

Parking Service ANNUAL REPORT

2015/16



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FOREWARD



"I have recently been appointed as Cabinet Member for Traffic & Transport, which includes parking. I know I face immense challenges ahead as I try to get to grips with the very real issue of there just being too many cars on the streets of Portsmouth for them to all park where they want to park. This is an issue I take seriously and I welcome all views on how this might be tackled and a cross party panel has already started looking into some long-term solutions.

In some areas of the city considerable pressure on parking exists. This is a problem which is not going to go away in a hurry and there needs to be a whole new attitude to car and vehicle ownership.

In 2015 charges were introduced for residents parking permits. Clearly when something is previously free and then a charge is introduced it is not going to be popular. However, we felt it was fair that everybody enjoying the benefits of a Residents Parking Scheme makes a contribution to the running costs at a time when the council is under huge financial strain due to budget cuts.

Compliance of regulations is often a contentious issue. Portsmouth does, in my view, have the levels of enforcement about right. I know they have an enforcement promise in parking which I fully support: "*We enforce because we should, not because we can*". It is essential that emergency vehicles are able to safely navigate our streets, blue badge fraud is tackled, bus lanes are enforced to encourage people to use public transport and people who park in contravention are penalised."

Councillor Jim Fleming,

Cabinet member for Traffic & Transport

Portsmouth City Council

SERVICE OVERVIEW



It is the recommendation of the Department for Transport (DfT) that all Local Authorities engaged in parking enforcement under the Traffic Management Act 2004 produce an annual report.

This report will give you an insight in to the working of the parking section in delivering services to the residents, businesses and visitors to Portsmouth.

It is recognised that parking services may not be the most popular service provided by this authority, however this report should able you to look beyond the headlines and see how we help the community and local economy.

I give my assurance that we do not issue targets for the number of PCN's issued, nor does anybody get a bonus for PCN's issued. All staff are directly employed by the council, the emphasis being on deploying staff to the right place at the right time whilst also being a visible deterrent to poor parking.

The delivery of parking services is a team effort with a common goal of making the lives of everyone who lives, works or visits Portsmouth better. Our emphasis is on supporting the vulnerable through managing safety related aspects of poor parking, and ensuring that the strategic routes of the city are not clogged up by inconsiderate drivers.

I am confident this report may dispel many of the myths surrounding parking and its enforcement. If you have any further comments or questions on what we do and how we do it, our contact details are at the end of the report.

Michael Robinson, Parking Operations Manager

Portsmouth City Council

ENFORCEMENT

Civil enforcement officers

The Portsmouth City Council enforcement promise:
"We enforce because we should, not because we can".

The services on and off-street parking enforcement model and strategies are designed to enhance the ability to continuously improve and deliver our key service priorities:

- Road safety
- Keeping arterial routes clear
- Revenue protection
- Continuous improvement of parking provisions for residents and visitors to the city of Portsmouth

There are 32 full-time and four part-time civil enforcement officers across four enforcement teams, one team is employed as a static day team working normal office hours; while the other three enforcement teams work a three week rotation shift pattern that includes evenings, weekends and public holidays.

These officers are required to have a fair and consistent approach to enforcement and are not set targets. Parking regulation enforcement is delivered in-line with the Department for Transport TMA 2004 Parking Policy and Enforcement and our Parking Enforcement Guidelines which are available on our website:

<https://www.portsmouth.gov.uk/ext/documents-external/par-parking-enforcement-guidelines-feb-2016.pdf>

In addition to enforcing parking regulations the civil enforcement officers are required to undertake the following duties:

- Report incorrect or defective traffic signs or road markings
- Report suspected permit misuse or abuse
- Report suspected Blue Badge misuse or abuse
- Inspect/report pay and display meters and parking equipment defects
- Proactively address and resolve on-street complaints
- Assist the council to deliver special events
- Assist the parking service to deliver special enforcement operations
- Act as council ambassadors
- Report suspected abandoned vehicles
- Use their TMA 2004 powers to assist with the removal of vehicles that are deemed by the Department for Transport guidelines to be persistent evaders or parked causing danger to other road users

The Traffic Management Act 2004 Operational Guidance to Local Authorities: Parking Policy and Enforcement is available to view on the Department for Transport website:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/496987/operational-guidance.pdf

Parking provision

Portsmouth City Council has the following parking provision:

Type	Number
Disabled bays - residential	1500
Disabled bays - commercial	142
Pay and display	3285
Resident parking zones (RPZ)	10,104
Limited wait (not RPZ)	755
Full-time loading bays (based on 10m per space)	82
Part-time loading bays (based on 10m per space)	32

Off-Street parking

The parking service manages, maintains and enforces 27 off-street parking provisions. These are located throughout the city and include the Park & Ride and one pay-on-foot system car park in the city centre.

The parking tariffs relate to whether they are within a district, central or seafront location.

We also enforce other off-street parking bays and parking provisions for internal and external stakeholders. This includes 78 Portsmouth City Council housing parking areas, Southsea Common, Southsea Promenade, Lee Baron Group and the University of Portsmouth parking facilities. The council have a vested interest in all of these provisions and they are all subject to Traffic Regulation Orders to enable Traffic Management Act 2004 enforcement.

Penalty Charge Notices (PCN)

The Traffic Management Act 2004 includes on and off street parking contraventions that can be dealt with by local authority civil enforcement officers by means of issuing Penalty Charge Notices (PCNs). The main object of serving a PCN is to encourage parking restriction compliance. Those who choose to ignore the regulations and contravene the restrictions may be served with a PCN.

There are two levels of penalties, the higher level at £70 and the lower level at £50. All penalties are reduced by 50% if paid within 14 days. The higher level PCN contraventions tend to be restrictions that have a direct impact on traffic-flow or road safety while the lower level is for parking place contraventions such as overstaying a limited wait or pay and display facility.

In the financial year 2015-16 the number of PCNs issued was 43,428. This is an increase of 15.37% on 2014-15 and the three preceding financial years when the numbers issued were consistently between 34,000 and 37,000.

The number of different vehicles who received PCNs in 2015-16 was 26,974 so there is a high level of repeat offending by the same vehicle. The most PCNs issued to one vehicle was 39 and these have all been paid.

The table below shows the number of PCNs in the last five financial years and a breakdown of the number that were paid, cancelled and written off.

	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
PCNs issued	37882	34428	36843	37641	43428
Total PCNs paid (% paid)	29451 (77.74%)	26419 (76.74%)	29033 (78.80%)	29755 (79.05%)	32623 (75.12%)
PCNs paid at discount (% paid at discount)	23389 (79.42%)	19377 (73.34%)	21852 (75.27%)	22289 (74.91%)	26371 (80.84%)
PCNs cancelled on appeal (% cancelled)	3932 (10.38%)	3619 (10.51%)	3704 (10.05%)	2751 (7.31%)	3030 (6.98%)
PCNs written off (% written off)	4300 (11.35%)	4144 (12.04%)	3774 (10.24%)	1694 (4.94%)	712 (1.64%)

Breakdown of higher and lower rate PCNs

	On-street 2015-16	Off-street 2015-16	On-street 2014-15	Off-street 2014-15
Higher rate contraventions PCNs (£70)	19,965	2,287	15,929	1,331
Lower rate contravention PCNs (£50)	17,170	4,006	16,746	3,635
Total	37,135	6,293	32,675	4,966

Top 10 places in Portsmouth for PCN's issued.

Location	2015-16 (PCNs)	Location	2014-15 (PCNs)
Stanhope Road	760	Seafront, the Esplanade Car Park	764
Seafront, the Esplanade Car Park	676	Portland Road	606
Western Parade	619	Chichester Road	408
Chichester Road	598	The Hard	405
Albert Road, Southsea	588	Stanhope Road Car Park	389
Portland Road	531	Laburnum Grove	383
Laburnum Grove	516	Albert Road, Southsea	364
Ashburton Road	466	Ashby Place Car Park	345
Pyramids Car Park	440	Guildhall Walk Car Park	339
Guildhall Walk Car Park	428	Western Parade	296

Reasons for PCN being issued

The table provides details of each contravention type and percentage of total issued PCNs:

On-street contravention code (H) - £70 (L) - £50	Contravention description	Total issued 2015/16	Percentage of total PCNs 2015/16	Total issued 2014/15	Percentage of total PCNs 2014/15	Increase or decrease of PCN issue
01 (H)	Parked in a restricted street during prescribed hours	14,126	32.527%	10,807	28.711%	+3,321
02 (H)	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	1,071	2.466%	776	2.062%	+295
05 (L)	Parked after the expiry of paid for time	747	1.720%	652	1.732%	+95
06 (L)	Parked without clearly displaying a valid pay and display ticket or voucher	4,075	9.383%	3,812	10.127%	+263
12 (H)	Parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place	237	0.546%	1,024	2.720%	-787
16 (H)	Parked in a permit space without displaying a valid permit	536	1.234%	133	0.353%	+403
18 (H)	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	0	0%	6	0.016%	-6
21 (H)	Parked in a suspended bay or space or part of bay or space	422	0.972%	210	0.558%	+212
22 (L)	Re-parked in the same parking place or zone within one hour* of leaving	468	1.078%	499	1.326%	-31
23 (H)	Parked in a parking place or area not designated for that class of vehicle	32	0.074%	56	0.149%	-24

24 (L)	Not parked correctly within the markings of the bay or space	29	0.067%	27	0.072%	+2
25 (H)	Parked in a loading place during restricted hours without loading	477	1.098%	322	0.855%	+155
26 (H)	Vehicle parked more than 50cm from the edge of the carriageway and not within a designated parking place	34	0.078%	30	0.080%	+4
27 (H)	Parked adjacent to a dropped footway	820	1.888%	695	1.846%	+125
30 (L)	Parked for longer than permitted	11,851	27.289%	11,756	31.232%	+95
40 (H)	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	1,410	3.247%	1,171	3.111%	+241
42 (H)	Parked in a parking place designated for police vehicles	0	0%	1	0.003%	-1
45 (H)	Parked on a taxi rank	21	0.048%	34	0.090%	-13
46 (H)	Stopped where prohibited (on a red route or clearway)	1	0.002%	0	0%	+1
47 (H)	Stopped on a restricted bus stop or stand	507	1.167%	452	1.201%	+55
48 (H)	Stopped in a restricted area outside a school	184	0.424%	174	0.462%	+10
55 (H)	A commercial vehicle parked in a restricted street in contravention of an overnight waiting ban	3	0.007%	6	0.016%	-3
99 (H)	Stopped on a pedestrian crossing and or crossing area marked by zigzags	84	0.193%	32	0.085%	+52
Total on-street PCNs		37,135	85.509%	32,675	86.807%	+4,464

Off-street contravention code	Contravention description	Total issued 2015/16	Percentage of total PCNs 2015/16	Total Issued 2014/15	Percentage of Total PCNs 2014/15	Increase or Decrease of PCN issue
70 (H)	Parked in a loading area during restricted hours without reasonable excuse	2	0.005%	0	0%	+2
74 (H)	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	1	0.002%	0	0%	+1
80 (L)	Parked for longer than the maximum period permitted	3	0.007	1	0.003%	-2
81 (H)	Parked in a restricted area in a car park	85	0.196%	12	0.032%	+73
82 (L)	Parked after the expiry of paid for time	847	1.950%	981	2.606%	-134
83 (L)	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	2,771	6.381%	2,441	6.485%	+330
85 (H)	Parked in a permit bay without clearly displaying a valid permit	2,091	4.815%	1,261	3.350%	+830
86 (L)	Parked beyond the bay markings	381	0.877%	210	0.558%	+171
87 (H)	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	79	0.182%	44	0.117%	+35
89 (H)	Vehicle parked exceeds maximum weight and/or height and/or length permitted in the area	0	0%	0	0	0
90 (L)	Re-parked within one hour* of leaving a bay or space in a car park	0	0%	0	0	0
91 (H)	Parked in a car park or area not designated for that class of vehicle	18	0.041%	13	0.034%	+5
92 (H)	Parked causing an	11	0.025%	1	0.003%	+10

	obstruction					
93 (L)	Parked in car park when closed	0	0%	0	0	0
95 (L)	Parked in a parking place for a purpose other than the designated purpose for the parking place	4	0.009%	2	0.005%	+2
	Total Off-street PCNs	6,293	14.491%	4,966	13.193%	+1,327

Challenges and representations

In 2015-16 the number of informal challenges and/or formal representations received was 6,609. This means 15.22% of PCNs were appealed against and as of June 2016, 6.98% of PCNs issued had been cancelled.

The ability to make a challenge or representation online has made it easier for the motorist as they can see the photographs of their vehicle before making the decision whether to appeal or pay the charge. They can also upload documents as supporting evidence which reduces the amount of correspondence that needs to be scanned into the system. Approximately 65% of informal challenges were made online in 2015-16.

The table below shows the number of PCNs in the last five financial years that were subsequently cancelled following a challenge/representation and the reasons why.

PCN GROUNDS FOR CANCELLATION	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016
P&D machine faulty	15	10	6	2	8
Inadequate signing	30	8	10	15	17
Loading/unloading evidence	54	37	34	13	8
Emergency vehicle	3	1	3	3	7
Vehicle broken down	109	97	89	68	84
Stolen vehicle	12	6	5	30	14
Valid permit or P&D ticket	1726	1732	1682	1262	1458
Disabled badge first PCN	494	334	318	257	245
Valid RingGo session	321	362	384	320	362
Other reasons	1168	1032	1173	781	827

Some of the more interesting grounds used by motorists were:

- Couldn't see the signs because they needed new glasses
- Man got locked in his van so he could not move it in time
- Ladders were taken so they couldn't get down from the building they were working on to move the vehicle
- Met someone through online dating and had gone back for coffee but didn't think they'd be very long
- Their permit had been obscured by bird mess so it couldn't be seen on display

Appeals to the adjudicator

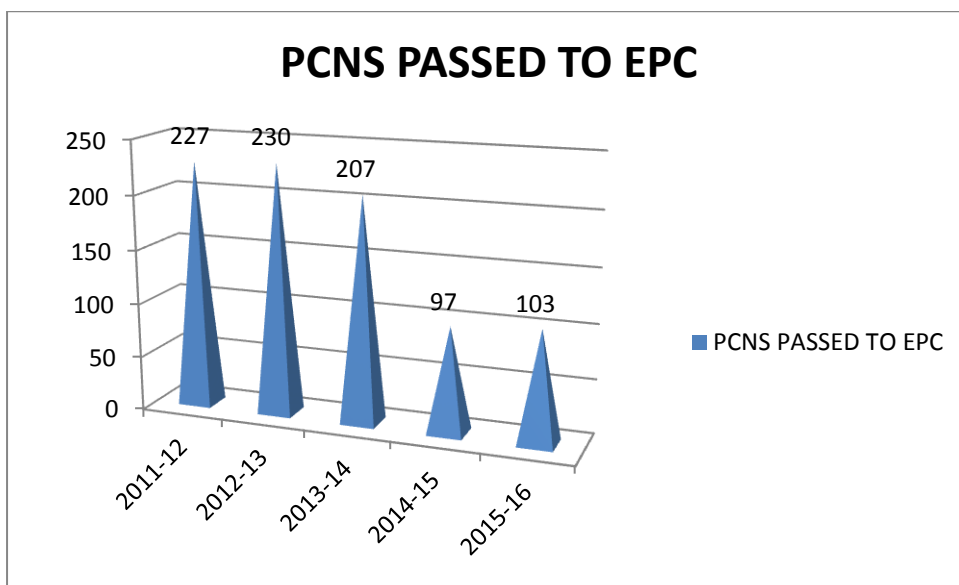
In 2015-16, 79 appeals were made to the independent adjudicator, which equates to an appeal percentage of 0.18%. The decisions on these appeals were:

- 59 appeals won by the council
- 13 appeals lost by the council
- Four were not contested by the council
- Three are awaiting decision

Foreign vehicles

The number of foreign registered vehicles contravening parking restrictions in Portsmouth appears to be falling. The main reasons behind this are likely to be a combination of using Euro Parking Collection (EPC) to recover PCNs issued to foreign registered vehicles on our behalf, and also by removing vehicles which are classed as persistent evaders and where there are no owner/keeper details.

Below are the numbers of cases passed to EPC over the past five years which confirms a downward trend, although the figure is slightly higher this year due to an increase in the overall number of PCNs issued. Approximately 30% of the total number of cases sent in this period have been recovered by EPC and paid to the council.



Bus lane penalty charge notices

In December 2015 we began issuing PCNs to vehicles for "being in a bus lane" in two locations; Bishop Crispian Way and Commercial Road. We added a third location of Winston Churchill Avenue in March 2016.

Between December 2015 and March 16 we issued the 5264 PCNs. The number of representations received was 290. This means 5.50% of bus lane PCNs were appealed against and as of June 2016, 62 (1.18% of those issued) had been cancelled.

Those receiving a bus lane PCN can go online to view both still photographs and video clips of their vehicle in the bus lane, before making a decision whether to make a representation or pay the PCN.

Bus lane enforcement	2015-16 (part)
Bus lane warning notices issued	1565
Bus lane PCNs issued	5264
Total PCNs paid	4300
PCNs paid at discount	4015
PCNs cancelled on appeal	62
PCNs written off	46

In 2015-16, seven appeals were made to the independent adjudicator. The decisions on these appeals were:

- Three appeals won by the council
- Three appeals lost by the council
- One awaiting decision

Debt collection & Vehicle Removal



Once a PCN is issued it becomes a debt to the council. People have the right to appeal a PCN if they do not agree with it, but should not ignore it.

Portsmouth City Council has adopted the powers in the Traffic Management Act 2004 and can remove a vehicle if parked in contravention and deemed a persistent evader. We use an approved vehicle removal contractor to impound vehicles.

Our policy requires that a specific vehicle and keeper must have received five or more PCNs to be classed as a persistent evader. The vehicle in most instances can be removed once 15 minutes have elapsed following the issue of the PCN, or instantly if the vehicle is not parked in a designated parking place.

It is our aim to undertake a fair and transparent approach to the removal of vehicles. Some vehicle owners contravene parking regulations deliberately and often, and fail to settle the debts they incur. When parked in contravention, a persistent evader's vehicle will be subject to the strongest possible enforcement following the issue of the PCN.

We removed 47 vehicles parked in contravention in 2015-16, four cleared their entire debt, 13 established payment plans, two have paid subsequently issued PCN's. Fifteen vehicles have continued to receive PCNs and failed to settle their debt, so leave themselves vulnerable to future enforcement. Thirteen cases have progressed for bailiff action.

We will continue to enforce debt in a rigorous manner.

The Vehicle Removal Guidelines are available on our website:

<https://www.portsmouth.gov.uk/ext/documents-external/par-vehicle-removal-guidelines-feb-2016.pdf>

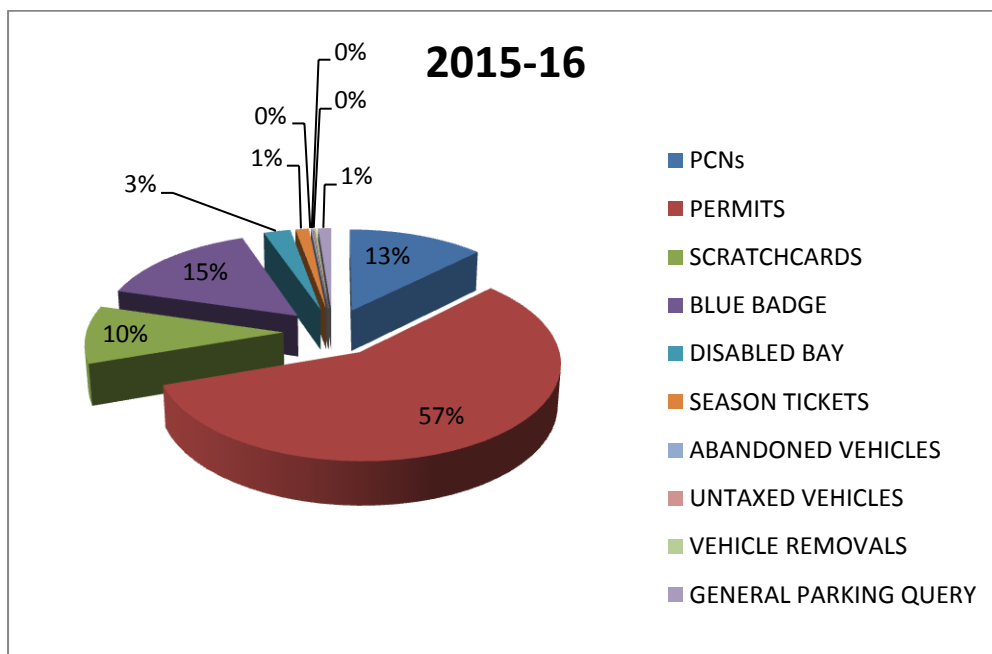
CUSTOMER SERVICE INFORMATION

We continue to operate a parking shop within the civic offices, although the hours of opening have been reduced to 9am-4pm Monday to Friday, in line with the council's Channel Shift policy.

Since July 2013, we have been able to make use of a Customer Queuing System Q-Nomy to monitor the number of customers and record their reason(s) for visiting which shows that the number of customers visiting in person is falling.

	CUSTOMERS SERVED
2013-14 - part year	20,443
2014-15	25,427
2015-16	22,317

Reasons for visiting the parking shop:



We are continuing to work towards offering as many services to our customers as possible online. This financial year we will be enabling residents to apply for a residents parking permit online. Currently 50% of parking shop customers come to get a parking permit so providing this service online should encourage Channel Shift.

PARKING PERMITS

We continue to issue a high number of parking permits of different types:

- Residents & business permits
- Season tickets
- Essential visitor permits
- Other permits for specific uses/locations such as elections, events etc.

In 2015-16 we issued 20,752 permits, the vast majority of these, 15,741, were for residents parking zones.

Residents parking zones

Residential controlled parking schemes were first introduced in Portsmouth in 1999 and there are currently 32 scheme in the city. These schemes help manage the level of residents parking, non-residents parking and the needs of local businesses.

Qualifying residents and businesses can apply for vehicle permits and visitor permits. Visitor permits can either be purchased online through RingGo (virtual permit so nothing needs to be displayed) or they can buy visitor scratch cards which need to be displayed in the windscreen. Currently the percentage take-up of RingGo for visitor parking compared to scratch cards is just over 10%. Visitor permits are available for 12 hours, 24 hours, four days or seven days.

Information on the current residents parking zones can be found on the council's website: <https://www.portsmouth.gov.uk/ext/parking-travel-and-roads/parking/residents-parking-zones.aspx>

Charge for permits

The 2015-16 budget re-introduced a charge for the first resident permit. This aims to ensure that the net costs of implementing and operating parking zones are funded from the income generated, and applies to all 32 parking zones now operating across the city. The charge was set as £30 for the first permit.

In April 2015, there were 35 parking zones and residents in those zones were given the opportunity to say whether or not they wished their parking zone to continue, in light of the £30 charge. The full survey results, more detailed information and links to the relevant reports to Traffic & Transportation can be found here:

<https://www.portsmouth.gov.uk/ext/documents-external/par-residents-parking-survey-results0415.pdf>

The survey results indicated that residents of the majority of parking zones would prefer their zones to remain in place.

Three parking zones indicated they would prefer them to be removed; AA Newbolt Road, AC Farmlea Road and JD Portsea North. Following formal public consultation in July 2015, AC Farmlea was removed, JD Portsea remained unchanged and AA Newbolt continued as 'Permit Holders Only' (no free parking period).

Three parking zones indicated they would prefer part of them to be removed; GA Fratton, FD Bevis Road and FG Stamshaw South. Following formal public consultation in September 2015, all three parking zones remain in place with the same operation.

The £30 charge for the first resident permit was introduced in November 2015, payable on the renewal of each permit.

Over the next few years, 24 parking zones will be reviewed to ensure they operate in the most effective and efficient manner.

MB and MC parking zones

Two parking zones (MB Orchard Road and MC Bramble Road) were reviewed following a year-long suspension, and are no longer in operation. The decision was taken in November 2015 not to reinstate either parking zone due to their impact on the surrounding area. At the same time a decision was taken to not consider any further parking zones for Southsea in isolation, to avoid a similar situation re-occurring in terms of high levels of displaced parking.

New residents parking zones

In December 2015/January 2016, an area of Cosham (east of High Street and west of Salisbury Road) was surveyed in relation to Residents' Parking. The response rate was low (20%) and therefore no action was taken at the time; however the results are to be reviewed after the May 2016 elections. The results can be viewed on Portsmouth City Council's website here:

<https://www.portsmouth.gov.uk/ext/community-and-environment/community/parking-survey-results.aspx>

PARKING SUSPENSIONS

The parking service has the authority to suspend parking places that are subject to a valid Traffic Regulation Order (TRO) within the city of Portsmouth. When suspending a parking place there is a requirement to post signage to ensure motorists are aware of the temporary restriction. There is no official template for these signs so it is best practice to gain authorisation from the Department for Transport which the council did on 15 December 2015.

For this reason the Parking service designed two new suspension of parking place signs and sought to gain 'Authorisation' from the Department for Transport. Both signs and the conditions of use are available to view on the Department for Transport webpage.

<http://www.dft.gov.uk/traffic-auths/?search=temporary+parking+suspension>

Internal and external stakeholders are able to apply for a parking suspension if it relates to a pay & display or residential scheme parking place by contacting:

parkingsuspensions@portsmouthcc.gov.uk

There is a minimum charge of £38 for this service. Further information is available on the council website:

<https://www.portsmouth.gov.uk/ext/parking-travel-and-roads/parking/parking-suspensions.aspx>

Table of parking suspensions

Year	Quantity of Suspension On-street	Value of Suspension On-street	Quantity of Suspension Off-street	Value of Suspension Off-street £	Quantity of Suspension Total	Value of Suspension Total £
14/15	184	£(19,600)	2	£(1,100)	184	£(20,700)
15/16	188	£(22,800)	6	£(9,900)	194	£(32,700)

Note: Figures in £ () relate to income

EVENTS

The parking service works very closely with the council's events team and other internal and external partners and agencies to stage local, national and international events that are held in Portsmouth.

We are members of the Portsmouth Events Safety Advisory Group (PESAG) which meets monthly to assess event applications and provide advice on submitted plans prior to granting permission for an event to proceed. We arrange parking suspensions, signage, Transport Management Centre operatives, additional parking provisions, additional enforcement and vehicle removal programmes. The service always endeavours to reduce possible impact on residents, visitors and businesses when assisting and considering the delivery of an event.

Examples of events include; The Great South Run, The Louis Vuitton America's Cup World Series, Race for Life, Victorious Festival, Pearl Izumi Tour Series and Pedal Portsmouth.

SCHOOLS



Our number one priority is enhancing road safety especially outside the 64 schools within the city boundaries as pupils arrive and depart. A priority system has been created in conjunction with the road safety team to ensure that all establishments receive relevant enforcement coverage.

Each school has been measured by the road safety team as a high, medium or low enforcement priority. This analysis is based on location, current parking restrictions and evidence of past issues and is reviewed regularly.

We are committed to have at least 60% of deployed civil enforcement officers attending designated schools at pupil drop-off and pick-up times; the others continue to deliver our other key service priorities.

During 2015/16 184 PCNs were issued to vehicles that stopped on school entrance markings.

The education of school children is a key factor in assisting with the reduction of inappropriate parking outside of schools and members of the parking enforcement team attend Junior Road Safety Officer meetings at a number of schools. These teams are made up of school pupils who are driven by the prospect of taking an active role in alleviating the issues of inappropriate parking outside of schools.

We are also involved in a joint agency approach to school enforcement, with both Hampshire Police and road safety attending specific schools at the same time.

BLUE BADGES

The parking service is responsible for issuing Blue Badges to residents of Portsmouth and ensuring that genuine Blue Badge holders are not denied the parking concessions that the scheme provides due to misuse or fraudulent use of badges.

As part of the Blue Badge application process, where applicants are not automatically entitled, we use Adult Social Care professionally qualified occupational therapists to undertake both desk based assessments and face to face mobility assessments.

As best practice we request the badge holder collects their badge in person, from Shopmobility to assist with reducing fraudulent applications and if they have had a badge previously they are asked to return that badge before the new one is issued.

There are currently 7,780 valid blue badges issued for a three year period to Portsmouth residents. Information in the table below relates to applications and badges issued in 2015-16:

Number of applications received	2610
Number of applications made online	258
Number of applications refused	83
Number of blue badges issued (including duplicates)	2575
Number of badges issued to applicants automatically eligible	1207
Number of badges issued to applicants who required an assessment either desk based or face to face assessment	1347
Number of organisational badges issued	21

Appeals against the decision to turn down applications are considered by the parking office manager in conjunction with the professional lead for occupational therapy. In 2015-16 we received 32 appeals against decisions of which four were changed and a blue badge issued.

In the last year:

- 525 badges have been cancelled, 423 of these were due to badge holder passing away
- 32 badges were reported lost
- 8 badges were reported stolen
- 28 badges returned as no longer eligible

DISABLED BAYS



Disabled bays continue to be installed to residents outside or close to where they live using an enforceable Traffic Regulation Order. In order for a resident to be eligible they need to have a Blue Badge, a vehicle must be registered/kept at the address and they must not have any usable off-street parking available.

It is important to note that even where a disabled bay is put in for a specific user, any Blue badge holder can use it.

In 2015-16:

- 1,662 applications were sent out, but only 174 were returned
- 112 resulted in a disabled bay being installed
- 18 applications were refused
- 198 disabled bays were removed due to them no longer being required
- 147 bays were repainted

PORTSMOUTH PARK & RIDE



Portsmouth's Park & Ride service started operation on 5 April 2014. It provides a frequent, quick, high-quality bus link between the Park & Ride site adjacent to the M275 at Tipner and the city, with stops for Portsmouth International Port; Charles Dickens birthplace; the City Centre; and The Hard for Portsmouth Historic Dockyard and Gunwharf Quays.

Usage

The Park & Ride carried almost 220,000 passengers in the 2015-16 financial year.

Passenger numbers	Total passengers	219,080
Trips	Smartcard trips	16,539
	All trips	439,663
Ticket sales	Day tickets	100,523
	Weekly tickets	85
	Monthly	67
	Annual	2
	Hoverbus	433
	Smartcard	910
	Ringo	1064

Weekends and school holidays (the leisure market) have had the biggest up take of the Park & Ride service. To date commuter numbers are lower than leisure user numbers.

There are three ways to pay for use of the Park & Ride; pay & display, Ringo and Smartcard. The majority of tickets sold are pay & display, over 86%. Smartcard sales (including top ups) account for 14%.

Park & Sail

Park & Sail was a joint venture between the council, Portsmouth International Port and Gunwharf Quays. Operating in August, on weekends, and every day of the week leading up to the bank holiday, from 8 August - 31 August. Passengers arrived at the Park & Ride where they were taken on a dedicated bus to the Port in order to board a boat for travel to Gunwharf Quays. On the return journey, customers could either use the boat or the Park & Ride bus. Tickets for the service were £10 for up to eight passengers.

On good weather days numbers were around 250 with a high of 308 passengers on Saturday 29 August. Patronage was very weather dependent with numbers as low as 19 when the weather was bad. A total of 2,527 people used the service with an average weekend use of 252. Due to the high cost of operating the Park & Sail there are no plans to operate in 2016-17.

FREEDOM OF INFORMATION ACT

The Freedom of Information Act 2000 (c.36) (FOI) is an act of Parliament that creates a public "right of access" to information held by public authorities. The council is expected to provide the information to the requester within 20 working days although this timeframe can be extended if more time is required to gather the information.

Further information is available on the council's website:

<https://www.portsmouth.gov.uk/ext/the-council/freedom-of-information.aspx>

In 2015-16 the parking service received 36 FOI's and duly provided responses in-line with the Information Commissioner's Office guidelines.

Month	2014/15	2015/16
April	4	2
May	2	1
June	6	4
July	7	3
August	2	4
September	2	3
October	4	3
November	1	3
December	1	3
January	4	3
February	2	2
March	6	5
Total	41	36

FOI's requests for 2014/15 & 2015/16

Freedom of Information Act requests

Here are some examples of the FOI requests received and the responses provided:

Date of Assignment	FOI Question	FOI Response
Thursday 18 June 2015	What was the total number of penalty notices issued to drivers who parked on Southsea Common Overflow Car Park on Sunday 7th June 2015 and failed to display a parking ticket?	13 Penalty Charge Notices
Friday 13 November 2015	What was the number of Penalty Charge Notices (PCNs) issued for the period 1/4/14-31/3/15? The number of Warrants in respect to unpaid (PCNs) passed to Enforcement Agencies for the period 1/4/14-31/3/15. The value of revenue in respect of unpaid PCNs collected by Enforcement Agencies for the period 1/4/14-31/3/15. The number and name of Enforcement Agencies used for the collection of unpaid PCNs. The number of complaints received during the period 1/4/14-31/3/15 in respect of enforcement activity. Contract expiry date for the provision of enforcement services.	37,641 PCNs were issued for the period of 1/4/14-31/3/15. 5,903 Warrants in respect to unpaid PCNs Value of debit £549,718 Value of revenue collected £112,565 2 Enforcement Agencies (Marstons and Whyte & Co) 17 complaints received Contract expiry date - 2018
Wednesday 18 November 2015	Could you please send me a copy of your parking accounts for 2013-14 and 2014-15?	Copies of the Parking Accounts were provided for 2013-14 and 2014-15. The latest Parking Accounts are always available within the documents section of the below link from the Portsmouth City Council website: http://www.portsmouth.gov.uk/ext/parking-travel-and-roads/parking/parking-general-information.aspx
Tuesday 15 December 2015	How many instances of abandoned motor vehicles were recorded between 2004-15? If a 3rd party was called to recover, what was the average cost involved?	The system only holds cases from 20/08/2006. From 20/08/2006 to the present date, 14,635 Abandoned vehicle cases have been investigated as potential abandoned vehicles, as a result 1,580 were deemed to be abandoned. On average, each vehicle cost £42.50 to recover to storage. Since 1/02/2006 1,621 Untaxed vehicles have been removed from the public highway within the City by the authority at a cost of £44.00 per vehicle.

<p>Thursday 25 February 2016</p>	<p>How many instances of vehicles issued with parking tickets, that were later towed, were recorded between 2004-15? On average, how long were impounded vehicles kept in storage before being claimed? How many towed vehicles were later crushed?</p>	<p>Vehicle removal under the Traffic Management Act was not undertaken until 2014-15. 2014-15: 35 vehicles were removed. 2015-16: 68 vehicles were removed (to date). 5 vehicles were scrapped.</p>
<p>Thursday 3 March 2016</p>	<p>For each of the past six financial years (2010/11 to 2015/16 to date). What is the total number of Penalty Charge Notices issued by, or on behalf of the Council, for contravention code 48 (parking in a restricted area outside of a car)? I understand the Penalty Charge Notice is £70 for this offence but if this figure is different at your Council, please state the amount. For the financial year 2015/16 which five schools have the most contravention code 48 Penalty Charge Notices issued in their vicinity? Does your Council use Public Space Protection Orders (PSPO) in relation to illegal/dangerous parking in the vicinity of Schools?</p>	<p>2010-11: 174 PCNs, 2011-12: 179 PCNs, 2012-13: 211 PCNs, 2013-14: 175 PCNs, 2014-15: 174 PCNs, 2015-16: 167 PCNs (to date). Newbridge Juniors: 19 PCNs, Mayville: 16 PCNs, Corpus Christi Primary: 10 PCNs, Meon Infants: 8 PCNs, Langstone Infants: 8 PCNs. No, the Council does not use PSPO in relation to parking enforcement.</p>
<p>Monday 21 March 2016</p>	<p>How much did the local authority receive in parking charges and parking fines in each year since 2009-10?</p>	<p>2009-10: PCN Income £1,566,000 Pay & Display Income £3,699,000 2010-11: PCN Income £1,452,000 Pay & Display Income £3,561,000 2011-12: PCN Income £1,260,000 Pay & Display Income £3,672,000 2012-13: PCN Income £1,185,000 Pay & Display Income £3,571,000 2013-14: PCN Income £1,331,000 Pay & Display Income £3,843,000 2014-15: PCN Income £1,541,000 Pay & Display Income £4,045,000</p>
<p>Tuesday 22 March 2016</p>	<p>How many Parking Charge Notices were issued on Bank Holidays in the last year (2015-16)? How much revenue did Portsmouth City Council receive for issuing Parking Contraventions Notices on Bank Holidays in the last year (2015-16)?</p>	<p>Portsmouth City Council do not issue Parking Charge Notices, we issue Penalty Charge Notices. We issued 600 Penalty Charge Notices on the 8 bank holidays in 2015-16 and have received £18,019 in revenue from those PCNs.</p>

Financial Results

OFF STREET PARKING

<u>BUDGET HEADING</u>	Total Budget 2015/16 £'s	Actual 2015/16 £'s	Variance £'s
<u>EXPENDITURE</u>			
Employees	91,008	92,163	1,155
Premises	576,969	443,444	(133,525)
Transport	8,128	3,148	(4,980)
Supplies and Services	57,627	116,310	58,683
Agency & Third Party Payments	87,250	102,667	15,417
Recharges	4,032	35,715	31,683
	825,014	793,447	(31,567)
<u>INCOME</u>			
Fees and Charges	(2,014,251)	(1,957,942)	56,309
Season Tickets	(409,023)	(390,266)	18,757
Other Income	(11,103)	(46,889)	(35,786)
Recovered Rechargeable Costs	(400,000)	(405,769)	(5,769)
	(2,834,377)	(2,800,867)	33,510
Net Expenditure	(2,009,363)	(2,007,420)	1,943

ON STREET PARKING

<u>BUDGET HEADING</u>	Total Budget 2015/16 £'s	Actual 2015/16 £'s	Variance £'s
<u>EXPENDITURE</u>			
Employees	2,096,668	1,894,269	(202,399)
Premises	80,064	44,895	(35,169)
Transport	44,772	41,528	(3,244)
Supplies and Services	713,118	891,548	178,430
Transfer payments	43,620	3,464	(40,156)
Recharges	131,507	42,981	(88,526)
	3,109,749	2,918,685	(191,064)
<u>INCOME</u>			
Reimbursements	(1,451)	(13)	1,438
Fees and Charges	(2,140,687)	(2,410,061)	(269,374)
Season Tickets	(908,617)	(653,149)	255,468
PCN Income	(1,663,600)	(1,917,687)	(254,087)
Other Income	(92,237)	(119,796)	(27,559)
Recovered Rechargeable Costs	(45,408)	(52,485)	(7,077)
	(4,852,000)	(5,153,190)	(301,190)
Net Expenditure	(1,742,251)	(2,234,505)	(492,254)
Add: Abandoned Vehicles (On St)	4,500	3,918	(582)
Add: Unlicensed Vehicles	22,600	22,216	(384)
Add: Blue Badge	37,800	37,172	(628)
Surplus transfer to Off Street Parking Reserve (Gross of items outside the cash limit)	(1,677,351)	(2,171,200)	(493,849)

ABANDONED VEHICLES

<u>BUDGET HEADING</u>	Total Budget 2015/16 £'s	Actual 2015/16 £'s	Variance £'s
<u>EXPENDITURE</u>			
Employees	9,500	9,550	50
Premises	7,530	7,731	201
Supplies and Services	0	561	561
Agency & Third Party Payments	12,000	13,979	1,979
	29,030	31,821	2,791
<u>INCOME</u>			
Fees and Charges	0	(590)	(590)
Other Income	(5,000)	(6,163)	(1,163)
Recovered Rechargeable Costs	0	(1,629)	(1,629)
	(5,000)	(8,382)	(3,382)
Net Expenditure	24,030	23,439	(591)

UNLICENSED VEHICLES

<u>BUDGET HEADING</u>	Total Budget 2015/16 £'s	Actual 2015/16 £'s	Variance £'s
<u>EXPENDITURE</u>			
Employees	9,500	9,550	50
Premises	8,000	7,731	(269)
Supplies and Services	2,000	1,979	(21)
Agency & Third Party Payments	6,600	6,558	(42)
	26,100	25,818	(282)
<u>INCOME</u>			
Fees and Charges	0	(22)	(22)
Other Income	(3,500)	(3,581)	(81)
	(3,500)	(3,603)	(103)
Net Expenditure	22,600	22,216	(384)

BLUE BADGES & DISABLED BAYS
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<u>BUDGET HEADING</u>	Total Budget 2015/16 £'s	Actual 2015/16 £'s	Variance £'s
<u>EXPENDITURE</u>			
Employees	24,000	23,787	(213)
Premises	26,500	26,292	(208)
Supplies and Services	23,000	22,718	(282)
Agency & Third Party Payments	30,000	30,000	0
	103,500	102,797	(703)
<u>INCOME</u>			
Fees and Charges	(54,000)	(53,927)	73
PCN Income	(11,700)	(11,699)	2
	(65,700)	(65,626)	74
Net Expenditure	37,800	37,172	(628)

PARK & RIDE

<u>BUDGET HEADING</u>	Total Budget 2015/16 £'s	Actual 2015/16 £'s	Variance £'s
<u>EXPENDITURE</u>			
Employees	45,614	50,873	5,259
Premises	125,500	117,920	(7,580)
Transport	558,208	570,222	12,014
Supplies and Services	34,730	76,824	42,094
Agency & Third Party Payments	19,000	31,571	12,571
	783,052	847,410	64,358
<u>INCOME</u>			
Fees and Charges	(404,000)	(396,627)	7,373
Season Tickets	(9,145)	(15,282)	(6,137)
Other Income	0	(7,946)	(7,946)
Recovered Rechargeable Costs	(369,907)	(427,555)	(57,648)
	(783,052)	(847,410)	(64,358)
Net Expenditure	0	(0)	(0)

Off Street Parking Reserve	£
Opening Balance as at 1st April 2015	(1,906,754)
Budget Saving Measure that do not form part of the councils cash limited budget	1,364,700
Funding of off street revenue operations and support services	49,500
Funding of Passenger transport revenue operations	48,000
Contribution towards the councils PFI contract with Colas	113,900
Funding towards removal of part of Mile End Road Bus Lane.	20,500
Funding of Park & Ride operations including Southsea Extension Trial & Park & Sail	233,300
Replacement CCTV for Isambard Brunel Multi Storey car park	36,200
Funding for Cycling support & events including Pedal Portsmouth and City Tour series.	104,400
Funding towards cost of 2015 Americas Cup World Series event in Portsmouth	150,000
Surplus from On Street parking operations which accrues to the Off Street parking Reserve	(2,171,200)
Closing balance at 31st March 2016	(1,957,454)

CONTACT DETAILS

Parking@portsmouthcc.gov.uk

Parking Information

Traffic Management Centre (to report a parking or traffic issue, TMC cannot deal with permit applications) 023 92 688290 or use the portsmouth app

Parking office 023 92 688310