



MANCHESTER  
CITY COUNCIL

# Parking Services – Annual Report

2011/12

Graham Marsh  
Neighbourhood Services  
September 2012

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## **Executive Member – Councillor Nigel Murphy**

Welcome to our 4<sup>th</sup> Annual Parking Report. I am pleased to be able to report so many changes and improvements to the delivery of Parking Services in Manchester during 2011/12.



Changes were needed to the City Centre hours of operation, as the number of motorists visiting the city centre - and the times at which they arrive - has changed considerably over the past few years.

We listened to comments raised by Manchester's residents and businesses in response to our initial proposals, and made several amendments. The new system will help us to ensure that City Centre traffic keeps moving, but also help to minimise congestion whilst still encouraging people to visit the City Centre during the evening and at weekends.

A major amendment was the change to the operational hours of the City Centre Controlled Parking Zone. This included altering the hours of operation to 8am-8pm Monday to Sunday, in relation to the pay and display bays and single yellow lines. We also made it possible for motorists to park in all on-street pay and display bays across the city centre for at least two hours.

These changes allow motorists who pay for two hours parking to be able to park anywhere in the city centre at 6pm and stay there until 8am the following day. This means they don't need to return to their cars to move them, and cause congestion by driving around to find another parking spot.

As part of the changes, motorists may also extend their stay by 'feeding' the parking meter, up to the maximum period, if their visit to the city centre goes on longer than expected.

These changes have resulted in a positive effect, allowing motorists to easily find a parking space and thereby reducing congestion. We have also introduced an innovative payment solution, which enables motorists to pay for their on-street parking via a mobile phone, using the new Paybyphone system. Drivers no longer need to worry about having the right change and they also have the convenience of remotely topping up their parking to the maximum stay allowed. This has realised savings in our cash collection process and has been a real success in the City Centre with over 15,000 registered users.

## **1.0 Introduction**

Manchester City Council's Parking Service is responsible for the effective and efficient delivery of parking enforcement and Penalty Charge Notice processing.

Our 4th Annual Report provides details of our performance and new initiatives undertaken in 2011/12.

Manchester City Council's values aim to make Manchester a place where people choose to live, and where businesses want to invest. Our values underpin the way we operate as an organisation: they influence our choices and our behaviours, and are the threads running through everything we do.

We are proud of Manchester's status as the original modern city centre. As the birthplace of the Industrial Revolution Manchester has a grounded heritage with a wealth of historic influence. The city centre attracts an average of 140,000 shoppers, 150,000 workers and 75,000 night time users every day, and our Parking Services take responsibility for keeping our vibrant, 24/7 city moving.

Our district centres and out of town areas receive equitable enforcement and regular, deployed visits by Civil Enforcement Officers to enable them to thrive and grow. Working with our partners we support neighbourhoods of choice, encouraging investment and making them places where residents want to live and work.

This report details how Parking Services contribute to making our streets, neighbourhoods and city an even greater place to live, work and visit.

## **2.0 Parking Services: Aims & Objectives**

Parking Services' aims and objectives are set out below. They are aligned to the aspirations of the Traffic Management Act:

### **Aims:**

- To have a reasonable and proportionate approach to parking enforcement
- To improve the environmental quality of life for Manchester's residents and visitors to the city
- To be a progressive and outward facing unit, and one that is welcoming of positive change.

## **Objectives:**

- To be a parking service that believes in, and delivers, customer excellence
- To join up with other street based services to collectively contribute towards improving the overall quality of life for Manchester's residents and visitors to the city
- To deliver an equitable neighbourhood-focused parking service based on local priorities.

### **3.0 Traffic Management Act 2004**

The Traffic Management Act 2004 was introduced in 31 March 2008 and the main elements of the changes were:


- Parking Attendant title changed to Civil Enforcement Officer (CEO)
- The introduction of parking penalties based on differential charging, whereby the penalty charge is appropriate to the seriousness of the contravention
- The power to serve a PCN by post if the CEO has started to issue the PCN but the driver either drives away before it can be served, or the CEO is prevented from serving it due to aggressive or threatening behaviour
- The power to issue a PCN for parking within a restricted crossing
- The power to enforce double parking and parking across dropped footways subject to signage
- The Parking Adjudicator will have the power to decide cases where procedural irregularity has taken place, and to refer appeals back to the local authority via the Chief Executive's office if he or she considers that suitable discretion with regard to mitigating circumstances was not exercised when considering an appeal
- An obligation to the Council to publish its policies on enforcement and cancellation of PCNs
- A statutory timeframe for responding to representations.

### 3.1 Penalty Charge Notices (PCNs)

PCNs are issued to vehicles which appear to be parked in contravention.

PCNs are issued either in the higher level or lower level Penalty Charge band. The higher level PCNs are issued to vehicles parked in contravention, where the vehicle is deemed to be contravening the most serious contravention. The higher level penalty charge is £70.00 (£35.00 if paid within 14 days). The lower level penalty charge is £50.00 (£25.00 if paid within 14 days).

Below is an example of a PCN issued by Manchester City Council.

 **MANCHESTER  
CITY COUNCIL**

**PENALTY CHARGE NOTICE (PCN)**

The Traffic Management Act 2004, s.78; Civil Enforcement of Parking Contraventions (England) General Regulations 2007; Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007.

---

**PCN Number:**

Served On:  
by Civil Enforcement Officer  
who had reason to believe that the following contravention had occurred and that a penalty charge is now payable:  
Parked after the expiry of paid for time

Date of contravention:  
Time of contravention:  
Location:

Vehicle Registration:  
Make:  
Colour:  
Tax Disc:                                  Expiry:  
At

A penalty charge of €.                                  is now payable and must be paid not later than the last day of the period of 28 days beginning with the date on which this PCN was served, i.e.

The penalty charge will be reduced by a discount of 50% to €.  
if it is paid not later than the last day of the period of 14 days beginning with the date on which this PCN was served, i.e. not later than

**SEE REVERSE FOR:**  
How to pay. What happens if no payment is made. How to challenge this

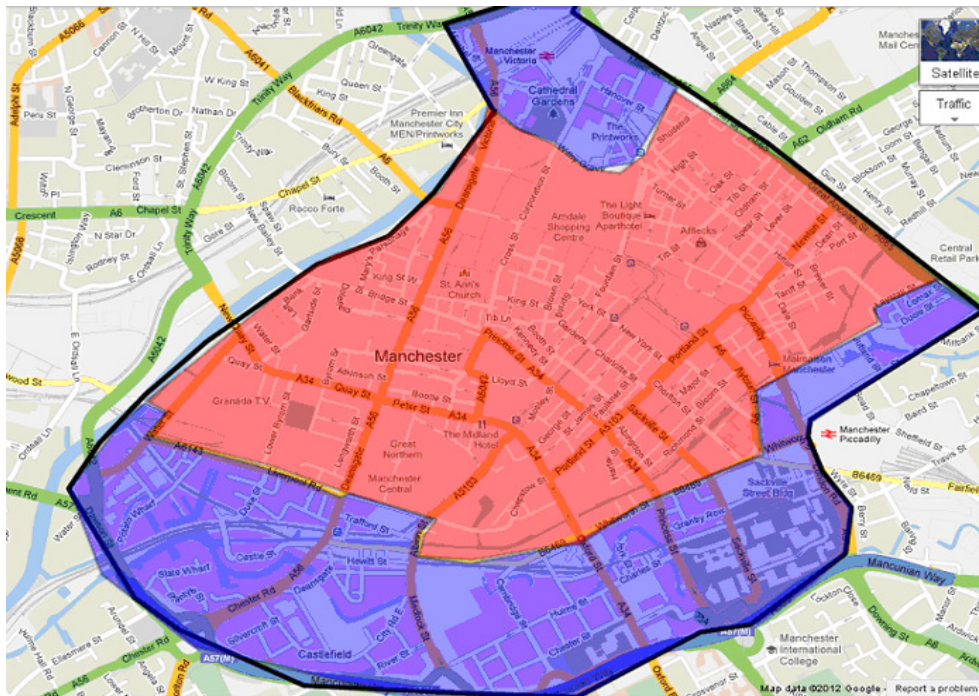
DETAIL HERE

**PAYMENT SLIP**  
PCN No:  
Served on:  
Time:  
Vehicle Registration:  
Contravention:

The penalty charge is €                                  or €                                  if paid not later than the last day of the period of 14 days beginning with the date on which this PCN was served.

## 4.0 City Centre Controlled Parking Zone (CPZ)

The map below outlines the City Centre CPZ. The red area indicates Zone 2 (maximum stay 2 hours) and the purple area indicates Zone 3 (maximum stay 3 hours), which now operates Monday to Sunday 8am-8pm.



## 4.1 City Centre On Street Pay & Display Parking Tariff

In October 2011, On-Street Pay & Display tariffs were amended for the first time in five years, and are now aligned to the new operational hours of the CPZ, i.e. 8am-8pm Monday to Sunday.

Following consultation and feedback from motorists, it was agreed to amend all the 'maximum one hour' parking bays, increasing the maximum stay to two hours. This increase allows visitors to pay for parking in on-street bays from 6pm and then park free of charge from 8pm until 8am the following day.



MAXIMUM STAY <b>2</b> HOUR		MAXIMUM STAY <b>3</b> HOUR	
<b>PAY &amp; DISPLAY</b> Mon-Sun 8.00am - 8.00pm 2 hour maximum stay		<b>PAY &amp; DISPLAY</b> Mon-Sun 8.00am - 8.00pm 3 hour maximum stay	
<b>TARIFF CHARGES:</b>		<b>TARIFF CHARGES:</b>	
Up to 30min	£1.35	Up to 30min	65p
Up to 1 hour	£2.70	Up to 1 hour	£1.35
Up to 1 hour 30min	£4.00	Up to 1 hour 30min	£2.00
Up to 2 hour	£5.40	Up to 2 hour	£2.70
		Up to 2 hour 30min	£3.35
		Up to 3 hour	£4.00
OR		OR	
Residents permit <b>A</b> displaying permits Permitted Hours: Mon-Fri 8.00am - 9.00am 5.00pm - 8.00pm Sat & Sun 8.00am-8.00pm		Resident permit <b>A</b> and <b>C</b> holders displaying permits Permitted Hours: Mon-Fri 8.00am - 9.00am 5.00pm - 8.00pm Sat & Sun 8.00am-8.00pm	
Residents permit <b>A</b> displaying convenience ticket <b>with permit.</b> Permitted Hours: Mon-Fri 9.00am - 1.00pm 1.00pm - 5.00pm <i>Bank Holidays - No Charge</i>		Resident permit <b>A</b> and <b>C</b> holders displaying convenience ticket <b>with permit.</b> Permitted Hours: Mon-Fri 9.00am - 1.00pm 1.00pm - 5.00pm <i>Bank Holidays - No Charge</i>	

## 5.0 Enforcement

Appendix 1 outlines the contravention codes used by Manchester City Council to issue a penalty charge notice when a vehicle has contravened a parking regulation. It shows that 23.34% of the PCNs issued were issued for a vehicle parking on a yellow line restriction.

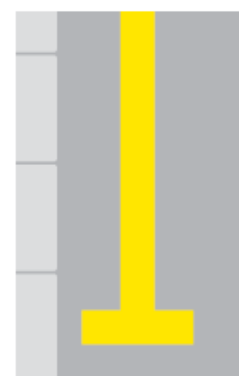
Double yellow lines restriction is “no waiting at any time” and does not require a time plate.

Single yellow lines require a time plate unless they are in a Controlled Parking Zone, where the ‘boundary signs’ erected at the entry point to the CPZ indicate the times of the restricted zone.

- Where there are double yellow lines, this means no parking at any time.
- You may not park on a Single Yellow Line during restricted hours. Please refer to the nearby timeplate or boundary sign when parking in a CPZ
- If you only stop on a yellow line to load and unload, this must be a continuous activity
- If you are a Disabled Badge holder you are allowed to park on a yellow line, where there is no loading ban, for up to 3 hours when displaying your disabled badge and timeclock.



No waiting  
at any time



No waiting  
during times  
shown on sign



No loading or unloading  
at any time



No loading or unloading  
at the times shown

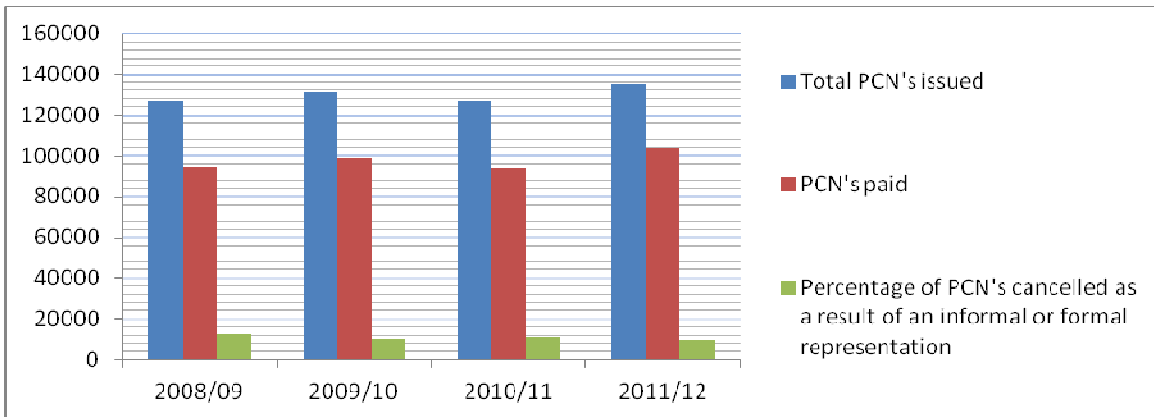
## 5.1 Locations Where Most Penalty Charge Notices are Issued

The table below sets out the locations where the highest numbers of Penalty Charge Notices were issued. The table also shows the percentage against the total PCNs issued for on-street parking.

Location	Number of PCNs Issued	% against total issued
St John Street	2489	1.99%
King Street	2473	1.97%
Lloyd Street	2058	1.64%
Liverpool Road	1979	1.58%
Thomas Street (City Centre)	1874	1.50%
George Street	1655	1.32%
Wilmslow Road (Rusholme)	1644	1.31%
Deansgate	1576	1.26%
Byrom Street (City Centre : ZONEA)	1565	1.25%
Stockport Road (Longsight)	1495	1.19%

## 5.2 PCN Comparison Year on Year

The chart below defines the number of PCNs issued, paid and cancelled as a comparison against previous years



## 5.3 Civil Enforcement Officer Deployment



To ensure that the parking restrictions of Manchester are enforced, our teams of Civil Enforcement Officers (CEOs) patrol the city.

Our CEOs are easily recognised by their uniforms, and have powers to issue tickets to vehicles which do not comply with parking regulations.

We are committed to training our staff and encourage CEOs to gain a National Vocational Qualification that includes skills in customer relations.

CEOs are not just there to issue parking tickets - they can give directions or advise on places to visit in the city centre. They act as the 'eyes and ears' of the Council across a range of services, from reporting defective pavements and environmental issues to 'meeting and greeting' responsibilities.

The Civil Enforcement Officers:

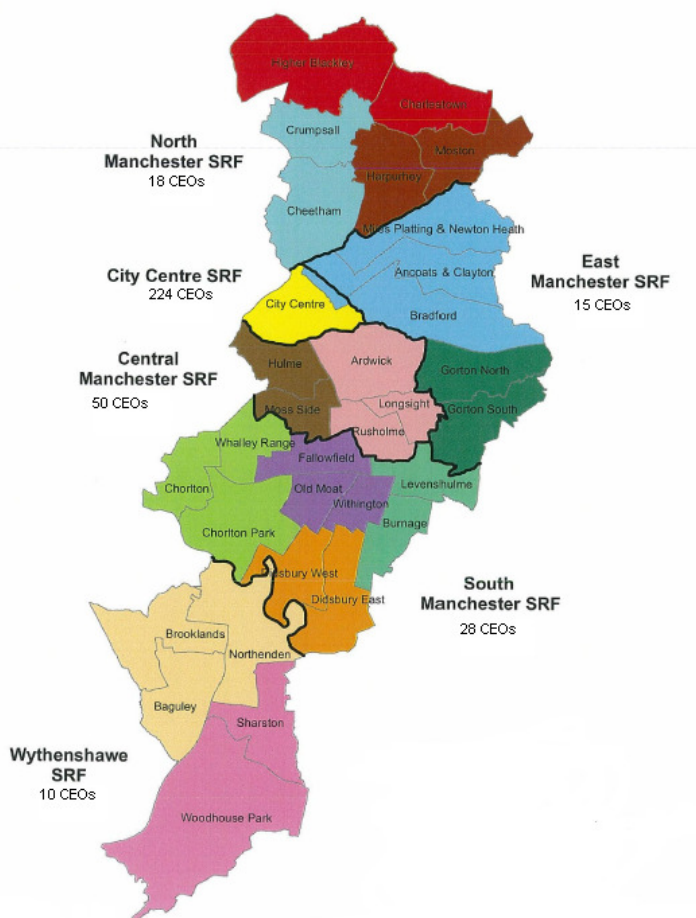
- Are employed by NSL Services Group, and work for Manchester City Council
- Wear the distinctive City Council uniform
- Are ambassadors for the city
- Enforce parking restrictions
- Do not work to targets
- Patrol the streets of Manchester
- Have a range of environmental powers

The table below shows the average number of officers deployed per week for each year.

Year	CEO deployed numbers
From 04.04.11 to current date	345
2006 to 03.04.2011	375

The numbers deployed to each ward may, on occasion, fluctuate depending on need but the map below gives an indication of average numbers deployed in the North, East, Central, South of Manchester and also Wythenshawe and the City Centre.

## Areas and Localities



	Localities
North	Higher Blackley, Charlestown
	Crumpsal, Cheetham
	Hampurhey, Moston
East	Miles Plating & Newton Heath, Ancoats & Clayton, Bradford
	Gorton North & South
City Centre	City Centre
Central	Hulme, Moss Side
	Ardwick, Longsight, Rusholme
South	Didsbury East & West
	Whalley Range, Chorlton, Chorlton Park
	Fallowfield, Old Moat, Withington
Wythenshawe	Levenshulme, Burnage
	Brooklands, Northenden, Baguley
	Sharston, Woodhouse Park

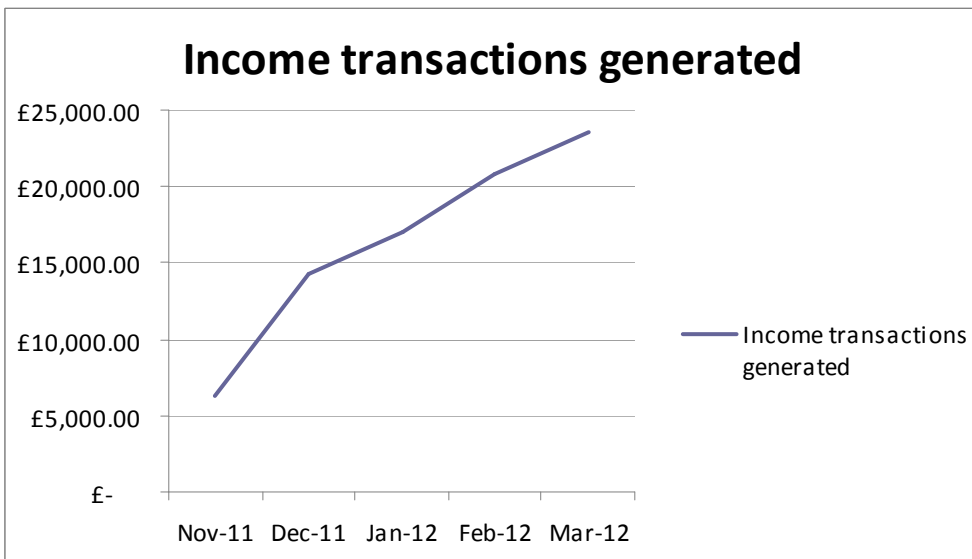
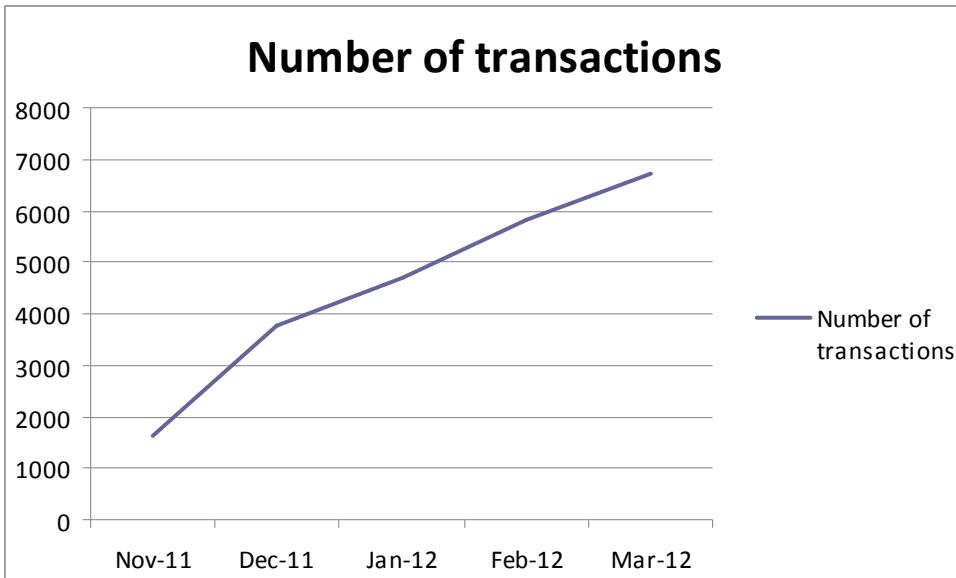
## 6.0 Pay by Phone



### PayByPhone tops the premier league

Manchester City Council and PayByPhone join forces to launch cashless parking

On the 18 November 2011 a cashless parking service was launched for on street parking in Manchester City Centre. This has provided the motorists with another 'easy option' to pay for parking when visiting Manchester. PayByPhone is an easier and more flexible way of paying for residents and visitors, and we have seen a steady uptake of customers registering and using the service.



## 6.1 How to Register

The first time you use PayByPhone you need to register your vehicle registration and payment card details. You also need the location number that is printed on the PayByPhone sticker affixed to the Pay & Display machine.

You can choose from one of the following ways to register and pay:

Text 'REG' followed by your vehicle registration number to 65565

Online and PaybyPhone Apps – go to [paybyphone.co.uk](http://paybyphone.co.uk) or download the paybyphone app for Apple, Android and BlackBerry phones and click 'Sign Up'

## 6.2 Frequently Asked Questions

*What is pay by phone?*

PaybyPhone is a quick and secure way to pay for parking. Instead of having to put money in a meter or a Pay & Display machine, you can use your mobile phone.

*Do I have to display a ticket in my car?*

No.

*How do enforcement officers know that I have paid?*

As soon as you have successfully paid, the enforcement officer's hand-held computer is updated to show your vehicle registration number along with the start and end times of your parking session.

*Is it safe to give my credit/debit card details using my phone?*

Yes, we are fully compliant with Payment Card Industry Data Security standards so you can trust us with your payment card details.

*How do I get a VAT receipt for my parking?*

You can choose to receive receipts by text or email when you register.





## 7.0 School Enforcement

We support over 50 schools in Manchester to minimise dangerous parking during the school run.

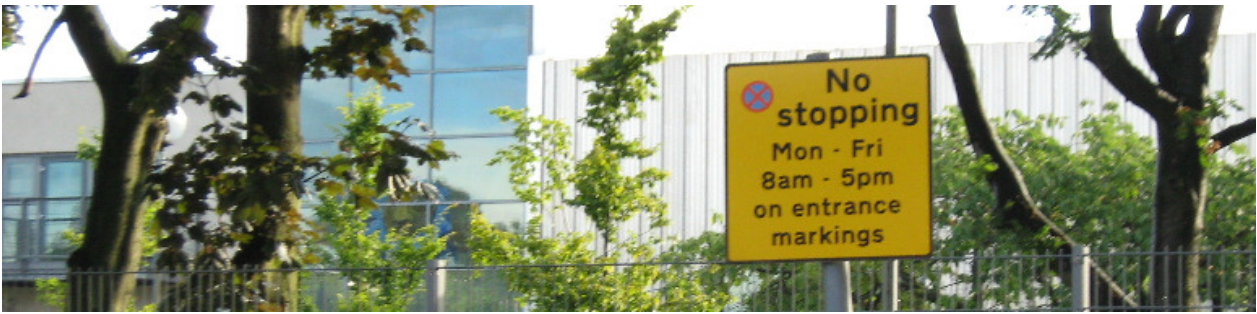
When we are asked by a school to provide support we work closely with colleagues in our Transport Policy Unit and the school to implement sustainable travel plans which encourage those motorists who pick up/drop off children at schools to consider other options/improve their driving behavior.

Where normal methods of enforcement at schools has not resulted in a significant improvement, we will utilise CCTV enforcement to increase compliance with parking restrictions. The use of CCTV has proven to improve driver behavior and increase compliance. Feedback from both schools and parents has been positive with recognition that the work we have undertaken has made a real difference to the safety of pupils and parents.

We continue to work closely with these schools to promote road safety and encourage alternative modes of transport, such as walking and cycling and providing advice on the Walk to School, Walking Buses and other initiatives.





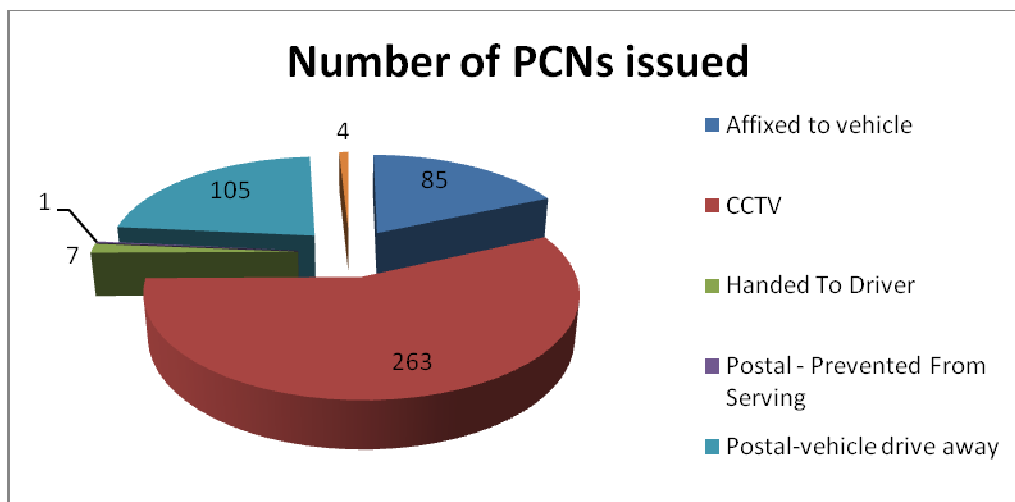


### 7.1 PCNs Issued Outside Schools

April 2011 saw the nine schools listed below take part in a trial, using CCTV enforcement to deter drivers from parking on the yellow zig-zags/school keep clear.

- Medlock Primary School
- King David School
- Mauldeth Road
- Whalley Range High School
- Grey Mare Lane
- Broad Oak Lane
- Crab Lane
- Oswald Road Primary School
- Manley Park Primary School

2011/12 465 Penalty Charge Notices were issued to vehicles for parking on the restricted area.



## 8.0 Dropped Kerb

Manchester City Council issued 167 PCNs in 2011/12 to drivers parking on dropped kerbs, compared to 24 in 2010/11. We recognise the inconvenience caused to pedestrians and residents when a vehicle is parked adjacent to a dropped kerb and will enforce where appropriate.

There are two types of dropped kerbs: those outside driveways allowing easy access to residential/business properties, and those used for pedestrian crossovers.

Drivers should not obstruct dropped kerbs, as this can prevent access for residents/businesses, or (in respect of pedestrian dropped kerbs) cause danger to pedestrians, particularly the elderly, disabled and mothers with prams.

DO NOT stop or park:

- where the kerb has been lowered to help wheelchair users and powered mobility vehicles;
- in front of an entrance to a property.



## 9.0 Off Street Parking

The table below outlines the contraventions codes used by Manchester City Council, where it is believed an off-street parking contravention has occurred.

<b>Contravention Code</b>	<b>Contravention Description</b>	<b>PCNs Issued</b>
82	Parked after the expiry of paid-for time	4792
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	4820
86	Parked beyond the bay markings	312
87	Parked in a disabled parking space without clearly displaying a valid Blue Badge	53

Manchester City Council operates Off Street Parking through a Joint Venture Agreement with NCP Manchester Ltd, the joint venture company who manage the day to day operation of car parks. The following car parks are enforced by the Council as part of the Joint Venture Agreement.

<b>Car Park</b>	<b>Number of Bays</b>	<b>Number of PCNs Issued in 2011/12</b>
Abingdon Street Car Park	23	686
Bloom Street Car Park	64	266
Bridge Street Car Park	73	3886
Chepstow Street Car Park	10	1056
Hulme Street Car Park	114	993
Queen Street Car Park	12	1319
Sheffield Street Car Park	160	218
Stone Street Car Park	12	523
Travis Street Car Park	125	324
Thurloe Street	35	706

## 10.0 Resident Parking Schemes

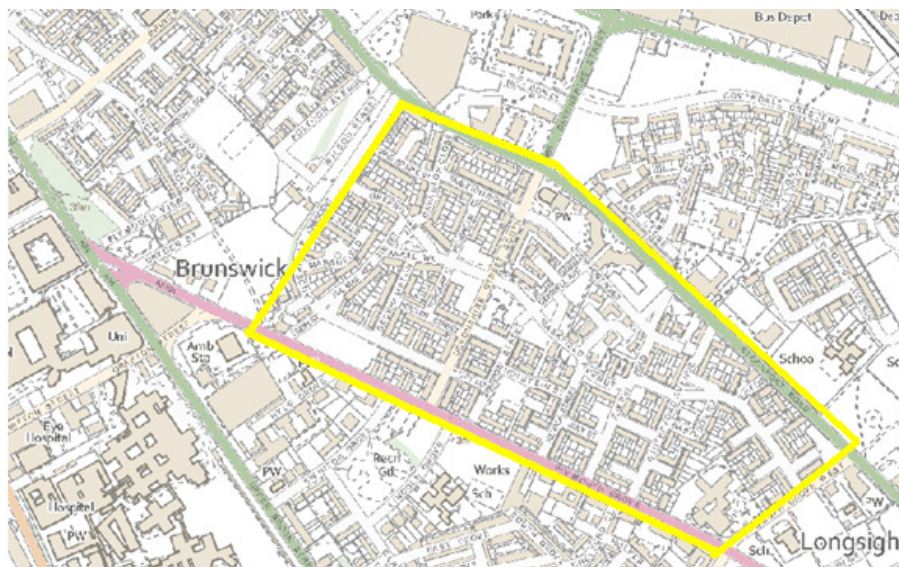
Manchester City Council provides resident parking schemes in the City, where residents are required to obtain a permit which allows them to park near their home. The schemes do not provide dedicated parking places exclusively for permit holders, but permit holders may park in any of the streets within their designated zone without restriction. The scheme gives priority to residents, their visitors and businesses located in the zone.

### 10.1 Grove Village

During 2011/12 (March 2012) we introduced a new Residents' Parking Scheme in the area named Grove Village.

Hours of Operation:

- The residents parking bays will operate 'Monday to Friday 8am to 6pm, Limited Waiting of Three Hours, No Return Within One Hour'.
- The single yellow lines will be restricted to 'No Waiting Monday to Friday 11am to 3pm'



### 10.2 Other Resident Parking Schemes

- **Sport City**  
The Etihad Stadium, Manchester City's football ground, is at the centre of the Sport City residents parking zone, although other venues such as the Cycling Velodrome will dictate whether the Residents Scheme is operational. At the entry points to each zone is an entry sign (see example) which is updated when the next event or match is taking place within Sportcity. During these hours only vehicles displaying a resident's or visitor's permit are permitted to park in the zones.



- **Hulme**  
The parking restrictions apply from Monday to Friday, 8am-6pm. Outside these hours there is no limit to how long people can park.
- **Loxford Court**  
Is operational at all times.
- **City Centre**  
City Centre permits are available to residents within the City Centre and apply 8am-9am, 5pm-8pm and weekends, however the scheme is to be reviewed in 2012.
- **Ardwick**  
The parking restrictions will apply from Monday to Friday, 8am-6pm. Outside these hours there is no limit to how long people can park.
- **George Leigh Street**  
This scheme is limited to residents of 23-57 George Leigh Street and is there to make it easier for residents to park near their home, and to reduce the number of cars being left by other drivers who don't live in the area.

### 10.3 How to Apply

- On-line using the [residents parking permit application form](#) .
- In person at Manchester Vehicle Pound, Rondin Road, Ardwick, M12 6BF. You will need the following documentation when applying:
  1. Proof of address (either a recent utility bill, deeds to the building (for landlords), or copy of your rent agreement (for tenants);

2. Proof of vehicle ownership ([V5C Registration Certificate - logbook](#)) or proof that the vehicle is a company car (letter from your employer to state you are the sole user); and

3. Proof the vehicle is parked on the street (insurance certificate). Read the [residents parking terms and conditions](#) before applying for a permit.

## 10.4 Permits Issued

2158 permits were issued across Manchester in 2011/12. This table is a breakdown of all live permits currently issued to Manchester Residents.

City Centre Zone A Permit	20
City Centre Zone B Permit	6
City Centre Zone C Permit	44
Sports City Residents Permit	1,264
Sports City Business Permit	16
Sport City Visitors Permit	2,522
Ancoats Resident Permit	15
Ancoats Visitors Permit	19
Ardwick Resident Permit	579
Hulme Residents Permit	263
Hulme Visitors Permit	247
Loxford Residents Permit	7
Loxford Visitors Permit	12
Ardwick Visitors Permit	39
Grove Village Residents	593
Hulme Guinness Trust	18
Grove Village Visitors	55
Zone 3 Permit C1	11
Zone 3 Permit C2	2
Fouracres Residents Parking B1	3
Zone 2 Permit A	9
<b>Total Permits:= 5,744</b>	

## 11.0 Disabled Bay Enforcement

3219 PCNs were issued to vehicles that were parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge (Blue Badge) This represents 2.57% of the total issued for on-street PCNs.

### 11.1 What is a Blue Badge?

The aim of the Blue Badge Scheme is to help disabled people with severe mobility restrictions to access goods and services by allowing them to park close to their destination, irrespective of whether they are travelling as a driver or a passenger. The scheme allows the Blue Badge holder to park, free of charge and without time limit, in pay-and-display bays on-street, and for up to three hours on yellow lines (providing there is no restriction in force.) The Blue Badge normally lasts for three years.

## 11.2 Who Can Apply for a Blue Badge?

Manchester residents, depending on their situation, may qualify for a badge automatically, or subject to further assessment.

Some people qualify for a badge under the "**automatic**" criteria:

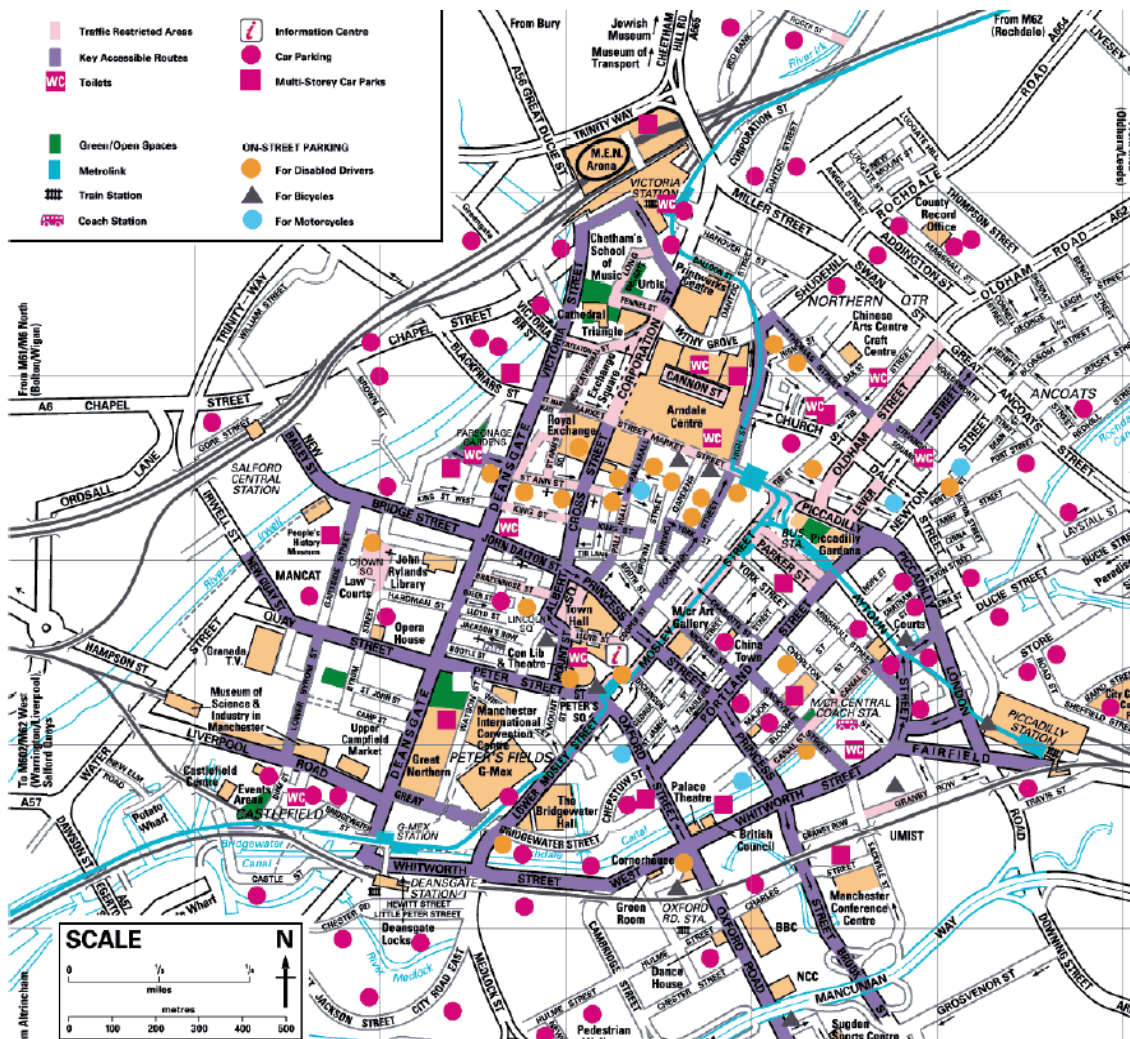
- anyone with proof that they are receiving the higher rate mobility component of the disability living allowance;
- an individual with proof that they are registered blind (severely sight impaired);
- those in receipt of a War Pensioners Mobility Supplement;
- Service personnel and veterans with proof that they are in receipt of a lump sum benefit under tariffs 1-8 of the Armed Forces Compensation Scheme and certification of having a permanent and substantial mobility difficulty.

The Blue Badge Scheme handbook explains the rules in full, but here are the main rules about using a disabled badge:

- Meters and Pay & Display bays, Disabled Parking Bays: Blue Badge holders may park here for an unlimited time provided the Blue Badge is clearly displayed.
- Bays signposted `Loading only`: Blue Badge holders may only park here if loading or unloading continuously.
- Bays signposted `Taxis only`: No parking here at any time.
- Single or double yellow lines with stripes on the kerb: the white `No loading` signs mean that parking at certain hours (the signs show which hours) is not permitted - even to load or unload.
- Single or double yellow lines without stripes on the kerb: Blue Badge holders can park here for up to three hours provided the Blue Badge is clearly displayed with the `clock` (showing time of arrival).



### 11.3 Map of Disabled Bays in the City Centre



### 11.4 Disabled Badge Misuse and Abuse

Manchester City Council is proud of the successes achieved in the enforcement of Blue Badge misuse and abuse. Our dedicated Enforcement Team are deployed every day to ensure compliance with the Blue Badge rules. We have received excellent support from Disability Groups, members of the public, Councillors and the media for our work in this area.

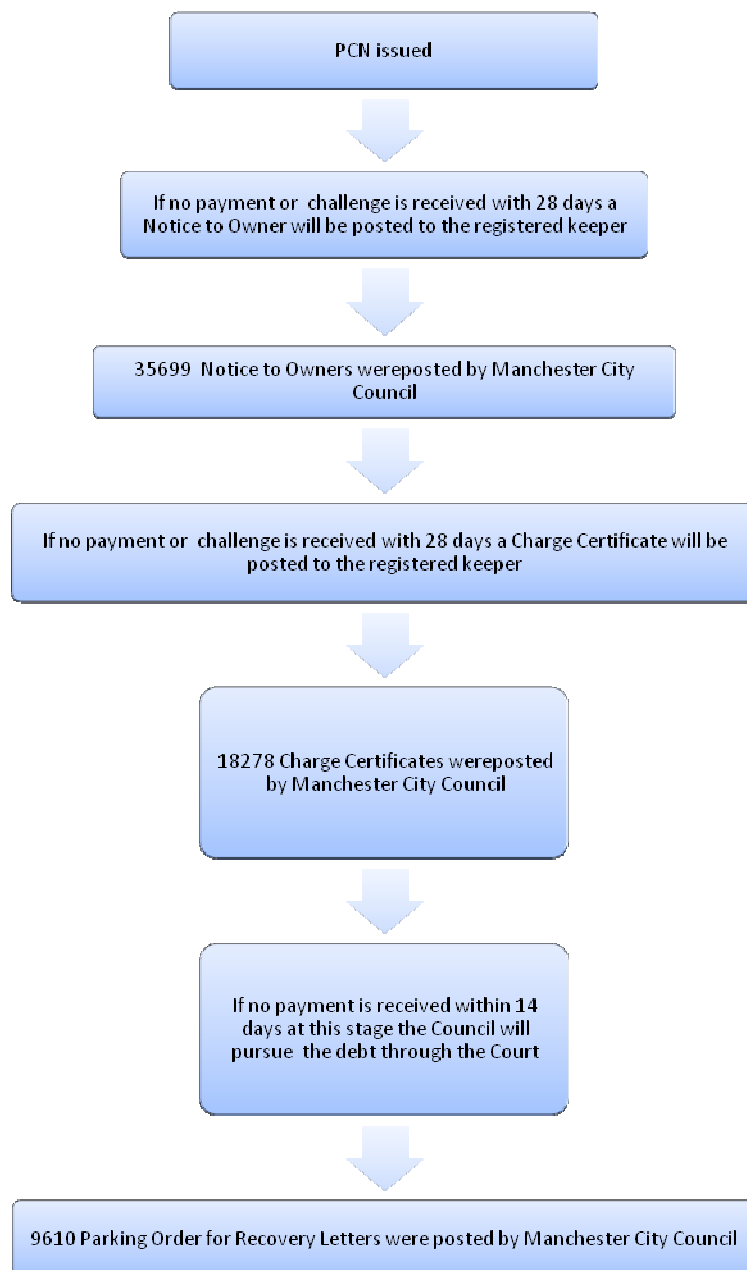
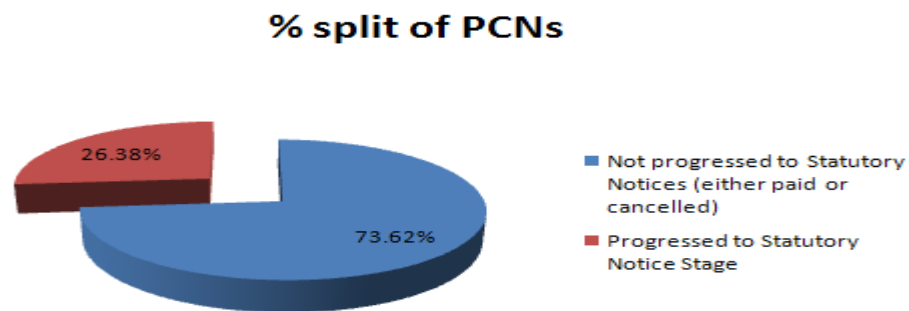
In 2011/12, 105 cases were investigated with 67 progressing to prosecution. The remaining 38 cases are currently progressing towards prosecution.

Month	2011-2012
Number Of Cases	105
Number of Fraud Cases	49
Number of Misuse Cases	56
Number of Prosecutions (Court Case)	67
Fines imposed by the Courts	£37,180.56




## 12.0 Notice Processing

The chart below indicates how many PCNs progressed to the statutory notice stage, and received a Notice to Owner through non-payment of the PCN or the PCN being cancelled.



## 12.1 How to Pay Your PCN

Of the PCNs issued in this financial year 76.56% have been paid, with 61.52% paying at the discounted rate.

How to Pay	
<b>Debit/Credit/Online Payments</b>	
	
ALL OF THESE DEBIT/CREDIT CARDS are accepted by the automated telephone payment line 0161 954 9010 (24 hours).	
Online at <a href="http://www.manchester.gov.uk/payticket">www.manchester.gov.uk / payticket</a>	
<b>By telephone</b> Credit/Debit card payments only. Use our automated payment line 0161 954 9010 (24 hours, 7 days a week). Please have vehicle details and PCN Number ready	
<b>By post to:</b> Manchester City Council, PCN Payments, Town Hall, PO Box 532, Manchester, M60 2LA. Allow 2 working days for 1st class post and 5 for 2nd class post. If making payment by cheque or postal order make payable to Manchester City Council and write the PCN number on the reverse.	
<b>In person</b> at a branch of the Post Office, or at any outlet displaying the Paypoint logo, using the Barcode overleaf.	

There are various ways in which a PCN can be paid:

1. Using the automated payment line – 0161 954 9010
2. On line at [www.manchester.gov.uk/payticket](http://www.manchester.gov.uk/payticket).

Approximately 78% of all payments made are completed using the self service method (using the automated payment line or the website).

3. By telephone to the call centre – Contact Manchester
4. In person using the Barcode method
5. By Post



## 12.2 Barcode Payments

Following the implementation of Barcodes on all Penalty Charge Notices in August 2011, customers are now able to make payments in cash at any Post Office or at one of thousands of Newsagents and other outlets displaying the PayPoint Logo. The Post Office/Paypoint outlet simply scans the barcode and takes the payment. The council's system is notified within 24 hours that the payment has been made and that the PCN can be closed.

This method of payment brings the convenience of making a payment locally to customers, ensuring that a visit to the Town Hall to pay in cash is a thing of the past.

### 12.3 How to Appeal Your PCN

A Penalty Charge Notice can be challenged, either using the PCN that was issued to the vehicle (informal challenge) or by using a statutory notice (formal challenge) that will have been posted to the registered keeper.

Of the PCNs issued in Manchester 19.16% were challenged.

The specified grounds on which representations against a PCN may be made:

- *“The alleged contravention did not occur”*. Please explain why you think no contravention took place.
- *“I was not the owner of the vehicle at the time”*. If you sold the vehicle before the date of the contravention or bought it after the date, you must tell us the name and address of the person who sold it to you, or bought it from you, if you know it. Please supply evidence of the sale / purchase (e.g. a sales receipt).
- *“The vehicle was being driven without the consent of the owner and has been allowed to remain at rest in the place in question by the person who was in control of it”*. Please show evidence (e.g. police crime report, insurance claim).
- *“We are a hire firm and the vehicle in question was at that time being used under a hire agreement; and the person hiring it has signed a statement accepting liability”*. Please supply a copy of the signed agreement including the name and address of the hirer.
- *“The penalty charge exceeded the amount applicable in the circumstances of the case”*. If you think you are being asked to pay more than you should legally pay.
- *“The Traffic Order was invalid”*. If you believe the parking restriction in question was invalid or illegal.
- *“There has been procedural impropriety on the part of the enforcement authority”*. Please describe the alleged impropriety.
- *“The penalty charge has already been paid in full, or has been paid at the reduced amount within the specified period”*. Please provide details of the payment method, date and amount.
- *Other grounds* - if there are any other reasons why you believe the Council should cancel the penalty charge notice and refund any sum already paid.

If you are dissatisfied with our response at the Notice to Owner stage, you can appeal to an independent adjudicator of the Traffic Penalty Tribunal which acts as an independent appeals adjudication service for PCNs. Local hearings are held for those who wish to attend in person. Visit the [Traffic Penalty Tribunal](#) website which provides information on the whole process.

The adjudicator will consider all of the information provided by both the motorist and the Council and make a decision on whether or not the charge should be paid. The adjudicator's decision is final.

The adjudicator has powers to award costs against either party if the adjudicator finds they have been "frivolous, vexatious or wholly unreasonable". Such instances are very rare.

## 12.4 Correspondence/Back Office

We aim to deal with each and every case on the basis of a First Time Right principle. This requires that all our Customer Service Officers review each case on its own merit, with the emphasis being on reasonableness and proportionality. This applies to both informal and formal representations, which we aim to deal with within 10 working days.

## 12.5 Cancellations

Below is a list of the Top five cancellation reasons with a description of why we may cancel a PCN for these reasons

Number of PCNs cancelled	Cancellation reason
5213	Pay & Display ticket provided
975	CEO error
934	Reasonable Grounds/Mitigating Circumstances
740	Disabled Badge provided
556	Loading/unloading evidence

## 12.6 Cancellation Reasons Summary

- **Pay & Display Ticket/PaybyPhone Evidence Provided**

The driver will get one chance to provide a valid Pay & Display ticket. Whether the driver displayed the pay & display ticket face down or not at all, we will only cancel one parking ticket per vehicle for this reason: after that, other parking tickets will be dealt with on their own merit and not necessarily cancelled. When cancelling the parking ticket the driver must be made aware that if they receive another parking ticket this may not be cancelled.

- **CEO Error**

A PCN will be cancelled if the Civil Enforcement Officer has made a mistake when issuing the PCN.

- **Reasonable Grounds/Mitigating Circumstances**

On occasions where the PCN was correctly issued, but there are mitigating circumstances, the Council will take into consideration mitigation when reaching a decision. The Council has a duty to act fairly and proportionately and will exercise discretion sensibly and reasonably.

- **Disabled Badge Provided**

This means we will provide the motorist with one chance to provide a valid disabled badge if a parking ticket has been issued for not displaying one. Each case will be dealt with on its own merit, however the general rule is that the driver will be given one opportunity to provide their disabled badge if they had not displayed it at the time the parking ticket was issued. When cancelling the parking ticket the driver must be made aware that if they receive another parking ticket this may not be cancelled.

- **Loading/Unloading**

To be entitled to the loading exemption a motorist must demonstrate that the vehicle was parked only for so long as was necessary to load goods, which by reason of their size, volume or weight could not reasonably be transported. The act of actually purchasing the goods is not included in the act of loading. Goods may be moved from the shop to the vehicle but they should be purchased first and made ready for immediate collection. A receipt, delivery note or invoice must be provided to claim this exemption.

### 13.0 Parking Information Technology System

Parking Services have implemented a new, state-of-the-art IT system to enable us to deal with motorists' challenges more efficiently and effectively, thereby improving our Customer Service. This new system has meant we've been able to implement a number of innovative solutions, including:

- Online viewing of images
- Online permit application for residents
- Ability to respond more efficiently to customers' enquiries

The screenshot shows the 'Penalty Charge Images' page on the Manchester City Council website. The page has a dark purple header with the title 'Penalty Charge Images' and the Manchester City Council logo. Below the header is a navigation bar with 'Home' and 'Penalty Charge Images' links, a search box, and a 'Go' button. A left-hand menu lists 'Home', 'Parking, travel and roads', 'Parking', 'Street parking - enforcement and parking tickets', and 'A-Z of council services'. The main content area contains a form with two input fields: 'Penalty Charge Notice reference' and 'Vehicle registration mark'. A 'View Images' button is positioned below the form. A note states: 'Please note that it may take up to 30 seconds to look up the penalty charge details and to display any images that are available.' The footer includes a navigation bar with links for 'Top', 'Emergency numbers', 'Find your Councillor', 'News', 'Public consultations', 'Council meetings', and 'Complaints'. It also features the Manchester City Council logo, a 'Contact us' button, and social media icons for Directgov, RSS, Twitter, Facebook, and YouTube.

## 14.0 Contact Manchester – 0161 954 9000



Contact Manchester is Manchester City Council's corporate contact centre, and provides a fast and responsive single point of contact for customers. Customer queries and requests are received via multiple access channels including telephone, e-mail, web form, text message, fax and letter.

Customer service advisors are multi-skilled and trained to handle queries on a wide range of services, and to channel requests to the relevant service area for action.

Contact Manchester is supported by our Customer Relationship Management (CRM) system which provides a single system platform and single view of our customer's interactions across the organisation.

Contact Manchester can be called for various reasons to report:

- abandoned vehicles
- untaxed vehicles
- poor road markings/signs
- to request enforcement in a particular area where vehicles are parked in contravention
- resident permits or enquiry about the implementation of a new scheme

They will also deal with:

- PCN payments
- PCN enquiries
- Parking information

## 15.0 Untaxed or Abandoned Vehicles

Manchester City Council continues to deal with the removal of untaxed and abandoned vehicles. Utilising devolved powers from the DVLA, since 2004 we have removed over 12,500 untaxed vehicles from the streets of Manchester. It is recognised that, while these vehicles are untaxed, many are also likely to be uninsured or without a valid MOT

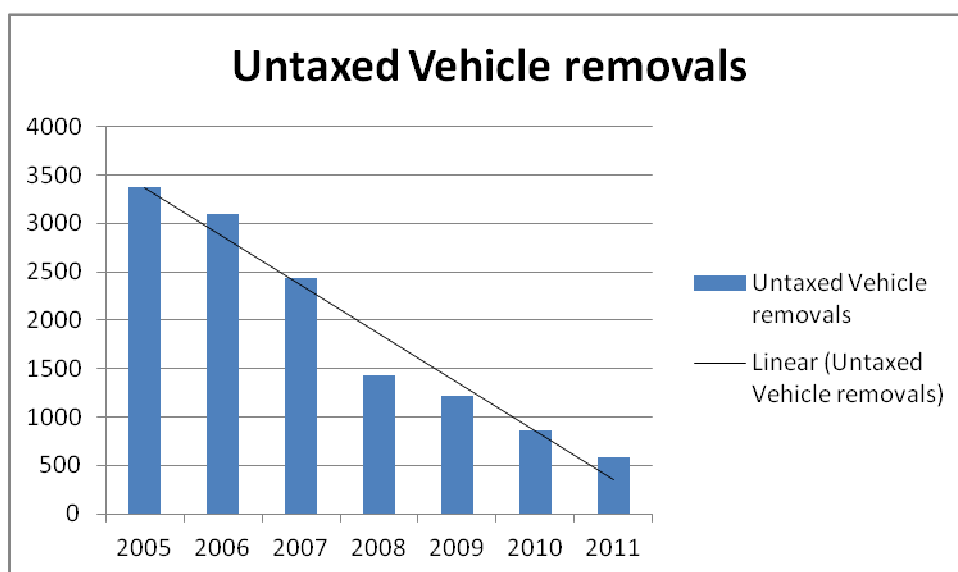
and even used in criminal activity. We work closely with the Police and other agencies, and will provide them with information relating to these vehicles (see appendix 3 for the table highlighting the monthly and annual figures).

We have also developed processes with our bailiff contractors to assist in the identification of untaxed vehicles, using Automatic Number Plate Recognition (ANPR) technology. The number of vehicles removed year on year has decreased, demonstrating that the efforts of Manchester City Council and the DVLA is having a positive effect and reducing the number of untaxed vehicles on our roads.

In addition to vehicles with no tax we also remove vehicles that have been abandoned. These vehicles are seen as a nuisance, are unsightly and can attract vandalism or arson. We work with Greater Manchester Fire Service to identify any hotspots and proactively remove any vehicle before it becomes a problem, supporting the Council's drive against grime and crime.

### 15.1 Year on Year Analysis

The table below shows the number of removals for untaxed vehicles year on year. This shows that the number of vehicles parking on the public highway without the vehicle being taxed decreased from 3371 in 2005 to 583 in 2012. Appendix 3 gives a breakdown of 2011/12 month on month.



### 16.0 Events – Pride in Manchester (Pride People Place)

Parking Services work hard to support events within the City, to ensure parking restrictions are used to support the free flow of traffic and the safety of all road users, including visitors to Manchester.

Manchester has more recently attracted large conferences, especially Political Party Conferences which have required support including the suspension of parking bays and the deployment of our uniformed Civil Enforcement Officers to effectively manage these events.

## 16.1 Events which Parking Services have Supported this Financial Year:

- The BUPA Charity Run
- Sky Ride
- Manchester Pride
- Christmas Markets (see picture below)
- Conservative Party Conference
- Manchester Day Parade
- Irish Parade



## 17.0 Parking Income and Expenditure

Income and expenditure in connection with parking and parking enforcement is governed by Section 55 of the Road Traffic Regulations Act 1984 and amended by Section 95 of the Traffic Management Act 2004. This legislation defines that any surplus income after meeting operational costs is spent on parking facilities. If additional or enhanced parking facilities are not required, then any surplus can be used for the purpose of highway and environmental improvements.

The table below summarises financial information for the period of 2011/12:



<b>Expenditure</b>	
Employees	728869
Premises	107438
Transport	248100
Supplies & Services (Inc CEO Deployment)	5477336
<b>Total Expenditure</b>	<b>6561743</b>
<b>Income</b>	
Income	10625827
Less Central Recharges	319000
<b>Transfer to Reserve</b>	<b>3745084</b>
<b>Reserve</b>	
Opening balance at 01 April 2011	3411215
<b>Income</b>	
Income from Revenue	3745084
<b>Expenditure</b>	
Purchase of Parking Equipment	175000
Environmental Improvements (Grounds Maintenance)	4226084
<b>Balance of Reserve at 31st March 2012</b>	<b>2755215</b>

## Appendix 1

Contravention Code	Contravention Description – On Street parking	PCNs Issued	% against total issued
1	Parked in a restricted street during prescribed hours	29257	23.34%
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.	5590	4.46%
5	Parked after the expiry of paid for time	32063	25.58%
6	Parked without clearly displaying a valid pay and display ticket or voucher	27378	21.84%
7	Parked with payment made to extend the stay beyond initial time	1932	1.54%
12	Parked in a residents' or shared use place/zone without clearly displaying either a permit or voucher or pay and display ticket	2826	2.25%
16	Parked in a permit space without displaying a valid permit	502	0.40%
19	Parked in a residents' or shared use parking place/zone displaying an invalid permit, an invalid voucher or invalid permit	55	0.04%
21	Parked in a suspended bay/space or part of bay/space	276	0.22%
22	Re-parked in the same parking place/zone within one hour (or other specified time) of leaving	16	0.01%
23	Parked in a parking place or area not designated for that class of vehicle	3308	2.64%
24	Not parked correctly within the markings of the bay or space	2511	2.00%
25	Parked in a loading place during restricted hours without loading	3714	2.96%
26	Vehicle parked more than 50cm (or other specified distance) from the edge of the carriageway and not within a designated bay	400	0.32%
27	Parked adjacent to a dropped footway	167	0.13%
30	Parked for longer than permitted	8433	6.73%
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge.	3219	2.57%
45	Parked on a taxi rank	2015	1.61%
46	Stopped where prohibited (on a red route or clearway)	632	0.50%
47	Stopped on a restricted bus stop/stand	456	0.36%
48	Stopped in a restricted area outside a school	465	0.37%
99	Stopped on a pedestrian crossing and/or crossing area marked by zigzags	129	0.10%

## Appendix 2

<b>Annual statistics 1st Apr 11 - 31st Mar 12</b>			
	<b>Total</b>	<b>On Street</b>	<b>Off Street</b>
Number of higher level PCNs issues	<b>53009</b>	<b>52956</b>	<b>53</b>
Number of lower level PCNs issued	<b>82312</b>	<b>72388</b>	<b>9924</b>
Total PCNs issued	<b>135321</b>	<b>125344</b>	<b>9977</b>
Number of PCNs paid	<b>103606</b>	<b>96747</b>	<b>6859</b>
Number of PCNs paid at discount rate	<b>83246</b>	<b>77900</b>	<b>5346</b>
Number of PCNs against which an informal or formal representation was made	<b>25934</b>	<b>23286</b>	<b>2648</b>
Number of PCNs cancelled as a result of an informal or formal representation	<b>9753</b>	<b>8076</b>	<b>1677</b>
Number of PCNs written off	<b>0</b>	<b>0</b>	<b>0</b>
Number of vehicles immobilised	<b>0</b>	<b>0</b>	<b>0</b>
Number of vehicles removed	<b>3295</b>	<b>3293</b>	<b>2</b>
Number of appeals to adjudicators	<b>671</b>	<b>633</b>	<b>38</b>
Number of appeals refused	<b>296</b>	<b>289</b>	<b>7</b>
Number of appeals non-contested	<b>69</b>	<b>61</b>	<b>8</b>
Number of appeals allowed	<b>306</b>	<b>283</b>	<b>23</b>
Percentage of higher level PCNs issued	<b>39.17%</b>	<b>42.25%</b>	<b>0.53%</b>
Percentage of lower level PCNs issued	<b>60.83%</b>	<b>57.75%</b>	<b>99.47%</b>
Percentage of PCNs paid	<b>76.56%</b>	<b>77.19%</b>	<b>68.74%</b>
Percentage of PCNs paid at discount rate	<b>61.52%</b>	<b>62.15%</b>	<b>53.58%</b>
Percentage of PCNs against which an informal or formal representation was made	<b>19.16%</b>	<b>18.58%</b>	<b>26.54%</b>
Percentage of PCNs cancelled as a result of an informal or formal representation	<b>7.21%</b>	<b>6.44%</b>	<b>16.81%</b>
Percentage of PCNs written off	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>
Percentage of appeals to adjudicators	<b>0.50%</b>	<b>0.51%</b>	<b>0.38%</b>
Percentage of appeals refused	<b>44.11%</b>	<b>45.66%</b>	<b>18.42%</b>
Percentage of appeals non-contested	<b>10.28%</b>	<b>9.64%</b>	<b>21.05%</b>
Percentage of appeals allowed	<b>45.60%</b>	<b>44.71%</b>	<b>60.53%</b>

### Appendix 3

<b><u>Month</u></b>	<b><u>Untaxed Removals</u></b>
Apr-11	55
May-11	74
Jun-11	70
Jul-11	55
Aug-11	64
Sep-11	70
Oct-11	15
Nov-11	23
Dec-11	33
Jan-12	51
Feb-12	49
Mar-12	24
<b>Total</b>	<b>583</b>