

Parking Annual Report

2016-2017



Foreword

Welcome to the Milton Keynes Council annual parking report for 2016 / 2017.

There has been and continues to be a lot of work undertaken behind the scenes to provide and improve the parking offer for residents, businesses and visitors. Our parking restrictions help to improve the environment for local residents, ensuring that roads are kept free of congestion and that all differing users, including residents, employees, shoppers/visitors and commuters have balanced access to parking.

Parking pressures are predominant in and around schools during dropping off and picking up times. There is also parking pressure from employees parking particularly in CMK not necessarily due to a lack of parking spaces but a lack of awareness as to where the parking spaces are. There is also a need to provide suitable parking in the older satellite towns, to ensure their economic vitality is not undermined by the success of CMK or other local centers. We will continue to be responsive to changes and make modifications to parking controls across Milton Keynes, to ensure that parking supports the needs of residents, businesses and visitors alike.

In the past year we have carried out various consultations with groups of residents relating to parking in their areas. We are guided by the views of residents in deciding whether or not to introduce parking controls and at present there are 28 residential parking schemes.

Residents can now apply on-line to order and re-new their parking permits and the majority of permits are now virtual permit, negating the need to display a paper permit in the vehicle. It is our intention and expectation of digitalizing more of our parking services, offering the convenience of on line services for customers and reducing costs to the Council.

After almost 15 years of issuing free parking permits the council this year introduced a £25 charge for residents applying for parking permits. This cost is a small proportion of the overall cost of running these parking schemes and will go some way to helping the council recover some of the running cost. The council also commissioned the introduction of the pay as you go cashless resident visitor permits, which allow residents the convenience of arranging visitor parking sessions by internet or smart phone application. A 24 hour session costs £1.

The council has commissioned the development of a multi storey car park to ease some of the pressure at the train station and create additional parking spaces in a pressurised area. This is expected to open in the winter of 2018.

We also introduced a parking charge hierarchy to rationalize the cost of parking. This is shown overleaf.

Parking is an area of council responsibility that should be self-financing and we have so far been successful in this, which means no council tax monies are used to fund the service. In fact, the parking service generates a surplus which is used to fund passenger transport, giving those that do not have access to a vehicle the freedom of mobility across the city. Parking funds are also invested in car park and highway improvements, including operating all 30 off street car parks in the older towns free of charge, and also improving the quality of the road network.

CLlr Liz Gifford
Cabinet Member for Place

Parking Charge hierarchy – Introduced April 1st 2017

Permit type	Old Charge	Charge from 1st of April 2017
Premium Parking using Pay & Display machines @ £2 ph X 8hr day X 225 working days year	£3,600	£3,600
MK Resident Commuter Permits Permit for residents of MK working outside the city and commuting to work.	£1,125	£1,688
Standard Parking using Pay & Display machines @ 50pph X 8 hr day X 225 working days per year	£900	£900
Single-Occupancy Vehicle Employee permit (formerly called CMK employee permit) For employees working in CMK	£540	£630
Low Carbon Vehicle Permit (per vehicle) (formerly called Green permit)	£75	£195
Multi-Occupancy Vehicle Permit (formerly called Car Share permit)	£30	£80
EV permits £0 set to £0	£0	£0
Sundry Changes		
Charges for Coach Parking	£0	£10 per coach per visit
Theatre Multi-Storey Car Park	20p per hour	40p per hour
Removal of Employee Scratch-cards	£2.40 per scratch-card	N/A

Introduction

This report seeks to explain what we are doing to meet our parking policy objectives, detailing the key operational and financial information of the service.

There are huge and ever increasing demands on the road space within Milton Keynes

Centrally Milton Keynes has a successful shopping centre and business district, as well as an emerging vibrant night time economy including a restaurants quarter, Milton Keynes Theatre and Xscape entertainment venue all bringing in a regular influx of visitors.

Businesses are equally important to the sustainability, economy and appeal of Milton Keynes and their ability for their staff and visitors to park, and also to receive goods and deliveries is often essential to their operations.

Similarly, residents expect to be able to park within a reasonable distance to their homes.

Inevitably, competition amongst the various groups of road users is high and their reasons for parking will often be conflicting.

The Council Parking Service bears responsibility for balancing the demands and desires of the various groups against the management of the road space available as best as possible, in order to maximize parking opportunities and improve compliance to existing parking regulations, ensuring the free flow of traffic and that all users have balanced access to parking.

In accordance with the Traffic Management Act 2004, local authorities that carry out Civil Parking Enforcement (CPE) are expected to be accountable and transparent and as such are required to publish an annual report every financial year.

Further information regarding the Traffic Management Act 2004 and the Department for Transport Operational Guidance to local authorities can be viewed on the website www.gov.uk/government. Search for 'local authorities parking policy'.



The purpose of Civil Parking Enforcement (CPE)

(CPE) is a means of achieving transport policy objectives, but raising revenue should not be an objective of CPE, nor should authorities set targets for revenue or the number of Penalty Charge Notices they issue.

(Department for Transport Traffic Management Act 2004 Operational Guidance to Local Authorities)

The primary purpose of CPE, as identified in the statutory guidance, is to support local authorities in their delivery of their overall transport objectives in areas such as those detailed below.

Managing the traffic network to ensure free movement of traffic, (including pedestrians and cyclists), as required

- Improving road safety
- Improving the local environment
- Improving the quality and accessibility of public transport
- Meeting the needs of people with disabilities, some of whom will be unable to use public transport and depend entirely on the use of a car
- Managing and reconciling the competing demands for kerb space

It is not always easy to prove that CPE has a positive effect. Driving along a free-flowing road or walking along a footway without being blocked by parked cars is rarely noted or associated with CPE. Likewise, finding space in a clean, safe, well-lit car park is taken for granted. It is often noted, however, when these essential benefits are not available.

Legal Powers

Milton Keynes Council had decriminalized parking powers (since 2002). This means that the Council is responsible for enforcing the majority of parking restrictions (although the Police retain the responsibility for enforcing obstruction). The legislation under which we operate is called the Traffic Management Act 2004. The Council must create a traffic regulation order (TRO) under this legislation in order to be able to issue Penalty Charge Notices (PCN's). This process takes 3 – 6 months and involves a statutory consultation, in many cases additional informal consultation is also held.

CPE in Milton Keynes is undertaken by Indigo (formerly known as Vinci Park UK Ltd) on behalf of the Council under a contract that will expire in April 2018. The provision of this contract includes the following:-

- Civil Enforcement Officers
- Notice processing staff
- Maintenance and cash collection of Pay and Display machines
- IT hardware/software and support services
- Enforcement vehicles
- Suspension services

There are 21,162 publicly available parking spaces in CMK and approximately 4,000 private parking spaces, the latter in general associated with work-places and not accessible to the public (prevention usually via barrier or private enforcement). The vast majorities of the public parking spaces are under MKC management and are on street (adopted highway) surface parking spaces.

Central Milton Keynes Council is divided into blocks, with A – E running horizontally and 1 – 4 vertically. Broadly, Parking in block A is commuter parking, B and C blocks is business and D and E is retail.

Multi-Storey Car Parks (MSCPs)

Milton Keynes Council currently own and manage just one multi-Storey car park (MSCP), called the Theatre MSCP in CMK. This 330 space car park has a Park Mark secure parking award and is located at Marlborough Gate. The tariff is £1.60 per 4 hours. There are several other privately owned and managed MSCP's in CMK. The Council has approved the build of an additional MSCP at the station due to open in late 2018.

Paying to Park

Milton Keynes have a stock of 261 Pay and Display machines which accepts payment by cash (coins), in addition there is the facility to pay by phone using the Ring-GO app, some machines were decommissioned over the past year to reflect the growth of cashless payments.

The main benefits of this kind of payment are:-

- No need to worry about having the correct change to pay for parking or indeed having any change at all
- The motorist can be prompted that their time is due to expire and can extend their session by using the app
- The motorist will have full online access to their account with means to print off receipts if required

Permits

Permits in circulation

Car Share	1504
Carers	355
E1 Full Time	1725
E1 Part Time	58
E1 Employee Permits Daily sessions via RingGo **	13658
Employee Outer areas	75
Community Transport	10
Commuter	29
RingGo Commuter Permits ***	243
Green	1715
Suspensions	75
Resident	2726
Resident Visitor Permits	2526



** This is the number of people registered to use the RingGo employee system which allows flexible parking from 1 – 365 days per year.

***People registered to use the RingGo commuter permit application which allows flexible parking from 1 – 365 days per year.

Enforcement

“The Secretary of State considers that the exercise of discretion should, in the main, rest with back office staff as part of considering challenges against penalty charges and representations that are made to the local authority. This is to protect civil enforcement officers from allegations of inconsistency, favoritism or suspicion of bribery. It also gives greater consistency in the enforcement of traffic regulations.”

Secretary of State’s Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions

The Council and Indigo (formerly known as Vinci Park UK Ltd) have entered into a contract, which encourages best practice by ensuring that performance is measured on the quality of the service delivered.

All Civil Enforcement Officers are salaried staff and do not work on any form of commission or ticket quota basis. Civil Enforcement Officers are not afforded discretion to ignore a vehicle parked in contravention. The initial objective of a Civil Enforcement Officer is to encourage compliance to the parking regulations or to move a vehicle on and a penalty charge will only be issued where it is evident that no alternative form of action can be taken.

Penalty Charge Notices issued 2016 / 2017

Total Issued - 33602

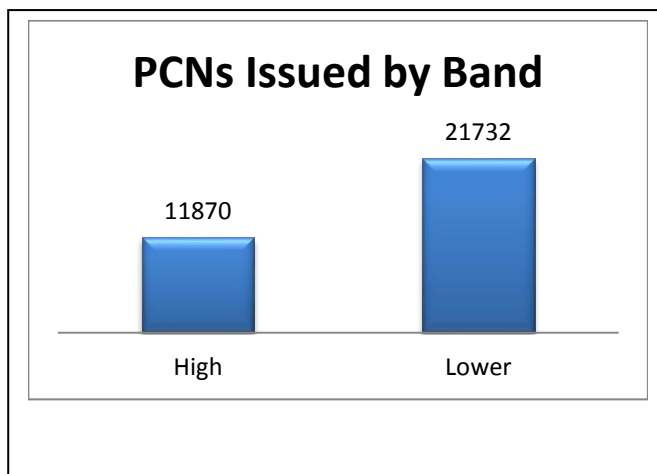
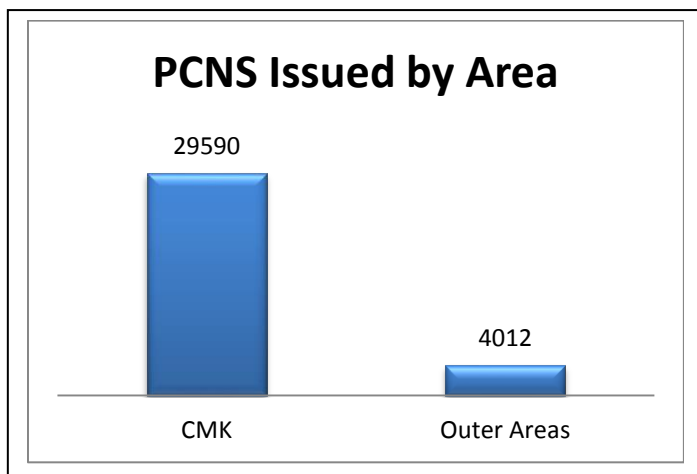
CMK - 29590

Outer areas - 4012

Total Issued - 33602

High Band - 11870

Lower Band - 21732



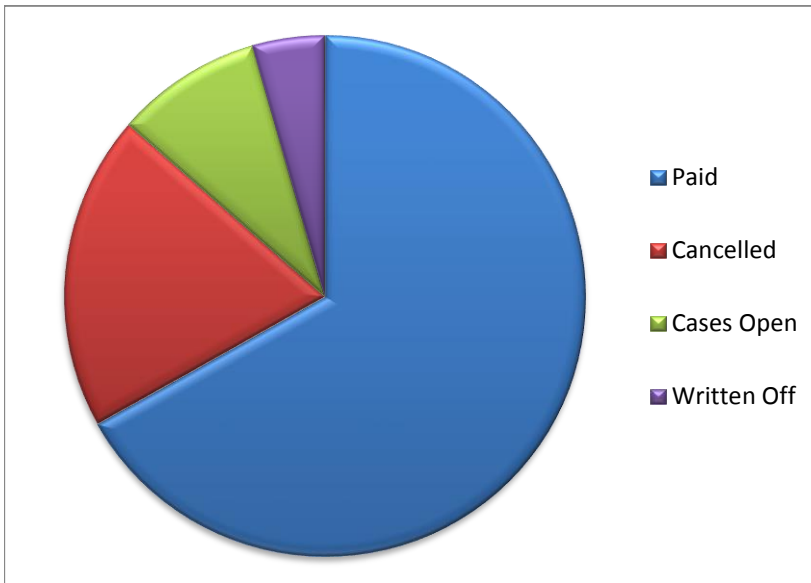
The Traffic Management Act 2004 became operational in April 2008 and introduced differential penalty charges. The intention being to create a perception of fairness through proportionally applying a lower (£50) or higher (£70) charge according to the perceived seriousness of the contravention i.e. parking on a double yellow line or within a disabled bay (without the required blue badge) attracts a higher penalty than overstaying paid for time in a pay and display bay.

Penalty Charge Notice Bands

Higher Level	£70	Discount if paid within 14 days	£35
Lower Level	£50	Discount if paid within 14 days	£25

Penalty Charge Notices issued 2016 / 2017

Total Issued	33602	2016 / 2017
Paid	22471	67%
Cancelled	6579	20%
Cases Open	3062	9%
Written Off	1490	4%



Cancelled PCNs relate to cases or contraventions that have been issued but deemed unenforceable and are subsequently cancelled by enforcement officers at the point of issue or by notice processing officers following a successful representation.

Written off PCNs relate to cases that have gone through to our collection agencies and following unsuccessful attempts to retrieve the income, cases are eventually written off.



ON STREET CODES

No of PCNs issued

On - Street

1	Parked in a restricted street during prescribed hours	1972
2	Parked or loading/unloading in a restricted street where waiting/loading bans are in force	144
5	Parked after the expiry of a paid session	2315
6	Parked without clearly displaying a Pay and Display ticket	0
9	Parked displaying multiple Pay and Display tickets where prohibited	0
11	Parked without payment of a parking charge	14647
12	Parked in a resident bay/shared use bay without a valid permit/voucher/ ticket	5
14	Parked in an electric vehicle charging bay during restricted hours without charging	485
16	Parked in a permit zone or space without clearly displaying a valid permit	2397
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	0
19	Parked in a residents or shared parking place or zone displaying an invalid voucher or permit	2
20	Parked in a part of a parking place marked a by a yellow line where waiting is prohibited	2
21	Parked wholly or partly in a suspended bay or space	89
22	Re-parked in the same parking place or zone within one hour after leaving	30
23	Parking in a parking place or area not designated for that class of vehicle	1466
24	Not parked correctly within the markings of the bay or space	81
25	Parked in a loading space or bay during restricted hours without loading	455
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	386
30	Parked for longer than permitted (this relates to overstaying in the limited waiting areas in CMK)	1904
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's Badge in the prescribed manner	3736
42	Parked in a parking place designated for police vehicles	69
45	Stopped on a taxi rank	360
47	Stopped on a restricted bus stop or stand	8
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	10
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	71

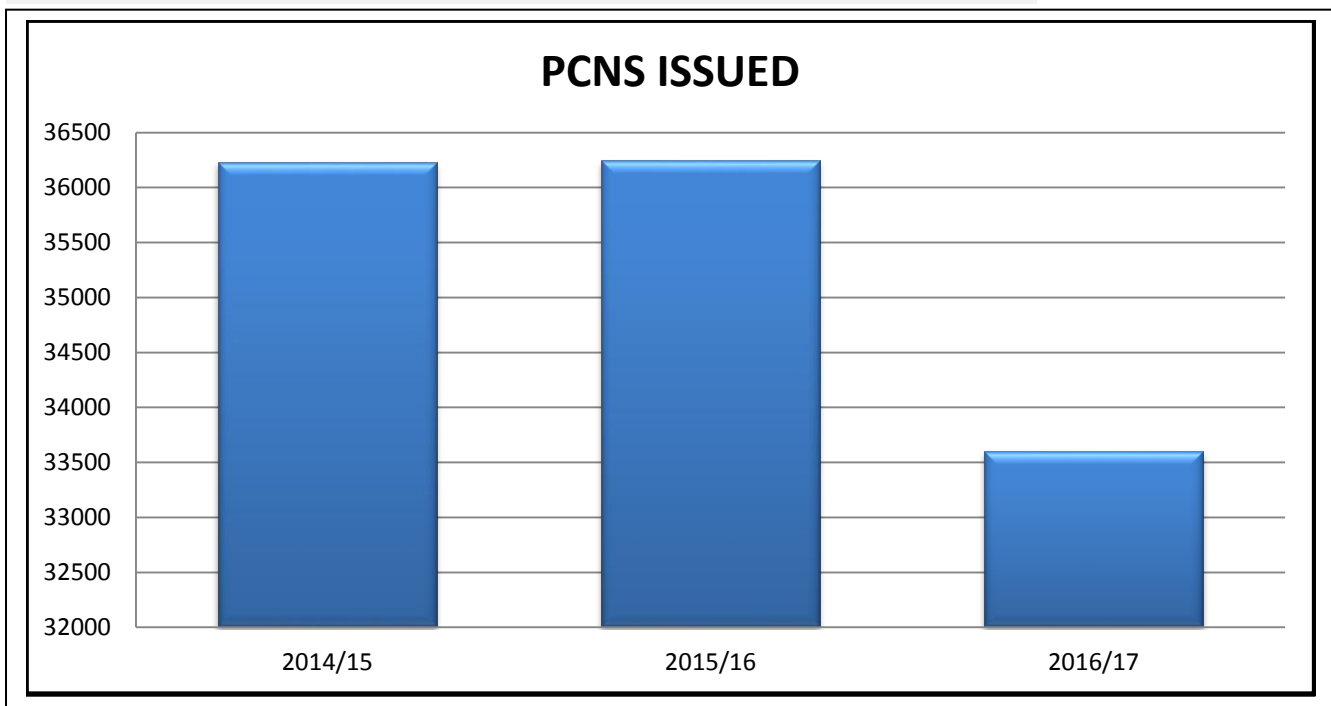
CAR PARK CODES

Penalty Charge Notice Issued

Off - Street

80	Parked for longer than permitted (Similar to code 30 above - this relates to overstaying in car parks outside of CMK)	178
81	Parked in a restricted area in a car park	11
82	Parked after the expiry of paid for time	217
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking permit	2085
85	Parked without clearly displaying a valid permit where required	29
86	Not parked correctly within the markings of a bay or space	273
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge	124
89	Height/weight limit	3
91	Parked in a car park or area not designated for that class of vehicle	1
92	Parked causing an obstruction	46
99	Parked on a Pedestrian crossing	1

Year	2016/17	2015/16	2014/15
PCN Issued	33602	36248	36229



Reduction in Penalty Charge Notices is due to increased compliance with parking restrictions and regulations.

Challenges, Representations and Appeals

Informal Challenge

Written correspondence received following the initial issue of the penalty Charge Notice, this is usually within the first 14 days and is referred to as an “informal” challenge.

Statutory Representation

Motorists are served with a Notice to Owner document if the initial penalty charge is not paid or challenged. This document allows “formal” representations to be made against the issue of the penalty on a number of statutory grounds, or where other mitigating circumstances may apply.

Traffic Penalty Tribunal Appeals

Motorists are issued with a statutory Notice of Rejection when formal representations made to the Council are not accepted. The Notice is accompanied with a form allowing them to refer their case to the Traffic Penalty Tribunal in order to appeal against the Council’s decision. A final binding decision will be made by an independent adjudicator.

The Traffic Penalty Tribunal may allow or dismiss an appeal and recognizes that local authorities may not contest appeals on occasion, primarily when additional evidence comes to light during the appeals process.

Debt Recovery & Bailiffs

If a penalty is not paid or successfully challenged the statutory process allows for the case to become registered as a debt at the Traffic Enforcement Centre (Northampton County Court).

The motorist is served an Order for Recovery and is liable for full payment of the outstanding penalty and the additional court registration fee. Alternatively, a witness statement may be filed.

The final stage of the Traffic Management Act 2004 statutory process allows Local Authorities to apply to the Traffic Enforcement Centre for the authorization of a warrant to enable Enforcement Agents (formerly bailiffs) to recover the debt.

By the time that a case is passed to an Enforcement Agents the following statutory notices will have been served to the motorist:

- Penalty Charge Notice (14/28 days to respond)
- Notice to Owner (28 days to respond)
- Notice of Rejection (28 days to refer case to independent Traffic Penalty Tribunal)
- Charge Certificate (14 days to respond)
- Order for Recovery/Witness Statement (21 days to respond)



Financial Information

“CPE is a means of achieving transport policy objectives...but raising revenue should not be an objective of CPE, nor should authorities set targets for revenue or the number of Penalty Charge Notices they issue”

(Department for Transport Traffic Management Act 2004 Operational Guidance to Local Authorities)

The income from on-street charging, which includes all Controlled Parking Zone scheme permits and vouchers etc. and all on and off-street Penalty Charge Notices is ring-fenced and must only be used in accordance with the provisions of section 55 of the Road Traffic Regulation Act 1984 (as amended).

This restricts the use of any surplus generated strictly to re-investment in the service or other transport related purposes, which commonly includes the improvement, extension and maintenance of the existing parking schemes, car parks and infrastructure as well as funding new parking restrictions that are requested by residents, members and the emergency services.

The aim of the Parking Service is to ensure that it is self-financing and sustained by the revenue that it raises so that it does not seek support from local taxpayers. However, it is intended that the charges remain proportionate and are not set at unreasonable levels.

Future Plans

Parking management is able to support the overall aims of our Transport Policy objectives, which is to encourage sustainable travel, and reduce unnecessary car journeys, the objective being to provide spaces appropriate to the level of car usage.

Other plans exist to optimise the use of parking technology to improve the user experience and make better use of available spaces.

Technology

Parking systems continue to develop with web based systems that will assist the driver in finding a parking location, ways to pay, and the minimizing of the use of parking stationery which will result in cost savings.

This also includes the development of bay sensors which would inform a central server and feed this information to an ‘app’ and possibly signage.

Parking Contracts

Milton Keynes Council currently has two primary contracts, one being with INDIGO who manage our on street enforcement and Cobalt Telephone Technology (Ring-GO).who manage our Cashless parking system

Income & Expenditure	2016/17 £'000
Income	
Excess Charge/Penalty Charge Notices	(792)
Permits	(4016)
Suspensions	(79)
Scratch Cards	(287)
Pay & Display Income	(8376)
Total Income	(13550)
Surplus achieved in year	(11204)
Transfer to special Parking reserve	0
Transfer to Capital reserve Haversham Road Parking	0
Transfer from Special Parking Reserve	(350)
Transfer to Capital Programme	50
Surplus for the year	(11504)

Expenditure	
Contractors Management Fee	1642
Pay and Display Installation Costs	153
Staffing Cost	171
Supplies & Services	149
Support Cost	189
Surveys & Fees	8
Decriminalized Cost	34
Signing Cost	0
Landscaping	0
Total Expenditure	2,346

Use of the parking surplus

Income & Expenditure	2016/17 Actuals funded by Surplus £'000
Parking	
Off Street Car Park	
Theatre Car Park	95
Other Off Street Car Parks	290
Street lighting in Parking areas	
Maintenance and Energy	84
Highways works in Parking area	
Gully Emptying	27
Inspections	9
Winter Gritting	28
Traffic Staffing and Management	
Highways Improvement & Administration	
Traffic Management	198
Road Safety	55
Passenger Transport	
Staffing Cost	
Passenger Transport	531
Concessionary Fares	
Concessionary Fares	4261
Subsidies	
Community Transport Subsidies	773
Passenger Transport Subsidies	894
Publicity	
Publicity	63
Other Passenger transport projects	
Routel	8
Studies/Project Development	33
Real time Passenger Transport Information	45
Promotions	0
Minibus Driver Testing	0
Bus Infrastructure	149
Coach way	37
Infrastructure Investment funding	
Funding of Capital investments in Highway	3924
Total Expenditure	11,504
MKC funded Expenditure	0
Parking Surplus Funded Expenditure	11504
Total Funding	11504



Milton Keynes Council

Parking

Civic Offices

1 Saxon Gate East

Central Milton Keynes

MK9 3EJ

T: 01908 252309

E: mkparking@milton-keynes.gov.uk

www.milton-keynes.gov.uk

**Available in audio, large print,
braille and other languages**

01908 252 309

October 2017 M17091