

OXFORDSHIRE

Annual Parking Services

Report 2018 - 2019



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Introduction

Welcome to Oxfordshire County Council's Annual Parking Report for the financial year 1 April 2018 to 31 March 2019. This report provides an overview of the service, together with key service performance outcomes, statistics and analysis.

Oxford is an historic and thriving city and as such demand for the limited on street parking is high. Parking regulations are therefore essential in order that the needs of the residents and businesses of Oxford are met. The enforcement of these regulations ensures that they are effective and that they meet their intended purpose. Such enforcement provides the following benefits:

- It keeps the traffic flowing on main roads and reduces delays to public transport vehicles.
- It ensures that narrow streets don't become impassable to larger vehicles.
- It makes for a safer environment for all road users by ensuring good visibility of moving traffic and protection of crossing points
- Where on-street parking is possible it shares out the available kerb space fairly. This means that short stay parking is more available.
- It gives priority to people living in residential areas within the city by enforcing the residents parking scheme zones to discourage parking by motorists who do not possess residents or visitors parking permits.
- It ensures that areas set aside for specific purposes, such as disabled parking, loading bays, bus stops and taxi ranks are kept available for those drivers who need them.
- It reduces traffic congestion at key times of the day by restricting the availability of all day parking in the city, thereby encouraging those working in the city to use park & ride or other means of travelling to work i.e. cycling or walking.

Background to Oxfordshire County Council's Parking Enforcement

Oxford

Oxfordshire County Council has been responsible for the on-street parking enforcement within the city of Oxford since February 1997 when the Secretary of State for Transport granted orders allowing the decriminalisation of on-street parking (i.e. it is no longer the responsibility of the police). Decriminalised Parking Enforcement (DPE) was carried out under the Road Traffic Act 1991.

From 31st March 2008 the Traffic Management Act (TMA) 2004 came into effect replacing the Road Traffic Act 1991. DPE became known as Civil Enforcement.

In order to achieve maximum value from the delivery of enforcement within Oxford, Oxfordshire County Council has used the services of a parking enforcement contractor since 1997. Following a competitive tender in 2008 the current contract was awarded to NSL Services.

The contract incorporates the following services:-

- On Street Parking Enforcement
- CCTV Bus Lane Enforcement
- Pay & Display Machine Maintenance
- Cash Collection
- Notice Processing
- Provision of the IT System
- City Centre Access Barrier Control
- Management of 2 Park & Ride Sites

The contract does not include any incentives for NSL to issue Penalty Charge Notices (PCNs). However, it does include penalties where PCNs have been issued incorrectly.

In order to maintain the desired quality of service the council set Key Performance Indicators (KPIs) for NSL to adhere to. These include:

KPI 1: Service Commencement

This was to ensure that the IT System, Documentation, Pay & Display tickets and the training of the Civil Enforcement Officers (CEOs) were all complete and in place prior to the commencement of the contract – NSL met this target.

KPI 2: Enforcement Service

This performance criterion relates to the quality of the enforcement operation and the provision of the agreed numbers of staff and enforcement patrols.

KPI 3: Quality of PCN/ECN Issue

This performance criterion relates to the CEO training and to PCNs/ECNs cancelled or voided due to CEO errors.

KPI 4: Notice Processing

This performance criterion relates to processing of all the different types of notices to be issued by the service provider, including the provision of the IT system used for this processing.

KPI 5: Financial and Other Services

This performance criterion refers to cash collection from pay & display machines; payment processing and banking; and equipment maintenance.

KPI 6: Contract End

For each criteria there is a 'method of measurement' in place and the KPIs are measured on a quarterly basis. For the financial year 2018/19 KPIs 2-5 have been met by NSL.

West Oxfordshire

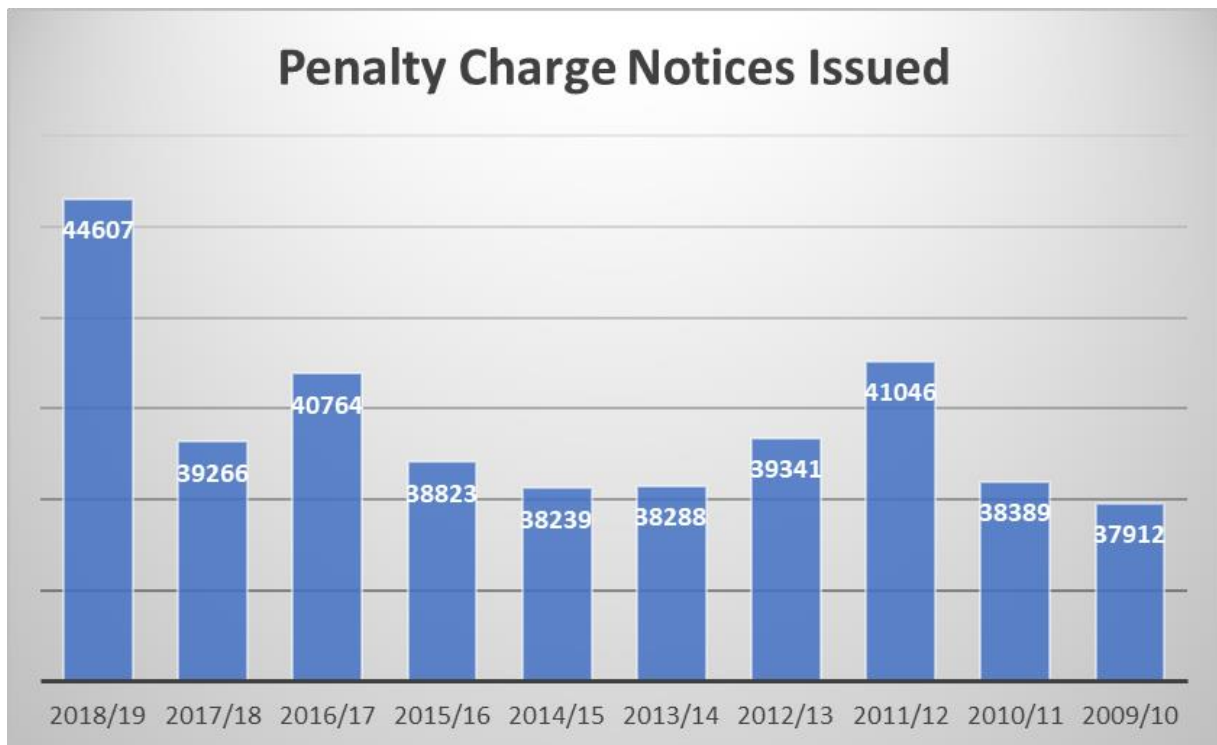
In 2010, Oxfordshire County Council worked closely with West Oxfordshire District Council in obtaining authorisation from the Secretary of State to carry out Civil Enforcement throughout West Oxfordshire. The county council has delegated this function to the district council who operate the function with in-house staff to the same policies and service levels that the county council maintain.

Penalty Charge Notices

Penalty Charge Notices (PCNs) issued in 2018/2019

44,607 PCNs were issued during 2018/2019.

The chart below shows the number of PCN's issued from 1 April 2018 to 31 March 2019. Previous years have also been included for comparison.



The 5 most common reasons for vehicles being issued a PCN for a parking contravention in 2018/2019 were:

<u>Contravention type</u>	<u>PCNs issued</u>
Parked in a permit parking bay without a valid permit	12,254
Parked on waiting restrictions shown by a single or double yellow line	8,389
Staying in a time limited free parking bay for longer than allowed	6,473
Parked in a pay & display bay without a valid ticket clearly displayed	5,383
Staying in a pay & display parking bay after the ticket has expired	5,247

The above 5 contraventions accounted for over 80% of the PCNs issued and indicate the emphasis on the key reasons for parking enforcement, that of keeping traffic moving, sharing out kerb space and providing available parking spaces for permit holders.

In 2008, as part of secondary legislation under the Traffic Management Act 2004, in an effort to make PCNs fairer and more acceptable differential penalty charge rates were introduced. This meant that a higher penalty charge is incurred for contraventions where on street parking is not allowed during certain times for safety or traffic flow reasons (for example, parking on a yellow line, zebra crossing or bus bay) than those where parking is allowed but is being abused (for example overstaying in a pay & display bay or parking in a resident's bay without displaying a permit). The higher charge is £70.00 discounted to £35.00 if paid within 14 days and the lower charge is £50.00 discounted to £25.00 if paid within 14 days. The number of PCNs issued for both the higher and lower contraventions are shown below.

Number of Higher level PCNs issued	26,658
Number of Lower level PCNs issued	17,949

What happened to the PCN's Issued?

Where a PCN has been issued, the Local Authority is bound to accept the discounted charge if it is paid within 14 days of the issue of the PCN. At this stage the recipient can make a challenge and if accepted, the PCN will be cancelled. If the challenge is rejected the option to pay the reduced amount is given again as well as information explaining how to contest the notice at the next stage.

If the full penalty has not been paid within 28 days, the local authority will request information from the Driver and Vehicle Licensing Agency at Swansea to find out who the registered owner/keeper of the vehicle was at the time of the PCN was issued. This person will be sent a Notice to Owner. The Notice to Owner gives a further 28 days either to pay the full penalty charge or make representations to the Council on the appropriate section of the form. If having considered the representation and the council reject it, they will issue a Notice of Rejection enclosing an appeal form which gives the owner/keeper the right to appeal to an independent Adjudicator at the Traffic Penalty Tribunal.

Below is a breakdown showing the number of challenges, representations and appeals received and the outcomes.

Challenges (informal representations)

Number of challenges received	9,246
Number Accepted	2,782
Number Rejected	6,464

It can be seen from this table that about 1 in 5 PCNs that are issued are challenged (i.e. contact was made with NSL stating that the recipient felt that the PCN had been incorrectly issued). Of these 31% were accepted and 69% were rejected and either paid or formal representations made to the council.

Representations (formal representations)

Number of representations received	1,484
Number Accepted	880
Number Rejected	604

The council received formal representations (i.e. the recipient had contacted the council to contest that the ticket had been incorrectly issued or that there were mitigating circumstances that should be considered) on just over 3% of all PCNs issued of which the council accepted 59% and rejected 41%. Those rejected were either paid or an appeal was made to the Traffic Penalty Tribunal.

Appeals

Number of appeals made to the Traffic Penalty Tribunal	40
Not contested by Council	5
Allowed by Adjudicator	18
Refused by Adjudicator	16
Appeal withdrawn by Appellant	1
Awaiting decision	0

Nearly 10% of all PCNs issued were appealed at the Traffic Penalty Tribunal. Of these almost 12% were uncontested by the council (typically due to further information being made available by the recipient which the council had not had the opportunity to consider at an earlier stage or insufficient resources to collate the evidence within the timescales). In 45% of cases the adjudicator found in favour of the appellant and in 40% of cases the adjudicator found that the PCN had been correctly issued.

Paid PCNs

Paid at Discounted Rate	29,144
Paid at Full PCN Amount	4,457

Other statistics

Number of Notice to Owners issued	8,638
Number of Charge Certificates issued	4,283
Number of Cases referred to the County Court	1,982
Number of Cases referred to the Bailiffs	1,576
Number of Vehicles removed for parking contraventions	25
Number of PCNs written off for other reasons (e.g. CEO errors or driver untraceable)	778

Controlled parking spaces

The following information is provided in accordance with the Local Government Transparency Code 2014

On Street controlled parking spaces

Oxford 'controlled' spaces 20,420
(of which 603 are Pay & Display spaces)

West Oxfordshire 'controlled' spaces 740

Information regarding free timed parking bays can be found on the Council's website on the following link:-

<https://www2.oxfordshire.gov.uk/cms/content/controlled-parking-zones-cpzs>

Information regarding the Pay & Display charges can be found on the following link:-

<https://www2.oxfordshire.gov.uk/cms/content/street-parking>

Off-Street controlled parking spaces

Water Eaton Park & Ride 758
(of which 29 are disabled bays)

Thornhill Park & Ride 1,335
(of which 37 are disabled bays)

Other Park & Ride sites are the responsibility of Oxford City Council

Information regarding the charges at the Park & Rides can be found on the following link: -

<https://www2.oxfordshire.gov.uk/cms/public-site/park-and-ride>

Oxford City Council are responsible for all other council operated off street parking or Park & Ride sites within Oxford. Details of their parking can be found on the following link: -

https://www.oxford.gov.uk/directory/8/car_parks_in_oxford/category/56

Permits

Residential parking schemes were introduced for the benefit of local residents in order to protect them from commuter parking and to give priority over limited spaces available to them and their visitors. Oxfordshire County Council is responsible for 31 Controlled Parking Zones.

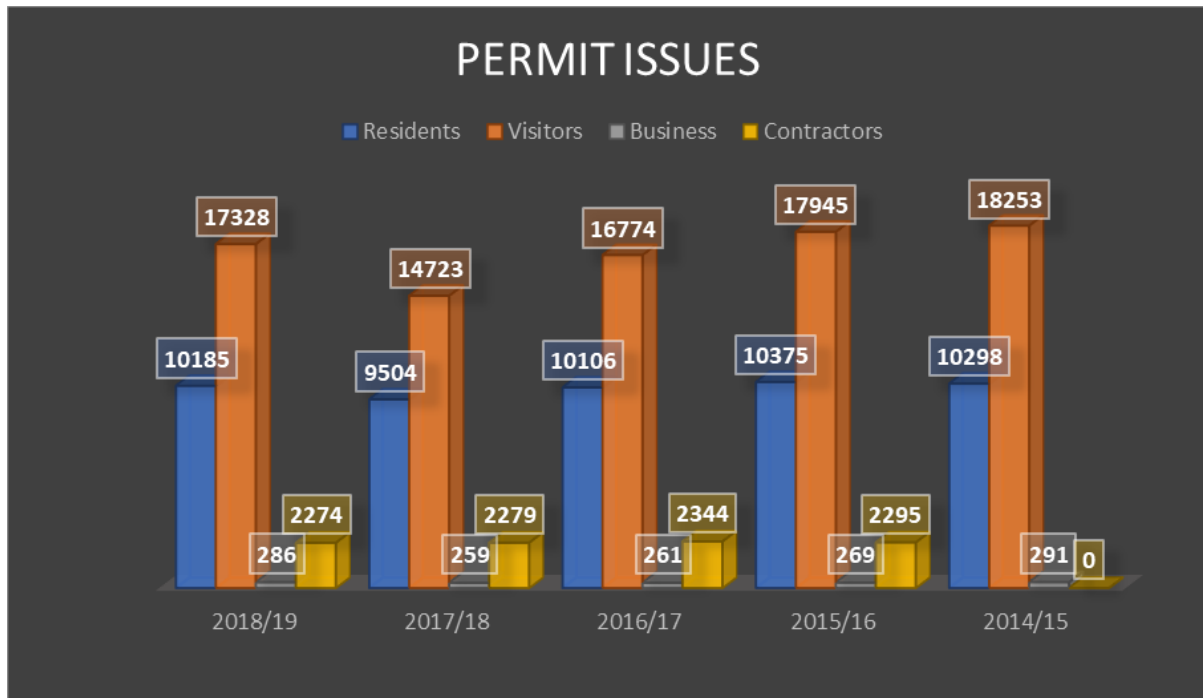
Oxfordshire County Council offer a range of permits for parking, these include:

- Residents parking permits
- Visitors parking permits
- Business permits
- Contractors permits

In the financial year 2018/2019 we issued:

- 10,185 Residents parking permit
- 17,328 Visitor parking permits
- 286 Business parking permits
- 2,274 Contractors permits

For comparison, the chart below shows the number of residents, visitors and business permits issued for the last 5 years.



Financial

Financial information

Each year the council is required to provide a parking account showing expenditure and income. The parking account for the financial year 2018/19 is shown here. There are strict controls on how the surplus from a parking account can be spent.

The 2018/19 parking account is as follows:

	Oxford City On Street Pay & Display	Oxford City Special Parking Area	Oxford City Designated Parking Places	TOTALS
INCOME				
Pay & Display income	£ 2,048,661.16			£ 2,048,661.16
Penalty Charge Notices	£ 212,454.50	£ 784,060.73	£ 400,300.00	£ 1,396,815.23
Residents' permits	-	-	£ 715,929.00	£ 715,929.00
TOTAL INCOME	£ 2,261,115.66	£ 784,060.73	£ 1,116,229.00	£ 4,161,405.39
EXPENDITURE				
Equipment purchase	£ -	£ -	£ -	£ -
Contract costs	£ 628,480.55	£ 874,942.08	£ 525,741.03	£ 2,029,163.66
Council Staff costs	£ 71,466.97	£ 80,149.34	£ 247,536.95	£ 399,153.26
Other	£ 91,811.26	£ 96,133.81	£ 58,064.66	£ 246,009.73
TOTAL EXPENDITURE	£ 791,758.78	£ 1,051,225.23	£ 831,342.64	£ 2,674,326.65
BALANCE	£ 1,469,356.88	£ -267,164.50	£ 284,886.36	£ 1,487,078.74
		£ 17,721.86		

The above table separates the various streams of income received through parking enforcement as required by legislation. A description of each stream is given below to provide greater clarity.

On Street Pay & Display – This is the income derived from collection of parking fees and enforcement against abuse of pay & display bays.

Special Parking Areas - This relates to the enforcement of waiting restrictions, bus bays and zebra crossing zig zag markings etc both within and outside of controlled parking zones.

Designated Parking Places – This relates to the enforcement of parking places reserved for residents, businesses, disabled bays, loading bays both inside and outside of controlled parking zones.

What happens to surpluses made on parking income?

Legislation requires that surpluses derived from enforcement are reinvested into environmental or traffic schemes or operations.

The Council seeks to ensure that as far as practicable the management of residents parking zones breaks even and does not create a surplus. Surpluses are therefore typically only generated by on street pay and display charges.

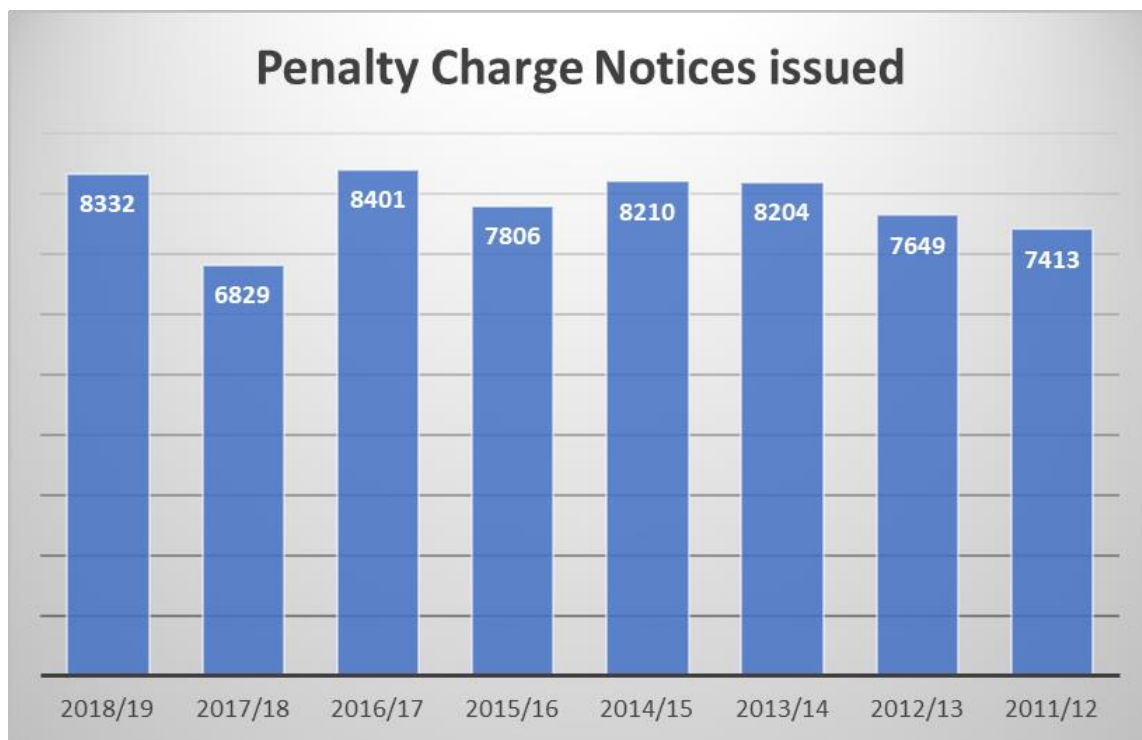
The Council made surpluses of £1.487m from Parking Enforcement in Oxford and £0.291m from Bus Lane Camera Enforcement in 2018/19. It made a deficit of £0.001m from parking enforcement schemes in Abingdon, Henley, Wallingford and Farringdon and £0.172m from its Park & Ride sites. Overall these surplus and an element of the Parking reserve account, making £1.919m in total, was used to supplement budgets for general highway and transport works in 2018/19.

West Oxfordshire District Council

Penalty Charge Notices (PCNs) issued in 2018/19

In the financial year April 2018 to the end of March 2019 8,332 PCNs were issued for parking contraventions.

The chart below shows the number of PCNs issued from 1st April 2018 to 31st March 2019. The previous years have also been included for comparison.



The 5 most common reasons for vehicles being issued a PCN for a parking contravention in 2018/2019 were:

<u>Contravention type</u>	<u>PCNs issued</u>
Parked longer than permitted	3,502
Parked on waiting restrictions shown by a single or double yellow line	1,937
Parked beyond the bay markings	944
Parked in disabled parking bay	886
Parked/Loading where parking & loading is restricted	237

The number of PCNs issued for both the higher and lower contraventions are broken down in the table below.

Number of Higher level PCNs issued	3,844
Number of Lower level PCNs issued	4,488

Challenges (informal representations)

Number of challenges received	1,586
Number Accepted	899
Number Rejected	687

Representations (formal representations)

Number of representations received	85
Number Accepted	33
Number Rejected	52

Appeals

Number of appeals made to the Traffic Penalty Tribunal	5
Not contested by Council	1
Allowed by Adjudicator	2
Refused by Adjudicator	1
Consent Order	0
Statutory Declaration no appeal*	1
Awaiting decision	0

Paid PCNs

Paid at Discounted Rate	5,871
Paid at Full PCN Amount	1,116

Other statistics

Number of Notice to Owners issued	1,223
Number of Charge Certificates issued	630
Number of Cases referred to the County Court	470
Number of Cases referred to the Bailiffs	391
Number of Vehicles immobilised	0
Number of Vehicles removed for parking contraventions	0
Number of PCNs written off for other reasons (e.g. CEO errors or driver untraceable)	157

Financial information

The 2018/19 parking account is as follows:

	West Oxfordshire On Street Parking	West Oxfordshire Off Street Parking	Totals
INCOME			
Penalty Charge Notices	£ 175,833	£ 72,376	£ 248,209
Other Income	£ 0	£ 94,210	£ 94,210
TOTAL INCOME	£ 175,833	£ 166,586	£ 342,419
EXPENDITURE			
Premises Costs	£ 0	£ 114,855	£ 114,855
Transport Costs	£ 685	£ 106	£ 791
Supplier & Services Costs	£ 14,190	£ 19,260	£ 33,450
Contractor costs	£ 148,839	£ 58,348	£ 207,187
Support Services costs	£ 3,547	£ 2,119	£ 5,666
Capital charges	£ 0	£ 121,864	£ 121,864
TOTAL EXPENDITURE	£ 167,261	£ 316,552	£ 483,813
Balance	£ 8,572	-£ 149,966	-£ 141,394

Abingdon-on-Thames and Henley-on-Thames

Oxfordshire County Council has been responsible for the enforcement of the On-Street Pay & Display bays and Resident's bays within Abingdon-on-Thames and Henley-on-Thames since February 1997. This is carried out under the Road Traffic Regulation Act 1984 and Excess Charge Notices are issued under Sections 45-53 of the said Act. This process is still criminal and follows a path that will lead to non-paying drivers to the magistrate's court for non-payment of Excess Charge Notices or the registered keeper to the Magistrates court for failing to nominate drivers.

The delivery of enforcement within both areas are carried out by the respective town councils, Abingdon-on-Thames Town Council and Henley-on-Thames Town Council and both Councils have used the services of a parking enforcement contractor, Vinci Park Services, since 1997 to process the Excess Charge Notices.

Excess Charge Notices (ECNs) issued in 2018/19

397 ECNs were issued in Abingdon-on-Thames
699 ECNs were issued in Henley-on-Thames

Financial information

The 2018/19 parking account is as follows:

ABINGDON-ON-THAMES		HENLEY-ON-THAMES	
INCOME		INCOME	
Pay & Display income	£ 17,816.55	Pay & Display income	£ 35,761.00
Excess Charge Notices	£ 12,117.53	Excess Charge Notices	£ 31,856.20
Residents' permits	£ 11,914.00	Residents' permits	£ 37,109.40
TOTAL INCOME	£ 41,848.08	TOTAL INCOME	£ 104,726.60
EXPENDITURE		EXPENDITURE	
Agency costs	£ 33,851.88	Agency costs	£ 76,215.83
Staff costs	£ 7,245.77	Staff costs	£ 7,245.77
Other	£ 7,072.57	Other	£ 19,028.88
TOTAL EXPENDITURE	£ 48,170.22	TOTAL EXPENDITURE	£ 102,490.48
BALANCE	- £ 6,322.14	BALANCE	£ 2,236.12

Wallingford

Oxfordshire County Council is also responsible for the On-Street Pay & Display bays in Wood Street and St Peters Street, Wallingford. This is carried out under the Road Traffic Regulation Act 1984 and Excess Charge Notices are issued under Sections 45-53 of the said Act. This process is still criminal and follows a path that will lead to non-paying drivers to the magistrate's court for non-payment of Excess Charge Notices or the registered keeper to the Magistrates court for failing to nominate drivers.

The delivery of enforcement in both areas is carried out by South Oxfordshire District Council.

Financial information

The 2018/19 parking account is as follows:

WALLINGFORD	
INCOME	
Pay & Display income	£ 6,455.50
Excess Charge Notices	£ -
TOTAL INCOME	£ 6,455.50
EXPENDITURE	
Agency costs	£ 3,496.97
TOTAL EXPENDITURE	£ 3,496.97
BALANCE	£ 2,958.53

Park & Ride

There are 5 Park & Ride locations on the outskirts of Oxford but Oxfordshire County Council is only responsible for the management of two of these, Thornhill and Water Eaton. Park and Ride is the easiest way to get into Oxford and visit Oxford's hospitals by car. The maximum stay is 72 hours at both of these sites.

Opening hours and charges

Whilst both sites are open 24/7, the buildings are open from:

Thornhill - Mon-Sat 5:30am – 11:30pm Sunday 8:30am – 7:30pm

Water Eaton - Mon-Sat 7am – 7.30pm

Charges at both sites are:

- Up to 1 hour – Free
- Up to 11 hours (including the first hour) - £2
- More than 11 hours, but less than 24 - £4
- More than 24 hours, but less than 48 hours - £8
- More than 48 hours but less than 72 hours - £12

A range of payment methods are available, including on-site payment machines as well as online and mobile phone payment options.

Disabled Blue Badge holders are exempt from the parking charges.

Height Restrictions

Water Eaton and Thornhill both have a height restriction of 2.1 metres (6ft 11 inches). However high-sided vehicles can be parked at Water Eaton between 7am and 7.30pm Monday to Saturday. A Customer Care Officer will open the barrier to allow vehicles in and out during these times.

Peartree, Redbridge and Seacourt Park & Rides

The Peartree, Redbridge and Seacourt Park & Rides are managed by Oxford City Council. There is a charge to park at these sites however; there is no maximum stay at these sites as you can pay for multiple days' parking. Further information regarding these sites and the charging can be found on Oxford City Councils website at: http://www.oxford.gov.uk/PageRender/decTS/Park_and_Ride_occw.htm

Park Mark Award

Both the Thornhill and Water Eaton Park & Rides have been awarded the nationally recognised standard for the quality of the parking facility – The Park Mark award. This is operated by the British Parking Association (BPA) who work together with the Association of Chief Police Officers. The scheme measures parking facilities against strict criteria and aims to reduce crime in car parks. A representative from the BPA

and the police inspect these car parks every two years and then decide if the car parks can retain the Park Mark award. Further information regarding the Park Mark Award can be found at: <http://www.britishparking.co.uk/Park-Mark---The-Safer-Parking-Scheme>

Financial information

The 2018/19 financial account is as follows:

Water Eaton		Thornhill	
INCOME		INCOME	
Pay & Display income	£ 279,609.89	Pay & Display income	£ 595,738.74
Excess Charge Notices	£ 150.00	Excess Charge Notices	£ 750.00
Other	£ 1,344.00	Other	£ 12,811.51
TOTAL INCOME	£ 281,103.89	TOTAL INCOME	£ 609,300.25
EXPENDITURE		EXPENDITURE	
Equipment purchase	£ 1,026.00	Equipment purchase	£ 7,626.90
Contract costs	£ 167,769.69	Contract costs	£187,779.09
Council Staff costs	£ 15,422.76	Council Staff costs	£ 15,422.76
Other	£ 195,523.43	Other	£ 296,095.74
TOTAL EXPENDITURE	£ 379,742.18	TOTAL EXPENDITURE	£ 506,924.49
BALANCE	- £ 98,638.29	BALANCE	£ 102,375.76

Blue Badges

To apply or renew a Blue Badge you can do so by one of the following options:-

- You can apply online at the GOV UK website by the following web address <https://www.gov.uk/apply-blue-badge>
- By telephoning Oxfordshire County Council on 0345 050 7666 and completing the form with a member of staff or asking for an application form to be sent to you
- By downloading and completing this application form from <http://www.oxfordshire.gov.uk/cms/content/blue-badge-scheme> and posting it to Blue Badge Administration, PO Box 873, Oxford OX1 9NY

Parking for blue badge holders

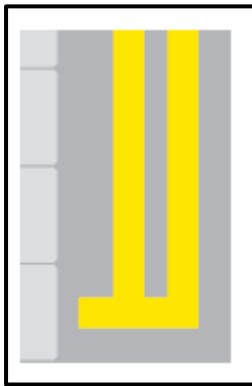
In Oxford blue badge holders may park in the following:

- Any on-street disabled person's parking spaces.
- As long as no loading/unloading restrictions apply badge holders may park for up to 3 hours on single or double yellow lines, the badge and clock showing the arrival time must be displayed.
- In residents parking bays, without a time restriction
- In any on-street pay & display bays without time restriction or payment

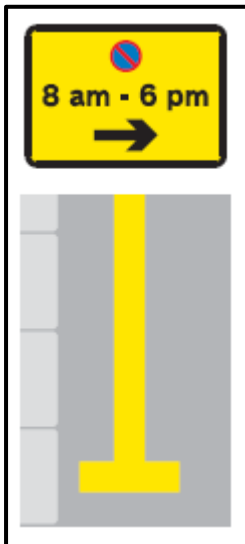
General Information

Parking Regulations

There are many different types of parking contraventions that we enforce. The following are some of the most common.



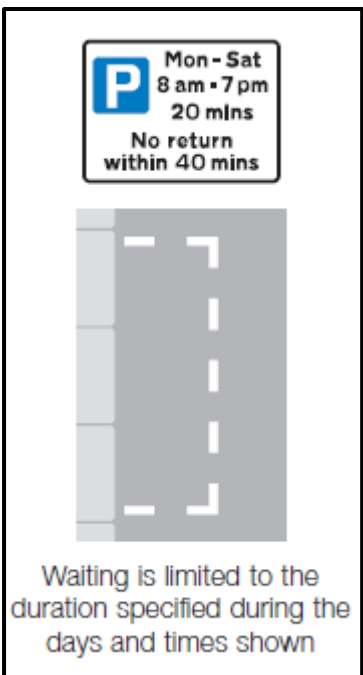
Double yellow lines – these mean no waiting at any time and do not require additional signage unless there are seasonal restrictions in place (however, we do not have seasonal restrictions in Oxford)



Single yellow lines – these are always accompanied by a time plate to indicate when the restriction is in force. The sign could be situated nearby or at a zone entry point



Yellow marks on the kerb indicate that loading/unloading is prohibited at the times indicated on the time plates.



Marked white bays indicate parking for the designated time and date shown.



Parking space reserved for vehicles named

Marked white bays indicate parking space for named vehicles only such as; disabled, doctor and street trader.



Parking restricted to permit holders

Permit holders only sign indicates parking for permit holders only.



No stopping during times shown except for as long as necessary to set down or pick up passengers

Urban Clearway sign indicates no stopping during times shown except for emergency vehicles.



Entrance to controlled parking zone

Controlled zone sign indicates entrance to controlled parking zone.



Zone Ends sign indicates that a controlled parking zone has ended.



Loading bay indicates parking for vehicles loading and unloading. Bays may have signs specifying times loading is permitted.

More information regarding parking regulations and the legislation and guidelines governing their enforcement can be found at <http://www.patrol-uk.info>

Useful Information

Civil Enforcement Team

Tel: **0345 337 1138** or **01865 815649**

Email: parking@oxfordshire.gov.uk

Web: www.oxfordshire.gov.uk/cms/public-site/parking

Applying for, or renewing a Residential/Visitor Parking Permit

Tel: **0345 310 1111**

Web: <https://www2.oxfordshire.gov.uk/cms/public-site/resident-parking-permits>

Applying for, or renewing a Disabled Blue Badge

Tel: **0345 310 1111**

Web: <https://www2.oxfordshire.gov.uk/cms/public-site/blue-badge-parking-permits>

The Parking Penalty Charge Notice process

Web: https://www.patrol-uk.info/docs/process_map.pdf

NSL Services

Tel: **0345 337 1138**

Email: oxfordpcnquiry@nslservices.co.uk

Oxford City Council – Car Parks

Tel: **01865 252489**

Email: carparks@oxford.gov.uk

Web: https://www.oxford.gov.uk/info/20012/parking_and_travel

West Oxfordshire Parking Services

Tel: **01993 861060**

Email: parking@westoxon.gov.uk

Web: <http://www.westoxon.gov.uk/environment/fixedenaltynotices.cfm>