

Parking Enforcement
Annual report 2014/15
South Gloucestershire Council

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Introduction

Geographically, at 53,665 hectares, South Gloucestershire is one of the largest unified local authorities. The population is estimated to be 269,100 at the mid-year point of 2013. Trends indicate that the population could reach 318,400 by the year 2037.

62% of the population live in built up areas immediately adjoining Bristol
18% live in the towns of Yate, Chipping Sodbury and Thornbury
20% live in the more rural areas of South Gloucestershire

The age structure of the district's population is similar to the national (England) average; 18.6% are children (aged 0-15), 63.5% are aged 16-64 and 17.9% are aged 65 or over. According to the last census in 2011, 5% of the population were of Black and Minority Ethnic (BME) origin.

South Gloucestershire is generally a prosperous area, with relatively little deprivation, low unemployment and good scores on health indicators. Alongside areas of relative prosperity, there are areas defined as priority neighbourhoods where extra support and effort is needed to bring them to the level of the rest of area. These are Kingswood, Staple Hill, Cadbury Heath, Filton, Patchway and West Yate/Dodington.

Overall, crime levels are low – 48 recorded crime incidents per 1,000 residents compared to 66 per 1,000 across England and Wales (Quality of Life report – 2013) – and there is a declining trend year on year. In addition to this, 90% of respondents to the Viewpoint* survey (2013) agree they feel safe outside during the day compared to 58% of panel members who feel safe outside after dark.

Most frequent patrols in South Gloucestershire



The map represents some of the most frequently visited areas of South Gloucestershire, although other areas are visited frequently. These are areas that have been identified as either main arterial routes, or areas reported as an ongoing safety or access concern.

Policy

The main policy drivers for South Gloucestershire Council and consequently parking services are the Sustainable Communities Strategy and the Council plan.

Parking enforcement can contribute to the delivery of several different aims in the Sustainable Community Strategy including:

- Getting around – Connect people to places through transport networks that make it safe and easy for people to walk, cycle and use affordable public and community Transport (Our Place).
- Town and district centres – Sustain and improve the vibrancy and vitality of town and district centres (Our Economy)

The Council Strategy also identifies that the Council aims:

- To have transport networks that make it easier for people and businesses to get around (Our Place).
- To have vibrant, thriving and accessible high streets, town and district centres (Our Economy)

In both cases the Parking Enforcement service helps achieve these outcomes by ensuring that motorists park within the rules and regulations laid down by Government and by the council. The priorities are driven to improve congestion, road safety, air quality and accessibility.

Parking restrictions, and therefore the enforcement of those restrictions, are designed to:

- improve traffic flow and relieve congestion;
- ensure safety for pedestrians, cyclists and vehicles;
- improve access to Businesses and our wider community;
- ensure a fair use of limited parking spaces;
- improve our environment;
- encourage, where appropriate, the use of alternative modes of transport.

Traffic flow through South Gloucestershire is already amongst the highest in the country and is predicted to grow significantly; by adopting a coordinated approach to traffic management with our neighbours we will best be able to meet the challenge that face the district.

The council is guided by all possible best practice with regard to access for disabled or disadvantaged groups when designing traffic schemes or in providing off-street car parking.

In the previous financial year The Council agreed a new policy on the potential introduction and use of residents and other parking permit schemes and a visitors and waivers policy to support this is also being developed.

Residents Parking Schemes are intended to protect certain on-street parking for people who live in the respective areas. Residents parking schemes identify areas where

residents can park provided they have a residents parking permit. Setting up a residents scheme is a lengthy process. They are established by a traffic regulation order and can only be introduced after carry out a lengthy consultation and legal process. There have been several new residents schemes introduced this year, however the changes agreed last year on the introduction of other parking permit schemes and a visitors and waivers policy are still being developed.

There is more on residents parking schemes in the enforcement policy section below.

Background and history

South Gloucestershire Council received Decriminalised Parking Enforcement status effective from the 2 July 2007. Previously all parking enforcement had been carried out by the Police and Community Support Officers of Avon and Somerset Constabulary – Traffic Wardens having ceased to operate in the district in March 2005.

Civil Enforcement Officers (CEOs) employed by the council are authorised to enforce any parking restriction created by a Traffic Regulation Order raised under the Road Traffic Regulation Act 1984. The enforcement of other offences, such as “Obstructing the highway” and any moving traffic violations remaining with the local police force.

Road safety

Parking restrictions, and therefore the enforcement of those restrictions, are intended to reduce congestion, improve traffic flow and discourage or eliminate instances of dangerous parking where the visibility of other road users or pedestrians is adversely affected.

Regular patrols in our on and off-street parking areas will also help to maintain a safe environment in our communities and attract visitors to local facilities.

It is intended that over time a clear and improving trend will be shown to result from our enforcement activities.

Structure (establishment and management)

Parking Enforcement including the administration of Residential Parking / Dispensation schemes is undertaken by South Gloucestershire Council with staff directly appointed by the council. There are no bonus or incentive schemes and all staff are PAYE.

The service is part of the Strong, Safer Communities section within the Environment and Community Services Department. The team is led by the Parking Services Team Leader, supported by two senior Civil Enforcement Officers managing six CEOs each on a two shift basis covering the district seven days a week.

Appeals are also managed wholly within the Council and a Senior Appeals Case Officer (0.6 FTE), supported by appeals case officers (2.75 FTE) also reports to the Parking Services Team Leader.

Whilst the enforcement and appeals side are completely separate the Parking Services Team Leader has an overview of both and is therefore able to continuously improve the service.

All primary areas are patrolled daily with secondary areas being patrolled between two to four times per week. The decision on when and where to enforce was taken after a review of intelligence and the practical experience of the Civil Enforcement Officers.

South Gloucestershire Council works in partnership with the Highways Agency for the enforcement of trunk roads in the district.

Appeals Officers

South Gloucestershire Council employs three Appeals Case Officers (2.5FTE) and one Senior Appeals Case Officer (0.6 FTE).

During this financial year the Case Officers have dealt with 2,786 incoming pieces of correspondence, telephone calls and sent out 11,263 letters not including acceptance and rejection letters. The Case Officers also deal with the appeals process and processing resident's waivers/permits where in operation.

The introduction of the camera enforcement car has significantly increased the amount of appeals and correspondence within Parking Services. The camera car became operational in September 2013, in the financial year 2013/14 the department received 639 appeals for PCNs issued by the camera car and received 917 in this financial year. In total the appeals team have dealt with –

Informal appeals:

- 1,898 appeals received
- accepted 864
- rejected 1,034

Formal appeals:

- 1,384 appeals received (917 of which were issued by the camera car)
- accepted 768
- rejected 616

The significant increase in the number of PCNs issued over the last couple of years, a factor being the camera car, has seen a corresponding increase in appeals to be managed and this then has a corresponding increase in Traffic Penalty Tribunals. When a case is taken to the Tribunal the appeals team look at the decision made and record this and use the comments made by the adjudicators to improve the service for the future. For each Traffic Penalty Tribunal case especially when the Penalty Charge Notice has been issued by the Camera Enforcement Car, a significant amount of information is required by the Adjudicator for each case and over the last year Parking Services have worked hard to improve the way information is delivered as evidence to the Tribunal and the learning process of evidence required has had some impact on the cases one and lost by the Council at Adjudication.

Civil Enforcement Officers and body worn cameras

Civil Enforcement Officers are frequently subjected to verbal abuse and intimidation while on patrol, often requiring police action or support. Parking Services has a very good working relationship with local police stations, individual officers and Police Community Support Officers.

Having the police now based in the same building as Parking Services means any abuse can be immediately dealt with and this has proven more efficient and effective in following up incidents.

After consultation on the updating of the enforcement policy the green light was given to run a trial of body worn cameras to act as both a deterrent in the abuse of Civil Enforcement Officers and a way to gather evidence.

After a successful trial period it was decided to purchase body worn cameras for all Parking Enforcement Officers.

The body worn camera equipment

14 x Reveal Media RS3-SX body worn camera systems have now been issued to the civil enforcement officers in order to improve their health and safety protection and provide objective evidence should any complaints from members of the public be received.

Each civil enforcement officer has been supplied with enough SIM (SD) cards to ensure adequate coverage for their entire shift. At the end of each shift the cards are returned to the council's parking services appeal team to download the relevant footage, which is then securely stored in a secure data base.

Footage is kept for 14 days unless it is required as part of a criminal investigation, complaint and / or management investigation. After 14 days the information retained on each individual SD card is wiped clean. In cases which require investigation information is kept until no longer required before being deleted as per this protocol.

The use of and storage of the cards is managed by the parking services team leader as agreed by the council's CCTV officer.

The branded uniforms (which clearly state 'video and audio CCTV in operation') worn by the CEOs are fitted to ensure that the cameras can be appropriately housed. The body worn CCTV camera are at all times operated in accordance with the manufacturer's instructions and approved policy as per appendix 2 to this document.

The equipment will remain the property of South Gloucestershire Council.

The settings on each camera will be pre-established and sound recording will be turned on. At no time should these settings be changed, unless agreed in writing with South Gloucestershire Council.

At the end of each shift the CEOs will remove the SIM (SD) card from the camera, and place it in the secure cupboard within the CEOs mess room.

In the event of any criminal incident being captured on the body worn camera, it may be necessary to remove the data storage unit (SIM card) from the recording device. Only persons approved by South Gloucestershire Council or any Police officer in the execution of their lawful duty may request this information (Power to seize and retain under Section 19 P.A.C.E.).

Training

All Civil Enforcement Officers and Appeals Case Officers receive regular training including violence and aggression avoidance, equalities and diversity and legislative update training.

In addition monthly team meetings including feedback sessions on appeals, challenges and the sharing of best practice.

Off street parking charges

In June 2011 South Gloucestershire Council opened its first pay and display car park, which is part of the wider transport initiative in the North Fringe development, on Hunts Ground Road, Stoke Gifford.

Prior to this car park, South Gloucestershire Council did not operate any charging schemes for any on-street or off-street car parks and all revenue received yearly was via issued Penalty Charge Notices (PCNs). This remains the only pay and display car park operated by South Gloucestershire Council and all other on and off-street parking provided by the Council remains free of charge.

Policy changes during 2014/15

Residents Parking

- There has been some changes to the residents parking schemes. It is proposed that the permits will now be valid for a 12 month period and charged annually. Under the new proposals the permits will be subject to an annual fee which has yet to be determined. Initially the first permit will be £30 and £45 for the second. If a third permit is issued it will cost £60 per year.
- Further information on residents parking can be found below in the enforcement section.

Camera Car

- The Continued the roll out of the camera enforcement car for difficult to enforce priority areas such as school zig zags, pedestrian zig zags, bus stops, taxi ranks and clear ways

Bus Lane Enforcement

- Following the passing of the policy by committee in November 2013, Bus Lane Camera Enforcement using static Bus Lane Enforcement Cameras will be introduction in the Financial Year 2015/16.

All three of these proposals were subject to full consultation across South Gloucestershire Council with a full equalities impact assessment undertaken.

The introduction of all of these has been widely publicised and generally supported by the public in South Gloucestershire.

The Government has confirmed a major set of reforms to make parking policy in England more motor friendly and are set to issue an updated and amended Operational Guidance to Local Authorities: Parking Policy and Enforcement.

On the 12 March 2015 David Cameron announced responsibility for off-street parking has been transferred from the Department of Transport to the Department for Communities and Local Government.

Updating the Enforcement Policy

The council's parking enforcement policies were adopted on the introduction of decriminalised parking in 2007. It was considered appropriate to review these in order to take into account national changes since that date, and also to ensure they meet the current needs of the district and the council.

The aim of the review was to ensure that the council had an enforcement policy that would provide a framework to ensure that the council worked in an equitable, practical and consistent manner. This is consistent with current national best practice and compliance with the objectives of the Traffic Parking Tribunal and the Local Government Ombudsman. Section 11.21 of the Operational Guidance to Local Authorities on Parking Policy and Enforcement issued by the Department for Transport following the Traffic Management Act 2004 states:

“Elected members may wish to review their parking representations policies, particularly in the area of discretion, to ensure consistency with published policies. However, elected members and unauthorised staff should not, under any circumstances, play a part in deciding the outcome of individual challenges or representations. This is to ensure that only fully trained staff make decisions on the facts presented. The authority's standing orders should be specific as to which officers have the authority to cancel PCNs. There should also be a clear audit trail of decisions taken with reasons for those decisions.” And the council will strictly follow these rules.

A draft Parking Enforcement policy was agreed for consultation purposes by Communities Lead Members on 12 September 2012. Extensive public consultation was undertaken with the following stakeholders and the results presented to elected members.

- Residents and motorists
- All parish & town councils
- All safer stronger groups
- All business groups
- South Gloucestershire Equalities Forum

- Taxi Liaison Group
- Transport groups and motoring organisations
- Police and emergency services
- South Gloucestershire Equalities Forum, Disability Network and a range of groups representing older people and people with disabilities
- Voluntary and community sector in South Gloucestershire

In addition officers gave talks to members of Paul's Place and at a meeting of the Disability Action Group.

The following specific issues were identified as being of specific interest:

1. Introduction of body worn audio / visual equipment

72.2% of respondents to public consultation on the Parking Enforcement Policy 'agreed' or 'strongly agreed' with the introduction of body worn audio / visual equipment where this protected Civil Enforcement Officers. 14.8% of respondents 'disagreed' or 'strongly disagreed' with this change.

The Communities Committee agreed that the service could consider this in due course.

2. Warning Notices

The Traffic Management Act 2004 provides a provision for the issuing of warning notices rather than a full Penalty Charge Notice. It is proposed that where parking restrictions are changing (such as the introduction of new yellow lines, introduction of residents parking schemes, or a new targeted enforcement focus) warning notices are issued for a limited time period of two to four weeks, after which the issuing of Penalty Charge Notices would commence.

Almost 93% of respondents to public consultation on the Parking Enforcement Policy 'agreed' or 'strongly agreed' with this change.

The Communities Committee agreed to introduce this with effect from 01 April 2013

3. Sustainability objectives (includes environmental, social and economic impacts)

By ensuring compliance with the regulations in place, the Parking Enforcement policy aims to support ease of access to town centre retail areas for shoppers, and thus have a positive impact on retail businesses in those areas.

By ensuring compliance with the regulations in place the Parking Enforcement Policy aims to support public transport and reduce Carbon dioxide (CO₂) emissions from vehicles seeking parking spaces.

By ensuring compliance with the regulations in place the Parking Enforcement Policy aims to have a positive social effect by improving access to services including by non-car modes, and by ensuring clarity, objectivity and consistency in service delivery.

4. Grace period

Although not required by law, South Gloucestershire Council has operated an approach to enforcement that includes a grace period for time-restricted offences such as overstaying. These allow 5 minutes on-street and 10 minutes for overstaying the agreed time in car parks.

For parking in off-street car parks this grace period is still considered appropriate.

However the grace period on yellow lines on-street has become known and individuals are regularly parking on yellow lines for inappropriate reasons and relying on the grace period. This causes obstruction and undermines the existing restrictions.

It was therefore recommended that that as a general rule a grace period will not be given unless the Civil Enforcement Officer determines that there is a valid reason for parking there (i.e. a reason listed in the Parking Enforcement Policy for which the Council would accept representation against a PCN if one was issued). This change will also apply to vehicles spotted parking on restricted areas outside of schools where Penalty Charge Notices will be issued if drive-aways occur.

Over 80% of respondents to public consultation on the Parking Enforcement Policy 'agreed' or 'strongly agreed' with this change.

The Communities Committee agreed to introduce this with effect from 01 April 2013

Camera enforcement car

As part of an internal review of the effectiveness and use of best practice in the Parking Services Team it was recognised that there was not the capacity or capability to effectively enforce parking regulations across South Gloucestershire to the extent that residents wish in order to improve road safety, particularly around high priority areas including schools.

The Traffic Management Act (TMA) 2004 and subsequent guidance and secondary legislation enables enforcement authorities to pursue 'vehicle driven away' Penalty Charge Notices (PCNs) through the service of a postal PCN, and to enforce through the use of a camera enforcement car. CCTV Enforcement Vehicles with Automatic Number Plate Recognition (ANPR) provide a flexible and highly efficient alternative to traditional parking enforcement on foot. The regulations are also very clear that parking enforcement cars can only be used in high risk areas where enforcement using conventional methods is difficult or not possible.

It was considered that a CCTV enforcement vehicle (camera car) would help maximise the Parking Enforcement Service's ability to enforce restrictions in South Gloucestershire Council with a particular focus on those where safety is an issue: Zig Zags outside of schools; on pedestrian crossings; on taxi ranks; and on double yellow lines where loading/unloading and stopping by blue badge holders are not permitted.

South Gloucestershire Council has not previously used a camera enforcement car. In order to properly investigate the implications of doing so the experiences of other authorities have been benchmarked, and a pilot study carried out to assess the practical

results given the parking restrictions in place in South Gloucestershire. As a result of the pilot and public consultation it was agreed that a car would be introduced.

The technology itself consists of a specially converted normal car which has:

- mast fitted to the roof of a vehicle
- Automatic Number Plate Recognition (ANPR) camera, as approved by the Secretary of State for Transport
- Pan Tilt Zoom (PTZ) functionality used to identify vehicles that are contravening the regulations, government approved
- a hard drive to capture the primary evidence with a flash memory recorder used as working copy evidence

The enforcement car can be used in either unattended (just the driver) or attended (Qualified Officer as / or as well as the driver) mode to enforce.

In unattended mode the enforcement schedule is pre-configured to automatically enforce offences demonstrating that the vehicle can be efficiently utilised.

In attended mode a second attendant or the driver (when the vehicle is parked) can use the equipment to carry out manual enforcement duties by using the touch screen to tilt, pan and zoom the camera and recording equipment to capture contraventions.

This means that there are two different service levels available depending on which use the enforcement car is put to. The first option, unattended, uses the car without a qualified officer to automatically pick up offences in pre-programmed areas. This is limited to areas where there are no exemptions to the regulations in place.

If the car is used in attended mode a qualified officer can review areas where some exemptions apply such as loading permissions and valid blue badges. With a qualified officer in the vehicle observations on these can be made enabling further infringements to be addressed and complaints from residents and businesses to be promptly acted on.

The pilot

In order to assess the service impact, and potential financial implications, of introducing a Parking Enforcement Car, a pilot was operated in September 2012. A camera enforcement car provided by Mouchel was used for the pilot as they were prepared to provide this car free of charge and at short notice.

Prior to the delivery of the vehicle consideration was given to the areas to be targeted. Priority was given to high risk sites such as schools and a number of priority roads were also pre-chosen and these were those with restrictions that carry an instant penalty charge for infringement such as parking on bus stops and taxi ranks.

The pilot succeeded in identifying the number of parking offences occurring in the areas patrolled which could be enforced through introduction of a parking enforcement car; and provided valuable lessons about operating such a car.

From the 56 hours the pilot car was operated 44 potential Penalty Charge Notice offences were confirmed. Of these approximately 25 were in bus stops, 15 on school markings and

4 on taxi ranks. When you adjust the time on-road for set up and familiarisation with the vehicle it is reasonable to assume that the PCNs were achieved in the equivalent of one week.

In addition an average 1 offence a day which could be enforced if the car was used in attended mode was identified. This is additional to the 44 offences in category 1 zones (which attended mode also picks up).

Introduction of the camera enforcement car

Parking Enforcement using the camera enforcement car went live in South Gloucestershire on the 17 September 2013, prior to this the car issued 580 warning notices from 18 July 2013.

In the financial year 2014/15 the camera enforcement car issued the following notices.

Code	Description	Amount of Penalty Charge Notices issued
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.	401
45	Parked on a taxi rank	238
47	Stopped in a restricted bus stop or stand	2734
48	Stopped in a restricted area outside a school	110
99	Stopped on a pedestrian crossing and/or crossing area marked by zig zags	183
	Totals	3666
	Amount of Penalty Charges successfully challenged	507

The camera car has issued a total of 3,666 Penalty Charge Notices this financial year, compared to the previous year this is a slight decrease of 113. 3666 represents a projected income of £256,620 if all notices were paid at the full rate.

The camera enforcement car is used specifically in high profile and high priority areas such as keep clears and zig zag lines outside schools, pedestrian crossings and bus stops where enforcement by a Civil Enforcement Officer is difficult due to the location and nature of the restrictions and the vast number of locations that officers need to cover. Parking Services work closely with the department responsible for lines and signs within the council to ensure sufficient signage is in place to ensure the public know that enforcement is taking place, including enforcement signs at all of the main entry roads to areas where enforcement is due to take place.

Post Deregulation Act, The Department for Transport has issued updated guidance to Local Authorities on parking Enforcement. Under the updated guidance the use of CCTV parking enforcement will be restricted to no-parking areas around schools, at bus stops,

bus lanes and Red Routes. These new guidelines will not come into effect until the Financial Year 2015/16.

Observation periods

For some contraventions CEOs may need to observe a vehicle for a period of time in order to establish whether a contravention has taken place. For example a stationary vehicle on double yellow lines would need to be observed in order to establish whether it was parked or the driver was loading / unloading. This is different to a grace period.

The consultation draft proposed that the observation period for the main contraventions involved (parking in a restricted street during prescribed hours; parking in a loading area in a car park) remain unchanged at 5 minutes. Response to these proposals was mixed, with some respondents feeling the observation period should be kept at 5 minutes and other feeling it should be reduced.

Subsequent to this consultation the council's Transformation and Efficiency team has recommended that in order to help reduce the net cost to the council of the Parking Enforcement service the observation times for the following contraventions be reduced to two minutes:

- parking in a restricted street during prescribed hours
- parking in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place
- parking for longer than permitted
- parking in an off street loading area during restricted hours
- parking in an electric vehicles' charging place during restricted hours without charging
- parking without payment of the parking charge (where payment is needed)
- parked in a car park without clearly displaying a valid pay & display ticket, voucher or parking clock (where payment is needed)
- parked in a pay and display car park without clearly displaying two valid pay and display tickets when required
- where a driver is clearly observed by a CEO to be committing an offence – for example where the driver is seen to have left a vehicle to shop or to use a bank cash point – the PCN should be issued immediately without an observation time
- the communities committee agreed to introduce this with effect from 1 April 2013

Enforcement of dropped kerbs for resident's driveways and for parking away from the kerb

In recent years concerns about poor and inconsiderate parking appears across residents driveways have increased and was considered likely to continue as the population and number of cars in South Gloucestershire increases still further.

Almost 75% of respondents to public consultation on the Parking Enforcement Policy 'agreed' or 'strongly agreed' with the introduction of the power to enforce where vehicles are parked across residents driveways where a Traffic Regulation Order prohibiting this is in place.

There was a greater diversity of opinion over enforcing for parking away from the kerb than for any other issue, with 48% of respondents 'agreeing' or 'strongly agreeing' with its introduction, while 26.8% 'disagreed' or 'strongly disagreed'.

The Communities Committee agreed to both of these proposals and enforcement can take place from 1 April 2013 where specific Traffic Regulation Orders have been implemented by the Planning, Transport and Strategic Environment Committee for the location.

Pavement parking

Since 2009 Councils responsible for decriminalised parking enforcement – including South Gloucestershire Council, have had the opportunity to implement powers to enforce for parking on pavements even where there are no other restrictions. Authorities have not been able to pick and choose where pavement parking might be enforced and a blanket restriction was required. However the Department for Transport have now published guidance that introduces some flexibility:

'In most areas of England (outside London), any specific footway parking ban is applied locally and indicated by traffic signs. A local authority can make a traffic regulation order (TRO) to prohibit footway parking on a designated length of highway or over a wider area. This means the council can target problem areas rather than applying a blanket ban.'

74% of respondents to public consultation on the Parking Enforcement Policy 'agreed' or 'strongly agreed' with introducing this power.

The Communities Committee agreed to introduce this power with effect from 1 April 2013 subject to specific Traffic Regulation Orders implemented by the Planning, Transport and Strategic Environment Committee for that location.

Immobilisation or removal of vehicles

The consultation draft of the Parking Enforcement Policy suggested that the council not clamp vehicles, but does adopt the power to remove vehicles in exceptional circumstances. 80% of respondents to public consultation on the Parking Enforcement Policy 'agreed' or 'strongly agreed' with this change.

Exceptional circumstances would be where the vehicle repeatedly breaks parking restrictions; where it has not been possible to collect payment for at least eight Penalty Charge Notices, or where the vehicle is not properly registered with the DVLA.

The decision on whether to remove a vehicle requires an exercise of judgement and would only be taken following specific authorisation by a senior member of staff. Vehicles would not be removed unless a suitably trained CEO is present to confirm that the contravention falls within the guidelines.

The Communities Committee agreed to this with effect from 1 April 2013 subject to a clear policy on when it will be appropriate to use the appropriate powers being formulated and presented for consideration by the Committee at a future date. This will cover the order of priority in which vehicles should be dealt with, based on the nature of the contravention.

Weight restrictions in car parks

Many of the authority's car parks have a weight restriction included as part of the Traffic Regulation Order covering the car park. Due to the difficulties in knowing the actual weights of the huge variety of domestic vehicles, including 'white vans' enforcement of these restrictions has historically only take place where there is an obvious and incontrovertible breach of the weight restriction. The draft Parking Enforcement Policy proposed more systematic and regular enforcement of these limits.

Exactly 50% of respondents to public consultation on the Parking Enforcement Policy 'agreed' or 'strongly agreed' with this change, while 13% 'disagreed' or 'strongly disagreed' with it. Groups representing residents with disabilities consistently highlighted that many specialist vehicles (especially those adapted for wheelchair access) weigh more than the normal current restriction.

Officers therefore recommended that enforcement of weight restrictions in car parks was not undertaken on a more regular basis until the weight limits were reviewed and Traffic Regulation Orders amended if necessary.

The Communities Committee agreed to introduce this with effect from 1 April 2013.

Motorbikes parked in car park spaces

Some respondents to the public consultation on the Parking Enforcement Policy wished to see motorbikes permitted to park in spaces for cars where all available motorbike allocated spaces are full.

In response it was proposed that where there are no available motorbike spaces in a car park (either because they are not provided, or because all spaces provided are occupied), motorbike riders are permitted to use the spaces for cars.

The Communities Committee agreed to introduce this with effect from 1 April 2013.

Additional efficiency changes

The council's Transformation and Efficiency team have proposed the following changes to help reduce the net cost to the council of the Parking Enforcement Service.

Redesigning patrol routes to minimise travel time and increase the time spent observing offences; and extending the working day of some CEO's on weekdays, and reducing the number of days worked – and hence the frequency of observation of individual areas. This approach is consistent with the move to intelligence based enforcement routes referred to in the draft Parking Enforcement Policy.

Removing the option for motorists to appeal against PCNs by email, requiring motorists to use the current web form for electronic appeals.

The Communities Committee agreed to both of these proposed changes with the e-mail proposal from 1 April 2013 and the shift changes subject to full consultation with the staff involved.

Implementation of changes

The Parking Service has prepared for the implementation of the parking enforcement policy changes ensuring that supporting IT equipment such as the hand-helds used by CEOs, the back office system (Chipside), Penalty Charge Notices and the website contained the up to date policy.

A link to the policy was sent out through the councils' community e-group pages and also to all Safer, Stronger Community Groups and Community Lead Groups backed up by formal media publicity.

Information consultation with the CEOs on the potential shift changes commenced with all parties working together to design an effective and efficient shift system to meet the demands of the service. New shift patterns are now in place to ensure more consistency across the patrols and these have proved to be effective.

Formal policy review September 2014

In September 2014 a formal review of the Parking Policy was considered by the Council's Communities committee who agreed to continue with the policy. The Committee acknowledged at the time that the Government had announced proposals to change the guidelines on enforcement in some instances such as the areas in which a camera car could be used and the introduction of a mandatory 10 minutes grace period.

Committee resolved that amending the enforcement policy to meet these national guidelines be delegated to the service area should it become necessary to do so.

Residents Parking

Residents parking schemes within South Gloucestershire will only be considered where all other measures to control parking have been investigated and discounted and the assessment suggests a permit scheme would help solve the identified parking problem and there is a clearly defined area with defined boundaries such as major highways or physical features severing easy access to other residential areas

The roads within the defined area need to be adopted highway managed and maintained by the Council and over 70% of affected properties responding to a consultation agree to a permit scheme. A scheme cannot be introduced if the parking issues are simply related to

normal school pick up and drop off times where there is a school in the vicinity of the clearly defined area.

Normally, half of the dwellings/properties within an identified area have no off street parking plus the area should have an existing or proposed Traffic Regulation Order that limits waiting. Residents, small businesses and any other property owner that pays either business rates or council tax located within a scheme area can apply for a residents permit.

To implement a new scheme, if there is no existing Traffic Regulation Order (TRO) limiting waiting in the area or to convert an existing TRO into a parking scheme, it must be included on the Local transport priority list to compete for inclusion in the capital programme or The Planning, Transportation and Strategic Environment Committee may select it as a priority scheme to be funded from their annual allocation.

Normally up to two permits are issued per property. Occasionally, the number of permits are restricted to one per property, or, where space allows, there may be an option to purchase a third permit.

Blue badge holders are exempt from the permit charge. All disabled persons who hold a blue badge who are resident at an address within a parking permit scheme area will be eligible for a free permit for their personal use upon application.

For schemes in existence before the proposed changes the charge for the first and second permit is currently £10 each, with no expiry date.

Civil Enforcement Officers who work for South Gloucestershire Council monitor the permit area's as part of their current patrolling patterns. Failure to display a valid parking permit could lead to a Penalty Charge Notice being issued.

There is currently no provision in place for visitors / trades persons / health care professionals, however the residents parking scheme is currently under development and they may be introduced at a later date. Under the new proposals permits will be subject to an annual charge. The charge for the first permit will be £30 per year and £45 per year for the second. If a third permit is issued it will cost £60 per year.

Under the new proposals the permits will be valid for a year and will include the vehicle registration number, it will be renewed annually at a fee which has yet to be determined.

It is intended to review existing parking permit schemes on a rolling programme starting in five year's time, all properties in the scheme will be consulted on whether they would like to have permit parking, based on the new rules and charges. If there is sufficient support, a scheme will be progressed. Any new resident/property owner moving into an existing scheme area that was implemented prior to 2014 and wants a permit will be subject to the rules applied to that scheme when it was implemented until such time as the scheme is reviewed.

Performance 2014/15

The cost of Parking Enforcement Services

The Parking Enforcement Service figures below have to conform with the introduction of the new United Kingdom Public Sector Internal Accounts and Audit Regulations for 2013 (Amended) Regulations 2010, and therefore do not provide a truly representative comparison of previous years costs.

Local Government Transparency Code - 2014

Parking Account

Operational costs 2014-15

The Cost of Parking Enforcement Services FY 2014/15		
	Direct Costs	Cost including overheads
Parking Services Total Expenditure	606,058	757,143
Parking Services Total Income	468,427	468,427
Net Cost	137,631	288,716

Income and expenditure from off- street parking – Hunts Ground

Park & Ride Total Expenditure	10,284	10,284
Park & Ride total Income	45,326	45,326
Net Cost	-35,042	-35,042

Deficit on parking account

Total Net Cost	102,589	253,674
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Breakdown of income and expenditure parking account (Income from issue of PCNs):

Parking Services – Breakdown of expenditure	Amount
Operational Staff Pay	471,041.91
Administrative & Support Staff Pay	25,114.08
Training Expenses	2,875.00
Lump Sum	1,811.61
FRS17 Net Pension Adjustments	5,531.90
Allowances	381.97
Other Employee Expenses	8,434.11

Public Transport - Staff	598
Car Mileage Allowances - Staff/Volunteers	226.23
Car Parking Charges - Staff/Volunteers	14.47
Essential Car Users - Lump Sum	0
Office Supplies & Equipment	0
Operational Equipment	2,527.85
Uniforms & Clothing	3,249.79
Laundry Services	120.44
Printing & Stationery	3,530.10
Books & Publications	0
Telephones	1,087.53
Radio Pager/Mobile Phones	3,175.10
Computer Services	4,970.20
Software Support & Maintenance	12,041.20
Conference Expenses	548.85
Fees - General	18,262.32
Membership Fees	619
Legal Fees	250
Other Supplies & Services	263.84
Inter Directorate Recharges	184.58
Graphics & Mapping	0
StreetCare Street Lighting Recharges	1,536.57
StreetCare Highways Recharges	0
TranMan Transport Recharges	37,660.57
Total	606,057.22

Parking Services Income	Amount
Recovery of Expenditure	29,382.51
Fee & Charges – General	640
Miscellaneous Income – Penalty Charge Notice	311,322
Miscellaneous Income – camera car	127,083
Total	468,426.69

Breakdown of income and expenditure from off-street parking charges

Expenditure – Off Street Parking Charges	Amount
Premises Maintenance by Contract	38.78
Services Contract (Premises)	1,312.86
Software Support and Maintenance	272.47
Publicity & Promotions	152.93
Bank Charges	1,495.29

Credit Card Charges	4,125.02
Other Supplies & Services	1,867.81
Inter Directorate Recharges	91.67
ADPN Allowances	521.09
Street Care Grounds Recharges	406
Total	10,283.92

Income – Off Street Parking	Amount
Miscellaneous income	45,326.02

In the financial year of 2014/15 a total of 14,297 PCNs were issued compared to the previous year of 14,846. This represents a decrease of 549 PCN's issued. This represents only a slight decrease from the previous year and is to be expected as effective parking enforcement should result in a decrease in notices issued.

In addition to these, further efficiencies were implemented:

- working efficiencies including minimising briefing times, reviewed enforcement routes, no longer accepting appeals by e-mail with the corporate web platform to be used, the use of corporate scanning and print pack and dispatch
- improve procedures to ensure that issues identified with signs and lines are rectified in a timely manner
- updating of all policies and procedures

Summary of parking costs- Off street car parks	
Inspection of car parks	
Inspection 1 day per month	2,092
Cleansing of Car Park	
Includes litter picking, sweeping and deep cleans	51,292
Lighting of car parks	
Annual cost of energy	4,000
Maintenance	
Potholes/parching & lining	2,000

Dedicated car park budget	
Rates, security systems, miscellaneous repairs	151,644
Total Costs	211,028

Parking Spaces

Off Street – controlled parking spaces

Car parks in South Gloucestershire

Location	Standard bays	Disabled	Max stay
Filton			
Station Rd/Filton Ave	12	1	2 hours
Link Rd/Church View	31	4	2 hours
Gloucester Rd North/Filton Rd	58 +1 motorcycle	2	12 hours
Abbeywood	44 +1 motorcycle	3	12 hours
Hanham			
Abbots Road	11	3	24 hours
Laburnham Rd	46 + 2 parent/child	3	2 hours
Kingswood			
Bank Road	24	3	2 hours
Boultons Road	50 + 1 motorcycle	3	12 hours
Cecil Road	53 + 1 motorcycle	3	2 hours
South Road	11 + 1 motorcycle	3	2 hours
Stoke Gifford			
Hunts Ground Road (P&R)	200 + 5 motorcycle	10	24 hours
Mangotsfield			
St. James Street	17 short stay + 22 long stay	3	2 hours and 12 hours
Patchway			
Coniston Road	31	3	2 hours
The Parade	77 + 7 staff	8	12 hours
Staple Hill			
Byron Place	46 + 1 motorcycle	3	2 hours
Haynes Lane	23	3	12 hours

Page Road opposite school	49 +18 permit bays	5	2 hours
Pages Road by toilets	43	3	2 hours
Thornbury			
St Mary Street	85	6	2 hours
Rock St L/S and S/S*	192 long stay + 100 short stay	20	2 hours and 12
Park Rd	10	3	12 hours
Leisure Centre	295	11	12 hours
Winterbourne			
Flaxpits Lane	21 short stay + 28 long stay + 1 motorcycle	4	2 hours and 12 hours
Warmley			
Warmley Station	24	3	24 hours
Yate			
Longs Drive	9	3	2 hours
Cranleigh Court Rd	22	2	12 hours
Kennedy Way	71	4	12 hours
Abbotswood	34	3	12 hours
Leisure Centre	156	9	12 hours

On Street Car Parking Spaces

As South Gloucestershire Council has a policy of not charging for on-street car parking spaces it has not historically kept records of the number of spaces it provides and it is therefore not possible to accurately identify the numbers at this time.

Some on-street spaces are in the form of individually marked bays and other areas have continuous bays.

Performance against targets

Parking Services is constantly being reviewed to see where targets can be bench marked against other local authorities. The proposed targets and previous performance are outlined in the table below:

Performance Target	2014/15 performance	2014/15 Target	2013/14 Target	2013/14 Performance	2012/13 Target	2012/13 Performance
% of appeals received against PCNs issued	23%	25%	2.5%	2.5%	3.0%	2.5%
% of appeals received that were successful	50%	50%	45%	41%	45%	37%

% of appeals to TPT	0.55%	2%	0.31%	0.13%	0.15%	0.18%
% of successful appeals to TPT	22%	50%	70%	59%	35%	67%
% of primary enforcement areas visited on a daily basis	100%	100%	100%	100%	100%	100%
% of secondary enforcement areas visited on a weekly basis	40%	40%	40%	40%	35%	35%
% of PCN appeals closed within 5 working days	88%	90%	88%	88%	50%	86%
% of outstanding debt re-covered on a monthly basis.	30%	27%	30%	29%	26%	26.58%

Parkway North Park and Ride

The use of this car park, although higher than a year ago, is still low although as a consequence of the works on Parkway Station during the Autumn /Winter 2013/14 the income for the car park increased significantly. This is not unexpected as the facility was the only parking available during the works at the station.

Review of Primary and Secondary areas in light of intelligence received

We have prioritised main areas such as Kingswood, Yate, Thornbury and Chipping Sodbury in light of on the ground intelligence from the Civil Enforcement Officers and in response to complaints from either members of the public, shop keepers, councillors or emergency services.

This allows the Civil Enforcement Officers to target areas where there are regular contraventions of the parking restrictions.

The review also allows for all areas to be covered with the flexibility to target certain areas at short notice.

Camera car enforcement routes

The camera enforcement car follows pre-planned and pre-decided routes to ensure that all priority areas are covered and mainly all schools receive an adequate share of enforcement. These routes can be altered or changed as a result of intelligence received or seasonal changes such as school holidays where enforcement is best served in other priority areas.

Appealing a Penalty Charge Notice

Overview

If an individual receives a Penalty Charge Notice and they feel it should not have been issued, they may submit an appeal. The appeal process is designed to be accessible to all and does not require legal counsel.

Details of how to appeal can be found on the back of the Penalty Charge Notice attached to the vehicle or if the Penalty Charge Notice has been issued by post, details of how to appeal are contained within the Penalty Charge Notice.

1. **Informal Challenge (not available for PCNs issued by post)**

These must be made in writing within 28 days of the service of the Penalty Charge Notice

2. **Formal representation**

If the Penalty Charge is not paid within 28 days a Notice to Owner is sent out to the registered keeper of the vehicle. The Notice to Owner sets out the grounds under which a Formal Representation can be made, If the recipient wishes to make a Formal Representation they must complete the Notice to Owner or submit an appeal via the Councils website within 28 days of receipt of the Notice to Owner documentation.

If a Penalty Charge Notice is issued by post (issued by the CCTV camera car) the recipient can also submit a Formal representation by post or via the Councils Website

If a Formal Representation is rejected by the Council, included with the notice of rejection, will be a green form which explains the right to appeal to an independent adjudicator at the Traffic Penalty Tribunal, this form can be completed and returned directly to the Traffic Penalty Tribunal.

Traffic Penalty Tribunal

The Traffic Penalty Tribunal is an independent organisation that deals with appeals when the Council has rejected the appeal at the informal and formal stage. It is not possible to appeal to the Traffic Penalty Tribunal until a Notice to Owner/PCN by Post has been issued and rejected by the Council.

The Traffic Penalty Tribunal look at the facts, ensure that the PCN has been correctly issued and a Traffic Regulation Order is in place. The appellant completes the form sent by the council to them and then send it directly to The Traffic Penalty Tribunal and they then notify the council who can either No Contest or Contest the appeal.

All of the paperwork from the council is sent to both the appellant and the Traffic Penalty Tribunal, who also send copies of everything received to the council. The decision made

by the Traffic Penalty Tribunal is final and binding. The hearing can be either by post, in person or by telephone. The type of hearing is decided by the appellant.

There have been 77 cases taken to the Traffic Penalty Tribunal during 2014/15 of which 50 were won, 17 were lost, 1 was withdrawn by the appellant and 9 were 'no contest' meaning the council did not contest the appeal. Not contested is where the Council does not contest the appeal at Traffic Penalty Tribunal due to new evidence provided by the appellant. It would normally be the case that if that evidence had been provided earlier the PCN would have been overturned and the appeal accepted.

To ensure there is consistency and fairness in the way appeals area dealt with, cases are monitored and reported on monthly and prior to the council contesting an appellants challenge sent to the Traffic Penalty Tribunal the case has to be signed off by the manager.

To assist staff in dealing more effectively with the appeals process an annual refresher training day is arranged for all appeals staff including the Civil Enforcement Officers. From this training staff are made aware of any part of the process that may need tightening up on such as evidence gathering and making sure all points of an appeal is addressed.

Civil Enforcement Agents

As part of the Councils drive to minimise costs whilst providing effective services an efficient procurement process was implemented and two Civil Enforcement companies were chosen to cover both the recovery of Penalty Charges and non-payment of community charges.

Previously there were four bailiff companies providing these services.

During 2014/15 financial year 1,115 cases were sent to the Civil Enforcement Companies of which 322 cases were paid. The collection rate from the bailiffs varied between 24.68% and 24.97% of the outstanding penalty charge being sought.

Reasons for uncollected payments will range from the bailiff companies being unable to trace the owner of the vehicles to the social status of the vehicle owner.

The amount of uncollected payments in value for the financial year 2014/15 was £116,396.00

Annual performance summary

Performance figures for the year show that Parking Services issued slightly less PCNs compared to the previous year, this is most likely due to improved working efficiencies and providing more consistent enforcement across the South Gloucestershire Council area. This is the expected trend as members of the public become aware of effective parking controls within South Gloucestershire.

The trend over recent years is to see a gradual reduction in penalty charge notices which is expected as drivers become more educated in where to park legally.

There are a number of additional factors which help explain this reduction and why issue rates may not be a successful indicator for future years:

1) South Gloucestershire Council Parking Strategy and West of England Partnership continue to work together in improving public transport links, rail links, and cycle lanes across the west.

2) Motorists are becoming more aware of the presence of the Civil Enforcement officers on the street and thus putting more thought into where they choose to park.

3) Due to economic situation and high fuel cost more motorist are using public transport or other means of transport.

Contacts and further information

Parking Services can be contacted:

- online - www.southglos.gov.uk/parklegally
- email - parklegally@southglos.gov.uk
- telephone - 01454 86 8000
- in writing - Parking Services
South Gloucestershire Council
Department for Environmental and Community Services
PO Box 299
Civic Centre
High Street
Kingswood
Bristol BS15ODR

Further information on topics covered by this report on the council website, local libraries and council offices. Also and at:

The British Parking Association

Please note that the BPA is not set up to deal with individual complaints from the public.

British Parking Association
Stuart House
41-43 Perrymount Road
Haywards Heath
West Sussex
RH16 3BN

www.britishparking.co.uk

E-mail: info@britishparking.co.uk

Tel: 01444 447 300

Fax: 01444 454 105

The Traffic Penalty Tribunal and "PATROL"

www.patrol-uk

Statistical tables and further information

Penalty Charge Notice Statistics

PCNs Issued

	2014-15	2013-14	2012-13	2011-12	2010-11
PCNs issued by camera car	3666	3553	0	0	0
PCNs camera car paid	3112	2389	0	0	0
PCNs issued	10631	11,293	6774	8712	8330
PCNs paid	8389	9125	5700	7152	6810

The above table gives the amount of PCNs issued against the number that were paid. PCN's registered as not paid are either ones cancelled because of a successful challenge by the person issued with the PCN, The vehicle owner cannot be traced either by the DVLA or bailiff services, or an appeal to the Traffic Tribunal against the issued PCN has been successful.

PCNs paid

	2014-15	2013-14	2012-13	2011-12	2010-11
Camera car full rate	131	112	0	0	0
Camera car discounted rate	2876	2196	0	0	0
Full rate (Off street)	146	227	163	166	163
Full rate (On street)	675	629	433	305	453
Discounted rate (Off street)	1573	2215	1289	1600	1762
Discounted rate (On street)	5777	5724	3529	2271	4279

Full rate signifies the full fee payable for the contravention.

Off street relates to spaces in a car park

On street relates to parking spaces on the street

Appeals / challenges

	2014-15	2013-14	2012-13	2011-12	2010-11
Informal	1898	2277	1344	1824	1713
Formal	1384	263	333	365	377

Informal challenges are the initial challenge to the Penalty Charge Notice if issued by a Civil Enforcement Officer on foot patrol and attached to the vehicle. Formal is where the appellant is unhappy with the outcome of the informal challenge and makes a second informal appeal following receipt of the Notice to Owner or Penalty Charge Notices captured by the camera car and issued by post.

PCNs written off

	2014-15	2013-14	2012-13	2011-12	2010-11
DVLA	461	146	113	35	93
Bailiff returned	52	51	99	452	444
CEO cancelled	454	212	239	336	377

This table refers to PCN fees that cannot be collected due to the owner of the vehicle being untraceable and also where the PCN is cancelled by The Civil Enforcement Officer due to on site error. The number for CEO cancelled is significantly higher in the financial year 2014/15 due to a system error with the camera car in Dec/Jan resulting in 195 PCNs having to be cancelled.

Traffic Penalty Tribunal Appeals

	2014-15	2013-14	2012-13	2011-12	2010-11
Won	50	26	10	13	5
Lost	17	13	2	7	10
Not contested	9	9	3	4	2
Withdrawn	1	0	0	0	0
Total	77	48	15	24	17

This table refers to the amount of appeals sent to the Traffic Penalty Tribunal. Won is where the council has successfully defended the issuing of the PCN and lost is where the council has lost in their defence of that appeal. Not contested is where the council does not contest the appeal at Traffic Penalty Tribunal due to new evidence provided by the appellant. It would normally be the case that if the additional evidence had been provided earlier the PCN would have been overturned and the appeal accepted. The one withdrawn case is where the appellant decided to pay after submitting their case to the Tribunal and requested a withdrawal.

Average penalty charge notice issued by Civil Enforcement Officer

2014-15	2013-14	2012-13	2011-12	2010-11
1021	1060 Incl cam car	565	726	694

National trends show a decreasing number of PCNs being issued by Officers patrolling on foot.

Penalty charge notices issued by category by town (including camera car)

Location	On Street	Off Street	On Street	Off Street	On Street	Off street	On Street	Off street
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	2014-15	2014-15	2013-14	2013-14	2012-13	2012-13	2011-12	2011-12
Almondsbury	0	0	1	0	0	0	1	0
Alveston	0	0	1	0	0	0	0	0
Aust	0	0	0	0	0	0	0	0
Bitton	0	0	1	0	0	0	0	0
Bradley Stoke	37	0	18	0	16	0	18	0
Bromley Heath	0	0	0	0	0	0	0	0
Cadbury Heath	2	0	6	0	0	0	0	0
Charfield	0	0	0	0	0	0	0	0
Chipping Sodbury	126	0	110	0	122	37	166	63
Cribbs Causeway	0	0	0	0	2	0	0	0
Downend	1498	0	854	0	306	0	667	0
Emerson's Green	109		70	0	0	0	0	0
Filton	782	64	528	90	143	41	321	30
Frenchay	458	0	454	0	336	0	545	0
Hambrook	6	0	13	0	24	0	47	0
Hanham	1083	298	531	276	216	190	224	154
Harry Stoke	11	0	48	0	61	0	7	0
Kingswood	4749	709	2511	649	1490	464	1761	550
Little Stoke	69	0	4	0	3	0	4	0
Longwell Green	11	0	26	0	8	0	12	0
Mangotsfield	208	66	241	66	72	43	111	242
Marshfield	3	0	8	0	6	0	14	0
Mayshill	0	0	0	0	0	0	0	0
Nibley	2	0	3	0	0	0	0	0
North Common	10	0	4	0	11	0	0	0
Oldland Common	13	0	8	0	6	0	6	0
Olveston	1	0	3	0	1	0	0	0
Patchway	392	162	418	136	321	92	300	181
Pilning	0	0	0	0	0	0	0	0
Pucklechurch	2	0						
Redwick	0	0	1	0	1	0	0	0
Severn Beach	18	0	12	0	5	0	2	0
Siston	114	0	85	0	0	0	0	0
Staple Hill	1364	344	679	412	358	183	479	242
Stoke Gifford	194	102	199	827	149	33	221	1
Thornbury	601	275	948	508	661	491	968	766
Tormarton	48	0	30	0	53	0	194	0
Warmley	42	3	17	4	15	1	9	1
Westerleigh	1	0						
Wickwar	3	0	4	0	2	0	0	0
Winterbourne	69	24	46	35	45	48	50	27
Yate	369	660	194	209	151	257	149	423

Notices issued by category by contravention - Off street

Code	Description	2014-15	2013-14	2012-13	2011-12	2010-11
73	Parked without payment	84	225	0	0	0
74	Parking for the sale of goods		0	3	0	0
80	Parked longer than permitted	692	787	595	761	991
81	Parked in restricted area	0	0	4	7	9
82	Parked after payment expired	4	7	0	0	0
83	Parked without clear display	14	17	1	1	0
85	Parked in a permit bay	0	1	0	0	0
86	Parked beyond the bay markings	964	1536	746	986	880
87	Disabled person's parking	461	480	463	638	740
89	Wrong size of vehicle	0	0	0	1	0
90	Re-parked in the same place	3	1	6	1	28
91	Wrong Class of Vehicle	81	144	30	35	44

Notices issued by category by contravention - On street

Code	Description	2014-15	2013-14	2012-13	2011-12	2010-11
1	Parked in a restricted street	4548	4200	2215	2739	2739
2	Loading in restricted street	18	16	3	20	20
16	Parked in a permit space	125	64	0	0	0
22	Re-parked in the same place	138	162	100	149	149
23	Wrong class of vehicle	16	32	13	51	51
24	Not parked correctly	91	31	27	68	68
26	Double parking in a SEA	0	0	0	3	3
27	Dropped footway in a SEA	288	124	145	88	88
30	Parked longer than permitted	2638	2817	1892	2410	2410
40	Disabled person's parking	102	71	96	175	175

45	Parked on Cab Rank	97	93	53	92	92
47	Restricted Bus Stop	202	371	269	402	402
48	Restricted school area	5	17	22	13	13
99	Pedestrian crossing	63	97	59	72	72

Notices issued by camera car by contravention

Code	Description	2014-15	2013-14	2012-13	2011-12	2010-11
02	Loading in restricted street	400	182	0	0	0
45	Taxi rank	237	175	0	0	0
47	Restricted bus stop or stand	2731	2829	0	0	0
48	Restricted School area	109	185	0	0	0
99	Pedestrian crossing	184	182	0	0	0

Traffic Penalty Tribunal Appeals

	2014-15	2013-14	2012-13	2011-12	2010-11
Total appeals taken to TPT	77	48	15	24	17
Total ruled in favour of the Council	50	26	10	13	5
Percentage won	65%	54%	67%	54%	30%

Patrol / observation statistics

Financial year	Patrols	Observations
2014-15	104,602	213,699
2013-14	129,399	287,744
2012-13	101,222	215,006
2011-12	18,530	33,118
2010-11	16,722	31,420
2009-10	16,668	17,489

In the above table patrols signify the areas visited by the Civil Enforcement Officers both on street and in the car parks. The observations are where details are taken of vehicles in a limited waiting area car parks and parking bays where there is time limit in how long a vehicle is allowed to remain in that car park or marked bay on the street.

Glossary of terms

<p>Challenge An objection made against a Penalty Charge Notice before a Notice To Owner is issued.</p> <p>Decriminalised This means that it is not illegal to park in contravention of parking regulations. Enforcement of regulations within a Special Parking Area and is the sole responsibility of the Local Authority and not the police. Parking is a civil offence rather than a criminal offence. Unpaid charges are pursued through debt collection agencies and not through the courts.</p> <p>Decriminalised Parking Enforcement –DPE This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Road Traffic Act 1991.</p> <p>Cancellations A Penalty Charge Notice is cancelled when we believe that it would be unjust to pursue the case of when there is an applicable exemption.</p> <p>Civil Enforcement Officer – CEO This is the name given to officers who used to be known as Parking Attendants.</p> <p>Notice to Owner – NtO This is a statutory notice that is served by the authority to the registered keeper of the vehicle that was issued with the Penalty Charge Notice (PENALTY CHARGE NOTICE (PCN)). This will be served when a PENALTY CHARGE NOTICE (PCN) is unpaid for 28 days. When the registered keeper, or the person the council believed to be the keeper of the vehicle, receives this they can either;</p> <ul style="list-style-type: none"> • make a payment of the full charge 	<p>Civil Parking Enforcement – CPE This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Traffic Management Act 2004.</p> <p>Contravention Failure of the motorist to comply with traffic or parking regulations as set by local Traffic Regulation Orders (TRO).</p> <p>Department for Transport – DfT This is the Government department responsible for the English transport network and transport matters in Scotland, Wales and Northern Ireland which are not devolved. The department is run by the Secretary Of State for Transport.</p> <p>Fixed Penalty Notice - FPN These were introduced in Great Britain in the 1950s to deal with minor parking offences. These can only be issued by the police.</p> <p>Local Transport Plan – LTP These are an important part of transport planning within England. We are required.</p> <p>Traffic Management Act 2004 – TMA This act was passed by UK government in 2004. This law details street works and parking regulations. The act has been implemented since 31st March 2008.</p> <p>Traffic Penalty Tribunal –TPT The Traffic Penalty Tribunal decides appeals against parking penalties issued by Civil Enforcement Authorities in England (outside London) and Wales and against bus lane penalties issued by Civil Enforcement Authorities in England (outside London). The Traffic Penalty Tribunal is the final stage of appeal for motorists or vehicle owners against a penalty issued by a council in England (outside London) and Wales.</p>
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<ul style="list-style-type: none"> • make representation (an appeal) <p>Off street parking These are facilities provided through car parks.</p> <p>On street parking These are facilities provided on the kerbside such as pay and display or permit parking.</p> <p>Penalty Charge Notice – (PCN) This is issued to a vehicle that is believed to be parked in contravention of the local Traffic Regulation Order.</p>	<p>Traffic Regulation Order – TRO This is the statutory legal document necessary to support any enforceable traffic or highway measures. Registered Keeper The person who is deemed to be legally responsible for the payment of a PCN. These details are obtained from the Driver and Vehicle Licensing Agency (DVLA)</p> <p>Representation This is a challenge against the PCN after the Notice To Owner is issued.</p>
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