as the discounted payment amount being offered to close the case being an example. Again this feature allows matters to be dealt with swiftly and proportionately meaning only cases reaching the Adjudicator are those which the Appellant and Council have exhausted the avenues of reaching an agreement between themselves.'



The screenshot shows the website for the Traffic Penalty Tribunal, England and Wales. The page is titled "I Want to Appeal" and provides information on how to appeal a penalty. The navigation menu includes "How to Appeal", "I Want to Appeal", "About Us", and "Search site". The main content area is divided into two columns. The left column, titled "Appealing to us", lists three points: "How your appeal will be decided", "Evidence", and "What we can't consider". Below this is a thumbnail image of a document titled "NOTICE OF REJECTION OF REPRESENTATIONS SENT TO THE APPELLANT". The right column, titled "I Want to Appeal", explains that users have the right to appeal against penalties they think have been wrongly issued to them. It notes that an appeal is the final stage in the challenge process and that users must have gone through the challenge process and received a formal Notice of Rejection of Representations. It then lists the types of penalties that can be appealed against:

- Parking penalties issued in England (outside London) and Wales
- Bus lane penalties issued in England (outside London) and Wales
- Moving traffic penalties issued in Wales
- Penalties for failing to pay a charge at The Dartford-Thurrock River Crossing (Dart Charge)
- Penalties for failing to pay a charge at the Mersey Gateway and Silver Jubilee Bridge Crossings (Merseyflow)
- Penalties for failing to pay a charge at the Durham Congestion Charge Zone

At the bottom of the page, there is a small disclaimer: "We use cookies to ensure that we give you the best experience on our website. If you continue to use this site we will assume that you are happy with it."



CHAPTER FIVE

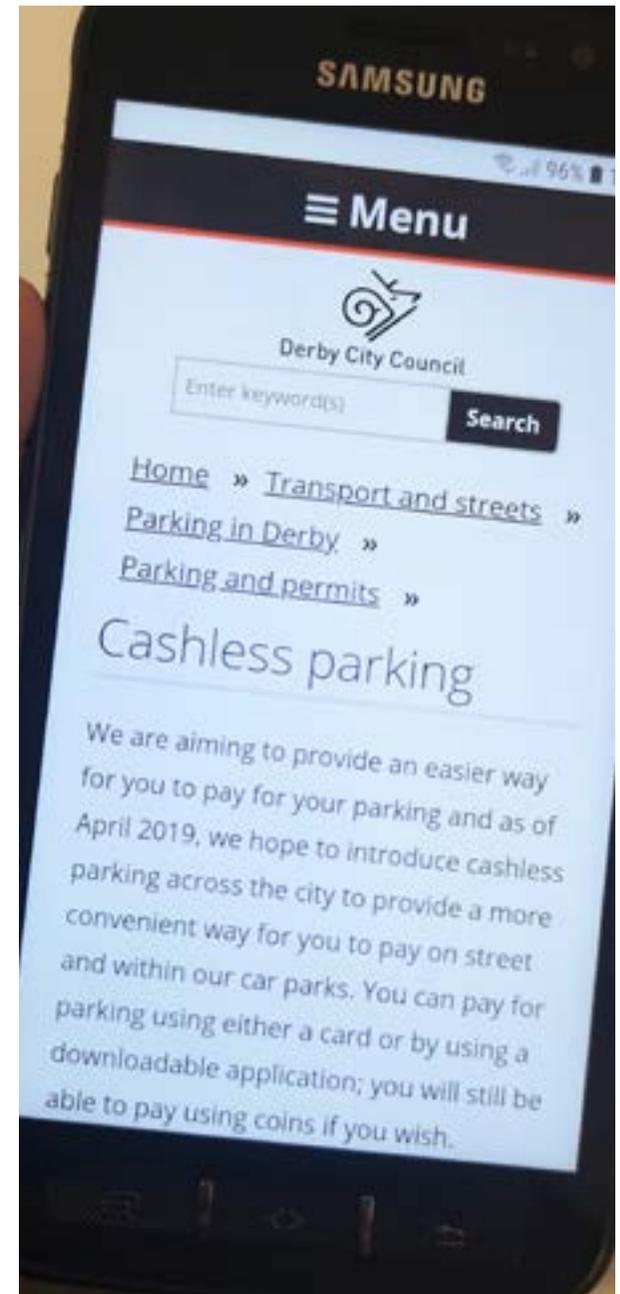
PLANNING FOR 2018/19

PROPOSALS FOR THE INTRODUCTION OF CASHLESS PARKING

The Council are proposing to introduce the ability for customers to pay for parking by phone for existing on street pay and display parking and Council owned surface car parks. There are many benefits to the introduction of such a system such as:

- Allows customers who do not have sufficient change for the pay and display machines to purchase the time they want to park

- Customers can 'top up' their time if required
- Reduces the chance of customers receiving Penalty Charge Notices for any possible delays that might occur due to top up ability
- Assists disabled people as there will be no need to go to a pay and display machine
- Efficiency savings to the Council, in cash counting, collections from the machines and maintenance of machines
- Reduces carbon footprints due to reduction in paper/ticket usage
- Reduce the amount of street clutter i.e. pay and display machines on street.



CHAPTER SIX

CLEAN AIR ZONE

Derby City Council – Chosen as one of five Councils in the County to deliver a Clean Air Zone

Derby City Council were identified by Central Government as an Authority chosen for leading on tackling poor air quality. A Clean Air Zone (CAZ) is an area where targeted action is taken to improve air quality to improve people's health and support economic growth. Clean Air Zones aim to reduce all types of air pollution, including nitrogen dioxide and particulate matter, so that people breathe in less of all these pollutants. A team of experts were put together involving experienced Traffic Engineers to identify the problems

facing Derby and work on investigating a range of options.

Whilst nothing has yet been finalised, the team have investigated many options, from a charging zone to management measures. Another consideration of what affects "parking" in its widest sense is the clean air fund measures the Council may support which promotes the early uptake of low emission vehicles. This may lead to more priority parking for electric vehicles, preferential parking charges for electric vehicles and maybe changes to some of the traffic management restrictions which again have a benefit to drivers of low emission vehicles.

The Council hosted Environment Minister Thérèse Coffey who visited the team at the Council offices in Derby. On her visit the Minister said: "It is great to see first-hand how Derby is playing its part in the national plan to tackle air pollution with a Clean Air Zone which will improve the quality of life for people who live and work here. I'm pleased to meet the Derby City Council team and discuss how we can make this new zone a success for the people of this great city – building on how we are already working together on new measures to improve air quality."

In order to stimulate uptake of low emission vehicles the Council is delighted to confirm that new parking facilities for such vehicles

will be made available at the following locations :

PRIDE PARK – PARK AND RIDE

4 x 7 kW dual outlet Fast Chargers

8 spaces

WILMOT STREET CAR PARK

1 x dual rapid charger

2 spaces

CHAPEL STREET CAR PARK

1 x 7 kW dual and 1 x 7 Kw single outlet Fast Chargers

3 spaces

DARWIN PLACE CAR PARK

3 x 7 kW dual outlet Fast Chargers

6 spaces

BOLD LANE CAR PARK

2 x 7 kW dual outlet Fast Chargers

4 spaces

ABBAY STREET CAR PARK

4 x 7 kW dual outlet Fast Charger

8 spaces

LITTLE CITY CAR PARK

2 x 7 kW dual outlet Fast Chargers

4 spaces



CHAPTER SEVEN

THE 1% CLUB

Civil Enforcement and Parking Services Team Manager, Rob Shoebridge

Challenging the ways we work on a daily basis is something the team here in Derby thrive on. However, just how realistic is it to strive for continuous evolution, or even revolution?

Marginal gains are all about small, incremental improvements that cumulatively produce a significant improvement and change to the services we are trying to deliver. Team involvement and asking those who are at the coal face, doing the job on a day to day basis, who else is better placed to identify those 1% improvements in areas that are often

overlooked by others? Staff ownership of ideas together with an empathy and understanding of customer needs mean that the identified marginal gains have the best opportunity of succeeding.

Examples of marginal gains our Parking team have implemented within 2017/18 are:

- Developing the chipside system by visiting their Swindon officer to make it bespoke to the work carried out in Derby. Automated case progressions with minimal yet personal and impactful interventions when customers make contact, this has seen over 85% of CCTV enforcement contraventions paid without proceeding past the reduced payment amount stage
- An analytical behaviour approach towards debt collection which has realised the collection of an additional £55k in revenue throughout a six month period
- Ongoing forensic analysis of our CCTV enforcement cameras to ensure they are working to be the best they can be. This has led to a large decrease in rejected evidence packs with over 60% of evidence packs now being contraventions compared with the previous 36%. Staff time and data processing gains together with decreased data transference costs are all tangible benefits

- Improved car park security leading to increased customer numbers as a result of a better customer experience
- An Assessment Centre approach towards Civil Enforcement Officer recruitment which had led to candidates who are able to exhibit the Council desired qualities being more successful. This has led to a sharp decrease in sickness levels and, as a consequence, more enforcement hours on patrol.

Whilst historically within Local Authorities there was a resistance to change with staff thinking that new ideas were too big of a leap from where they were or that the business gets by therefore there was no need for change, our parking team here in Derby believe in pushing new boundaries in order to deliver a better level of service for all.

In order to become a member of the 1% club you have to be prepared to do what the other 99% won't.

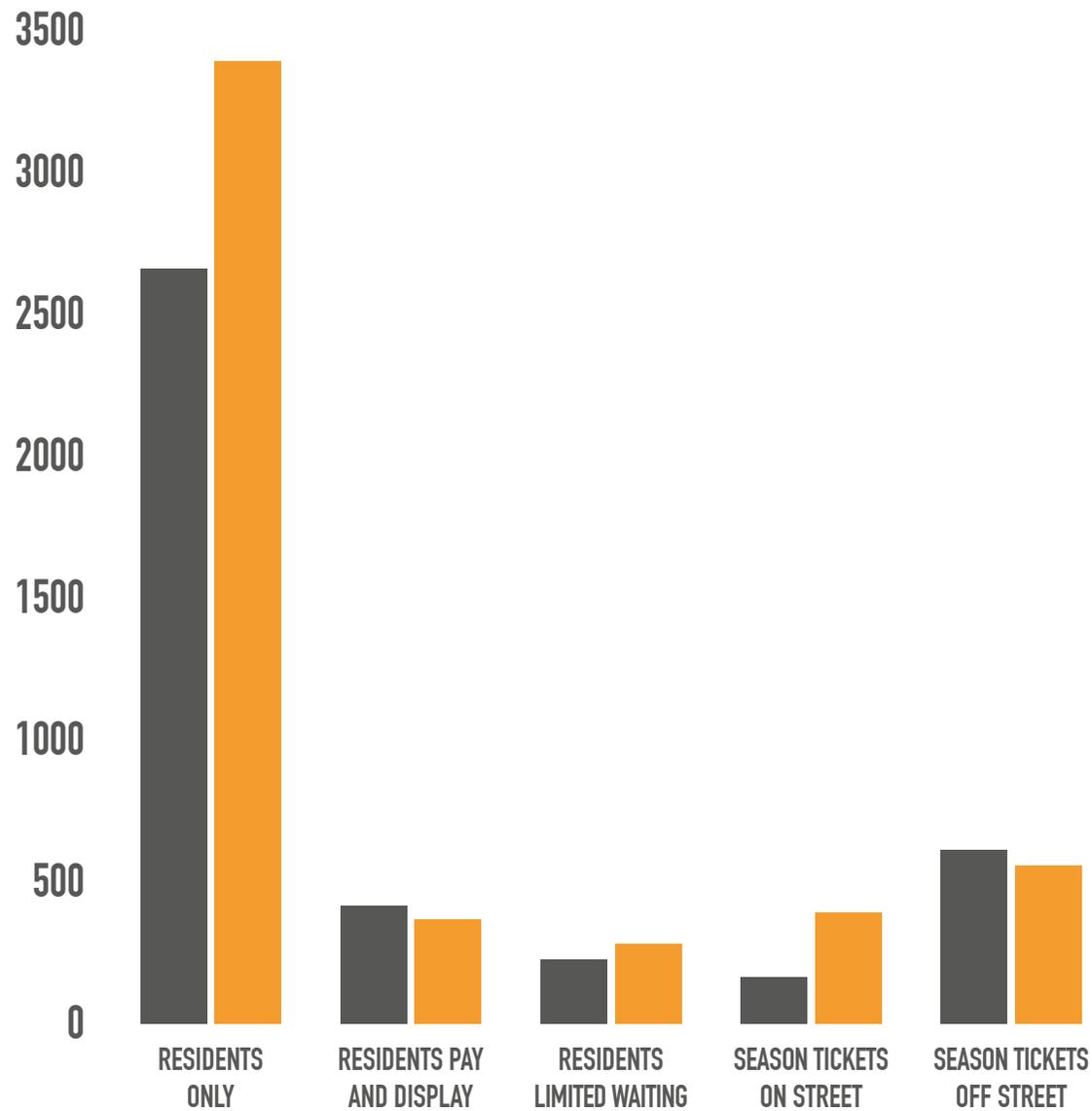


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APPENDIX ONE PERMITS ISSUED



Year	Residents Only	Residents Pay and Display	Residents Limited Waiting	Season Tickets On Street	Season Tickets Off Street
2016/17	2640	411	224	164	606
2017/18	3365	365	280	388	554



APPENDIX TWO PCN INFORMATION

PENALTY CHARGE NOTICES ISSUED — PAYMENT AND CANCELLATION

	1 APRIL 2017 - 31 MARCH 2018			1 APRIL 2016 - 31 MARCH 2017		
	TOTAL PCNS	ON STREET	OFF STREET	TOTAL PCNS	ON STREET	OFF STREET
Total number of PCNs	58,753	56,320	2,433	62,808	60,337	2,471
Number of higher level PCNs issued	30,213	30,172	41	30,931	30,891	40
Number of lower level PCNs issued	6,235	3,843	2,392	6,030	3,599	2,431
Postal PCNs (VDAs)	39	39	0	39	39	0
BUS LANE PCNS	22,266	22,266	0	22,266	22,266	0
Number of PCNs paid	24,538	22,102	2,436	48,257	46,788	1,469



APPENDIX THREE PCN ISSUED BY CONTRAVENTION

CODE	CONTRAVENTION DESCRIPTION (FOR FULL DETAILS DESCRIPTION DETAILS PLEASE REFER TO THE COUNCIL'S WEBSITE)	DIFFERENTIAL CHARGING LEVEL - LOWER IS £50/£25 HIGHER IS £70/£35	2017/18	2016/17	ANNUAL CHANGE %
			PCNS ISSUED	PCNS ISSUED	
01	Parked in a restricted street	Higher	4267	4446	4
02	Loading in a restricted street	Higher	270	280	4
04	Parked in a metred bay		0	0	0
05	Parked after payment expired	Lower	2481	2648	6
12	Parked in a residents place with no permit or P&D ticket displayed	Higher	5643	5605	1
16	Parked in a permit space with no permit	Higher	5611	5671	1
19	Parked in a residents place with invalid permit or P&D ticket	Lower	424	225	88
22	Re-parked in the same place	Lower	2	1	100
23	Parked in a place not designated for that class of vehicle	Higher	2	2	0
25	Parked in a loading place	Higher	453	481	6
27	Parked adjacent to a dropped footway	Higher	72	82	12
30	Parked longer than permitted	Lower	837	723	16
40	Parked in a disabled bay	Higher	1107	1164	5
42	Police vehicles		1	0	100
45	Parked in a taxi rank	Higher	22	137	84
46	Clearway		0	0	0



APPENDIX THREE CONTINUED

CODE	CONTRAVENTION DESCRIPTION (FOR FULL DETAILS DESCRIPTION DETAILS PLEASE REFER TO THE COUNCIL'S WEBSITE)	DIFFERENTIAL CHARGING LEVEL - LOWER IS £50/£25 HIGHER IS £70/£35	2017/18	2016/17	ANNUAL CHANGE %
			PCNS ISSUED	PCNS ISSUED	
47	Parked on a bus stop or stand	Higher	11976	12433	4
48	Parked on a school zig zags	Higher	97	174	44
62	Footway Parking	Higher	364	424	14
82	Parked after payment expired	Lower	388	457	15
83	Parked without clear display of P&D ticket	Lower	1887	1970	4
86	Parked beyond the bay markings	Lower	86	4	2150
87	Parked in disabled bay	Higher	40	40	0
91	Wrong class of vehicle		0	0	0
99	Parked on a Pedestrian crossing	Higher	51	46	11
81	Parked in a restricted area	Higher	0	0	0
85	Parked in a permit bay	Higher	0	0	0
24	Not parked correctly	Lower	0	0	0
34J	Being in a bus lane	Higher	22266	25795	14
TOTALS			58,347	62,808	7





**For more information, please contact the Parking Team on 01332 641889
parkingservices@derby.gov.uk**



Derby City Council