



ANNUAL PARKING REPORT 2011/12

Introduction

Leeds City Council parking services carries out a number of functions relating to car parking in the City.

We provide 52 car parks throughout the district. Our main physical asset is Woodhouse Lane Multi Storey car park in the City centre, which offers 1272 spaces. We have a further 13 pay car parks with 1771 spaces, and 2407 on street pay and display spaces. Our 38 free car parks offer a further 3066 spaces.

We also carry out Parking enforcement, issuing Penalty Charge Notices to vehicles parked in contravention of the rules. In addition, we are responsible for related duties such as suspending parking to allow building works and coning off areas for events.

The service employs 110 people. 75 of them are uniformed staff and supervisors. With shifts at different times and working 7 days a week, this means that there are about 35 uniformed staff on duty in the district during the day.

Leeds City Council carries out Parking enforcement in line with regulations produced by the Government in the Traffic Management Act 2004. One of the requirements of the Act is that we produce an Annual report about the Parking Service. This report covers the financial year 2011/12 (1.4.11 – 31.3.12).

The aim of Leeds City Council is to improve the quality of life in Leeds in a number of specific ways. These improvements are called Strategic Outcomes. The Council is organised so that each department is responsible for contributing towards the Strategic Outcomes. The Parking Service is part of the Environmental Action Service (EAS), which in turn is part of the Environment and Neighbourhoods directorate. The Strategic Outcomes that are most relevant to us are :

Strategic outcome: Increased accessibility and connectivity through investment in a high quality transport system and through influencing and changing behaviours

How we will contribute: Achieving a reduction in parking offences through effective enforcement. Improve traffic flow across the city by fully implementing the Traffic Management Act and enforcing against perpetrators.

How we will measure performance : We monitor offence levels through the number of Penalty Charges issued.

Strategic outcome: Increased entrepreneurship and innovation through effective support to achieve the full potential of people, business and the economy

How we will contribute: Manage on street and off street parking in the city centre and district centres to enhance the economy and support local employment, using effective pricing and restrictions to encourage the most effective use of available parking spaces.

How we will measure performance : We measure how many people use our car parks. If the restrictions and the prices are set correctly the usage should rise.

Parking provision in Leeds

City Centre

Aside from areas assigned for a particular use, such as disabled bays and loading areas, all the parking spaces that are available to the general public in the City Centre are chargeable. They are split between on street spaces, which are Council owned, and off street spaces in Car Parks.

These spaces can be categorised as short stay (up to 2 hours), Medium stay (between 2 and 5 hours) and long stay (over 5 hours).

Table 1 : Chargeable spaces in Leeds City Centre

Type	Long Stay	Long Stay permitted but price indicates Short/Medium Stay	Short/Medium Stay (Stays of up to 5 hours)	Total
On Street	1,248		1,159	2,407
Off Street	12,365	3,250	802	16,417
Total	13,613	3,250	1,961	18,824

On street

The short stay on street spaces are located in the most central parts of the City, with longer stays available in relatively outlying areas. Outside the central area, all on street parking is free although other restrictions such as limited waiting may apply.

Off street

There are a large number of different companies operating car parks in the City Centre. The number of sites and of available spaces changes regularly as car parks open and shut due to land being bought and sold and building development. A survey in June 2012 shows that there are 16,417 spaces available. A map is at appendix 1. The Council controls 3285 of these, which represents 20% of the total market.

Across both on and off street, the Council controls 5692 spaces which represents 30% of the total.

Car Parking Charges

As a minority operator in the City, the Council cannot control the prices. Unlike private operators, the Council's objective is not to maximise revenue, rather it aims to use pricing as a tool to manage traffic flows in the city and to maintain the vitality of the city centre. The Council sets prices taking into account a number of factors including:

- The Council's overall policy objectives
- Levels of demand, determined on a street by street basis and with reference to the off street occupancy surveys

- Budget expectations as determined by the Council's annual budget strategy
- Levels of actual and forecast income

In the Portas review of British high streets it was recommended that each Local authority publish a league table of charges for their area. The complete tables for Leeds are at Appendix 2. An analysis of the data shows that Council spaces are much cheaper for both short and long stay. The data has been weighted for the number of spaces so that the average is a true reflection of the price per space.

Table 2 : Parking Prices in Central Leeds

Weekdays	LCC	Private	Overall Weighted Average	LCC % of Private
	£	£	£	%
1 hour	1.83	4.07	3.35	45%
2 hours	3.45	5.25	4.67	66%
8 hours	8.28	14.01	11.81	59%
9 hours	8.81	14.72	12.44	60%

Saturdays	LCC	Private	Overall Weighted Average	LCC % of Private
	£	£	£	%
1 hour	1.63	3.96	3.18	41%
2 hours	3.44	5.00	4.48	69%
8 hours	5.69	14.51	11.29	39%
9 hours	5.91	15.20	11.82	39%

Sundays	LCC	Private	Overall Weighted Average	LCC % of Private
	£	£	£	%
1 hour	0.90	3.96	2.94	23%
2 hours	0.90	5.00	3.63	18%
8 hours	0.90	14.51	9.96	6%
9 hours	0.90	15.20	10.42	6%

Parking in the wider district

The Leeds metropolitan area also includes a number of towns and district centres. In these areas, the Council provides free on street parking although it may be controlled through limited waiting or permit schemes. Free parking in district centres is another recommendation of the Portas report

The Council also provides car parks in many of these areas. These are all free except 3 sites in Otley.

Table 4 - Chargeable district car parks

Area	Car park	spaces
Otley	Beech Hill	86
Otley	Courthouse Street	56
Otley	North Parade	100

Table 5 - Free district car parks

Area	Car park	spaces
Boston Spa	High Street	45
Boston Spa	Stables Lane	51
Farsley	Andrew Square	8
Farsley	Charles St	29
Garforth	Barley Hill Road	80
Garforth	Main Street (Tesco)	74
Guiseley	Netherfield Road	60
Guiseley	Springfield Road	31
Holt Park	Holt Park (Asda)	281
Horsforth	Fink Hill	63
Horsforth	New street (R/O Black Bull)	50
Hyde Park	Woodsley Road	18
Little London	Oatland Green	35
Moortown	King Lane Park & Ride	155
Morley	Albion Street	94
Morley	Annie Street	63
Morley	Commercial Street (Library)	22
Morley	High Street (Pavilion)	107
Morley	Queensway (Morrisons)	561
Otley	Cross Pipes	37
Otley	Burras Lane	38
Otley	Walkergate	70
Pudsey	Leisure Centre (Rear of Baths)	133
Pudsey	Lidgett Hill/Church Lane	83
Pudsey	Market Place	35
Pudsey	Robin Lane	48
Pudsey	Victoria Road/Cemetery Road	45
Rothwell	Blackburn Hall (rear)	50
Rothwell	Butcher Lane Lower	21
Rothwell	Butcher Lane Upper	60
Rothwell	Church Street	17
Rothwell	Marsh Street (Morrisons)	178
Wetherby	Crossley St	78
Wetherby	Hallfield Lane	85
Wetherby	St James St	30
Wetherby	Wilderness	185
Yeadon	Ivegate	20
Yeadon	Silver Lane	26
		3066

Parking Enforcement

A key function of the parking team is the enforcement of parking restrictions. This is carried out by a team of Civil Enforcement Officers who patrol on and off street areas and issue Penalty Charge Notices when appropriate.

Table 6 - Parking Penalty Charge Notice information 2011/12

Performance Indicator	2011/12	2010/11	% change
PCN ISSUE			
Total number of parking PCNs	106,297	113,108	- 6%
Number of higher level PCNs issued (£70 ticket)	57824	62151	- 7%
Number of lower level PCNs issued (£50 ticket)	48482	50957	- 5%
PCNs paid	78274	83314	- 6%
PCNs paid at discount rate	71725	74243	- 4%
PCNs challenged	33706	35455	1%
PCNs challenged as % of total	32%	31%	3 %
PCNs cancelled	7018	7153	- 2 %
PCNs cancelled as %	7%	6%	
Vehicles immobilised / removed	16	12	25 %
ADJUDICATION (TPT)			
Total no of adjudicated cases	240	120	100%
No of successful cases at Adjudication (Council decision upheld)	109	56	
No of unsuccessful cases at Adjudication	131	64	13%
Success rate overall – % of cases won by Council	45%	47 %	- 4%

Commentary

There has been a significant reduction in the number of PCNs issued in 2011/12, which continues a downward trend over the last 3 years. The number is 20% below the peak

of 133,000 in 2006/07 which represents a significant reduction in the number of offences. The reductions in numbers paid, challenged etc are in line with this change.

The Council only removes or immobilises vehicles when the vehicle persistently parks illegally and the owner is untraceable through DVLA records. Nuisance vehicles of this type are often responsible for other offences such as speeding, driving without insurance etc and robust enforcement is required to deal with them. The Council recovered £11375 from this activity in 2011/12.

The number of cases submitted for adjudication has doubled. A major reason for this is the number of postal tickets that are issued. Unlike a ticket issued at the time, the arrangements for these tickets mean that the initial informal appeal stage is missed out.

In addition, the introduction of on line appeals and greater internet use in general has raised awareness of the Tribunal and made it easier to access the appeals service. The Council's overall success rate of 45% is slightly above the national average of 43%.

Bus Lane Enforcement

Table 7 : Bus Lane Penalty Charge information 2011/12

Performance Indicator	2011/12
PCN ISSUE	
Total number of PCNs	44484
PCNs paid	33314
PCNs paid at discount rate	27291
PCNs challenged	5321
PCNs challenged as % of total	32%
PCNs cancelled	1822
PCNs cancelled as %	4 %
ADJUDICATION (TPT)	
Total no of adjudicated cases	65
No of successful cases at Adjudication (Council decision upheld)	36
No of unsuccessful cases at Adjudication	29

Performance Indicator	2011/12
Success rate overall – % of cases won by Council	55%

Commentary

The Council began enforcing bus lane restrictions with CCTV cameras in August 2011. Although comparisons with previous years are therefore not possible, the Council did carry out a survey of offences before the scheme began. This shows that the number of offences in the City centre bus lanes has fallen by 80%.

At the moment 7 bus lanes / bus gates in the City centre are being enforced, there are plans to expand the scheme to include more sites in the coming year.

Customer Service

Table 8 : Customer Service information

Performance Indicator	2011/12	2010/11	% change
Total items of correspondence received	39983	36253	3%
No of items of correspondence answered within 10 days	84%	85%	1%
% of correspondence dealt with by electronically	63%	57%	24%
TELEPHONE ENQ			
No of calls offered	62962	54529	8%
No of calls answered	98%	98%	No change

Commentary

The workload increased significantly as a result of bus lane enforcement with an 8% rise in the number of phone calls. There has also been an increasing use of e mail which has benefits for both the Council and the customer in allowing instant delivery and avoiding postage costs.

Due to shortcomings with the current IT system it is not possible to give a precise figure for the number of permits. There are 94 zones and about 30,000 permits in circulation.

Financial information

Table 9 : Income and expenditure

	2010/11	2011/12
Employee costs	£2,882,564	£2,760,479
Premises	£168,039	£175,863
NNDR (rates)	£815,654	£844,297
Supplies and services	£891,639	£1,064,024
Transport	£91,394	£93,827
Internal recharges	£383,329	£426,304
Total costs	£5,232,708	£5,364,794
On street fee income	£3,194,789	£3,158,887
Off street fee income	£4,266,935	£4,546,951
Penalty charge notice (PCN) income	£3,393,246	£4,243,950
Total income	£11,650,169	£12,644,632

Commentary

The published accounts for the Council show a number of technical accounting entries and reallocations for finance purposes. These have been omitted from the table above which simply lists costs and income.

Although costs were reduced in several areas, the overall total rose by £173,000. This was due to the introduction of bus lane enforcement, with additional costs for software, printing and postage .

Bus lane enforcement was also responsible for a significant increase in PCN income, generating £1,231,826.