

# Parking Services Annual report 2014 - 2015



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## **Executive Summary**

This is the seventh Annual Report published by Sunderland City Council it covers the period 1 April 2014 to 31 March 2015.

The aim of this report is to demonstrate that the council is operating a civil parking enforcement scheme satisfactorily and transparently.

The provision of parking in Sunderland needs to be aligned with the council's focus on the economic regeneration of the city.

As well as it being important to support economic growth and regeneration in the city, we also seek to address some existing operational parking issues.

It is recognised that the council is not the sole provider of publicly available parking in the city; however it is the organisation best placed to bring about required changes in parking provision and will work with other private sector providers to motivate and influence their decisions. This is particularly relevant when it comes to planning adequate parking provision to service retail and commercial need in the city.

The council will continue to plan to maintain an adequate mixture of long and short-term parking in the city. New car parks, even though they may be temporary in nature, will be constructed to meet the needs of economic regeneration where a robust business case exists. The approach will be to provide the right amount of the right parking at the right location for the right price.

## Introduction

The regulations accompanying TMA 2004 urges greater communication by local authorities of their parking policies, guidelines and performances. It is important that our stakeholders appreciate what we do, why we do it and how these actions contribute to achieving improvements for our local communities, businesses and residents.

The rationale behind this report is that it helps to make clear that the council is operating the scheme satisfactorily and more openness enables the public to see that this is the case, which in turn helps to increase understanding of Civil Parking Enforcement at a local level.

The council is committed to improving road safety, reducing traffic congestion and pollution, and encouraging the use of public transport, as part of our Local Transport Strategy. Parking controls form an essential part of this traffic management, by helping to balance the conflicting requirements of providing sufficient parking to allow the economy to thrive, with managing parking to help reduce traffic congestion and air pollution. Kerbside space is at a premium, as the city was not designed to cope with today's traffic volumes. The use of this limited resource must be balanced between the needs of residents, businesses, visitors and the disabled.

The provision and management of council controlled parking in Sunderland is a very important function undertaken by the council. Parking can be the subject of intense public interest including attracting both local and national media. The council's primary aims related to parking management are to support the economic activity and viability of the city centre and other local shopping areas and to reduce congestion in the interests of all highway users.

Parking can be an issue of concern to local communities. Members of the public often express concerns about problems caused by parking whether these relate to indiscriminate parking, parking on grass verges, obstructions, illegal parking or other more locally specific parking related problems. It is therefore important that the approach to parking management is informed by an understanding of these concerns so that future issues can be avoided or mitigated.

The current economic climate and the impact of the Government's Public Spending cuts has had an effect on parking income which has made it all the more important for councils to review the services they provide to ensure they are achieving effective and efficient services in the best possible way.

To achieve this aim Sunderland City Council introduced the "Sunderland Way of Working" which is about working together for a common purpose and about recognising everyone's unique contribution. The new operating model is a framework and standard to support the council's approach to become more efficient and flexible. It will allow the council to become more customer focused and responsive to changing circumstances by placing the right people in the right places doing the right things.

## Local Transport Plan

Sunderland is situated on England's North East coast and is the largest city between Leeds and Edinburgh.



The population of Sunderland has fallen during the last 20 years in response to industrial changes. According to the last ONS census data (2011) Sunderland has a population of 275,500 and ONUS estimates show that the population of Sunderland is projected to increase by 8636 people by 2021. The City of Sunderland is a city with a difference - a modern, bustling centre that is balanced with a relaxing green environment, stunning coastal scenery and a refreshing attitude to life.

In Sunderland, quality of life and quality of environment go hand in hand. The rapidly improving city centre has an enviable location, set right on the mouth of the River Wear next to a beautiful coastline and surrounded by easily accessible countryside. Add to that a range of outstanding heritage, cultural and sporting attractions.

Sunderland's economy, once based on coal mining and shipbuilding, has become much more diverse, comprising a variety of manufacturing enterprises (including the Nissan plant), and an increasing range of service activities.

## **Sunderland Economic Master plan**

The Economic Master plan sets the direction for the city's economy over a 15 year period (2008 – 2025) and the proposed vision that Sunderland will become 'An entrepreneurial University City at the heart of a low carbon regional economy'.

Sunderland City Council has in line with the Economic Master plan and their sustainable transport policies introduced electric charging points across the whole of the city (details outlined on page 33), or visit [www.sunderland.gov.uk/chargeyourcar](http://www.sunderland.gov.uk/chargeyourcar)

## **Transport Network Information**

Existing travel patterns are obviously important to decisions relating to parking and some key considerations that have been taken into account are set out below:

**Car Availability** – Car ownership in Sunderland remains relatively low with 60% of households with at least one car or van, compared to 73% in England and Wales.

**Connectivity** – Improving accessibility, movement and connectivity with the city centre and with the adjacent areas is an important part of the transformation of Sunderland and aims to make the city more attractive to residents, visitors existing businesses and their employees and private investors.

## **Statistics on Transport Modes**

The Tyne and Wear Household Survey statistics indicates that 50% of journeys into Sunderland city centre are made by private vehicles, 30% by walking or cycling and 20% by public transport.

## **Road Safety Strategy**

The Council will continue to act to achieve the objectives of the Road Safety Strategy which includes initiatives such as:

- Working collectively with schools and the Police to deliver engineering, enforcement, education and encouragement;
- Traffic calming and other measures to reduce vehicle speeds in residential areas;
- Provision of training for pedestrians and cyclists and promotional campaigns;
- Junction improvements, incorporating improved crossing facilities for pedestrians and cyclists



## Reducing Travel Demand and Congestion

The council will continue to implement measures with the objective of encouraging travel by more sustainable modes, such as public transport, cycling and walking and reducing demand to travel as the sole occupant of a private motor vehicle. These measures will include:

- Bus priority improvements (to assist in reducing journey times)
- Developing school and workplace travel plans
- Measures to assist cyclists and pedestrians (such as cycle lanes and cycle parking facilities)
- Parking control schemes
- Improvements to address safety and security issues on walking routes



## **Parking Operations in Sunderland**

The council operates Civil Parking Enforcement (CPE) under Part 6 of the Traffic Management Act 2004 (TMA). The council's in-house parking team enforce on and off street restrictions.

Sunderland's approach to parking enforcement is to be fair but firm and this approach is detailed in the City Council's parking charter which outlines how we intend to deliver the best possible service to motorists.

### **Fair**

- We will explain and communicate the parking rules
- Where possible we will photograph parking contraventions to support the issue of a penalty charge notice
- We will regularly monitor traffic signs and road markings to help motorists parking throughout the city
- We will review parking services regularly to see how they can be improved

### **Firm**

- We will take consistent enforcement action to deter inconsiderate parking
- We will pursue people who try and evade penalty charges to recover debt owed to the City Council
- We will work with the police to prevent crime and anti-social behaviour and to protect our Civil Enforcement Officers against abuse and violence

### **Best possible service**

- We will reply quickly to representations against penalty charge notices whilst fully investigating motorists' comments
- We will aim to get penalty charge notices right first time using accurate "hand-held" technology
- We will develop online services to improve customer access to information
- We will develop the on-street parking service to include: Blue Badge enforcement, school patrols, advice and information and assistance at special events

Civil Enforcement Officers will adopt a helpful attitude and a consistent approach to enforcement in order to encourage lawful and considerate parking. Our customer promise is we will always:

- Be professional, fair and courteous
- Be polite, calm and understanding
- Be open and honest
- Offer advice on the appeals procedure if requested

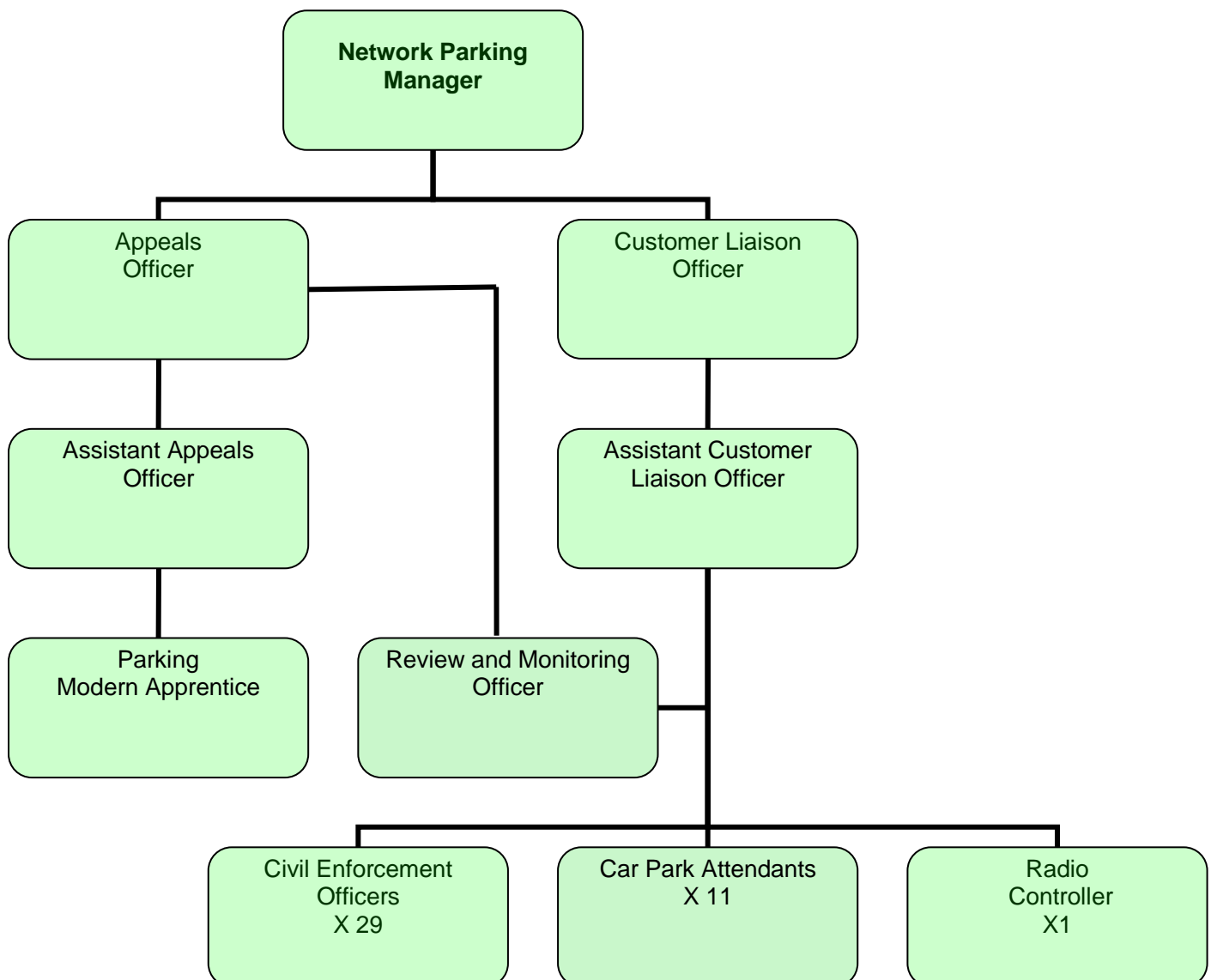


## The Parking Services Team

The success of our parking operation depends largely on the commitment, training, professionalism, expertise, support and dedication of our staff. To this end it is vital that we have a fit for purpose service that can respond to the challenges it faces and deliver better services by becoming more customer-focused and responsive to local needs by having the “right people in the right places”.

Parking Enforcement and the processes and systems related to it can be extremely complicated and technical. However by putting the right people in the right places we hope to ensure the parking staff have the most up to date training, skills, experience, qualifications and technical knowledge to deliver the best possible service to our stakeholders, businesses, visitors and residents. In 2014 the Council reviewed parking provision within the City which includes the review of the parking operational structure and revised requirements of the service. This enabled the Council to utilise the employee resources by matching employee skills and resources to a remodelled service in order to create a more efficient and effective parking service. The new structure is shown below.

### The Parking Services Team



**Management and Back Office Staff** There are 2 members of back office staff and a modern apprentice who deal with all correspondence from the first challenge, to ultimately, a case being referred to a bailiff.

All staff have received full training in the Traffic Management Act 2004 in addition to training on all relevant legislation, guidelines and statutory processes in accordance with the legislation and council policies and procedures in relation to enforcement and appeals.

Staff also receive full training in order to assist them in providing accurate, fair and consistent information and to deal with all challenges/representations in a fair and consistent manner in accordance with the legislation and the councils parking charter. This ensures that the process for recovering outstanding penalties, the way challenges, representations and appeals to the Parking Adjudicator are dealt with are fair, efficient, effective and above all impartial.

Staff who deal with appeals have a framework that provides guidance on how to deal with the various contraventions to ensure fairness and consistency and all appeals are considered on their own merits. A list of mitigating circumstances is included in the council's Parking Charter which can be viewed at:

<http://www.sunderland.gov.uk/CHttpHandler.ashx?id=770&p=0>

Or is available by contacting the Parking Services team on 0191 5617832

The council aims to deal with appeals in a timely fashion whilst ensuring that the points raised are investigated and addressed accordingly.

### **Civil Enforcement Officers**

The council currently employ 29 Civil Enforcement Officers who patrol both on and off street parking locations and 11 Car Park Attendants who work predominantly in St Marys and Sunnyside pay on foot car parks.

Civil Enforcement Officers (CEO) undergo 5 days of induction training and then shadow a more experienced staff member until they are familiarised with their role and management is satisfied that an appropriate level of competency is established. All patrolling staff have received training for the City and Guilds Level 2 Certificate for Parking Enforcement or equivalent training.

The council encourages all parking staff to be customer focussed and to act as ambassadors for the city. A CEO may be the first person a visitor sees when arriving in the city and the aim is to make a good first impression even in what may be difficult circumstances.

CEO's and Car Park Attendants are suitably uniformed. CEO'S are equipped with a mobile radio and mobile telephones that keeps them in constant contact with the control room that is based in Sunnyside Car Park. They have electronic handheld equipment that can issue a PCN via a printer and also a camera to record photographic evidence.

## Uniforms

Civil Enforcement Officers must wear the correct uniform whilst on duty. The Department for Transport has published Operational Guidance which sets out various operational procedures that Local Authorities must follow. Chapter 8 of the Guidance covers Enforcement Activities. Paragraph 8.4 sets out Uniform requirements.

## Photo Identity Cards

The Operational Guidance also recommends that CEOs carry a photo-identity card. Sunderland City Council CEO's comply with this recommendation and motorists can request sight of this to verify their identity.

## Our Customer Promise

In addition, Civil Enforcement Officer's in Sunderland also carry a "Parking Matters" card which they will give to any member of the public they come into contact with, when appropriate. This card outlines our Customer Promise and also details the appeals procedure in relation to the issue of a Penalty Charge Notice as shown below



## Enforcement

Sunderland City Council enforces approximately 110km of waiting restrictions across the whole of the city. The area is patrolled through 10 enforcement beats or rotas as follows:

- 4 are deployed in the city centre
- 1 in North Sunderland,
- 1 in West Sunderland,
- 1 in South Sunderland,
- 1 in Houghton, Hetton and Washington,
- 1 that sweeps around the outskirts of the city centre
- 1 mobile operator who deals with discrete issues such as school keep clear markings and acts on any incident reports.

In addition all of the city centre pay on foot and pay and display car parks are patrolled on a regular basis.

CPE operates using two differential parking penalties (higher and lower charges) depending on the seriousness of the contravention. For example, parking in a place where it is always prohibited, such as on double yellow lines, is considered to be more serious than overstaying where parking is permitted, such as in a parking place. Details of each contravention and the band which applies to each one are shown in Appendix 2 (page 37-39).

There are two band levels which local authorities can apply either. Band 2 comprises of £70 (higher) and £50 (lower) charges. Band 1 comprises of £60 (higher) £40 (lower) charges. During 2014/2015 the council operated under band 2 charges.

In due course it is intended that local authorities will also be given the power to enforce certain moving offences such as contravention of bus only lanes, one way street contraventions, no entry restrictions, prohibited turns, yellow boxes, pedestrian zones and prohibition of certain vehicles. In the meantime the police will continue to be responsible for enforcement of these offences.

The police remain responsible for enforceable offences such as dangerous parking, obstruction, failure to comply with police “no parking” signs placed in emergencies, and any vehicle where security or other traffic policing issues are involved, including the need to close roads or set up diversions.

### **Frequency of Patrols**

The city centre is where most congestion occurs and we aim to make three visits to each location in the morning and the afternoon. Other areas such as primary routes into the city and local shopping centres are visited twice during a morning and afternoon with other areas on a lesser and “as and when” basis. Car parks are patrolled at regular intervals throughout the day. A mobile patrol is also employed to patrol locations such as school keep clear and bus stop clearway markings and to attend to reports of inconsiderate parking.

In addition, all surface car parks are patrolled regularly throughout the day. Sunnyside Multi Storey car park is manned 24 hours a day, 7 days a week except Christmas Day and St Marys Multi Storey car park is manned between 8am – 11.30pm Monday to Saturday and 10am – 6pm on a Sunday, except some Bank Holidays.

### **Observation Periods**

Sunderland City Council’s Civil Enforcement Officers are given guidance on what the minimum length of observation time vehicles must be given (when appropriate) before a PCN can be. The electronic handset is set up such that the minimum period of time must elapse before it will issue a PCN. The observation periods are also included in the council’s Parking Charter which can be viewed at:

<http://www.sunderland.gov.uk/CHttpHandler.ashx?id=770&p=0>

## The Appeals Process

Our parking team are committed to being firm but fair, transparent and consistent in our approach to Penalty Charge Notice challenges, representations and appeals.

The council is legally obliged to consider and respond to correspondence at any stage in the process. The Traffic Management Act requires responses to be sent in a timely fashion. We aim to respond to all initial challenges within 14 days and all representations must, by law, be responded to within 56 days as laid out in the legislation.

## Penalty Charge Notices

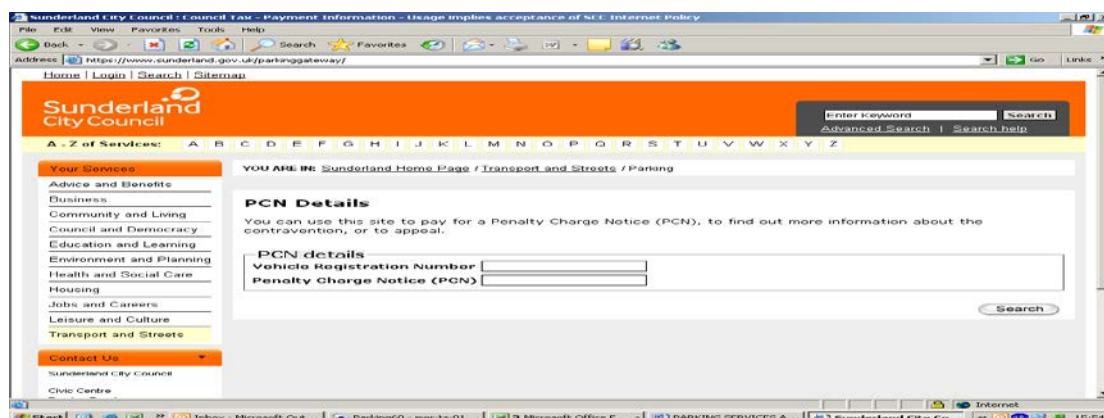
A Penalty Charge Notice may be issued to any vehicle parked in contravention of the parking and waiting restrictions. The TMA 2004 introduced differential sums of £70/£50 and £60/£40, a 50% discount amount is applied to both charge amounts if it is paid not later than the last day of the period of 14 days beginning with the date on which the PCN is served. The council adopted penalty charge levels of £70 and £50 respectively, again the 50% discount amount is applied to both charges within the 14 day discount period.

During the period 1 April 2014 to 31 March 2015 Sunderland City Council issued 9199 Penalty Charge Notices and the income generated from PCN's for the same period was £273,810.

All Penalty Charge Notices issued contain details about how to pay or how to make an appeal and all appeals must be made in writing either by letter, email or on line in accordance with the legislation. Sunderland City Council Parking Services team deal with correspondence at all stages of the appeals process

The council publishes clear information in its Parking Charter about the appeals process and ensures that any correspondence is informative, whilst ensuring any correspondence meets the necessary legal requirements.

Any appeal against or payment for a PCN and any photographic evidence in relation to a PCN can be made at: [www.sunderland.gov.uk/parkinggateway/](http://www.sunderland.gov.uk/parkinggateway/)  
Please have the PCN number and the vehicle registration to hand. The log on screen is shown below:



## **Challenges, Representations and Appeals**

Anyone who feels that a penalty charge notice has been incorrectly served may challenge it in writing by letter, email, and fax or on line as detailed on the Penalty Charge Notice. Each stage of the appeals process is explained below:

### **Informal Written Challenge**

Anyone wishing to challenge a penalty charge notice may appeal. Such an appeal must be made in writing either by letter, email or on line to the City Council's Parking Services team within 28 days of the date of service of the penalty charge notice. The address is on the back of the penalty charge notice. If a challenge is made within 14 days of the ticket being served and the appeal is rejected the appellant will receive a letter explaining the reasons why the penalty charge notice is not being cancelled and will also be given another opportunity to pay the discounted amount. If the appeal letter is received outside of the 14 day discount period and the appeal is rejected the discounted rate will no longer apply.

### **Notice to Owner**

If after a period of 28 days beginning with the date the PCN was served and the amount owed remains outstanding the Council obtains the registered keeper's details from the DVLA and sends out a "Notice to Owner" (NtO) to the registered keeper. Regardless of who was driving at the time it is the registered keeper who is responsible. The notice requests the registered keeper to either pay the outstanding amount or make a formal written representation to challenge the issue of the PCN. At this stage the opportunity to pay the discounted sum is no longer available.

The Notice to Owner will advise that there are 28 days beginning with the date on which the Notice to Owner is served to either:

- pay the penalty charge notice in full; or
- make a formal written representation to the council based upon the grounds detailed in the Notice to Owner

### **Formal Written Representation**

On receipt of the formal representation the council will carefully consider all the relevant facts and mitigating circumstances and all information relating to the contravention held on our computer records and in the Civil Enforcement Officer's pocket book.

If the representation is accepted the owner/keeper of the vehicle will be notified that the penalty charge notice has been cancelled and no further action will be taken.

Otherwise, a formal Notice of Rejection will be forwarded to the registered owner/keeper of the vehicle together with a Traffic Penalty Tribunal appeal form. The Notice of Rejection will advise the registered owner/keeper to either pay the penalty charge notice in full or to appeal to an independent adjudicator on the form supplied with the Notice of Rejection.

Late representations will normally not be accepted unless there are mitigating circumstances that the council may wish to take into consideration.

Anyone who requires advice on how to challenge a penalty charge notice or has any other queries should contact Parking Services on 0191 561 7833.



## Appeal to an Independent Adjudicator

You may only appeal to an independent adjudicator on receipt of the Notice of Rejection. Appeals at this stage should be forwarded to the Traffic Penalty Tribunal using the appeal form provided with the Notice of Rejection letter. The adjudicator may only consider appeals on the grounds listed in the Notice to Owner. The decision of the adjudicator is final and binding on both parties.

Appeals may be heard either in person, by telephone or by post, depending on the appellant's preference or arranged by the Traffic Penalty Tribunal. Appeals in person can take place in various locations throughout the UK depending on the motorist's preference. The current locations can be viewed on the Traffic Penalty Tribunal website:  
<http://www.parking-adjudication.gov.uk/olappeals/hearingvenues.asp>

The Traffic Penalty Tribunal has a facility for motorists to appeal to them on line. This year Sunderland City Council has introduced this process to allow motorists to appeal to the Traffic Penalty Tribunal on line via its website at [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk). If they so wish.

In order to appeal on line a personal identification number is required, this is provided on the Notice of Rejection which is issued by the council when a formal representation is unsuccessful and an example is shown in the text box below:

18TH123
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TPT also provide on-line assistance to motorists as they complete the appeal form.

The Traffic Penalty Tribunal (TPT) is an adjudication service made up of qualified solicitors with a minimum 5 years' experience in road traffic law. They are independent of the council and arrive at decisions based on evidence placed before them.

A summary of Sunderland's TPT statistics for 2014/2015 are shown below:

Cases heard by TPT	Cases Dismissed	Cases Allowed	No Contest
39	24	8	7

### Traffic Penalty Tribunal contact details are as follows:

Traffic Penalty Tribunal  
Springfield House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5BG

**Telephone:** 01625 445 555

**Fax:** 01625 445 560

**Email:** [info@trafficpenaltytribunal.gov.uk](mailto:info@trafficpenaltytribunal.gov.uk)

**Website:** [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk)

## Statistical and Financial Information

### Operational and Financial Statistics

The figures given below are estimates and will be finalised when the 2014/2015 accounts are closed. The current operational and financial statistics are as follows:

	On Street	Off Street	Parking Services/ CPE	Total
<b>Income</b>	£	£	£	£
Pay on Foot & Pay and Display	142,163	1,107,112		1,249,275
PCN's			273,810	273,810
Permits			216,170	216,170
Other Income			122,010	122,010
	142,163	1,107,112	489,981	1,861,266
<b>Direct Costs</b>				
Employees	241,453	521,124	294,331	1,056,908
Premises	16,150	742,555	0	758,705
Transport	0	0	1,537	1,537
Supplies and Services	-80	180,034	69,521	249,475
	257,523	1,443,713	365,389	2,066,625
<b>(Deficit)/ Surplus</b>				(205,359)
<b>In Direct Costs</b>				
Support Services Charges				325,123

**Please note:** there is no surplus on the Parking account.

### Free After Three Christmas Parking

From Thursday 13 November 2014 until Friday 2 January 2015, the Council offered free parking in any of the Council's car parks and on street pay and display parking bays after 3pm on a Thursdays, Friday and Saturday.

### St Marys Way and Livingstone Road and St Marys car parks

Major road works have been carried out in the city centre particularly on and adjacent to St Marys Way which has resulted in Livingstone Road car park being closed from May 2013 and St Mary's car park usage being affected as a result of those works. However it is expected that the works will be completed May 2015.

### St Marys Car Park – Green Street Arcade

The council has invested monies in this financial year to carry out a full refurbishment of the two lifts located in Green Street Arcade. This has resulted in a more reliable and efficient lift service for customers using St Mary's car park to gain access to the city centre.

### Street parking bays 2014/2015

Name of Car Park	Type of Car Park	Total Number of Spaces	Income 2014 - 2015
St Marys Car Park	Multi	482	£572,476
Sunniside Car Park	Multi	653	£147,960
Civic Centre Car Park	Multi	580	£125,417
Boughton Street	Surface	56	£75,325
Charles Street	Surface	28	£9,769
Gorse Road	Surface	54	£15,465
Nile Street	Surface	49	£46,475
Tatham Street	Surface	93	£58,400
West Wear Street	Surface	40	£30,911
Livingstone Road (Closed due to realignment Works)	Surface Reopens May 2015	170	£0
High Street West Car Park	Surface (opens May 2015)	39	£0

## Chargeable On Street City Centre Car Parking

On Street Parking Places	Number Of Spaces	Income Received 2014-2015
Foyle Street	12	£27,537
Frederick Street	13	£32,558
Norfolk Street	5	£7,244
West Sunnyside	9	£21,228
Bridge Street	4	£9,354
Laura Street	10	£22,737
Charles Street	10	£9,769
Villiers Street	8	£5,993
High Street	5	£13,134
Toward Road	4	£5,777
Green Terrace	10	£1,493

**Please note:** there is no surplus on the Parking account.

### Payment of PCNs

To encourage prompt payment, the regulations provide discount if the penalty is paid within 14 days of the service of the PCN. This discount is currently 50%. In 2014/2015 6907 (75%) payments were received totalling £273,810

The PCN amounts payable in Sunderland according to the time within which it is paid are shown in the table below:

Level of PCN	Paid within 14 days	Paid between 15 days and service of a Notice to Owner	Paid between issue of Notice to Owner and services of Charge Certificate	Paid after service of the Charge Certificate	Paid after outstanding amount is Registered as a debt
<b>PCN £50</b>	£25	£50	£50	£75	£82
<b>PCN £70</b>	£35	£70	£70	£105	£112

## Payments Received

6907 (75%) payments were received totalling £273,810

Number Paid	Status	£s
683	Paid at £25	£17,075.00
5015	Paid at £35	£175,525.00
147	Paid at £50	£7,350.00
520	Paid at £70	£36,400.00
40	Paid at £75	£3,000.00
22	Paid at £82	£1,804.00
169	Paid at £105	£17,745.00
103	Paid at £112	£11,536.00
208	Paid other amount	£3,375

## Method of Payment

6907 PCN's were paid using the following methods:

Number Paid	% Paid	Method Of Payment
5610	81%	Debit/Credit Card Payment
648	9%	Cheque Payment
543	8%	Cash Payment
35	1%	Postal Order
71	1%	Other Payment Method

## Types of Contraventions

There are over 70 contraventions that could be enforced (as can be seen in Appendix 1) depending on what is contained within relevant traffic regulation orders. These range from enforcing yellow lines on the street to vehicles being parked outside bay markings in a car park.

## Most Common Contraventions

The most common contravention in Sunderland is code 01 for being parked on a restricted street during prescribed hours i.e. parking on a yellow line. Approximately 31% of PCN's were issued for this contravention. Other most repeated types of contravention for the last four years are shown below;

Contravention Code and Description	2014/2015
01 - Parked in a restricted street during prescribed hours	2801 (30%)
12 - parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place	2654 (29%)
02 - parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	997 (11%)
48J – School Keep Clear	874 (10%)
25 - parked in a loading place during restricted hours	611 (7%)

## PCN's Issued in Area and Location

The total number of PCN's issued in 2014/2015 was 9,199 a breakdown of the PCN's issued in each zone is as follows:

Area	No of PCN's Issued	% of Total PCN's Issued
City Centre	3906	42%
South Sunderland	2072	23%
North Sunderland	1056	12%
West Sunderland	1744	19%
Houghton and Hetton	301	3%
Washington	120	1%
	<b>9199</b>	



## PCN Comparisons from Previous Years

Area	2012/2013	2013/2014	2014/2015
City Centre	5599	5414	3906
South Sunderland	1999	2731	2072
North Sunderland	1068	1065	1056
West Sunderland	2850	2404	1744
Houghton and Hetton	464	442	301
Washington	177	142	120
<b>Totals</b>	<b>12,157</b>	<b>12,198</b>	<b>9,199</b>

**The 10 locations in the city where most PCN's have been issued in 2014/2015 are;**

1. High Street West
2. Frederick Street
3. Chatsworth Street
4. Bexley Street
5. Derwent Street
6. Grindon Terrace
7. St Thomas Street
8. Boughton Street Car Park
9. Brougham Street Service Area
10. Kayll Road

## CCTV Operation

The introduction of enforcement of traffic regulations by mobile CCTV cameras was introduced in Sunderland in April 2013 as part of a wide ranging programme of measures to improve the reliability and punctuality of public transport, reduce congestion and pollution. The primary purpose of any CCTV camera enforcement system is to ensure the safe and efficient movement of traffic through the detection of contraventions of traffic regulations thereby reducing delays on the highway network.

Prior to the launch the Council distributed 45,000 leaflets to every school in the City to make everyone aware of the introduction of the vehicle in and around their school.

Sunderland City Council CCTV vehicle was launched on the 8<sup>th</sup> April 2013 by Cllr Paul Watson, Leader of the Council and Cllr James Blackburn, City Services Portfolio Holder at Ryhope Junior and Infants School which was highlighted as a school that were encountering a large degree of indiscriminate parking.

The launch was the beginning of a week long publicity campaign that saw the vehicle publicised on North East News, Sunderland Echo, Washington Star and Radio Newcastle to name but a few. Thereafter the vehicle visited a number of schools in the City including the top 10 schools that were identified as having the biggest parking problem to allow the public to see the vehicle and to make people aware of the vehicle being in and around school sites, enforcement commenced on Monday 15<sup>th</sup> April 2013.

The vehicle visits approx. 120 schools in the City on a rotational basis.

Parking Services have also utilised the vehicle to respond to numerous service requests from Head Teachers, school staff, residents and parents/carers reporting indiscriminate and dangerous parking in and around schools, which they try and respond to within 48 hours resources allowing.

From the 1<sup>st</sup> April 2014 to 31<sup>st</sup> March 2015 607 Penalty Charge Notices have been issued for the following contraventions:

Contravention Code	PCN's Issued	Income Received
48J – School Keep Clear	538	£12,957
47J – Bus Stop/Clearway	5	£175
02J- Loading Restriction	43	£840
99J – Zig Zags	21	£420

## Cancellations

### **Cancellations Due to Appeal**

All appeals must be made in writing detailing any mitigating circumstances. Because the council adopt a firm but fair approach, appeals are considered on their own merits and inevitably there are a number of cancellations for various reasons. It is important that the decisions which are made are consistent, supported by firm evidence, not only to assist the notice processing staff to arrive at the correct decision but also to confirm to the council's auditor that we are operating a fair, proportionate and consistent regime.

The council cancelled 1066 PCN's as a result of appeals being received. The most frequent reason for cancellations are shown on the table:

Reasons for Cancellation	Number Cancelled
Mitigating Circumstances	383
Blue Badge Holder	341
Valid Ticket/Permit Produced	211

### **Recovery of Debts**

If the registered keeper fails to pay the outstanding charge it will ultimately be referred to the Traffic Enforcement Centre at Northampton County Court and the outstanding charge is registered as a debt to the council and thereafter bailiffs may be employed to recover the debt. In 2014/2014 573 warrants were issued.

## Correspondence

In 2014/2015 the Parking Services team dealt with, 18,242 items of incoming and outgoing correspondence as detailed below:

No of items received and sent	Correspondence Type
2046	Informal Representations
1010	Accepted Informal Representations
1116	Dismissed Informal Representations
3097	DVLA Requests
1747	Notice To Owners
312	Formal Representations
129	Notice of Rejections
56	Notice of Acceptance
39	TPT Requests for evidence
39	TPT Appeals Submitted
7	TPT No Contest
8	TPT Allowed
24	TPT Dismissed
1458	Charge Certificates
2040	Statutory Declarations
573	Warrants
3975	Non-Statutory/Misc Correspondence
566	Payments received by post

## The facilities and services we provide

### Parking provision in Sunderland

The council currently manages 3,591 parking spaces across the city. They consist of 3 Multi Storey car parks, 8 chargeable off street car parks, 11 locations where there are chargeable on street bays and 25 free off street car parks. The table below shows the total number of parking spaces by type:

Car Parking Type	Total number of spaces	% of total spaces
Pay on foot Car Parks	1133	32%
Multi Storey Car Parks	585	16%
Off Street car park spaces	532	15%
On Street car park spaces	90	2%
Free on and off street spaces	1251	35%
<b>Total</b>	<b>3591</b>	

The car parking facilities are used every day by thousands of people coming into Sunderland to shop, work, and study or visit the city. The availability of car parking facilities is one of the main factors people consider in determining if they choose to travel by car.

There are four city centre pay on foot car parks. These are the St Mary's and Sunnyside multi-storey car parks which are council operated car parks and the privately operated Bridges multi-storey car park and Bridges Roof Top car park.

There is one other council operated multi storey car park in the city centre at the Civic Centre, which operates a pay and display method of parking.

The council's eight chargeable off street car parks are located in the city centre and operate a pay and display system.

There are also two city centre off street car parks that are reserved for permit holders only and are located immediately behind Jacky Whites Market. Permit holders are allocated a specific bay number that is for their sole use.

The council presently has 87 chargeable on street parking bays located in the city centre which operate a pay and display system of parking, and there are 36 chargeable on street bays located at the sea front .

The council's 25 free car parks are located across the city, 10 are in Sunderland, 5 are in Houghton le Spring, 6 are in Hetton and there are 4 in Washington.

## City centre car parks

A city centre map is shown in Appendix 2 which shows places of interest in the city centre in addition to the car parking facilities that are available. Each car park is numbered for ease of identification.

A breakdown of the city centre chargeable car parks are shown overleaf. Please note that the income from parking permits is not included in the figures for each individual car park but is included in the operational and financial statistics table shown on page 16 of this report.

## Pay on Foot Car Parks

There are four car parks within the city centre that operate a pay on foot system. These are the St Mary's and Sunnyside multi-storey car parks which are council operated car parks and the Bridges multi-storey car park and the Bridges Roof Top car park which are privately owned.

The income taken (excluding VAT) for the council controlled pay on foot car parks is shown below:

### St Mary's Car Park



Total No of Spaces	Disabled Bays	Electric Bays	Tariff
482	8	4	£1.20 - 8am – 6pm 60p - 6pm – 8am Sunday – 50p per hour up to a maximum of £1.50 all day Thursdays 3pm – Midnight - Free Lost Ticket £12

## Sunniside Car Park



Total No of Spaces	No of Disabled Bays	No of Electric Bays	Tariff
653	18	4	£1.00 – 8am – 6pm 60p – 6pm – 8am Sunday – 50p per hour up to a maximum of £1.50 all day Thursday 3pm – Midnight - Free Lost Ticket £12

### Multi-Storey Car Parks Operating Pay and Display

There is one other multi storey car park in the city centre, which operates a pay and display method of parking, which is located adjacent to the Civic Centre.

The income taken (excluding VAT) for the Civic Centre pay and display multi storey car park are shown below;

## Civic Centre Car Park



Total No of Spaces	No of Disabled Bays	No Of Electric Bays	Tariff
585	17	6	90 pence per hour or part thereof Thursdays 3pm – 6pm - Free



## City centre off street surface car parks

The council has eight chargeable off street surface car parks located in the city centre which operate a pay and display system.

Name of Car Park	No of Spaces	No of Disabled Bays	No of Electric Bays	Tariff Monday – Saturday 8am-6pm (unless stated otherwise)
Boughton Street	56	3	2	£1.00 per hour or part thereof Thursdays 3pm – 6pm - Free
Charles Street	28	3	0	70 pence per hour or part thereof Thursdays 3pm – 6pm - Free
Gorse Road	54	3	0	50 pence per hour or part thereof Thursdays 3pm – 6pm - Free
Nile Street	49	3	2	90 pence per hour or part thereof Thursday 3pm – 6pm - Free
Tatham Street	93	3	2	70 pence per hour or part thereof Thursdays 3pm – 6pm - Free
West Wear Street	40	3	0	70 pence per hour or part thereof Thursdays 3pm – 6PM – Free
Livingstone Road	150 +7 Bus Bays	7	4	8am – 6pm = £1.00 per hour or part thereof 6pm – Midnight = £1.50 flat rate Thursdays 3pm – Midnight - Free Coach Bays = £6 per day
High Street West Car Park	39	3	0	60 pence per hour or part thereof Thursdays 3pm – 6pm - Free

## Chargeable on street city centre car parking

The council has 87 chargeable on street parking bays located in the city centre which operate a pay and display system of parking as shown in the tables below:

On Street Parking Places	No Of Spaces	No of Disabled Bays	Tariff Monday-Saturday 8am – 6pm (unless stated otherwise)
Foyle Street	12	0	80 pence per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Frederick Street	13	2	80 pence per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Norfolk Street	5	4	80 pence per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
West Sunnyside	9	0	80 pence per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Bridge Street	4	2	80 pence per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Laura Street	10	0	£1.00 per hour or part thereof Thursdays 3pm – 6pm - Free
Charles Street	10	0	70p per hour or part thereof Thursday 3pm – 6pm - Free
Villiers Street	8	1	60p per hour or part thereof Thursdays 3pm – 6pm - Free
High Street West	5	0	80 pence per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Toward Road	4	0	50 pence per 30 minutes or part thereof Thursdays 3pm – 6pm - Free
Green Terrace	7	0	70p per hour or part thereof Thursdays 3pm – 6pm - Free

## Occupancy figures in 2014 - 2015

In order to arrive at the occupancy figures for 2014/2015 surveys of the cars parked have been undertaken on a typical weekday and a Saturday. Occupancy figures include all different types of vehicles including pay on foot, pay and display, permit holders and blue badge parking. The occupancy figures for the above parking places are shown in the table below:

Car Park Type And Location	Typical Weekday %Age	Peak Time Weekday Between 11am – 2pm %Age	Typical Saturday %Age	Peak Time Saturday Between 11am – 2pm %Age
<b>PAY ON FOOT</b>				
<b>St Mary's</b>				
Ground	12.94%	26.11%	34.43%	46.42%
Level 1	10.98%	27.08%	33.39%	65.62%
Level 2	22.91%	82.35%	54.26%	100%
Level 3	2.68%	7.02%	13.10%	27.06%
<b>Sunniside</b>				
Level 1	60.26%	99.13%	57.57%	91.37%
Level 2	50.24%	73.88%	51.69%	72.22%
Level 3	63.43%	100%	62.15%	98.86%
Level 4	42.76%	71.81%	35.65%	60.45%
Level 5	53.10%	97.37%	37.40%	96.87%
Level 6	50.39%	99.37%	34.67%	91.25%
Level 7	34.78%	73.29%	8.20%	17.61%
Level 8	20.32%	43.33%	7.10%	22.08%
Level 9	7.78%	17.70%	1%	3.64%
Level 10	4.72%	12.93%	1%	0.43%
<b>MULTI STOREY</b>				
<b>Civic Centre</b>				
Level 2	23.44%	26.55%	9.89%	19.23%
Level 3	33.98%	36.79%	13.41%	16.55%
Level 4	75.73%	84.38%	35.06%	50.31%
Level 5	85.95%	95.53%	15.74%	30.31%
<b>OFF STREET</b>				
Boughton Street	50%	74.10%	71.42%	79.16%
Charles Street	13.88%	20.50%	18.75%	19.64%
Gorse Road	26.95%	36.57%	19.25%	17.28%
Nile Street	40.36%	56.12%	31.12%	37.75%
Tatham Street	33.93%	50.80%	31.78%	40.86%
West Wear St.	45%	67.50%	42.08%	65%
<b>ON STREET</b>				
Foyle Street	78.70%	84.41%	55.55%	87.50%
Frederick Street	93.84	100%	83.76%	100%
Norfolk Street	18.51%	30.55%	%	88.88%
West Sunniside	72.83%	77.77%	79.620%	100%
Bridge Street	96.42%	100%	80.55%	100%
Laura Street	66.66%	92.50%	54.44%	75%
Villiers Street	30.55%	37.50%	47.22%	65.62%
High Street	30.55%	37.50%	48.88%	60%

### Private Permit Holders Only Car Parks

Name of Car Park	No of Spaces	Tariff
Prince Street	19	£360 per quarter
South Street	12	£360 per quarter
Central Area	56	<b>Business Permits</b> £290 per quarter £1090 per annum <b>Residents Permits</b> <b>(Astral,Solar,Planet Houses only)</b> £155 per quarter £545 per annum

### Free Off Street Car Parks City Wide

The council also manages 25 free car parks that are located throughout the city.

Central Area	
Car Park Name	No of Spaces
Booth Street	15
Brookside Terrace	19
Commercial Road	64
Morgan Street	38
Ocean Road	21
Ocean Park	211
Silksworth Road	6
Wreath Quay Road	19
Marine Walk	60
Harbour View	129
<b>Total</b>	<b>582</b>

Houghton Area	
Car Park Name	No of Spaces
Brinkburn Crescent	86
Fatherley Terrace	25
Eden Terrace	16
Station Road	90
Westbourne Terrace	30
<b>Total</b>	<b>247</b>

<b>Hetton Area</b>	
<b>Car Park Name</b>	<b>No of Spaces</b>
Barnes Street	38
Barnes Street Church	8
Market Street	31
Railway Street	8
Park View	5
Elemore Lane	5
<b>Total</b>	<b>95</b>

<b>Washington Area</b>	
<b>Car Park Name</b>	<b>No of Spaces</b>
Coach Road Estate	56
Manor Road	78
Speculation Place	151
Village Lane	42
<b>Total</b>	<b>327</b>

### **Pay by Phone**



In May 2014 the Council introduced the option of paying for parking by mobile phone technology or via the internet. A mobile phone payment system provides a simple and cost effective way of allowing motorists to pay for their parking.

This option was introduced into the Council pay and display car parks and on street parking places and have resulted in significant customer service benefits with the exception of St Marys and Sunnyside car parks which have a pay on foot arrangement in place.

For long stay parking it is often inconvenient for motorists to carry around the amount of change required for the pay and display ticket machines. Also, on occasions some motorists find themselves without the necessary change to purchase a period of parking.

A mobile phone system also has the facility whereby the motorist can choose to extend their stay without having to return to the car park to purchase another ticket. This brings all the benefits of flexibility of stay that come with the 'pay on foot' parking payment systems.

## Car parks with the Safer Parking Award



There are seven car parks in Sunderland city centre that have achieved the Safer Parking Award. These are St Mary's multi-storey, Sunnyside multi-storey, Central car park, Nile Street, Tatham Street, Charles Street and West Wear Street surface car parks.

There are also two privately operated pay on foot car parks in the city centre which has attained the safer parking award namely the Bridges and the Roof Top car parks.

The Safer Parking Award aims to raise security standards within car parks and effectively reduce car related crime.

To be awarded the safer parking status a stringent set of standards has to be met, including patrolling security patrols, good levels of lighting and closed circuit television.

### Designated Parking for Blue Badge Holders

The Council have designated blue badge parking places located across the whole of the City in car parks and on street. The locations of designated disabled parking places in the city centre are shown on the parking map in Appendix 2.

It should be noted that since the closure, demolition and rebuilding of Central multi storey car park, the council have created 28 designated disabled parking spaces (representing an 86% increase on the number of disabled parking spaces previously provided at this location). These designated disabled parking spaces are located on the service areas directly fronting Astral, Solar and Planet houses and afford disabled occupants who are valid blue badge holders the opportunity to park in closer proximity to their homes. Under the regulations covering the blue badge scheme, this provision is free and hours of use are unlimited to all blue badge holders.

In addition, blue badge holders can park free of charge without time limit in any of the on-street and off street parking bays as long as they display a valid blue badge. The only exceptions are St Marys and Sunnyside car parks where normal charges apply.



## Electrical Charging Points



One of the five aims of the Economic Master plan was to position Sunderland as ‘a national hub of the low-carbon economy’ and this is a good opportunity to look at the many things that we do as a council to lead the way in this aim, all year round.

Nissan is building its electric vehicle, the Leaf, in Sunderland which is great news for the city. In addition, the council placed a successful bid for matched grant funding to install electric vehicle charging points.

As one of the city’s biggest employers, and an organisation that works closely with Nissan, it’s important that we embrace the use of Electric Vehicles and promote this to residents and businesses alike. To this end, employees in Parking Services now make use of an electric pool vehicle – with estimated savings of over £3,500 on running costs over a three year period.

The bays are located across the City of Sunderland as detailed in the table overleaf. Further information is also available on the council website at:

[www.sunderland.gov.uk/chargeyourcar](http://www.sunderland.gov.uk/chargeyourcar)

Location	Address	Post Code	Bays
<b>Council Controlled Car Parks</b>			
Civic Centre - (multi-storey)	Cowan Terrace, Sunderland	SR2 7DN	6
St. Mary's - (multi-storey)	St Marys Way, Sunderland,	SR1 2HN	4
Sunniside - (multi-storey)	William Street, Sunderland	SR1 1UL	4
Tatham Street - (surface)	Tatham Street, Sunderland	SR3 2QY	2
Station Rd, Houghton (surface)	Station Road, Houghton	DH4 5HB	2
Spout Lane/Speculation Place (surface)	Vermont, Washington	NE37 2AL	2
Boughton Street (surface)	Tunstall Road, Sunderland	SR1 3ZZ	2
Ocean Park, Seaburn (surface)	Lowry Road, Seaburn, Sunderland	SR6 8ZZ	3
Harbour View, Roker (surface)	Marine Walk, Roker, Sunderland	SR6 0ZZ	2
Nile Street (surface)	Nile Street, Sunderland	SR1 1ZZ	2
Barnes Street, Hetton (surface)	Barnes Street, Hetton	DH5 9ZZ	1
Corporation Road (surface)	Corporation Rd, Sunderland	SR2 8LZ	2
Morgan Street (surface)	Morgan Street, Southwick	SR5 2HR	2
Ocean Road (surface)	Ocean Road, Grangetown	SR2 9RS	2
Livingstone Road	St Marys Way, Sunderland		2
<b>Council Facilities</b>			
Evolve Centre	Cygnets Way, Rainton Bridge	DH4 5QY	3
Software Centre	Tavistock Place, Sunderland	SR1 1PB	2
Hetton Centre	Hetton Centre, Welfare Road	DH5 9NE	2
Biddick Arts Centre	Biddick Lane, Washington	NE38 8AB	2
Bunny Hill Customer Service Centre	Hylton Lane, Downhill	SR5 4BU	2
Puma Centre	Silksworth Lane, Sunderland	SR3 2AN	1
Herrington Country Park	Chester Road, Penshaw	DH4 7EL	2
Civic Suite, Civic Centre	Burdon Road, Sunderland	SR2 7DN	4
Parsons Depot	Parsons Road, Washington	NE37 1EQ	2
St Michael and All Angels Church	High Street, Easington Lane	DH5 0JN	1

If you require this document in an alternative format (i.e. Braille, large print, audio tape etc), or in another language, please contact

**Parking Services**

**Tel: 0191 561 7833**

**Email: [parking@sunderland.gov.uk](mailto:parking@sunderland.gov.uk) or Fax: 0191 5531584**

## **APPENDICES**

**Appendix 1 - Standard PCN Codes**

**Appendix 2 - City centre map**

**Appendix 3 - Glossary of terms**

## Appendix 1 - Standard PCN Codes: On-Street

CODE	GENERAL SUFFIX(ES)	DESCRIPTION	DIFFERENTIAL LEVEL	NOTES
01	EOYZ	PARKED IN A RESTRICTED STREET DURING PRESCRIBED HOURS	HIGHER	SUFFIXES Y & Z FOR BBH ONLY
02	AEJO	PARKED OR LOADING/UNLOADING IN A RESTRICTED STREET WHERE WAITING AND LOADING/UNLOADING RESTRICTIONS ARE IN FORCE	HIGHER	
04	CS	PARKED IN A METER BAY WHEN PENALTY TIME IS INDICATED	LOWER	
05	CPSUV	PARKED AFTER THE EXPIRY OF PAID FOR TIME	LOWER	
06	CIPV	PARKED WITHOUT CLEARLY DISPLAYING A VALID PAY & DISPLAY TICKET OR VOUCHER	LOWER	
07	CMPRSV	PARKED WITH PAYMENT MADE TO EXTEND THE STAY BEYOND INITIAL TIME	LOWER	'METER FEEDING'
08	C	PARKED AT AN OUT-OF-ORDER METER DURING CONTROLLED HOURS	LOWER	ELECTRONIC METERS ONLY
09	PS	PARKED DISPLAYING MULTIPLE PAY & DISPLAY TICKETS WHERE PROHIBITED	LOWER	SOME BOROUGHES ONLY
10	P	PARKED WITHOUT CLEARLY DISPLAYING TWO**** VALID PAY AND DISPLAY TICKETS WHEN REQUIRED	LOWER	SOME BOROUGHES ONLY
11	U	PARKED WITHOUT PAYMENT OF THE PARKING CHARGE	LOWER	
12	RSTWXY	PARKED IN A RESIDENTS' OR SHARED USE PARKING PLACE OR ZONE WITHOUT CLEARLY DISPLAYING EITHER A PERMIT OR VOUCHER OR PAY AND DISPLAY TICKET ISSUED FOR THAT PLACE	HIGHER	
13		---- RESERVED FOR TFL USE (LOW EMISSION ZONE) ----	N/A	
14		PARKED IN AN ELECTRIC VEHICLES' CHARGING PLACE DURING RESTRICTED HOURS WITHOUT CHARGING	HIGHER	
16	BDHOSTWXYZ	PARKED IN A PERMIT SPACE WITHOUT DISPLAYING A VALID PERMIT	HIGHER	SUFFIX "S" ONLY FOR USE WHERE BAY IS COMPLETELY NON-RESIDENT
17		---- RESERVED FOR TFL USE (CONGESTION CHARGING) --- -	N/A	
18	BCDFHMPSV	USING A VEHICLE IN A PARKING PLACE IN CONNECTION WITH THE SALE OR OFFERING OR EXPOSING FOR SALE OF GOODS WHEN PROHIBITED	HIGHER	
19	IRSWXYZ	PARKED IN A RESIDENTS' OR SHARED USE PARKING PLACE OR ZONE DISPLAYING AN INVALID PERMIT, AN INVALID VOUCHER OR AN INVALID PAY & DISPLAY TICKET	LOWER	
20		PARKED IN A LOADING GAP MARKED BY A YELLOW LINE	HIGHER	
21	BCDFHJLMQRSUV	PARKED IN A SUSPENDED BAY OR SPACE OR PART OF BAY OR SPACE	HIGHER	
22	CFLMNOPSV	RE-PARKED IN THE SAME PARKING PLACE OR ZONE WITHIN ONE HOUR* OF LEAVING	LOWER	
23	BCDFGHJKLPSV	PARKED IN A PARKING PLACE OR AREA NOT DESIGNATED FOR THAT CLASS OF VEHICLE	HIGHER	
24	BCDFHMPQRSV	NOT PARKED CORRECTLY WITHIN THE MARKINGS OF THE BAY OR SPACE	LOWER	
25	JN	PARKED IN A LOADING PLACE DURING RESTRICTED HOURS WITHOUT LOADING	HIGHER	ON-STREET LOADING BAYS
26	E	PARKED IN A SPECIAL ENFORCEMENT AREA MORE THAN 50 CM <sup>+</sup> FROM THE EDGE OF THE CARRIAGEWAY AND NOT WITHIN A DESIGNATED PARKING PLACE	HIGHER	
27	JO	PARKED IN A SPECIAL ENFORCEMENT AREA ADJACENT TO A DROPPED FOOTWAY	HIGHER	
30	FNOU	PARKED FOR LONGER THAN PERMITTED	LOWER	

31	J	ENTERING AND STOPPING IN A BOX JUNCTION WHEN PROHIBITED	N/A	LONDON ONLY
32	JDTW	FAILING TO DRIVE IN THE DIRECTION SHOWN BY THE ARROW ON A BLUE SIGN	N/A	CODE SPECIFIC SUFFIXES APPLY. LONDON ONLY
33	JBCEFGHIKQRS	USING A ROUTE RESTRICTED TO CERTAIN VEHICLES	N/A	CODE SPECIFIC SUFFIXES APPLY. LONDON ONLY
34	J0	BEING IN A BUS LANE	N/A	
35		PARKED IN A DISC PARKING PLACE WITHOUT CLEARLY DISPLAYING A VALID DISC	LOWER	
36		PARKED IN A DISC PARKING PLACE FOR LONGER THAN PERMITTED	LOWER	
37	J	FAILING TO GIVE WAY TO ONCOMING VEHICLES	N/A	LONDON ONLY
38	JLR	FAILING TO COMPLY WITH A SIGN INDICATING THAT VEHICULAR TRAFFIC MUST PASS TO THE SPECIFIED SIDE OF THE SIGN	N/A	CODE-SPECIFIC SUFFIXES APPLY. LONDON ONLY.
40	N	PARKED IN A DESIGNATED DISABLED PERSON'S PARKING PLACE WITHOUT DISPLAYING A VALID DISABLED PERSON'S BADGE IN THE PRESCRIBED MANNER	HIGHER	
41	J	PARKED IN A PARKING PLACE DESIGNATED FOR DIPLOMATIC VEHICLES	HIGHER	
42	J	PARKED IN A PARKING PLACE DESIGNATED FOR POLICE VEHICLES	HIGHER	
45	N	PARKED ON A TAXI RANK	HIGHER	
46	JN	STOPPED WHERE PROHIBITED (ON A RED ROUTE OR CLEARWAY)	HIGHER	
47	JN	STOPPED ON A RESTRICTED BUS STOP OR STAND	HIGHER	
48	J	STOPPED IN A RESTRICTED AREA OUTSIDE A SCHOOL WHEN PROHIBITED	HIGHER	
49	J	PARKED WHOLLY OR PARTLY ON A CYCLE TRACK OR LANE	HIGHER	
50	JLRU	PERFORMING A PROHIBITED TURN	N/A	CODE SPECIFIC SUFFIXES APPLY. LONDON ONLY
51	J	FAILING TO COMPLY WITH A NO ENTRY SIGN	N/A	LONDON ONLY
52	JGMSVX	FAILING TO COMPLY WITH A PROHIBITION ON CERTAIN TYPES OF VEHICLE	N/A	CODE SPECIFIC SUFFIXES APPLY. LONDON ONLY
53	J	FAILING TO COMPLY WITH A RESTRICTION ON VEHICLES ENTERING A PEDESTRIAN ZONE	N/A	LONDON ONLY
54	J	FAILING TO COMPLY WITH A RESTRICTION ON VEHICLES ENTERING AND WAITING IN A PEDESTRIAN ZONE	N/A	LONDON ONLY
55		A COMMERCIAL VEHICLE PARKED IN A RESTRICTED STREET IN CONTRAVENTION OF THE OVERNIGHT WAITING BAN	HIGHER	
56		PARKED IN CONTRAVENTION OF A COMMERCIAL VEHICLE WAITING RESTRICTION	HIGHER	NON- OVERNIGHT WAITING RESTRICTION
57		PARKED IN CONTRAVENTION OF A COACH BAN	HIGHER	NON- OVERNIGHT WAITING RESTRICTION
58		USING A VEHICLE ON A RESTRICTED STREET DURING PRESCRIBED HOURS WITHOUT A VALID PERMIT	N/A	LONDON LORRY BAN ONLY
59		USING A VEHICLE ON A RESTRICTED STREET DURING PRESCRIBED HOURS IN BREACH OF PERMIT CONDITIONS	N/A	LONDON LORRY BAN ONLY
61	124CGJ	A HEAVY COMMERCIAL VEHICLE WHOLLY OR PARTLY PARKED ON A FOOTWAY, VERGE OR LAND BETWEEN TWO CARRIAGEWAYS	HIGHER	CODE SPECIFIC SUFFIXES APPLY.
62	124CGJ	PARKED WITH ONE OR MORE WHEELS ON OR OVER A FOOTPATH OR ANY PART OF A ROAD OTHER THAN A CARRIAGEWAY	HIGHER	CODE SPECIFIC SUFFIXES APPLY.
63	C	PARKED WITH ENGINE RUNNING WHERE PROHIBITED	LOWER	THIS CONTRAVENTION OCCURS IN CERTAIN COACH BAYS.
67		---- RESERVED FOR VEHICLE EMISSIONS ----	N/A	

68		---- RESERVED FOR VEHICLE EMISSIONS ----	N/A	
99	JO	STOPPED ON A PEDESTRIAN CROSSING OR CROSSING AREA MARKED BY ZIGZAGS	HIGHER	PEDESTRIAN CROSSINGS

\* = or other specified time

\*\*\*\* = or other number

† = or other specified distance

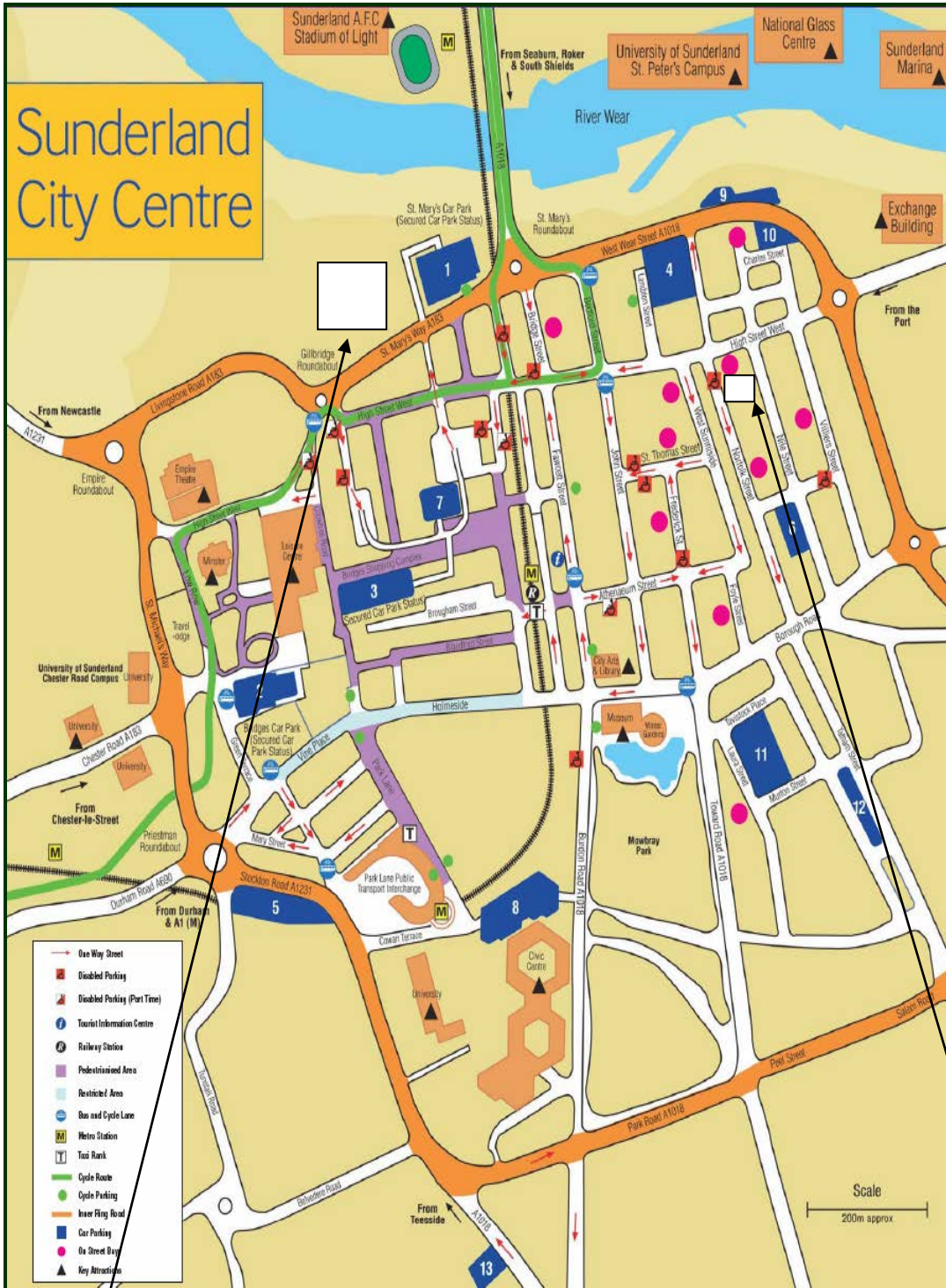
### **Off-Street**

70		PARKED IN A LOADING AREA DURING RESTRICTED HOURS WITHOUT REASONABLE EXCUSE	HIGHER	OFF-STREET LOADING AREAS
73	U	PARKED WITHOUT PAYMENT OF THE PARKING CHARGE	LOWER	OFF-STREET CAR PARKS
74	PRS	USING A VEHICLE IN A PARKING PLACE IN CONNECTION WITH THE SALE OR OFFERING OR EXPOSING FOR SALE OF GOODS WHEN PROHIBITED	HIGHER	OFF-STREET CAR PARKS
77		--- RESERVED FOR DVLA USE ---	N/A	
80		PARKED FOR LONGER THAN THE MAXIMUM PERIOD PERMITTED	LOWER	OFF-STREET CAR PARKS
81	O	PARKED IN A RESTRICTED AREA IN A CAR PARK	HIGHER	OFF-STREET CAR PARKS
82	PUV	PARKED AFTER THE EXPIRY OF PAID FOR TIME	LOWER	OFF-STREET CAR PARKS
83		PARKED IN A CAR PARK WITHOUT CLEARLY DISPLAYING A VALID PAY & DISPLAY TICKET OR VOUCHER OR PARKING CLOCK	LOWER	OFF-STREET CAR PARKS
84		PARKED WITH ADDITIONAL PAYMENT MADE TO EXTEND THE STAY BEYOND TIME FIRST PURCHASED	LOWER	OFF-STREET CAR PARKS
85	BTRW	PARKED IN A PERMIT BAY WITHOUT CLEARLY DISPLAYING A VALID PERMIT	HIGHER	OFF-STREET CAR PARKS
86	PRS	PARKED BEYOND THE BAY MARKINGS	LOWER	OFF-STREET CAR PARKS
87		PARKED IN A DESIGNATED DISABLED PERSON'S PARKING PLACE WITHOUT DISPLAYING A VALID DISABLED PERSON'S BADGE IN THE PRESCRIBED MANNER	HIGHER	OFF-STREET CAR PARKS
89		VEHICLE PARKED EXCEEDS MAXIMUM WEIGHT OR HEIGHT OR LENGTH PERMITTED IN THE AREA	HIGHER	OFF-STREET CAR PARKS
90	PSV	RE-PARKED WITHIN ONE HOUR* OF LEAVING A BAY OR SPACE IN A CAR PARK	LOWER	OFF-STREET CAR PARKS
91	CG	PARKED IN A CAR PARK OR AREA NOT DESIGNATED FOR THAT CLASS OF VEHICLE	HIGHER	OFF-STREET CAR PARKS
92	O	PARKED CAUSING AN OBSTRUCTION	HIGHER	OFF-STREET CAR PARKS
93		PARKED IN CAR PARK WHEN CLOSED	LOWER	OFF-STREET CAR PARKS
94	P	PARKED IN A PAY & DISPLAY CAR PARK WITHOUT CLEARLY DISPLAYING TWO**** VALID PAY AND DISPLAY TICKETS WHEN REQUIRED	LOWER	OFF-STREET CAR PARKS
95		PARKED IN A PARKING PLACE FOR A PURPOSE OTHER THAN THE DESIGNATED PURPOSE FOR THE PARKING PLACE	LOWER	OFF-STREET CAR PARKS
96	C	PARKED WITH ENGINE RUNNING WHERE PROHIBITED	LOWER	OFF-STREET CAR PARKS - THIS CONTRAVENTION MAY OCCUR IN CERTAIN COACH BAYS.

Please note that this list of Contravention Codes may be subject to change due to additional powers being applied.



## Appendix 2 - City centre map



**Please note:** there have been 2 additional car parks added in the City Centre, **Livingstone Road car park** which is located next to number 1 on the plan and **High Street West car park** which is situated at the east end of High Street West .



## Appendix 3 - Glossary of Terms

Term	Explanation
Adjudication	The process by which, at a personal, telephone or postal hearing, an Adjudicator from the Traffic Penalty Tribunal (TPT) decides the appeal either for the motorist – the appellant or the Council – the respondent. The decision of an Adjudicator is final and binding on both parties to an appeal.
Adjudicator	An independent lawyer, un connected with any council who has practised for at least five years. Their appointment is sanction by the Lord Chancellor.
Appeal to an Adjudicator	The act of referring a dispute concerning the issue of a Penalty Charge Notice to an independent Adjudicator at the Traffic Penalty Tribunal. A motorist may only after the Council have served a Notice of Rejection to the motorist as a result of a formal representation.
Bailiff	Any Penalty Charge Notice that remains unpaid and has been registered at the Traffic Enforcement Centre can be passed to a certified bailiff for recovery. The bailiff may add additional costs, incurred in recovering the debt, to the amount owed to the Council.
Charge Certificate	If a PCN is not paid in full within 28 days of receipt of a Notice to Owner, or an unsuccessful appeal, a Charge Certificate can be issued by the Council. The charge Certificate increases the original full penalty charge by 50%.
Civil Enforcement Officer (CEO)	The Councils parking enforcement officers, who were previously known as Parking Attendants. They are uniformed officers employed to issue Penalty Charge Notices for parking contraventions under a civil enforcement scheme.
Civil Parking Enforcement (CPE)	Parking Enforcement undertaken by Council's under the Traffic Management Act 2004 (TMA) which is civil (rather than criminal) law.
Contravention	A parking contravention is a failure by a motorist to comply with the parking regulations as set out by Traffic Regulation Orders. (TRO)
County Court	The court where a debt is registered following non payment of a Penalty Charge Notice 14 days after the service of a Charge Certificate. Such debts are registered at the Traffic Enforcement Centre (TEC) at Northampton County Court.
Debt Registration	If payment is not received within 14 days of receipt of a Charge Certificate any outstanding charges owed can be registered as a debt with the Traffic Enforcement Centre. A fee of £7 is added at this stage and an Order for Recovery issued by the Council.
Department for Transport (DfT)	The government department, which is responsible for transport issues, including the issue of Statutory and Operational guidance for Civil Parking Enforcement.

Differential Parking Penalties	The name for the different levels of charges implemented by the Traffic Management Act 2004. High level contraventions are £70 and lower levels are set at £50. The different charges reflect the seriousness of the contravention.
Discount Period	The amount of time given to pay a Penalty Charge Notice at a reduced rate. The penalty charge is reduced by 50% it is paid not later than the last day of a period of 14 days beginning with the date on which the PCN was served.
Driver and Vehicle Licensing Agency (DVLA)	The agency responsible for maintaining records relating to vehicles and drivers in the UK. The DVLA provide the Council with the details of the registered keeper from their database, if the PCN is not paid within 28 days from the date of issue.
Economic Master Plan	Sets the direction for the city's economy over 15 years and the proposed vision for the City.
Local Transport Plan	The plan, which covers the council's proposals for dealing with transport issues.
Notice of Rejection of Representations (NOR)	A letter served by the Council to a motorist following their formal representation against a Notice to Owner, indicating that their representations have been rejected.
Notice to Owner (NtO)	A statutory notice served by the Council on the person believed by them to be the owner/hirer of a vehicle that has been issued with a PCN, in respect of a parking contravention, that remains unpaid after 28 days beginning with the date on which the Penalty Charge Notice was served.
Challenge	The first stage of the appeal process where a motorist can make an informal representation against the issue of a PCN. If the challenge is received during the discount period the 50% discount may be re-offered if unsuccessful.
Off-Street Parking	These are facilities provided through car parks.
On-Street Parking	These are facilities provided on the street (kerbside) for example, pay and display or permit parking places.
Order for Recovery	A statutory notice issued to the motorist informing them an unpaid penalty charge has been registered as a debt at the Traffic Enforcement Centre (TEC) at the County Court.
Park Mark	To be awarded the safer parking status a stringent set of standards has to be met, including patrolling security patrols, good levels of lighting and closed circuit television.  The Safer Parking Award aims to raise security standards within car parks and effectively reduce car related crime.
Penalty Charge Notice (PCN)	A penalty issued to a vehicle that appears to have contravened a parking restriction. A PCN can be affixed to the vehicle, handed to the driver, or on certain circumstances issued by post to the registered keeper/hirer of the vehicle.

Registered Keeper	The person or organisation recorded at the Driver and Vehicle Licensing Agency (DVLA) as being the keeper of a vehicle. Under the concept of “owner liability”, councils may assume that the registered keeper is also the owner of the vehicle for the purposes of enforcement, unless there is clear evidence to the contrary.
Representation	Following receipt of a Notice to Owner the registered keeper may make a formal representation against the issue of a PCN. There are various grounds on which a representation may be made.
Road Traffic Regulation Act 1984 (RTRA 1984)	The Act of Parliament which provided many of the powers for councils to control parking in their area
Road Traffic Act 1991 (RTA 1991)	The Act of Parliament that decriminalised certain parking offences, making them civil contraventions, enforceable by local authorities where a SPA or PPA Order is in force
Special Parking Area (SPA)	An area approved by the Secretary of State for Transport within which the enforcement of parking controls has been decriminalised and where enforcement may therefore be undertaken by the Council.
Traffic Enforcement Centre (TEC)	Any unpaid PCN's are registered at the Traffic Enforcement Centre
Traffic Management Act 2004 (TMA 2004)	An Act of Parliament which repealed the RTA 1991 and replaced it with new laws and regulations giving civil enforcement authority councils some additional powers to control parking. The associated Regulations came into force on 31st March 2008.
Traffic Penalty Tribunal (TPT)	An independent tribunal which was set up to decide appeals against parking appeals, when the appellant's representations to the council have been rejected.
Traffic Regulation Order (TRO)	An official order made by a council under the Road Traffic Act 1984 which details the nature and extent of parking controls within the council's area. It is a contravention of these controls as detailed in a TRO that may give rise to the issuing of a Penalty Charge Notice.
Warrant of Execution	Authority issued by the County Court to enforce an unpaid debt, following registration at TEC. Warrants must be in the possession of a certified bailiff when attempts are made to recover the debt.
Witness Statement	A witness statement is a legal statement from a motorist in response to a County Court Order for Recovery to the effect that in their opinion an earlier stage in the enforcement process has not been complied with. It is a criminal offence to make a false Witness Statement.
Write Off	A PCN is written-off when a Council are unable to pursue the penalty and have to close the case without payment.