

Annual Report on Parking Enforcement Operations 2011-2012



Introduction

1. This is the fourth Annual report produced by Eastleigh Borough Council in accordance with the guidance to Local Authorities contained within Chapter 4 of the Department for Transport operational guidance first published in March 2008. The report also takes due regard of the requirements of the Traffic Management Act 2004 and the Road Traffic Regulation Act 1984.
2. Eastleigh Borough Council commenced decriminalised parking enforcement under the Road Traffic Act 1991 in October 2004 which gave the Council (through an agency agreement with HCC) powers to enforce on-street parking regulations as well as off-street car parking where a penalty charge notice (pcn) is issued for a parking contravention.

Background

3. The Council is responsible for the delivery of parking enforcement in support of the Council's Traffic Management Agency responsibilities.
4. In addition, the parking service is also responsible for the administration of the Residents' Parking Scheme, the maintenance of on and off-street ticket machines, pay on foot system machines, car parks, CCTV and the meals-on-wheels service.

Scope

5. This document describes the enforcement methodologies and provides performance data for the Council's enforcement and parking activities from the 1st April 2011 to the 31st March 2012.

Parking Enforcement Objectives

6. Parking enforcement is undertaken between 8am to 8pm, 7 days a week. Enforcement can be undertaken outside these hours for a specific parking problem.
7. The Council does not set targets on the issuing of pcns. The primary aim of parking enforcement is traffic management and the service seeks to focus on the following key objectives:
 - To reduce traffic congestion resulting from illegally parked vehicles;
 - To contribute towards road safety;
 - Through reducing congestion, to contribute towards improvements in air quality;
 - To assist the timely operation of public transport;
 - To facilitate access and response times for emergency services;
 - To manage kerb space and access to parking in support of residents, businesses, leisure and visitors parking;
 - To ensure improved quality of residents' area, by enforcement of residents' parking schemes; and
 - To regulate and control parking both on-street and off-street.

The Services Provided

Off-Street Car Parks

8. The Council's Parking Service manages 17 off-street parking places of which 9 are pay and display and two operate via a pay on foot system. These are mainly located within Eastleigh Town Centre and are listed in Appendix A.
9. The parking tariffs adopted by the Council seek to support the management of the highway network, whilst at the same time influencing the economic viability of the town centre and other parish centres. The tariffs conform to the Council's corporate charging policy. The car park tariffs are listed in Appendix B.
10. The Borough Council has invested over the years in CCTV and improved lighting to help reduce the fear of crime including vehicle crime in a number of town centre car parks. During 2011/12 the number of vehicle crimes in the town centre car parks reported to the police was only three incidents.
11. The Council currently has 6 car parks that have been awarded the Parkmark award, which is an initiative of the Association of Chief Police Officers. These sites have been vetted by the Police and each car park has measures in place to create a safe environment for both the motorist and their vehicles.

Residents Parking Scheme

12. There are 11 permit parking areas within the Borough. These have been introduced to ensure that there is a balance between the needs for residents to be able to park near their homes and the needs of other motorists.
13. There are 4 main types of permits that allow motorists to park in areas/bays where controlled parking schemes apply:
 - Residents permits
 - Business permits
 - Visitors permits
 - Professional Carers/Carers permits

Eastleigh Town Centre Parking Permits

14. The total number of permits issued within Eastleigh which include full, visitors, carers and business permits is as follows.

| Zone | No. of Permits Issued |
|------|-----------------------|
| 1 | 1684 |
| 2 | 1984 |
| 3 | 2067 |
| 4 | 1374 |
| 5 | 331 |
| 6 | 406 |
| 7 | 73 |
| 8 | 1181 |

| Zone | No. of Permits Issued |
|----------------------------|------------------------------|
| 9 | 1452 |
| 11 | 242 |
| Professional Carers/Carers | 329 |
| Grand Total | 11123 |

15. The cost of permits is set out below:

| Permit | Charge |
|---------------------|---|
| 1st | £30 applies only to new residents in a property after 19th October 2011 |
| 2nd | £60.00 |
| 3rd | £120.00 if agreed (£25 inspection fee charged to ensure the property does not have alternative off-road parking) |
| Visitors | No Charge |
| Carers | No Charge |
| Professional Carers | £60.00 |
| Temporary Visitors | £42.00 for 6 days |
| 1st Business | £60.00 |
| 2nd Business | £120.00 |
| 3rd Business | £170.00 if agreed |
| 4th Business | £170.00 if agreed |

Hamble-le-Rice Parking Scheme

16. The total number of permits issued in Hamble-le-Rice which entitle residents and businesses to park in the Square car park is 110.
17. The current cost for a resident's permit is £50 and for business a permit is £100, with these charges being subsidised by the Local Area Committee.
18. A residents' zone covering Hamble House Gardens, Meadow Lane and the Bartlett's came into effect on 10 May 2010.

Dispensation and Suspension

19. A parking dispensation allows a commercial vehicle to park on a waiting restriction (yellow line) during restricted hours in circumstances where the vehicle needs to be close to a specific location, for example building/shop fitting work where access is required to load and unload tools or materials.
20. The cost for the issue of a parking dispensation is £15.00 or £25.00 if required within 7 days.
21. A parking suspension allows a motorist to park for a specific purpose in a pay and display bay or Residents Parking bay during restricted hours. For example for carrying out works that require the driver to park close to a building to load / unload tools or materials, or for Household Removals.

School Enforcement

22. The regulations for enforcement of schools at opening and closing times are seen as a key priority to ensure the safe movement of pedestrians and children.
23. Parking services works closely with the Sustainable Transport Team in endeavouring to reduce the number of vehicle movements to and from schools and encouraging other modes of transport through School Travel Plans.
24. During the year 478 visits by Civil Enforcement Officers (CEO's) undertaking mobile patrols were made to 22 schools within the Borough and are broken down as follows.

| SCHOOL SUMMARY VISITS & PCN's ISSUED April 1st 2011- March 31st 2012 | No. | Sched | Visits | PCN's |
|---|------------|--------------|---------------|--------------|
| Berywood Primary School Maunsell Way Hedge End | 17 | B | 54 | 4 |
| Botley Primary School High Street Botley | 22 | D | 0 | 0 |
| Bursledon School Long Lane Bursledon | 25 | B | 37 | 1 |
| Chandlers Ford Infant School Kings Road Chandlers Ford | 2 | B | 27 | 2 |
| Freeground Infant & Junior School Hobb Lane Hedge End | 18 | B | 31 | 5 |
| Fryern Infant & Junior School Oakmount Rd Chandlers Ford | 3 | C | 9 | 3 |
| Hamble County Primary School Hamble Lane | 4 | D | 1 | 0 |
| Hiltingbury Infant & Junior School Hiltingbury Rd Chandlers Ford | 6 | C | 6 | 1 |
| Kings Copse Primary School Kings Copse Rd Hedge End | 19 | B | 23 | 3 |
| Merdon Junior School Merdon Ave & Brownhill Road Chandlers Ford | 7 | B | 19 | 0 |
| Netley Abbey Infant School Priory Road/Westwood Road Netley | 26 | C | 6 | 0 |
| Nightingale County Infant School Blackbird Rd. Eastleigh | 1 | B | 27 | 1 |
| Scantabout Primary School Peverells Wood Ave Chandlers Ford | 9 | D | 2 | 0 |

| SCHOOL SUMMARY VISITS & PCN's ISSUED April 1st 2011- March 31st 2012 | No. | Sched | Visits | PCN's |
|---|------------|--------------|---------------|--------------|
| Shakespeare Junior & Infant School St. Catherines Road Boyatt Wood | 10 | B | 30 | 3 |
| Sherbourne House School Lakewood Rd Chandlers Ford | 13 | D | 11 | 0 |
| St James Primary School Monarch Way West End | 21 | B | 19 | 3 |
| St Swithun Wells Primary School Hillcrest Ave Chandlers Ford | 12 | B | 10 | 6 |
| Stoke Park Junior School Abbotsbury Road Bishopstoke | 5 | B | 59 | 8 |
| Stoke Park Junior School Underwood Road Bishopstoke | 16 | B | 31 | 1 |
| Toynbee School Bodycoats Road Chandlers Ford | 14 | D | 0 | 0 |
| Wildern Secondary School Wildern Lane Hedge End | 20 | B | 33 | 10 |
| Wyvern College + Fair Oak Junior School Botley Road Fair Oak | 15 | B | 43 | 2 |
| Once a week visits | B | | | |
| Once every 3 weeks | C | | | |
| will visit if requested or complaints | D | | | |
| | | total | 478 | 53 |

Disabled Parking

25. The Blue Badge scheme provides a national range of parking concessions for disabled people with severe mobility problems.
26. The regulations for enforcement of Blue Badge parking bays is a key priority to ensure only Blue Badge holders can park within these bays. All the Town Centre disabled bays are patrolled daily to ensure a high level of compliance.

Traffic Management Act 2004

27. On 31st March 2008, the Government replaced Decriminalised Parking Enforcement (DPE) across the country with Civil Parking Enforcement (CPE), which is carried out under the Traffic Management Act 2004 (TMA).

28. The new legislation represents the largest single shift in the way parking enforcement is conducted since the Road Traffic Act 1991. The Government's aim is to provide consistency by creating a single framework for parking regulations across the country. It ensures a fair system is in place and requires Councils to be more transparent and accountable.
29. In line with the new legislation, the Council has introduced many changes to the way it deals with appeals and enforces parking regulations, for example:
- (a) Challenges received prior to the issue of a Notice to Owner or Enforcement Notice must now be dealt with; prior to TMA, this was optional. However, this practice was already adopted prior to the new legislation.
 - (b) A Penalty Charge Notice no longer needs to be placed on a vehicle, or handed to a driver to be legally served, in situations where the Civil Enforcement Officer is prevented from serving the notice to the driver or vehicle
 - (c) Parking Attendants are now known as Civil Enforcement Officers.
30. Other less obvious changes have taken place; the emphasis by Central Government was on the Local Authority's duty to show transparency and fairness. The Council has welcomed this approach and has actively looked at how services can be further improved in line with the new legislation.

Differential Parking Penalties

31. Differential parking penalties also came into effect on the 31st March 2008 as part of the Traffic Management Act.
32. The Government's aim is to make the system fairer. Higher penalties are issued to motorists who park where it is not generally permitted. For example, on yellow lines, the footway, school "Keep Clear" markings, or in residents' permit or disabled bays without displaying the appropriate permit or badge.
33. The less serious contraventions, which incur the lower charge, include contraventions such as overstaying time paid for in a pay and display bay, or parking outside bay markings.
34. In circumstances where a driver parks in a permit bay and submits evidence in the form of a visitors' voucher valid for the date of the contravention, the Council will accept the evidence as confirmation that the driver was visiting a resident and the lower charge will apply.

Key Performance Indicators

35. The key performance indicators for the parking service are listed below.

| | Target | Actual |
|--|---------------|---------------|
| Letters responded to within 10 days | 100% | 99% |
| % of pcns that resulted in a appeal to TPT | 1% | 0.14% |

| | Target | Actual |
|--------------------------------------|---------------|---------------|
| School enforcement visits | 450 | 478 |
| Visits to parish centres (1 per day) | 4500 | 4800 |

Financial Performance 2010/11 and 2011/12

On-Street Income and Expenditure

36. The table listed below gives a breakdown of the income and expenditure for on-street income and expenditure.

Decriminalised Parking

| | 2010/11 Outturn | 2011/12 |
|---|------------------------|-----------------|
| Parking Services | 390,814 | 378,486 |
| Property | 13,420 | 17,732 |
| Supplies & Services (includes deferred charges) | 42,773 | 40,771 |
| Admin. Costs | 13,342 | 12,630 |
| Recharges from Service Units/Practice Accounts | 50,772 | 80,653 |
| Payment to Agencies | 818 | 900 |
| Asset Rental | 7,247 | 10,989 |
| TOTAL EXPENDITURE | 519,186 | 542,161 |
| | | |
| Fees & Charges | -577 | -460 |
| Licences/Permits | -1,695 | -1,580 |
| Admission | -205,625 | -247,692 |
| Season Tickets | -73,519 | -75,106 |
| Penalty Charge Notices | -272,176 | -268,696 |
| TOTAL INCOME | -553,592 | -593,534 |
| TOTAL (SURPLUS) DEFICIT | -34,406 | -51,373 |

37. The on-street budgets show an increase during 2011/12 against the previous year. The main increase in expenditure during 2011/12 is in recharges costs mainly caused by the compass team for administration of the resident parking scheme at the Town Centre Office and Civic Offices. The main increase in income is due to increased usage and tariffs raised in on-street town centre charges.

Off-Street Charges

38. The table listed below gives a breakdown of the income and expenditure for off-street parking (includes pay and display and non pay and display).

Car Park

| | 2010/11 Outturn £ | 2011/12 Outturn £ |
|---|----------------------|----------------------|
| Parking Services | 280,381 | 238,665 |
| Property | 368,814 | 388,180 |
| Supplies & Services (includes deferred charges) | 44,074 | 27,318 |
| Admin. Costs | 8,621 | 9,733 |
| Recharges from Service Units/Practice Accounts | 18,197 | 17,303 |
| Payment to Agencies | 84,102 | 110,396 |
| Asset Rental | 176,937 | 164,668 |
| TOTAL EXPENDITURE | 981,126 | 956,263 |
| | | |
| Fees & Charges | -127,068 | -136,988 |
| Admission | -1,567,399 | -1,883,423 |
| Permits | -54,555 | -47,140 |
| Penalty Charge Notices | -125,869 | -119,417 |
| Misc Income | -82,295 | -1,124 |
| Rents | -8,921 | -10,965 |
| TOTAL INCOME | -1,966,107 | -2,199,057 |
| | | |
| Total (SURPLUS) DEFICIT | (-984,981) | (-1,242,794) |

Decriminalised Parking and Car Parks

| | 2010/11 Outturn £ | 2011/12 Outturn £ |
|---|----------------------|----------------------|
| Parking Services | 671,195 | 617,151 |
| Property | 382,234 | 405,912 |
| Supplies & Services (includes deferred charges) | 86,847 | 68,089 |
| Admin. Costs | 21,963 | 22,363 |
| Recharges from Service Units/Practice Accounts | 68,969 | 97,956 |
| Payment to Agencies | 84,920 | 111,296 |
| Asset Rental | 184,184 | 175,657 |
| TOTAL EXPENDITURE | 1,500,312 | 1,498,424 |
| | | |
| Fees & Charges | -127,645 | -137,448 |
| Admission | -1,773,024 | -2,131,115 |
| Permits | -56,250 | -48,720 |
| Penalty Charge Notices | -398,045 | -388,113 |
| Misc Income | -82,295 | -1,124 |
| Season Tickets | -73,519 | -75,106 |
| Rents | -8,921 | -10,965 |
| TOTAL INCOME | -2,519,699 | -2,792,591 |
| | | |
| TOTAL (SURPLUS) DEFICIT | (-1,019,387) | (-1,294,167) |

39. There has been an increase on expenditure during 2011/12 primarily at the Swan Centre car park due to the increasing popularity of the entertainment complex.

Spending of the Surplus

40. The expenditure of income derived from on street parking places and PCN income is governed by the Traffic Management Act 2004, Section 88, and the Road Traffic Regulation Act 1984, Section 55(a) and confirms the specific areas for surplus expenditure as follows:
- Funding the provision of the parking service;
 - Meeting all or any part of the cost of the provision of off-street car park maintenance;
 - Facilitating the provision of public/passenger transport; and
 - Traffic or highway improvements within the Borough.
41. The parking surplus for civil parking enforcement helps to reduce the on-street parking reserve which before this year's surplus was added, stood at a deficit of £270,950. The on-street revenue is for capital funding on residential parking schemes and the start up costs for civil parking enforcement.
42. The on-street reserve is set aside for Capital Funding Parking Schemes such as capital set up costs for residents parking schemes and capital costs associated with setting up decriminalised parking.
43. The off-street PCN income of £119,417 contributes to the following on-going revenue costs that are funded by the Council:

| | |
|---------------------------|--------------------|
| Transport Policy | £768,649 |
| Agency Traffic Management | £49,444 |
| Bus Shelters | £54,966 |
| Dial A Ride | £101,366 |
| TOTAL | £974,425.00 |

On-Street PCN's

| Year | On-Street Penalty Charge Notices |
|----------------|----------------------------------|
| 2010/11 | 8,673 |
| 2011/12 | 8,601 |

44. The table listed below gives a further breakdown of payments made at the various formal stages, adjudication, cancelled and debt registration.

| TMA ON-STREET ANNUAL SUMMARY | | |
|--|----------------------------------|-----------------------------------|
| Issue Date From: 01/04/2011 | Issue Date To: 31/03/2012 | Appeal Date To: 04/09/2012 |
| | Low Rate Charge | High Rate Charge |
| Number of Penalty Charge Notices issued for parking contraventions | 3,809 | 4,792 |
| Number of Penalty Charge Notices paid within 14 days | 2,234 | 3,035 |
| Number of Penalty Charge Notices paid at full charge | 412 | 425 |
| Number of Penalty Charge Notices unpaid | 1,163 | 1,332 |
| Total number of Penalty Charge Notices of debt registrations | 582 | |

45. The on-street pcn's follow similar lines as previous years with 61.3% payments made before the 14 day discount period and only 6.7% of the pcn's going to debt registration.

On-Street PCN Challenges

| | |
|---|-------|
| Total number of on-going informal challenges | 49 |
| Total number of formal representations | 300 |
| Total number of on-going formal representations | 96 |
| Total number of on-going informal challenges accepted | 1,187 |
| Total number of formal representations accepted | 75 |
| Total number of informal challenges rejected | 1005 |
| Total number of formal representations rejected | 129 |

46. It should be noted that there has been an increase in the number of penalty charge notices issued on-street, which is due to more parking restrictions being implemented.

Off-Street PCN's

| Year | Off-Street Penalty Charge Notices |
|----------------|--|
| 2010/11 | 5,880 |
| 2011/12 | 5,361 |

47. The number of penalties issued has been compared between 2011/12 and 2010/11. The 2011/12 figure shows a decrease in the number of penalty

charge notices. The location where the pcn's have been issued is shown below.

| Location Description | Issued 2010/11 | Issued 2011/12 |
|--|-----------------------|-----------------------|
| Bishopstoke Road Playing Fields Car Park | 155 | 146 |
| Car Park at the rear of the Dolphin | 47 | 32 |
| Hamble Foreshore Car Park | 587 | 574 |
| Hamble Square Car Park | 527 | 409 |
| Hanns Way Car Park | 258 | 298 |
| Hedge End Railway Station Car Park | 165 | 147 |
| Itchen Valley Country Park Car Park | 360 | 517 |
| Lakeside Country Park | 12 | 33 |
| Leigh Road Car Park | 248 | 258 |
| Multi Storey Car Park | 441 | 52 |
| Multi Storey Car Park – Basement | 36 | 22 |
| Multi Storey Car Park – Ground | 424 | 124 |
| Romsey Road Car Park | 522 | 518 |
| Southampton Road Car Park | 51 | 24 |
| Swan Shopping Centre | 242 | 254 |
| Twyford Road Car Park | 80 | 88 |
| Wells Place Car Park | 1,725 | 1,865 |
| TOTALS | 5,880 | 5,366 |

The main reason for the decrease against the previous year is due to the introduction of the pay on foot parking system in the multi-storey which prevents motorists from either not displaying a valid ticket or over staying.

48. The table listed below gives a further breakdown of payments made at the various formal stages.

| TMA OFF-STREET ANNUAL SUMMARY | | |
|--|----------------------------------|-----------------------------------|
| Issue Date From: 01/04/2011 | Issue Date To: 31/03/2012 | Appeal Date To: 04/09/2012 |
| | Low Rate Charge | High Rate Charge |
| Number of Penalty Charge Notices issued for parking contraventions | 4919 | 442 |
| Number of Penalty Charge Notices paid within 14 days | 3184 | 186 |
| Number of Penalty Charge Notices paid at full charge | 422 | 18 |
| Number of Penalty Charge Notices unpaid | 1,313 | 238 |
| Total number of Penalty Charge Notices of debt registrations | 269 | |

Off-Street PCN Challenges

| | |
|--|----|
| Total number of on-going informal challenges | 49 |
| Total number of on-going formal | 73 |

| | |
|---|------|
| representations | |
| Total number of on-going informal challenges accepted | 1475 |
| Total number of formal representations accepted | 75 |
| Total number of informal challenges rejected | 488 |
| Total number of formal representations rejected | 57 |

49. As to be expected 65.5% of payments are made within 14 days of the notice issued to obtain the discount fee.
50. It should also be noted that only 4.0% of the pcn's issued are registered for debt with the Courts.

Challenges and Representations Received

51. Where a parking contravention occurs, it is the "owner/registered keeper" of the vehicle who is legally obliged to pay the penalty charge. The owner means the person by whom the vehicle is kept, which in the case of a vehicle registered under the Vehicle Excise and Registration Act 1994 (c22) is presumed to be the person in whose name the vehicle is registered at the DVLA. It is therefore essential that any changes of vehicle ownership are immediately notified to the DVLA.
52. The only exception to this is where the vehicle was hired from a firm under a hiring agreement and the person hiring it had signed a statement of liability in respect of any penalty charge notice served in respect of the vehicle during the period of the agreement.
53. Vehicle owners may dispute the issuing of a pcn at three stages:
- (1) They can make an informal challenge or representation before the Council issues a Notice to Owner (NtO). As a challenge at this stage will be made by the person who has received the pcn, it may be that the person submitting the challenge was the driver of the vehicle, rather than the vehicle owner.
 - (2) Once an NtO has been served, they can make a formal representation against the NtO. This can still be lodged if an informal challenge has previously been made and rejected. The legislation sets out specific grounds on which formal representation against an NtO may be made and are specified on the notice. Representations may also be made on the basis that, in the particular circumstances of the case, there are compelling reasons for the cancellation of the pcn.
 - (3) If the formal representation is rejected, the Council will issue a Notice of Rejection and details how to appeal to the Traffic Penalty Tribunal. The appellant has the right to appeal within 28 days of the issue of the Notice of Rejection to an adjudicator of the Traffic Penalty Tribunal. The adjudicators have a judicial position. They are appointed with the agreement of the Lord Chancellor and they are wholly independent.

Their decisions are final (subject to their own power to review a decision) and they have the power to award costs against either party. No further challenges can be made other than a point of law through an application to the High Court for a Judicial Review. Appellants may choose to appear before the adjudicator in person, opt for a telephone hearing or via a postal hearing where written evidence is supplied by both parties.

54. The details of the adjudication services and of the appeal process can be found on their website www.trafficpenaltytribunal.gov.uk.

Policies for the Handling of Appeals

55. Considering challenges, representations and defence of appeals is a legal process. It is necessary for the Council to keep a full and accurate record of all challenges. For this reason the Council insists that all representations are made in writing (by letter, email or by completing one of its appeal forms either on line or at the Civic and Town Centre Offices). The Council has the discretion to cancel a pcn at any point in the appeals process.
56. The cancellation of pcn's is further broken down by reason for cancellation is below

Case Summary Cancelled by Reason

| Current State Code | Current State Description | Total Cases |
|---------------------------|--|--------------------|
| ADJUDREFUS | Appeal to Adjudicator Refused | 2 |
| APPNONCON | Appeal – Non Contested | 1 |
| BD01 | Bad Debt 01 Gone Away | 101 |
| BD02 | Bad Debt 02 Incomplete address | 4 |
| BD03 | Bad Debt 03 No information from DVLA | 6 |
| BD04 | Bad Debt 04 Unable to establish owner | 22 |
| C01 | Cancelled – PA Error | 35 |
| C02 | Cancelled – Processing Error | 1 |
| C06 | Cancelled – Inadequate Signing | 1 |
| C11 | Cancelled – Valid Pay and Display Ticket | 1 |
| C14 | Cancelled – Owner Cannot be Traced | 2 |
| C17 | Cancelled – Representations Allowed | 7 |
| C18 | Cancelled – Adjudications Allowed | 3 |
| C20 | Cancelled – Special Circumstances | 2 |

| Current State Code | Current State Description | Total Cases |
|--------------------|---|-------------|
| C26 | Cancelled – Challenge Accepted | 2,115 |
| C27 | Appeal to Adjudicator not contested | 1 |
| PFI | Cancelled – Prevented from Issue | 1 |
| SPOILED | Cancelled – Spoiled after issue (PCN not valid) | 136 |
| VDA | Cancelled – Vehicle Drive Away | 15 |
| W0C04 | Write off 04 Foreign Driver | 4 |
| W0C05 | Write off 05 Foreign Vehicle | 77 |
| W0C08 | Write off 08 Warrant closed – gone away | 80 |
| W0C10 | Write off 10 Warrant closed – no contact | 8 |
| W0C11 | Write off 11 Warrant closed – out of date | 1 |
| W0C12 | Write off 12 Warrant closed – unable to execute | 9 |
| W0C16 | Write off 16 DVLA Returned make mismatch | 4 |
| W0C17 | Write off 17 DVLA Returned Invalid VRM | 3 |
| W0C20 | Write off 20 DVLA Returned Exported | 1 |
| W0C21 | Write off 21 DVLA Returned Record Void | 147 |
| W0C22 | Write off 22 DVLA Returned No Trace | 1 |
| W0C0FF | Written Off – General Reason | 4 |
| W00UTIME1 | Written Off – Case out of accepted follow up | 1 |
| W00UTIMENTO | Written Off – NTO not sent out within 6 months | 2 |

57. The Council's cancellation and mitigation policies against which challenges, representations or appeals are considered can be found on the Council's website <http://www.eastleigh.gov.uk/parking-travel--roads/parking.aspx>
58. The results confirm that 13962 notices were issued in the year, 9916 paid (71.02%), 2, 456 cancelled (17.58%) and 342(2.48.77%) written off. There are currently 1248 (8.92.78%) notices outstanding. The collection and cancellation rate is in line with previous years and therefore is an indication of a fair and consistent approach.

Appeals to Traffic Penalty Tribunal

59. During 2011/12 a total of 20 appeals were made to the Adjudication Services. During this period the Council chose not to contest 3 appeals. This was due

to new information being provided by the appellant, for example information on the keeper of the vehicle or supporting documentary evidence to confirm loading.


60. A total of 4 appeals were upheld and 13 refused. It should be noted that the level of appeals that go before the Adjudication Services is only 0.14% of penalty charge notices issued.

Improvement to the Parking Service

61. The mobile phone telephone payment system is still increasing in usage with 24119 payments being made during the year against the previous year of 19660 and increase of 23%
62. There have been a number of improvements to the service during 2011/2012 which have improved levels of customer care and made the Town Centre car parks easier to use.
63. The improvements to the services are as follows:
- A major refurbishment of the multi-storey car park with protective coating on all parking areas, coloured walkways, upgrade of the lighting with energy efficient fittings refurbishment of the toilets, upgrade of the CCTV system which was completed on time and within budget.
 - The new pay on foot system within the multi-storey has increased usage in the car park.
 - The electric charging point in the multi-storey car park is being regular used by customers.

Wayne Bailey
Parking Services Manager
Transportation and Engineering
September 2012

APPENDIX A

| Car Park Name | Location | Car Park Type | Control Type | Manufacturer | Gritting Priority | RingGo | Height Restriction | Total Spaces | Car Spaces |
|-----------------------------------|----------------|---------------|--------------|--------------|-------------------|--------|--------------------|--------------|---|
| | | | | | | | | |  |
| FREE CAR PARKS | | | | | | | | | |
| Bursledon Station | Bursledon | Surface | Free | | | | | 60 | 60 |
| Dolphin | Botley (Hants) | Surface | Free | | 1 | | | 52 | 52 |
| Chandlers Ford Station | Chandlers Ford | Surface | Free | | 2 | | | 17 | 16 |
| Mortimer Road | Botley (Hants) | Surface | Free | | 2 | | ? | 63 | 61 |
| New Road | Netley | Surface | Free | | 2 | | | 29 | 29 |
| New Road Social Club | Netley | Surface | Free | | 2 | | | 24 | 24 |
| Sub Totals-Free Car Parks | | | | | | | | 245 | 242 |
| PAY CAR PARKS | | | | | | | | | |
| Bishopstoke Road Playing Fields | Eastleigh | Surface | P&D | Cale Briparc | 1 | 4900 | | 78 | 75 |
| Hamble Square | Hamble | Surface | P&D | Cale Briparc | 1 | 4901 | | 65 | 61 |
| Hanns Way | Eastleigh | Surface | P&D | Cale Briparc | 1 | 4902 | | 19 | 16 |
| Hedge End Station | Hedge End | Surface | P&D | Cale Briparc | 2 | 4903 | | 118 | 114 |
| Leigh Road | Eastleigh | Surface | P&D | Cale Briparc | 1 | 4904 | | 46 | 30 |
| M.S.C.P. | Eastleigh | Multistorey | PoF | Designa | 3 | | 2.00m | 492 | 480 |
| Romsey Road | Eastleigh | Surface | P&D | Cale Briparc | 1 | 4906 | | 48 | 43 |
| Southampton Road | Eastleigh | Surface | P&D | Cale Briparc | 1 | 4907 | 1.98m | 59 | 41 |
| Swan Shopping Centre | Eastleigh | Roof | PoF | Designa | n.o.r. | | 2.10m | 688 | 643 |
| Twyford Road | Eastleigh | Surface | P&D | Cale Briparc | 1 | 4908 | | 85 | 79 |
| Wells Place | Eastleigh | Surface | P&D | Cale Briparc | | 4909 | 2.10m | 141 | 129 |
| Sub Totals-Pay Car Parks | | | | | | | | 1839 | 1711 |
| TOTALS FOR EBC CAR PARKS | | | | | | | | 2084 | 1953 |
| PARISH CAR PARKS | | | | | | | | | |
| Hamble Parish Council | | | | | | | | | |
| Hamble Foreshore | Hamble | Surface | P&D | Cale Briparc | n/a | | | 65 | 60 |
| Sub Total-Parish Car Parks | | | | | | | | 65 | 60 |
| TOTALS FOR ALL CAR PARKS | | | | | | | | 2149 | 2013 |

Car Park Charges (from 31st January 2012)

| Pay & Display | |
|--------------------------|-----------------------------|
| | Current Charge £ |
| Up to 1 hour | 1.20 |
| Up to 2 hours | 2.40 |
| Up to 3 hours | 3.30 |
| Up to 4 hours | 4.20 |
| All Day | 8.00 |

| Swan Centre Pay on Foot | |
|---|-----------------------------|
| Mon to Sat 7am to 6pm | Current Charge £ |
| Up to 1 hour | 1.20 |
| Up to 2 hours | 2.40 |
| Up to 3 hours | 3.30 |
| Up to 4 hours | 4.20 |
| Up to 5 hours | 5.20 |
| Up to 7 hours | 8.00 |
| 7 hours + | 13.00 |
| | |
| Mon to Sat 6pm to 7pm/ All Day Sun/Bank Hols | |
| Up to 1 hour | 1.20 |
| 1 hour + | 2.40 |

| SOUTHAMPTON ROAD | |
|-------------------------|-----------------------------|
| | Current Charge £ |
| Up to 1 hour | 90p |
| Up to 2 hours | 1.50 |
| Up to 3 hours | 1.90 |
| Up to 4 hours | 2.50 |
| All Day | 5.50 |

| BISHOPSTOKE RECREATION GROUND | |
|---|-------|
| 3 hours free parking and non return with 12 hours | |
| Up to 10 hours | £4.70 |

| FALKLAND ROAD | |
|----------------------|-------|
| Up to 4 hours | £3.20 |
| Up to 8 hours | £5.20 |

| HEDGE END STATION CAR PARK | |
|-----------------------------------|-------|
| Daily Charge | £3.00 |

| CHESTNUT AVENUE | |
|------------------------|-------|
| Up to 4 hours | £1.70 |
| All Day | £3.20 |

| CHICKENHALL LANE | |
|-------------------------|-------|
| Up to 4 hours | £2.00 |
| Up to 8 hours | £3.50 |

| HAMBLE SQUARE | |
|----------------------|-------|
| Up to 30 mins | Free |
| Up to 1 hour | 60p |
| Up to 2 hours | £1.20 |
| Up to 3 hours | £1.70 |
| Up to 4 hours | £2.50 |

| PENALTY CHARGE NOTICE | |
|------------------------------|---|
| CURRENT CHARGES | £70 & £50 (reduced sum of £35 and £25 if paid within 14 days) |

| QUARTERLY CAR PARKING PERMIT | |
|-------------------------------------|------|
| CURRENT CHARGES | £320 |