



**Directorate of economy and environment**  
**Director Stuart Love**



## **Annual Parking Report**

1 April 2011 to 31 March 2012

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# **1 Foreword**

Welcome to the fourth annual report produced by the Isle of Wight council parking services. Under legislation - Part 6 of the Traffic Management Act 2004 – local authorities are expected to publish a report on the financial, statistical and other data related to parking.

Parking management and enforcement is an important part of our daily lives. Proper parking helps reduce congestion, improve road safety, assists the local economy and encourages residents to use sustainable methods of transport. The Isle of Wight council's parking services aim to increase compliance with parking restrictions whilst managing and reconciling the competing demands for all road users.

In addition to a fair and consistent enforcement operation, parking services also provide assistance to residents, visitors and businesses with permits, dispensations, suspensions and general parking advice. This can be obtained by contacting the council's call centre.

Parking remains a topical subject that attracts a degree of emotive views but there are many examples of where parking services have made a beneficial and positive impact for the local community, particularly by creating a safe environment around schools and ensuring suitable parking facilities are available for residents and tourists alike.

Lastly, it should be remembered that parking enforcement forms part of a wider transport policy aimed to make the Island safer for all.

Thank you for taking the time to read this report, which I hope you will find both informative and of use to you.

Cllr Edward Giles  
Cabinet member for procurement, fire,  
highways & transport

## **2 Introduction**

The aim of the Annual Report is to summarise the parking services currently provided to residents and motorists. This report outlines the many changes that have taken place in 2010/11 and also explains what we intend to achieve in the future. We have tried to show how we balance the needs of local residents, businesses and motorists alike.

We aim to manage and promote safe and fair parking practices and to discourage anti social parking and illegal parking, thereby creating a safer kerbside environment in line with the Local Transport Plan and the Traffic Management Act. The service is delivered through our parking services team within the economy & environment directorate which:

- Enforce and administer all on-street parking regulations as defined by the Traffic Management Act 2004 (as amended).
- Enforce and administer all on-street and off-street Pay and Display parking.
- Regulate, enforce and administer residential parking schemes.
- Issue a wide range of parking permits including the Long Stay Permit and Tourist Permits
- Investigate and issue parking dispensations and bay suspensions where and when appropriate.
- Operate and maintain the day to day running of the computerised hand-held Penalty Charge system.
- Process Penalty Charge Notices from the point of issue, including investigation, resolution, and preparation of papers to be passed to the Traffic Penalties Tribunal.
- Parking administration functions are now undertaken by the councils shared services Team.
- Produce statistics and reports on all aspects of the service.
- Maintain all off-street car parks and coach parks, including surface repairs, lining, signs and borders, through a car park inspection regime.
- Maintain all Pay and Display ticket machines.
- Liaises with the Police, PCSOs, and the Isle of Wight council's traffic management and road safety team, with regard to kerbside safety, particularly around schools.
- Liaise with other internal and external bodies with regard to the use of car parks for events.
- Seeks continuous service improvement.

The parking services team provides expert advice on all parking related matters to the general public and elected members. The team seeks to present a courteous, equitable and approachable face to its stakeholders, carry out its duties in an efficient manner and demonstrate value for money.

*For your information, a glossary of terms that explains some words and phrases can be found at Appendix 5.*

### **3 Background to Parking on the Isle of Wight**

The Isle of Wight is predominantly rural in nature, with the main town at its centre and a number of smaller peripheral towns on the coast. There are some clear distinctions between us and many other areas. The fact that we have a dispersed population means that we experience problems of a similar nature to other rural areas, the fact that we live on an Island with a limited road network sets us apart and gives us a particular set of challenges and opportunities. Local traffic congestion is perceived by many as a growing problem, particularly at peak commuting times, during school holidays and the holiday season when the influx of tourists means that the Island's population almost doubles.

The population of circa 140,000 on the Island is predominately based in settlements around the coast, with Newport the county town located at the centre of the Island. The shape of the Island, location of towns and resulting road layout means that most roads radiate out from Newport, similar to the spokes on a wheel. The Island's area is 380.2 sq km with a coastline of 91.7 km and is covered by 826 km of road. The council has responsibility for the following:

- 78 car parks, of which 22 are free;
- 109 on-street pay & display locations;
- 147 parking ticket machines;
- 26 loading bay locations;
- 61 on-street disabled bay locations;
- 16 school keep clear locations
- Park & Ride car park, Cowes
- Managing car parks at Co-Op, Cowes & Pier Square, Yarmouth

In November 2010, the management of Park Road, Cowes returned to the Northwood House Trustees and in July 2012, responsibility for Ventnor Botanic Gardens car park was transferred to the Gardens management company.

In April 2007, the control and enforcement of all on-street parking across the Island was taken over by the Isle of Wight council. The Police were responsible for control and enforcement before this date.

Enforcement was carried out under the 1991 Road Traffic Act until 31st March 2008 when it was replaced by the Traffic Management Act 2004.

## **4 Overview of Parking Provision and Strategy**

We provide public parking facilities to assist with traffic management and environmental improvements. The on-street facilities (typically those located by the kerbside) and off-street facilities (within our car parks) are distributed across the Island. The facilities are paid for completely by the users. Maximum length of stay restrictions are generally structured to promote short-term parking and high turnover of spaces in town centres, but a degree of long-term parking is permitted in the outer areas and our car parks to meet the needs of different motorists, such as commuters.

During the summer of 2010, 149 new pay and display machines were installed in various roads and car parks on the Island. These have been provided by the company Metric and most are solar powered, therefore they do not need an electrical source in order to operate. Payment to these machines can be made by coins, but we can now accept card payments at 27 Chip & Pin machines.

### **1. Principles of Parking - provision**

The structured use of parking management is an essential tool in helping to balance competing demands for road space, restraining non-essential traffic, and in encouraging a shift towards more sustainable modes of travel.

The council's reasons for introducing and enforcing on-street waiting and loading restrictions are:

- to improve the safety of road users;
- to assist the free flow of traffic and reduce congestion;
- to assist and improve bus movement;
- to assist in providing a choice of travel mode;
- to ensure effective loading/unloading for local businesses;
- to provide a turnover of available parking spaces in areas of high demand;
- to assist users with special requirements, such as disabled drivers; and
- to promote and enhance the health of the local economy.

### **2. Off-street parking**

Off-street car parking also contributes to many of these objectives, particularly where it is co-ordinated with on-street provision, for example by offering longer stays than it is possible to offer on-street, and also by providing capacity which is not available at the kerbside. In general, motorists tend to prefer on-street to off-street parking due to perceptions of convenience and security.

### **3. Off-street parking capacities**

The number and type of available spaces to park on the Isle of Wight, within the council's control, can be found in Appendix 1.

## **5 The Services we provide**

Parking services are contacted throughout the year on a wide range of subjects and concerns that motorists and the public have. This results in the section always being very busy. The range of services we provide includes the provision of parking facilities, enforcement of parking restrictions, the issue of residents' parking permits, visitors' vouchers, dispensations and suspensions.

### **1. Parking permits**

Below are the permits that were available during the financial year 2011/12.

#### **Residents Parking Zones**

Residents' permits can be issued to residents living within the geographic area in which a parking scheme applies.

The schemes are introduced by the Isle of Wight council traffic management and road safety team and are enforced and maintained by parking services. The scheme is based on parking areas being divided into zones. This enables permit holders to park in any of the designated bays within their zone instead of being restricted to the street in which they live.

A maximum of two permits per postal address will be issued. The 2010/11 charge for a 12 month resident parking permit is £40 for cars and £10 for motorbikes. Visitor parking scratch cards are available to purchase at £5 for a book of ten. Resident Permits are available for pay & display areas at Newport on-street, Cowes Parade and Esplanades at a cost of £45 or £46.20. For further details on these schemes, visit [www.iwight.com](http://www.iwight.com) or call (01983) 823714.

#### **Resident 200m radius car park permit**

It is recognised that some locations on the Island do not have sufficient on-street parking provision to allow for residents to park close to their home. This is mainly within town centres, so to assist with the ability to park closer to their home, we offer a resident car park permit, which allows a car park within 200m radius of their home to be nominated for unlimited parking. The cost of these permits is £150 for 12 months.

#### **Long Stay Car Park Permits**

These permits were introduced in April 2010 and replaced the previously available Business Permits. They allow unlimited stay within council long stay car parks and are available for periods of 3, 6 & 12 months at a cost of £135, £260 & £500 respectively. The annual permit equates to £1.37 per day for parking, which is a considerable discount against the daily casual tariff of £6.60. The annual option can now be purchased by a monthly direct debit (an set up fee applies).

#### **Tourist Permits**

Permits can be purchased for either cars or coaches, allowing parking at council owned pay and display areas (excluding Browns/Dino Isle & Ventnor Botanic Gardens). For cars, periods of 2, 3, 4, 7 and 14 days can be purchased, with consideration for various holidaying lengths – these start at £11 for 2 days up to



£70 for 14 days. For coaches, overnight, 4 & 7 day options are available at a cost of £10, £40 & £60 respectively.

## 2. **The Blue Badge Scheme**

The Blue Badge Scheme (updated 2007) provides a national arrangement of parking concessions for disabled people with severe mobility problems who have difficulty using public transport. The scheme is designed to help severely disabled people to travel independently, as either a driver or passenger, by allowing them to park close to their destination. A blue badge allows you to park for up to 8 hours in long stay car parks and 3 hours in short stay car parks. It also entitles you to park for an unlimited period within pay and display bays on street.

## 3. **Dispensations and suspensions**

A parking **dispensation** allows any 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, for carrying out works that require the driver to park close to a building or site where continuous access is required to load or unload goods or materials.

Our charge for 2011/12 for the issue of a parking dispensation was £15 per vehicle per day.

A parking **suspension** allows a motorist to park for a specific purpose in a pay and display or meter bay during restricted hours. For example, for carrying out works that require the driver to park close to a building or site where continuous access is required to load or unload goods or materials. When we issue a suspension, we will place signs at the location to clearly indicate to other motorists that the bay has been temporarily removed from service.

Our charge for 2011/12 for the issue of a parking suspension was £15 per bay per day.

Charges will be waived for applications in connection with funerals, blood transfusion and public health screening. In these circumstances, permission to park must be requested 5 working days in advance and will be subject to assessment to ensure that a parked vehicle will not cause an obstruction/hazard.

## 4. **Parking enforcement**

To ensure professional and adequate enforcement takes place, an average of 15 Civil Enforcement Officers (CEOs) are deployed per day. Pay and Display operations are enforced between 8.00am to 6.00pm when charges are applicable, whilst on-street enforcement is undertaken throughout the day to ensure a comprehensive service is provided. CEOs use up to date technology to issue Penalty Charge Notices (PCNs) and record photographic images of contraventions. Each CEO is checked through the Criminal Records Bureau (CRB) and is required to pass a rigorous training schedule prior to undertaking enforcement duties. All Isle of Wight council CEOs receive training leading to a City & Guilds qualification and have an ambassadorial role for the council.

## **5. Enforcement requests**

We receive requests for enforcement at specific locations on the Island from the general public. We pass these details to our supervisors and arrangements are made for a Civil Enforcement Officer to visit the location. We are pleased to be able to provide this service and endeavour to respond to requests as quickly as possible, normally the same day. If not, certainly by the next day. If there is an ongoing problem, the feasibility of more regular enforcement may be investigated.

## **6. Who provides the services?**

Our services are provided by the parking team, consisting of 40 dedicated permanent members of staff, as listed below.

- External Operations Manager
- Business Manager
- Parking Technician
- 2 CEO Supervisors
- 23 Civil Enforcement Officers
- 2 Cash Collection Operatives

The following support staff are provided by the council's central (shared) services department.

- Team Leader
- 2 Legal Assistants
- 1 Admin Officer
- 4 Admin Assistants

## **6 GENERAL ADVICE & THE APPEALS PROCESS**

### **1. General Advice for avoiding receiving a Penalty Charge Notice (PCN)**

Before parking your vehicle it is essential that you make sure you are legally parked.

Here are some helpful hints you may wish to consider before parking your vehicle.

#### **DOS**

- Do always check the signs, lines and road markings before you park your vehicle.
- If you are displaying a blue badge, ensure it is facing upwards, showing the wheelchair symbol. It should be clearly placed on the dash board or fascia panel. If you also have to show a parking clock this should also be displayed on the dashboard with the clock clearly showing.
- Do, always ensure any pay and display ticket is clearly shown.
- Always make sure that the ticket has not been dislodged by wind or the car door, once you leave the vehicle.
- Do ensure you have the correct change for car parking tickets before you get in your vehicle.
- Do be aware that as the owner of the vehicle (registered with the DVLA) you are liable for any contravention.
- Do always tell the DVLA if you no longer own a particular vehicle and ensure you send off the relevant paperwork.
- Try and park in council owned car parks where possible, as you will always have the right to appeal to an independent tribunal if you have a dispute over an issued ticket.
- Always keep delivery notes if loading or unloading, this may help in any future appeal.

#### **DON'TS**

- Do not give yourself the benefit of the doubt when unsure over signs, lines or road markings.
- Do not presume your pay and display ticket is in the place you put it when you closed the car door. Always check it is clearly displayed once you have left the vehicle.
- Do not leave your vehicle to go for change. This is not a ground for appeal.
- Do not lend other people your vehicle if you do not want to be liable for their contraventions.
- If you sell your vehicle do **not** rely on someone else to fill out the DVLA documentation. Do it yourself.
- Do not send original documentation if appealing against a penalty charge - always use copies.

## **2. The Appeals Process**

Where a parking contravention occurs, it is the 'owner' of the vehicle involved 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 (c.22) is presumed (unless the contrary is proved) 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.

When allowing other persons to use their vehicles, vehicle owners should bear in mind that it is still they, the vehicle's owner and not the vehicle's driver, who will be liable to pay any penalty charges incurred in respect of parking contraventions.

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 currency of the agreement.

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) (This does not apply in the case of a PCN issued by post, as the PCN then also acts as the 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's owner.
- 2.** Once an NtO has been served, they can make a formal representation against the NtO (this can still be done if an informal challenge has previously been made and rejected). The legislation sets out specific grounds on which formal representations against the NtO may be made (these will be specified upon the Notice), however, whether or not those grounds apply, 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 penalty charge.
- 3.** If the formal representation is rejected, the council will issue a Notice of Rejection. The appellant then has the right to appeal within 28 days of the date of 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 on a point of law through an application to the High Court for Judicial Review. Appellants may choose to appear before the adjudicator at a personal hearing, or they may elect for a postal hearing (where the adjudicator will reach a decision based upon the written evidence supplied by the two parties). Telephone and on-line hearings are also now starting to be made available.

The steps of the appeals process can be found at Appendix 2.

## **7 STATISTICAL PERFORMANCE AND INFORMATION REGARDING PENALTY CHARGE NOTICE (PCNs) ISSUED**

Most people associate Parking 'tickets' and the appeal process with Parking Services - it certainly evokes strong feeling. Specialist software is used to process appeals and technology is used to issue PCNs. We aim to be responsive and provide ample information to assist motorists with their appeals, which we acknowledge can sometimes be stressful and frustrating.

We have made and continue to make changes, so that the experience of making an appeal is clearer and less stressful. These changes include:

- speedy replies; nearly all responses to appeals are sent out within 2 weeks;
- better use of plain English
- less jargon;

We are always looking to improve further, so if you have any suggestions or ideas, please do not hesitate to contact us.

### **1. Summary of total number of PCNs issued**

We issued a total of 29,759 PCNs for the period 1 April 2011 to 31 March 2012. These were issued using traditional parking enforcement methods where a Civil Enforcement Officer (previously known as a Parking Attendant) served the PCN.

### **2. On and off-street breakdown of PCNs issued**

Each local authority has a duty to supply figures to various Government departments on different types of enforcement and where PCNs were issued. The Department for Transport requires a breakdown of on and off street PCNs issued by each authority. On-street is recognised as pay and display bays and yellow line restrictions, etc. Off-street is defined essentially as car parks.

### **3. Challenges and representations received**

Individuals may challenge the issue of a PCN prior to a Notice to Owner (NtO) being sent. Once an NtO has been issued, representations can be made and should these be rejected, the case can then be referred to the Traffic Penalty Tribunal who will independently adjudicate.

The table below shows the total numbers and percentages of challenges and representations received between 1 April 2011 and 31 March 2012. (FY 10/11 figures are shown in brackets)

<b>Challenges for the Period</b>	<b>Percentage of challenges received against total PCNs issued</b>	<b>Total representations received</b>	<b>Percentage of total representations received</b>
<b>7,288</b>	<b>24.49%</b>	<b>1,009</b>	<b>3.39%</b>
<b>(7,446)</b>	<b>(23.87%)</b>	<b>(1,073)</b>	<b>(3.44%)</b>

Between 1 April 2011 and 31 March 2012, we received a total of 7,288 challenges against PCNs, which equates to 24.49% of the total figure of penalties issued (29,759). For the same period, a total of 1,009 representations were received, which equates to 3.39% of the total figure issued.

#### **4. Contravention codes, descriptions, charging levels and current state**

The table at Appendix 3 shows breakdown of PCNs issued by contravention code, with descriptions, charging levels and current state.

## **8 FINANCIAL INFORMATION 2011/12**

### **1. Parking income and expenditure**

Parking enforcement **income** has always been a contentious issue and we often hear the term 'it is just a money making exercise'. Hopefully the information below will go some way to explaining some of the misconceptions about parking income both from PCNs and car parking charges.

Under section 55 of the Road Traffic Regulation Act 1984 as modified by regulation 25 of the Civil Enforcement of Parking Contraventions (England) General Regulations 2007, each local authority is obliged to publish their accounts. The income and expenditure figures for our parking account are illustrated overleaf. If you require further information, please contact us.

In a perfect world we would be in the position of not having to issue any PCNs. However, this will only happen if drivers comply with parking regulations, traffic regulations and road signs and, of course, are never late back to their vehicle after their pay and display ticket has expired.

The benefits of compliance include improved road safety, better vehicular movement and clearer access for pedestrians and individuals with disabilities. Other less obvious benefits include an enhanced local economy, for example, turnover of parking bays outside shops with time limited bays and the effect of less congestion on the environment.

The charges for PCNs are not set by local authorities, but by the Secretary of State who stipulates the set charges within two bands, however we have the responsibility for enforcement. We enforce to a level that aims to encourage compliance but cannot be viewed or demonstrated as being over zealous.

Under current legislation, any **surplus** is limited to meeting the cost of providing and maintaining parking facilities, highways and street improvement schemes, traffic management schemes, highways maintenance and public transport services. Here on the Island, the surplus from parking charges and income from PCNs is allocated to various Highways schemes included within the Local Transport Plan.

Income has reduced during the year due to the transfer of Park Road car park to the Northwood House Trustees and the relocation of the East Cowes car park from Well Road to Maresfield Road.

It should also be noted that pay & display tariffs have not been increased since April 2008.

## 2. Parking Services Finance

The table below shows the actual expenditure and income for the year ending 31 March 2012.

<b>Expenditure and Income for the year ending 31 March 2012</b>		
	<b>Outturn</b>	<b>2010/11</b>
	<b>£</b>	<b>£</b>
<b>- Expenditure</b>		
Running Expenses	1,364,388	<i>1,538,115</i>
Recharges / Reserve contributions	48,604	<i>112,901</i>
<b>Total Expenditure</b>	<b>1,412,992</b>	<b><i>1,651,016</i></b>
<b>- Income</b>		
Off-Street (Car Parks) Ticket Machine Income	<i>(1,867,979)</i>	<i>(1,937,389)</i>
On-Street Ticket Machine Income	<i>(949,253)</i>	<i>(936,298)</i>
Permit Income	<i>(500,331)</i>	<i>(620,971)</i>
Penalty Charge Notices	<i>(823,131)</i>	<i>(909,123)</i>
Other Income	<i>(70,294)</i>	<i>(30,003)</i>
<b>Total Income</b>	<b><i>(4,210,987)</i></b>	<b><i>(4,433,784)</i></b>
<b>Net Expenditure</b>	<b><i>(2,797,996)</i></b>	<b><i>(2,782,768)</i></b>

All figures exclude VAT



**SHORT STAY CAR PARKS**Location and capacities

Town	Car Park Name	Post Code	Pay by Phone Ref	Spaces				Chip & Pin
				Pay & Display	Disabled	Motor Cycle	Coach P&D	
Cowes	Cross Street	PO31 7TA	84062	69	5	1		●
Newport	New Street	PO30 1PU	84065	39				
Newport	Sea Street	PO30 5BS	84066	60	2	2		
Newport	Church Litten	PO30 1JQ	84061	31	3	1		
Newport	Lugley Street	PO30 5EL	84064	121	8	2		●
Newport	Chapel Street	PO30 1PU	84060	167	5	2		●
Ryde	Victoria Street	PO33 2PU	84069	41	2	2		
Sandown	St Johns Road	PO36 8DG	84067	46	2	1		
Shanklin	Landguard Road	PO37 7JU	84063	56	2	1		●
Shanklin	Vernon Meadow	PO37 6BQ	84068	95	3	2	6	●

Tariffs

Up to ½ hour	60p
½ hour to 1 hour	£1.00
1 – 2 hours	£2.00
2 – 3 hours	£2.90
3 – 4 hours	£3.80
4 – 5 hours	£4.60

Charges apply 8am to 6pm, 7 days a week, 52 weeks a year

Permits Permitted

Disabled Badge Holders	3 hours
Island Residents 200m radius	Unlimited stay (if specified for location)
Tourist Permits	Unlimited stay (if specified for Town)

## LONG STAY CAR PARKS

### Location and capacities

Town	Car Park Name	Post Code	Pay by Phone Ref	Spaces				Chip & Pin
				Pay & Display	Disabled	Motor Cycle	Coach P&D	
Bembridge	Lane End	PO35 5TB	84026	67				
Cowes	Brunswick Road	PO31 7DF	84012	40	2	1		●
Cowes	Mornington Road	PO31 8BH	84033	31				
East Cowes	Maresfield Road	PO32 6AL	84029	50	1	1		●
Freshwater	Freshwater Bay	PO40 9QU	84021	92	1	1		
Freshwater	Moa Place ***	PO40 9DT	84032	84	9	2		●
Freshwater	Colwell Bay	PO40 9NP	84014	46	2	1		
Freshwater	Avenue Road	PO40 9UU	84011	45	2	1		
Lake	New Road ***	PO36 9PX	84034	77	1	1		
Newport	Coppins Bridge	PO30 2AQ	84015	170	5	2	9	●
Newport	County Hall *	PO30 5BL	84016	165		1		
Newport	Seaclose	PO30 2QS	84040	152	2	1		
Newport	Little London	PO30 5BW	84028	96	4	1		●
Newport	Newport Harbour	PO30 2EB	84035	78	4	1		
Newport	Medina Avenue	PO30 1DX	84031	38		1		
Ryde	Quay Road	PO33 2HH	84038	242	10	2	12	●
Ryde	St Thomas (Upper)	PO33 2DL	84046	148	2	1		●
Ryde	St Thomas (Lower)	PO33 2DL	84045	56	2	1		●
Ryde	Lind Street	PO33 2NQ	84027	51	2	1		

Ryde	Garfield Road	PO33 2PT	84022	38	2			
Ryde	Green Street	PO33 2QH	84023	35	2	1		
Sandown	Fort Street	PO36 8BA	84020	233	3	2	18	●
Sandown	Yaverland	PO36 8QS	84051	115	6			●
Sandown	Station Avenue	PO36 8ET	84047	52	2	1		●
Sandown	The Heights **	PO36 9DL	84049	138	8	1		
Seaview	The Duver	PO34 5EJ	84041	55	4			
Shanklin	Orchardleigh Road	PO37 7NP	84036	88	1	2		●
Shanklin	Esplanade Gardens	PO37 6BG	84019	86	2	1		
Shanklin	Winchester House	PO37 6HS	84050	80				
Shanklin	Spa	PO37 6BG	84043	64	1		5	●
Shanklin	Hope Road	PO37 6BG	84024	55	3	1		
Shanklin	Atherley Road	PO37 7AU	84010	14	2	1	8	
St Helens	St Helens Duver	PO33 1XZ	84044	49	2			
Ventnor	La Falaise	PO38 1JY	84025	94	4	1		
Ventnor	Shore Road	PO38 1RN	84042	90				
Ventnor	Central (High St)	PO38 1PF	84013	81	3	1		●
Ventnor	Eastern Esplanade	PO38 1HR	84018	71	2	1		
Ventnor	The Grove	PO38 1TB	84048	62	2	2		
Ventnor	Dudley Road	PO38 1EJ	84017	42	2		6	
Ventnor	Market Street	PO38 1EU	84030	31	2	1		
Ventnor	Pound Lane	PO38 1HY	84037	25	3			

Yarmouth	River Road	PO41 0RA	84039	251	2	2	1	●
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**Notes**

\* **County Hall** car park open to public on weekends only

\*\* **The Heights** car park offers two hours free parking (ticket required from machine – check board for instructions)

\*\*\* Car parks at **Moa Place, Freshwater** and **New Road, Lake** offer free parking for half hour (ticket required from machine – check board for instructions)

**Tariffs**

Up to ½ hour	60p
½ hour to 1 hour	£1.00
1 – 2 hours	£1.90
2 – 4 hours	£3.40
4 – 6 hours	£4.50
6 – 24 hours	£6.60

Charges apply 8am to 6pm, 7 days a week, 52 weeks a year

**Permits Permitted**

Disabled Badge Holders	8 hours
Long Stay Permits	Unlimited stay
Island Residents 200m radius	Unlimited stay (if specified for location)
Tourist Permits	Unlimited stay (if specified for Town)

## **FREE CAR PARKS**

### Location and capacities

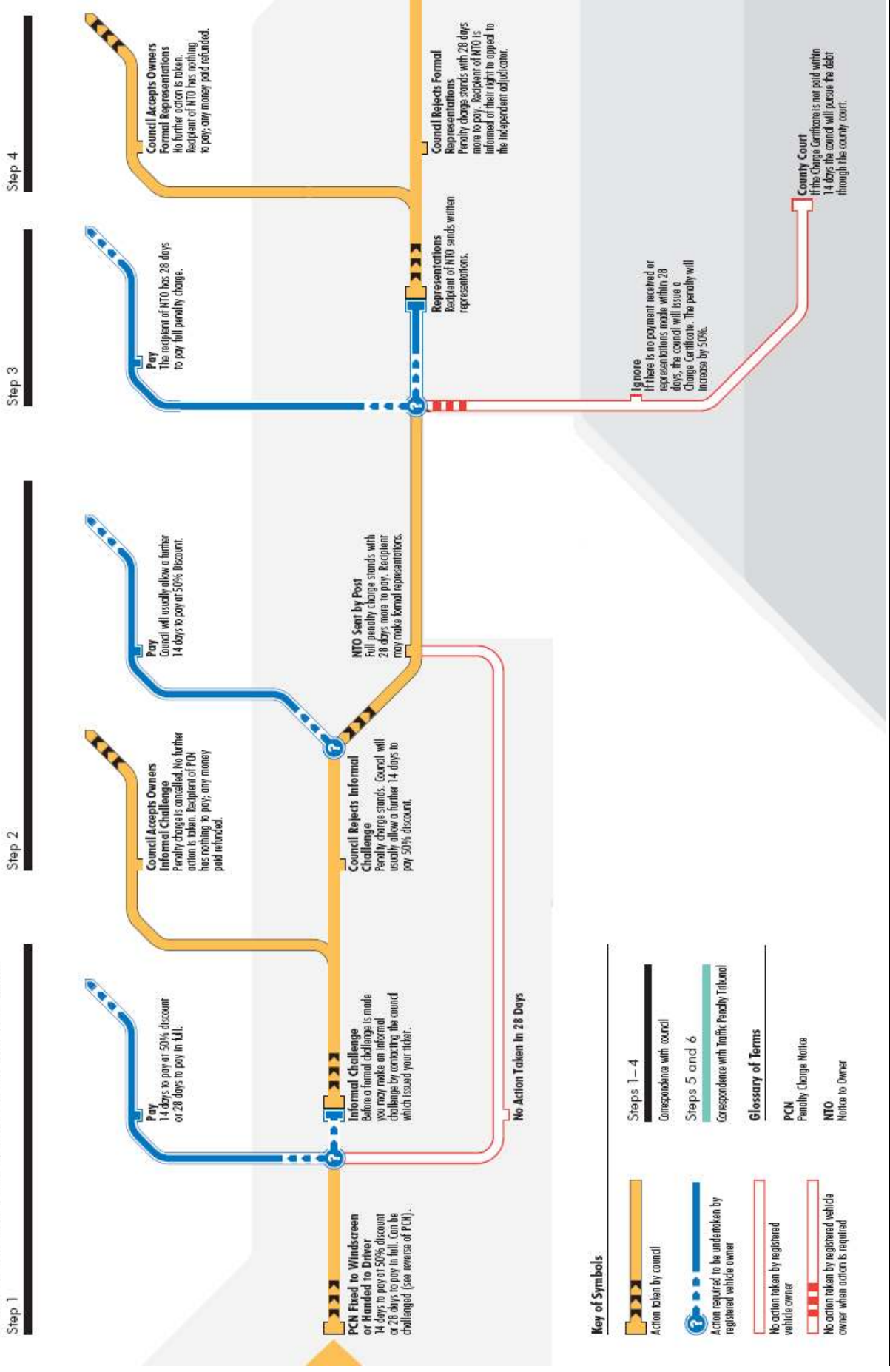
Town	Car Park Name	Post Code	Spaces		
			Free	Disabled	Motor Cycle
Bembridge	Brooks Close	PO35 5RQ	35		
Bembridge	Steyne Road	PO35 5UL	28	2	
Brighstone	Chilton Chine	PO30 4DD	10		
Brighstone	Warnes Lane	PO30 4BJ	25		
Carisbrooke	High Street	PO30 1NR	40	1	1
Chale	Blackgang View Point	PO38 2JB	20		
Chale	Chale Street	PO38 2HB	10		
Chale	Whale Chine	PO38 2JE	22		
Cowes	Somerton Park & Ride	PO31 7ER	77		
Godshill	Main Road (Opp. Griffin)	PO38 3JD	36		
Newport	Royal Exchange	PO30 2HL	15	2	
Newport	Medina Arboretum	PO30 2EW			
Ryde	Appley	PO33 1ND	122	8	1
Ryde	Puckpool Park	PO34 5AR	88	4	
Seaview	Pier Road	PO34 5EJ	48	2	1
St Helens	St Helens Green	PO33 1UJ			
Totland	Broadway	PO39 0BP	24	1	1
Ventnor	East Cliff	PO38 1EE	12	1	1
Ventnor	Smugglers Haven	PO38 1QD	14		
Ventnor	Wheelers Bay	PO38 1HU	41	2	1
Wootton	Brannon Way	PO33 4NX	72	2	2
Wroxall	St Martins	PO38 3BJ	38	3	1
Yarmouth	Bouldnor	PO41 0ND	24		

### **Notes**

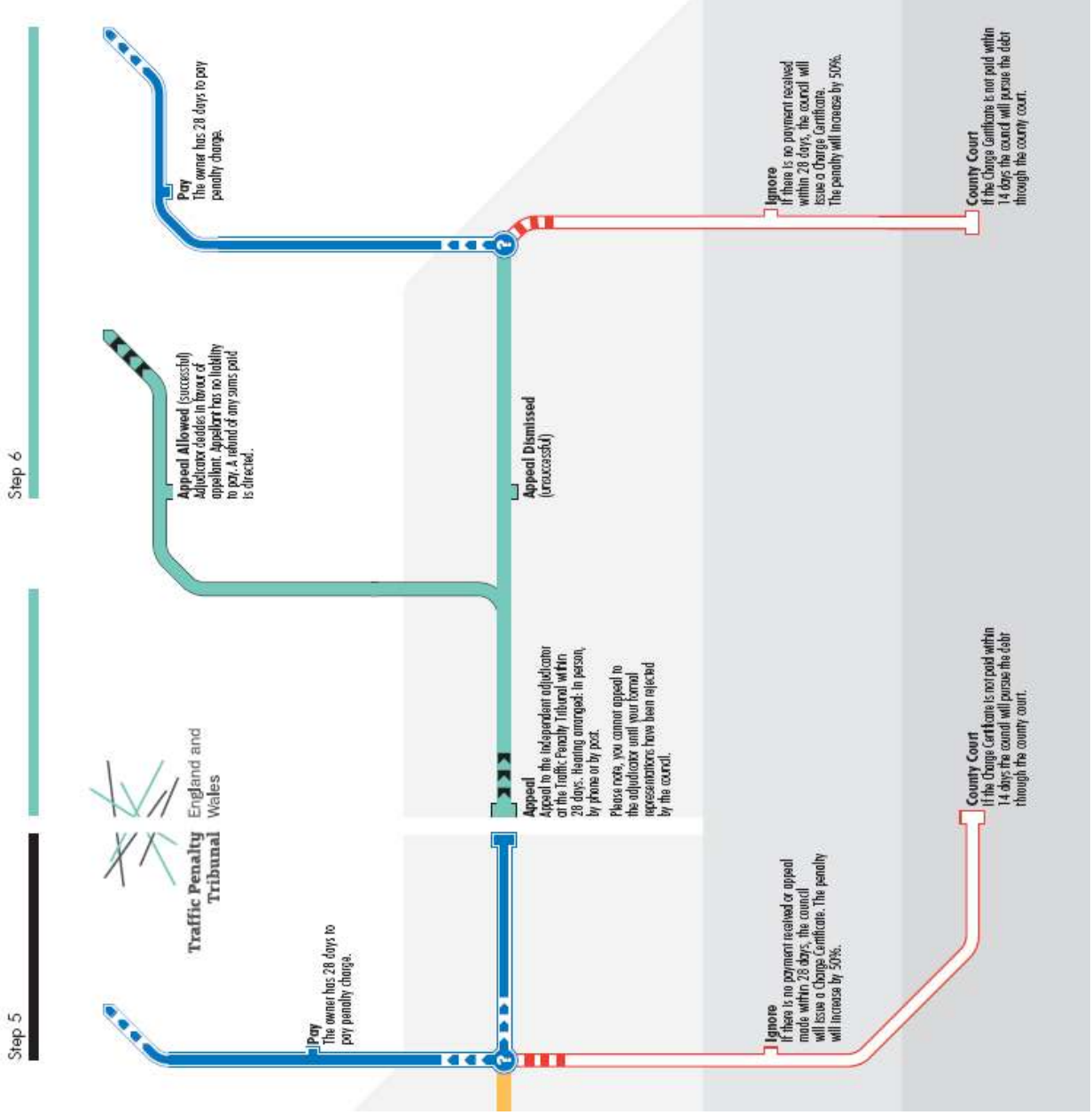
Although these car parks are free to use, some have restrictions on maximum waiting allowed – check at location.

# Steps of the Appeal Process

## The Parking Penalty Enforcement Process



## Steps of the Appeal Process (continued)



### Useful Links

Parking And Traffic Regulations Outside London (PATROL)  
[www.patrol-uk.info](http://www.patrol-uk.info)

Traffic Penalties Tribunal  
[www.trafficpenalties.gov.uk](http://www.trafficpenalties.gov.uk)

DfT Traffic Management Act 2004 (TMA 2004)  
[www.dft.gov.uk/pgr/roads/tpm/tmaportal/](http://www.dft.gov.uk/pgr/roads/tpm/tmaportal/)

**APPENDIX THREE**

**Isle of Wight council - Case Summary by Contravention of PCNs issued from 1 April 2011 to 31 March 2012**

Current state is as at 21 August 2012

<b>Contravention</b>		<b>Band</b>	<b>Issued</b>	<b>Outstanding</b>	<b>%</b>	<b>Paid</b>	<b>%</b>	<b>Cancelled</b>	<b>%</b>	<b>Written Off</b>	<b>%</b>	<b>Part Paid</b>	<b>%</b>	<b>Collection Rate (%)</b>
<b>Code</b>	<b>Description</b>													
01	Parked in a restricted street during prescribed hours	<b>Higher</b>	2,575	255	(9.90)	2,043	(79.34)	244	(9.48)	23	(0.89)	7	(0.27)	(79.61)
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	<b>Higher</b>	497	18	(3.62)	425	(85.51)	49	(9.86)	4	(0.80)	3	(0.60)	(86.12)
05	Parked after the expiry of paid for time	<b>Lower</b>	1,488	59	(3.97)	1,302	(87.50)	103	(6.92)	14	(0.94)	7	(0.47)	(87.97)
06	Parked without clearly displaying a valid pay & display ticket or voucher	<b>Lower</b>	2,560	68	(2.66)	1,638	(63.98)	815	(31.84)	24	(0.94)	12	(0.47)	(64.45)
07	Parked with additional payment made to extend the stay beyond expiry of the time initially purchased	<b>Lower</b>	9	2	(22.22)	5	(55.56)	2	(22.22)	0	(0.00)	0	(0.00)	(55.56)
10	Parked without clearly displaying two or more valid pay and display tickets when required	<b>Lower</b>	1	0	(0.00)	1	(100.00)	0	(0.00)	0	(0.00)	0	(0.00)	(100.00)
11	Parked without payment of the parking charge	<b>Lower</b>	319	17	(5.33)	215	(67.40)	84	(26.33)	0	(0.00)	2	(0.63)	(68.03)
16	Parked in a permit space without displaying a valid permit	<b>Higher</b>	1,560	51	(3.27)	1,402	(89.87)	98	(6.28)	7	(0.45)	4	(0.26)	(90.13)
20	Parked in a loading gap marked by a yellow line	<b>Higher</b>	3	0	(0.00)	1	(33.33)	2	(66.67)	0	(0.00)	0	(0.00)	(33.33)
21	Parked in a suspended bay or space or part of bay or space	<b>Higher</b>	91	0	(0.00)	51	(56.04)	37	(40.66)	2	(2.20)	0	(0.00)	(56.04)
22	Re-parked in the same parking place or zone within one hour or other specified time of leaving	<b>Lower</b>	51	2	(3.92)	40	(78.43)	9	(17.65)	0	(0.00)	0	(0.00)	(78.43)
23	Parked in a parking place or area not designed for that class of vehicle	<b>Higher</b>	64	1	(1.56)	49	(76.56)	14	(21.88)	0	(0.00)	0	(0.00)	(76.56)
24	Not parked correctly within the markings of the bay or space	<b>Lower</b>	345	8	(2.32)	279	(80.87)	57	(16.52)	1	(0.29)	0	(0.00)	(80.87)
25	Parked in a loading place during restricted hours without loading	<b>Higher</b>	521	29	(5.57)	402	(77.16)	79	(15.16)	4	(0.77)	3	(0.58)	(77.74)



26	Parked in a special enforcement area more than 50cm or other specified distance from the edge of the carriageway and not within a designated parking place	Higher	24	0	(0.00)	17	(70.83)	4	(16.67)	1	(4.17)	2	(8.33)	(79.17)
27	Parked in a special enforcement area adjacent to a dropped footway	Higher	238	6	(2.52)	168	(70.59)	60	(25.21)	3	(1.26)	1	(0.42)	(71.01)
30	Parked for longer than permitted	Lower	4,826	347	(7.19)	4,091	(84.77)	328	(6.80)	46	(0.95)	15	(0.31)	(85.08)
34	Being in a Bus Lane	Higher	2	0	(0.00)	1	(50.00)	1	(50.00)	0	(0.00)	0	(0.00)	(50.00)
40	Parked in a designated disabled persons parking place without clearly displaying a valid disabled persons badge in the prescribed manner	Higher	536	17	(3.17)	359	(66.98)	153	(28.54)	5	(0.93)	0	(0.00)	(66.98)
42	Parked in a parking place designed for police vehicles	Higher	1	0	(0.00)	1	(100.00)	0	(0.00)	0	(0.00)	0	(0.00)	(100.00)
45	Parked on a taxi rank	Higher	244	7	(2.87)	219	(89.75)	15	(6.15)	0	(0.00)	3	(1.23)	(90.98)
46	Stopped where prohibited (on a red route or clearway)	Higher	66	0	(0.00)	53	(80.30)	13	(19.70)	0	(0.00)	0	(0.00)	(80.30)
47	Stopped on a restricted bus stop or stand	Higher	141	7	(4.96)	123	(87.23)	10	(7.09)	0	(0.00)	1	(0.71)	(87.94)
48	Stopped in a restricted area outside a school when prohibited	Higher	9	0	(0.00)	9	(100.00)	0	(0.00)	0	(0.00)	0	(0.00)	(100.00)
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	Higher	4	0	(0.00)	2	(50.00)	2	(50.00)	0	(0.00)	0	(0.00)	(50.00)
70	Parked in a loading area during restricted hours without reasonable excuse	Higher	19	0	(0.00)	15	(78.95)	4	(21.05)	0	(0.00)	0	(0.00)	(78.95)
73	Parked without payment of the parking charge	Lower	1,154	64	(5.55)	709	(61.44)	372	(32.24)	1	(0.09)	3	(0.26)	(61.70)
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Higher	5	0	(0.00)	1	(20.00)	4	(80.00)	0	(0.00)	0	(0.00)	(20.00)
80	Parked for longer than the maximum period permitted	Lower	278	17	(6.12)	171	(61.51)	90	(32.37)	0	(0.00)	0	(0.00)	(61.51)
81	Parked in a restricted area in a car park	Higher	8	0	(0.00)	6	(75.00)	2	(25.00)	0	(0.00)	0	(0.00)	(75.00)
82	Parked after the expiry of paid for time	Lower	3,151	81	(2.57)	2,831	(89.84)	207	(6.57)	15	(0.48)	11	(0.35)	(90.19)
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	Lower	7,124	186	(2.61)	4,161	(58.41)	2,696	(37.84)	50	(0.70)	18	(0.25)	(58.66)
84	Parked with additional payment made to extend the stay	Lower	5	0	(0.00)	4	(80.00)	1	(20.00)	0	(0.00)	0	(0.00)	(80.00)

	beyond time first purchased																					
85	Parked in a permit bay without clearly displaying a valid permit	53	0	(0.00)	22	(41.51)	31	(58.49)	0	(0.00)	0	(0.00)	0	(0.00)								(41.51)
86	Parked beyond the bay markings	846	21	(2.48)	708	(83.69)	102	(12.06)	3	(0.35)	6	(0.71)	6	(0.71)								(84.40)
87	Parked in a designated disabled persons parking space without displaying a valid disabled persons badge in the prescribed manner	507	11	(2.17)	290	(57.20)	200	(39.45)	2	(0.39)	2	(0.39)	2	(0.39)								(57.59)
91	Parked in a car park or area not designated for that class of vehicle	351	7	(1.99)	315	(89.74)	27	(7.69)	1	(0.28)	0	(0.00)	0	(0.00)								(89.74)
92	Parked causing an obstruction	3	0	(0.00)	3	(100.00)	0	(0.00)	0	(0.00)	0	(0.00)	0	(0.00)								(100.00)
93	Parked in a car park when closed	15	0	(0.00)	9	(60.00)	6	(40.00)	0	(0.00)	0	(0.00)	0	(0.00)								(60.00)
94	Parked in a pay and display car park without clearly displaying two or more valid pay and display tickets when required	15	1	(6.67)	11	(73.33)	3	(20.00)	0	(0.00)	0	(0.00)	0	(0.00)								(73.33)
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	50	4	(8.00)	44	(88.00)	2	(4.00)	0	(0.00)	0	(0.00)	0	(0.00)								(88.00)
	<b>Grand Totals</b>	<b>29,759</b>	<b>1,286</b>	<b>(4.32)</b>	<b>22,196</b>	<b>(74.59)</b>	<b>5,926</b>	<b>(19.91)</b>	<b>206</b>	<b>(0.69)</b>	<b>100</b>	<b>(0.34)</b>	<b>100</b>	<b>(0.34)</b>								<b>(74.92)</b>

**Breakdown of PCNs issued at Lower and Higher rates**

<b>Lower</b>	22,187	873	(3.93)	16,175	(72.90)	4,875	(21.97)	154	(0.69)	74	(0.33)	(73.24)
<b>Higher</b>	7,572	413	(5.45)	6,021	(79.52)	1,051	(13.88)	52	(0.69)	26	(0.34)	(79.86)
	<b>29,759</b>	<b>1,286</b>	<b>(4.32)</b>	<b>22,196</b>	<b>(74.59)</b>	<b>5,926</b>	<b>(19.91)</b>	<b>206</b>	<b>(0.69)</b>	<b>100</b>	<b>(0.34)</b>	<b>(74.92)</b>

**Number/Percentage of PCNs paid at discounted rate**

<b>Lower</b>	13,760	85.07%
<b>Higher</b>	5,215	86.61%

Note : Higher level contravention penalty charges are £70, discounted to £35 if paid within 14 days of issue, with lower level contraventions set at £50, discounted to £25 if paid within 14 days of issue.

### GLOSSARY OF TERMS

The glossary below, which is in alphabetical order, explains some terms and phrases in the Annual Report that may be unfamiliar to you.

#### **CHALLENGE**

A challenge is an objection made against a Penalty Charge Notice (PCN) **before** the issue of a Notice to Owner or Enforcement Notice.

#### **CANCELLATIONS**

A PCN is cancelled when we consider that it has been issued in error and close the case without accepting payment.

#### **CIVIL ENFORCEMENT OFFICER (CEO)**

This is a designated name given by the Traffic Management Act 2004 to those officers engaged by councils to issue Penalty Charge Notices. CEOs (formerly known as Parking Attendants) may be employed directly by the council or through a specialist contractor.

#### **CONTRAVENTION**

A contravention is failure by a motorist to comply with traffic or parking regulations.

#### **CONTROLLED PARKING ZONE (CPZ)**

This is an area where parking is restricted during certain times of the day. The main aim of a CPZ is to ensure that parking spaces within the zone are managed to balance the needs of residents and other motorists. In a CPZ the restrictions are shown by signs placed on all vehicular entry points to the zone. Signs are only required within the zone where the restrictions are different from those on the entry signs. There will not usually be a sign for a yellow line where the restrictions are the same as on the entry signs.

#### **DECRIMINALISED**

In April 2007, parking enforcement was decriminalised across the Isle of Wight. This means that it is no longer illegal to park in breach of regulations. Enforcement of most of the on-street parking regulations is now the sole responsibility of the local authority rather than of the Police. Non-compliance is treated as a civil offence rather than a criminal offence. Ultimately unpaid Penalty Charge Notices are pursued by debt collection agencies, rather than through the criminal courts.

#### **DIFFERENTIAL PARKING PENALTIES**

This is the name given to the changes in the levels of charging for penalties implemented by the Government to make the system fairer, with its introduction on the Island on 31<sup>st</sup> March 2008. Higher level charges apply to contraventions that are considered serious and lower levels to those that are considered less serious.

#### **ENFORCEMENT NOTICE**

An Enforcement Notice is a statutory notice served by the authority to the person they believe is the owner of a vehicle issued with a Penalty Charge Notice. This notice is only served for **bus lane contraventions** if the penalty remains unpaid after 28 days. Within 28 days of the Enforcement Notice, the owner is required to either:

- make payment of the full penalty charge; or

- make representations against liability for the charge.

### **NOTICE TO OWNER (NTO)**

A Notice to Owner is a statutory notice served by the authority to the person they believe is the owner of a vehicle issued with a Penalty Charge Notice. This notice is served for **parking contraventions** where a penalty issued by a CEO remains unpaid after 28 days. Within 28 days of the Notice to Owner, the owner is required to either:

- make payment of the full penalty charge; or
- make representations against liability for the charge.

### **OFF-STREET PARKING**

Off-street parking facilities are those within car parks.

### **ON-STREET PARKING**

On-street parking facilities are those by the kerbside

### **ORDER FOR RECOVERY OF UNPAID PENALTY CHARGE**

This is an order for recovery of an unpaid penalty charge which has been registered with the Traffic Enforcement Centre (TEC). TEC is currently situated at the County Court in Northampton and is the centre where unpaid penalty charges are registered as debts at the County Court. This is an automated process, not requiring, or allowing an appearance by any party and once registration has taken place, the debt can be passed to a bailiff for collection of the outstanding monies.

### **PENALTY CHARGE NOTICE**

This is a notice issued because a vehicle has allegedly contravened a parking or bus lane regulation. A Penalty Charge Notice must contain certain information, including a description of the contravention alleged to have occurred.

### **REGISTERED KEEPER**

This is the person or organisation recorded at the Driver and Vehicle Licensing Agency (DVLA) as being the keeper of a vehicle. Under the concept of owner liability, the registered keeper is presumed to be the owner of the vehicle for the purposes of enforcement, appeal and debt recovery action.

### **REPRESENTATION**

A representation is a challenge against a Penalty Charge Notice **after** a Notice to Owner or Enforcement Notice has been issued.

### **WAIVERS**

A PCN is waived when we accept mitigating circumstances and close the case without accepting payment.

### **WRITE-OFFS**

A PCN is written-off when we are unable to pursue the penalty and close the case without accepting payment. This may be when the DVLA has no information about the registered keeper, or even after our bailiff companies have attempted to collect the debt without success.