

Parking Annual Report

2015 - 2016



Foreword

Welcome to the Milton Keynes Council annual parking enforcement report for 2015 / 2016.

There is a lot of work going on behind the scenes to improve the parking solution 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 conflicting users, including residents, employees, shoppers/visitors have balanced access to parking. Parking pressure is prevalent in and around schools at dropping off and picking up times, and for employees parking. 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 centres. We will continue to be responsive to changes and additions to parking controls across the Milton Keynes, to ensure that parking supports the needs of residents, businesses and visitors.

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.

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

Parking is an area of council responsibility that should be self-financing and we have been successful in this, which means no council tax monies are used to fund the service. In fact, the parking service generates a significant 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

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

The centre of Milton Keynes has a successful shopping centre and business district, as well as an emerging vibrant night time economy including a restaurant met 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 maximise 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 or via the following link:

<https://www.gov.uk/government/publications/operational-guidance-to-local-authorities-parking-policy-and-enforcement>



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 under the TMA Network Management Duty.
- 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 decriminalised 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 involved 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 majority 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 (MSCP's)

Milton Keynes Council 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 on Marlborough Gate. The tariff is 80p per 4 hours. There are several other privately owned and managed MSCP's in CMK.

Paying to Park

Milton Keynes has a stock of 319 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. 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

Permits in Circulation	
Car Share	939
Carers	334
E1 Full Time	1443
E1 Part Time	41
E1 Employee Permits daily session via RingGO **	13274
Employee Outer Area	68
E1 Salary Sacrifice	221
Community Transport	6
Commuter	30
RingGO Commuter Permits***	1104
Green	1115
Suspension	2
Resident	2582
Resident Visitor	2690



** 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, favouritism 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.

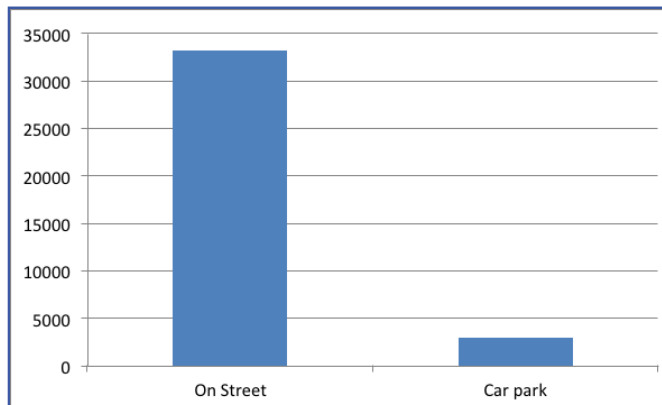
All Civil Enforcement Officers are salaried staff and do not work on any form of commission or ticket quota basis. Civil Enforcement Officers are not afforded discretion to ignore a vehicle parked in contravention. The initial objective of a Civil Enforcement Officer is to encourage compliance to the 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 2015 / 2016

Total Issued 36248

On Street 33269

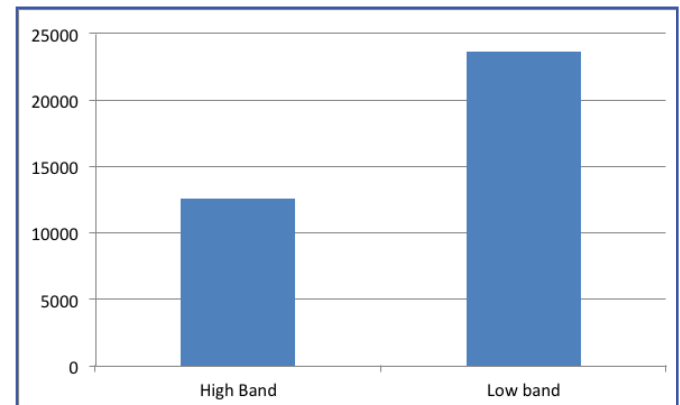
Car Park 2979



Total Issued 36248

High Band 12628

Lower Band 23620



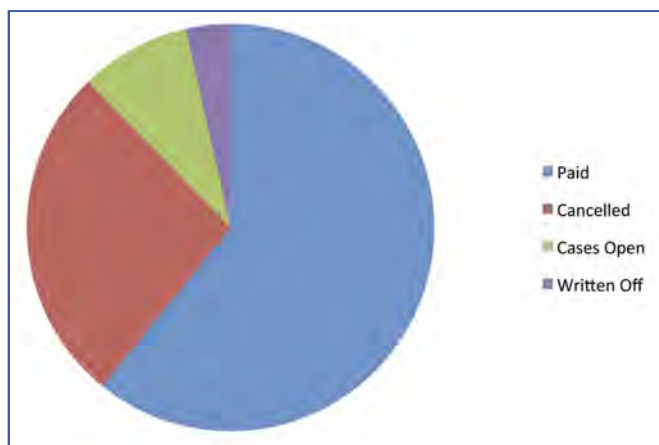
The Traffic Management Act 2004 became operational in April 2008 and introduced differential penalty charges. The intention being to create a perception of fairness through proportionally applying a lower (£50) or higher (£70) charge according to the perceived seriousness of the contravention i.e. parking 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 2015 / 2016

Total Issued	36248	2015 / 2016
Paid	22050	60.83%
Cancelled	9739	26.87%
Cases Open	3180	8.77%
Written Off	1279	3.53%



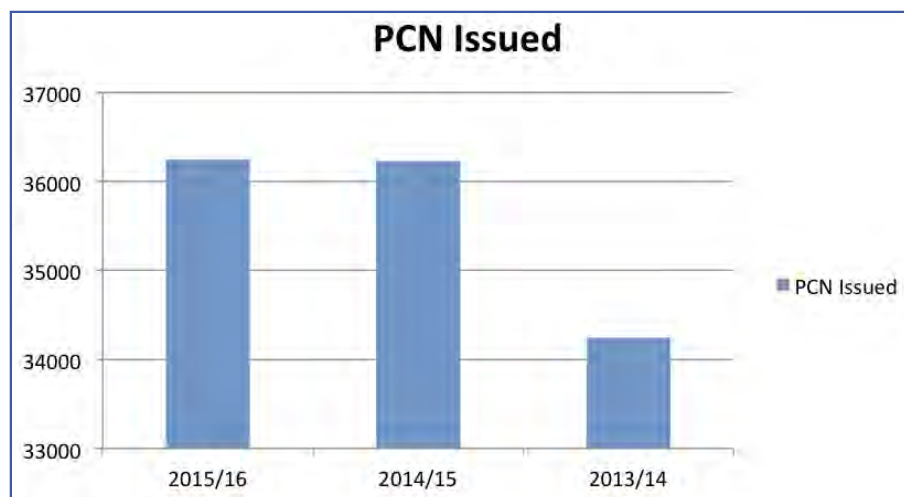
ON STREET CODES		No of PCNs issued
1	Parked in a restricted street during prescribed hours	2630
2	Parked or loading /unloading in a restricted street where waiting / loading bans are in force	362
5	Parked after expiry of paid time	2529
6	Parked without clearly displaying a Pay and Display ticket	1
9	Parked displaying multiple Pay and Display tickets where prohibited	1
11	Parked without payment of parking charge	15816
12	Parked in a resident bay / shared use bay without permit / voucher / ticket	6
14	Parked in an electric vehicle charging bay during restricted hours without charging	345
16	Parked in a permit zone or space without clearly displaying a valid permit	2693
18	Using a vehicle in a parking in connection with the sale or offering or exposing for sale of goods where prohibited	2
19	Parked in a shared use or shared parking place or zone displaying an invalid voucher or pay and display ticket or the expiry of paid for time	12
20	Parked in a part of a parking place marked a by a yellow line where waiting is prohibited	3
21	Parked wholly or partly in a suspended bay or space	809
22	Re-parked in the same parking place or zone within one hour after leaving	23
23	Parking in a parking place or area not designated for that class of vehicle	1653
24	Not parked correctly within the markings of the bay or space	82
25	Parked in a loading space or bay during restricted hours without loading	337
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	427
30	Parked for longer than permitted	2369
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	2693
42	Parked in a parking place designated for police vehicles	52
45	Stopped on a taxi rank	291
47	Stopped on a restricted bus stop or stand	1
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	21
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	111

CAR PARK CODES

80	Parked for longer than permitted	406
81	Parked in a restricted area in a car park	9
82	Parked after the expiry of paid for time	200
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	1929
85	Parked without clearly displaying a valid permit where required	29
86	Not parked correctly within the markings of a bay or space	201
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	102
90	Re-parked in the same car park within one hour after leaving	4
91	Parked in a car park or area not designated for that class of vehicle	5
92	Parked causing an obstruction	94

Penalty Charge Notice Issued

Year	2015/16	2014/15	2013/14
PCN Issued	36248	36229	34243



Challenges, Representations and Appeals

Informal Challenge

Written correspondence received following the initial issue of the penalty, usually within the first 14 days, is regarded 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 recognises 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 authorisation 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 fits with the overall aims of our Transport Policy objectives, which is to encourage sustainable travel, and reduce un-necessary 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.

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 minimising 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 (formally known as Vinci-park UK) and Cobalt Telephone Technology (Ring-GO).

	2012/13 £'000	2013/14 £'000	2014/15 £'000	2015/16 £'000
Expenditure				
Contractors Management Fee	1,688	1,382	1,555	1,592
Pay and Display Installation Costs	80	89	97	88
Staffing Cost	115	53	51	91
Supplies and Services	340	313	208	145
Support Costs	298	394	425	466
Surveys and Fees	14	12	8	12
Decriminalised Costs	30	33	39	36
Signing Costs	6	14	10	2
Landscaping	6	9	9	0
Total Expenditure	2,576	2,299	2,402	2,432
Income				
Excess Charge/Penalty Charge Notices	(715)	(704)	(800)	(829)
Permits	(988)	(1,631)	(2,246)	(3,139)
Suspensions	(20)	(14)	(16)	(67)
Scratch Cards	(638)	(708)	(656)	(462)
Pay and Display Income	(7,077)	(7,730)	(8,153)	(9,077)
Total Income	(9,438)	(10,787)	(11,871)	(13,574)
Surplus achieved in year	(6,862)	(8,488)	(9,469)	(11,142)
Transfer to Special Parking Reserve	236	409	323	0
Transfer to Capital Reserve (Haversham Road Parking Provision)	0	23	0	
Transfer from Special Parking Reserve	0	0	(150)	0
Transfer to Capital Programme	0	0	150	147
Surplus for the year	(6,626)	(8,056)	(9,146)	(10,995)

Use of the parking Surplus

Expenditure	2012/13 Actuals funded by Surplus* £000	2013/14 Actuals funded by Surplus* £000	2014/15 Actuals funded by Surplus* £000	2015/16 Actuals funded by Surplus* £000
Parking				
Off-Street Car Parks				
Theatre Car Park	393	267	191	127
Other Off-Street Car Parks	305	193	317	440
Street Lighting in Parking areas				
Maintenance and Energy	87	94	103	90
Highways works in Parking areas				
Gully Emptying	13	13	15	15
Inspections	8	8	8	8
Winter gritting				25
Traffic Staffing & Management				
Highway Improvement Administration				
Traffic Management	245	300	123	147
Road Safety	57	76	71	49
Passenger Transport				
Staffing Costs				
Passenger Transport	510	557	465	710
Concessionary Fares				
Concessionary Fares	4,125	4,221	4,329	4,394
Subsidies				
Community Transport Subsidies	789	793	897	0
Passenger Transport Subsidies	1,913	1,554	1,391	1,168
Publicity				
Publicity	81	103	69	86
Other Passenger Transport Projects				
Routel	19	17	22	19
Studies/Project Development	27	36	26	13
Real Time Passenger Transport Information	0	19	43	45
Promotion	38	0	0	0
Minibus Driver Testing	19	0	0	0
Bus Infrastructure	19	52	41	130
Coach way				37
Infrastructure Investment funding				
Funding of capital investment in Highways	0	0	4,000	3,492
Total Expenditure	8,648	8,303	12,111	10,995
MKC Funded Expenditure	2,022	247	2,965	0
Parking Surplus Funded Expenditure	6,626	8,056	9,146	10,995
Total Funding	8,648	8,303	12,111	10,995

Milton Keynes Council

Parking

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