

Civil Parking Enforcement Annual Report April 2016 – March 2017



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Introduction

Herefordshire Council is responsible for the enforcement of the on-street parking restrictions throughout Herefordshire and also the enforcement of all off-street car parks controlled or managed by them.

Parking is an emotive subject which often receives adverse publicity in the media and although parking restrictions are rarely popular with the motorist, without them there would likely be more congestion and even gridlock. The majority of motorists comply with the parking restrictions and park sensibly but unfortunately some pay little heed and park wherever they like because it is convenient for them. This can then cause inconvenience to others such as delivery vehicles and disabled motorists.

No one likes to receive a Penalty Charge Notice (PCN) but for parking restrictions to be effective there has to be some kind of deterrent to discourage people from parking in contravention of them, and a sanction when they do. Some drivers who receive a PCN will have just taken a chance, but others may not have intended to park illegally or may have misunderstood the signs and lines. Precautionary action may avoid that unwelcome penalty charge. For example, a few extra seconds to check the signs and lines before leaving the vehicle will in most cases reduce the risk of getting a parking ticket. Additionally most people have a mobile phone which could be set to sound a warning before their limited waiting or pay and display ticket is about to expire.

In general terms the parking policy seeks to support the council's aim to encourage the use of alternative forms of transport to the private car. However, it is recognised that, in a predominantly rural county like Herefordshire, many journeys will continue to be undertaken by car and as such the overall supply of parking needs to be sufficient to support the economic vitality of Hereford and the market towns.

Herefordshire Council carries out its Civil Parking Enforcement under powers contained in part 6 of the Traffic Management Act 2004 (TMA) which came into effect on 31st March 2008. The operational guidance that complements the TMA encourages transparency and accountability in parking operations and in furtherance of this it advises that all enforcement authorities should produce and publish an annual report of their enforcement activities within six months of the end of each financial year.

This report is Herefordshire Council's eighth annual parking report. It is intended to give the reader a clearer picture of what the council is trying to achieve through its parking enforcement activities, and how it carries out those activities in a fair and consistent manner, and in accordance with the relevant legislation.

In furtherance of this the report contains a link to the council's parking enforcement protocols. Taking a moment to look at and understand these could assist in avoiding inappropriate parking and thereby reduce the likelihood of receiving a PCN. All road users should also be aware of the meaning of the various on-street signs and lines and can check or refresh their memory by reading the latest Highway Code guide.

There is also a link to a page on the council's website where people can go to for advice on what to do if they have received a PCN, for example how to challenge or how to pay it. It is a requirement of the TMA that the council follows a strict but fair and consistent enforcement procedure for issuing PCN's, dealing with challenges/appeals and the recovery of unpaid PCN's.

Finally the report provides some statistical and financial information with regards to parking enforcement activities over the 12 month period to 31st March 2017.

Parking Policies

As a part of the Local Transport Plan 2016 - 2031 Herefordshire Council published a car parking policy statement which can be viewed at: - https://www.herefordshire.gov.uk/downloads/file/2631/local_transport_plan_2016-2031_policy

Such a policy can play a major role in supporting the development of a sustainable and integrated transport system. The availability and pricing structure of car parking spaces plays a major role in supporting this, and is a key factor in determining people's choice of transport for any particular journey.

Parking Enforcement supports the policy by aiming to ensure that motorists comply with the parking restrictions that are in place thereby minimising disruption and congestion, and by applying a sanction to those who contravene the restrictions.

To assist motorists a Parking Enforcement Protocols Policy and an Appeals and Representations Policy has been written for the purpose of clarification so that the motorist can avoid parking inappropriately and being likely to receive a PCN. Should a motorist receive a PCN which they do not agree with, the Parking Enforcement Protocols should help to explain why it was issued. These policies can be found at https://www.herefordshire.gov.uk/downloads/file/3349/parking_enforcement_protocols

Appeals and Representations Protocols are written to ensure that the motorist understands the rules, policies and procedures used by the council in administering the parking policy. Should the motorist decide to challenge the issue of a PCN how they are treated in making any objection or representation is important, and this document sets out how appeals and representations against the issue of a PCN are dealt with.

By publishing the policy and protocols it is hoped that the motorist will see that Herefordshire Council is committed to dealing with parking enforcement in an open, fair and consistent manner.

https://www.herefordshire.gov.uk/downloads/file/3625/parking_fine_appeals_and_representations_protocols



Civil Enforcement Officers

The primary objective of a Civil Enforcement Officer (CEO) is to ensure that parking restrictions are observed and enforced in a fair, accurate and consistent manner.

Herefordshire Council's fifteen CEO's, six of whom work part time, are employed directly by the council and are paid a monthly salary. They do not receive any performance related bonuses or other performance related incentives. Although the council will monitor their performance at work, as with any other council employee, it does not set any targets in regard to the number of PCN's issued. Herefordshire Council has a very low turnover of CEO's and the experience that this brings helps deliver a consistency to enforcement activity.

Each new CEO is given on the job training by going out and working alongside an experienced CEO until they are competent to work alone.

CEO's are unfortunately often subject to verbal abuse and occasionally physical assault whilst carrying out their duty. This is totally unacceptable and Herefordshire Council will always support officers in reporting such incidents to the police, and in any subsequent court proceedings. To try and help protect CEO's they are instructed to give their ID number to members of the public if requested but not their names.

PCN's are issued to vehicles that are parked in contravention of the parking restrictions. This is done by inputting relevant information into a handheld computer and then attaching the printed PCN to a vehicle or by giving it to whoever appears to be in charge of it. Any relevant information is recorded in a handbook and photographs are taken. This further information and photographs may be used when considering representations and appeals.

Once a PCN has been issued a CEO is unable to cancel or withdraw it. This is to protect them from allegations of inconsistency, favouritism or any suspicion of bribery. A PCN is considered as issued once the CEO has started to enter details of the vehicle and contravention into their handheld. If a motorist wishes to dispute a PCN they must follow the appeals process which is detailed on the information leaflet accompanying the PCN.

CEO's have the authority to allow a driver to park in a place that they would not normally be allowed to park in, for example if they believe that a vehicle is essential for work being carried out and if there is no practical or reasonable alternative, or if a vehicle has broken down etc. In most cases this will apply only to unplanned events and if permission is granted it applies to that day only. In other cases the person responsible for the vehicle should apply and pay in advance for a parking dispensation https://www.herefordshire.gov.uk/info/200168/parking/130/temporary_parking_permission

Certain vehicles have exemptions from the on-street parking restrictions, for example 'Statutory Undertakers' if their visible work is being carried out within a reasonable proximity of the highway, emergency service vehicles, cleansing and refuse vehicles collecting rubbish. More information can be found in the Parking Enforcement Protocols.

CEO's are instructed to ignore notes left in vehicles, such as "working at number 20" or "broken down" (unless visually obvious), as they cannot be sure of the validity of the note. In such circumstances details of the note will be recorded if a PCN is issued and any mitigating circumstances will be taken into account during the appeals process.

CEO's also enforce the regulations in respect of off street parking in the council's car parks (see page 10).

As well as enforcing the on and off-street parking restrictions CEO's also:

- Act as the first point of contact for the public giving help and advice such as directions, advice on parking queries and enforcement matters.
- Checking and carrying out minor repairs to pay and display machines.
- Checking and reporting defective traffic signs and road markings.
- Reporting any car park defects.
- Reporting suspected abandoned vehicles.
- Inspecting blue badges and seizing any that they suspect of being fraudulent or being used fraudulently.
- Report incidences of environmental crime such as littering fly posting, fly tipping and stray dogs/ dog fouling to the council's enforcement team.

Penalty Charges

The Secretary of State requires that authorities set 2 levels of Penalty Charge, with a higher level for the more serious contraventions. For example, parking in a place that it is always prohibited (such as on double yellow lines or in a disabled bay without a valid blue badge) is considered more serious than overstaying where parking is permitted.

In line with this requirement Herefordshire council parking contraventions are dealt with by the issue of either a £70 PCN for a higher level offence or £50 PCN for a lower level offence. A reduced amount of £35 or £25 respectively will be accepted in full and final settlement, if payment is received within 14 days of the date the PCN was issued.

The TMA also gave authorities the power to serve PCN's by post (known as a 'Regulation 10' PCN) in certain circumstances as listed opposite:-

1. Where the contravention has been detected on the basis of evidence from an approved device. This is where an authority uses devices such as CCTV for parking enforcement purposes. Herefordshire Council does not carry out any parking enforcement in this way.

2. If the CEO has been prevented, for example by force, threats of force, obstruction or violence, from serving the PCN either by affixing it to the vehicle or by giving it to the person who appears to be in charge of the vehicle.

3. If the CEO had started to issue the PCN but did not have enough time to finish or serve it before the vehicle was driven away and would otherwise have to write off or cancel the PCN.

Herefordshire Council will only serve a PCN by post if it cannot be served in the 'normal' way because the officer is prevented from doing so in either of the circumstances described in points two and three above.

Appeals Process

The process of considering PCN challenges is a legal process. Herefordshire Council has prepared appeals and representations guidance in respect of Civil Parking Enforcement which is intended to inform the public and provide guidance to council employees working in the enforcement of parking regulations.

https://www.herefordshire.gov.uk/downloads/file/3625/parking_fine_appeals_and_representations_protocols

This is consistent with best practice and aims to provide clarity, consistency and transparency within the enforcement process and comply with the Traffic Penalty Tribunal and Local Government Ombudsman guidance.

When a PCN is issued the motorist can make an informal challenge at any time within the first 28 days after the PCN has been issued. If a challenge is to be made it is advised that it is made within the 14 day discount payment period. This means that if the challenge is rejected the PCN can still be paid at the 50% discounted rate. If the challenge is successful, the PCN will be cancelled and no further action will be necessary.

If a motorist neither pays or challenges a PCN within the first 28 days after it has been issued then the council will send a 'Notice to Owner' (NtO) to the registered keeper of the vehicle. This notice will advise there is a further 28 days to either:

1. Pay the penalty charge at the full rate; or
2. Make a formal written representation to the council.

On receipt of a representation, the council will carefully consider all the relevant facts. If the representation is accepted the PCN will be cancelled and the case closed. If the representation is rejected a formal 'Notice of Rejection' together with an appeal form will be sent out. The PCN can either be paid at the full rate or an appeal can be taken to an independent adjudicator at the Traffic Penalty Tribunal.

On-street parking

There are over 1600 on-street parking spaces available in the main centres of the County, all of which are currently free and generally controlled by means of limited waiting restrictions. Within Hereford there are over 400 spaces, representing around 15% of publicly available parking provision for the City centre. The approach to the management of on-street parking across the county seeks:

- To ensure the safe and free flow of traffic that is essential to economic vitality and business growth;
- To provide access for serving businesses;
- To provide residents parking in appropriate locations;

- To ensure effective and sensitive enforcement of restrictions;
- To provide suitable parking including disabled bays and effective enforcement to prevent obstructions that can impact upon disabled people, bus services and effective loading/unloading by business; and
- To ensure that on-street parking is controlled by the use of limited waiting restrictions to ensure the efficient turnover of short stay parking for shoppers and visitors in the centres of towns.

Residents Parking Scheme

Near town centres and employment areas it is not always possible for residents to find a parking space due to use of limited on street parking by commuters and shoppers. The availability of such spaces for commuters and shoppers can also undermine the overall Parking Strategy that seeks to manage the supply and cost of parking to make best use of available space and promote a shift to more sustainable forms of transport.

To overcome these problems, Residents Parking Schemes have been introduced in a number of areas, particularly in Hereford, in consultation with residents. <https://www.herefordshire.gov.uk/transport-and-highways/parking/roads-street-parking-permits>

Even in residents parking scheme areas however it is necessary to cater for parking for visitors, deliveries, and carers, in addition to residents. The simplest way of achieving this balance is to restrict waiting to a short duration with an exemption to the time limit for Residents Permit Holders.

In some locations pressure on space is so great that this arrangement does not reserve sufficient space for residents, and in such cases a 24 hour parking restriction with exemptions for resident permit holders only may need to be considered.

The 1999 and 2013 residents parking policies were consolidated in January 2017, although the actual number of permits permitted per dwelling varies and is detailed within the individual Traffic Regulation Orders (TRO's) for each zone. Any change to the number of permits permitted would require a change to the TRO.

The annual price of a permit increased from 1 October 2013 from £25 to £30 for the first two permits. This was the first increase in the price of the permits since 1999.

Where more than two permits are allowed the cost of the 3rd permit is £75 and the 4th and 5th permits cost £100 each. These permits are priced higher than the first two to act as a deterrent to residents having multiple vehicles and to support the Parking Strategy.

Visitor permits should only be used by people visiting or living at a property and should not be sold or given to people such as friends and relatives to use for commuting or shopping purposes. If a resident is proven to have misused a visitor's permit the council will consider withdrawing the permit. The Council does from time to time receive allegations that visitor permits are being misused by commuters. Such allegations are investigated and where appropriate a warning letter will be sent to the permit holder's address. Continued misuse will result in the cancellation of the permit.

Parking Dispensations

Herefordshire Council recognises that sometimes it is necessary for a member of the public to park a vehicle in contravention of a Traffic Regulation Order in order for the driver to perform a task or carry out a job. The TMA allows authorities to issue special waivers (also called dispensations) to allow these vehicles to park without attracting penalties.

An example of this is where the parking time is limited to 30 minutes, there are no car parks nearby and the vehicle is essential for the work to be carried out, such as a plumber who needs to go back and forth to their vehicle for parts or tools. The parking team will consider any request to ensure that the vehicle is essential for the work to be carried out and check to

see that there is no reasonable or alternative parking nearby. Permission will not be granted if it considered that the vehicle is only to be used for convenience, or if the request will cause a hazard or danger to others.

Following a successful trial the council introduced a formal dispensation policy in January 2014 with charges being introduced to cover the administration costs and to deter applications from motorists simply seeking convenient parking in contravention of the parking restrictions. For more information on parking dispensations go to https://www.herefordshire.gov.uk/info/200168/parking/130/temporary_parking_permission

Blue Badge Scheme/Misuse

The Blue Badge scheme is designed to promote mobility and inclusion for the most severely disabled individuals, both in the UK and the wider European Union. www.herefordshire.gov.uk/transport-and-highways/parking/disabled-people-parking-permits-blue-badge

Concessions for disabled people wishing to park on-street are set nationally, exempting those displaying a valid blue badge from the time limits in limited waiting places and allowing parking of up to three hours on double yellow lines providing it does not cause a danger/obstruction to other road users and there is not a loading restriction in operation.

The council is keen to ensure that appropriate car parking is provided for disabled people and to minimise on-street parking. Therefore all council car parks allow up to three hours free parking for blue badge holders whether it be in a standard bay or in one of the wider bays specifically for disabled people.

From an enforcement point of view blue badge holders need to ensure that the badge and clock are displayed correctly as shown in the Department for Transport booklet. The badge must be in date and displayed face up showing the hologram. The clock must be set for the time of arrival when there is a restriction on time.

The council's CEO's are authorised to inspect blue badges and when doing so they should produce an

identification badge with their photograph on it to prove who they say they are. If an enforcement officer asks to inspect a blue badge, it must be shown to them. If it is not, the person to whom the request is made will be breaking the law and could be fined up to £1000.

On 8 October 2013 new legislation was introduced which gave local authorities the power to seize blue badges that are found to be misused or no longer valid. Until then the enforcement officers were only able to inspect a blue badge and only the police could seize badges.

The council treats the misuse of a blue badges very seriously and seized 80 badges between 1 April 2016 and 31 March 2017. The 80 badges were seized for the following reasons:

33 – The badge holder was not part of the journey.

43 – Expired badges

4 – Badge holder deceased

During this period 14 people were summoned and prosecuted in court for misusing the badges.

Many cases of blue badge misuse are by family and friends of the badge holder who are using the badge whilst the badge holder is at home, and when questioned they don't feel that they are doing anything wrong, even when parking in a disabled person's parking space!

Dropped Kerbs

The TMA provides for local authorities to enforce the issue of motorists parking adjacent to kerbs that have been lowered to the road, or roads that have been raised to the kerb.

The Council introduced a formal policy to enforce dropped kerb offences following a number of complaints from members of public who found it difficult to cross from one side of the road to the other side whilst pushing a pushchair or using a disabled

person's mobility vehicle due to a vehicle parked across the dropped kerb. The council's enforcement officers can also enforce a dropped kerb where a vehicle has parked alongside the dropped kerb and across a resident's driveway preventing the resident from accessing their property. In such cases the enforcement officer would require the resident to sign their pocket book confirming that they had not given permission for the vehicle to park across the front of their driveway.

Local on-street issues

Herefordshire like many other authorities has problems with motorists who ignore the parking restrictions in the vicinity of a school during dropping off and picking up times. Whilst drivers may argue that they have only stopped for a minute or two, it only takes a second for a child to step out from behind a parked vehicle. In areas where the council has received requests from schools, parents, and local residents higher levels of enforcement have been carried out. Unfortunately drivers collecting and dropping off children soon revert back to their 'old ways', ignoring the parking restrictions when enforcement officers are not present.

Some shared parking bays provide for limited waiting for any vehicle in the day time but become taxi ranks in the evening to enable taxis to drop off and pick up customers from the pubs and nightclubs. The council therefore carries out evening patrols in these areas to enforce vehicles parked in contravention of the evening restrictions. Many motorists appear to not check the signs and assume that as they can park there in the day time they can also park there in the evening.

As mentioned elsewhere in the report those few extra seconds to understand the signs may avoid a PCN.

The parking office receives many calls from residents complaining about vehicles (often their neighbours) parked in contravention of the parking restrictions. One of the biggest areas of frustration for residents, and one which generates many calls to the council, is the growing number of vehicles per household and the often very limited residential parking available. This can lead to neighbourhood disputes. Where there are no parking restrictions in these locations the council can only advise the resident to contact the police if they feel that an obstruction is being caused.

Off-Street parking

Across the county there are approximately 5000 council provided public off-street spaces available in Hereford and the four Market Towns of Kington, Ledbury, Leominster and Ross-on-Wye. Hereford has the largest number of spaces (approximately 3600) all of which are covered by a charging regime. Outside Hereford charges are applicable in most of the Market Town car parks.

The approach to the provision and management of off-street car parking seeks:

- To maintain an adequate parking supply for long and short stay users to enable and encourage economic growth.
- To achieve value for money.
- To manage long stay parking supply (for commuters) to reduce peak hour congestion.
- To manage short and long stay parking supply to reduce vehicle impacts in our market towns and city centres.
- To manage the supply and pricing of parking to encourage the use of sustainable modes (walking, cycling and public transport) particularly for shorter trips of less than 5km.
- To maintain revenue stream which will fund the on-going provision of parking services and contribute to transport related expenditure.

The council operates the greater proportion of the off-street car parks within Herefordshire with a number of other public car parks run privately. Details of all of the council car parks which include parking fees and spaces are shown on the council's website. https://www.herefordshire.gov.uk/directory/20/council_car_parks_directory

Herefordshire council has forty two public car parks of which thirty six are pay and display (three of which are weekend only car parks), three are private rented space car parks and three are free of charge. Peak and off-peak season tickets are available at selected car parks and offer a considerable saving for daily users.

All of the council's car parks are patrolled by the council's civil enforcement officers, who as well as carrying out enforcement activities also respond to numerous enquiries from members of the public and also report any car park defects to the parking services section.

The council is committed to work with town councils when considering parking options and tariffs. Whilst there is a need to maintain income levels from parking, within this broad income parameter, town councils are probably better placed to determine charges in their town, taking into account local needs, the local economy and traffic issues.

Payment by Phone

The council introduced payment by phone in all of its off-street public pay and display car parks on 28th January 2013. This allows car park users to pay for their parking by phone using a credit or debit card. Customers can choose to have a text message reminder before their parking time expires to avoid the risk of running late and getting a PCN. The customer can then choose to either return to their vehicle, or extend their parking time by phone without the need to return to their vehicle. The customer pays a small charge (30p + VAT) for this service which goes to the service provider (RinGo) rather than to the council who only receive the charge for parking.

Electric Car Charging Points

In partnership with 'Plugged in Midlands' the Council developed a network of electric vehicle charging points at a number of selected council car parks throughout the county.

This partnership offered electric car users free electricity for three years, provided they were registered with 'Plugged in Midlands'. In 2016 the 3 year funding provided by Plugged in Midlands ended.

In June 2016 the maintenance, repair and back office support for all council electric charge points was transferred to Chargemaster plc.

The provision of free electricity and free parking whilst recharging continued throughout 2016/17 in order to support electric vehicle drivers in the county, and usage went up from 653 charging sessions in 2013/14 to 1712 in 2016/17.

The electric charging points on Tenbury Road car park in Bromyard and Red Meadow car park in Ross-on-Wye both transferred over to the local town councils. All other units remain in Herefordshire Council ownership.

The council carried out a review of the parking in electrical charging spaces following a number of complaints from drivers having problems accessing the charging spaces. As a result of this the council ended the free parking concession for electric vehicles whilst recharging and limited the amount of parking time in a charging space to no more than four hours as from 3rd April 2017.

For more information on the electric charging points go to https://www.herefordshire.gov.uk/info/200168/parking/145/electric_car_charging

New developments

Each year the council carries out an annual review of the car parking charges in its off-street car parks. Following this review there were some minor changes to some of the tariffs in Hereford which took effect from 27 February 2017.

There were no increases to any of the parking charges. The all-day parking charge on St. Martins 2 (overflow) car park was reduced down from £5.00 to £3.00 to try and encourage greater use of the car park, taking into account the slightly longer distance from the city centre.

The off-peak season tickets were halved in price down from £150 a year to £75 a year and can be used for parking on most of the councils car parks in Hereford between 5 pm and 9 am. This is an extension to the previous off peak season tickets which could be used from 6 pm to 8 am.

Due to the close proximity of Merton Meadow car park to the city centre and football ground and the demand for shorter stay parking, some short stay tariffs were introduced at a rate of £1.00 per hour. The £5.00 all day tariff was retained. A new £20 ticket was introduced as a trial on Merton Meadow car park.

This is available to purchase on a Monday only with the tickets expiring at 10 pm on the Friday allowing commuters to park for an equivalent of £4.00 a day.

The council has replaced most of its older pay and display machines with new machines which should reduce downtime due to faults and therefore reduce inconvenience to people using the car parks and will also protect the council's important source of income. The new machines have been linked to a computer back office system which will allow staff to be able to see live reports of the status of the machines along with the ability to be able to run off various statistical reports.

The new pay and display machines in Hereford have been fitted with chip and contactless debit/credit card readers to meet the demand for cashless payments as more and more people pay by card rather than by cash. The uptake of payment by card is gradually increasing in popularity as more people find this alternative method of payment more convenient.

Statistical information

Penalty Charge Notices Issued

The tables below show different statistics relating to the Penalty Charge Notices issued by the councils CEO's during the 12 month period 1st April 2016 to 31st March 2017 and the totals for the previous four years.

Description	Total PCN's 2016/17	On-Street	Off-Street	Total PCN's 2015/16	Total PCN's 2014/15	Total PCN's 2013/14	Total PCN's 2012/13
Number of Higher Level (£70) PCNs issued	7,943	7,298	645	7,303	5,387	5,231	4,560
Number of Lower Level (£50) PCNs issued	15,135	4,513	10,622	14,979	15,208	14,097	14,800
Total number issued	23,078	11,811	11,267	22,282	20,595	19,328	19,360
Number of PCNs paid	16,372	9,226	7,146	15,230	14,756	13,481	14,546
Number of PCNs paid at discounted rate (50% if paid within 14 days)	13,826	7,831	5,995	12,809	12,440	11,389	12,181
Number of PCNs against which an informal or formal representation was made	9,110	4,014	5,096	7,571	6,880	7,058	7,909
Number of PCNs cancelled as a result of formal or informal representation	4,782	1,434	3,348	5,130	4,024	4,146	3,699
Number of PCNs cancelled for other reasons (e.g. CEO error or driver untraceable)	1,033	597	436	705	1,042	815	930
Number of PCNs outstanding due to various reasons such as with the bailiffs, at Order for Recovery stage	782	467	315	803	1,070	886	660
Number of appeals to adjudicators	9	3	6	4	6	13	
Number of adjudicator appeals allowed	2	1	1	1	4	8	1
Number of adjudicator appeals refused	5	2	3	0	1	2	
Number of appeals non-contested	2	0	2	3	1	1	1

Description	2016/17	2015/16	2014/15	2013/14	2012/13
Percentage of Higher Level PCNs issued	34.4%	32.8%	26.2%	27.1%	23.6%
Percentage of Lower Level PCNs issued	65.6%	67.2%	73.8%	72.9%	76.4%
Percentage of PCNs paid	70.9%	68.3%	71.6%	69.7%	75%
Percentage of PCNs paid at discounted rate	59.9%	57.5%	60.4%	58.9%	63%
Percentage of PCNs against which formal or informal representation were made	39.4%	34%	33.4%	36.5%	41%
Percentage of PCNs cancelled as a result of formal or informal representation	20.7%	23%	19.5%	21.4%	19%
Percentage of PCNs cancelled for other reasons (e. g. CEO error)	4.5%	3.2%	5.1%	4.2%	5%
Percentage of PCNs written off for other reasons (e. g. keeper untraceable)	0.65%	0.52%	1.9%	4.5%	2%

Parking PCN's – reasons for cancellation

The table below shows how many PCNs were cancelled in the 12 month period and the reason for cancellation.

Reason for Cancellation	Number Cancelled	Reason for Cancellation	Number Cancelled
Permit holder	464	Breakdown evidence	31
Valid P + D Ticket	2,092	Mitigating circumstances	743
Disabled badge	520	General cancellation	358
CEO error	92	Machine fault	29
Loading/Delivery/collection	21	Traffic Penalty Tribunal decision	2
Unmarked police cars on duty	0	Other reasons (e.g. keeper untraceable, yellow lines, taxi bay)	1,274
		Total cancellations	5,815

PCNs Issued by Contravention

There is a national list of the parking contraventions for which all CEO's throughout the country are empowered to issue PCN's. Each parking contravention is given a code number such as 01 for being parked in a restricted street during prescribed hours. The table below shows a detailed breakdown of the number of PCN's issued by the councils CEO's in respect of each contravention during 2016/17 and also the previous four years for comparison. They are separated into on-street and off-street (car parks) and by higher and lower level contraventions.

Higher Level Contraventions Issued (£70 PCN)

On Street						
Code	Description	Total PCN's 2016/17	Total PCN's 2015/16	Total PCN's 2014/15	Total PCN's 2013/14	Total PCN's 2012/13
01	Parked in a restricted street during prescribed hours	1,861	1,671	1,237	1,171	920
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	573	532	440	339	360
12	Parked in a resident's or shared use parking place or zone without clearly displaying either a permit or a voucher or pay and display ticket issued for that place	134	96	76	106	85
14	Parked in an electric charging space during restricted hours without charging (wrong code)	0	1	1	0	0
16	Parked in a permit space without displaying a valid permit	2	14	1	21	13
23	Parked in a parking place or area not designated for that class of vehicle	1,759	2,035	1,678	1,465	1,476
25	Parked in a loading place during restricted hours without loading	921	564	24	29	40
26	Parking in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	1	1	0	0	0
27	Parked in a special enforcement area adjacent to a dropped footway	129	71	34	9	0
40	Parked in a designated disabled persons parking place without displaying a valid disabled person's badge in the prescribed manner	1,202	1,152	946	818	866

On Street continued						
Code	Description	Total PCN's 2016/17	Total PCN's 2015/16	Total PCN's 2014/15	Total PCN's 2013/14	Total PCN's 2012/13
45	Parked on a taxi rank	509	371	275	379	204
47	Stopped on a restricted bus stop or stand	149	133	132	119	105
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	2	0	0	0	0
49	Stopped wholly or partly on a cycle track or lane	6	0	2	0	0
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway. (Wrong code)	0	1	0	0	0
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	50	37	25	20	20
	Total	7,298	6,679	4,871	4,476	4,089

Higher Level Contraventions Issued (continued)

Off Street						
Code	Description	Total 2016/17	Total 2015/16	Total 2014/15	Total 2013/14	Total 2012/13
70	Parked in a loading area	77	43	0	4	1
81	Parked in a restricted area of a car park	33	14	27	25	24
85	Parked in a permit bay without clearly displaying a valid permit	189	234	197	380	61
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in a prescribed manner	325	287	262	285	332
89	Vehicle parked exceeds the maximum weight or height or length permitted in the area (Wrong code)	0	1	1	1	1
91	Parked in a car park or area not designated for that class of vehicle	18	27	23	51	42
92	Parked causing an obstruction	3	18	6	9	10
	Total	645	624	516	755	471

Lower Level Contraventions Issued (£50 PCN)

On Street						
Code	Description	Total 2016/17	Total 2015/16	Total 2014/15	Total 2013/14	Total 2012/13
10	Parked without clearly displaying two P+D tickets when required (wrong code)	0	1	1	0	0
19	Parked in a resident's or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	0	0	3	3	2
22	Re-parked in the same parking place or zone within one hour (or other specified time) of leaving	17	18	20	47	29
24	Not parked correctly within the markings of the bay or space	51	34	51	86	74
30	Parking for longer than permitted	4,445	4,497	5,177	4,663	5,087
	Total	4,513	4,550	5,252	4,799	5,192

Lower Level Contraventions Issued (continued)

Off Street						
Code	Description	Total 2016/17	Total 2015/16	Total 2014/15	Total 2013/14	Total 2012/13
71	Parked in an electric vehicles charging place during restricted hours without charging	6	4	3	2	0
80	Parked for longer than the maximum period permitted	92	60	66	83	131
82	Parked after the expiry of paid for time	4,020	3,357	3,505	3,272	3,550
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	6,166	6,658	5,917	5,609	5,584
86	Parked beyond the bay markings	337	349	465	331	320
90	Re-parked within one hour (or other specified time) of leaving a bay or space in a car park	1	1	0	1	23
	Total	10,622	10,429	9,956	9,298	9,608

Progression of PCNs

The following table details the ways in which PCN cases had progressed by the 26th July 2017 subsequent to the end of the respective reporting year and also the totals from the previous four years.

Progression of cases	2016/17	2015/16	2014/15	2013/14	2012/13
Total Number of PCNs issued	23,078	22,282	20,595	19,328	19,360
Number of PCNs paid at the discount rate (within 14 days)	13,826	12,809	12,440	11,314	12,181
Number of PCNs paid after 14 days but before issue of charge certificate	1,657	1,382	1,386	1,204	1,285
Number of PCNs paid after issue of charge certificate	889	1,039	930	206	559
Total number of PCNs paid	16,372	15,230	14,756	12,724	14,025
Number of PCNs against which informal or formal representations (appeals) were made	9,110	7,571	6,880	7,058	7,909
Number of Notice to Owners issued	4,272	3,998	3,861	3,407	3,280
Number of Charge Certificates issued	2,200	2,162	1,994	1,349	1,765
Number of PCNs registered at the Traffic Enforcement Centre	1,663	1,684	1,488	1,237	1,308
Number of Warrant of Executions issued	1,313	1,277	1,263	1,003	1,050

Financial Information

As a local authority which operates Civil Parking Enforcement the council is required to keep an account of all of its income and expenditure in connection with its on-street charging (such as resident permits) and its on-street and off-street (car parks) enforcement activities.

The income and expenditure for Parking Services (excluding income from car parks) for the financial year 2016/2017 with the previous four years for comparison was as follows:

Description	2016/17 Value (£)	2015/16 Value (£)	2014/15 Value (£)	2013/14 Value (£)	2012/13 Value (£)
Income					
PCN income off street (car parks)	215,786	211,575	210,113	185,677	206,926
PCN income on-street	345,850	347,563	295,756	277,423	269,319
Resident parking permits	63,135	55,625	48,040	47,572	38,210
Parking dispensations	11,360	5,904	4,505	650	
Total Income	636,131	620,667	558,414	511,322	514,455
Expenditure					
Employee costs	494,959	511,009	483,300	434,809	471,856
Premises costs	57,490	154,084	78,159	72,768	19,584
Transport	15,142	20,218	22,338	14,991	16,574
Supplies and services	33,956	48,708	70,702	39,208	47,704
Support services	92,605	75,472	114,883	204,304	214,466
Total expenditure	694,152	809,491	769,382	766,080	770,184
Net deficit	58,021	188,824	210,968	254,758	255,729

Civil Parking Enforcement should ideally to be self-financing; many people believe that the council uses its enforcement activities as a way of raising revenue. Most authorities outside of London, especially those who do not charge for on-street parking, do not have a surplus on their account, most have a deficit. Herefordshire Council's deficit is met through the council's overall budget.

Although there is a deficit the financial information that has to be provided for this report does not include the car park income which totalled £3,925,817 in 2016/17. If the CEO's did not patrol the car parks and carry out basic front line repairs to the pay and display machines, it is likely that income would be much lower as there would be no incentive to pay the car park charges.

