

Parking Services Annual Report

2012/2013



Reading
Borough Council

Working better with you

Foreword - Councillor Page

Welcome to Reading Borough Council's fifth Parking Services Annual Report, which summarises the parking and traffic enforcement responsibilities conducted by the Council in 2012/2013, and provides details of activities and related financial information.

The Reading area is a key economic hub in the Thames Valley and wider South-East. However, businesses in the local area have highlighted that one of their key concerns, and a restraint to future growth, is the lack of capacity in transport infrastructure, seen through overcrowding and traffic congestion levels. We are working to address these concerns, through initiatives such as the Local Sustainable Transport Fund (LSTF) programme to provide significant improvements to sustainable transport provision, supporting a reduction in carbon alongside sustaining growth in the local economy. The provision of safe and convenient travel routes and parking locations provide an environment that will enable both new and existing businesses to thrive.

The key objective of the enforcement policy is to maintain an appropriate balance between the requirements of residents, visitors, businesses and access for disabled people and thereby contributing to the economic growth and success of the town. Enforcement is conducted both on- and off-street by Reading Borough Council Parking Services and Civil Enforcement Officers employed through a term contractor. These officers actively patrol and enforce parking restrictions supporting traffic management and safety responsibilities imposed on local authorities by legislation, directing patrol efforts to strategically important routes, areas of high contravention and sensitive locations in response to public demand.

In 2013, we introduced a dedicated vehicle with central Government funding that is being used to enforce contraventions of waiting restrictions such as school zigzag markings, bus stop clearways and loading bans. In addition, we have introduced a facility to renew resident permits online, which was used for approximately 50% of all renewals in 2012/13.

We seek to enforce the various parking restrictions across the town in a fair and reasonable manner, and continual care is taken when dealing with representations from the public against the Penalty Charge Notices to ensure that all the circumstances are fully considered on a case by case basis. We are fully committed to being transparent about our Parking Services and enforcement activity. This report provides an extensive record of activities during the 2012/2013 financial year and explains how the service is managed and aims to develop an understanding and acceptance of such enforcement activity.

Cllr Tony Page

Lead Member for Strategic Environment, Planning & Transport, and Deputy Leader of the Council

Chapter 1 - Content

The Secretary of State's 'Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions' states that local authorities should produce annual reports about their enforcement activities. It is considered good practice to publish a report which provides the public with information about the way enforcement is undertaken and provides reassurance that enforcement is being undertaken properly. The view of the Secretary of State is that transparency about the civil enforcement of parking regulations enables the public to understand and accept the enforcement of parking contraventions.

This Annual Report provides a record of activities during the 2012/2013 financial year and explains how the service is managed and aims to develop an understanding and acceptance of such enforcement activity.

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Chapter 2 - Policy Context

The Road Traffic Act 1991 introduced powers for Local Authorities to enforce on street parking and waiting restrictions under the term 'Decriminalised Parking Enforcement'. Reading Borough Council introduced a Special Parking Area in 2000 under this legislation. This transfers responsibility for enforcement of non-endorseable parking contraventions from Thames Valley Police to the Local Authority. The Traffic Management Act 2004 replaced The Road Traffic Act 1991 in 2008 and extended these powers to include the enforcement of restrictions by other methods which are now known as 'Civil Parking Enforcement'. Parking offences are classified as civil offences rather than criminal offences under Civil Parking Enforcement.

Reading Borough Council has an integrated Parking Service, which manages both on-street and off-street activities. The Council introduced Civil Parking Enforcement under Part 6 of the Traffic Management Act 2004 from 31st March 2008.

The current guiding transport policy document is its Local Transport Plan (LTP) 2011- 2026. The Local Transport Plan includes a 15-year strategy document and a rolling 3-year implementation programme. The LTP programme is reviewed annually to ensure the aims and objectives are being delivered. The statement below summarises the vision for transport in Reading:

“Transport in Reading will better connect people to the places that they want to go: easily, swiftly, safely, sustainably and in comfort. We will meet the challenges of a dynamic, low-carbon future to promote prosperity for Reading.

Whichever way you choose to travel, by foot or bicycle, motorcycle, bus, rail, car or boat whether to work or education, to leisure or the services you need, our transport system will help you get there”.

Although it is not possible to specifically measure the contribution of Civil Parking Enforcement on all the objectives, as there are a wide range of other factors that influence them, it is clear that well considered and implemented enforcement will support this vision.

Chapter 3 - Parking Enforcement

Enforcement is conducted both on- and off-street by Reading Borough Council Parking Services through Civil Enforcement Officers employed through a term contractor. Each officer receives specific training resulting in two qualifications which are:

- City and Guilds 1889-001 Roles and Responsibilities of a Civil Enforcement Officer; and
- City and Guilds 1889-002 Conflict Management.

Civil Enforcement Officers are salaried and are not part of any incentive scheme. Their only enforcement requirement is to ensure that any Penalty Charge Notice is issued correctly and that all the supporting evidence (including photographs) is gathered and recorded.

The Traffic Management Act introduced regulations that allow for enforcement through an approved camera device in areas that are difficult or sensitive. In the autumn of 2012 the Council introduced an enforcement vehicle; it is used to enforce contraventions of waiting restrictions with an early focus on school zigzag markings, bus stop clearways and loading bans. Enforcement with an approved device is not used where permits or exemptions (such as resident's permits or Blue Badges) may be in use. The primary objective of the camera enforcement system is to ensure the safe and efficient operation of the road network by deterring motorists from breaking road traffic restrictions and detecting those that do.

Reading Borough Council Parking Services currently enforces on-street parking restrictions (including through approved device method), off-street Council car parks and on-street resident parking schemes.

The Parking Services team at Reading Borough Council have completed the City and Guilds Notice Processing - QCT 1916. This qualification recognises the importance of back office staff, having the required skills, knowledge and detail when dealing with challenges, representation and appeals.

The Reading Borough Council Parking Services team have a duty to consider all aspects of a case. The Secretary of States guidance states that even when a clear contravention has occurred, the Council has discretionary power to cancel a Penalty Charge Notice, and this duty is adhered too - *“under general principles of public law, authorities have a duty to act fairly and proportionately and are encouraged to exercise discretion sensibly and reasonably and with due regard to the public interest”*. This exercise of discretion is approached objectively and without regard to any financial interest (in the penalty or decisions) that may have been taken at an earlier stage. However, discretion can be used to cancel or enforce a Penalty Charge Notice and some motorists who challenge their Penalty Charge Notice may not always receive the decision that they were looking for.

Penalty Charge Notices (PCNs)

Penalty Charge Notices are issued when people contravene the parking code. Penalty Charge Notice tickets can be categorised as higher or lower depending on the seriousness of the contravention. Higher level tickets for more serious breaches are £70 (e.g. parking on yellow lines) and lower level tickets for less serious breaches are £50 (e.g. parking with an expired permit or pay & display ticket).

Road markings (such as yellow lines, loading bays, bus stops and residents zones) indicate that some sort of restriction applies and signs nearby will always explain the parking restrictions (see Chapter 6). If these restrictions are breached, a contravention has occurred and a Penalty Charge Notice will be issued.

In the Council's public car parks Penalty Charge Notices may be issued if you fail to pay the correct amount at a pay and display ticket machine or for parking in a space for longer than you are permitted to. Also, if your car is reported to be causing a safety hazard, a source of congestion or an obstruction the Police may remove it. Drivers are responsible for making sure that their vehicles are parked correctly and not causing any obstructions. If vehicles are parked correctly they should not be issued with a Penalty Charge Notice.

Traffic Management Act 2004 Statutory Process - Direct Issue Process

The following process applies where the Civil Enforcement Officer has directly issued the Penalty Charge Notice to the vehicle or handed it to the driver. Please see section below for information about the process involved when the Penalty Charge Notice is sent by post.

Please refer to Chapter 5 for information about challenges, representations and appeals.

- After 14 days of the date of issue of the Penalty Charge Notice
 - The right to pay the discounted sum (£35/£25) after 14 days is lost. The 14 days starts with the date on which the Penalty Charge Notice was issued.
- After 28 days of the date of issue of the Penalty Charge Notice
 - If the charge is not paid 28 days from the date the Penalty Charge Notice was issued a Notice to Owner will be sent to the registered keeper of the vehicle.
 - At this point you can either pay the full charge within 28 days (£70/£50) or make representation to Reading Borough Council.
 - Failure to act on the Notice to Owner may result in a Charge Certificate being issued.
- After 28 days of the date of issue of the Notice to Owner
 - A Charge Certificate may be sent to the registered keeper of the vehicle, notifying the keeper that the charge has been increased by 50%

(£105/£75). If you receive a Charge Certificate you must pay within 14 days. There is no right to appeal at this stage.

- After 14 days of the date of issue of the Charge Certificate
 - If the Charge Certificate is not paid within 14 days, the debt may be registered at the Traffic Enforcement Centre and a registration fee of £7.00 will be added to the charge (£112/£82). An Order for Recovery will be sent to the registered keeper of the vehicle.
 - If you receive an Order for Recovery you must either pay the outstanding charge within 21 days or file a witness statement.
- After 21 days after the Debt Registration
 - If the charge has not been paid or a witness statement has not been made, the Traffic Enforcement Centre will grant authority for a Warrant to be issued and a certificated bailiff will be requested to recover the debt from you. The bailiff will charge you for this.

Traffic Management Act 2004 Statutory Process - Postal Issue Process

The following process applies where the Penalty Charge Notice has been issued by post. This occurs in circumstances where the Civil Enforcement Officer was prevented from issuing the Penalty Charge Notice at the time, or the vehicle drove away before affixing it to the vehicle/handing it to the driver. A Penalty Charge Notice may also be issued by post from an approved device i.e. a camera recording.

Please refer to Chapter 5 for information about challenges, representations and appeals.

- The Penalty Charge Notice will be sent to the registered keeper of the vehicle; at this point you can either:
 - Pay the discount within 14 days (£35/£25) or 21 days if the contravention was detected by an approved device.
 - If the discount is not paid in the 14/21 days, pay the full charge within 28 days (£70/£50).
 - Make representation to Reading Borough Council.
- After 28 days of the date of issue of the Penalty Charge Notice
 - A Charge Certificate may be sent to the registered keeper of the vehicle, notifying the keeper that the charge has been increased by 50% (£105/£75). If you receive a Charge Certificate you must pay within 14 days. There is no right to appeal at this stage.

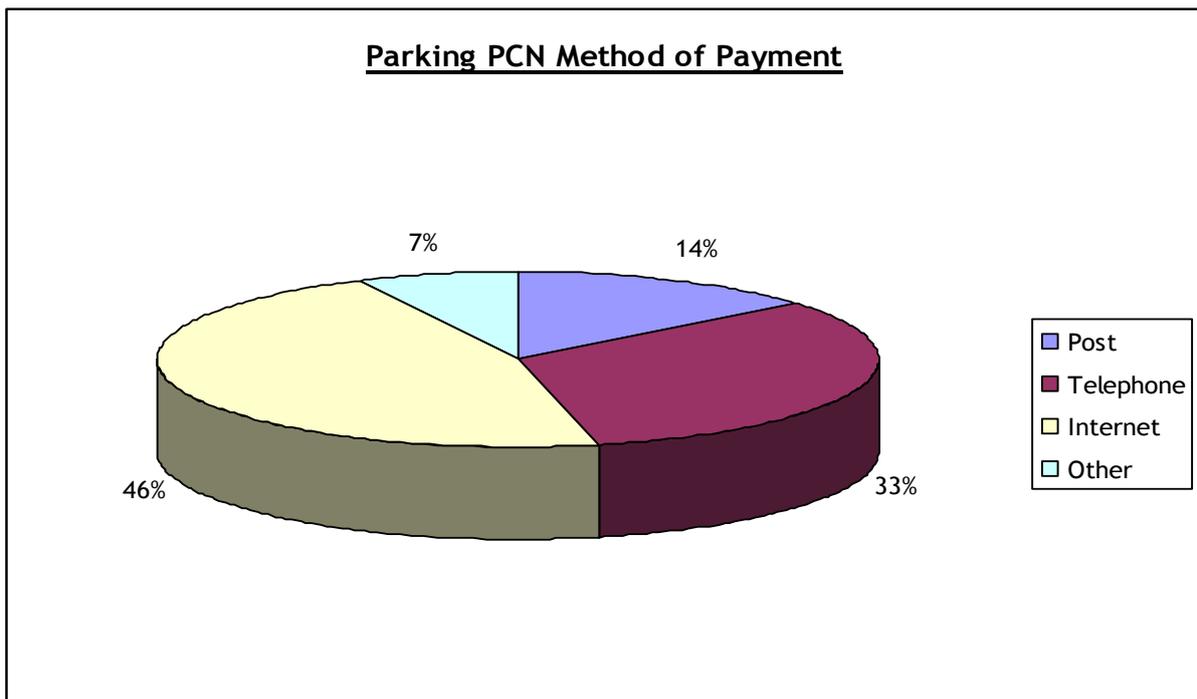
- After 14 days of the date of issue of the Charge Certificate
 - If the Charge Certificate is not paid within 14 days, the debt may be registered at the Traffic Enforcement Centre and a registration fee of £7.00 will be added to the charge (£112/£82). An Order for Recovery will be sent to the registered keeper of the vehicle.
 - If you receive an Order for Recovery you must either pay the outstanding charge within 21 days or file a witness statement.

- After 21 days after the Debt Registration
 - If the charge has not been paid or a witness statement has not been made, the Traffic Enforcement Centre will grant authority for a Warrant to be issued and a certificated bailiff will be requested to recover the debt from you. The bailiff will charge you for this.

Paying a Penalty Charge Notice

Penalty Charge Notices can be paid either online, by post or by phone. Once payment has been made, the driver/owner/hirer has accepted liability for the penalty charge and can no longer make a challenge/representation against the Penalty Charge Notice. Reading Borough Council’s interpretation of the relevant legislation (which is supported by the House of Commons Transport Committee) is that the recipient of a Penalty Charge Notice can pay the penalty or challenge the Penalty Charge Notice - it is not possible to do both.

The graph below shows the percentage of the different methods of payment used. It should be noted that the other includes payment made via the bailiff.



The table below shows the number of Penalty Charge Notices issued for 2012/2013¹. A copy of Penalty Charge Notices issued by ward, street and contravention code is provided in Appendix A.

Penalty Charge Notice Issued	2011/2012	Percentage	2012/2013	Percentage
Total Penalty Charge Notices Issued	44,651		45,771	
Number of higher level Penalty Charge Notices issued	27,620	62%	29,616	65%
Number of lower level Penalty Charge Notices	17,030	38%	16,070	35%
Number of Penalty Charge Notices with no charge level e.g. warning notice	1		85	0.2%
Number of Penalty Charge Notices paid	33,263	74%	34,213	75%
Number of Penalty Charge Notices paid at discount	26,689	60%	27,660	60%
Number of Applications registered at TEC (dated 03/10/2012)	9,002	20%	6,074	13%
Number of Penalty Charge Notices against which a formal or informal representation was made	10,251	23%	9,842	22%
Number of Penalty Charge Notices cancelled as a result of a formal or informal representation	1,223	3%	1,624	4%
Number of Penalty Charge Notices written off for other reasons	1,317	3%	1,391	3%

Overall the number of Penalty Charge Notices issued in 2012/2013 was 3% higher than the previous year. Reading Borough Council started enforcing Parking Contraventions through an approved device (an enforcement vehicle) and the increase in Penalty Charge Notice could be attributed to this. The number of approved device Penalty Charge Notices issued in 2012/2013 was 2,520. A breakdown of the notices issued by the approved device for street and contravention code is also provided in Appendix A

The number of challenges & representations received was lower than the previous year; however there was a slight increase in the number of cancelled tickets.

There was a rise in the number of Penalty Charge Notices with zero charge due to the extension of permit parking zone (Permit Zone 12R) in the Newtown area of Reading. Motorists were given warning notices when the parking restrictions came into force for a period of 2 weeks.

¹ Please note that this data is constantly changing and the data provided is that recorded on 3rd October 2013.

Further Information

Further information can be found in 'Parking Penalties and Enforcement' section of the <http://www.reading-travelinfo.co.uk> website.

This includes information on the following:

'I've got a Parking Ticket - what happens now?';

'How do I pay for my Parking Ticket?';

'What are the reasons for getting a parking ticket?';

'I've received a Notice to Owner - what happens next?';

'What Happens if I Do Nothing'; and

'I want to make informal representations challenging a ticket'.

Chapter 4 - Bus Lane Enforcement

Reading Borough Council has more bus lanes per mile of road than anywhere else in the UK and a greater proportion of people travel by bus than in most other cities and towns in the UK. Reading Borough Council and its partners want to make public transport reliable and punctual. Bus lanes, when operating properly, help improve journey times, punctuality and reliability which may help make public transport a more attractive option and in turn relieve congestion.

When bus lanes are misused they are less effective, hence the need for effective enforcement. When people ignore bus lanes they can cause delays to public transport and increase the risk of accidents as other road users are unlikely to be aware of their presence.

In October 2005, powers were introduced under the Transport Act 2000 that made it possible for Reading Borough Council to enforce the regulations governing the use of bus lanes in the Borough. The Police may still take action against persons driving in bus lanes or ignoring road signs, however, Reading Borough Council's enforcement by approved device camera's has substantially increased the likelihood of those abusing bus lanes being caught out.

The penalty for being caught in a bus lane is a £60 Penalty Charge Notice. Cameras record vehicles using bus lanes and penalties are issued based on this information. Enforcement officers check the recordings to determine whether a contravention of the rules has taken place or if there may be other circumstances e.g. to avoid an accident. It is possible to make a representation against the Penalty Charge Notice within 28 days of it being issued.

In 2012/2013, the Council introduced two approved device cameras on the network on Basingstoke Road and Hemdean Road bus lanes and upgraded a number of existing cameras.

Transport Act 2000 Statutory Process

Please refer to Chapter 5 for information about challenges, representations and appeals.

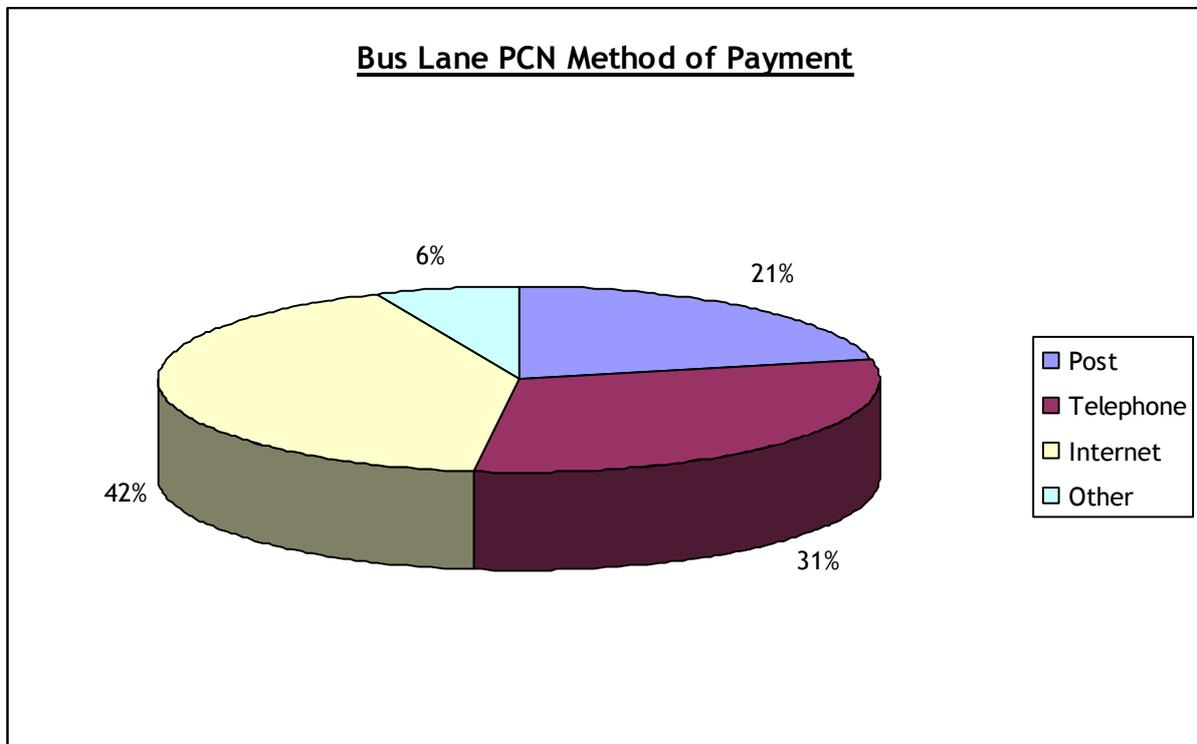
- The Penalty Charge Notice will be sent to the registered keeper of the vehicle; at this point you can either:
 - Pay the discount within 14 days (£30).
 - If the discount is not paid in the 14 days, pay the full charge within 28 days (£60).
 - Make representation to Reading Borough Council.
- After 28 days of the date of issue of the Penalty Charge Notice
 - A Charge Certificate may be sent to the registered keeper of the vehicle, notifying the keeper that the charge has been increased by 50%

(£90). If you receive a Charge Certificate you must pay within 14 days. There is no right to appeal at this stage.

- After 14 days of the date of issue of the Charge Certificate
 - If the Charge Certificate is not paid within 14 days, the debt will be registered at the Traffic Enforcement Centre and a registration fee of £7 will be added to the charge (£97). An Order for Recovery will be sent to the registered keeper of the vehicle.
 - If you receive an Order for Recovery you must either pay the outstanding charge within 21 days or file a statutory declaration.
- After 21 days after the Debt Registration
 - If the charge has not been paid or a statutory declaration has not been made, the Traffic Enforcement Centre will grant authority for a Warrant to be issued and a certificated bailiff will be requested to recover the debt from you. The bailiff will charge you for this.

Paying a Penalty Charge Notice

Penalty Charge Notices can be paid either online, by post or by phone. The graph below shows the percentage of the different methods of payment used for Penalty Charge Notices relating to bus lanes. It should be noted that the other includes payment made via the bailiff.



The table below shows the number of Penalty Charge Notices issued for entering bus lanes in 2012/2013². A copy of Penalty Charge Notices issued by street for entering bus lanes is provided in Appendix B.

Penalty Charge Notice Issued	2011/2012	Percentage of Total Issued	2012/2013	Percentage of Total Issued
Total Penalty Charge Notices Issued (including re-issued Penalty Charge Notices e.g. new keeper)	101,898		71,406	
Total Penalty Charge Notice Contraventions recorded	96,551		72,360	
Number of Penalty Charge Notices paid	78,706	82%	60,716	84%
Number of Penalty Charge Notices paid at discount	71,374	74%	53,618	74%
Number of Penalty Charge Notices against which a formal representation was made	16,182	17%	12,172	17%
Number of Penalty Charge Notices cancelled as a result of a formal representation	6,242	6%	2,276	3%
Number of Penalty Charge Notices written off for other reasons	1,050	1%	2,461	3%

The number of Bus Lane Penalty Charge Notices issued has decreased by 30% this year compared with the previous year. After the major change to the Town Centre road network in 2011, the compliance rate has increased in 2012/2013. The Council would expect this trend to continue in the future. A breakdown of the individual bus lanes is shown in Appendix B and demonstrates that apart from 2 Bus Lanes (Friar Street (Westbound) and The Forbury) all have seen a drop in the number of contraventions recorded.

The number of representations and cancelled tickets has also seen a decrease compared to the previous year. Overall there were 25% fewer representations and 64% fewer penalties cancelled as a result of a formal representation.

The percentage of Penalty Charge Notices paid has slightly increased this year, 84% compared with 82%.

² Please note that this data is constantly changing and the data provided is that recorded on 3rd October 2013.

Further Information

Further information on bus lanes, their enforcement, Penalty Charge Notices and representation against Penalty Charge Notices can be found in the 'Bus Lane Enforcement' section of the <http://www.reading-travelinfo.co.uk> website.

Chapter 5 - Challenges, Representations and Appeals

If a driver is issued a Parking Penalty Charge Notice, which they feel is unwarranted, they have the right to challenge the Penalty Charge Notice. This is done in 3 stages. The first stage is an informal challenge to Reading Borough Council which is followed up by the second stage which is a formal representation to the Council. If the representation to the Council is unsuccessful, the third stage is an appeal to the Traffic Penalty Tribunal. It should be noted that for Penalty Charge Notice issued by post (either parking or bus lane related) there is no informal challenge.

The Reading Borough Council Parking Services will deal with each case on its own merits and will take into account the evidence recorded by the Civil Enforcement Officer and the information provided for a case. There are statutory time limits for dealing with representations and appeals, whereas guidance is provided for informal challenges. In all cases the Reading Borough Council Parking Services aim to deal with challenges, representation and appeals in an efficient, effective and impartial way.

Stage 1 - Making an Informal Challenge

Reading Borough Council Parking Services have a legal obligation to consider all informal challenges received. If an informal challenge is made within 14 days of the Penalty Charge Notice being issued, the discount period will be put on hold until the Council can deal with the challenge. A letter from the driver explaining the reasons why they feel they have grounds for an appeal should be made as soon as possible to the address given on the Penalty Charge Notice. The letter can be submitted by writing to the Council using surface mail or making a challenge by way of a secure website. A letter will be replied to if the challenge is upheld and the Penalty Charge Notice will be cancelled. If the challenge is not upheld, provided the challenge was made within 14 days of the Penalty Charge Notice being issued, a further 14 days to pay the Penalty Charge Notice at a discounted rate will be granted.

Stage 2 - Representations

A representation (under the Traffic Management Act 2004) can only be made upon receipt of a Notice to Owner, in cases where the PCN has been affixed to the vehicle or handed to the driver. The Notice to Owner will be sent to the registered keeper of the vehicle 28 days after the issue of the Penalty Charge Notice. Should a Penalty Charge Notice have already been paid the case is considered closed and no representation or appeal may be made. Once a Notice to Owner has been issued, the vehicle owner has 28 days to make a representation. The Council has a legal obligation to consider all representations received and must reply within 56 days of receiving the representation, if the Council does not reply in this time period, the Penalty Charge Notice is automatically cancelled.

Should a representation be unsuccessful the owner will be liable to pay the Penalty Charge Notice at the full rate. If the Council rejects the representation, an appeal may then be made to the Traffic Penalty Tribunal. Where a Penalty Charge Notice

has been issued by post the registered keeper has 28 days to make a representation to the Council. If those representations are made within the discount period, the Council will generally hold the discount and if the decision is made to reject the Penalty Charge Notice, this will be re-offered again. However, should an appeal be made to the Tribunal, the full charge would then apply, even if it is within the re-offered discount period. This process is set down by the Traffic Management Act 2004 (and accompanying regulations) for parking contraventions. The process is the same for bus lane contraventions issued under the Transport Act 2000, however, there is no informal challenge or time limit set for the Council to reply to a representation. These are the only ways to query a Penalty Charge Notice.

Complaints about the parking scheme itself should be made in writing to Reading Borough Council. General enquiries concerning parking issues may be made by telephone, however, Reading Borough Council cannot accept challenges or representations made by email or telephone.

The table below shows items of correspondence received in relation to informal challenges, parking and bus lane representations for 2012/2013³.

2012/2013	Informal Challenges	Incoming Parking Representations	Incoming Bus Lane Representations	Total
April	665	156	1,214	2,035
May	735	117	1,351	2,203
June	568	171	974	1,713
July	598	181	978	1,757
August	449	291	747	1,487
September	511	203	589	1,303
October	661	264	702	1,627
November	686	257	1,184	2,127
December	483	228	1,174	1,885
January	522	446	1,471	2,439
February	532	332	928	1,792
March	454	332	860	1,646
Total	6,864	2,978	12,172	22,014

³ Please note that this data is that recorded on 3rd October 2013. This data includes PCNs that have made multiple challenges and/or representations

Stage 3 - Appeal to the Traffic Penalty Tribunal

The Traffic Penalty Tribunal is a body independent of the Council. Adjudicators are people with at least five years legal experience who consider the evidence for appeals against Penalty Charge Notices issued by Local Authorities. Their decision is final and binding on both parties.

Should a Representation to the Council be unsuccessful a Notice of Rejection and a Notice of Appeal will be sent to the registered keeper. This is the form that must be used to appeal to the Traffic Penalty Tribunal. A Traffic Penalty Tribunal appeal can only be made should a representation to the Council already have been rejected. When they receive a 'Notice of Appeal', the Traffic Penalty Tribunal staff will make some basic checks and if everything is in order it will be registered as a formal appeal. The registered keeper will receive acknowledgement of this and a date as to when the appeal is due to be decided. The Council will also be notified that the appeal has been lodged and will be given a date for which to submit their evidence to the Adjudicator. In the case of a personal appeal being asked for, the Traffic Penalty Tribunal staff will schedule it for the next appropriate hearing at the registered keepers preferred location and give 21 days notice of the precise date, time and venue.

The table below shows how many appeals were dealt with by the adjudicators⁴.

2012/2013	Parking Penalty Charge Notices	Percentage of Total PCNs Issued	Percentage of Appeals Received	Bus Lane PCN	Percentage of Total PCNs Issued	Percentage of Appeals Received
Total Penalty Charge Notices Issued	45,771			71,406		
Total Appeals Received	358	0.78%		361	0.51%	
Dismissed by Adjudicator	116	0.25%	32.40%	199	0.28%	55.12%
Allowed by Adjudicator	65	0.14%	18.16%	43	0.06%	11.91%
Not Contested by Council	161	0.35%	44.97%	109	0.15%	30.19%
Consent Order	13	0.03%	3.63%	8	0.01%	2.22%
Awaiting decision inc. other	3	0.01%	0.84%	2	0.003%	0.55%

⁴ Please note that this data is constantly changing and the data provided is that recorded on 3rd October 2013.

Consent Order means the Council and Appellant have reached an agreement over the appeal.

The number of parking appeals to the adjudicator has risen compared to appeals received in 2011/2012 (289, compared with 358 for 2012/2013), this may be due to the increased awareness about the appeals process. The percentage of cases not contested by the Council has decreased compared to last year (0.37% for 2011/2012, compared with 0.35%)

Nationally the average number of parking appeals to the Traffic Penalty Tribunal is less than 1%, and this Council is within this average at 0.78%. The Traffic Penalty Tribunal annual statistics for 2012/2013⁵ provisionally reports the average allowed and dismissed rates for parking appeals at 23% and 43% respectively. The Councils allowed rate is at 18% which is lower than the national average and demonstrates the Council carefully considers cases before pursuing them. Although the dismissed rate is lower at 32%, it shows that the Council's decision whether to contest the appeal or not is taken with a fair and impartial manner. A fresh review of the case is made, regardless of the decision made at representation stage. The Council reviews all adjudicator decisions and through the feedback from them will try to ensure that unnecessary appeals are not registered.

The number of bus lane appeals to the Traffic Penalty Tribunal has decreased by almost 40% compared to appeals received 2011/2012 (590, compared with 361 for 2012/2013). The number of cases not contested by the Council has also dropped by 70% (it was 377, compared with 109).

The Traffic Penalty Tribunal annual statistics for 2012/2013* provisionally reports the average allowed and dismissed rate for bus lane appeals at 20% and 47%. The number of allowed appeals for this Council is 12%, under the national average, whilst the number of appeals dismissed is at 55%. This is a good indication that the bus lanes are compliant to national standard. Each case is dealt with on their own merits and a fresh review is made when the appeal is received from the Traffic Penalty Tribunal. The Council, as with parking appeals, reviews all decision and uses the feedback from the adjudicator to ensure bus lane appeals are pursued in a fair and impartial manner.

Further Information

Further information on how to submit an appeal and detail on appeals can be found in 'Parking Penalties and Enforcement' section of the <http://www.reading-travelinfo.co.uk> website.

This includes information on the following:

'I want to make informal representations challenging a ticket'; and

'My representations have been rejected and I've received a Notice of Rejection'.

⁵ Please note that the Traffic Penalty Tribunal annual statistics data is provisional at the date of this report.

Chapter 6 - How to Park

Road markings such as yellow lines, loading bays, bus stops and residents zones, indicate that some sort of restriction applies. Signs nearby will always explain the parking restrictions. If in doubt check the signs. Drivers are responsible for making sure that their vehicles are parked correctly and not causing any obstructions. If vehicles are parked correctly they should not be issued with Penalty Charge Notices.

If you are in doubt where you can park, and for how long, check the markings on the road and nearby signs. The following sections provide a brief overview of some of the most commonly used parking signs in Reading.

Waiting Restrictions

Waiting restrictions apply to the carriageway, pavement and verge. A single yellow line on the road shows a restriction that applies for part of the day and/or on certain days of the week. The timing of the restriction will be shown on an adjacent sign. Double yellow lines on the road mean that you cannot park or wait in the vehicle in this area at any time (if the restrictions are seasonal that will be indicated on nearby signs). Double yellow lines are a national restriction and there is no requirement to sign this restriction. None of the wheels of your vehicle should be on the double yellow lines. You are allowed to stop temporarily on double yellow lines to load/unload or to drop passengers (see also loading restrictions). Once you have done so you should move your vehicle immediately.



Loading Restrictions

Yellow markings on the kerb or at the edge of the carriageway mean loading and unloading is prohibited. A single yellow bar means loading is not permitted at the times shown on the nearby signs (the terms used on the signs are the same as those explained above for waiting restrictions). Two yellow bars mean loading is not permitted at any time. Loading bays are usually marked on the road and shown on signs. You may not wait in these areas unless you are loading or unloading. Some of these bays may be restricted to Goods Vehicles only.



School Markings

You must not stop, park, nor pick up nor drop off passengers on areas shown by school keep clear zig zag markings.

Permit Bays and Shared Use Bays

Reading has a number of different parking permits which are available across the town (see Chapter 7). Household within a permit zone are entitled to parking permits, the permits will have a zone printed on them, and these are the only zones the permits are valid in. The zones were re-organised in 2011 and there are currently two permit zones stated on the signs, this is because there are still valid visitor permits issued in 2009-2010 that are still valid with the old permit zones. These permits will cease to be valid at the end of 2014.

There are a number of shared use permit parking bays in the zones, this allows non-residents to park without a permit. The majority of these shared use bays allows non-permit holders to park between 8am and 8pm Monday to Sunday, outside of the hours stated the bays are reserved for permit holders only. There are variations to the 8am to 8pm time periods and it is the responsibility of the motorist to check the signs each and every time they park to confirm the restrictions.

In some permitted streets within the town centre, the shared use bays are pay and display with permits (see Chapter 11 for information on pay and display). Non-permits holders can park in these bays but will need to purchase a pay & display ticket, between the hours stated on the sign. The majority of pay and display shared bays hours are between 8am and 8pm or 10am to 4pm Monday to Sunday and motorist must check the signs when parking each and every time. Outside of the hours stated the bays are reserved for permit holders.

The restrictions are applicable to the side of road that the signs are situated and there should not be an assumption that parking on one side of the street will have the same restriction as across the road.

Other Restrictions

Parking is governed by rules 238-252 of the Highway Code. The rules contained in the Highway Code have the force of law and apply to the drivers and passengers of all vehicles and to cyclists and pedestrians. It is the responsibility of all drivers to be and remain familiar with the Highway Code. 'The Highway Code' Crown copyright is reproduced with the permission of the controller of Her Majesty's Stationery Office.



Chapter 7 - Permits

Permit Parking Zones came to Reading in the mid 1970's with the intention to enable residents to park in streets that would have otherwise been occupied by shoppers or commuters parking in the town centre. As levels of car ownership and traffic patterns have developed, the zones have spread away from central Reading to other parts of the town affected by parking problems.

In 2011/2012, the parking permit service and the zoning system was updated with zones becoming larger and a better split between the number of permits being issued and the number of on-street parking spaces being made available. In September 2012, permit zone 12R was extended to include an additional 7 streets in the area.

There are currently three main types of permits available, resident, visitor and business, however, temporary permits and other discretionary permits are also available.

The permit must be displayed in its registered vehicle at all times when the vehicle is parked in a permit bay. The permit should be displayed on the windscreen and be readable so that the information contained on it is legible. The information on the permit will contain; the vehicles registration, the permit zone, the expiry date, and the make of the vehicle.

From April 2012 residents were able to renew their permits online without the requirement to re-apply and provide evidence. The table below shows that the majority of residents preferred this method of renewing their permits.

Permit Type	Total Renewed Online 2012/2013	Total Issued 2012/2013	Percentage renewed
Business	16	30	53%
Resident	4088	8505	48%
Visitor	814	9965	8%

All other permit types will require a new application, as these are issued at the discretion of the Council. The Council must be satisfied that the same conditions apply for discretionary permits and there is no automatic right of renewal.

Resident Permits

Resident Parking Permits are provided in controlled parking areas for residents of Reading. Following an extensive consultation, parking zones were simplified and re-organised providing a longer and more flexible parking solution. Permits will run for 12 months from the date of issue and it is up to the user to renew a permit before it expires.

A maximum of two permits are available to be issued per household. To comply as a household the house or flat must; lie within a Permit Parking Zone, be registered for Council Tax, have appropriate planning permission, and not have a planning

condition that prohibits the issue of permits. The first permit per household is currently free however the second is £75. It is down to the discretion of the home owner as to what name goes on which permit. When first applying for a permit, proof of residence and proof of car ownership will be required to be sent with the application. Once a permit has been granted, it can be renewed the following year online without the need for re-applying or supplying evidence.

Business Permits

Business Parking Permits are available to businesses that operate within a permit parking zone. The criteria to be eligible for a Business Parking Permit are; the staff and operators may not reside in the permit zone, the premises must have no associated off-street parking, and the staff for whom the permits are intended for should require regular and frequent use of their vehicles during the working day.

Businesses are eligible to apply for one permit per business with any further requests to be made on the discretionary application form. When applying for a permit, the business must provide proof of address and proof of vehicle ownership. Business permit applications must be made by post.

Visitor Permits

Both residents and businesses within permit parking areas can offer visitor permits. All households in permit' parking zones are entitled to visitor permits. Visitor permits are scratch cards each for half days. They are issued in books of 20 permits. The first two books are free and a further five books are available at a cost of £20 per book. Proof of residence is required when applying for visitor permits. Businesses are able to purchase up to 100 visitor permits, Community Agencies are able to purchase an unlimited number of visitor permit. Like with the Residents' visitor permits, Business visitor permits are scratch cards for half a day and are also issued in books of 20 at £20 per book. Once the books have been granted, they can be renewed the following year, online without the need for re-applying or supplying evidence. Visitor Books can not be renewed, if more than a year has passed since they were originally issued.

Temporary Permits

Temporary permits can be obtained by post or in person by visiting the Civic Centre Reception. Temporary permits are normally issued to residents who have just moved into the permit zone or have changed their vehicle. Temporary permit are issued for 8-weeks to allow time to submit full proofs. Temporary permit cover is not extended after the 8 week period as it is felt this is enough time to have obtained the full proofs required.

Discretionary Parking Permits

Reading Borough Council has recognised that there are those who, from time to time, may have business within the permit zones which, the Council may decide at its discretion as the Highway Authority to be legitimate reason to grant a permit. Other such permits that the Council issues include: Medical Practitioners, Healthcare Professional, Carer, Charity, Tradesperson, Teacher, Nanny and Other Resident/Business/Visitor Discretionary.

The table below shows the total permits issued by type⁶ and the permits zones and the number of permits⁷ on issue

Permit Type	Total issued in 2011/2012	Total issued in 2012/2013
Business	40	30
Business Discretionary	8	7
Charity (free and charged)	41	42
Carer	195	161
Doctor	52	70
Health Care Professional	440	482
Resident Discretionary (free and charged)	94	97
Resident - Free Permits	7,010	7,083
Resident - Second Permit	1,322	1,422
Non-UK Registered Vehicle Permits	3	1
Nanny	0	0
Teacher	25	33
Tradesperson - Annual	102	85
Tradesperson - Daily	136	373
Temporary Permits	3,012	3,790
Visitor Books - Free	12,902	7,577
Visitor Books - Charged	2,690	2,388
Visitor Business	49	30
Visitor Discretionary	149	175
Total	28,270	23,846

⁶ Please note that this data is that recorded on 3rd October 2013.

⁷ Please note that this data is constantly changing and the data provided is that recorded on 17th April 2013.

Permit Zone	Approx. Spaces on street	Resident Permits	Resident Discretionary	Business Permits	Business Discretionary	Carer Permits	Charity Permits	Total Permits	Capacity
01R	539	536	4	3	1	13	1	558	104%
02R	180	230	4	2	0	3	0	239	133%
03R	537	503	3	0	0	18	0	524	98%
04R	99	55	6	1	1	1	1	65	66%
05R	547	455	16	2	0	10	7	490	90%
06R	534	510	2	2	0	9	3	526	99%
07R	1,526	1,307	29	1	1	16	1	1,355	89%
08R	775	659	18	9	1	20	12	719	93%
09R	462	436	1	1	0	9	0	447	97%
10R	1,194	1,189	10	1	2	22	1	1,225	103%
11R	348	453	3	7	1	3	0	467	124%
12R	1227	1101	6	1	0	14	1	1123	92%
13R	230	227	1	0	0	6	0	234	102%
14R	184	161	3	0	0	2	0	166	90%
B4	6	2	0	0	0	0	0	2	33%
B5	5	3	0	0	0	0	0	3	60%
B6	6	5	0	0	0	0	0	5	83%
C4	18	5	1	0	0	0	1	7	39%
W1	20	16	0	0	0	0	0	16	80%
Z1	25	14	0	0	0	0	0	14	56%
Total	8,462							8,149	96%

Further Information

Further information on how to obtain parking permits can be found in 'Parking Residents' Permit Parking' section of the <http://www.reading-travelinfo.co.uk> website.

This includes information on the following:

'Applying for your parking' - 'Residents Permits';

'Applying for your parking' - 'Business Permits';

'Visitor permits'; and

'Temporary permits'.

Chapter 8 - Blue Badges

Blue Badges provide a vital lifeline to over 2.5 million people every year allowing disabled people to access employment, shops and other services. Blue Badge fraud is a growing issue across the country. Abuse of the scheme means that priority spaces are unable to be used by those who need them most.

It is therefore vital that Reading Borough Council put measures in place to try and reduce the number of incidences of Blue Badge fraud.

Since the 1st January 2012, the Department for Transport (DfT) has introduced a new Blue Badge Improvement Service (BBIS) scheme which is intended to tackle this problem. The scheme comprises of a central nationwide database and a new assessment process to ensure badges only go to those who need them. The scheme will be managed nationally by Northgate Public Services.

The new Blue Badges nationally use security style inks and techniques making them almost impossible to reproduce, tamper with or amend. It is now an offence for anyone who is not the actual badge holder to use the Blue Badge, or to park in an on-street Blue Badge parking bay without displaying a badge. Reading Borough Council has set-up a Fraud Hotline (0500500777) and an on-line Fraud Reporting Form should anyone notice and want to report someone committing these fraudulent offences.

The Department for Transport has issued a booklet called 'The Blue Badge Scheme: Rights and Responsibilities in England'. This booklet explains to the holder of a Blue badge their responsibilities, places where they can and can not park, and further travel advice. This also includes information on how to display the badge, where parking is for free and where time limits do/do not apply.

The table below shows the Blue Badges issued in 2012/2013 and total on issue as of 31st March 2013, compared with previous year.

Blue Badge Allocation	Issued in 2011/2012	On issue as of 31st March 2012	Issued in 2012/2013	On issue as of 31st March 2013
Total number of valid Blue Badges	2,140	5,189	1,556	4,698
Total number of Blue Badges on issue to organisations	54	197	54	170

Blue Badge Fraud and Enforcement

The Corporate Investigation Team has worked jointly with the Reading Borough Council Parking Services, the Civil Enforcement Officers and the Police, with some very positive results. Currently only the Police have powers to confiscate any Blue Badges which are on display that has been reported lost or stolen or where the person to whom the badge was issued has deceased.

In 2012/2013, the Corporate Investigations Team were referred a total of 36 Blue Badge potential misuse or fraud cases. Of these, 12 were further investigated and the outcomes of the investigations are shown in the table below:

Number of Cases	Issue	Outcome
1	Stolen Badge	Referred to Thames Valley Police as a theft matter
1	Failure to Return Blue Badge	Badge was located at relatives address and returned to the Council therefore preventing any possible misuse
2	Misuse by a third party	Warning Letters Issued to Blue Badge Holder
2	Misuse by a third party	One Case Successfully Prosecuted and Other Case Still Pending
1	False Details on Blue Badge (Date Altered)	Case Prosecuted under the 2006 Fraud Act
2	False or Incorrect applications	Applications process terminated prior to issue
2	Blue Badge Expired	Blue Badges Located and returned to Council
1	Duplication	Duplicate Badge not issued

All Civil Enforcement Officers have a link via referral directly to the Corporate Investigations Team, and will issue Penalty Charge Notices where any suspect misuse has occurred. Reading Borough Council will write to any Blue Badge holder where it can be shown that their badge has been misused and any repeated misuse could result in the badge being revoked. Any persons found in possession of or using either a reported stolen or lost badge or in possession of a badge where the holder has deceased may face criminal prosecution.

National Fraud Initiative

The purpose the National Fraud Initiative is to recover those Blue Badges which should have been returned following a death. Reading Borough Council is part of this initiative. Following the national redesign of Blue Badges, it should make it easier for Local Authorities to both cross check and identify fraudulent badges.

Further Information

A free phone hotline for anyone who suspects Blue Badge fraud in the area is: 0500500777.

Further information on how to obtain a Blue Badge can be found in Disabled Parking Blue Badge Scheme section at: <http://www.reading.gov.uk/residents/care-and-support-for-adults/adultsocialcare/physical-disabilities-and-sensory-needs/disabled-parking-blue-badge-scheme/>

This includes information on the following:

‘Reporting Fraud’

‘Blue Badge Application form’

‘Blue Badge Application form for organisations’ and

‘Guide to using your Blue Badge’

Chapter 9 - Signs and Lines Maintenance

Reading Borough Council's Highways team deals with the maintenance of existing signs and lines. The Area Highway Inspectors carry out safety inspections and defects in lines or missing signs will be identified and any associated works ordered. The frequency of inspections varies depending on the road classification. Monthly inspections are carried out for A- class road, quarterly inspections for B- and C-class roads and unclassified roads annually.

Any other defects identified through observations or checks made by the Civil Enforcement Officers, Ward Councillors and members of the public are also actioned as appropriate.

In addition to signs and lines, the Highway Inspectors as part of their safety inspections will identify defects to direction signage, carriageways/footways/cycleways and gullies and order repair works as necessary. The Inspectors also undertake Night Scouts monthly to identify street lighting faults and order repair works.

There is also an annual resurfacing programme usually carried out during the summer which often affects lines. These will be replaced as soon as possible after surfacing work has been completed.

Snow will cover lines particularly on local residential roads where gritting does not take place. The parking restrictions remain in operation as set out in the appropriate Traffic Regulation Order.

On the principal roads and the main bus routes gritting is undertaken in accordance with the Winter Service Plan but the channel lines where road markings are will often remain covered until a thaw takes place.

A Penalty Charge Notice will only be issued where the Civil Enforcement Officer has checked that the lines and signs are in an acceptable condition. A motorist's attention should be drawn to the restriction when parking (See Chapter 6 for further information). The Council is unable to maintain the lines and signs in a perfect condition at all times, and it is recognised by the Traffic Penalty Tribunal that the lines and signs will over a period of time be subject to wear and tear.

Regulation 18 of the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996 states that: *'Where an order relating to any road has been made, the order making authority shall take such steps as are necessary to secure a) ... the placing on or near the road of such traffic signs in such positions as the order making authority may consider requisite for securing that adequate information as to the effect of the order is made available to persons using the road'*. The Council complies with this Order and will ensure that restrictions are clearly marked for motorists.

Chapter 10 - Car Parks

The current parking strategy is a core element of the Local Transport Plan. The strategy essentially aims to manage the level of long stay/commuter parking in the town centre. A key feature of the strategy is pricing of town centre parking to reflect the availability of alternatives, especially long stay parking provided by park and ride.

Reading Borough Council has a partnership contract with National Car Parks Limited (NCP). NCP manages the Council's car parks on a daily basis and maintains the car park cleanliness and deal with any other ad hoc duties e.g. maintaining lifts, removal of abandoned vehicles etc. The partnership has been in place from April 2007 and since this time, there has been a large investment made into the car parking infrastructure. This investment has included: updating the payment machines, replacing entry/exit barriers, improved lighting, improved tariff boards, and re-surfacing/re-lining car parks. More specific improvements are the waterproofing and drainage works at Queens Road and Broad Street Mall, fencing to Kings Meadow and a front end tidy up at the Cattle Market car park. Reading Borough Council and NCP review the tariff structure on an annual basis. Season tickets are available for Queens Road, Hills Meadow and Chester Street car parks. Season tickets are available annually, 6 monthly, 3 monthly and 1 monthly (except Chester Street which only offers annual permits).

The table below shows the spaces available in each car park.

Car Park	Spaces
Broad Street Mall	784
Queens Road	700
Hills Meadow	298
Civic B Car Park	170
Kings Meadow	95
Cattle Market	90
Chester Street, Caversham	60
Recreation Road, Tilehurst	80
Dunstall Close, Tilehurst	47
Total	2,324

Further Information

Further information can be found in the 'Car Parks' section of the <http://www.reading-travelinfo.co.uk> website or the NCP website <http://www.ncp.co.uk/>

Chapter 11 - Pay and Display

Reading Borough Council introduced on-street pay and display in October 2010, this offered alternative short-term parking for the Town Centre. Following the Town Centre Redevelopment Works associated with the Reading Station upgrade, a total of 198 pay and display bays were introduced at that time. The bays are located across the town centre and provide more flexible parking options for visitors.

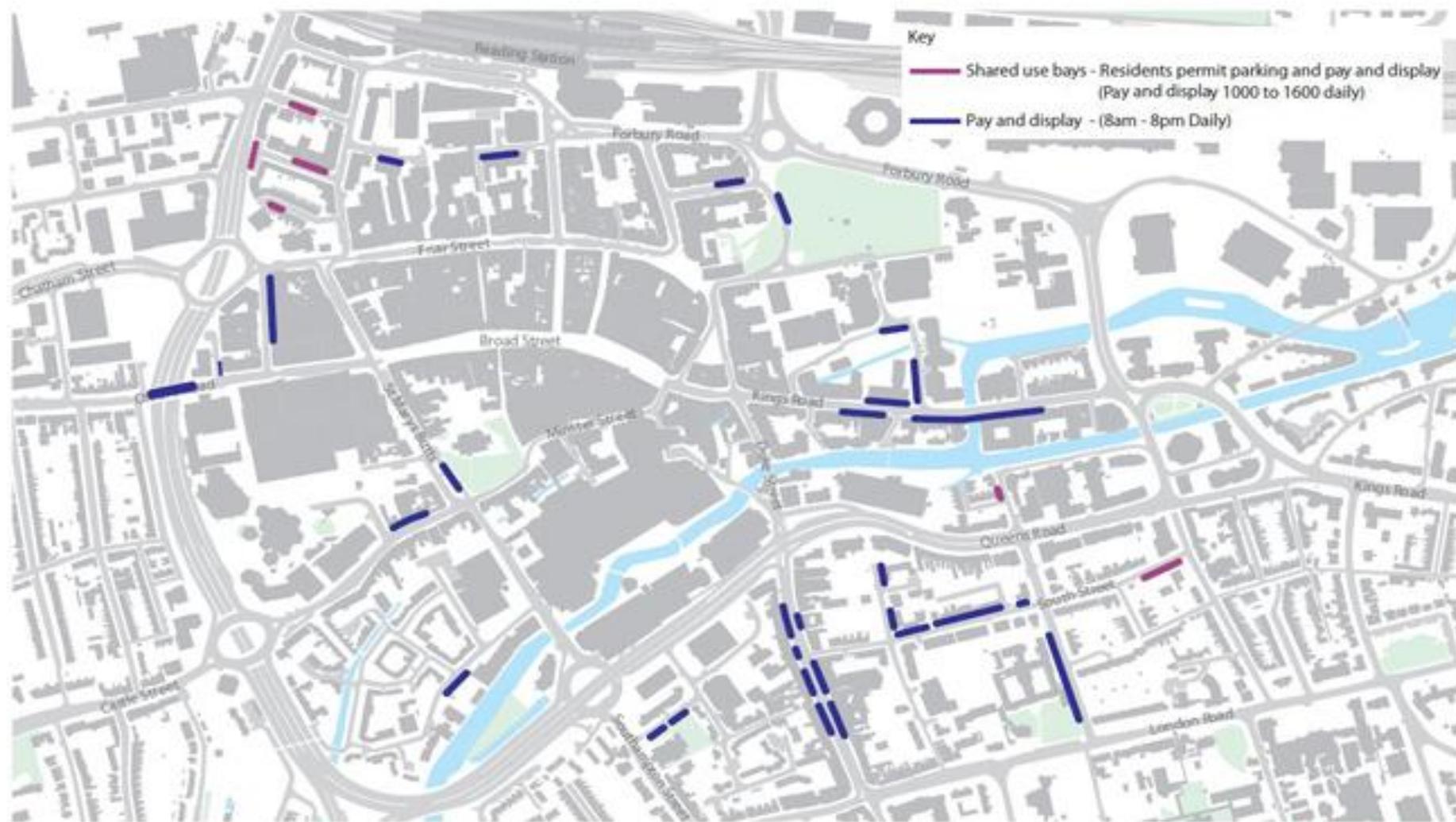
In January 2013, an additional 20 Pay and Display bays were introduced into the Town Centre. These were located in Oxford Road (on the bridge near Travel lodge), St Mary's Butts (on Island, opposite Church), Thorn Street outside Beadle Chrome shop, opposite Travel lodge), and Vachel Road (Dead end section, next to IDR)

The majority of the bays are operational between 8am and 8pm, Monday to Sunday, but there are a few locations that are shared with permit parking (See Chapters 6 and 7 for further information).

In line with the Department for Transport under 'The Blue Badge Scheme: Rights and Responsibilities in England', holders of the blue badges can park for free and without time limit in the pay and display bays. However, in the shared use bays it is only for free and without limit during the hours a pay and display ticket is required, outside of the hours a parking permit is required. (See Chapter 8 for further information)

A map of the on-street pay and display and blue badge parking facilities provided within the town centre are shown overleaf.

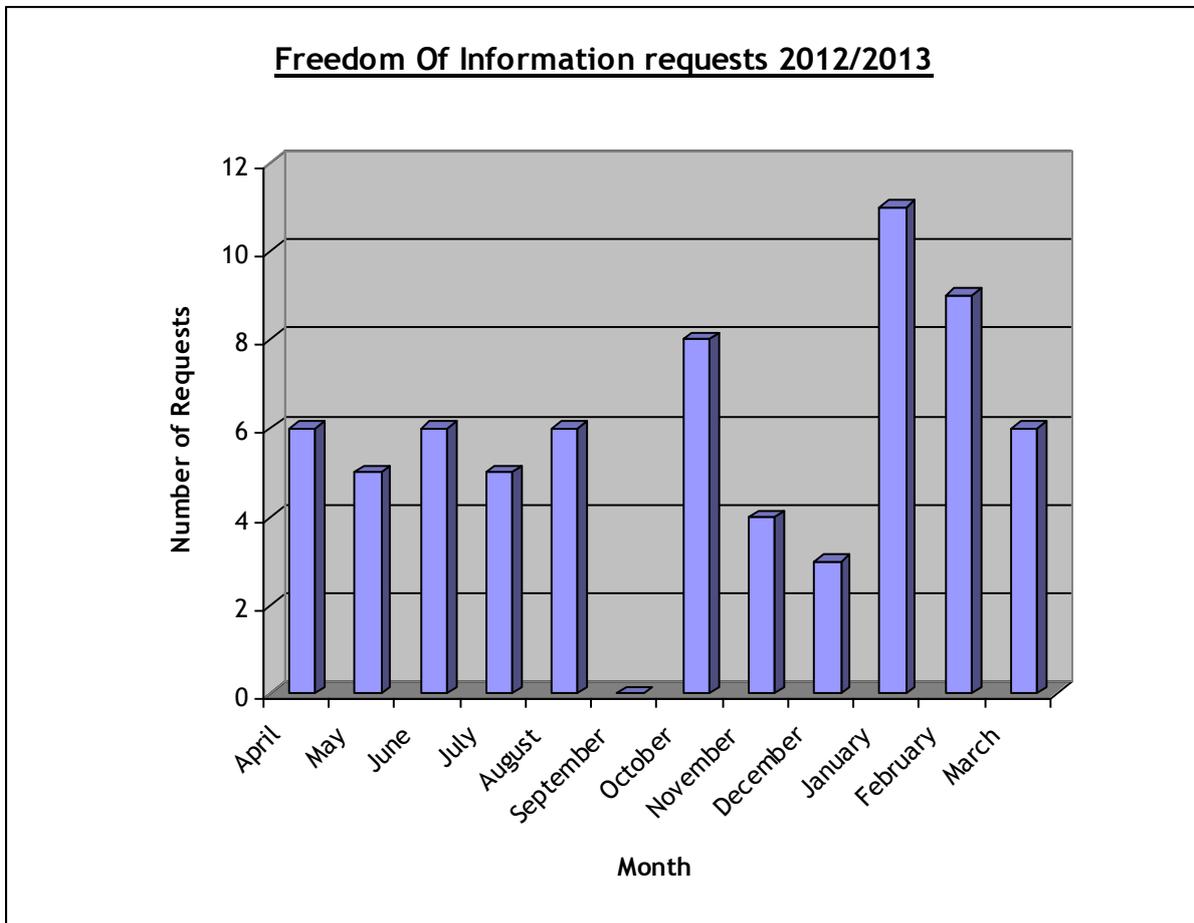
Reading Town Centre On Street Pay and Display Locations



Chapter 12 - Freedom of Information

The Freedom of Information Act came into effect in January 2005. This requires Reading Borough Council to provide information which is held available to the general public. The Freedom of Information Act requires that Reading Borough Council respond to requests within 20 working days. Reading Borough Council is only required to respond with information that is held - it does not require the Council to analyse the information.

The graph below shows the number of Freedom of Information requests on monthly basis received by the Reading Borough Council Parking Services team in 2012/2013⁸. In 2012/2013, a total of 69 Freedom of Information requests were received by the Reading Borough Council Parking Services team. This was 10 less than the previous year.



The Reading Borough Council Parking Services team often receive the majority of Freedom of Information requests from motorists that have received a Penalty Charge Notice. Such requests are seeking to obtain information about Penalty Charge Notices issued in the same location. Whilst the team seek to respond to requests within 20 working days, there are some instances where the request has been too broad e.g. no date range, specific types of challenges, Penalty Charge Notices issued to non-Reading

⁸ Please note that this data is that recorded on 2nd October 2013.

based motorists. Therefore, if a manual search of each Penalty Charge Notice is required, this can take between 30 seconds to 2 minutes to investigate. As Reading Borough Council hold thousands of records for the majority of requests made, it would exceed the 18 hour time limit for such a request making it exempt. The table below shows some of the most common Freedom of Information requests received.

Freedom of Information Request	Information
Penalty Charge Notices issued by location	See Chapter 3 for an overview. A copy of Penalty Charge Notices issued by ward, street and contravention code is provided in Appendix A.
Bus lane Penalty Charge Notices issued	See Chapter 4 for an overview. A copy of Penalty Charge Notices issued by street for entering bus lanes is provided in Appendix B.
Penalty Charge Notices paid/cancelled	See Chapters 3 and 4.
Challenges Received	See Chapter 5.
Appeals	See Chapter 5.
Income/expenditure for parking and/or bus lanes and permit scheme	See Chapter 13.
Copy of parking Traffic Regulation Orders	Copies of the relevant parking Traffic Regulation Orders are made available by writing to Reading Borough Council Network Management or Legal Services.
Copy of bus lane Traffic Regulation Orders	Each of these documents are publically available. Information on each of these is now available at http://www.reading-travelinfo.co.uk/bus-lane-enforcement.aspx .
Copy of Secretary of State approval for bus lane cameras	
Copy of Department for Transport Approval for bus lane signs in Minster Street, Friar Street (Eastbound), Friar Street (Westbound), St Mary's Butts, Stanshawe Road and Blagrove Street	
Reading Borough Council's policy on discretion	Reading Borough Council's policy on the exercise of discretion is to deal with each case on its own merits.

Chapter 13 - Financial Information

The Statutory Guidance states that for good governance, enforcement authorities need to forecast revenue in advance. Raising revenue should not be the objective of Civil Parking Enforcement, nor may the authority set targets for revenue or the number of Penalty Charge Notices issued.

The purpose of penalty charges is to deter motorists from contravening parking restrictions. Payments received (whether for on street or off street enforcement) must only be used in accordance with Section 55 (as amended) of the Road Traffic Regulation Act 1984. This Act limits the purposes to which a Local Authority may apply any surplus resulting from income derived from on-street parking spaces. This was however, amended by the Traffic Management Act and restrictions on Councils that do not require further off-street parking were relaxed to permit any surplus to be used for general transport measures and other purposes on which the Local Authority lawfully incurs expenditure.

Reading Borough Council has seen compliance with the parking and bus lane restrictions increase over the years.

It should be noted that any surplus received is used to help fund the ReadiBus, concessionary bus fares and supported contract bus service provision.

The table below shows the financial information for Reading Borough Council for 2012/2013. A comparison can be made with last year's financial information.

	Total Expenditure 2012/2013	Total Income 2012/2013	Net Surplus (Cost) 2012/2013	Total Expenditure 2011/2012	Total Income 2011/2012	Net Surplus (Cost) 2011/2012
Parking Penalty Charge Notices	£1,796,300	£1,397,600	(£398,700)	£1,657,300	£1,284,900	(£372,400)
Bus Lane Penalty Charge Notices	£746,400	£2,095,400	£1,349,000	£647,200	£2,926,700	£2,279,500
Resident Parking Permit	£233,200	£184,600	(£48,600)	£423,600	£196,800	(£226,800)
Car Parks	£2,855,700	£4,037,400	£1,181,700	£2,694,700	£3,746,100	£1,069,400
Pay and Display	£155,600	£463,100	£307,500	£120,800	£409,800	£289,000

Key Contacts and More Information

The process described in this report about challenging a PCN is set down by the Traffic Management Act 2004 or Transport Act 2000 (and accompanying regulations) and is the only way to query a Penalty Charge Notice. Complaints about the parking scheme itself should be made in writing to Reading Borough Council.

General enquiries concerning parking issues may be made by telephone, however Reading Borough Council cannot accept challenges or representations made by email or telephone. The Reading Borough Council Parking Services telephone number for general enquiries is 0118 9373767.

There are specific postal addresses provided for motorists to query a Parking Penalty Charge Notice and a Bus Lane Penalty Charge Notice. These separate postal addresses ensure challenges/representations are assigned to the case file quickly and are dealt with promptly.

To Challenge a Parking Penalty Charge Notice the address is:
Reading Borough Council,
Parking Services,
PO BOX 3011,
Reading,
RG1 9RY.

To Challenge a Bus Lane Penalty Charge Notice the address is:
Reading Borough Council BL,
Parking Services,
PO BOX 3012,
Reading,
RG1 9RZ.

To view or pay your Penalty Charge Notice (both parking and bus lane):
<https://secure.reading.gov.uk/parking/>

There is also a separate telephone number for parking/bus lane enquiries which is 0843 357 1551, this also allows motorists to pay their Penalty Charge Notice.

Other Useful Contacts

Traffic Penalty Tribunal
Website: <https://trafficpenaltytribunal.gov.uk>
Telephone: 0161 242 5252

Blue Badge Scheme (Department for Transport)
Telephone: 08701 226236

Car Park Season Tickets are available by telephoning 0845 050 7080

Appendix A – Parking Penalty Charge Notices – by Ward

PENALTY CHARGE NOTICES ISSUED BY WARD			
WARD	ON-STREET	OFF-STREET	TOTAL
ABBEY	22,171	1,082	23,253
BATTLE	4,940	0	4,940
CAVERSHAM	2,226	1,373	3,599
CHURCH	54	0	54
KATESGROVE	4,926	0	4,926
KENTWOOD	72	0	72
MAPLEDURHAM	0	0	0
MINSTER	798	0	798
NORCOT	993	0	993
PARK	3,453	0	3,453
PEPPARD	45	0	45
REDLANDS	2,351	0	2,351
SOUTHCOTE	49	0	49
THAMES	212	0	212
TILEHURST	227	108	335
WHITLEY	414	0	414

Appendix A – Parking Penalty Charge Notices – By Street

Note:

“On Street” means a ticket issued on the Public Highway

“Off Street” means a ticket issued in a Council owned Car Park

“Postal Issue - Approved Device - On Street” means a ticket issued from the enforcement vehicle, whereby the PCN is posted to the DVLA registered keeper.

“Direct Issue - On Street” means a ticket issued by a Civil Enforcement Officer direct to the vehicle.

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
A33	48	48	0	0	48
ABBEY SQUARE	97	97	0	0	97
ABBEY STREET	218	218	0	0	218
ABBOTS WALK	9	9	0	0	9
ABBOTSMEAD PLACE	0	0	0	0	0
ACCESS FROM RICHFIELD AVENUE TO RIVERMEAD LEISURE	1	1	0	1	0
ACRE ROAD	70	70	0	57	13
ADDINGTON ROAD	186	186	0	32	154
ADDISON ROAD	277	277	0	0	277
ADELAIDE ROAD	2	2	0	0	2
ALBANY ROAD	110	110	0	0	110
ALBURY CLOSE	0	0	0	0	0
ALDWORTH CLOSE	0	0	0	0	0

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
ALEXANDER COURT (BAKER STREET)	0	0	0	0	0
ALEXANDRA ROAD	82	82	0	38	44
ALFRED STREET	54	54	0	0	54
ALL HALLOWS ROAD	12	12	0	12	0
ALLCROFT ROAD	6	6	0	0	6
ALMA STREET	44	44	0	0	44
ALPINE STREET	179	179	0	0	179
AMBLECOTE ROAD	0	0	0	0	0
AMBROOK ROAD	0	0	0	0	0
AMERSHAM ROAD	0	0	0	0	0
AMHERST ROAD	0	0	0	0	0
AMITY ROAD	88	88	0	0	88
AMITY STREET	39	39	0	0	39
ANSTEY ROAD	94	94	0	0	94
APPLEFORD ROAD	1	1	0	0	1
ARCHWAY ROAD	0	0	0	0	0
ARDLER ROAD	0	0	0	0	0
ARGYLE ROAD	79	79	0	0	79
ARGYLE STREET	162	162	0	0	162
ARKWRIGHT ROAD	3	3	0	0	3
ARMOUR ROAD	0	0	0	0	0

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
ARTHUR PLACE	0	0	0	0	0
ASHAMPSTEAD ROAD	2	2	0	1	1
ASHBY COURT	0	0	0	0	0
ASHDENE GARDENS	1	1	0	0	1
ASHMERE TERRACE	2	2	0	0	2
ASHMORE ROAD	0	0	0	0	0
AUCKLAND ROAD	0	0	0	0	0
AUDLEY STREET	139	139	0	0	139
AVON PLACE	17	17	0	0	17
AYRTON SENNA ROAD	0	0	0	0	0
BAKER STREET	247	247	0	0	247
BARNSDALE ROAD	1	1	0	0	1
BARNWOOD CLOSE	59	59	0	0	59
BARON COURT	0	0	0	0	0
BARRY PLACE	6	6	0	0	6
BASINGSTOKE ROAD	407	407	0	42	365
BATH ROAD	9	9	0	1	8
BATTLE STREET	136	136	0	0	136
BATTLE STREET CAR PARK	0	0	0	0	0
BEDFORD ROAD	246	246	0	0	246
BEECHAM ROAD	60	60	0	0	60

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
BELLE VUE ROAD	18	18	0	0	18
BELMONT ROAD	205	205	0	0	205
BEMBRIDGE PLACE	0	0	0	0	0
BENNET ROAD	41	41	0	0	41
BENSON CLOSE	0	0	0	0	0
BENYON COURT	0	0	0	0	0
BERESFORD ROAD	225	225	0	0	225
BERKELEY AVENUE	26	26	0	0	26
BETAM ROAD	6	6	0	0	6
BISHOPS ROAD	14	14	0	0	14
BLAGDON ROAD	0	0	0	0	0
BLAGRAVE STREET	165	165	0	0	165
BLAKES COTTAGES	80	80	0	0	80
BLANDFORD ROAD	1	1	0	0	1
BLENHEIM GARDENS	33	33	0	0	33
BLENHEIM ROAD (CAVERSHAM)	15	15	0	11	4
BLENHEIM ROAD (READING)	10	10	0	0	10
BLUNDELLS ROAD	0	0	0	0	0
BOARDED LANE	0	0	0	0	0
BODY ROAD	19	19	0	0	19

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
BOSTON AVENUE	0	0	0	0	0
BOULT STREET	20	20	0	0	20
BOULTON ROAD	14	14	0	0	14
BOURNE AVENUE	0	0	0	0	0
BRACKENDALE WAY	0	0	0	0	0
BRAYFORD ROAD	0	0	0	0	0
BRIANTS AVENUE	6	6	0	0	6
BRIDGE STREET (CAVERSHAM)	0	0	0	0	0
BRIDGE STREET (READING)	10	10	0	0	10
BRIGHAM ROAD	144	144	0	0	144
BRIGHTON ROAD	4	4	0	0	4
BRISBANE ROAD	0	0	0	0	0
BRIXHAM ROAD	0	0	0	0	0
BROAD STREET	49	49	0	0	49
BROCK GARDENS	0	0	0	0	0
BROOK STREET WEST	37	37	0	0	37
BROOMFIELD ROAD	0	0	0	0	0
BROUGHTON CLOSE	0	0	0	0	0
BROWNLOW ROAD	14	14	0	6	8
BRUNSWICK HILL	62	62	0	0	62

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
BRUNSWICK STREET	18	18	0	0	18
BUCKINGHAM DRIVE	0	0	0	0	0
BUCKLAND ROAD	2	2	0	0	2
BULMERSHE ROAD	1	1	0	0	1
BURFORD COURT (CAROLINE STREET)	0	0	0	0	0
BURGHFIELD ROAD	0	0	0	0	0
BUTTER MARKET	1	1	0	0	1
BYEFIELD ROAD	0	0	0	0	0
CADUGAN PLACE	3	3	0	0	3
CALLINGTON ROAD	4	4	0	0	4
CAMBRIDGE STREET	85	85	0	0	85
CANAL WAY	6	6	0	0	6
CANFORD COURT	23	23	0	0	23
CANNON STREET	27	27	0	0	27
CANTERBURY ROAD	0	0	0	0	0
CARDIFF ROAD	78	78	0	0	78
CARDIGAN GARDENS	2	2	0	0	2
CARDIGAN ROAD	5	5	0	0	5
CARDINAL CLOSE	5	5	0	0	5
CAREY STREET	131	131	0	0	131
CARLISLE ROAD	6	6	0	0	6

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
CARNARVON ROAD	78	78	0	0	78
CAROLINE COURT	0	0	0	0	0
CAROLINE STREET	24	24	0	0	24
CASTLE CRESCENT	41	41	0	0	41
CASTLE HILL	9	9		0	9
CASTLE STREET	932	932	0	0	932
CASTLE STREET SERVICE ROAD	14	14	0	0	14
CATHERINE STREET	212	212	0	0	212
CATTLE MARKET CAR PARK	327	0	327	0	0
CAVERSHAM BRIDGE (CAVERSHAM ROAD)	0	0	0	0	0
CAVERSHAM ROAD	192	192	0	9	183
CAXTON CLOSE	0	0	0	0	0
CEDAR ROAD	0	0	0	0	0
CHAIN STREET	0	0	0	0	0
CHAMPION ROAD	0	0	0	0	0
CHAPEL HILL	0	0	0	0	0
CHARLES STREET	72	72	0	0	72
CHARNDON CLOSE	0	0	0	0	0
CHATHAM PLACE SERVICE ROAD	8	8	0	0	8

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
CHATHAM STREET	18	18	0	8	10
CHEAPSIDE	1,553	1,553	0	177	1,376
CHESTER STREET (CAVERSHAM)	55	55	0	0	55
CHESTER STREET (READING)	36	36	0	0	36
CHESTER STREET CAR PARK (CAV)	661	0	661	0	0
CHESTERMAN STREET	121	121	0	0	121
CHICHESTER ROAD	2	2	0	2	0
CHILTERN ROAD	174	174	0	137	37
CHOLMELEY PLACE	13	13	0	0	13
CHOLMELEY ROAD	117	117	0	2	115
CHOLMELEY TERRACE	18	18	0	0	18
CHRISTCHURCH GARDENS	3	3	0	0	3
CHRISTCHURCH ROAD	1	1	0	0	1
CHURCH END LANE	50	50	0	48	2
CHURCH ROAD (CAVERSHAM)	62	62	0	0	62
CHURCH STREET (CAVERSHAM)	47	47	0	0	47
CHURCH STREET (READING)	27	27	0	0	27

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
CINTRA AVENUE	1	1	0	0	1
CIRCUIT LANE	5	5	0	0	5
CITY ROAD	0	0	0	0	0
CIVIC 'B' CAR PARK	203	0	203	0	0
CIVIC CENTRE SERVICE ROAD	7	7	0	0	7
CLARENDEN ROAD	0	0	0	0	0
CLENT ROAD	2	2	0	0	2
CLEVENDON ROAD	3	3	0	0	3
CLIFTON PARK ROAD	0	0	0	0	0
CLIFTON STREET	27	27	0	0	27
COCKNEY HILL	1	1	0	0	1
COLDICUTT STREET	55	55	0	0	55
COLEY AVENUE	4	4	0	0	4
COLEY HILL	45	45	0	0	45
COLEY PARK ROAD	4	4	0	0	4
COLEY PLACE	20	20	0	0	20
COLEY STREET	0	0	0	0	0
COLLEGE ROAD	16	16	0	0	16
COLLIS STREET	4	4	0	0	4
COMMERCIAL ROAD	105	105	0	0	105
CONISTON DRIVE	6	6	0	0	6

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
CONNAUGHT CLOSE	2	2	0	0	2
CONNAUGHT ROAD	113	113	0	0	113
CONSTITUTION ROAD	27	27	0	0	27
CORBRIDGE Road	5	5	0	0	5
CORINNE CLOSE	2	2	0	0	2
CORK STREET	0	0	0	0	0
CORONATION SQUARE	0	0	0	0	0
CORWEN ROAD	1	1	0	0	1
COVENTRY ROAD	143	143	0	0	143
COW LANE	2	2	0	0	2
CRADOCK ROAD	3	3	0	0	3
CRAIG AVENUE	105	105	0	0	105
CRANBURY ROAD	126	126	0	6	120
CRANE WHARF	2	2	0	0	2
CRAVEN ROAD	53	53	0	0	53
CREMYLL ROAD	0	0	0	0	0
CRESCENT ROAD	4	4	0	0	4
CRESSINGHAM ROAD	0	0	0	0	0
CROMWELL ROAD	62	62	0	0	62
CROSS STREET	3	3	0	0	3
CROSSLAND ROAD	9	9	0	0	9

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
CROWN PLACE	12	12	0	0	12
CROWN STREET	15	15	0	0	15
CULVER ROAD	25	25	0	0	25
CUMBERLAND ROAD	153	153	0	0	153
CURZON STREET	177	177	0	0	177
DALE ROAD	32	32	0	0	32
DARTINGTON CLOSE	0	0	0	0	0
DARWIN CLOSE	50	50	0	0	50
DE BEAUVOIR ROAD	103	103	0	0	103
DE BOHUN ROAD	0	0	0	0	0
DE MONTFORT ROAD	74	74	0	0	74
DEACON WAY	6	6	0	0	6
DEANSGATE ROAD	312	312	0	0	312
DEE ROAD	3	3	0	2	1
DEEPDENE CLOSE	128	128	0	0	128
DENMARK ROAD	134	134	0	0	134
DERBY STREET	32	32	0	0	32
DONKIN HILL	0	0	0	0	0
DONNINGTON GARDENS	24	24	0	0	24
DONNINGTON ROAD	19	19	0	0	19
DOROTHY STREET	58	58	0	0	58

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
DOUGLAS ROAD	0	0	0	0	0
DOVER STREET	6	6	0	0	6
DOWNING ROAD	2	2	0	1	1
DOWNSHIRE SQUARE	2	2	0	0	2
DRAYTON ROAD	0	0	0	0	0
DUKE STREET	4	4	0	0	4
DUNCAN PLACE	5	5	0	0	5
DUNSFOLD ROAD	4	4	0	0	4
DUNSFOLD ROAD (SPUR)	0	0	0	0	0
DUNSTALL CLOSE	15	15	0	14	1
DUNSTALL CLOSE	5	5	0	0	5
DUNSTALL CLOSE CAR PARK	48	0	48	0	0
DURHAM CLOSE	0	0	0	0	0
DWYER ROAD	1	1	0	0	1
EAST STREET	146	146	0	0	146
EASTERN AVENUE	57	57	0	0	57
EATON PLACE	43	43	0	11	32
EDGEHILL STREET	75	75	0	0	75
EDINBURGH ROAD	90	90	0	0	90
ELDON PLACE	11	11	0	0	11
ELDON ROAD	5	5	0	0	5

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
ELDON SQUARE	173	173	0	0	173
ELDON STREET	4	4	0	0	4
ELDON TERRACE	43	43	0	0	43
ELGAR ROAD	229	229	0	0	229
ELGAR ROAD SOUTH	9	9	0	0	9
ELLIOTS WAY	6	6	0	0	6
ELM LODGE AVENUE	62	62	0	0	62
ELM PARK ROAD	158	158	0	0	158
ELM ROAD	0	0	0	0	0
ELMHURST ROAD	2	2	0	0	2
ELSLEY ROAD	1	1	0	0	1
EPPING CLOSE	11	11	0	0	11
EPSOM COURT	4	4	0	0	4
ERLEIGH ROAD	144	144	0	18	126
ESSEX STREET	144	144	0	0	144
EVESHAM ROAD	0	0	0	0	0
EXBOURNE ROAD	6	6	0	4	2
FAIRCROSS ROAD	1	1	0	0	1
FALKLAND ROAD	65	65	0	0	65
FATHERSON ROAD	78	78	0	0	78
FAWLEY ROAD	0	0	0	0	0

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
FERNBROOK ROAD	0	0	0	0	0
FIELD ROAD	71	71	0	0	71
FILEY ROAD	102	102	0	0	102
FLINT STREET	0	0	0	0	0
FOBNEY STREET	142	142	0	0	142
FONTWELL DRIVE	0	0	0	0	0
FORBURY ROAD	6	6	0	0	6
FORBURY THE	475	475	0	0	475
FOREST HILL	0	0	0	0	0
FORGE CLOSE	0	0	0	0	0
FOUNDRY STREET	0	0	0	0	0
FOXGLOVE GARDENS	0	0	0	0	0
FOXHILL ROAD	8	8	0	0	8
FRANCIS STREET	135	135	0	0	135
FRANKLIN STREET	71	71	0	0	71
FRESHWATER ROAD	75	75	0	0	75
FRIAR STREET	517	517	0	18	499
GARNET HILL	12	12	0	0	12
GARNET STREET	71	71	0	0	71
GARRARD STREET	381	381	0	0	381
GAS WORKS ROAD	0	0	0	0	0

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
GEORGE STREET (CAVERSHAM)	40	40	0	0	40
GEORGE STREET (READING)	376	376	0	0	376
GILLETTE WAY	10	10	0	0	10
GIPSY LANE	0	0	0	0	0
GLEBE ROAD	59	59	0	0	59
GLENROSA ROAD	0	0	0	0	0
GLOUCESTER ROAD	88	88	0	0	88
GOLDSMID ROAD	38	38	0	0	38
GORDON PLACE	11	11	0	0	11
GOSBROOK ROAD	49	49	0	1	48
GOWER STREET	135	135	0	0	135
GRAFTON ROAD	0	0	0	0	0
GRANBY GARDENS	86	86	0	0	86
GRANGE AVENUE	250	250	0	0	250
GRANVILLE ROAD	5	5	0	0	5
GRATWICKE ROAD	2	2	0	2	0
GREAT KNOLLYS STREET	603	603	0	197	406
GREEN PARK ROAD	0	0	0	0	0
GREEN PARK SERVICE ROAD	0	0	0	0	0
GREEN ROAD	3	3	0	0	3

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
GREENWOOD ROAD	11	11	0	0	11
GREYFRIARS ROAD	52	52	0	0	52
GREYS COURT	0	0	0	0	0
GROVE COTTAGES	0	0	0	0	0
GROVE ROAD	10	10	0	1	9
GROVE THE	58	58	0	0	58
GROVELANDS ROAD	3	3	0	0	3
GUN STREET	17	17	0	0	17
HAGLEY ROAD	1	1	0	0	1
HALLS ROAD	0	0	0	0	0
HAMILTON ROAD	2	2	0	0	2
HAMPDEN ROAD	22	22	0	0	22
HARLEY ROAD	10	10	0	0	10
HARROW COURT	0	0	0	0	0
HART STREET	12	12	0	0	12
HARTLAND ROAD	2	2	0	1	1
HATFORD ROAD	0	0	0	0	0
HATHERLEY ROAD	20	20	0	0	20
HAYWOOD COURT	2	2	0	0	2
HEATH ROAD	0	0	0	0	0
HEMDEAN HILL	38	38	0	0	38

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
HEMDEAN RISE	24	24	0	0	24
HEMDEAN ROAD	136	136	0	10	126
HENLEY ROAD	8	8	0	0	8
HENRIETTA STREET	0	0	0	0	0
HENRY STREET	111	111	0	0	111
HIGH STREET	4	4	0	0	4
HIGHBRIDGE WHARF	2	2	0	0	2
HIGHGROVE STREET	265	265	0	0	265
HIGHGROVE TERRACE	32	32	0	0	32
HILCOT ROAD	49	49	0	0	49
HILL STREET	97	97	0	0	97
HILLS MEADOW CAR PARK (GEORGE STREET)	712	0	712	0	0
HODSOLL ROAD	0	0	0	0	0
HOGARTH AVENUE	1	1	0	0	1
HOLMES ROAD	1	1	0	0	1
HOME FARM CLOSE	2	2	0	0	2
HONEY END LANE	12	12	0	11	1
HOSIER STREET	260	260	0	0	260
HOWARD STREET	785	785	0	0	785
HURST WAY	0	0	0	0	0
ILIFFE CLOSE	41	41	0	0	41

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
IMPERIAL WAY	13	13	0	0	13
ISLAND ROAD	0	0	0	0	0
JAMES STREET	3	3	0	0	3
JANSON COURT	0	0	0	0	0
JESSE TERRACE	117	117	0	0	117
JUBILEE SQUARE	14	14	0	0	14
JUNCTION ROAD	20	20	0	0	20
KATESGROVE LANE	52	52	0	0	52
KENAVON DRIVE	36	36	0	0	36
KENDRICK ROAD	64	64	0	0	64
KENNET SIDE	7	7	0	0	7
KENNET STREET	5	5	0	0	5
KENSINGTON ROAD	209	209	0	0	209
KENT ROAD	29	29	0	0	29
KENTWOOD HILL	6	6	0	0	6
KIDMORE END ROAD	11	11	0	0	11
KING STREET	93	93	0	0	93
KINGS MEADOW CAR PARK (NAPIER)	375	0	375	0	0
KINGS MEADOW ROAD	25	25	0	0	25
KINGS ROAD (CAVERSHAM)	171	171	0	0	171

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
KINGS ROAD (READING)	1,470	1,470	0	12	1,458
KINGSGATE PLACE (KINGSGATE STREET)	4	4	0	0	4
KINGSGATE STREET	31	31	0	0	31
KNIGHTS WAY	0	0	0	0	0
LANCING CLOSE	0	0	0	0	0
LEENOX ROAD	0	0	0	0	0
LEMART CLOSE	2	2	0	0	2
LEOPOLD ROAD (LEOPOLD WALK)	0	0	0	0	0
LESFORD ROAD	14	14	0	0	14
LETCOMBE STREET	2	2	0	0	2
LIEBENROOD ROAD	3	3	0	0	3
LIMA COURT	64	64	0	0	64
LINCOLN ROAD	39	39	0	0	39
LINDEN ROAD	1	1	0	0	1
LITTLE JOHNS LANE	13	13	0	0	13
LITTLE STREET	12	12	0	0	12
LIVERPOOL ROAD	412	412	0	0	412
LOCK PLACE	0	0	0	0	0
LONDON ROAD	639	639	0	451	188
LONDON STREET	868	868	0	1	867

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
LONG BARN LANE	1	1	0	0	1
LORNE STREET	80	80	0	0	80
LOVEROCK ROAD	8	8	0	0	8
LOWER BROOK STREET	3	3	0	0	3
LOWER FIELD ROAD	76	76	0	0	76
LOWER HENLEY ROAD	0	0	0	0	0
LOWER MOUNT	0	0	0	0	0
LOWER THORN STREET (THORN ST)	0	0	0	0	0
LOWFIELD ROAD	0	0	0	0	0
LULWORTH ROAD	0	0	0	0	0
LUSCINIA VIEW	78	78	0	0	78
LYDFORD ROAD	43	43	0	0	43
LYNDHURST ROAD	0	0	0	0	0
LYNMOUTH ROAD	156	156	0	0	156
LYON SQUARE	1	1	0	1	0
M4/A33 ROUNDABOUT	0	0	0	0	0
MAITLAND ROAD	4	4	0	0	4
MALDON CLOSE	0	0	0	0	0
MALL CAR PARK	140	0	140	0	0
MALTHOUSE LANE	54	54	0	0	54
MALVERN COURT	15	15	0	0	15

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
MANCHESTER ROAD	142	142	0	0	142
MANOR FARM ROAD	0	0	0	0	0
MANSFIELD ROAD	24	24	0	0	24
MARKET PLACE	24	24	0	0	24
MARLBOROUGH AVENUE	1	1	0	0	1
MARLOW COURT (TILEHURST ROAD)	0	0	0	0	0
MARSACK STREET	0	0	0	0	0
MARSH COURT (WILTON ROAD)	0	0	0	0	0
MASON STREET	150	150	0	0	150
MAYFAIR	0	0	0	0	0
MEADOW ROAD	18	18	0	0	18
MEADWAY CAR PARK	0	0	0	0	0
MEADWAY THE	3	3	0	0	3
MELROSE AVENUE	0	0	0	0	0
MERCHANTS PLACE	170	170	0	0	170
MERTON ROAD NORTH	0	0	0	0	0
MERTON ROAD SOUTH	0	0	0	0	0
MICKLANDS ROAD	0	0	0	0	0
MILFORD ROAD	8	8	0	0	8
MILL GREEN	0	0	0	0	0

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
MILL LANE	1	1	0	0	1
MILL LANE (NORTH)	0	0	0	0	0
MILL LANE (SOUTH)	0	0	0	0	0
MILL ROAD	0	0	0	0	0
MILMAN ROAD	101	101	0	0	101
MINSTER STREET	11	11	0	0	11
MITCHAM CLOSE	3	3	0	0	3
MONKLEY COURT	0	0	0	0	0
MONTAGUE STREET (CAVERSHAM)	7	7	0	2	5
MONTAGUE STREET (READING)	12	12	0	0	12
MORGAN ROAD	226	226	0	0	226
MORLANDS AVENUE	0	0	0	0	0
MOUNT PLEASANT	210	210	0	0	210
MOUNT PLEASANT GROVE	16	16	0	0	16
MOUNT STREET	40	40	0	0	40
MOUNT THE (CAVERSHAM)	0	0	0	0	0
MOUNT THE (READING)	1	1	0	0	1
MUIRFIELD CLOSE	6	6	0	0	6
MUNDESLEY STREET	0	0	0	0	0

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
NAPIER ROAD	2	2	0	0	2
NELSON ROAD	3	3	0	0	3
NEW BRIGHT STREET	0	0	0	0	0
NEW LANE HILL	5	5	0	0	5
NEW ROAD	0	0	0	0	0
NEWARK STREET	24	24	0	0	24
NEWCASTLE ROAD	0	0	0	0	0
NEWPORT ROAD	112	112	0	0	112
NICHOLAS COURT (PROSPECT STREET)	0	0	0	0	0
NORCOT ROAD	7	7	0	1	6
NORFOLK ROAD	68	68	0	0	68
NORMAN PLACE	1	1	0	0	1
NORRIS ROAD	206	206	0	0	206
NORTH STREET (CAVERSHAM)	57	57	0	0	57
NORTH STREET (READING)	4	4	0	0	4
NORTHCOURT AVENUE	3	3	0	0	3
NORTHFIELD ROAD	107	107	0	1	106
NORTHUMBERLAND AVENUE	19	19	0	0	19
NORTON ROAD	201	201	0	0	201

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
NORWOOD ROAD	80	80	0	0	80
OAK TREE ROAD	14	14	0	0	14
OAKLEY ROAD	0	0	0	0	0
ORCHARD STREET	32	32	0	0	32
ORMSBY STREET	61	61	0	0	61
ORTS ROAD	96	96	0	0	96
OVERDOWN ROAD	14	14	0	0	14
OXFORD ROAD	2,888	2,888	0	635	2,253
OXFORD STREET	323	323	0	3	320
PALMER PARK AVENUE	87	87	0	0	87
PALMER PARK CAR PARK	0	0	0	0	0
PANGBOURNE STREET	0	0	0	0	0
PARK LANE	0	0	0	0	0
PARKSIDE ROAD	1	1	0	0	1
PARTHIA CLOSE	15	15	0	0	15
PATRICK ROAD	1	1	0	0	1
PATRIOT PLACE	0	0	0	0	0
PELL STREET	66	66	0	0	66
PENDENNIS AVENUE	2	2	0	2	0
PENROATH AVENUE	1	1	0	0	1
PEPPARD ROAD	1	1	0	0	1

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
PEPPER LANE	0	0	0	0	0
PIGGOTTS ROAD	0	0	0	0	0
PITCROFT AVENUE	91	91	0	1	90
PORTMAN ROAD	0	0	0	0	0
POTTERY ROAD	0	0	0	0	0
PRIEST HILL	49	49	0	0	49
PRINCE OF WALES AVENUE	61	61	0	0	61
PRINCES STREET	229	229	0	0	229
PRIORY AVENUE	521	521	0	0	521
PROMENADE ROAD	34	34	0	0	34
PROSPECT STREET (CAVERSHAM)	2	2	0	0	2
PROSPECT STREET (READING)	223	223	0	0	223
QUEEN VICTORIA STREET	3	3	0	0	3
QUEEN VICTORIA STREET (NORTH TO SOUTH)	0	0	0	0	0
QUEENS COTTAGES	0	0	0	0	0
QUEENS ROAD (CAVERSHAM)	110	110	0	0	110
QUEENS ROAD (READING)	220	220	0	10	210
QUEENS ROAD CAR PARK	37	0	37	0	0
QUEENS ROAD SLIP ROAD	6	6	0	0	6

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
QUEENSWAY	9	9	0	9	0
RADSTOCK ROAD	259	259	0	0	259
RAGLEY MEWS	0	0	0	0	0
RANDOLPH ROAD	70	70	0	0	70
RECREATION ROAD	16	16	0	0	16
RECREATION ROAD CAR PARK	60	0	60	0	0
RECTORY ROAD	172	172	0	0	172
REDLANDS ROAD	505	505	0	0	505
REGENT COURT	3	3	0	0	3
REGENT STREET	31	31	0	0	31
RELEIF ROAD (A33)	3	3	0	0	3
RICHFIELD AVENUE	68	68	0	0	68
RICHMOND ROAD	63	63	0	0	63
RIVER ROAD	12	12	0	0	12
RIVERMEAD CAR PARK	0	0	0	0	0
RODWAY ROAD	10	10	0	0	10
ROMANY CLOSE	0	0	0	0	0
ROMANY LANE	0	0	0	0	0
ROSE KILN LANE	1	1	0	0	1
ROSS ROAD	61	61	0	4	57
ROSSENDALE ROAD	0	0	0	0	0

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
ROUTH LANE	0	0	0	0	0
ROWLEY ROAD	2	2	0	0	2
RUPERT STREET	22	22	0	0	22
RUSSELL STREET	355	355	0	0	355
RUTLAND ROAD	11	11	0	0	11
SACKVILLE STREET	851	851	0	0	851
SALCOMBE ROAD	0	0	0	0	0
SALISBURY ROAD	304	304	0	11	293
SANCTUARY CLOSE	0	0	0	0	0
SCHOOL LANE	0	0	0	0	0
SCHOOL ROAD	79	79	0	67	12
SCHOOL TERRACE	20	20	0	2	18
SCOURS LANE	0	0	0	0	0
SEND ROAD	0	0	0	0	0
SHAFTESBURY ROAD	31	31	0	0	31
SHAW ROAD	0	0	0	0	0
SHENSTONE ROAD	5	5	0	0	5
SHEPLEY DRIVE	0	0	0	0	0
SHERMAN ROAD	73	73	0	0	73
SHERWOOD STREET	80	80	0	0	80
SHINFIELD RISE	0	0	0	0	0

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
SHINFIELD ROAD	2	2	0	0	2
SHORT STREET	53	53	0	0	53
SHORT STREET (CAVERSHAM)	2	2	0	0	2
SIDMOUTH STREET	246	246	0	0	246
SILCHESTER ROAD	0	0	0	0	0
SILVER STREET	7	7	0	3	4
SMALLMEAD ROAD	0	0	0	0	0
SOMERSTOWN COURT	7	7	0	0	7
SOUTH OAK WAY	0	0	0	0	0
SOUTH READING CAR PARK	0	0	0	0	0
SOUTH STREET (CAVERSHAM)	26	26	0	0	26
SOUTH STREET (READING)	676	676	0	0	676
SOUTH VIEW AVENUE	4	4	0	2	2
SOUTHAMPTON STREET	39	39	0	9	30
SOUTHCOTE LANE	1	1	0	0	1
SOUTHCOTE ROAD	5	5	0	0	5
SPENCER ROAD	0	0	0	0	0
SPEY ROAD	0	0	0	0	0
SPRING GARDENS	8	8	0	0	8

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
SPRING GROVE	12	12	0	0	12
ST ANNES ROAD	5	5	0	0	5
ST BARNABAS ROAD	0	0	0	0	0
ST BARTHOLOMEWS ROAD	112	112	0	0	112
ST EDWARDS ROAD	15	15	0	0	15
ST GEORGES ROAD	48	48	0	0	48
ST GEORGES TERRACE	9	9	0	0	9
ST GILES CLOSE	84	84	0	0	84
ST JOHNS HILL	43	43	0	0	43
ST JOHNS ROAD (CAVERSHAM)	2	2	0	0	2
ST JOHNS ROAD (READING)	19	19	0	0	19
ST JOHNS STREET	50	50	0	0	50
ST MARYS BUTT (VICARAGE SITE LOADING AREA)	0	0	0	0	0
ST MARYS BUTTS	375	375	0	0	375
ST MICHAELS ROAD	8	8	0	0	8
ST PAUL COURT SERVICE ROAD	3	3	0	0	3
ST PETERS ROAD	14	14	0	0	14
ST RONANS ROAD	21	21	0	0	21

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
ST SAVIOURS ROAD	2	2	0	0	2
STANLEY GROVE	37	37	0	0	37
STANLEY STREET	55	55	0	0	55
STANSHAW ROAD	241	241	0	0	241
STAR LANE	0	0	0	0	0
STAR ROAD	0	0	0	0	0
STATION APPROACH	7	7	0	0	7
STATION HILL	13	13	0	0	13
STATION ROAD	13	13	0	1	12
SUFFOLK ROAD	7	7	0	0	7
SUN STREET	9	9	0	0	9
SURLEY ROW	1	1	0	1	0
SURREY ROAD	194	194	0	0	194
SWAINSTONE ROAD	16	16	0	0	16
SWANSEA ROAD	127	127	0	4	123
SYCAMORE ROAD	0	0	0	0	0
TAFF WAY	0	0	0	0	0
TALFOURD AVENUE	0	0	0	0	0
TAMARISK AVENUE	0	0	0	0	0
TAVISTOCK ROAD	1	1	0	0	1
TAYLOR COURT (TILEHURST ROAD)	0	0	0	0	0

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
TEMPLE PLACE	93	93	0	0	93
TESSA ROAD	7	7	0	0	7
TETBURY AVENUE (PROSPECT STREET)	0	0	0	0	0
THAMES AVENUE	54	54	0	0	54
THAMES SIDE	0	0	0	0	0
THAMES SIDE PROMENADE	0	0	0	0	0
THIRLMERE AVENUE	17	17	0	0	17
THORN LANE	0	0	0	0	0
THORN STREET	282	282	0	0	282
THORN WALK	1	1	0	0	1
TILEHURST ROAD	8	8	0	0	8
TOFRECK TERRACE	3	3	0	1	2
TOWN PLACE	0	0	0	0	0
TRAFFORD ROAD	3	3	0	0	3
TRIANGLE THE	18	18	0	0	18
TRINITY PLACE	19	19	0	0	19
TUDOR ROAD	0	0	0	0	0
TUNS HILL COTTAGES	20	20	0	0	20
UPAVON DRIVE	0	0	0	0	0
UPLANDS ROAD	1	1	0	0	1

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
UPPER CROWN STREET	56	56	0	0	56
UPPER REDLANDS ROAD	56	56	0	0	56
USK ROAD	12	12	0	11	1
VACHEL ROAD	662	662	0	0	662
VALENTIA CLOSE	0	0	0	0	0
VALENTIA ROAD	68	68	0	0	68
VALPY STREET	776	776	0	0	776
VASTERN ROAD	138	138	0	0	138
VASTERN ROAD (SERVICE ROAD)	8	8	0	0	8
VICARAGE ROAD	12	12	0	4	8
VICTORIA ROAD (READING)	0	0	0	0	0
VICTORIA ROAD (TILEHURST)	0	0	0	0	0
VICTORIA STREET	24	24	0	0	24
WALDECK STREET	11	11	0	0	11
WALNUT WAY	7	7	0	1	6
WANTAGE ROAD	302	302	0	0	302
WARWICK ROAD	1	1	0	0	1
WASHINGTON ROAD	17	17	0	15	2
WATER ROAD	0	0	0	0	0
WATERLOO ROAD	18	18	0	0	18

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
WATLINGTON STREET	400	400	0	0	400
WAVERLEY ROAD	46	46	0	0	46
WAYLEN STREET	509	509	0	37	472
WEALD RISE	0	0	0	0	0
WELDALE STREET	151	151	0	0	151
WENSLEY ROAD	3	3	0	2	1
WEST HILL	4	4	0	0	4
WEST STREET	515	515	0	0	515
WESTBOURNE TERRACE	65	65	0	0	65
WESTCOTE ROAD	1	1	0	0	1
WESTERN ELMS AVENUE	80	80	0	0	80
WESTERN ROAD	12	12	0	0	12
WESTFIELD ROAD	57	57	0	0	57
WESTWOOD ROAD	0	0	0	0	0
WETHERBY CLOSE	0	0	0	0	0
WHITEKNIGHTS ROAD	0	0	0	0	0
WHITLEY PARK LANE	29	29	0	0	29
WHITLEY STREET	235	235	0	8	227
WHITLEY WOOD LANE	0	0	0	0	0
WHITLEY WOOD ROAD	8	8	0	0	8
WIGMORE LANE	1	1	0	0	1

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - ON STREET
WILLIAM STREET	90	90	0	0	90
WILLOW GARDENS	0	0	0	0	0
WILLOW STREET	1	1	0	0	1
WILSON ROAD	208	208	0	0	208
WILTON ROAD	103	103	0	0	103
WINCHESTER ROAD	84	84	0	0	84
WINGROVE ROAD	3	3	0	0	3
WINTON ROAD	0	0	0	0	0
WOKINGHAM ROAD	122	122	0	32	90
WOLSELEY STREET	61	61	0	0	61
WOLSEY ROAD	42	42	0	0	42
WOOD GREEN CLOSE	1	1	0	0	1
WOODCOTE WAY	0	0	0	0	0
WOODSTOCK STREET	8	8	0	0	8
WYKEHAM ROAD	8	8	0	0	8
YIELD HALL LANE	0	0	0	0	0
YIELD HALL PLACE	0	0	0	0	0
YORK ROAD	209	209	0	3	206
ZINZAN STREET	669	669	0	9	660

Appendix A – Parking Penalty Charge Notices – By Contravention

Notes:

“Direct Issue - On Street” means tickets issued by a Civil Enforcement Officer direct to the vehicle whilst parked on the Public Highway.

“Postal Issue - Approved Device - On Street” means tickets issued from the enforcement vehicle, whereby the PCN is posted to the DVLA registered keeper.

“Direct Issue - Off Street” means tickets issued by a Civil Enforcement Officer direct to the vehicle whilst parked in a Council Owned car park.

PENALTY CHARGE NOTICES ISSUED BY CONTRAVENTION					
CONTRAVENTION CODE	TOTAL ISSUED 2012/2013	PERCENTAGE	DIRECT ISSUE - ON STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - OFF STREET
HIGHER LEVEL (ON STREET)					
PARKED IN A RESTRICTED STREET DURING PRESCRIBED HOURS	6,215	13.60%	6,215	0	0
PARKED OR LOADING/UNLOADING IN A RESTRICTED STREET WHERE WAITING AND LOADING/UNLOADING RESTRICTIONS ARE IN FORCE	3,218	7.04%	960	2,258	0
PARKED IN A RESIDENTS' OR SHARED USE PARKING PLACE OR ZONE WITHOUT CLEARLY DISPLAYING EITHER A PERMIT OR VOUCHER OR PAY AND DISPLAY TICKET ISSUED FOR THAT PLACE	8,619	18.87%	8,619	0	0
PARKED IN A PERMIT SPACE WITHOUT DISPLAYING A VALID PERMIT	7,925	17.35%	7,925	0	0
PARKED IN A LOADING GAP MARKED BY A YELLOW LINE	1	0.002%	1	0	0
PARKED IN A SUSPENDED BAY OR SPACE OR PART OF BAY OR SPACE	46	0.10%	46	0	0
PARKED IN A PARKING PLACE OR AREA NOT DESIGNATED FOR THAT CLASS OF VEHICLE	618	1.35%	618	0	0

PENALTY CHARGE NOTICES ISSUED BY CONTRAVENTION					
CONTRAVENTION CODE	TOTAL ISSUED 2012/2013	PERCENTAGE	DIRECT ISSUE - ON STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - OFF STREET
PARKED IN A LOADING PLACE DURING RESTRICTED HOURS WITHOUT LOADING	518	1.13%	518	0	0
PARKED IN A SPECIAL ENFORCEMENT AREA MORE THAN 50 CM† FROM THE EDGE OF THE CARRIAGEWAY AND NOT WITHIN A DESIGNATED PARKING PLACE	61	0.13%	61	0	0
PARKED IN A SPECIAL ENFORCEMENT AREA ADJACENT TO A DROPPED FOOTWAY	2	0.004%	2	0	0
PARKED IN A DESIGNATED DISABLED PERSON'S PARKING PLACE WITHOUT DISPLAYING A VALID DISABLED PERSON'S BADGE IN THE PRESCRIBED MANNER	1,457	3.19%	1,457	0	0
PARKED IN A PARKING PLACE DESIGNATED FOR POLICE VEHICLES	18	0.04%	18	0	0
PARKED ON A TAXI RANK	63	0.14%	63	0	0
STOPPED WHERE PROHIBITED (ON A RED ROUTE OR CLEARWAY)	93	0.20%	92	1	0
STOPPED ON A RESTRICTED BUS STOP OR STAND	103	0.23%	100	3	0
STOPPED IN A RESTRICTED AREA OUTSIDE A SCHOOL WHEN PROHIBITED	310	0.63%	58	252	0
PARKED WHOLLY OR PARTLY ON A CYCLE TRACK OR LANE	0	0.00%	0	0	0
STOPPED ON A PEDESTRIAN CROSSING OR CROSSING AREA MARKED BY ZIGZAGS	29	0.06%	26	3	0
LOWER LEVEL (ON-STREET)					
PARKED AFTER THE EXPIRY OF PAID FOR TIME	2,593	5.68%	2,593	0	0

PENALTY CHARGE NOTICES ISSUED BY CONTRAVENTION					
CONTRAVENTION CODE	TOTAL ISSUED 2012/2013	PERCENTAGE	DIRECT ISSUE - ON STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - OFF STREET
PARKED WITHOUT CLEARLY DISPLAYING A VALID PAY & DISPLAY TICKET OR VOUCHER	3,852	8.43%	3,852	0	0
PARKED WITH PAYMENT MADE TO EXTEND THE STAY BEYOND INITIAL TIME	0	0.00%	0	0	0
PARKED IN A RESIDENTS' OR SHARED USE PARKING PLACE OR ZONE DISPLAYING AN INVALID PERMIT, AN INVALID VOUCHER OR AN INVALID PAY & DISPLAY TICKET	3,161	6.92%	3,161	0	0
RE-PARKED IN THE SAME PARKING PLACE OR ZONE WITHIN ONE HOUR* OF LEAVING	46	0.10%	46	0	0
NOT PARKED CORRECTLY WITHIN THE MARKINGS OF THE BAY OR SPACE	254	0.56%	251	3	0
PARKED FOR LONGER THAN PERMITTED	3,930	8.60%	3,930	0	0
HIGHER LEVEL (OFF-STREET (CAR PARKS))					
PARKED IN A LOADING AREA DURING RESTRICTED HOURS WITHOUT REASONABLE EXCUSE	0	0.00%	0	0	0
PARKED IN A RESTRICTED AREA IN A CAR PARK	59	0.13%	0	0	59
PARKED IN A PERMIT BAY WITHOUT CLEARLY DISPLAYING A VALID PERMIT	73	0.16%	0	0	73

PENALTY CHARGE NOTICES ISSUED BY CONTRAVENTION					
CONTRAVENTION CODE	TOTAL ISSUED 2012/2013	PERCENTAGE	DIRECT ISSUE - ON STREET	POSTAL ISSUE - APPROVED DEVICE - ON STREET	DIRECT ISSUE - OFF STREET
PARKED IN A DESIGNATED DISABLED PERSON'S PARKING PLACE WITHOUT DISPLAYING A VALID DISABLED PERSON'S BADGE IN THE PRESCRIBED MANNER	182	0.40%	0	0	182
PARKED IN A CAR PARK OR AREA NOT DESIGNATED FOR THAT CLASS OF VEHICLE	3	0.01%	0	0	3
LOWER LEVEL (OFF-STREET (CAR PARKS))					
PARKED AFTER THE EXPIRY OF PAID FOR TIME	374	0.82%	0	0	374
PARKED IN A CAR PARK WITHOUT CLEARLY DISPLAYING A VALID PAY & DISPLAY TICKET OR VOUCHER OR PARKING CLOCK	1,428	3.13%	0	0	1,428
PARKED WITH ADDITIONAL PAYMENT MADE TO EXTEND THE STAY BEYOND TIME FIRST PURCHASED	19	0.04%	0	0	19
PARKED BEYOND THE BAY MARKINGS	409	0.90%	0	0	409
RE-PARKED WITHIN ONE HOUR* OF LEAVING A BAY OR SPACE IN A CAR PARK	1	0.002%	0	0	1

Appendix B - Bus Lane Penalty Charge Notices - By Street

PENALTY CHARGE NOTICES ISSUED BY LOCATION	2012/2013	PERCENTAGE
A329 WOKINGHAM ROAD	190	0.27%
BASINGSTOKE ROAD	7	0.01%
BASINGSTOKE ROAD (SOUTHBOUND)	13,090	18.33%
BLAGRAVE STREET (EAST TO WEST SECTION)	8,085	11.32%
BRIDGE STREET	11	0.02%
FRIAR STREET (EAST BOUND)	9,400	13.16%
FRIAR STREET (WEST BOUND)	8,681	12.16%
GUN STREET	1	0.00%
HEMDEAN ROAD	1,368	1.92%
KING'S ROAD	4	0.01%
LONDON STREET (NORTHERN SECTION)	462	0.65%
LONDON STREET (SOUTH)	0	0.00%
MINSTER STREET (WESTBOUND)	12,020	16.83%
NORCOT ROAD (EAST BOUND)	2,174	3.04%
OXFORD ROAD	106	0.15%
SOUTHCOTE LANE	1,879	2.63%
ST MARYS BUTTS (NORTHBOUND)	7,368	10.32%
STANSHAW ROAD	5,237	7.33%
STATION APPROACH (EAST TO WEST)	2	0.003%
STATION APPROACH (WEST TO EAST)	2	0.003%
THE FORBURY	1,319	1.85%
WEST STREET	0	0.00%

Appendix B - Bus Lane Penalty Charge Notices - Comparison

PENALTY CHARGE NOTICES ISSUED BY LOCATION	2011/2012	2012/2013	CHANGE PREVIOUS YEAR
A329 WOKINGHAM ROAD	348	190	-45%
BASINGSTOKE ROAD	53	7	-87%
BASINGSTOKE ROAD (SOUTHBOUND)	N/A	13,090	N/A
BLAGRAVE STREET (EAST TO WEST SECTION)	21,180	8,085	-62%
BRIDGE STREET	20	11	-45%
FRIAR STREET (EAST BOUND)	16,668	9,400	-44%
FRIAR STREET (WEST BOUND)	6,512	8,681	33%
GUN STREET	52	1	-98%
HEMDEAN ROAD	N/A	1,368	N/A
KING'S ROAD	30	4	-87%
LONDON STREET (NORTHERN SECTION)	868	462	-47%
LONDON STREET (SOUTH)	2	0	-100%
MINSTER STREET (WESTBOUND)	24,902	12,020	-52%
NORCOT ROAD (EAST BOUND)	2,955	2,174	-26%
OXFORD ROAD	327	106	-68%
SOUTHCOTE LANE	2,515	1,879	-25%
ST MARYS BUTTS (NORTHBOUND)	11,766	7,368	-37%
STANSHAW ROAD	6,783	5,237	-23%
STATION APPROACH (EAST TO WEST)	353	2	-99%
STATION APPROACH (WEST TO EAST)	825	2	-100%
THE FORBURY	156	1,319	746%
WEST STREET	1	0	-100%