



Weymouth & Portland
Borough Council

Annual report on parking enforcement operations 2011/2012



Contents

Introduction	3
Abbreviations	4
Section 1 – Parking restrictions	
1.1 Parking enforcement - The legal background	5
1.2 Parking policies	6
1.3 Parking restrictions	7
1.4 Parking by Blue Badge holders	11
Section 2 – The enforcement of parking restrictions	
2.1 Penalty charges	13
2.2 Civil Enforcement Officers – Policies and guidelines	13
2.3 The appeals process	16
2.4 Policies for the handling of appeals	17
2.5 The recovery of unpaid penalty charges	19
Section 3 – Performance	
3.1 Developments during 2011/12	21
3.2 Financial performance	29
1. The Parking Account	29
2. Off-street parking (car parks)	31
3.3 Statistical performance	33
1. Penalty Charge Notices issued	33
2. Progression of PCNs	37
3. Adjudication cases	40
Summary	43

Introduction

I am pleased to welcome you to Weymouth and Portland Borough Council's annual report on parking enforcement operations, which covers the year from 1st April 2011, to 31st March 2012.

The Department for Transport has issued guidance as to some of the information which local authorities should include in annual reports such as this one. This includes the Council's parking policies and the guidelines which it sets for both those of its staff who issue penalty charges ('parking tickets') and for those of its staff who deal with motorists' appeals against those charges. Sections 1 and 2 of previous annual reports have dealt with these and other associated matters fairly extensively and they have been reproduced this year, largely unchanged. Those Sections also contain general information concerning the parking of vehicles (both on the highway and in car parks) which I hope motorists will find both useful and informative. Further information concerning parking in Weymouth and Portland (pay and display, park and ride, car parks, disabled parking etc.) as well as this and previous annual reports, can be found in the "Parking" section of the Dorset For You website; <http://www.dorsetforyou.com/parking>

Section 3 of this report details the Council's statistical and financial performance with regards to its parking enforcement operations over the 12 month period to 31st March 2012. It also gives details of some of the projects which members of its parking section staff were involved with during that period.

In the past year, preparations for the Borough's hosting of the sailing events of the forthcoming Olympics have continued and I am pleased to be able to report that projects which were designed to deliver very major changes to the Borough's road network (including the new Weymouth Relief Road) have been completed.

Plans for temporary traffic management measures to be put in place during the Olympic period have been under consideration for some time. Although these are being led by the County Council and the Olympic authorities, Borough Council officers are also very much involved. Road closures will be required to enable safe pedestrian access to the various events/viewing sites and this will necessitate changes to traffic flows and to parking arrangements during that period. Extensive temporary park and ride facilities are being planned. Whilst some disruption is inevitable, I hope that the overriding impact of these measures will be to enhance the Olympic experience for both visitors and residents.

Section 3 also details some of the changes to parking which were introduced during the last 12 months, both on-street and in the Council's car parks. It also refers to the comprehensive review of our parking service which is to be conducted during 2012. The review will cover aspects including parking charges, enforcement, permit parking schemes and on and off-street parking provision and facilities. It will be conducted by a small 'all party' working group, which I shall be chairing. The provision, amendment and restriction of parking within the Borough has to be an ongoing process, in order to meet ever changing demands and circumstances. I have taken on board various concerns which have been raised with me in my capacity as Brief Holder and I hope that, through this review, we will be able to resolve some of the outstanding issues and to shape the way forward for our parking service.

As always, I hope that readers will find this report to be interesting and informative and that its content will help to demonstrate that the Council is delivering Civil Parking Enforcement competently, professionally and in accordance with the legislative requirements.

Councillor Christine James
Brief Holder for Transport and Infrastructure
Weymouth and Portland Borough Council

31st March 2012

Abbreviations

The following abbreviations are used in this report;

CEA	Civil Enforcement Area
CEO	Civil Enforcement Officer
CPE	Civil Parking Enforcement
DfT	Department for Transport
DVLA	Driver and Vehicle Licensing Authority
NPAS	National Parking Adjudication Service
NtO	Notice to Owner
PCN	Penalty Charge Notice
PPA	Permitted Parking Area
RTA 91	Road Traffic Act 1991
SPA	Special Parking Area
TEC	Traffic Enforcement Centre
TMA 2004	Traffic Management Act 2004
TPT	Traffic Penalty Tribunal
TRO	Traffic Regulation Order

Section 1

Parking restrictions

1.1 Parking enforcement – The legal background

The Road Traffic Regulation Act 1984 authorised local authorities to make Traffic Regulation Orders in order to control traffic movements and parking provision within their areas. Under that Act the Council's scope for parking control was mainly limited to the issuing of Excess Charge Notices for mostly off-street (car park) offences. Responsibility for other offences (such as parking on 'yellow lines') remained with police officers and traffic wardens. The income from Fixed Penalty Notices issued by police forces, and by the traffic wardens employed by them, was not retained locally, it was instead paid to the Exchequer.

The police service was increasingly unable to provide the resources necessary to either deal directly with parking offences, or to fund and manage the traffic warden service. A number of forces indicated their support for another agency taking on responsibility for parking enforcement. The consequences of the lack of enforcement, in terms of road safety and congestion, were deemed unacceptable and, in order to address the problem, the Government introduced the Road Traffic Act 1991 (RTA 91).

This enabled local authorities to establish Permitted Parking Areas and Special Parking Areas, within which non-endorsable parking offences would be decriminalised. Civil enforcement of those parking contraventions could then be undertaken by parking attendants employed directly, or indirectly, by the local authority. Penalty Charge Notices (PCNs) could be issued for perceived breaches of the parking restrictions within those areas and, unlike the previous system, the local authority would retain the income from those PCNs to help fund their enforcement operations.

The aim was that those de-criminalised enforcement operations would in effect be self funding. Whilst raising revenue was not to be an objective of enforcement, should their enforcement operations produce a surplus of funds at the end of the financial year, those funds could be spent to either improve off-street parking provision, or on specified transport related matters.

Adoption of RTA 91 powers was mandatory for London boroughs but optional for other local authorities. Following consultations with the Dorset Police and with Dorset County Council, in order to further Dorset County Council's transportation policies through the effective control of parking, Weymouth and Portland Borough Council (the Council), took on these powers on 25th November 2002. Dorset County Council is the local Highway Authority and, when enforcing on-street parking restrictions within Weymouth and Portland, this Council does so on behalf of the County Council, under the terms of an Agency Agreement.

Subsequently, the introduction of the parking related sections of Part 6 of the Traffic Management Act 2004 (TMA 2004) on 31st March 2008 again changed the legal framework. It widened the scope of local authority parking enforcement, it aimed to introduce greater openness and professionalism within parking operations and it largely harmonised the regulations applicable to authorities inside London with those pertaining to authorities outside of the Capital. Under the new Act de-criminalised parking enforcement became Civil Parking Enforcement, Permitted Parking Areas and

Special Parking Areas became Civil Parking Areas and Special Enforcement Areas and Parking Attendants were re-named Civil Enforcement Officers (CEOs).

The regulations accompanying TMA 2004 urged greater communication by local authorities of their parking policies, guidelines and performances and recommended that this could partly be achieved through the publication of annual reports, such as this one.

1.2 Parking policies

Parking policies are an integral part of the Council's local authority transport strategy. In accordance with the Department for Transport's "*Full Guidance on Local Transport Plans*" the Council's policies are aimed at tackling congestion and changing travel behaviour.

In setting those policies the Council has taken account of;

- Existing and projected levels of demand for parking by all classes of vehicle.
- The availability and pricing of on-street and off-street parking places.
- The justification for and accuracy of existing Traffic Regulation Orders.
- The adequacy, accuracy and quality of signing and lining which either restricts or permits parking.

With regards to enforcement operations, the Council has set and continues to appraise;

- The optimum level of compliance with parking controls.
- The level of enforcement necessary to secure that compliance.
- The levels of penalty charges.
- The need to effectively resource the operation and to ensure that all parking staff are appropriately trained.

When formulating and appraising policies the Council consults locally with individuals and with businesses who have a range of parking needs. It takes into account the views of the police and, where possible, works with neighbouring authorities to achieve a consistent approach.

The Council's parking control policies are to;

- Regulate the use of vehicles in the busiest and most congested areas.
- Improve traffic flows.
- Improve road safety (for vehicle users and for pedestrians)
- Increase and improve pedestrian and cyclist mobility.
- Encourage public transport usage.
- Safeguard the needs and requirements of residents, businesses/ organisations and visitors.
- Regulate and control parking, both on-street and off-street.
- Encourage the use of car parks (particularly for longer visits).
- Provide sufficient short-stay parking facilities to support shops/ commercial organisations and leisure activities.
- Preserve and improve the current infrastructure and general environment.

1.3 Parking restrictions

Parking restrictions play an important part in helping to achieve the aims of the above policies. Wherever they are located, whether they are prohibitions on parking, or are limitations as to who may use particular parking spaces, (or limitations as to when they may be used), there will have been sound reasons for those restrictions having been introduced. These will have included reasons such as;

1. To prevent congestion and thereby improve traffic flows,
2. To improve road safety (for both vehicles and pedestrians),
3. To improve the quality and accessibility of public transport,
4. To improve the local environment, or
5. To provide a fair distribution of parking spaces to meet the competing demands of;
 - Residents
 - Shops
 - Businesses
 - Pedestrians
 - People with disabilities
 - Visitors
 - Car drivers
 - Delivery drivers
 - Public transport users
 - Cyclists
 - Motorcyclists

There are many types of restriction which may be used to achieve these aims, such as;

- Stopping or Waiting restrictions (clearways, yellow lines, 'School' restrictions etc),
- Pedestrian Zones
- Bus Lanes
- Residents' Parking Schemes
- Restricted Parking Zones
- Pay and Display parking
- Parking bays for time limited parking
- Parking bays for specified users, or for specified purposes (blue badge holders, bus stops, taxi ranks, motorcycles, loading/ unloading etc)

Most of these are introduced by way of Traffic Regulation Orders and are indicated to motorists by way of road markings and/ or signage, which has been specifically approved for this purpose by the Department for Transport.

The need to introduce a new restriction or scheme, or for an existing restriction to be removed or amended, may have been identified by officers of the Council, or it may have been suggested by either local residents, the Ward Members representing those residents, or by other interested parties (such as local business groups, transport service operators, the police or fire service). The merits of each submission and their potential impact are considered and the priority for their introduction is assessed under a scheme which takes into account factors such as the type of road and local accident records. The Council has limited funds available with which to introduce new restrictions and some schemes (particularly those which require lighting and signage)

can be far more expensive to implement than others. Proposals therefore usually proceed in order of priority, as and when the necessary resources are available.

If a decision to proceed is made, the proposal is consulted upon and new or amended Traffic Regulation Orders are drawn up and advertised for public comment or objection. When a proposal for a new restriction is advertised, it is not a 'done deal'. Responses to the advertisement (whether in support of the proposal, or against it) will be considered before a final decision is made on whether or not to implement the restriction.

Whilst there are many different types of parking restriction which may be introduced, they can be split into two distinct categories. Those in the first prohibit all vehicles, or all but certain classes of vehicle, from stopping. These include clearways, taxi ranks, bus stops, school restrictions etc.



Those in the second group place restrictions on waiting (parking) by vehicles. These range from 'No Waiting' (yellow lines), to 'Limited Waiting' (time restricted parking), waiting by specified users only (disabled badge holders, permit holders, pay and display parking etc), or to waiting for specified purposes only (loading bays).



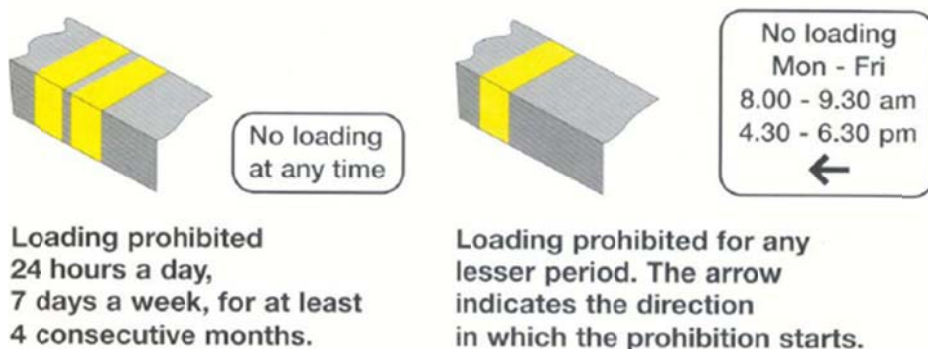
Where these 'waiting' restrictions apply (as opposed to 'stopping' restrictions), vehicles are usually permitted to wait;

1. For the purpose of actively picking up or setting down passengers (but not to park to await the arrival of those passengers).
2. For as long as may be necessary for the vehicle to be actively (continuously) loaded or unloaded. Such loading is allowed provided that it is necessary for the vehicle to be parked there for that purpose and that, in doing so, the vehicle does not create an obstruction to other road users (including pedestrians). If the vehicle could be parked nearby, without breaching parking restrictions and the goods needing to be loaded or unloaded are of such a nature that the driver could carry them to or from there to the premises without difficulty, then it would not be considered "necessary for the vehicle to be parked" in breach of a waiting restriction nearer to the premises for the purpose of loading or unloading.

Additionally;

- Whilst parking to make a purchase from a shop would not be considered as 'loading', stopping to actively load onto the vehicle bulky items which had previously been purchased would be.
- With regards to deliveries, the process of loading/unloading includes taking goods into nearby premises, getting delivery documents signed and returning to the vehicle. Activities such as installing the delivered items or preparing them for display are not counted as loading/unloading.
- Similarly, the unloading to, or collection from, a premises of bulky tools would be considered as loading and unloading. However using those tools to conduct a repair within the building would not be. In some cases however, it is not possible to affect repairs, or other works to premises, without the vehicle being present. The main utility companies (water, gas and electricity) are usually exempted from waiting restrictions, where it is necessary for them to park in breach of those restrictions to conduct repairs either on the highway, or in adjacent premises, to pipes, sewers, telegraph lines etc. Other non 'utility' companies can face similar problems and the Council's parking section will, wherever possible, seek to assist them by either providing them with workers' permits enabling their vehicles to be temporarily parked in breach of parking restrictions (provided that those vehicles would not obstruct the flow of traffic), or by seeking to identify nearby sites where those vehicles could be parked without breaching parking regulations.

Whilst the activity of loading is usually permitted on yellow lines, it is not if there is also a loading ban in force. A loading ban is indicated by yellow marks on the kerb and the times at which the ban applies will be shown on nearby signage.



3. In the case of 'Limited Waiting', for so long as is indicated on the signage.
4. In the case of 'waiting by specified users only', provided the user is of the type specified, during such hours and subject to such time limits as are indicated on the signage.
5. In the case of 'waiting for specified purposes', provided that the specified purpose is being actively carried out, for so long as may be necessary to complete that purpose, unless the signage indicates that time limits apply.

Wherever parking restrictions are in force, these will be indicated to motorists by the use of road markings and/or signage. Double yellow lines usually mean 'no waiting at

any time' and they therefore do not require any accompanying signage. However, if the yellow lines represent a seasonal restriction (one which applies during certain months of the year only), there will be signage present to indicate this.

The times at which other restrictions apply are shown either on nearby plates, or on zone entry signs. Restrictions are in force 24 hours a day, on every day of the year (including Sundays and Bank Holidays), unless it specifically states otherwise on the signage. If a sign states that a restriction is only in force on certain days of the week and/or between certain hours of the day (such as 9am to 5pm, Monday to Friday), then the restriction applies on those days and/or between those hours all year round (again, including Bank Holidays).

In the case of parking bays, these may be reserved for use by certain users only or for use for certain purposes only (either at all times, or between certain hours). Some bays are reserved for use by different users, or for use for different purposes, at different times of the day. Whatever the restrictions, they will be specified on the nearby signage plates.

Whenever parking, it is essential that motorists always read the nearby signs to ensure that they are aware of the restrictions which are in force and of when those restrictions apply. Where parking bays are provided, vehicles should always be parked wholly within the markings of those bays.

Information concerning parking and examples of road markings and signage can be found in the "Highway Code" and in the Department for Transport's "Know Your Traffic Signs" booklet. These publications and other useful information related to parking can be found on the Department for Transport's website www.dft.gov.uk



In several locations within the Borough, the Council have introduced on-street pay and display parking. The prices and regulations which apply can be found displayed on the ticket machines and in the "Parking" section of the Dorset For You website <http://www.dorsetforyou.com/parking>. When using those parking places, it is essential that motorists take the time to read these instructions.

The Council also provides many off-street car parks for use by motorists. Each car park will have at least one information board and, in the case of those to which pay and display charges apply, there will be a board situated next to each of the ticket machines. Again, it is necessary for motorists to take the time to read these, as failure

to park in accordance with the car park rules can result in penalty charges being incurred.



Whenever using pay and display parking, whether on the street or in a car park, do not forget that you need to leave the ticket which you have purchased prominently displayed on your vehicle, so that the side which shows the ticket details (time, date, amount paid etc) can be easily read from outside of the vehicle. As tickets can be dislodged by gusts of wind when doors are opened or closed, it is always advisable to check that your ticket is correctly displayed before you leave your vehicle.

All of the Council's pay and display tickets have a perforated tear-off strip (either along the bottom edge or on the right hand side) which contains a summary of the ticket's details. If you take this strip with you, it will act as your proof of purchase should the main part of the ticket be lost.

The locations of the Council's car parks and the charges for their use (where applicable), along with other useful parking related information, can be found in the "Parking" section of the Dorset For You website <http://www.dorsetforyou.com/parking>

Please remember that whenever you park, whether or not there are parking restrictions in force, you must not leave your vehicle in a dangerous position, or in a position whereby it would cause an obstruction to other road users. The offences of 'dangerous parking' and of 'obstruction' are not subject to Civil Enforcement. These remain criminal matters which are enforceable by the Police.

1.4 Parking by Blue Badge holders



Details of the scheme, the concessions applicable and the responsibilities of Blue Badge holders can be found in the Department for Transport's booklets;

- "Can I get a Blue Badge?"
- "The Blue Badge Scheme: rights and responsibilities in England" and

- *“The Blue Badge Scheme; Guidance for blue badge holders and their drivers on the power to inspect blue badges being displayed on motor vehicles”*

The first booklet is aimed at potential applicants for a badge whilst the other two are issued to badge holders with their new or renewed Badges. Copies can be found in the “Blue badge scheme” section of the Department’s website www.dft.gov.uk

Alternatively, they can be obtained from your local badge issuing authority. In our case, this is the Adult and Community Services Department of Dorset County Council (Tel: 01305 251000), further details can be found in the “Disabled parking badges (Blue badge scheme)” section of the County Council’s website www.dorsetforyou.com

It is very important that all badge holders carefully read these booklets before attempting to use their badges. Whilst certain concessions are offered, particularly with regards to where waiting restrictions (yellow lines) apply, the scheme does not provide a blanket exemption from all on-street parking restrictions.

It should also be noted that this national scheme applies to on-street parking only. It does not apply to off-street car parks. Most car park operators provide parking spaces for disabled people, but it is up to the car park owner to decide whether their charges will apply to badge holders.

Whenever using a car park (whether council operated, or privately owned), badge holders should therefore always check the car park information boards to see whether there are any concessions available to them. They should not assume that their badge entitles them to park free of charge, as this may not be the case.

Further information regarding parking by Badge holders within Weymouth and Portland can be found in the “Disabled parking” section of the Dorset For You website <http://www.dorsetforyou.com/parking> and in our free leaflet “Guidance for Blue Badge holders on parking in Weymouth and Portland”, which can be downloaded from the website or can be obtained from any of the addresses given at the end of this report.

Section 2

The enforcement of parking restrictions

2.1 Penalty charges

Wherever the Council has introduced parking restrictions, whether on-street or in its car parks, vehicles which appear to have been parked other than in accordance with those restrictions may be issued with penalty charges.

The Secretary of State for Transport decided that (with effect from 31st March 2008) local authorities would be required to issue two different levels of penalty charges in their enforcement areas. A higher level charge for parking in places where parking is prohibited (such as on yellow lines or in a disabled bay without displaying a valid badge) and a lower level charge in respect of contraventions relating to places where parking is permitted (failing to display a pay and display ticket, overstaying the permitted time etc), as the latter are mostly deemed to be less serious. Previously, all contraventions received the same penalty, regardless of the seriousness of the offence and this was perceived by many as being unfair.

There is a single nationwide standard list of the parking contraventions for which CEOs may issue Penalty Charge Notices, but not all of the contraventions will be relevant in every local authorities' individual area (for example some areas have parking meters whilst others do not). The full list can be found in the "Parking" section of the PATROL (Parking and Traffic Regulations Outside London) website www.patrol-uk.info It is the Secretary of State for Transport who decides which of these parking contraventions will be subject to which of the two levels of charge.

A CEO will usually serve a PCN by either attaching it to the vehicle, or by handing it to the person who appears to be in charge of the vehicle. There are also certain circumstances under which, if the CEO has been unable to do this, the PCN may be served by post. Where camera enforcement is in use (mainly used in respect of moving traffic contraventions), the PCN will always be served by post.

The PCN will specify the contravention which is alleged to have occurred and the amount which is payable. Amongst other information, it will also detail the available options and methods for either payment or appeal. Unless a successful appeal has been made, the penalty charge must be paid within 28 days of the date on which it was served (if paid within 14 days, the amount of the charge will be reduced by the statutory amount - currently 50%). If it is not paid within 28 days, the Council may then serve a Notice to Owner on the owner of the vehicle.

2.2 Civil Enforcement Officers – Policies and guidelines

Regrettably, experience has shown that, where motorists perceive that there is either no active enforcement of a restriction, or that enforcement levels are limited, it is far more likely that they will 'take a chance' and ignore the restriction. For restrictions to have their desired effect, it is therefore necessary for them to be enforced.

Within Weymouth and Portland, the Council have decided that parking enforcement will be undertaken by Civil Enforcement Officers who are directly employed by the Council. By keeping this function 'in house', the Council is better able to ensure that all aspects of its parking enforcement operations are undertaken by well trained, high quality staff, whose performance can be effectively monitored against the standards and guidelines which the Council has set for them to follow.

Whilst the Council will monitor the performance of its CEOs, it will not set any targets with regards to the numbers of PCNs which they will issue. They are salaried employees of the Council, who receive no performance related bonuses or other performance related incentives. The Council deploys its CEOs in such a manner as to provide coverage of all parking restrictions throughout the Borough, although it is of course also necessary to prioritise those areas where the most parking problems are experienced, such as in and around Weymouth town centre.

The Council has set the following Code of Practice for the standards and guidelines which its Civil Enforcement Officers must follow;

- As required by law, whenever conducting their enforcement duties they must wear the uniform which is issued to CEOs by the Council. The uniform will clearly show the name of the Council, the personal identity number of the CEO and that the CEO is engaged in parking enforcement. There is no requirement for CEOs to be wearing headgear when they are issuing PCNs.
- CEOs are to check that vehicles within their patrol area are parked in accordance with the parking regulations and, where they are not, CEOs will enforce the parking regulations by issuing PCNs as appropriate.
- In order to protect them from allegations of inconsistency, favouritism or suspicion of bribery, once CEOs have issued PCNs they do not have the discretion to either cancel or withdraw them (although they may be re-issued if necessary). If a motorist wishes to dispute a PCN which has been issued, they must follow the appeals procedure which is detailed on the notice.
- Motorists are expected to park correctly, with due regard to any parking restrictions which are in force. On finding a vehicle which has been parked in contravention of such restrictions, the CEO will enforce the restriction. It is not their job to attempt to track down motorists in order to ask them to park their vehicles properly.
- The leaving of a note on a vehicle (such as "working at number 17") does not exempt that vehicle from a parking restriction. Similarly, whilst a note may claim that a vehicle has "broken down", unless there is obvious damage to the vehicle which would prevent it from being moved, a CEO cannot be sure of the validity of such a claim. Whilst they are expected to record the presence of such notes, they are to issue PCNs as appropriate. It will be for the motorist to subsequently appeal against the PCN if they wish to do so. With regards to a broken down vehicle, a motorist will usually be able to provide some form of documentary evidence of the nature of the problem to accompany their appeal and this will of course be taken into account in deciding whether or not payment of the PCN will be required.

- CEOs are to conduct their enforcement duties in a thorough, fair, consistent and professional manner and to treat all motorists equally, without showing favour, bias, or prejudice.
- In addition to parking enforcement, it is an integral part of the Council's CEOs' duties to assist the public by providing them with advice and guidance on parking, or on tourism related matters.
- They will inform the police of suspected criminal activity and their high profile, uniformed patrols will hopefully help to dissuade such activity. In cases of accident or emergency, they are to assist the police when required, but must not put their own safety at risk to do so. They may only attempt to direct moving traffic when working under the direct instruction of the police.
- Whilst on patrol, they will look out for and report;
 1. Potential dangers to the public (to the Council, or to the emergency services as appropriate).
 2. Suspected abandoned vehicles.
 3. Un-taxed vehicles (to the DVLA).
 4. Faults with parking equipment (pay and display ticket machines, signage, or road markings) which they cannot rectify themselves. With regards to ticket machines, the replenishing of ticket stocks, the checking and setting of clocks, and the clearing (where possible) of jammed tickets or coins is part of their daily duties.
 5. Changes in parking patterns and/ or possible changes to parking restrictions which may be appropriate.

As stated above, when finding a vehicle which appears to be parked in contravention of a parking restriction, it is the duty of a Civil Enforcement Officer to issue a Penalty Charge Notice to that vehicle and they have no powers to subsequently cancel or withdraw those notices. However, there will be certain circumstances under which, even though a parking contravention appears to have occurred, it would not be appropriate for them to issue a PCN. The Council has therefore set the following policy;

Civil Enforcement Officers have the discretion not to issue PCNs under the following circumstances;

- When a motorist's vehicle has been parked with the permission of, or at the direction of, either a police officer in uniform, or of a Civil Enforcement Officer employed by the Council (whilst on duty).
- When a vehicle has been prevented from proceeding by circumstances beyond the driver's control, or has been stopped in order to avoid injury or damage to persons or property.
- When the driver is still with the vehicle and, upon request by the CEO, s/he immediately either removes their vehicle, or s/he takes steps to ensure that the parking regulations are complied with.
- When the driver returns to their vehicle either during the CEO's observation period, or whilst the PCN is being prepared, but before it can be issued, then

the CEO may issue a verbal warning instead (provided that, in response to the warning, the motorist then removes the vehicle or takes steps to comply with the parking regulations).

- When a CEO believes that their personal safety would be threatened if they were to do so. Under the TMA 2004 legislation, if a CEO is prevented from issuing a PCN either indirectly through abusive behaviour or intimidation, or directly through threats or actual physical force, then the PCN may instead be issued by post. Additionally, the Council will not tolerate threats, intimidation, or assaults on its staff and will therefore not hesitate to initiate criminal prosecutions in respect of such behaviour.

Parking restrictions are there for good reasons and the Council aims to ensure that its Civil Enforcement Officers deliver enforcement of those restrictions fairly and in accordance with the law. The Council's CEOs conduct duties which are intended to benefit the public and the Council expects that they will perform their enforcement duties efficiently and with proper regard to the rights of the motorist.

CEOs work throughout the year, in all weathers and often in difficult circumstances. As most of the Borough's parking restrictions apply 24 hours a day, 7 days a week, CEOs are required to work on a shift basis to give the widest possible enforcement coverage. Whilst their efforts may not be appreciated by those motorists whose vehicles have been issued with PCNs, it should be emphasised that those who park correctly, in accordance with the parking regulations, will not be liable to such charges.

The purpose of issuing PCNs is to dissuade motorists from breaking parking regulations. It is hoped that, through the efforts of its CEOs, the Council will be able to improve levels of compliance in order to achieve its parking control policies specified earlier in this report.

2.3 The appeals process

Where a parking contravention occurs, it is the 'owner' of the vehicle involved who is legally obliged to pay the penalty charge. The 'owner' means the person by whom the vehicle is kept, which in the case of a vehicle registered under the Vehicle Excise and Registration Act 1994 (c.22) is presumed (unless the contrary is proved) to be the person in whose name the vehicle is registered (at the DVLA). It is therefore essential that any changes of vehicle ownership are immediately notified to the DVLA.

When allowing other persons to use their vehicles, vehicle owners should bear in mind that it is still they, the vehicle's owner and not the vehicle's driver, who will be liable to pay any penalty charges incurred in respect of parking contraventions.

The only exception to this is where the vehicle was hired from a firm under a hiring agreement and the person hiring it had signed a statement of liability in respect of any penalty charge notice served in respect of the vehicle during the currency of the agreement.

Vehicle owners may dispute the issuing of a PCN at three stages:

1. They can make an informal 'challenge' or 'representation' before the Council issues a Notice to Owner (NtO) (this does not apply in the case of a PCN issued by post, as the PCN then also acts as the NtO). As a challenge at this stage will be made by the person who has received the PCN, it may be that the person submitting the challenge was the driver of the vehicle, rather than the vehicle's owner.
2. Once an NtO has been served, they can make a formal representation against the NtO (this can still be done if an informal challenge has previously been made and been rejected). The legislation sets out specific grounds on which formal representations against the NtO may be made (these will be specified upon the Notice), however, whether or not those grounds apply, representations may also be made on the basis that, in the particular circumstances of the case, there are compelling reasons for the cancellation of the penalty charge.
3. If the formal representation is rejected, the Council will issue a Notice of Rejection. The appellant then has the right to appeal, within 28 days of the date of issue of the Notice of Rejection, to an adjudicator of the Traffic Penalty Tribunal. The adjudicators have a judicial position. They are appointed with the agreement of the Lord Chancellor and they are wholly independent. Their decisions are final (subject to their own power to review a decision) and they have the power to award costs against either party. No further challenges can be made, other than on a point of law through an application to the High Court for Judicial Review. Appellants may choose to appear before the adjudicator at a personal hearing, they may elect for the hearing to be conducted by telephone, or they may wish for the adjudicator to reach a decision based upon the written evidence supplied by the two parties and to then notify both parties of their decision by post. Appellants can lodge their cases with the Tribunal either by post or on-line. Full details of the adjudication service and of the appeals process can be found on their website www.trafficpenaltytribunal.gov.uk The site also provides details of the outcomes of a number of real "example cases" which potential appellants might find useful.

General information about parking and the associated rules and regulations which may assist motorists in deciding whether to pay or to challenge a PCN, can be found on the 'Parking and Traffic Regulations Outside London' website www.patrol-uk.info

2.4 Policies for the handling of appeals.

The process of considering challenges, representations and defence of appeals is a legal process. It is necessary for the Council to keep a full and accurate record of all challenges which have been made and of the responses given in respect of those challenges. This is why the Council asks that all representations are made in writing (by letter, e-mail, or by completing one of its 'Challenge Forms' which are available at the main reception desk of the Council Offices on North Quay, Weymouth).

The Council has the discretion to cancel a PCN at any point in the appeals process and has set out the following policy with regards to the handling of appeals and to the exercise of that discretion;

- All challenges and representations will be considered and each case will be decided upon its own individual merits. Any extenuating or mitigating circumstances will be taken into account.
- The staff who issue PCNs will not handle representations which are made against PCNs.
- Representations will only be dealt with by staff who have been trained in the handling of such representations. Those staff shall be authorised to exercise the Council's discretion to cancel PCNs.
- Elected members and unauthorised staff will play no part in deciding the outcome of challenges or representations.
- Every case will be looked into individually and supporting evidence may be requested before a decision on the outcome of an appeal can be made. Whilst every case will differ, it may be appropriate for the Council's discretionary power to cancel penalty charges to be used in the following circumstances;
 1. Where the vehicle could not have been moved due to an accident or breakdown.
 2. Where the vehicle had been stopped and left on the instructions of a police officer or of a Civil Enforcement Officer employed by the Council (whilst on duty).
 3. Where the Council is satisfied that the driver of the vehicle was prevented from returning to it by circumstances which were beyond their control and which could not have been foreseen (such as due to accident or injury).
 4. In cases where the PCN was issued in respect of the non-display of a pay and display ticket, if a ticket had in fact been purchased and it is subsequently produced. Provided that it is confirmed that the ticket would have been valid for use on that vehicle, in that parking place, at the time of the alleged contravention.
 5. In cases where the vehicle was being used by a disabled badge holder, but their blue badge had either not been displayed, or had not been properly displayed, if the badge is later produced. Provided that the badge is confirmed as being valid and that, had it been properly displayed at the time of the alleged contravention, the PCN would not have been issued.

Whilst each case will be considered on its own merits, if the Council uses its discretion to cancel a PCN, it may be less inclined to exercise that discretion again if the same vehicle owner incurs a subsequent PCN in similar circumstances.

- All representations made against a NtO (within 28 days of the NtO having been served) will be considered. Representations received after the expiry of the 28 day time limit will not be disregarded if evidence (such as a postmark) indicates that they were made within that period. The law requires that the Council must then serve notice of its decision on the person making the representation within 56 days. The Secretary of State considers that decision

notices should in fact be served within 21 days, but the Council will normally aim to reach a decision and to issue a decision notice in respect of all representations within 14 days of their receipt. If for any reason there is likely to be a delay in providing the Council's response, the appellant will be advised accordingly.

- Where an informal representation has been rejected, if a subsequent informal or formal appeal is received, this will usually be handled by a different officer. They will re-examine all of the facts, circumstances and evidence of the case and will then make a decision independent of the one which was previously given.
- Where an informal representation is made within the 14 day discount period, if it is rejected, the discount period will be re-offered for a further period of 14 days.
- Every representation will be handled in a timely and professional manner and in accordance with the requirements of relevant legislation.

If a duly authorised officer of the Council considers that the evidence or circumstances in relation to either an informal appeal, or to a formal representation, provide sufficient grounds to warrant the cancellation of the PCN, then s/he will cancel the charge and will advise the appellant accordingly. If any monies have already been paid, these will be refunded.

2.5 The recovery of unpaid penalty charges

Where a Notice to Owner has been served on a vehicle owner and either;

1. 28 days have passed since the NtO was served and no representation or appeal is under consideration, or
2. representations have been rejected, 28 days have passed since the Notice of Rejection was served and no appeal has been made to an adjudicator, or
3. an appeal was made to an adjudicator but was withdrawn before the hearing and 14 days have passed since the date on which it was withdrawn, or
4. an appeal which was made to an adjudicator was refused and 28 days have passed since the date on which the adjudicator's decision was served on the appellant,

and the penalty charge has still not been paid, then the Council may issue a Charge Certificate.

The certificate tells the vehicle owner that the penalty charge has been increased by the statutory amount (currently 50%) and that, if it is not paid within 14 days, the Council may apply to the Traffic Enforcement Centre (TEC) at Northampton County Court to register the Charge Certificate and recover the increased charge as if it were payable under a county court order.

Once registered, the TEC will send the Council an authority to issue an order for the recovery of the amount outstanding (the unpaid penalty charge, any costs awarded against the motorist by an adjudicator, plus the registration fee (presently £5). The Council must then send an order informing the motorist that, within a further 21 days from receipt of the order, s/he must either pay the amount outstanding or send to the TEC a Witness Statement to refute the need to pay the penalty charge (the order will state the grounds on which a Witness Statement can be made).

If the motorist fails to either pay the outstanding amount or to submit a Witness Statement, the Council can ask the TEC for authority to prepare a Warrant of Execution. This authorises a certified bailiff to seize and sell goods belonging to the motorist to the value of the outstanding amount, plus the cost of executing the Warrant. Whilst this is the normal means of collecting unpaid debts, there are circumstances in which an authority can use other means, such as an attachment of earnings order, a garnishee order or a charging order.

The Council would emphasise that it would prefer to see matters settled at as early a stage as possible (either through payment of the penalty charge, or by way of a successful appeal against it), rather than having to resort to the use of these powers.

Section 3 Performance

3.1 Developments during 2011/12

With the 2012 Olympic and Paralympic Games now fast approaching, the Borough Council, in conjunction with the County Council and other partners, has been working hard to prepare for the Borough's hosting of the sailing events. The competition will be centred at the Weymouth and Portland National Sailing Academy, with the sailing events taking place in the coastal waters off of Weymouth and Portland and in the inner part of Portland Harbour. Each day 4,500 London 2012 sailing ticket holders will be able to view the sailing events from the Nothe Gardens and 15,000 non ticket holders will be able to watch the sailing and other sports at the free 'live site' on Weymouth beach. Amongst other visitor attractions, which include events under the Dorset Cultural Olympiad, the Weymouth Bayside Festival will be held on the Pavilion Peninsular and will cater for up to 8,000 people at any one time.

Being a popular seaside resort situated on the world famous 'Jurassic Coast', the Borough has always attracted large numbers of visitors, particularly during the summer months. This coming summer those numbers will be further swelled by visitors wishing to sample the 'Olympic experience'.



Preparations by the various agencies involved have ranged from permanent improvements being made to the Borough's transport infrastructure, to a re-vamp of Weymouth's Esplanade. Parking in Weymouth and Portland will be very limited on event days and there will be temporary road closures in place. Plans have therefore been made for extensive temporary park and ride facilities. Visitors (whether for the Olympics, or for the beach, harbour, shops, restaurants etc) are being urged to use either the park and ride services, or public transport. In addition to extra policing and enhanced security measures, there will also be restrictions on vessels using the coastal waters whilst the races are underway. From the staging and management of Olympic events, to ensuring easy and safe access to those events and to the Borough's regular facilities and attractions, the Borough Council is doing all that it can to ensure that this unique occasion will be enjoyed by visitors and residents alike.

Returning to 2011/12, probably the most significant local development during the year was the completion of the Weymouth Relief Road project. As mentioned in last year's report, the main carriageway of the new road between Weymouth and Dorchester (which features on the front cover of this report) opened to traffic in March 2011. Associated works on some of the slip roads and feeder roads continued into the period covered by this report, as did works to provide the new, all year round, Park and Ride facility at the Weymouth end of the road.

The outstanding ancillary works having been finished, the new road is now delivering the much needed relief for residents of the old Dorchester Road route, who have seen a huge reduction in the traffic flow past their homes. As was hoped, motorists using the new road have found journey times between Weymouth and Dorchester greatly improved.

The new park and ride service began in June 2011 and it will operate all year round. Its buses stop at five locations on The Esplanade, which are ideally placed for accessing the beach, the harbour and the town centre. With park and ride charges being set considerably lower than the pay and display charges for Weymouth's town centre car parks, it is hoped that this facility will contribute to the Council's aim of reducing car usage in the town centre.

The other main development during the year was the completion of works to introduce the 'Weymouth Transport Package for the 2012 Games'. The scheme had various elements which were intended to "provide a transport legacy for Weymouth and Portland after the Games". These included replacing roundabouts with traffic light controlled junctions, introducing new bus lanes and changing some traffic flow directions.



It is hoped that motorists, businesses and residents will now reap the benefits of this huge investment in the Borough's road network.



During 2011/12, the Council introduced a number of new Traffic Regulation Orders. These included new restrictions;

- On Radipole Lane, to ensure access and road safety outside of both the new Weymouth Community Fire Station and the adjacent school.



- On The Esplanade, in the George 3rd Statue area, in connection with Dorset County Council's scheme to improve stopping provision for local bus services



- To amend parking restrictions on The Esplanade, to enable the introduction of five bus stops for the County Council's new park and ride service.



- To provide two new taxi ranks, an overnight one in St Thomas Street in Weymouth town centre and a 24 hour rank in Castletown, Portland.



- To remove a parking bay on Custom House Quay, to enable the pavement to be widened in order to improve the pedestrian realm and to provide a 'sitting out' area for a public house.
- To provide parking provision for disabled badge holders outside of residential premises. 11 new spaces were introduced during 2011/12 and 5 such spaces which were no longer required were removed.

- To extend double yellow lines on Lanehouse Rocks Road and on Lynch Lane, to ensure that the traffic lights at the newly improved junction of those roads operate to their full effect.

The County Council has also introduced 'Clearway' restrictions on the new Weymouth Relief Road, on Littlemoor Road and on Mercery Road, in connection with the Relief Road project works.



These new restrictions are now in place and are enforced by the Council's CEOs.

Residents of Old Station Road requested that temporary 'No Waiting' restrictions in their Road (which had been introduced in connection with works on the Weymouth Relief Road) be made permanent. However, having considered the objections which were received in response to the advertising of a TRO to that effect, the Council's Planning and Traffic Committee decided that the temporary restriction would be removed.

The temporary 'No Waiting' restriction in Chapelhay Street (due to a landslip) was continued for a further 18 months, as the remedial works are still pending.

With regards to existing TROs, the Council continues to review the necessity to retain, or the need to amend, those parking restrictions which are already in place. The quality of the signage and carriageway markings which denote parking restrictions are regularly checked and repairs or replacements are ordered as necessary.

With regards to the Council's car parks, whilst minor maintenance work is ongoing, within the last year;

- The Council has been preparing for the forthcoming Olympics. Several major Weymouth car parks will be taken over by the Olympic authorities and used for alternative purposes during the Olympic weeks. This will severely impact

upon parking capacity in the town centre. Where possible, alternative provision will have to be made on those car parks which remain open for permits holders who have been displaced from those car parks which will be closed. On-street parking for holders of residents' permits will also be reduced, due to road closures. Those on-street permit holders will be temporarily granted exclusive use of two small town centre car parks which would ordinarily be designated for pay and display parking.

- Dorset County Council created a new traffic light controlled junction at the entrance to the Swannery Car Park and altered the parking spaces within the car park to accommodate this (in connection with works under the Weymouth Transport Package).



- Under the same package of works, the County Council also introduced a number of electronic variable messaging signs to direct motorists to those car parks where spaces are available.



- The Council continued the replacement of outdated ticket machines with newer models.

During 2012/13;

- A scheme of improvement works currently underway on the Chesil Car Park is due to be completed. These works include the re-location of the entrance on Portland Beach Road and the replacement of a large section of the shingle surface with hard standing. This is part of a package of works connected with the expansion and improvement of the Chesil Beach Centre.
- The layout of the Pavilion Car Park will have to be amended, once works to construct the new Weymouth Observation Tower have been completed.
- The replacement of pay and display ticket machines will continue.
- Further wider spaces for use by 'Disabled Badge Holders Only' may be introduced.

If budgetary constraints allow, additional works may be undertaken and these will be detailed in next year's report. During such works the Council always seeks to minimise disruption to other car park users wherever possible.

Turning to other matters, the merger of the entire workforce of Weymouth and Portland Borough Council with that of West Dorset District Council is progressing. The Parking Section, which will in future serve both councils, will be headed by a single Parking Manager and the administrative functions will be conducted from a single office. These and other related measures are expected to produce cost savings for both authorities.

A report presented to the November 2011 meeting of the Borough Council's Management Committee stated that "the new partnership provides an opportunity for a transformational change to the parking service, the aim being to provide a more customer focused parking service rather than the emphasis on enforcement." The Committee agreed that a comprehensive review of the public car parking provided by the Council should be carried out by a small 'all party' working group, chaired by the Brief Holder for Transport and Infrastructure. The review will cover;

- Location, number of spaces and designation of spaces in off-street car parks
- Permit and Dispensation schemes
- Residents' on-street parking schemes
- Charging policies
- Methods of payment
- The future operation of the Dorset County Council agency for on-street parking

Parking section staff will need to provide the new working group with whatever information and assistance they may require in order to assist them in formulating their

opinions and recommendations. It is currently anticipated that the group will report on their findings in October 2012.

A development which may have a far reaching impact upon the newly merged parking service, was the decision by Dorset County Council's Cabinet at their meeting on 21st March 2012 to serve notice on Weymouth and Portland Borough Council and on Christchurch Borough Council of the termination of its on-street parking agency agreements with those boroughs. The merger of the Weymouth and Portland and West Dorset parking teams is intended to save money through reduced premises, services and staffing costs. The County Council believes that it can probably make similar savings by taking back responsibility for on-street parking from the boroughs, in order to provide a single county wide service. Although the report to the County Council's Cabinet made it clear that negotiations with both borough councils are still ongoing and that the matter will be referred back to their Cabinet for a final decision in due course, If the County Council decide to take back full responsibility for all aspects of on-street parking this could in theory happen as soon as 1st April 2013.

The County Council's decision has resulted in uncertainty over the future employment prospects of the Borough Council's parking team (both its CEOs and its back office staff) as, should the County Council terminate their agency agreement, the Weymouth and Portland/West Dorset partnership would be left with only its off-street car parks to operate and enforce. The scope of the parking review mentioned above would also have to be amended accordingly.

During the last 12 months the Parking Administration Section has largely concentrated on its core workload, although, in accordance with the policy of the new partnership, working practices have been amended to make the department's processes as 'paper light' as possible.

Next year's immediate challenges will be to ensure the smooth and effective integration of the Borough and District Council's parking enforcement functions and to assist the County Council in providing the temporary parking arrangements required in connection with the Olympics.

It is possible that work will also have to be undertaken in order to facilitate the transfer of all of Weymouth and Portland's on-street parking functions to the County Council, dependent upon the County Council's final decision on this matter.

3.2 Financial performance

1. The Parking Account

As a local authority which operates Civil Parking Enforcement (as an 'Enforcement Authority' with regards to its own off-street parking provision and as agent for Dorset County Council who are the 'Enforcement Authority' with regards to on-street parking), the Council is required to keep an account of all of its income and expenditure in connection with its on-street charging and its on-street and off-street enforcement activities. These finances are governed by Section 55 (as amended) of the Road Traffic Regulation Act 1984.

The legislation sets out provisions for dealing with any deficits or surpluses in the account at the end of the financial year. Any deficit is to be made good out of the authority's general fund, whilst a surplus can either be carried forward in the account to the next financial year, or it can be appropriated to the carrying out of a specific project for one of the following purposes;

1. The making good to the general fund of any amount charged to it for the making good of a deficit in the parking account in the 4 years immediately preceding the financial year in question.
2. Meeting all or any of the cost of the provision and maintenance by the local authority of off-street parking accommodation.
3. If it appears to the local authority that the provision in their area of further off-street parking accommodation is unnecessary or undesirable, the following purposes-
 - (i) Meeting costs incurred, whether by the local authority or by some other person, in the provision or operation of, or of facilities for, public passenger transport services, and
 - (ii) The purposes of a highway or road improvement project in the local authority's area.

Over the last twelve months the Council's parking account performed as follows;

**Report on Weymouth and Portland Borough Council's Parking Account
(kept under Section 55 of the Road Traffic Regulation Act 1984 - as amended)
for the financial year ended 31st March 2012**

	2010/11 (£)	2011/12 (£)
Income		
On-street parking charges (pay & display)	282,292	225,292
Penalty charges	83,478	98,056
	188,971	181,672
Residents' permits and scratch-cards sold	96,245	106,723
Parking dispensations issued	16,756	6,066
Total income	667,742	617,809
Expenditure		
Employees	482,608	502,933
Premises	26,275	34,024
Transport	21,845	17,675
Supplies and services	59,652	61,913
Service recharges	118,404	118,606
Total expenditure	708,784	735,151
Surplus/Deficit	41,042	117,342

The deficits in the 2010/11 and the 2011/12 parking accounts were funded from the Council's General Fund.

As referred to in last year's report, the creation of a new bus lane in August 2010 resulted in the loss of 22 on-street pay and display parking spaces. In March 2011, pavement widening works on The Esplanade and the introduction of bus stops there for the County Council's new park and ride service resulted in the loss of a further 19 pay and display/permit holders spaces.

When agreeing to these various works, the Council was aware that they would result in an estimated reduction in on-street pay and display income of £54,500 per annum. Whilst these measures partly affected the income figures for 2010/11, the financial year 2011/12 has been the first one during which the full financial impact of the loss of these spaces has been seen.

At its meeting in November 2011 the Council's Management Committee decided that there would be no annual increases in on and off-street parking charges for the financial year 2012/13. The Committee also decided that, in order to help stimulate the local economy outside of the normally busy summer season, free parking would be introduced (on a trial basis) in all on-street pay and display parking places and in nearly all of the Council's car parks, on every Sunday and every night (6pm to 8am) between 1st November 2012 and 28th February 2013. It is estimated that these measures will lead to a further reduction in income to the on-street account of £22,000, which will be reflected in the figures in next year's report.

2. Off-street parking (car parks)

Income from off-street parking charges and expenditures on the purchase, maintenance, running and repair of off-street sites are not subject to Section 55 of the 1984 Act (although some of those expenditures can be funded from an end of year surplus in the Section 55 account). The Council's financial performance with regards to off-street parking over the last twelve months was as follows;

Report on Weymouth and Portland Borough Council's off-street parking income and expenditure for the financial year ended 31st March 2012

	2010/11 (£)	2011/12 (£)
Income		
Off-street parking charges (pay & display)	2,653,127	2,532,399
Car park permits and scratch-cards sold	65,852	70,460
Car park season tickets sold	100,750	95,664
Total income	2,819,729	2,698,523
Expenditure		
Employees	136,744	87,670
Premises	543,904	567,122
Transport	18,401	19,017
Supplies and services	61,810	68,541
Service recharges	93,768	110,699
Capital charges	248,259	256,172
Total expenditure	1,102,886	1,109,221
Surplus/Deficit	1,716,843	1,589,302

The substantial surplus funds raised through the provision of off-street parking facilities are used to off-set the costs to the Council of providing services to the public (such as refuse collection and waste recycling, street cleansing, tourism services etc.). Without these surplus funds, those costs would have to be met through the Council Tax.

Previous reductions in off-street pay and display income have largely been attributed to lower visitor numbers (due to a combination of poor summer weather, high fuel prices and to the 'credit crunch'/recession) and to the switch from car journeys to free concessionary bus travel.

Whilst these remain factors, the last 12 months has also seen reduced car park usage due to motorists being deterred by the extensive road works in the early part of the year and by motorists also finding the County Council's new park and ride service an attractive alternative to town centre parking. That service has capacity for parking by 1,000 vehicles on its out of town site and the charges for its use are considerably lower than those which apply in town centre car parks. Buses run every 15 minutes, using 5 new dedicated stops on The Esplanade, which provide passengers with easy access to the beach, the town centre and the harbour. Whilst the Council welcomed the introduction of that service and the resultant reduction in the numbers of vehicles

entering the town centre as a result of it, it was inevitable that there would be a decrease in usage of the Council's town centre car parks if the park and ride proved successful.

These figures can however still not be considered to be truly representative of the effects of the current charging tariffs and the full effects of the County Council's new park and ride service have also yet to be seen. The County Council estimated that their park and ride service could result in the Borough Council's car park income being reduced by as much as £200,000. It is hoped that next year's figures will give a better benchmark for forecasting future pay and display income, but those figures are also likely to be distorted due to the temporary arrangements in place for, and the variance in visitor numbers due to, the Borough's hosting of the Olympic sailing events.

The 'free parking' trial mentioned in Section 3.2(1) above is also expected to result in a reduction in car park pay and display income of £106,000 during the next financial year.

It was partly in view of the uncertainty as to how representative the 2011/12 income figures really were that the Council's Management Committee decided that no annual increases were to be made to parking charges for 2012/13.



3.3 Statistical performance

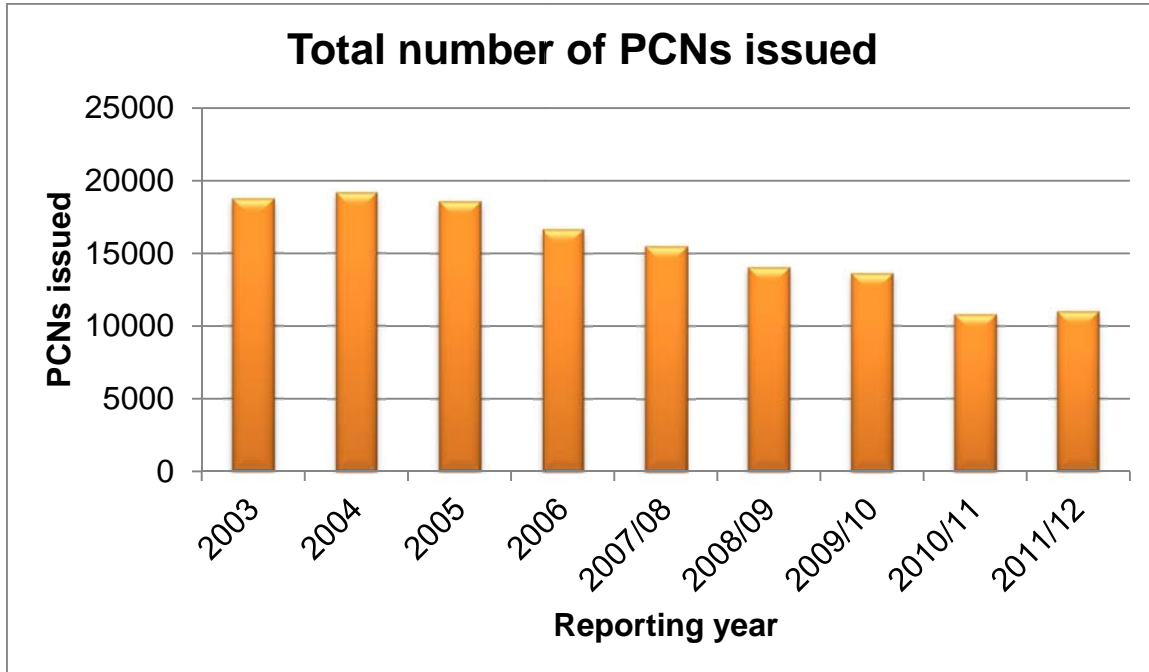
1. Penalty Charge Notices issued

As mentioned in Part 1 of this report, there is a national list of the parking contraventions for which CEOs are empowered to issue PCNs. Below is a table giving a detailed breakdown of the numbers of PCNs which the Council's CEOs issued in respect of each type of contravention during 2011/12. Figures for 2010/11 have been included for comparison purposes and it is indicated whether the individual contravention codes are subject to the higher rate or lower rate of penalty charge.

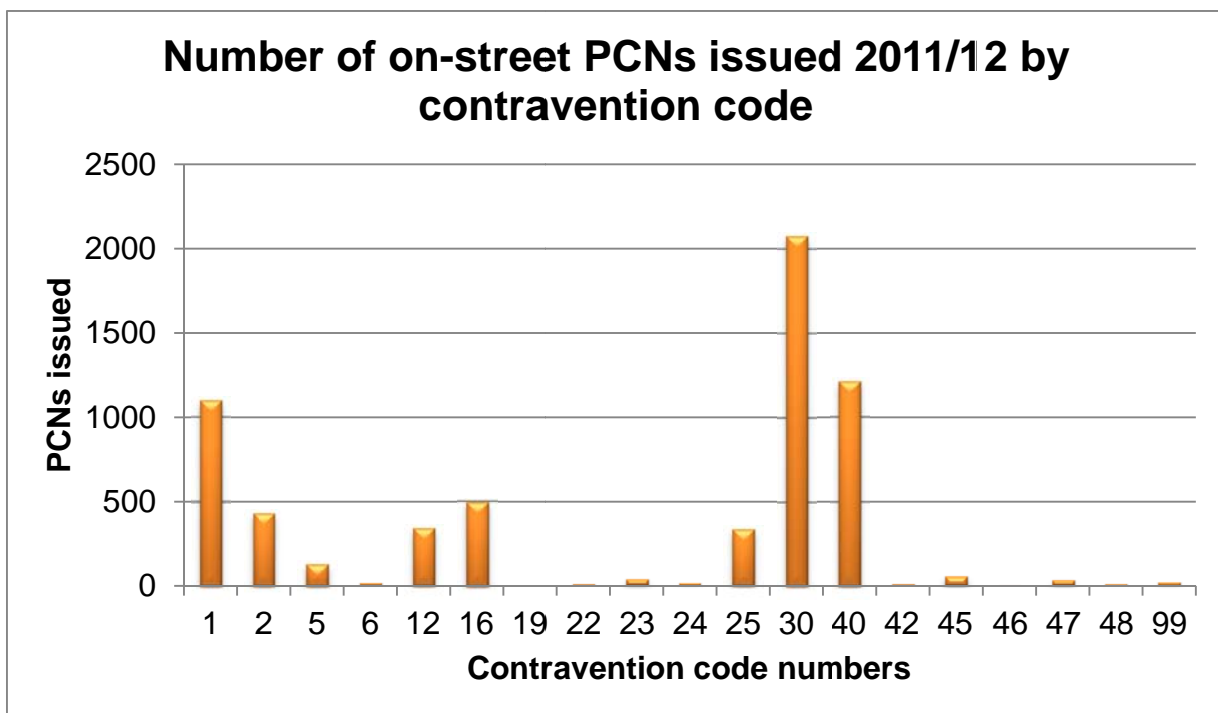
On-street parking contraventions			
Code	Contravention description	PCNs 2010/11	PCNs 2011/12
01 (High)	Parked in a restricted street during prescribed hours	1,262	1,099
02 (High)	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	457	428
05 (Low)	Parked after the expiry of paid for time	205	128
06 (Low)	Parked without clearly displaying a valid pay & display ticket or voucher	37	13
10 (Low)	Parked without clearly displaying multiple valid pay and display tickets when required	0	0
12 (High)	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	436	343
16 (High)	Parked in a permit space without displaying a valid permit	485	494
19 (Low)	Parked in a residents' or shared use parking place or zone either displaying an invalid permit or voucher or pay & display ticket, or after the expiry of paid for time	0	0
22 (Low)	Re-parked in the same parking place or zone within the prescribed time period after leaving	12	7
23 (High)	Parked in a parking place or area not designated for that class of vehicle	59	37
24 (Low)	Not parked correctly within the markings of the bay or space	32	15
25 (High)	Parked in a loading place during restricted hours without loading	320	335
30 (Low)	Parked for longer than permitted	2,192	2,076
40 (High)	Parked in a designated disabled persons' parking place without clearly displaying a valid disabled person's badge	1,004	1,210
42 (High)	Parked in a parking place designated for police vehicles	7	7
45 (High)	Parked on a taxi rank	70	54
46 (High)	Stopped where prohibited (on a red route or clearway)	10	2

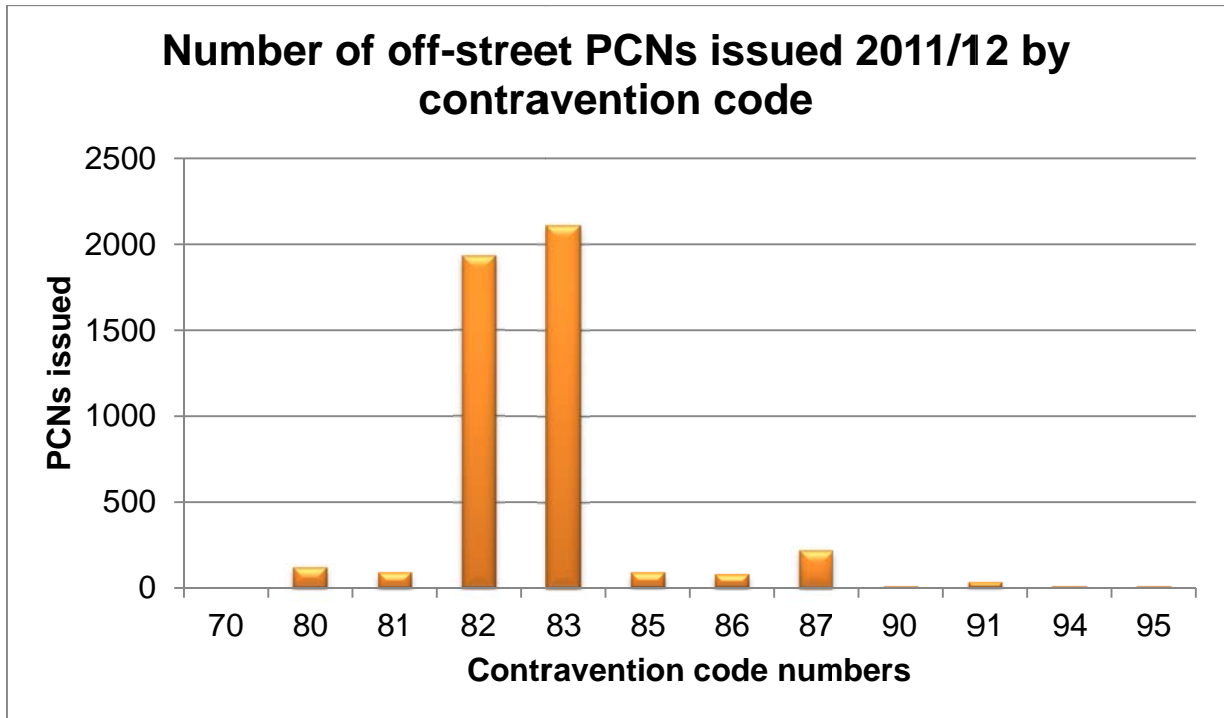
47 (High)	Stopped on a restricted bus stop or stand	56	32
48 (High)	Stopped in a restricted area outside a school	17	10
99 (High)	Stopped on a pedestrian crossing and/or crossing area marked by zigzags	42	18
	Number of higher rate on-street PCNs issued	4,225	4,069
	Number of lower rate on-street PCNs issued	2,478	2,239
	Total number of on-street PCNs issued	6,703	6,308
Off-street (car park) parking contraventions			
Code	Contravention description	PCNs 2010/11	PCNs 2011/12
70 (High)	Parked in a loading area during restricted hours without reasonable excuse	0	2
80 (Low)	Parked for longer than the maximum period permitted	72	118
81 (High)	Parked in a restricted area in a car park	63	93
82 (Low)	Parked after the expiry of paid for time	1,609	1,934
83 (Low)	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	1,938	2,112
85 (High)	Parked in a permit bay without clearly displaying a valid permit	156	90
86 (Low)	Not parked correctly within the markings of a bay or space	73	80
87 (High)	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	154	222
90 (Low)	Re-parked in the same car park within the prescribed time period after leaving	4	9
91 (High)	Parked in a car park or area not designated for that class of vehicle	34	36
92 (High)	Parked causing an obstruction	0	0
94 (Low)	Parked in a pay & display car park without clearly displaying multiple valid pay & display tickets when required	9	8
95 (Low)	Parked in a parking place for a purpose other than the designated purpose for the parking place	4	7
	Number of higher rate off-street PCNs issued	407	443
	Number of lower rate off-street PCNs issued	3,709	4,268
	Total number of off-street PCNs issued	4,116	4,711
All parking contraventions (on-street + off-street)			
	Total number of higher rate PCNs issued	4,632	4,512
	Total number of lower rate PCNs issued	6,187	6,507
	Total Number of PCNs Issued (on-street + off-street)	10,819	11,019

As can be seen there was very little change in the overall number of PCN's issued compared with 2010/11. The decrease of 395 in on-street PCNs would appear to indicate that the Council's policy of effective enforcement is working and that, as a consequence, less motorists are contravening the on-street parking restrictions. The increase of 595 in off-street PCNs can probably be attributed to a gradual return to nearer normal levels of car park usage, following the marked decrease in usage during 2010/11 due to the road works associated with the Weymouth Transport Package.



Using the figures from the table, the following charts illustrate the most common contraventions for which the Council's CEOs issued PCNs last year;





Whilst there is a spread of contraventions with regards to on-street parking, with 19 of the Council's car parks operating on a 'Pay and Display' basis (offering around 6,000 parking spaces), it is not surprising that the great majority of PCNs issued off-street relate to 'Pay and Display' contraventions.

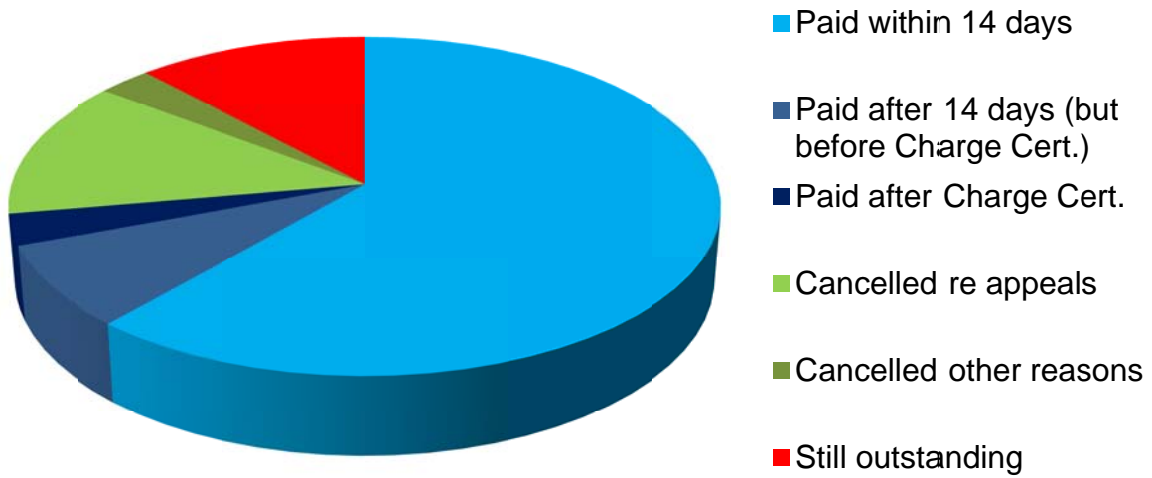
2. Progression of PCNs

The following table details the ways in which PCN cases had progressed by the 31st August subsequent to the end of the respective reporting years;

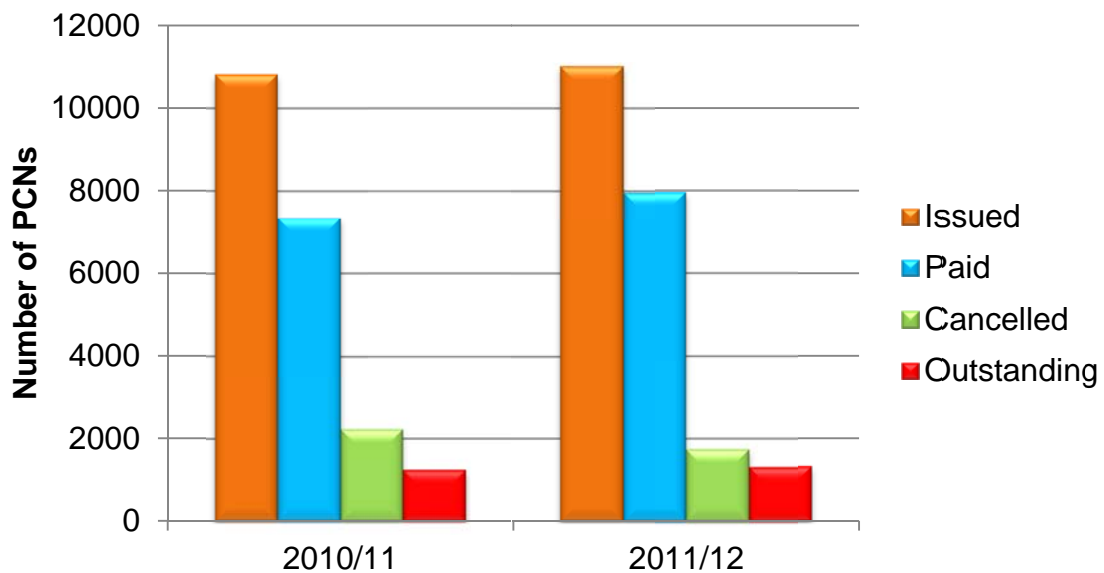
Progression of cases	2010/11	2011/12
Total Number of PCNs issued	10,819	11,019
Number of PCNs paid at the discount rate (within 14 days)	6,270 (58%)	6,762 (61.4%)
Number of PCNs paid after 14 days but before issue of charge certificate	825 (7.6%)	868 (7.9%)
Number of PCNs paid after issue of charge certificate	246 (2.3%)	329 (3%)
Total number of PCNs paid	7,341 (67.9%)	7,959 (72.2%)
Number of PCNs cancelled as a result of a successful informal or formal representation	2,001 (18.5%)	1,444 (13.1%)
Number of PCNs cancelled for other reasons (e.g. owner untraceable, Bailiff unable to collect debt, or CEO error)	227 (2.1%)	302 (2.7%)
Total number of PCNs cancelled	2,228 (20.6%)	1746 (15.9%)
Number of PCNs not yet paid or cancelled	1,250 (11.6%)	1,314 (11.9%)
Number of PCNs against which informal or formal representations (appeals) were made	3,201 (29.6%)	3,017 (27.4%)
Number of Notice to Owners issued	1,844 (17%)	2,033 (18.4%)
Number of Charge Certificates issued	1,102 (10.2%)	1,218 (11%)
Number of PCNs registered at the Traffic Enforcement Centre	1,200 (11.1%)	543 (4.9%)
Number of Warrant of Executions issued	436 (4%)	382 (3.5%)

The following charts are intended to further illustrate the information given in the above table;

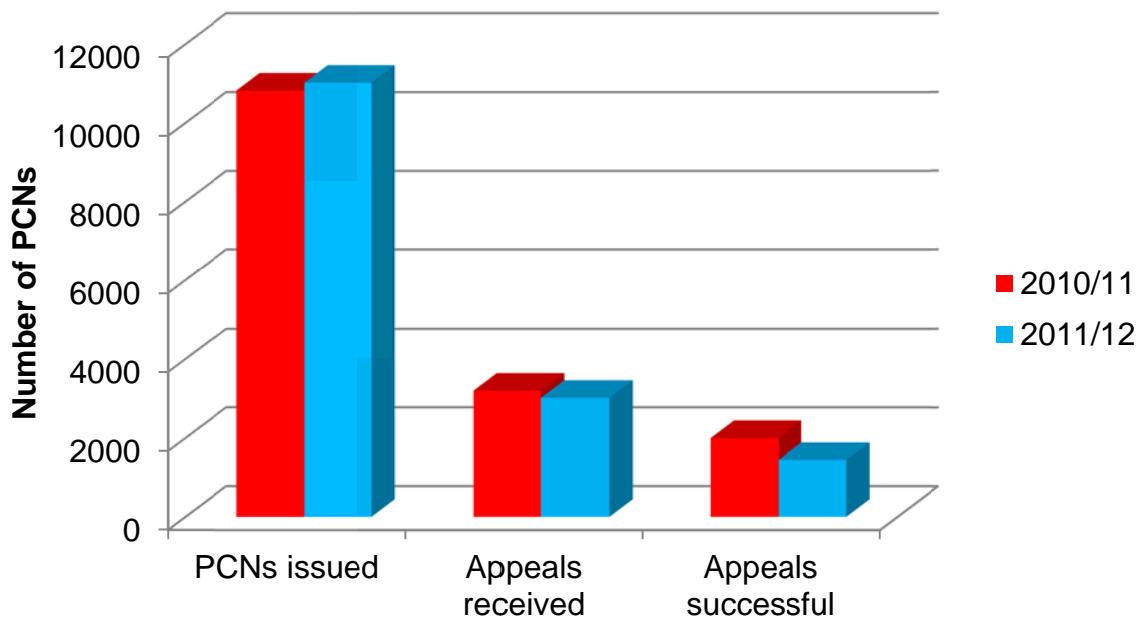
Progress of 2011/12 PCNs to 31.08.12



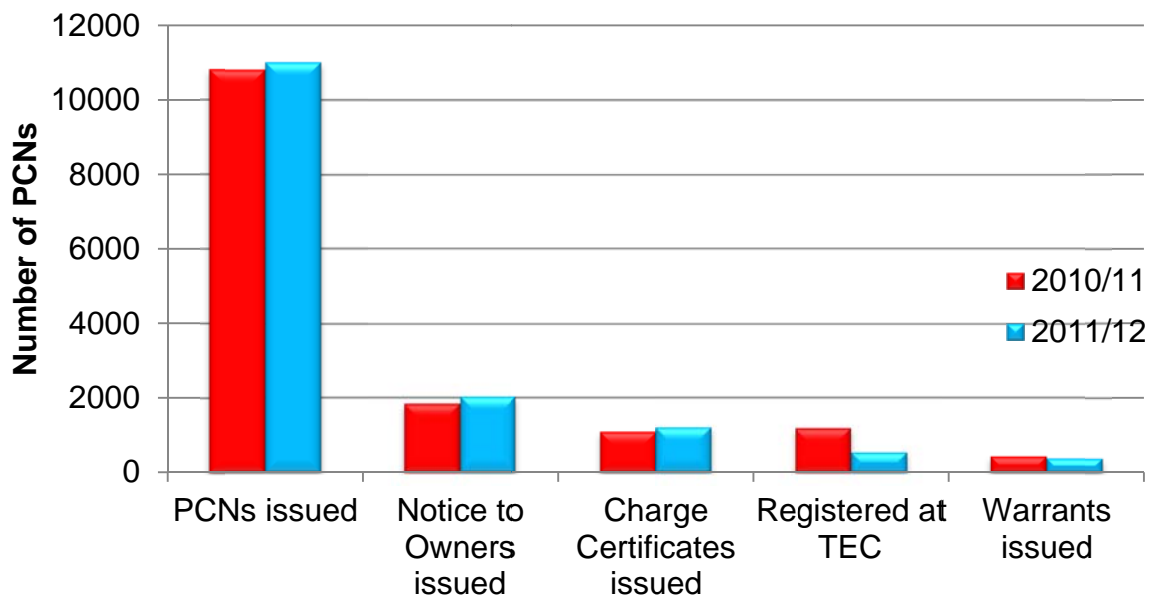
Progression of cases to 31st August



Representations (appeals) to 31st August



Steps taken to recover PCNs to 31st August



3. Adjudication cases

The following tables use figures taken from the latest (2008/10) Annual Report from the Traffic Penalty Tribunal, from their previous reports and from statistics which they have provided for subsequent years. The figures are in respect of appeals made to the independent adjudicators during financial years (1st April to 31st March), rather than calendar years.

The TPT reports/statistics give figures for each individual local authority, which enables comparisons to be made between their performances. It also combines all of those figures to give a set of national ‘all councils’ statistics in respect of all of the PCNs which were issued outside of London.

The first table shows the national ‘all councils’ statistics for the last five years. The Tribunal now includes two extra columns in these tables, to give figures for “Consent Orders” (matters settled between the Appellant and the Council prior to an Adjudicator making a decision) and “Witness Statement no appeal”.

Year	Appeals received	PCNs issued	Rate of appeal per PCN	Not contested by council	Allowed by adjudicator	Total allowed (including not contested)	Refused by adjudicator (incl. out of time and withdrawn by appellant)	Consent order	Witness Statement. no appeal	Awaiting decision
Appeals received by TPT (Formerly NPAS) for all councils										
2011/12	16,666	4,319,708	0.35 %	4,347 26%	3,910 23%	8,257 50%	7,092 43%	229 1%	839 5%	249 1%
2010/11	15,185	4,262,432	0.36 %	3956 26%	3638 24%	7,591 50%	6,357 42%	179 1%	780 5%	278 2%
2009/10	14,269	4,245,998	0.34 %	3,880 27%	4,188 29%	8,068 57%	5,804 41%	N/A	N/A	397 3%
2008/09	12,423	4,035,555	0.31 %	4,170 34%	3,572 29%	7,742 62%	4,325 35%	N/A	N/A	358 3%
2007/08	11,182	3,832,322	0.29 %	3,454 31%	3,230 29%	6,684 60%	4,344 39%	N/A	N/A	158 1%

The second table shows the Council's performance with regards to adjudication cases over the last five years, in order that these can be compared with the national 'all councils' statistics above;

Year	Appeals received	PCNs issued	Rate of appeal per PCN	Not contested by council	Allowed by adjudicator	Total allowed (including not contested)	Refused by adjudicator (incl. out of time and withdrawn by appellant)	Consent order	Witness Statement no appeal	Awaiting decision
Appeals received by TPT for Weymouth and Portland Borough Council										
2011/12	18	10,847	0.17%	3 17%	2 11%	5 28%	13 72%	0 0%	0 0%	0 0%
2010/11	21	10,559	0.20%	1 5%	3 14%	4 19%	16 76%	1 5%	0 0%	0 0%
2009/10	16	13,101	0.12%	0 0%	1 6%	1 6%	15 94%	N/A	N/A	0 0%
2008/09	12	14,043	0.09%	5 42%	2 17%	7 58%	5 42%	N/A	N/A	0 0%
2007/08	6	15,591	0.04%	1 17%	2 33%	3 50%	3 50%	N/A	N/A	0 0%

The slight increase in the rate of appeal over recent years, both locally and nationally, may indicate that efforts which have been made to draw motorists' attention to their right to appeal are proving successful. The Council's rate of appeals to the adjudicators (per PCN issued) in 2011/12 remained amongst the lowest in the Country.

The Statistics provided by TPT also enable a comparison to be made between the performance of the Council during 2011/12 (with regards to adjudication cases) and the performance of neighbouring authorities;

SPA/PPA Area	Appeals received	PCNs issued	Rate of appeal per PCN	Not contested by council	Allowed by adjudicator	Total allowed (including not contested)	Refused by adjudicator (incl. out of time and withdrawn by appellant)	Consent order	Witness Statement no appeal	Awaiting decision
Bournemouth	140	27,416	0.51%	22 16%	42 30%	64 46%	66 47%	3 2%	7 5%	0 0%
Dorset	32	15,298	0.21%	2 6%	2 6%	4 13%	22 69%	0 0%	6 19%	0 0%
Poole	64	19,272	0.33%	12 19%	13 20%	25 39%	31 48%	0 0%	6 9%	2 3%
Weymouth & Portland	18	10,847	0.17%	3 17%	2 11%	5 28%	13 72%	0 0%	0 0%	0 0%

(The figures for “Dorset” relate to PCNs issued by or on behalf of Dorset County Council in the areas of East Dorset, North Dorset, Purbeck, Wareham and West Dorset.)

In addition to statistics, the latest (2008/10) report of the Traffic Penalty Tribunal Adjudicators contains details of improvements which have been made regards to the accessibility of the tribunal and it looks at issues which have arisen since the coming into force of the parking related elements of the Traffic Management Act 2004 on 31st March 2008.

The report reviews the new powers for ‘camera’ enforcement and for issuing PCNs by post (neither of which are currently undertaken by this council). It also highlights problems which those few authorities who have commenced the use of powers for the enforcement of contraventions relating to double parking and to parking against dropped kerbs have encountered. As in previous years, a useful ‘digest of cases’ is also included, which highlights some of the other issues which have arisen in cases which have been decided upon by the adjudicators.

The full adjudicator’s report for 2008/10 (and those for previous years) can be accessed on the tribunal’s website www.trafficpenaltytribunal.gov.uk

Summary

The Council hopes that Sections 1 and 2 of this report will have given an insight into;

- The Council's parking policies
- Parking restrictions and why they are required
- The need for those restrictions to be enforced
- The method of enforcement
- The associated appeals and debt recovery procedures

Hopefully, some of the information contained in this report will either provide readers with a useful reminder of, or with an update regarding, the regulations pertaining to parking.

The information given may help some motorists to avoid incurring penalty charges and will give others a clearer understanding of the legal procedures involved. In particular, motorists should be aware of their right to appeal against a PCN which they feel has not been justly issued.

Section 3 of the report detailed the Council's parking related financial and statistical performance during the last financial year. It also provided an insight into some of the projects which its parking section staff were involved with during that period. The Council hopes that the content of Section 3 will contribute towards achieving the Government's aim of introducing greater transparency and accountability into Civil Parking Enforcement.

Although the information contained in this report cannot be exhaustive, reference to the web-sites mentioned within it will provide further detail for those who require it.

Amongst their other duties, such as handling the processing of PCNs, appeals made against those PCNs and the recovery of outstanding penalty charge payments, the Council's Parking Administration office staff also deal with;

- The issuing of permits and scratch-cards for on-street residents' permit parking schemes.
- The issuing of season tickets and permits for the use of the Council's off-street car parks.
- The issuing of dispensations or of workers' permits (in respect of vehicles which will have to be parked in breach of parking restrictions in order to carry out works on nearby premises).
- General enquiries regarding parking within the Borough, particularly from potential visitors to the area.

- The issuing of information leaflets and the making available of parking information on the Dorset For You website
<http://www.dorsetforyou.com/parking>.
- The removal of abandoned vehicles from the highway.

To contact them, please write to;

Parking Administration Office
Weymouth and Portland Borough Council
Council Offices
North Quay
Weymouth
Dorset
DT4 8TA
Fax: 01305 771948, E-mail: parkingadmin@westdorset-weymouth.gov.uk

Alternatively, telephone enquiries can be made to the Council's customer contact centre, which is open 8.30am to 5pm, Mondays to Thursdays and 8.30am to 4.30pm on Fridays, on 01305 – 838000.

Information for visitors to Weymouth and Portland is also available from the Council's Tourist Information Centres;

Weymouth Tourist Information Centre (open 7 days a week, all year)
Pavilion Theatre
The Esplanade
Weymouth
Dorset
DT4 8ED
Tel: 01305 785747, Fax: 01305 788092, E-mail: tic@westdorset-weymouth.gov.uk

And

Portland Tourist Information Centre (open Easter to end September)
The Lighthouse
Portland Bill
Portland
Dorset
DT5 2JT
Tel/Fax: 01305 861233, E-mail: portlandtic@westdorset-weymouth.gov.uk

