



PARKING ANNUAL REPORT

APRIL 2011 – MARCH 2012



Stockton-on-Tees
BOROUGH COUNCIL

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FOREWORD

By COUNCILLOR MIKE SMITH
Cabinet Member for Regeneration and Transport

This is the third Annual Parking Report under the Traffic Management Act 2004 (TMA). Its purpose is to ensure there is transparency, fairness, accountability, and consistency within the parking service, as well as outlining efficiency improvements.

Differing groups across the Borough including residents, businesses, shoppers and people with disabilities have specific parking needs, and the aim is to balance these needs to ensure fairness for all. It is accepted that parking restrictions, and charges are rarely popular with motorists, however, without them there would be higher levels of congestion.

The major regeneration of Stockton High Street is now well underway and Parking is playing a pivotal role in supporting the towns' regeneration strategy with the intention to introduce areas of on-street parking in the High Street itself. Changes to the existing High Street layout will also enhance the pedestrian and public transport experience coupled with improvements to existing retail frontages, lighting and refurbishment of the Globe Theatre.

The Civil Enforcement Officers' (CEO) role includes offering guidance and advice to members of the public, being more data led in terms of enforcement activity.

As part of the Stockton Town Centre regeneration it is proposed to upgrade car park pay and display machines, including new software offering improvement in the way we operate and allowing various payment methods. The Council also remains committed to tackling climate change, cutting carbon emissions and improving local air quality. As part of this commitment, electrical charging points have started to appear in Council car parks throughout the Borough.

Events still remain a key priority for the Council, due to the economic and social benefits they bring. Stockton hosts some of the most high profile events in the region supported by car parking ensuring that bay suspensions, or even car park closures are in place where necessary. In addition Civil Enforcement Officers (CEO's) ensure that required roads are kept free from parked vehicles, and key enforcement routes are reviewed to ensure public safety.

As with last year's report the financial position is detailed including income and expenditure.

INTRODUCTION

This report provides an overview of the last twelve months progress and key events of the Parking Services. It also gives an overview of the performance of the service during the financial year 1st April 2011 to 31st March 2012.

Also included in this report are some of the future initiatives that will affect the service highlighted in the Borough Wide Car Parking Review that was approved by Cabinet in December 2011.

Parking facilities are used every day by people coming to the Borough of Stockton to shop, work, study or simply visit. Parking controls are essential to minimise congestion, and ensuring free-flowing traffic conditions, that encourage people to visit Stockton more regularly whilst balancing the needs of residents, visitors, disabled people and businesses.

The visible presence of CEO's is the primary means of achieving compliance with parking regulations. This report gives information about what is done, why it is done and how it is done.

Parking Policy objectives are:

- Sustain and enhance the vitality and viability of our town centre and district centres.
- Improve road safety, access and traffic flow.
- Improve the quality and accessibility of local transport.
- Improve the local environment.
- Meet the needs of customers including those with disabilities.

A limited number of hard copies of this report will be available, as well as being sent to stakeholders. It should be noted that the Parking Annual Report is principally designed to be an online document, both in the interests of the environment, and in order to provide convenient links to other resources and information.

Car Parking Services welcomes your feedback on any parking issue and suggestions for improvement of the services that are provided. If you have any questions or queries in relation to this report or the service in general please contact the Car Parking helpline on (01642) 528499 or email technicalservices@stockton.gov.uk

Chapter 2

PARKING PROVISION WITHIN THE BOROUGH OF STOCKTON-ON-TEES

Within the Borough of Stockton-on-Tees there is one town centre and 3 district centres each offering parking facilities, only one of which is currently charging. In December 2011 a Borough wide Parking Strategy was approved that recommended proposals including flexible charging tariffs where appropriate to support economic growth in the Borough.

Stockton Town Centre

There are currently 20 off-street car parks and 12 on-street car parking places in Stockton Town Centre which are all pay and display. Overall there are approximately 1244 parking spaces to be managed (1088 Off-street and 156 on-street).

Appendices 1 & 2 indicate the location of car parking and tariffs these can also be viewed on the Council's website:

<http://www.stockton.gov.uk/citizenservices/transport/carparkingandconcess/carparks/stockton/>

Within Stockton pay and display car parks the option of paying by the RingGo system is available. This is a cashless method of paying for parking via mobile phone, it does incur a minimal additional charge. A convenient feature of this system is that parking time can be extended without the customer having to return to their car. The CEO's are able to check RingGo to ascertain if payment has been made using this method. RingGo is becoming more popular and has resulted in increasing numbers of customers paying by this method.

RingGo website www.myringgo.com

All off-street car parks have been accredited with the Park Mark Scheme Award. This award means that measures are in place which help to deter criminal activity and anti-social behaviour.

The current tariffs are aimed to encourage short-stay parking within the town centre. Maximum length of stay restrictions are generally structured to promote short-stay parking, and frequent turnover of spaces within the town centre. Long stay car parking is located on the periphery of the town centre utilised predominantly by commuters.

Within Stockton Town Centre there are also 2 public multi-storey car parks and a further 3 car parks available to commuters and visitors to Stockton that are managed by other organisations.

As part of the current regeneration proposals for the town centre, the evening economy with the reopening of The Globe Theatre and the Cultural Quarter could change demand for more conveniently located parking. Therefore over the coming months, on-street parking provision will see the re-introduction of parking on the High Street. This will also be available during day time to support short trips into the town centre.



Throughout the regeneration of Stockton town centre flexible charging tariffs and parking incentives will be introduced to support economic growth.



There are currently three residents permit parking schemes within Stockton namely Victoria, Hardwick and Stockton West Estates with a fourth, Trinity Gardens to be introduced in 2013. Residents parking zones (RPZ's) are introduced in surrounding streets, where extensive visitor or commuter parking can occur, to protect local residents.



Billingham Town Centre

There are eight off-street car parks in Billingham town centre all of which are free to park with unlimited duration of stay. Five of the eight off-street car parks are managed by another operator. The three off-street car parks managed by the Council are The Forum, Art Gallery and Community Centre car parks.



The Forum reopened in June 2011 following a £18.5 million refurbishment. As part of this the Forum car park was redesigned and lined with the introduction of more coach bays to assist with the increase of patrons to the Forum.



Thornaby Town Centre

Parking in Thornaby town centre is privately managed. Although parking is currently without charge the owners have indicated that they may introduce charging within the Town centre in the future. As part of the Borough wide parking strategy, the Council is currently working towards solutions for long stay parking and will work as necessary to ensure there is minimum impact of displaced parking should charging be introduced.

Yarm Town Centre

Yarm High Street is a principal road, the A67, and is of high importance for traffic movement. The cobbles of Yarm High Street are public highway providing 204 free, on street short stay spaces within the controlled Disc parking zone. Parking within the Disc Zone is limited to 2 hours with a no return period of 1 hour Monday to Saturday between 8am and 6pm, there are a further 122 un-restricted on street spaces divided between two areas (one located at either end of the Disc Zone)

In addition, there are 3 Council owned, off street car parks at Castle Dyke Wynd (23 spaces), The Old Market (16 spaces) and located approximately 1.4 miles from Yarm High Street, in the Parish of Kirklevington, Yarm Rail Halt (45 spaces) that are all predominantly used for long stay parking.



In October 2011 the Council, in partnership with Yarm Town Council commissioned independent market research to be carried out. This was undertaken in order to fully understand the car parking needs of those who visit Yarm. The report concluded that there was a need to increase availability of short stay spaces and provide more long stay parking which could boost the economy by up to 15%.



Parking enforcement indicates 15% penalty charge notices (PCNs) are issued in Yarm. The Council is currently considering alternative methods of parking control in Yarm to provide adequately for the needs of residents and businesses.

PARKING PERMITS

Residents Permit Parking Zones

Currently within Stockton there are three operational RPZ's, which are located within Victoria Estate, Stockton West area, and Hardwick Estate with a further scheme proposed for the Trinity Gardens area.

Stockton Council only introduces schemes where there is evidence of the above problems, and the scheme would be of benefit to the local residents, and most importantly that any consultation exercise undertaken with affected residents receives a positive outcome.

Residents within each zone are entitled to apply for a residents permit for each vehicle that is registered at that particular property. In addition residents can also request to purchase a visitor permit if necessary. If a business operates within a zone a business permit can be issued, if it can be demonstrated that a vehicle is required for their operational needs.

The permits allow residents or visitors to park within the specified zone during the hours of operation. Currently there is an annual charge of £10 per resident/visitor permit and £50 for a business permit and this contributes towards the cost of administering and enforcing the scheme.

In addition All Zone permits are available generally to businesses or workers that have a need to visit residents/businesses within zones to carry out everyday duties, for example care workers and health visitors.

In 2011/12 a total of 588 permits were issued across the three zones.

Further information about the council's residents parking schemes can be found at:

<http://www.stockton.gov.uk/citizenservices/transport/carparkingandconcess/residentsparkingscheme/>

Season Tickets

Season Tickets are available for purchase, that allows parking in the Council's long stay car parks both on and off-street Monday to Saturday in Stockton town centre. These permits are of particular benefit to those who regularly use the town's car parks, such as commuters, and can be purchased in advance at a cheaper rate than paying on a daily basis.

Taxi Permits

In response to requests from disability groups, a 'permit system' has been introduced to allow disabled accessible Hackney Carriages to access restricted parts of Stockton High Street in order to allow dropping off of disabled passengers on the High Street.

Market Permits

Stockton is home to the regions largest outdoor Market which recently celebrated its 700 year anniversary, and includes approximately 150 stalls. The main market takes place every Wednesday and Saturday, but is also supported by a 'smaller' version every Friday. In addition through various times of the year there are specialist markets, as well as the 'Stockton Sparkles' Christmas market.

Over the years there has been demand for easy access for market traders to unload their goods and the facility to be able to park close to their stalls has increased. Market Trader permits are available for traders registered with Stockton Borough Council to park in specially designated areas on market days which allows for easy transport of their goods.

Staff Parking Permits

Staff parking permits for employees of Stockton-on-Tees Borough Council are available to be purchased via a salary sacrifice scheme.

Blue Badge

The Blue Badge Scheme operates for those registered as disabled to access goods and services, by allowing them to park in close proximity to their destination. The blue badge permit is available to eligible disabled people irrespective of whether they are travelling as a driver or a passenger. The scheme allows for a range of parking concessions, being able to park on-street where yellow lines are in situ for up to three hours.

A total of 4342 blue badges were issued throughout 2011/2012 with a total of 11,699 on issue at 31st March 2012. The majority of badges are valid for 3 years.

In October 2011 the Blue Badge application process was reviewed in line with the Government's Blue Badge Reform Programme. The reform programme was developed in consultation with disabled people, local authorities and other stakeholders, and on the basis of research and economic analysis. Details can be found at:

<http://www.dft.gov.uk/topics/access/blue-badge/reform-of-the-blue-badge-scheme>

The Blue Badge Improvement Service allows for the Local Authority to assess applicants and process their applications however, the information is included on a central database with badges being produced and sent to applicants by Northgate Information Solutions. This system will also provide the following improvements/benefits:

- A more streamlined and efficient application process, including renewals.
- Secure printing, personalisation and distribution of the new badge.
- A central database of all Blue Badge holders on issue and key information on badge holders.
- An on-line eligibility checker and an on-line application for that will be available from the Directgov web site.
- Fraud prevention checks will be made at the application stage to prevent multiple and fraudulent applications.

ENFORCEMENT

Stockton Borough Council took over the responsibility for on-street parking enforcement from the Police in September 2005. Enforcement is carried out under the Traffic Management Act 2004.

CEO's are actively encouraged to act in an ambassadorial role assisting motorists to find alternative parking opportunities where an opportunity to speak with and seek the cooperation of motorists exist. Officers are encouraged to provide help and assistance including directions to encourage visitors and support local residents and business. However, in certain circumstances the controls in place make inappropriate parking an instant contravention such as school entrances and disabled parking areas Officers reserve the right to apply sanction where situations arise such as non cooperative drivers or where a vehicle is left unattended inappropriately without opportunity to have dialogue with the driver.

CEO's have powers to issue PCN's for contravention of yellow line parking, loading restrictions, on and off street parking offences, and certain instances of parking across dropped crossings.

The Council is committed to ensuring that operational processes and enforcement procedures are fair, efficient, and effective, and are continually reviewed to ensure continuous improvement is made.

Enforcement is data led to ensure that it assists the delivery of the Council's wider transport objectives. Streets receiving the highest number of visits are those where contraventions have the greatest impact on road safety, and severely affect free-flowing traffic conditions and motorists are most likely to require assistance to find parking opportunities and avoid potential penalties. Another key role in maximising road safety, and reducing congestion is outside schools.

Enforcement also have additional powers to issue removal notices. There are two principal types of removal notice, these being the 'immediate removal' and the '24-hour removal' which are specifically dependant on the seriousness of the danger or obstruction. There are less commonly used 7 day removal notices for vehicles constituting more of a nuisance opposed to danger or obstruction and a 15 day notice used to serve on landlords in cases of abandonment linked to non public land.

April 2011 – March 2012		
	No. FPN Issued	Towed Away
Instant Removal Notices	1118	1
24-hour Removal Notices	1058	0
Reported as Untaxed	875	50

This is What we Do & Why

Parking on Pavements, Obstruction & Yellow line restrictions

Pavement parking can cause damage, danger and obstruction to road users and pedestrians - and people with disabilities, visual impairments, older residents and those with prams or pushchairs are particularly vulnerable.



This sort of parking can not only damage grassed verges and pavements but the cables and pipes laid underneath, costing hundreds of thousands of pounds to repair each year. People regularly ask the Council to take action on pavement parking, which is clearly an issue for many residents.

What we can do:

Yellow line restrictions apply to the back of the highway boundary including footways and verges unless a parking area has been designated off the carriageway. Where parking on the pavement (footway) coincides with a yellow line restriction then a PCN can be issued by a CEO.

Where insufficient room for a pedestrian, wheelchair or pushchair is left between a vehicle and the highway boundary (nominally 0.9m) then a vehicle parked on a pavement would be deemed to be causing an unnecessary obstruction.

Elderly, disabled and blind or partially sighted people are also presented with problems when this practice occurs.

If a complaint is received or a nuisance obstruction observed where no yellow lines are present then the NEO will assess the particular site circumstances following agreed guidelines and may issue a 24 hour removal notice to the vehicle. This normally serves to educate the vehicle owner and gain compliance.

Key contacts: Surveillance Centre - Nuisance or obstructive parking to raise issues requiring intervention, please e-mail the Enforcement Dispatch Team (enforcement.admin@stockton.gov.uk), or if urgent telephone 01642 528439 (24 hour answer service). Or **Parking office** - Telephone: 01642 528499. E-mail: carparking@stockton.gov.uk. Office hours: 8.30am to 5pm Monday to Thursday and 8.30am to 4.30pm Friday. A Guide for Residents can be found by visiting

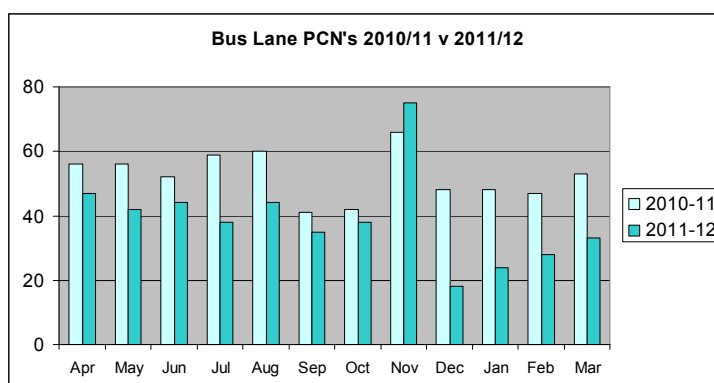
<http://www.stockton.gov.uk/citizenservices/transport/carparkingandconcess/parkingonpavements/>

BUS LANE ENFORCMENT

The aim of Bus lanes is to give priority to buses and in most cases pedal cycles during the prescribed hours of operation. Bus lane enforcement is part of a wide range of measures to improve the reliability and punctuality of public transport, in addition to reducing congestion and harmful emissions. Keeping bus lanes free from other traffic reduces delays and ensures buses move swiftly throughout the Borough.

Enforcement of bus lanes is at the following: Stockton High Street, Norton Road, Westbury Street, Mandale Road. No data is available for Norton Road due to warning notices being issued within this financial year.

The table below shows the number of notices that have been issued in 2010/11 & 2011/12. These figures demonstrate that, overall the number of PCN's issued have reduced. This is a positive sign that compliance with bus lanes has improved.



Description	No. Of PCN's issued	%
Total number of PCN's issued for all Bus Lanes	482	
Stockton High Street	399	82.78%
Mandale Road – Enforcement Commenced w/c 7/11/2011	42	8.71%
Westbury Street – Enforcement Commenced w/c 7/11/2011	41	8.51%
Total Number of PCN's paid	406	84.23%
Total Number of PCN's paid at discounted rate	371	76.97%
Total Number of PCN's against which formal or informal representations were made	135	28.01%
Total Number of PCN's cancelled as a result of formal or informal representation	16	3.32%
Total Number of PCN's cancelled for other reasons (e.g. CEO error or driver untraceable)	25	5.19%

CHALLENGES, REPRESENTATIONS & APPEALS

The purpose of a PCN is to encourage compliance with parking restrictions. The issue of a PCN should act as a deterrent and hopefully through time re-educate drivers to ensure parking regulations are adhered to. CEO's will only issue a PCN where they are convinced from the evidence they have before them that a contravention has occurred.

Advice is provided on what can be done should a member of the public have been issued with a ticket. Evidence can be viewed on-line, and an informal challenge can be made or the PCN can simply be paid if there is agreement that the notice has been given fairly. In brief there are three parts to the general appeal's process, which are the informal challenge, formal representation and appeal to the Independent Traffic Penalty Tribunal (TPT).

Firstly, in the appeals process an informal challenge can be made to the Car Parking Office within 14 days of the ticket being issued and at this point the PCN will be held at the discounted rate. If this challenge is unsuccessful the next stage of the process is to make Formal Representations to the Council on one of statutory grounds, which are:

- The alleged contravention did not occur.
- The penalty exceeded the amount applicable in the circumstances of the case.
- There has been a procedural impropriety by the council. The order which is alleged to have been contravened in relation to the vehicle concerned is invalid.
- The PCN was served by post because the council say the CEO was prevented by some person from fixing the PCN to the vehicle or handing it to the person in charge of the vehicle, but this did not happen.
- That the recipient was never the owner of the vehicle in question; or had ceased to be its owner before the date on which the alleged contravention occurred, or became the owner after the date on which the alleged contravention occurred.
- That the vehicle has been permitted to remain at rest in the place in question by a person who was in control of the vehicle without the consent of the owner. The recipient is a vehicle hire firm and the vehicle was on hire under a qualifying hiring agreement and the hirer had signed the statement acknowledging liability for any PCN issued during the hire period. That the Notice to Owner (NtO) should not have been served because the penalty charge had already been paid in full or by the amount reduced by any discount set within the period set.

Should a formal representation to the Council be unsuccessful then an Individual can appeal to the Traffic Penalty Tribunal who are independent from both the Local Authority and the appellant. An Adjudicator considers all aspects of a case and reviews relevant evidence and makes a decision that is both binding and final to all parties.

The Council is committed to give a fair, transparent and consistent approach to dealing with correspondence at all times throughout the appeals process.

The aim of the Council is to respond to all informal challenges within 14 days, and formal representations within the required 56 days timeframe. For further information on parking policy and enforcement visit our website:

<http://www.stockton.gov.uk/resources/techsvcs/tstransport/carparksconcessionary/carparkenforcementpolguide/carparksenfpolicyguide.pdf> or visit <http://www.patrol-uk.info/>

Parking PCN's – Reasons for Cancellation

Cancellation Reason	No. Cancelled
Challenge - Blue Badge 1st Contravention	240
Challenge - Blue Badge No Clock	28
Challenge - General	295
Challenge - Loading	30
Challenge - No Disc 1 st Contravention	16
Challenge - Valid P&D	195
Challenge - Valid Permit	97
Blue Badge Final Warning	37
Representation – Blue Badge 1st Contravention	11
Representation - General	28
Representation - Loading	7
Representation - No Disc 1st Contravention	0
Representation - Over 56 Days	1
Representation - Valid P&D	4
Representation - Valid Permit	8
Total	997

The table shows the reasons for cancellation of a pcn following receipt of either an informal challenge or representation.

FUTURE DEVELOPMENTS, INITIATIVES & EVENTS

Upgrading of Existing Pay and Display Machines

The Council is currently working towards introducing software in pay and display machines that will provide information on how the machine is operating. This real time reporting will enable efficiency savings to be made in terms of enforcement, as patrols will be more data led than ever. This results in CEO's no longer having to incorporate daily machine checks into their duties, or patrolling a car park which at the time of their visit is rarely used.



Season Ticket Incentives

Over recent years the Council has offered town centre long-stay parking season tickets for people who work in the town, giving a saving when compared to paying long stay parking tariff's on a daily basis. However, uptake on these has generally been poor, therefore it is intended to reintroduce season tickets with more incentives, and via wider publicity. Additional incentives are likely to include:

- Free parking during December in Stockton town centres long stay car parks for season ticket holders, incorporating extended retail opening hours for Christmas shopping, and other major events.
- Receive parking on a Saturday for free allowing season ticket holders to visit the town centre for retail, or leisure activities.
- Usage of other long-stay car parks within the Borough instead of being restricted solely to those car parks located within Stockton town centre.

Electric Vehicle Charging Points

The Council is committed to support the provision of charging posts at suitable parking locations via the Plugged-in-Places initiative, in which registered users can recharge an electric vehicle at any post within the regional network. There are currently 20 dedicated electric charging bays within Stockton Borough with the potential of introducing a further 10-15 by 2013.



SPECIAL EVENTS

Stockton town centre is home to a year round programme of festivals and events, and some of the 'Signature' events attract ten's of thousands of people into the town centre, boosting the local economy, and creating a 'sense of community'.

The car parking team supports many of these events by ensuring that parking bay suspensions are in place, and for some of the most high profile events within the town centre whole car parks are closed, which is essential for the smooth operation of the event.

Some of the largest events with the Borough are:

Stockton International Riverside Festival (SIRF) / Stockton Weekender
Fireworks
Stockton Sparkles

More information on these events can be found by visiting www.stockton.gov.uk

STATISTICS

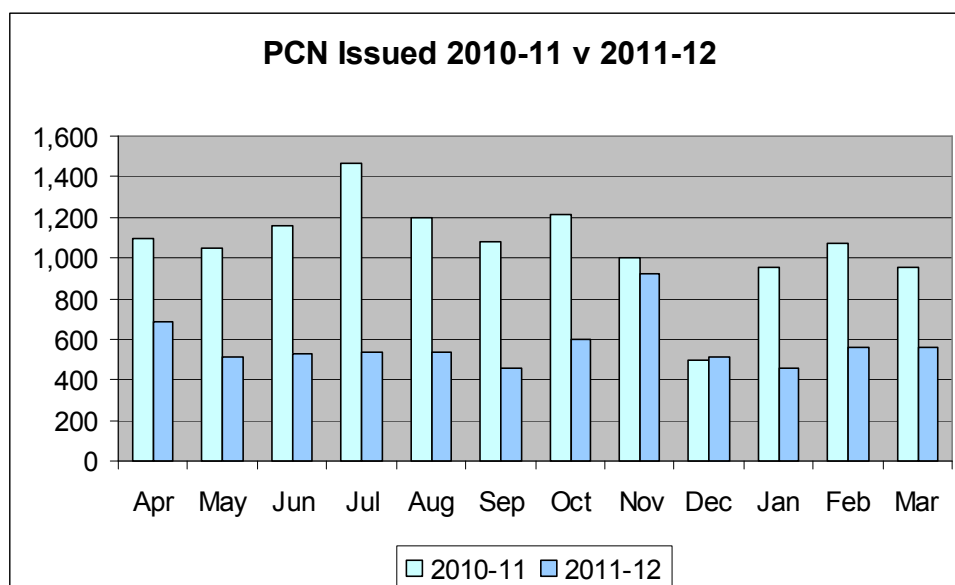
Since March 2008, there have been two levels of charge for parking contraventions, The more serious contraventions are now charged at the higher level of £70 (£35 of paid within 14 days of issue). Less serious contraventions are charged at the lower level of £50 (£25 if paid within 14 days of issue). The table below shows each of those contraventions and how many have been issued during April 2011 to March 2012.

The Council's current collection rate is 71.82%, 14.52% of PCN's were cancelled; therefore around 13% are not paid and still pursuing at the time of this report.

PENALTY CHARGE NOTICES

Description	Total PCN's 2011 - 2012	On Street	Off Street	Total PCN's 2010 – 2011
Number of Higher Level PCN's issued	3399 (49.5%)	3066 (51.62%)	333 (11.97%)	5787 (45.43%)
Number of Lower Level PCN's issued	3467 (50.5%)	2221 (48.38%)	1246 (88.03%)	6952 (54.57%)
Total number of PCN's issued	6866	5287	1579	12,739
Number of PCN's paid	4931 (71.82%)			9730 (76.38%)
Number of PCN's paid at discounted rate	2528 (36.82%)			5,408 (55.58%)
Number of PCN's against which formal or informal representations were made	2730 (39.76%)			4,291 (33.68%)
Number of PCN's cancelled as a result of formal or informal representation	997 (14.52%)			1,642 (12.89%)
Number of PCN's cancelled for other reasons (e.g. CEO error or driver untraceable)	305 (4.44%)			407 (3.19%)

PCN's Issued 2010/11 & 2011/12



PCN's Issued by Contravention

	No. Of PCN's Issued	%
Higher Level on Street		
Parked in a restricted street during prescribed hours (01)	1,455	47.5%
Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force (02)	235	7.7%
Parked in a residents' or shared use parking place or zone without clearly displaying a permit or voucher or P&D ticket issued for that place (12)	269	8.8%
Parked in a permit space or zone without clearly displaying a valid permit (16)	65	2.1%
Parked in a parking place or area not designated for that class of vehicle (23)	156	5.1%
Parked in a loading place during restricted hours without loading (25)	121	3.9%
Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place (26)	59	1.9%
Parked in a special enforcement area adjacent to a footway, cycle track or verge lowered to meet the level of the carriageway (27)	61	2.0%
Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner (40)	361	11.8%
Parked in a parking place designated for police vehicles (42)	5	2.0%
Parked on a taxi rank (45)	174	5.7%
Stopped on a restricted bus stop or stand (47)	46	1.5%
Stopped in a restricted area outside a school, a hospital, or a fire, police or ambulance station when prohibited (48)	37	1.5%
Parked wholly or partly on a cycle track or lane (49)	12	0.4%
Stopped on a pedestrian crossing or crossing area marked by zigzags (99)	9	0.3%
A heavy commercial vehicle wholly or partially parked on footway, verge or land between two carriageways (61)	1	0.1%
Total	3066	
Lower level on street		
Parked after the expiry of paid for time (05)	275	12.4%
Parked without clearly displaying a valid P & D ticket or voucher (06)	603	27.1%
Parked with payment made to extend the stay beyond initial time (07)	7	0.3%
Re-parked in the same parking place or zone within the prescribed time period (22)	18	0.8%
Not parked correctly within the markings of the bay or space (24)	33	1.5%
Parked for longer than permitted (30)	561	25.3%
Parked in a disc parking place without clearly displaying a valid disc (35)	724	32.6%
Total	2,221	
Higher level off street		
Parked in a restricted area in a car park (81)	5	1.5%
Parked in a designated disabled persons parking place without displaying a valid disabled persons badge in the prescribed manner (87)	223	67%
Parked in a car park or area not designated for that class of vehicle (91)	100	30%
Parked in a loading area during restricted hours without reasonable excuse (70)	4	1.2%
Parked causing an obstruction (92)	1	0.3%
Total	333	
Lower Level off street		
Parked after the expiry of paid for time (82)	355	28.5%
Parked in a car park without clearly displaying a valid P & D ticket or voucher or parking clock (83)	721	57.9%
Parked with payment made to extend the stay beyond initial time (84)	38	3.0%
Parked beyond the bay markings (86)	132	10.6%
Total	1,246	
Total no. of PCN's Issued in 2011/12	6,866	

PCN's ISSUED PER WARD

	No. PCN's Issued	%
Stockton Town Centre	4,202	61.20%
Yarm	1,074	15.60%
Hardwick	367	5.30%
Billingham Central	325	4.70%
Norton North	201	2.90%
Mandale And Victoria	187	2.70%
Norton South	151	2.20%
Parkfield And Oxbridge	110	1.60%
Hartburn	45	0.70%
Stainsby Hill	43	0.60%
Billingham South	34	0.50%
Ingleby Barwick West	27	0.40%
Ingleby Barwick East	20	0.30%
Eaglescliffe	14	0.20%
Billingham West	13	0.20%
Fairfield	13	0.20%
Billingham East	10	0.10%
Village	9	0.10%
Grangefield	7	0.10%
Bishopsgarth and Elm Tree	6	0.10%
Newtown	4	0.10%
Norton West	2	0.00%
Northern Parishes	1	0.00%
Western Parishes	1	0.00%
Total	6,866	

Chapter 8

FINANCIAL INFORMATION

Income from on-street parking charges and on and off-street penalty charge notices must be used to meet the cost of the provision and maintenance by the local authority of on and off-street parking accommodation in their area under the Traffic Management Act 2004.

In line with best practice, the Council has operated the parking service including income from off-street charging car parks in Stockton Town Centre on a self financing basis with a slight operating surplus to contribute to the cost of parking improvements and support for non-commercial bus services. The figures below show the income and expenditure to the Parking account for 2011 -12. The comparative figures for 2010 -11 are also shown.

INCOME

Description	2011 - 2012	2010 - 2011
PCN Income	200,575	352,527
Off-Street Charges	420,814	442,185
On- Street Charges	78,012	64,120
Residential Permits	36,755	32,342
Blue Badges		
Permits General		
Staff Permit Scheme	133,611	110,107
General Fees	6,806	
Total Income	* 876,573	1,001,281

* PCN income reduced by withdrawal of enforcement in Yarm between 31st March to 9th August 2011.

EXPENDITURE

The cost of running the car parking service in 2011/12 was £785,322.

Description	2011 - 2012	2010 - 2011
Employee Costs	408,142	491,743
Premises Costs	143,439	163,575
Transport	918	2,246
Supplies, Services	209,599	215,076
Other payments	1,278	6,400
Blue Badge	21,946	
Total Expenditure	785,322	879,040
NET SURPLUS	* 91,251	122,241

* Reduced income offset by savings in maintenance and staff costs.

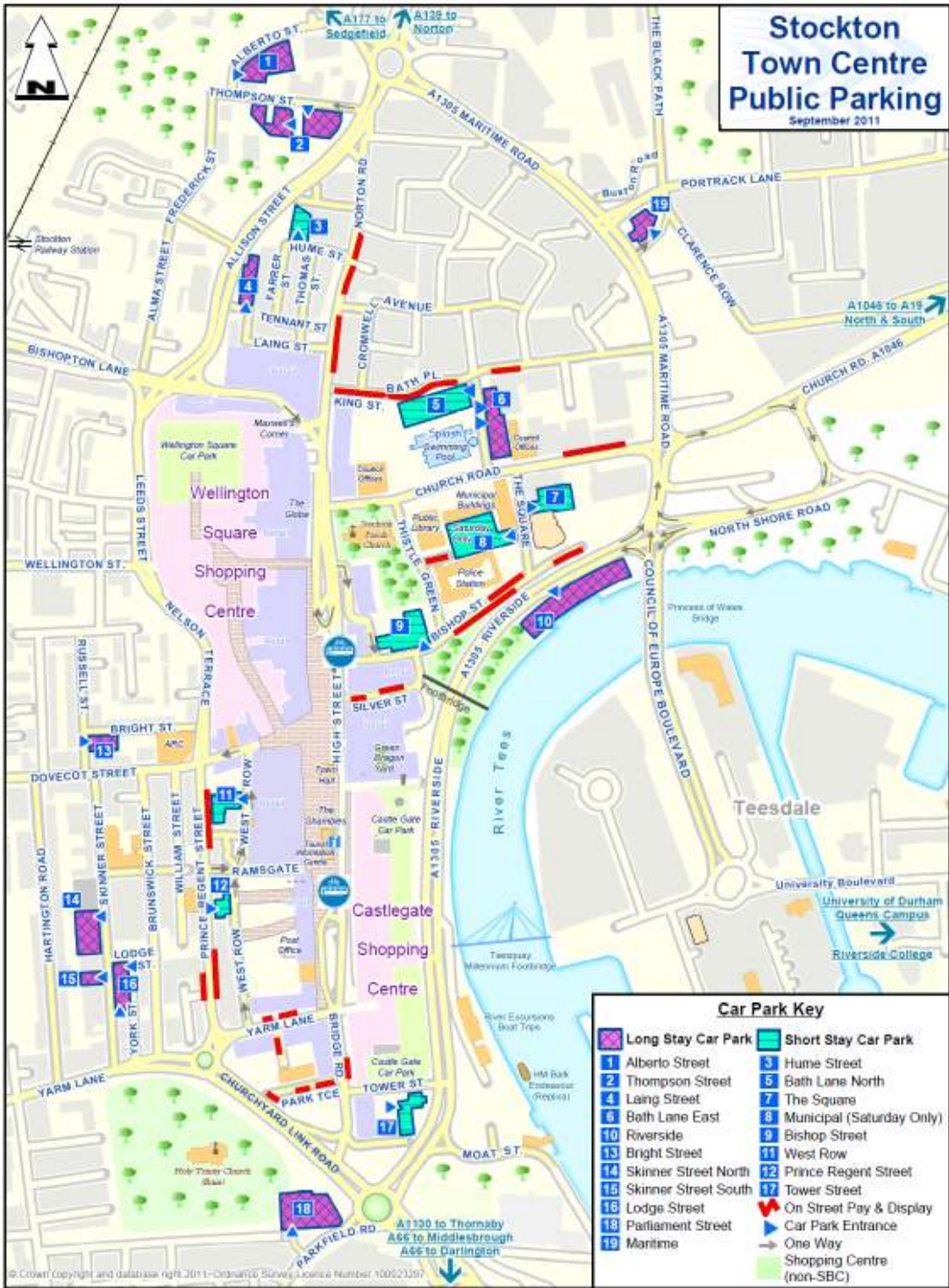
USE OF SURPLUSES


The net surplus in the parking account in 2011/12 was approximately **£91,250** and contributes towards car park improvements and public transport support as shown below.

The following functions are appropriate for the use of these surpluses with their 2011/12 outturn expenditure detailed: -

Public Transport Revenue Support	£380,000
Public Transport facilities Low Floor Bus Stops, Bus Stops & Shelters, CCTV Cameras on Buses/Shelters	£85,000
Car Park improvements On street car parking meters in Stockton Town Centre	£20,000
Residents' parking schemes	£8,500

Appendix 1





On - Street pay and display Car Parking

Stockton-on-Tees
BOROUGH COUNCIL

Short/Long Stay	Pay and display Machine Location	On Street Pay Machine No	Duration of stay and Charges 8:00am - 6:00pm Mon - Saturday (unless otherwise stated)
Long	King Street (TS18 2EL)	22	£2.40 - All Day
Long	Bath Place (TS18 2DS)	23	£2.40 - All Day
Long	Bath Lane (TS18 2DS)	24	£2.40 - All Day
Short	Norton Road (TS20 2AQ)	20 & 21	20p - 30 Minutes £1.00 - 1 Hour (maximum stay)
Short	Silver Street (TS18 1SX)	25	20p - 30 Minutes £1.00 - 1 Hour (maximum stay)
Short	Yarm Lane & Yarm Street (TS18 1ET) Yarm Lane (TS18 3DS) Yarm Street	26	20p - 30 Minutes £1.00 1 Hour (maximum stay)
Short	Park Terrace (TS18 3BW)	27	20p - 30 Minutes £1.00 - 1 Hour (maximum stay)
Short	Bridge Road (TS18 3AD)	28	20p - 30 Minutes £1.00 - 1 Hour (maximum stay)
Short	Prince Regent Street (TS18 1DF)	29, 30 & 31	20p - up to 30 Minutes 50p - up to 1 Hour Upto 2 Hours £1.00 (maximum stay)
Short	The Square (Outside of police station) (TS18 1TZ)	32	20p - up to 30 Minutes (maximum stay)
Short (Charging 8am - 6pm Monday, Tuesday, Thursday and Friday)	Bishop Street (TS18 1SY)	33 34 & 35	20p - up to 30 minutes 50p - up to 1 Hour £1.00 - up to 2 Hours (maximum stay) Wednesday & Saturday 8am - 4pm Permit Holders South side only Wednesday & Saturday Free from 4pm on South-Side only
Short (Charging 9:00am - 5:00pm Monday - Saturday)	Church Road (TS18 1TW)	36 & 37	20p - up to 30 Minutes (maximum stay) First 10 minutes free



Off - Street pay and display Car Parking

Stockton-on-Tees

BOROUGH COUNCIL

Short/Long Stay	Car Park Name	Off Street Pay Machine No	Duration of stay and Charges 8:00am - 6:00pm Mon - Saturday
Long	Alberto Street TS18 2BQ	1A & 1B RingGo code 4207	£1.50 - All Day
Long	Thompson Street East TS18 2BF	2A & 2B RingGo code 4219	£1.50 - All Day
Long	Thompson Street West TS18 2BF	2C RingGo code 4208	£1.50 - All Day
Long	Laing Street TS18 2AH	4 RingGo code 4202	£2.40 - All Day
Long	Bath Lane East TS18 2DS	6 RingGo code 4201	£2.40 - All Day
Long	Riverside TS18 1BZ	10A & 10B RingGo code 4204	£2.40 - All Day
Long	Bright Street TS18 1NL	13 RingGo code 4203	£2.40 - All Day
Long	Skinner Street North TS18 1DY	14 RingGo code 4200	£2.40 - All Day
Long	Lodge Street TS18 1EN	16A & 16B RingGo code 4211	£2.40 - All Day
Long	Parliament Street TS18 3SW	18A & 18B RingGo code 4205	£2.40 - All Day
Long	Maritime TS18 2HD	19 RingGo code 4206	£2.40 - All Day
Short	Hume Street TS18 2ER	3 RingGo code 4210	£1.00 for first 2 hours then £1.00 for every hour after
Short	Bath Lane North TS18 2DS	5A & 5B RingGo code 4212	£1.00 for first 2 hours then £1.00 for every hour after
Short	The Square TS18 1EZ	7 RingGo code 4215	£1.00 for first 2 hours then £1.00 for every hour after
Short	Municipal (Saturday only) TS18 2HW	8A & 8B RingGo code 4217	£1.00 for first 2 hours then £1.00 for every hour after
Short	Bishop Street TS18 2HW	9A & 9B RingGo code 4216	£1.00 for first 2 hours then £1.00 for every hour after
Short	West Row TS18 1BT	11 RingGo code 4214	£1.00 for first 2 hours then £1.00 for every hour after
Short	Prince Regent Street TS18 1DB	12 RingGo code 4209	80p - for Maximum stay of 30 mins
Short	Tower Street TS18 3AQ	17 RingGo code 4213	£1.00 for first 2 hours then £1.00 for every hour after

GLOSSARY OF TERMS

Abbreviation	Full Term	Explanation
	Bus Lane Enforcement	A bus lane is restricted to buses & pedal cycle and is used to speed up the bus service and aide in them running on time.
	Challenge	An initial challenge/objection made against the issue of a Penalty Charge Notice before the Notice to Owner is issued
	Contravention	Failures of the motorist to comply with traffic or parking regulations as set by local Traffic Regulation Orders (TRO)
	Decriminalised	This means that it is not illegal to park in contravention of parking restrictions. Enforcement of regulations within a Special Parking Area is the sole responsibility of the Local Authority and not the Police. Parking is a civil offence rather than criminal. Unpaid charges are pursued through debt collection agencies and not through courts.
	Differential Parking Penalties	This is the name for the different levels of charges implemented by the Traffic Management Act 2004. Higher level contraventions are £70 and Lower levels are set at £50. The different charges reflect the seriousness of the offence.
	Off-Street Parking	These are facilities provided through car parks
	On-Street Parking	These are facilities provided on the kerbside such as P & D or permit parking.
	Registered Keeper	The person registered with the Driver and Vehicle Licensing Agency as being the keeper of the of the vehicle. Under the concept of owner liability, the registered keeper is presumed to be the owner of the vehicle for the purpose of enforcement, appeal and debt recovery action.
	Representations	This is a challenge against the penalty charge notice (PCN) after the Notice to Owner is issued (NTO)

Appendix 3

(page 2 of 3)

CEO	Civil Enforcement Officer	The title given to Officers previously know as Parking Attendants – who carry out enforcement of parking restrictions who are employed by the Council.
CPE	Civil Parking Enforcement	
DfT	Department for Transport	The Government Department which is responsible for transport issues, including the issue of Statutory & Operation Guidance in relation to CPE
DPE	Decriminalised Parking Enforcement	This is the name given to the enforcement of parking regulations by CEO under the Road Traffic Act 1991
DVLA	Drivers & Vehicle Licensing Agency	The agency responsible for maintaining records relating to the vehicles & drivers in the UK.
FPN	Fixed Penalty Notice	Notice issued by the Police and the Council when exercising criminal proceedings.
LTP	Local Transport Plan	The plan which covers the Council's proposals for dealing with transport issues.
NEO	Neighbourhood Enforcement Officer	Officers who are employed by the Council who patrol the Borough's streets to tackle a wide range of nuisance and environmental crime utilising a range of legislation including Local Authority, selected Police and DVLA Agency devolved powers which enable the council to impact on and deter fly tipping, waste carrier offences, litter dropping, dog fouling, untaxed and abandoned vehicles, graffiti and noise nuisances.
NTO	Notice to Owner	A Notice to Owner is a statutory notice served by the authority to the owner of the vehicle, usually considered to be the registered keeper of the vehicle that was issued with the penalty charge notice (PCN). This notice will be served when a PCN is unpaid after 28 days. When registered keeper, or the person the council believes to be the keeper of the vehicle, receives it they can either make a payment of the full charge or make representations (appeal) to the Council.

Appendix 3

(page 3 of 3)

PATROL	Parking and Traffic Regulations Outside London	The body responsible for the management of the Traffic Penalty Tribunal
P&D	Pay & Display	The means for paying for parking, whereby a ticket is purchased from a nearby machine and is then displayed on the vehicles, as proof of payment. The ticket shows the location and the expiry time of the period of which parking has been paid.
PCN	Penalty Charge Notice	This is the notice that is issued when a parking contravention has occurred, believed to be parked in contravention of the local Traffic Regulation Order. These can be affixed to the vehicle, handed to the driver, or in some circumstances issued by post to the registered keeper of the vehicle.
RPZ	Residents Parking Zone	Area in which parking restrictions are in place for holders of parking permits. Permits issued to residents in the relevant area, but can include other classes of permit holders such as visitor or businesses.
SPA	Special Parking Area	An area where on-street parking is subject to Civil Parking Enforcement (CPE). Local Authorities will enforce the regulations through their Officers.
TEC	Traffic Enforcement Centre	Based at Northampton County Court. Unpaid penalty charges are registered as debts within an automated process before passing for Bailiff action.
TMA	Traffic Management Act 2004	This act was passed by UK Government in 2004. This law details street works & parking regulations. The Act has been implemented since 31 st March 2008.
TPT	Traffic Penalty Tribunal	The independent tribunal that has been specifically set up to decide appeals against parking and other traffic penalties, when the appellants representations to the local authority, have been rejected.
TRO	Traffic Regulation Order	The legal document made by the Council under the Road Traffic Regulation Act 1984 which puts into place a parking or other traffic restriction. The signs & lines or road markings which denote the restrictions must be supported by a TRO to enable enforcement to take place.