



Parking and Enforcement Services
ANNUAL REPORT
2014-2015





Nitori

Leominster
Hereford
University of Worcester
Eggar Route

Bromsgrove
Kminster
Stations

Blue Parking Sign

↑ Cathedral Multi-storey
CrownGate Multi-storey
Other Car Parks
St Martin's Gate
Cannonmarket
← King Street

HERITAGE
CATHEDRAL

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Foreword by Councillor Marc Bayliss
Deputy Leader and Cabinet Member for Economic Prosperity, City Centre and Riverside Enhancement

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Conclusion by Andy Chinn

Parking and Enforcement Services Manager

Glossary of Terms



Foreword by Councillor Marc Bayliss

Deputy Leader and Cabinet Member for Economic Prosperity, City Centre and Riverside Enhancement



Councillor Marc Bayliss using the ticket machine at Cornmarket car park

This last year has seen Worcester play host to a number of high profile events including the Race For Life, Artillery Day and the inaugural Worcester 10k race, making Worcester a fantastic place to visit. The City has continued to thrive as a popular destination with the streets thronged with crowds for numerous other events.

Providing safe, clean and convenient parking while at the same time keeping the road network running with minimal disruption from unnecessary or obstructive parking has been high on our agenda and I am pleased to report that the Parking and Enforcement Services team has made a major contribution to those efforts.

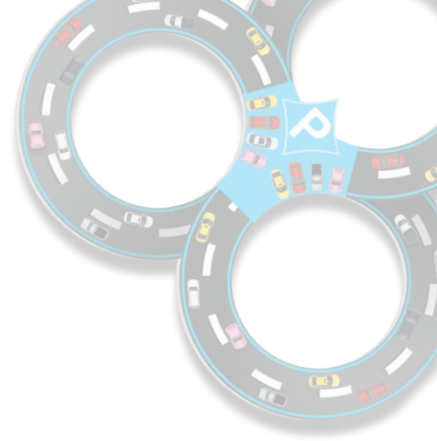
Car parking charges remained unchanged during 2014-2015 and our car parks have proved to be as popular as ever and Worcester City Council now holds the prestigious Park Mark award (see 1.6.1) for every one of its 14 car parks, confirming their status as safe, clean and well lit.

The parking team have developed exciting partnerships with Worcester Police and patrol

together throughout all of Worcester, offering an enhanced service to tackle and address areas where parking impacts on the quality of people's lives.

This report offers an insight into the work of the Parking and Enforcement Services team over the last year and demonstrates their commitment to making Worcester a great place to live, work or study.

**Councillor Marc Bayliss
Deputy Leader and Cabinet Member for
Economic Prosperity, City Centre and
Riverside Enhancement**



Section One

General information

1.1 Introduction and Welcome

Welcome to the sixth Annual Report of Worcester City Council's Parking and Enforcement Service. In this report we document our activities in the financial year 2014-2015, describing how we continued working to reduce congestion and unnecessary parking in Worcester.

The Parking and Enforcement Services team is part of Worcester City Council's Cleaner and Greener City service. The challenge continues to keep Worcester moving while at the same time providing a first class, safe and user-friendly parking experience for both residents and visitors to our city.

We continue to work closely with our partners, including West Mercia Police, Herefordshire and Worcestershire Chamber of Commerce and Worcestershire County Council. In the last year we have strengthened our ties with the other district councils across Worcestershire, seeking to standardise enforcement procedures across our county, and we are moving towards closer working in a number of areas of parking

enforcement. We have been especially active in working with West Mercia Police and now carry out joint patrols on a very regular basis, addressing parking issues across the city. We patrol with both uniformed Police Officers and Police Community Safety Officers. We deal with parking problems and, with the assistance of the Police, also address some of the quality of life issues that are associated with parking, for example vehicles causing obstructions.

As part of the working relationship with West Mercia Police, Worcester City Council Parking Enforcement Services Team now provide regular one- day training courses for new student Police officers, providing them with detailed knowledge of parking enforcement.



1.2 Worcester City parking and traffic network

Worcester is a city with a medieval layout that was altered in Victorian times. A more modern road layout was introduced after the Second World War, but many of the streets are still narrow, twisting and difficult to access in motor vehicles if inappropriate parking occurs. The Parking and Enforcement Service's main aim is to keep unnecessary and unlawful parking to a minimum. We are committed to keeping the streets problem-free and the traffic flowing without undue hindrance.

Worcester remains a beautiful, prosperous and vibrant cathedral city, with a population of around 99,600 and some 43,000 households. It is a route centre, situated on the M5 north-south corridor. The main A449 and A38 arterial routes pass through the heart of the city, the historic river Severn cuts the city in two and Worcester enjoys rail links to London, Birmingham and the rest of the country.

In 2014-2015, Worcester City Council operated and managed 14 car parks - 13 surface car parks and one 780-space multi-storey, St. Martin's Gate. A team of 16 Civil Enforcement Officers (CEOs) patrolled both the council car parks and the city streets, dealing with parking issues.

The seven variable message signs placed at locations across the city during 2012-2013 continue to be a bonus for people seeking parking in Worcester. These electronic display boards, situated along the main approaches into the city centre, give motorists information in real time about space availability in six of our busiest car parks. This was a joint project between Worcestershire County Council and Worcester City Council and has brought real benefits to drivers in Worcester by reducing unnecessary journeys.

The car parks covered by the variable message signs are:

- Cattle Market
- Copenhagen Street
- Cornmarket
- King Street
- Pitchcroft
- St Martin's Gate multi-storey.

Each sign displays current information on the four car parks nearest to it. Worcestershire County Council has completed a project to update information signs across the city, providing accurate car park location information.

Variable message sign on Tybridge Street





1.3 Civil Parking enforcement

1.3.1 The Traffic Management Act 2004 (Part 6/7) (TMA04)

The Traffic Management Act 2004, Parts 6/7 (TMA04) remained the basis of most parking enforcement activity in Worcester in 2014-2015.

1.3.2 Decriminalised Parking Enforcement (DPE)

The enforcement of parking regulations in Worcester City was de-criminalised in February 2003, when responsibility for dealing with most parking matters passed from West Mercia Police to Worcester City Council.

1.3.3 Contraventions, not offences

Drivers are dealt with by our Civil Enforcement Officers (CEOs). Parking events are considered to be contraventions and are administered under Civil Law. We issue drivers with a Penalty Charge Notice (PCN) and a financial penalty if they commit a parking contravention, but they do not receive a criminal record. The Traffic Management Act 2004, Parts 6/7 (TMA04) remains the bedrock on which the vast majority of enforcement in Worcester takes place.

1.4 Aims and Objectives

The aims of our Parking and Enforcement Service are derived from TMA04 and are:

- 'securing the expeditious movement of traffic on the authority's road network and the avoidance, elimination or reduction of road congestion'; and to
- 'increase the standard of the parking service delivered and expand service delivery into other associated enforcement issues.'

We believe that parking enforcement is not simply a matter of churning out PCNs. There is a genuine need to assist in keeping the roads flowing. The removal or decrease in unlawful, inconsiderate parking does much to assist in achieving the above aims. These have been our objectives now for the past four years and they remain as important now as they ever did.

1.5 Our authority to enforce parking regulations

1.5.1 Agency agreement

Worcester City Council carries out parking enforcement on the public highway by authority of a formal agency agreement with the highways authority, Worcestershire County Council. This agency agreement is common to all six Worcestershire district councils.

1.5.2 Worcester City Council parking places orders

Our powers of enforcement in the City Council-owned car parks are enshrined in the Worcester City General Car Parks Order 2009 and the Croft Road Car Park Order 2009 (the latter dealing specifically with the parking of coaches and large goods vehicles).





1.5.3 The Traffic Regulation Order process

Worcester City Council's Parking and Enforcement Services team has authority to carry out parking enforcement under powers contained within the Traffic Management Act 2004. Supporting that act are a list of nationally recognised 'Parking Contraventions.' (see section 3.5). Each authority may draw down from that list the contravention that they wish to enforce, as not all within the list will apply to every enforcing authority location.

Before enforcement activity takes place the Highways Authority, in this case Worcestershire County Council, will decide what the parking restrictions will be at any particular location and create a 'Traffic Regulation Order' (TRO). This will detail, for example, if a street will have double yellow lines, a taxi rank or disabled persons parking bays. The process involves a statutory consultation process where stake holders are asked to comment, raise objections or suggest amendments. Once that has been agreed the relevant lines and signs will be placed on the highway.

Any lines or signs placed to inform drivers of the prevailing parking restrictions must comply to guidance contained within the Traffic Signs Regulations and General Directions 2011 (TSRGD2011) and must be placed in such a manner that drivers readily know if they can park or not.

The issue of worn or missing lines or road signs that inform drivers of the prevailing parking restrictions remains a priority for Worcester. Drivers need clear non ambiguous information in order that they know exactly where they can park lawfully. We are pleased to report that a new and effective method of highlighting these problems to the Highways Authority is now in place and

all six districts in Worcestershire enjoy a positive relationship with the contractor in addressing without delay problems involving lines and signs.

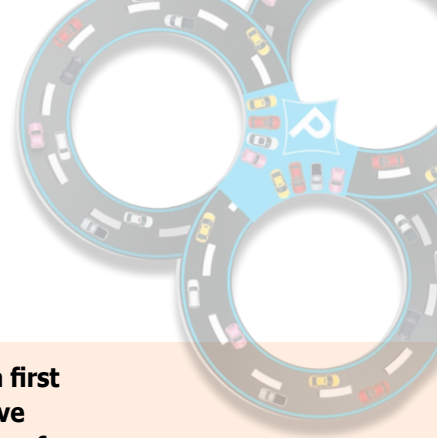
1.5.4 Enforcement and the issuing of Penalty Charge Notices

The vast majority of drivers park sensibly but there remains a minority who will park wherever they wish, with no thought for the needs of others. When our patrolling CEOs encounter a vehicle parked unlawfully, they have a legal authority to issue the vehicle with a Penalty Charge Notice (PCN) which the driver is then responsible for paying.

In this last year our CEOs have all received refresher training tailored to ensure that we continue to enforce parking regulations in a fair, consistent and transparent manner. This is in line with guidance issued to all local authorities by the Department for Transport (DfT).

Our patrolling CEOs only issue a PCN when there is a genuine need to do so and where there is no doubt that a contravention has taken place. We are clear that our primary motivation for issuing a PCN is not to raise money. No targets are set and to do so is unlawful. We empower our CEOs to use their discretion when appropriate and allow a driver to move their vehicle to avoid a PCN being issued. On many occasions our CEOs will be faced with a vehicle and no driver present and in this circumstance the issuing of a PCN is the most appropriate course of action.

At Worcester City Council we believe both the public and our own staff should be able to challenge our processes in order to improve them. If a genuine mistake is pointed out to us, we will put measures in place to prevent it happening again, for the benefit of all involved.



1.6 Improving our service delivery and increasing safety

We remain committed to continually improving our service, as we work to deliver a first class service for both residents and visitors to Worcester. To that end, our CEOs have continued to engage with members of the public and local groups to deal with areas of concern, for example continuing to play an active role in attending PACT (Police and Communities Together) meetings where we advise and give input on parking matters. These groups are made up of citizens, the Police and local City and County Councillors. Our involvement allows a direct input in addressing local issues.

1.6.1 The Park Mark Award



The award is sponsored by A.C.P.O. (the Association of Chief Police Officers) and the B.P.A. (the British Parking Association). That recognises high standards in car parking.

The award is based on:

- 1 Quality Management
- 2 Good Lighting
- 3 Effective CCTV Surveillance
- 4 Clean Environment

We were delighted in early 2015 to be awarded the prestigious Park Mark award for all 14 of our car parks, which now includes Croft Road Lorry and Coach Park.

Chief Inspector Rebecca Love presents the Park Mark Safer Parking Award to Parking and Enforcement Services Manager Andy Chinn (right) with Michael Gardiner area manager for the British Parking Association



1.6.2 The Annual Parking Report Award

We continue to publish our Annual Parking report to further our efforts to be open and transparent about our parking provision and enforcement activities, in line with other authorities. This is available on our website at www.worcester.gov.uk and on hard copy on request.

This award is sponsored by PATROL (Parking and Traffic Regulation outside London)

We were delighted to have previously won the award for best report for 2012-2013.



Receiving the award are from left to right: Lee Scott, Graphics and Multi-media Officer; Peter Bayless, Chair of the PATROL Review Group; Councillor Marc Bayliss, Deputy Leader of Worcester City Council and Andy Chinn, Parking and Enforcement Services Manager

Below is an extract from the PATROL website.

Worcester and Ceredigion win PATROL's award.

Worcester City Council and Ceredigion County Council have won the PATROL Annual Report Award for 2012/13.

This is the 5th year of the PATROL Annual Report Award and comes on the back of the House of Commons Transport Select Committee's recent calls for greater transparency from local authorities and the mandatory production of annual reports.

As part of its commitment to improving public information on Civil Parking Enforcement, PATROL commissioned an independent group to review local authority reports.

The group included Peter Bayless (Chair) retired Head of Traffic and Safety at Hampshire County Council, David Leibling representing the RAC Foundation, Karen Naylor, Head of Parking and Transport Services for Waltham Forest Council and Adam Snow, PhD student at Keele University.

This year the review group decided to give two awards; Worcester City Council won the award for the most comprehensive and in-depth annual report whilst Ceredigion County Council won the award for best short, concise, and readable report.

Chair of the Review Group, Peter Bayless, said "both of the reports were presented in a clear way with good use of photographs and tables and took the opportunity to combine detailed background information on parking policy and local arrangements with practical information to assist drivers. These reports are worthy winners of this year's award."

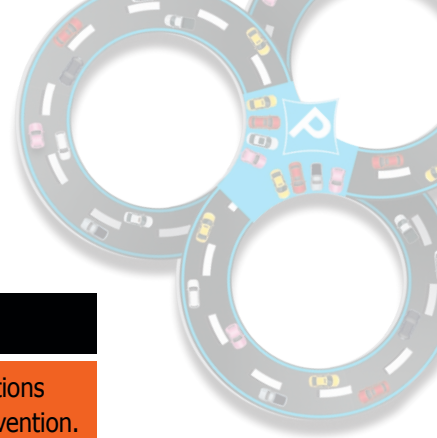
1.6.3 Body-Cams

Our CEOs have continued to wear state of the art 'body-cams' to record real time evidence when they find themselves in a difficult or challenging situation. These have been used on several occasions to good advantage in moderating the aggressive behaviour of some individuals, as well as addressing complaints about allegations of inappropriate actions by our officers.

We have introduced an online payment service for drivers who receive a PCN, at www.worcester.gov.uk.

Drivers can now see photographs online that demonstrate why a PCN was issued and also more easily take advantage of discounts for payment of a penalty within 14 days.

In the last year we have again brought two successful prosecutions against people who have threatened or intimidated our officers. We have enjoyed the full support of West Mercia Police in bringing about these prosecutions.



1.7 Enforcement guidance

For many drivers being served with a PCN is a first-time experience, and they need guidance on how to pay or make an appeal.

To help them, we have published general guidance at www.worcester.gov.uk/parking.

We are committed to managing parking in a fair and consistent manner.

1.8 Higher and lower rate PCNs, and the grounds for appeal

We enforce two different rates of penalty charge: £70 and £50. In simple terms, this means the more serious the contravention is considered to be, the greater the penalty charge. The Traffic Management Act 2004 (TMA04) lists what the parking contraventions are and the rates at which they are to be applied.

If a driver does not contest a PCN and pays it within 14 days, **the penalty charge is reduced by half.**

Every driver who receives a PCN has a right of appeal if they feel there is a real and genuine reason for not paying. The appeal is considered by Worcester City Council at the first, informal, stage. If the driver is not happy with our decision they can then take their case to the Independent Traffic Adjudicators at the Traffic Penalty Tribunal (TPT). This formal process is conducted according to national guidelines.

The decision of the Independent Traffic Adjudicators is final. Often the adjudicators will issue advice to local councils on how matters should be dealt with in the future and all authorities are obliged to consider that advice. This could be, for example, to relocate signs informing drivers of parking restrictions.

The grounds on which an informal appeal may be based are:

No:	Appeal Grounds
1	The vehicle was not in the locations described in the parking contravention.
2	Driver was not aware restrictions applied at that location.
3	The vehicle had broken down.
4	Passenger or driver was ill or some other emergency circumstances were involved which was beyond the control of the driver and prevented the vehicle being moved.
5	Unmarked vehicle being used by Emergency Services.
6	The vehicle was stolen at the time.
7	Driver over stayed time permitted, but can demonstrate clear mitigating circumstances.
8	Loading/un-loading taking place.

Below are some of the grounds that will not be considered as a means of appeal.

"There was nowhere else to park"

"I did not see the lines or the signs"

"I only stopped for a minute"

"I got lost and could not find my car."

"I was parked outside my own house."

"I went to get change for the Pay and Display machine and it took a long time."

"I was doing work at the property and there was nowhere else to park."

"This is the first time I have ever had a parking ticket and I won't do it again."

"I had lent the car to a friend and they will not pay the Penalty Charge."

"I thought I was parked legally but made a genuine mistake."

"Other vehicles were parked illegally and I did not see them get a ticket."

"There was no need for a yellow line at that location."

"I was delayed in an important meeting."

Section Two

St. Martin's Gate Multi-storey Car Park

2.1 Construction and History

St. Martin's Gate multi-storey car park was opened on 19 December 1988 by the then Mayor of Worcester, Councillor Bernard Neil J.P. It was heralded as a new and improved parking facility for Worcester providing 780 spaces in the heart of the city and replacing the previous small and crowded surface car park. An innovative aspect was the direct link to the shops and businesses across the City Walls Road by the footbridge.

Built at a cost of £2,613,474.50 by British Lift Slab Limited, it represented radical thinking in terms of building techniques allowing the car park to be built in less time than traditional methods by raising entire floors in one piece. Lift slab construction is a method of constructing concrete buildings by casting the floor or roof slab on top of the previous slab and then raising

(jacking) the slab up with hydraulic jacks, so being cheaper and faster as not requiring boxing and supports for casting in situ.

The car park has been in place for the last 27 years and recent surveys estimate that it will last for at least the next 20 years. We estimate that some 7.5 million Pay and Display tickets have

St. Martin's Gate Multi-storey car park under construction





Top left: St. Martin's Gate Multi-storey car park under construction; top right: the site prior to building work; bottom left and right: Previous car parking facilities before St. Martin's Gate multi-storey car park was built

been sold in that time and it has served the heart of the city well.

There has been considerable investment in this car park during its life including the installation of a CCTV system in July 2003 at a cost of £102,000 and security grilles in the same year at a cost of £18,000.

In the autumn of 2003, a total refurbishment took place, including painting and decorating throughout together with re-surfacing works to the decks and driving lanes. This cost £500,000.

In 2010, the south tower lifts were given a complete and comprehensive makeover at a cost of £155,000.

In 2010, Worcester City Council also appointed Comer Park Security Services to patrol, lock and un-lock the premises every day of the year and provide a uniform presence out of hours. That same year we began a five year programme of

general improvements for the benefit of people using the car park. This included removing overgrown bushes and surrounding vegetation that allows more light in, opens up the car park and allows vehicle fumes to dissipate readily. Large trees which were in danger of affecting the foundations were removed and replaced with more appropriate species. Areas previously covered with shrubbery were seeded with grass which not only opened the car park up, but cut costs in general maintenance.

As with all buildings of this age, there is an ongoing programme of maintenance throughout the year, including everything from painting and decorating, grounds maintenance to replacing all 980 lights with low cost, low emission lights that produce significant financial savings on electricity bills. Later in 2015, a state-of-the-art CCTV system will replace the current one.

Section Three

Worcester City Council's car parks

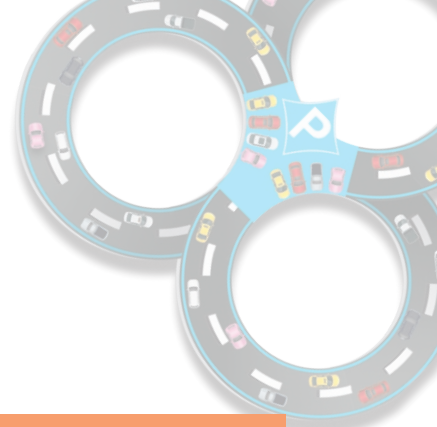
3.1 Tariff Scales

Worcester City Council provided and operated 14 car parks in the heart of the city in 2014-2015. They are divided into three distinct zones, Red, Amber and Green and the tariffs are set according to how close to the city centre they are located.

Worcester City Council car parking charges from 1 February 2014

Zone	Car Park Location	No. of Spaces	Hours							
			Scale of Charges Monday - Sunday 7.00am - 9.00pm							
			Up to 30 mins	Between 7pm & 9pm	Up to 1 hour	Up to 2 hours	Up to 3 hours	Up to 4 hours	Up to 6 hours	Up to 24 hrs
RED	Copenhagen Street	161 cars + 3 disabled	£0.60	£1.00	£1.20	£2.40	£3.60	£5.00	£7.50	£10.00
	Cornmarket	80 cars + 5 disabled	£0.60	£1.00	£1.20	£2.40	£3.60	£5.00	-	£10.00
	Providence Street	58 cars + 3 disabled	£0.60	£1.00	£1.20	£2.40	£3.60	£5.00	£7.50	£10.00
AMBER	Cattle Market	186 cars + 24 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
	King Street	108 cars + 3 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
	Newport Street	138 cars + 3 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
	St Martin's Gate	780 cars + 16 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	-	-	£3.60
	Clare Street	48 cars + 3 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
	Commandery Road	40 cars + 3 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
GREEN	Pitchcroft/ The Moors	435 cars + 6 disabled	N/A	N/A	£0.60	£1.20	£1.80	£2.40	£3.00	£3.50
	Tallow Hill	105 cars + 3 disabled	N/A	N/A	£0.60	£1.20	£1.80	£2.40	£3.00	£3.50
	Tybridge Street	70 cars + 3 disabled	N/A	N/A	£0.60	£1.20	£1.80	£2.40	£3.00	£3.50
	Croft Road	231 cars + 3 disabled	N/A	N/A	£0.60	£1.20	£1.80	£2.40	£3.00	£3.50
	Croft Road Coach/Lorries	8 Coach/lorry spaces	N/A	N/A	£5.00 per 12 hours (no maximum stay)					

2480 regular spaces + 78 Blue Badge spaces + eight coach/lorry spaces



Below are the charges for the three on-street parking bays that Worcester City Council manages on behalf of Worcestershire County Council. The prices remained the same as previous years.

Silver Street (on-street bays)	Short stay only	30 mins 30p	1 hour 70p	1½ hours Maximum stay no return within 2 hours £1.20
Severn Street (on-street bays)	Short stay only	30 mins 20p	1 hour 60p	1½ hours Maximum stay no return within 2 hours £1.00
College Precincts (on-street bays)	Short stay only	30 mins 20p	1 hour 60p	1½ hours Maximum stay no return within 2 hours £1.00

3.2 Long stay tariffs in Amber and Green Zone car parks

Long stay tariffs are available in our Amber and Green zone car parks, to allow drivers to park for up to five days and only display a single ticket.

Long stay rates at St. Martin’s Gate multi-storey are discounted more than other Amber zone

car parks, in order to attract shoppers and local residents. There are also additional discounts at Tallow Hill car park, in the Green zone, for the benefit of drivers who use the nearby Shrub Hill railway station.

Zone	Car Park Location	Long Stay charges				
		24 hours (1 x day)	48 hours (2 x days)	72 hours (3 x days)	96 hours (4 x days)	120 hours (5 x days)
AMBER	Cattle Market	£6.00	£12.00	£18.00	£24.00	£30.00
	King Street	£6.00	£12.00	£18.00	£24.00	£30.00
	Newport Street	£6.00	£12.00	£18.00	£24.00	£30.00
	St Martin’s Gate*	£3.60	£7.20	£10.80	£14.40	£18.00
	Clare Street	£6.00	£12.00	£18.00	£24.00	£30.00
	Commandery Road	£6.00	£12.00	£18.00	£24.00	£30.00
GREEN	Pitchcroft/TheMoors	£3.50	£7.00	£10.50	£14.00	£17.50
	Tallow Hill**	£3.50	£7.00	£10.00	£12.00	£14.00
	Tybridge Street	£3.50	£7.00	£10.50	£14.00	£17.50
	Croft Road	£3.50	£7.00	£10.50	£14.00	£17.50

*St. Martins Gate – Further reduced tariffs than rest of Amber Zone charges

** Tallow Hill – Further reduced tariffs than rest of Green zone.



3.3 Electric vehicle charging points

Work continues to publicise the two electric vehicle charging points situated on the ground floor and we are pleased to report that these spaces are being used by drivers of electric cars on a regular basis. A further rapid charging point is expected to be introduced in the summer of 2015, offering drivers a choice of charging methods, either regular or rapid. These electric vehicle charging points are part of a growing network across the country and Worcester City Council is committed to supporting sustainable transport systems.

3.4 Usage of our car parks

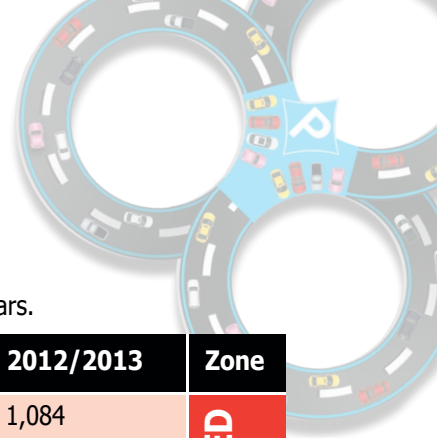
When a motorist parks in one of our car parks we require them to either buy a ticket from one of the many Pay and Display machines and then display it visibly in their vehicle, or pay via RingGo (see Section 3.8).

The vast majority of drivers who park in our car parks pay and display as required, but there is a very small minority of drivers – less than 1% - who either do not pay at all or do not correctly display valid tickets.

In these cases we may issue a PCN, based on the list of national contravention codes included in the Traffic Management Act 2004. Below is the list of contraventions drawn from the national list that apply in Worcester City Council car parks.

3.5 Contravention Codes (car parks)

Code No.	Description
80	Parked for longer than the maximum period permitted
81	Parked in a restricted area in a car park
82	Parked after the expiry of time paid for in a pay and display car park
83	Parked in a pay and display car park without clearly displaying a pay and display ticket (or voucher or parking clock)
85	Parked in a permit bay without clearly displaying a valid permit
86	Parked beyond the bay markings
87	Parked in a disabled persons' space without clearly displaying a valid disabled persons' badge
91	Parked in an area not designated for that class of vehicle
93	Parked in a closed car park



3.6 Worcester City Council car parks PCNs Issued

The following table shows the numbers of PCNs issued in our car parks over the past three years.

Zone	Car Park	2014/2015	2013/2014	2012/2013	Zone
RED	Copenhagen Street	1,212	1,202	1,084	RED
	Cornmarket	1,808	1,785	1,761	
	Providence Street	347	411	435	
AMBER	Cattle Market	936	1,019	927	AMBER
	King Street	633	586	730	
	Newport Street	716	720	818	
	St Martin's Gate	438	656	849	
	Clare Street	157	146	220	
	Commandery Road	160	192	220	
	Orchard House	10	57	72	
GREEN	Pitchcroft	586	454	627	GREEN
	The Moors	45	113	80	
	Tallow Hill	35	69	59	
	Tybridge Street	28	46	81	
	Croft Road	649	542	620	
Total		7,760*	7,998	8,583	

*The figures in this column do not include test Penalty Charge Notices or 'spoiled' Penalty Charge Notices. 'Spoiled' notices are those where for example the issuing Officer finds that a vehicle did have a valid Pay and Display ticket but had commenced issuing the PCN. A PCN cannot be cancelled once data has been input into the hand held computer terminal, if it is found that the PCN was not required it is 'spoiled' and recorded on the Chipside Management system.

3.7 Penalty Charge Notices Issued by Contravention

Below are figures that show which contraventions that Penalty Charge Notices are issued for in the public car parks of Worcester.

Contravention Code Number**	Description	2014/2015	2013/2014
80	Parked longer than permitted	60	60
81	Parked in a restricted area	15	13
82	Parked after payment expired	3,419	3,525
83	Parked without clear display	3,300	3,365
85	Parked in a permit bay	52	25
86	Parked beyond bay markings	518	394
87	Disabled persons parking	318	335
91	Wrong class of vehicle	77	66
93	Parked in a closed car park	1	0
Total PCNs Issued		7,760*	7,783*

*These figures do not include test Penalty Charge Notices or 'spoiled' Penalty Charge Notices. 'Spoiled' notices are those where for example the issuing Officer finds that a vehicle did have a valid Pay and Display ticket but had commenced issuing the PCN. A PCN cannot be cancelled once data has been input into the hand held computer terminal, if it is found that the PCN was not required it is 'spoiled' and recorded on the Chipside Management system.

** Worcester City Council does not enforce every contravention code from the National list.

3.8 Payment methods

Drivers using our car parks can pay with coins at a Pay and Display machine or with cashless parking provider RingGo. This facility is available in all our car parks and was installed in a partnership with Worcester BID (Business Improvement District). It allows drivers to stay longer without having to return to the car park and buy another ticket in person, and also sends text reminders before a parking period expires.

The RingGo facility has seen further growth in 2014-2015, with an increasing number of drivers opting to pay for parking in our car parks by this convenient and simple method. This system and others like it are rolling out all over the UK in diverse locations from airports to shopping centres. RingGo has been available in our car parks since November 2010. This last year saw an additional £6,776 of parking paid for via RingGo.



She's topping up her parking with RingGo

No coins
No tickets
No rushing back

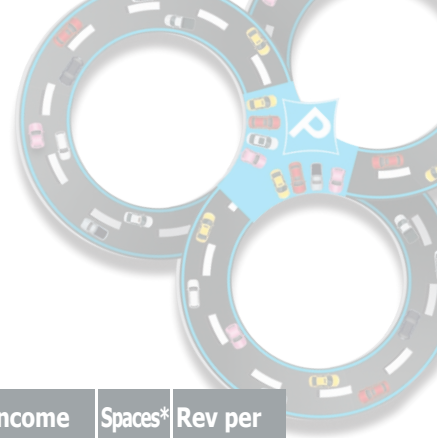
RingGo phone parking is quick and easy.
Just call 020 3046 0010 and pay with your credit or debit card. Or use the RingGo iPhone and Android applications. Text and online payments also available.
See signs or www.myRingGo.co.uk for details.



3.9 RingGo usage

Month	RingGo Parking Sessions 2014/15	RingGo Parking Sessions 2013/14	Extended Sessions 2014/15	Extended Sessions 2013/14	New Users 2014/15	New Users 2013/14	Repeat Users 2014/15	Repeat Users 2013/14	Parking Income 2014/15	Parking Income 2013/14
April	7,467	5,871	936	712	425	383	7,042	5,488	£23,437	£17,711
May	8,084	6,712	1,010	806	447	421	7,637	6,291	£25,583	£20,625
June	8,186	6,498	1,145	813	467	371	7,678	6,127	£26,096	£19,581
July	8,565	6,825	1,091	1,036	469	396	8,096	6,429	£27,166	£20,884
Aug	7,969	6,196	1,025	886	404	365	7,562	5,831	£23,245	£18,515
Sept	8,769	6,819	1,065	1,024	438	407	8,330	6,412	£27,049	£21,319
Oct	9,424	7,502	1,165	1,116	472	377	8,949	7,125	£28,964	£23,988
Nov	10,128	7,818	1,101	1,041	588	446	9,538	7,372	£31,322	£24,896
Dec	10,959	7,964	1,222	1,033	609	464	10,350	7,500	£31,736	£23,159
Jan	9,998	7,421	1,234	1,050	414	351	9,584	7,070	£30,633	£23,266
Feb	9,867	6,313	1,239	895	451	354	9,414	5,957	£30,556	£19,954
March	11,242	8,098	1,323	1,151	459	391	10,781	7,707	£34,209	£24,791
Totals	110,658	84,037	13,554	11,563	5,643	4,726	104,961	79,309	£339,996	£258,689
Average	9,221	7,003	1,129	3,963	470	393	8,747	6,609	£28,333	£21,557

This represents a 31.43 per cent increase. Feedback from the Worcester BID, the non-profit independent company which aims to boost trade in the City through projects such as street entertainment and other initiatives is that shops say people stay longer without the need to rush back to their cars when their parking time runs out.



3.10 Car park income

The following table shows the net income received from our 14 car parks over the last year. The previous two years' figures are included for comparison.

Zone	Car Park Location	Income 2014/15	Spaces	Rev per space	Income 2013/14	Spaces	Rev per space	Income 2012/13	Spaces*	Rev per space
RED	Copenhagen Street	£340,483	161	£2,115	£323,838	161	£2,011	£306,762	157	£1,954
	Cornmarket	£319,222	80	£3,990	£318,627	80	£3,983	£334,069	83	£4,025
	Providence Street	£109,589	58	£1,889	£101,806	58	£1,755	£102,094	57	£1,791
AMBER	Cattle Market	£364,750	186	£1,961	£358,505	186	£1,927	£351,364	163	£2,156
	King Street	£259,853	108	£2,406	£232,916	108	£2,157	£249,554	112	£2,228
	Newport Street	£193,156	138	£1,400	£180,559	138	£1,308	£189,076	136	£1,390
	St Martin's Gate	£561,500	780	£720	£478,274	780	£613	£416,566	780	£534
	Clare Street	£60,909	48	£1,269	£60,373	48	£1,258	£70,356	50	£1,407
	Commandery Road	£61,073	40	£1,527	£59,187	40	£1,480	£64,538	35	£1,844
	Orchard House**	£2,271	40	£57	£11,927	40	£298	£11,852	40	£296
GREEN	The Moors***	£12,801	103	£124	£33,165	103	£322	£21,179	108	£196
	Croft Road	£209,284	231	£906	£212,798	238	£894	£209,406	238	£880
	Pitchcroft	£221,049	332	£666	£210,470	332	£634	£207,657	332	£625
	Tallow Hill	£61,626	105	£587	£57,232	105	£545	£64,268	97	£663
	Tybridge Street	£48,966	70	£700	£42,598	70	£609	£40,012	72	£556
Total		£2,826,532	2,480	£1,139	£2,682,275	2,487	£1,079	£2,638,753	2,460	£1,073

*Space numbers accurate at 31 March 2014

** Orchard House figures for part year – car park sold.

*** The Moors is now a public car park on Saturdays and Sundays only.



3.11 Season tickets

Our season parking tickets remain popular. These permits provide significantly discounted parking and eliminate the need for a Pay and Display ticket to be purchased each time a vehicle is parked in one of our car parks. We now issue season tickets for all of our Amber and Green zone car parks. Permits can be used in any car park in either zone and can be used in any car (as long as the permit is visibly displayed).

In taking this approach, we recognised that many drivers have access to more than one car and also that if a particular car park was full when a permit holder arrived, they would in the past have had to purchase a Pay and Display ticket to park elsewhere. The current system allows them to move between car parks with no additional expense and offers flexibility to the driver. This clearly improves our service delivery for the benefit of the motorist.

3.12 Season ticket prices

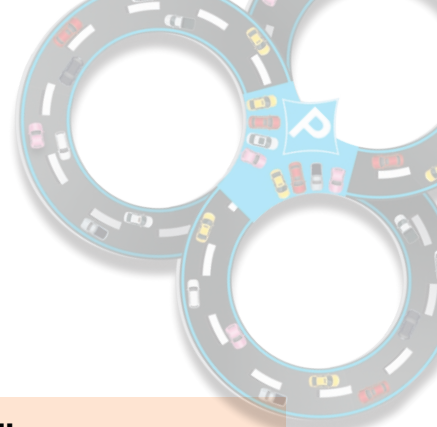
AMBER Zone car parks					GREEN Zone car parks				
Cattle Market, King Street, Newport Street, Clare Street and Commandery Road					Pitchcroft, The Moors, Tallow Hill, Tybridge Street, Croft Road and St. Martin's Gate*				
Months	x 3	x 6	x 9	x 12	Months	x 3	x 6	x 9	x 12
7 days a week/ 24 hours a day	£225	£390	£600	£720	7 days a week/ 24 hours a day	£180	£330	£480	£600

* for the purposes of Season Tickets, St Martin's Gate is included in the Green Zone.

3.13 Season ticket income

Car Park Zone	Income 2014-15	Income 2013-14	Income 2012-13
Green Zone	£24,790	£15,259	£904
Amber Zone	£11,551	£20,617	£22,201
Total Income	£36,341	£35,876	£23,105





Section Four

On-street enforcement

We carry out enforcement on behalf of Worcestershire County Council on the public highways and also at three on-street bays in the city centre. These bays are short-stay and priced accordingly. The bays fall within the public highway and are the responsibility of Worcestershire County Council. Our enforcement work takes place under the remit of the Agency Agreement we have with the county council (see 1.5.1 above).

4.1 On-street bays income

4.2 On-street bays Penalty Charge Notices issued

On-street Pay & Display Parking Bay	Income 2014-15	Income 2013-14	Income 2012-13	On-street Pay & Display Parking Bay	2014-15	2013-14	2012-13
College Precincts	£10,850	£9,196	£8,516	College Precincts	144	169	129
Severn Street	£26,089	£24,090	£29,087	Severn Street	343	289	405
Silver Street	£52,832	£39,450	£49,759	Silver Street	620	534	634
Total Income	£89,771	£72,736	£87,362	Total Income	1,107	992	1,168

We carry out enforcement activity in the on-street bays, in the same way as we do in our car parks. The above table shows the level of that enforcement work.

4.3 On-street parking dispensation scheme

Parking is restricted on many Worcester streets, for example by double yellow lines or limited time waiting bays. However, people and businesses can park in these areas in exceptional circumstances if they obtain a dispensation from us.

Two types of dispensation are available, and we provide clear and unambiguous guidance for both.

A one-day dispensation allows a vehicle to remain (if a risk assessment permits) in areas where parking is normally either restricted or prohibited, up until midnight on the day of issue. These dispensations are issued to the driver on request at no charge.

A seven-day dispensation allows a vehicle to remain for a maximum of seven days, where there is a clear and genuine need to do so.

These are normally issued for vehicles involved in construction or renovation work. They can be extended on application. We charge a £35 administration fee.

This year saw an increase of 18 additional seven day dispensations issued which is testimony to the excellent working relationships that we have built with local traders, residents and commercial premises, when there is a genuine need to park in restricted areas.

4.4 Parking dispensation income (7 days a week)

Year	Income	Dispensations issued
2014-2015	£5,075	145
2013-2014	£4,435	127
2012-2013	£4,060	116

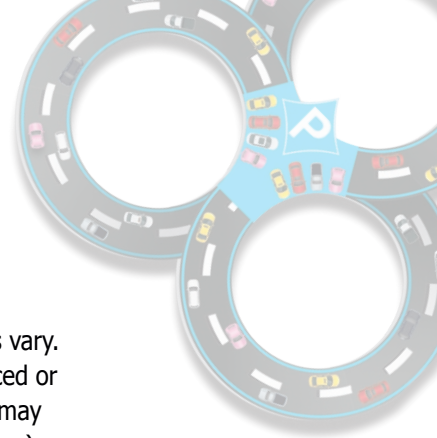
During 2014-2015 we also issued 319 one-day dispensations, up 38 from the previous year's 281. No charge is made for one-day dispensations. Following a review, the administration process has been improved for both one and seven day dispensations.

4.5 On-street parking enforcement

Our Parking and Enforcement Services carry out enforcement work throughout Worcester, often in response to calls for assistance from local residents and businesses. The issuing of a PCN is always a last resort. Our CEOs will always first encourage a driver to move their vehicle to a location which is not covered by parking restrictions.

The Traffic Management Act provides an approved list of nationally recognised parking contraventions for unlawful parking on the public highway. These are the basis on which our CEOs will issue a PCN if, and when the need arises.

Code	Contravention
01	Parked in a restricted street during restricted hours
02	Parked or loading/unloading in a restricted street while waiting and loading/unloading restrictions are in force
04	Parked in a meter bay when penalty time is indicated
05	Parked after the expiry of paid for time
06	Parked without clearly displaying a valid pay and display ticket
07	Parked with payment made to extend the stay beyond the initial time, when extension is forbidden
08	Parked at an out-of-order meter during controlled hours
11	Parked without payment of the payment charge
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
15	Parked in a residents' parking space or zone without displaying a valid residents' parking permit
16	Parked in a permit space without displaying a valid permit
18	Using a vehicle in a parking space in connection with the sale or offering or exposing for sale of goods when prohibited
19	Parked in a residents' or shared use place displaying an invalid permit or vouchers or pay and display ticket
20	Parked in a loading gap marked by a yellow line
21	Parked in a suspended bay/space or part of a bay/space
22	Re-parked in the same parking space/zone within one hour (or other specified time) of leaving
23	Parked in a parking space or area not designated for that class of vehicle
24	Not parked correctly within the markings of the bay or space
25	Parked in a loading space during restricted hours without loading
26	Vehicle parked more than 50cms from the edge of the carriageway and not within a designated parking space
30	Parked for longer than permitted
34	Being in a bus lane
36	Parked in a disc parking space for longer than permitted
40	Parking in a designated disabled persons' bay without clearly displaying a valid disabled persons' badge
45	Parked on a taxi rank
47	Parked in a restricted bus stop/stand
49	Parked wholly or partly on a cycle track
56	Parked in contravention of a commercial vehicle waiting restriction



4.6 Penalty Charge Notices issued by location

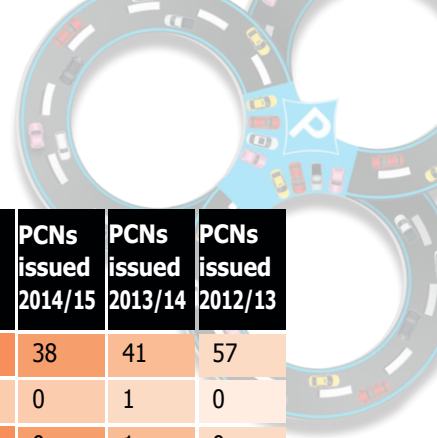
The table below shows how our CEOs range across the entire city to carry out their work. They mainly travel by foot, but also undertake cycle patrols, combining other responsibilities such as litter enforcement, dealing with fly-tipping, abandoned vehicles and graffiti.

We have as always, provided the previous two years' figures for comparison. The number of

PCNs issued in any one street will always vary. New parking restrictions may be introduced or others amended (meaning some streets may be subject to enforcement for the first time), residents arrive and others move on and parking patterns can change. It is our team's role to deal with the issues on the day. There were a total of 9,125 PCNs issued on the public highway in the last financial year.

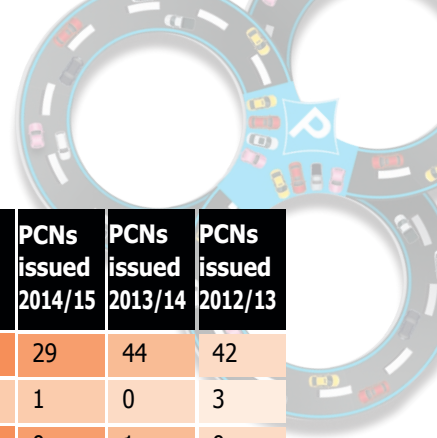
No.	Location	PCNs issued 2014/15	PCNs issued 2013/14	PCNs issued 2012/13	No.	Location	PCNs issued 2014/15	PCNs issued 2013/14	PCNs issued 2012/13
1	Abbey Road	0	1	2	29	Blakefield Road	0	2	0
2	Albany Road	2	9	4	30	Blanquettes Avenue	0	1	0
3	Albany Terrace	34	20	75	31	Blenheim Road	21	20	23
4	Albert Road	5	1	2	32	Blockhouse Close	7	4	3
5	Alexander Road	1	2	0	33	Blossom Close	0	0	2
6	All Saints Road	0	1	0	34	Bolston Road	2	9	4
7	Alma Street	0	1	0	35	Boughton Avenue	0	0	1
8	Andrew Close	0	1	0	36	Boughton Close	4	1	0
9	Angel Place	57	138	177	37	Bransford Road	27	54	53
10	Angel Row	6	13	6	38	Braymoor Road	12	10	12
11	Angel Street	37	70	56	39	Brewery Walk	172	5	4
12	Arboretum Road	33	22	47	40	Brickfields Road	1	0	0
13	Arrowsmith Avenue	0	1	0	41	Bridgewater Road	24	23	66
14	Ashcroft Road	23	0	0	42	Britannia Road	26	44	37
15	Astwood Road	6	10	3	43	Britannia Square	72	45	167
16	Back Lane North	0	8	3	44	Broad Street	153	188	193
17	Back Lane South	144	161	136	45	Bromwich Lane	13	24	23
18	Back Walk	6	13	1	46	Bromwich Parade	0	2	6
19	Bank Street	10	12	2	47	Bromwich Road	0	0	4
20	Barbourne Lane	3	6	16	48	Bromyard Road	2	4	4
21	Barbourne Road	20	35	23	49	Bromyard Terrace	0	7	0
22	Barbourne Terrace	15	16	19	50	Buckholt Drive	1	0	0
23	Barry Street	22	40	15	51	Bull Ring	0	0	3
24	Bath Road	217	176	151	52	Bush Walk	21	69	0
25	Battenhall Place	0	0	1	53	Byefield Rise	0	7	0
26	Belmont Street	0	11	0	54	Cambridge Terrace	1	0	2
27	Bilford Road	1	2	3	55	Canada Way	0	0	2
28	Blakefield Gardens	11	15	13	56	Canterbury Road	1	3	8

No.	Location	PCNs issued 2014/15	PCNs issued 2013/14	PCNs issued 2012/13	No.	Location	PCNs issued 2014/15	PCNs issued 2013/14	PCNs issued 2012/13
57	Carden Close	5	13	6	95	East Street	35	41	34
58	Carden Street	42	30	47	96	Easy Row	6	21	19
59	Carriage Close	0	1	2	97	Ebrington Drive	4	4	3
60	Castle Street	3	5	1	98	Edgar Street	11	32	17
61	Cecil Road	3	3	6	99	Farley Street	0	0	1
62	Chalfont Close	0	0	1	100	Farrier Street	390	398	404
63	Charles Street	216	219	204	101	Fels Avenue	1	1	0
64	Cherry Street	1	6	0	102	Fern Road	1	0	0
65	Cherry Tree Walk	10	13	29	103	Ferry Close	1	0	0
66	Chestnut Street	60	51	29	104	Fish Street	12	3	4
67	Chestnut Walk	6	11	5	105	Flag Meadow	5	6	1
68	Church Road	4	2	3	106	Foregate Street	525	585	635
69	Church Street	8	5	7	107	Fort Royal Hill	0	2	2
70	Church Terrace	0	2	0	108	Foundry Street	1	3	4
71	City Walls Road	8	9	14	109	Foxwell Street	1	1	0
72	Clare Street	1	0	0	110	Friar Street	396	466	503
73	Cole Hill	4	3	6	111	George Street	1	1	0
74	College Street	50	55	38	112	Glebe Close	14	7	8
75	Comer Avenue	5	4	2	113	Graham Road	0	1	1
76	Comer Gardens	4	3	6	114	Grandstand Road	88	80	49
77	Comer Road	9	17	19	115	Green Hill Bath Road	2	1	1
78	Coombs Road	1	0	0	116	Green Hill London Road	1	1	0
79	Copenhagen Street	30	6	17	117	Gregory's Mill Street	1	0	3
80	Copsewood Avenue	2	3	1	118	Hamilton Road	19	25	22
81	Cornmarket	140	137	165	119	Hampton Close	2	5	5
82	Cosgrove Close	1	1	5	120	Happy Land West	0	1	0
83	Croft Road	2	0	2	121	Hardwicke Close	7	13	4
84	Cromwell Street	0	2	3	122	Hebb Street	239	41	42
85	Crown Street	1	0	0	123	Henwick Avenue	0	2	86
86	Cumberland Street	11	7	8	124	Henwick Road	85	82	1
87	Deansway	19	26	18	125	High Street	41	52	46
88	Dent Close	16	18	15	126	Hill Street	5	9	5
89	Derby Road	16	15	25	127	Himbleton Road	15	29	5
90	Diglis Road	87	104	116	128	Homefield Road	0	0	25
91	Dolday	0	1	2	129	Hood Street	40	49	80
92	Drake Avenue	0	0	2	130	Hoskyns Avenue	0	1	1
93	Droitwich Road	2	7	1	131	Humber Road	2	0	0
94	Dugdale Drive	2	1	0	132	Hylton Road	13	32	64



No.	Location	PCNs issued 2014/15	PCNs issued 2013/14	PCNs issued 2012/13	No.	Location	PCNs issued 2014/15	PCNs issued 2013/14	PCNs issued 2012/13
133	Infirmery Walk	93	118	137	171	Moreton Place	38	41	57
134	Ingles Drive	13	5	6	172	Nelson Road	0	1	0
135	James Close	66	91	42	173	New Road	0	1	0
136	King Arthur's Close	0	1	0	174	New Street	48	47	50
137	King Street	4	3	0	175	Newbury Road	0	0	2
138	Lambert Road	2	16	16	176	Newport Street	36	3	35
139	Lansdowne Crescent	0	1	0	177	Newtown Road	2	2	3
140	Lansdowne Road	5	10	5	178	Nightingale Avenue	1	2	0
141	Lansdowne Street	2	3	0	179	Northfield Street	68	70	91
142	Lapal Close	0	1	2	180	Northwick Road	0	1	0
143	Larkhill Road	5	6	5	181	Nuffield Close	1	0	0
144	Laugherne Road	4	17	21	182	Oaklands	0	0	5
145	Leicester Street	10	0	0	183	Oldbury Road	52	61	146
146	Leopard Rise	0	3	3	184	Omersley Road	4	6	0
147	Lion Court	10	1	2	185	Orchard Street	1	4	1
148	Little Chestnut Street	11	14	10	186	Packhorse Close	0	1	1
149	Little London	4	3	0	187	Padmore Street	5	2	7
150	Little Southfield Street	59	66	58	188	Palmers Green	0	0	1
151	Lock Street	0	1	0	189	Park Avenue	0	1	0
152	Lodge Close	1	1	0	190	Park Street	8	27	21
153	London Road	8	9	9	191	Perdiswell Street	4	13	7
154	Loves Grove	10	12	23	192	Perrywood Walk	5	4	9
155	Lowell Street	27	36	34	193	Pheasant Street	11	9	16
156	Lower Chestnut Street	43	43	23	194	Pierpoint Street	51	81	115
157	Lower Field Terrace	3	15	0	195	Pinkett Street	0	2	0
158	Lowesmoor	111	96	145	196	Portland Street	74	53	57
159	Lowesmoor Place	0	1	0	197	Portland Walk	1	5	2
160	Malthouse Place	3	1	2	198	Prescott Drive	1	0	0
161	Malvern Road	1	0	1	199	Powells Row	0	0	0
162	Marlborough Street	0	1	1	200	Prince Rupert Road	5	9	4
163	Mayfield Road	3	18	3	201	Providence Street	7	7	5
164	Mealcheapen Street	7	2	10	202	Pump Street	23	40	38
165	Medway Road	1	0	0	203	Quay Street	32	28	53
166	Melrose Close	3	6	6	204	Queen Street	214	213	315
167	Middle Street	54	41	52	205	Rainbow Hill	0	1	0
168	Midland Road	6	5	5	206	Red Hill Lane	2	0	0
169	Mill Street	66	67	45	207	Richmond Hill	0	4	0
170	Moor Street	53	88	85	208	Royal Albert Close	1	4	3

No.	Location	PCNs issued 2014/15	PCNs issued 2013/14	PCNs issued 2012/13	No.	Location	PCNs issued 2014/15	PCNs issued 2013/14	PCNs issued 2012/13
209	Sabrina Terrace	10	0	0	247	Stanier Road	0	1	0
210	Sandys Road	0	4	0	248	Stanley Road	13	16	17
211	Sansome Place	30	66	87	249	Stanley Street	0	0	1
212	Sansome Street	6	1	8	250	Sunnyside Road	0	0	2
213	Sansome Walk	279	385	462	251	Swinton Lane	0	1	0
214	Sawmill Close	4	2	4	252	Tallow Hill	0	10	11
215	Sebright Avenue	4	3	3	253	Taylor's Lane	1	6	5
216	Severn Street	343	289	405	254	Temperence Street	12	6	15
217	Severn Terrace	42	55	61	255	Tennis Walk	24	36	22
218	Sharman Road	2	2	2	256	The Butts	33	40	35
219	Shaw Street	6	2	0	257	The Cross	101	108	128
220	Shrub Hill	0	1	0	258	The Foregate	68	51	51
221	Shrub Hill Road	8	14	29	259	The Heights	2	0	1
222	Shrubbery Avenue	45	54	30	260	The Mead	2	0	2
223	Sidbury	6	7	8	261	The Moors	28	7	52
224	Smiths Avenue	5	0	5	262	The Shambles	36	43	65
225	Solitaire Avenue	1	4	3	263	The Trinity	56	72	111
226	Somers Road	0	3	2	264	The Tything	145	146	99
227	South Parade	1	0	0	265	Timberdine Avenue	4	1	2
228	South Street	0	1	0	266	Tollhouse Drive	3	3	2
229	Southfield Street	60	68	50	267	Trinity Street	337	446	516
230	Spetchley Road	2	3	0	268	Tunnel Hill	3	6	6
231	Spring Gardens	64	78	91	269	Turnpike Close	20	41	43
232	Spring Hill	11	6	8	270	Union Street	53	81	75
233	Spring Lane	0	1	0	271	Upper Tything	108	85	74
234	St. Catherines Vale	1	0	1	272	Vauxhall Street	7	8	2
235	St. Clements Close	3	14	7	273	Vicar Street	1	6	1
236	St. Clements Gardens	1	2	3	274	Victoria Avenue	5	1	3
237	St. Georges Lane	16	6	7	275	Victoria Place	1	2	1
238	St. Georges Square	15	68	22	276	Viewfields	0	0	3
239	St. Johns	50	4	59	277	Vincent Road	4	3	7
240	St. Martin's Gate	0	2	4	278	Wainwright Road	15	13	8
241	St. Mary's Street	64	14	108	279	Washington Street	33	63	75
242	St. Nicholas Street	12	16	27	280	Watery Lane	2	3	7
243	St. Oswalds Road	0	1	2	281	Weir Lane	0	0	1
244	St.Pauls Street	100	52	39	282	Wellington Close	13	18	12
245	St. Peter's Street	4	0	0	283	Westbury Street	7	14	12
246	St Swithin's Street	379	425	500	284	Wheeler Close	0	1	2



No.	Location	PCNs issued 2014/15	PCNs issued 2013/14	PCNs issued 2012/13	No.	Location	PCNs issued 2014/15	PCNs issued 2013/14	PCNs issued 2012/13
285	White Ladies Close	15	26	8	292	Woodstock Road	29	44	42
286	Wildwood Drive	7	16	0	293	Woolhope Road	1	0	3
287	Willow Street	3	5	1	294	Wych Elm Close	0	1	0
288	Windsor Avenue	5	4	2	295	Wylds Lane	147	157	158
289	Withers Road	0	2	0	296	Yew Tree Close	1	3	0
290	Wolverton Road	3	3	0	297	York Place Lane	0	1	0
291	Wood Terrace	3	15	5	298	York Place	105	186	199

4.7 Penalty Charge Notices Issued by Contravention

Below are figures that show which contraventions that Penalty Charge Notices are issued for on the public highways of Worcester.

Contravention Code Number**	Description	2014/2015	2013/2014
01	Parked in a restricted street	2,587	2,725
02	Loading in a restricted street	634	647
05	Parked after payment expired	571	436
06	Parked without clear display	495	435
12	Parked in a residents space	681	286
16	Parked in a permit space	29	19
21	Parked in a suspended bay	1	0
22	Re-parked in the same place	160	179
23	Wrong class of vehicle	438	375
24	Not parked correctly	36	34
25	Parked in a loading space	302	294
30	Parked longer than permitted	2,276	2,247
40	Disabled persons parking	688	668
45	Parked on a taxi rank	127	112
47	Restricted bus stop or stand	63	83
62	Footpath parking	6	111
99	Parked on a pedestrian crossing	31	7
Total PCNs Issued		9,125	8,658*
Total in car parks and on the highway		16,885	16,998*

*These figures do not include test Penalty Charge Notices or 'spoiled' Penalty Charge Notices. 'Spoiled' notices are those where for example the Issuing Officer finds that a vehicle did have a valid Pay and Display ticket but had commenced issuing the PCN. A PCN cannot be cancelled once data has been input into the hand held computer terminal, if it is found that the PCN was not required it is 'spoiled' and recorded on the Chipside Management system.

** Worcester City Council does not enforce every contravention code from the National list.

Section Five

Operational Summary

2014-2015

5.1 Summary of parking income

Income by year	2014-2015	2013-2014	2012-2013
City Council car parks income	£2,826,532	£2,682,275	£2,638,753
City Council season tickets income	£36,341	£35,876	£23,104
County Council parking income	£89,771	£72,736	£87,362
Seven day parking dispensations	£5,075	£4,435	£4,060
Total parking revenue	£2,957,719	£2,795,322	£2,753,279

5.2 Summary of Penalty Charge Notices issued

PCN Issue/Activity	Total PCNs 2014/15	% of Total Issue 2014/15	Total PCNs 2013/14	% of Total Issue 2013/14	Total PCNs 2012/13	% of Total Issue 2012/13
Total PCN issue for period	16,886	100	17,005	100	19,361	100
Number of Higher Level PCNs issued £70/£35	6,049	36	9,695	58	10,786	56
Number of Lower Level PCNs issued £50/£25	10,837	64	7,310	42	8,575	44
Number of PCNs paid	12,575	74	12,303	72	13,960	72
Number of PCNs paid at discounted rate	10,345	61	9,795	58	11,746	61
Number of PCNs against which an informal or formal representation was made	5,394	31	5,073	33	6,847	35
Total PCNs cancelled for all reasons	3,070	18	3,401	20	4,811	25
PCNs written off due to debt uncollectible	605	3.5	847	4.9	490	2.5
PCNs cancelled due to incorrect issue e.g. TRO* invalid	238	1.4	201	1.1	153	0.79
PCNs cancelled due to Worcester City Council Policy e.g. 1st Contravention - valid pay and display ticket not correctly displayed	1,693	10	1,539	9.0	1,834	9.5
PCNs cancelled due to genuine mitigating circumstances e.g. medical emergency - circumstances beyond driver's control	248	1.4	456	2.6	604	2
Total PCNs taken forward to independent Adjudicators for outcome decision	37	0.2	38	0.2	45	0.2
Adjudicators finds in favour of council	11	0.06	22	0.1	26	0.1
Adjudicators finds in favour of appellant	18	0.1	14	0.08	13	0.07
Cases not contested by Worcester City Council	6	0.03	2	0.01	6	0.03
Cases awaiting outcome decision	2	0.01	0	0	0	0

*Traffic Regulation Order

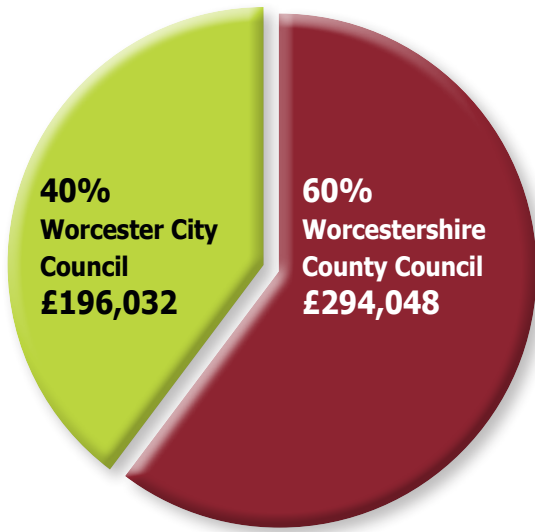
5.3 Summary of Penalty Charge Notice income

The total income collected for 2014-2015 from Penalty Charge Notices issued was £490,080. This income is, in accordance with the formal agency agreement, split between Worcester City Council and Worcestershire County Council on a 60%/40% ratio basis, as below. This is subject to regular review.

2013-2014	
Total PCN Income	£492,489
40% Worcester City Council	£196,996
60% Worcestershire County Council	£295,494

2012-2013	
Total PCN Income	£554,912
40% Worcester City Council	£221,965
60% Worcestershire County Council	£332,947

2014-2015	
Total PCN Income	£490,080



5.4 Financial year end surplus

At the financial year's end, following the settlement of accounts, there was a net deficit of £18,374. In previous years when a surplus has been generated it has been used to fund improvements in the service delivery of parking

and highways in Worcester. This is in accordance with Section 55 of the Road Traffic Regulation Act 1984, as amended by Regulation 25 Civil Enforcement Of Parking Contraventions (England) General Regulations 2007.



Section Six

Commentary and additional information

6.1 Targets for service delivery

Team performance in 2014-2015

We again set our Civil Enforcement Officers (CEOs) performance targets for 2014-2015 in two distinct areas. Both targets related to the better management of PCN issuing activity, as in the previous three years.

The first target was to reduce the number of PCNs issued that subsequently had to be cancelled because of officer or system error, such as the CEO inputting the wrong vehicle registration number or location into the system or the supporting Traffic Regulation Order not reflecting the lines or signs on the road at the location. This combined error rate has increased slightly to 1.4% from the previous 1.1%. This still represents a very small percentage of the overall number of PCNs issued during the year.

The second target was to reduce the number of PCNs which Worcester City Council did not contest if a driver formally appealed against the issue of the Notice. In practice, this target was about ensuring our CEOs issued quality PCNs, only when necessary, following procedures correctly, and gathering appropriate evidence to support the issuing of the PCN. The number rose

from the previous two to six. We are pleased with this outcome as it confirms that Worcester City Council only took forward formal appeals when it was appropriate to do so.

The number of drivers appealing against the issue of a PCN increased by a margin of 321 up from 5,073 in the previous year, to 5,394. This is a little disappointing but we attribute this to drivers being able to access on-line photographs and information readily relating to the PCN issued to their vehicle. Drivers are now able to see exactly why a PCN was issued and the supporting reasons for its issue. This outcome, albeit a modest increase still confirms that we are carrying out our parking enforcement in a way that demonstrates to the motorist that the PCN was issued for a genuine reason, that the contravention was proven and that the issuing of the PCN was fair and proportionate.



6.2 Blue Badge enforcement

Worcester is a city with competing demands for parking and in the city centre we have identified three groups who have specific needs - goods vehicles making deliveries, taxis, and Blue Badge holders who use disabled persons' parking bays.

These disabled persons' bays are placed at strategic locations across the commercial centre of Worcester. Demand for this kerb-side space is high, with all bays constantly busy. They enable disabled people to take advantage of Worcester's city centre attractions and services. Blue Badge holders can park for up to three hours on the public highway (as long as the Blue Badge is displayed), but there is no time restriction in the dedicated bays.

Our CEOs monitor the use of Blue Badges as part of their normal work, and take enforcement action in cases of misuse. Worcester does not have a pronounced problem with Blue Badge misuse, but we note carefully the use of Blue Badges.

In our car parks we issued a total of 318 PCNs (down by 33 from the previous year's figure of 351) and on-street we issued a total of 693 (down by six from the previous year's figure of 699) for mis-use of Blue Badges. The reasons for this varied something as simple as no time clock being displayed to the badge having expired



or been altered or being used by someone not entitled to do so. We seized a total of 13 badges during the year and details were passed to Worcestershire County Council (the issuing agency for any further appropriate action). Several Blue Badge holders have subsequently been issued with warning notices about future use of their Blue Badges.



6.3 Road Closures and street parties

Our Parking and Enforcement Services Team co-ordinate and issue Temporary Road Closure Orders in Worcester, except on primary routes, which are administered by Worcestershire County Council. The closure of a road or street allows a wide variety of events to take place without the fear of traffic coming into conflict with large numbers of pedestrians.

These orders are issued under the authority of Section 21, The Town Police Clauses Act 1847. In 2014-2015 a total of 31 road closures were granted for a variety of events from summer fetes to civil ceremonies. This was a reduction of 26 on the previous year's total of 57. Requests for temporary road closures came from private individuals, from community groups, and from

organisations such as Worcester BID and Herefordshire and Worcestershire Chamber of Commerce, which organised events supporting local commerce, including street markets and fireworks displays.

Application forms for street closures can be downloaded from www.worcester.gov.uk. We do not charge for road closures.

Before we grant an order, the site is visited and assessed to see if it is suitable. We also consult West Mercia Police. Once granted, the order is circulated to all emergency services for their information. All orders are published at www.worcester.gov.uk.

6.4 Residents' parking schemes

Our Parking and Enforcement Service manages and monitors the existing residents-only parking schemes in Worcester, enabling local residents in areas with particular congestion problems to have parking facilities, near or adjacent to their properties. A total of 681 PCNs were issued to vehicles contravening the parking restrictions in residents' parking places in 2014-2015.

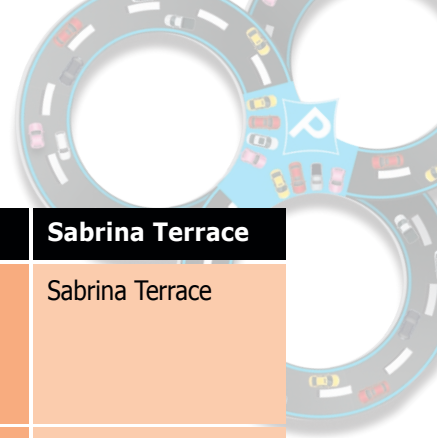
The majority of schemes have been in place for several years and work very well, serving the needs of local residents as well as visitors. A newer residents' parking scheme in the York Place area, launched in 2012-13, has proved to be a success with satisfied residents able to park either outside or near to their properties and congestion drastically reduced.

The experience gained in working with the York Place Residents' Association set the model for careful and thorough consultation on other schemes. During 2014 schemes were successfully introduced into St. George's Square, Leicester Street, Hebb Street, Ashcroft Road and Brewery Walk and Sabrina Terrace.

We will continue to work very closely with our local residents and councillors from Worcestershire County Council and Worcester City Council to embed the new schemes so that they become the norm. We will continue to respond to the needs and wishes of our local residents for the benefit of all.

6.5 Current residents' only parking schemes in Worcester

Zone	Zone T	Zone P	Zone B	Zone E
For the residents of:	Spring Lane/ Spring Hill	Severn Terrace	The Moors Moor Street Back Lane South Albany Terrace Britannia Square Braymoor Road	College Precincts Edgar Street King Street Castle Place Severn Street
To park in:	Any bay on Tallow Hill Car Park	Any bay on The Moors/Pitchcroft Car Park	In marked residents bays - Britannia Square Back Lane South Albany Terrace Back Lane North	In marked residents and pay and display bays on Severn Street and Edgar Street
Number of permits allowed	One permit per household	Two permits per household	No limit	Three permits per household
Price of permits	£30 per permit	£30 per permit	£30 per permit	£30 for first permit; £40 for second permit; £50 for third permit
Visitor scratch cards allowed	None	None	None	Can purchase 80 books of scratch cards per year



Zone	Zone D	Barbourne Road	Hebb Street	Sabrina Terrace
For the residents of:	York Place & Windmill Close	St. Georges Square	Hebb Street Leicester Street Brewery Walk Ashcroft Road	Sabrina Terrace
To park in:	York Place & Windmill Close	St. Georges Square	Hebb Street Leicester Street Brewery Walk Ashcroft Road	Sabrina Terrace
Number of permits allowed	Three permits per household	Three permits per household	Three permits per household	Three permits per household
Price of permits	£30 for first permit; £40 for second permit; £60 for third permit	£30 for first permit; £40 for second permit; £60 for third permit	£30 for first permit; £40 for second permit; £60 for third permit	£30 for first permit; £40 for second permit; £60 for third permit
Visitor scratch cards allowed	Can purchase 80 books of scratch cards per year	Can purchase 80 books of scratch cards per year	Can purchase 80 books of scratch cards per year	Can purchase 80 books of scratch cards per year

Where visitor's scratch cards are issued, residents can purchase books of four scratch cards at £5 for ten books, £15 for 30 books or £25 for £50 books.

6.6 Assaults and incidents of threatening behaviour

We are again pleased to report that during 2014-2015 none of our CEOs were subject to a physical assault. This is testimony to the self-awareness training that all our CEOs continue to receive. This prepares them to deal with and defuse the small number of incidents when members of the public vent their anger, or use threatening, abusive or insulting words or behaviour towards our CEOs.

We take such incidents very seriously, and in accordance with our Violence in the Workplace Policy, all incidents are recorded and reviewed monthly within the service. We also assess them at our quarterly Health and Safety meetings.

If appropriate, we will report serious incidents of verbal threats or intimidation to West Mercia

Police for criminal investigation. In 2014-2015 there were a total of 12 recorded incidents, up 3 from nine the previous year.

Our patrolling CEOs carry body-cams and are able to capture real-time evidence of being threatened or abused. Several other service providers have sought advice from the Worcester City Council parking team on the value of using body-cams before introducing them to their own teams. The presentation of video evidence can assist on the rare occasions that we do have to take matters to court, as well as resolving complaints about a CEO's alleged behaviour. Worcester City Council has a duty of care to its employees and incidents of abuse or threats will not be tolerated.



6.7 Complaints against Parking and Enforcement Services

Our CEOs issue an average of 20,000 PCNs each year, coming into contact with a huge number of people, who are often upset or aggrieved about receiving a parking ticket. Some of those people then choose to complain about the actions of the issuing CEO, often in an effort to have the PCN cancelled or because they genuinely feel they have been unfairly treated.

The number of complaints lodged against the Enforcement Team in 2014-2015 was 67, down by two from 69 the previous year, still representing less than 0.4% of all PCNs issued. This moderate decrease is welcome and we are pleased that the changes and improvements to the City Council's complaints recording procedures, are being used to good effect to demonstrate our greater transparency.

We investigate all complaints following clear and transparent procedures. We then take any actions needed to address the outcome of that complaint investigation and we inform the complainant of the outcome. Parking and Enforcement Services aims to learn from mistakes and, where possible, put in measures to prevent a reoccurrence. Of the 67 complaints made, 38 again (or 56%) were not upheld, 15 (23%) were upheld and a further 14 (representing 21%) were upheld in part.

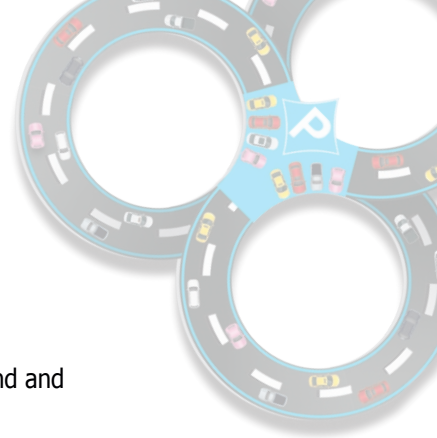
Refresher training, in all aspects of parking enforcement to enhance the quality of our CEOs' interaction with the public, again took place during the year. Of course, our CEOs also have many other forms of interaction with the public away from the issuing of PCNs, including offering advice, providing directions and assisting motorists whose vehicles have broken down.

2014/2015

Nature of Complaint - Category	Upheld	Part Upheld	Not Upheld	Total by Category
Unreasonable decision or policy	2	4	20	26
Employee conduct - rude, unhelpful or aggressive employee behaviour	3	1	5	9
Quality of service - service not provided to standard expected	3	3	2	8
Health and Safety issue	0	2	1	3
Poor information - information not provided, unavailable/inaccurate or misleading	1	1	1	3
Service failure - service not provided or appropriate action not taken	4	2	7	13
Cost of service - cost of service considered unreasonable	1	0	2	3
Undue intrusion, disruption or inconvenience	1	0	0	1
Poor communication - failure to respond to letters, e-mails or phone calls	0	1	0	1
Total	15	14	38	67

2013/2014

Nature of Complaint - Category	Upheld	Part Upheld	Not Upheld	Total by Category
Unreasonable decision or policy	1	5	21	27
Employee conduct - rude, unhelpful or aggressive employee behaviour	4	3	2	9
Quality of service - service not provided to standard expected	3	2	3	8
Health and Safety issue	0	2	1	3
Poor information - information not provided, unavailable/inaccurate or misleading	1	1	1	3
Service failure - service not provided or appropriate action not taken	5	1	8	14
Cost of service - cost of service considered unreasonable	1	0	2	3
Undue intrusion, disruption or inconvenience	1	0	0	1
Poor communication - failure to respond to letters, e-mails or phone calls	0	1	0	1
Total	16	15	38	69



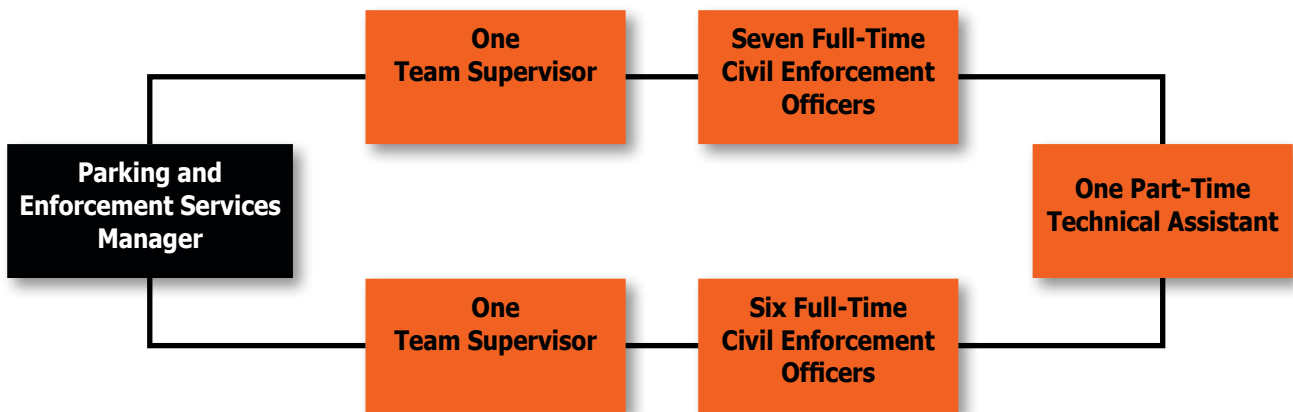
6.8 Parking and Enforcement Services' wider role and team structure

2014-2015 saw the Parking and Enforcement Services Team build on it's success in addressing issues of litter, fly-tipping, dog fouling and abandoned vehicles. In these areas of our duties we work in close partnership with other teams across the City Council, including Parks and Open Spaces, Refuse and Street Cleansing and Community Engagement. Later in 2015 we will be addressing the issue of 'A' Boards on the street of the City and the issues they cause for people

with mobility problems as well as the blind and partially sighted.

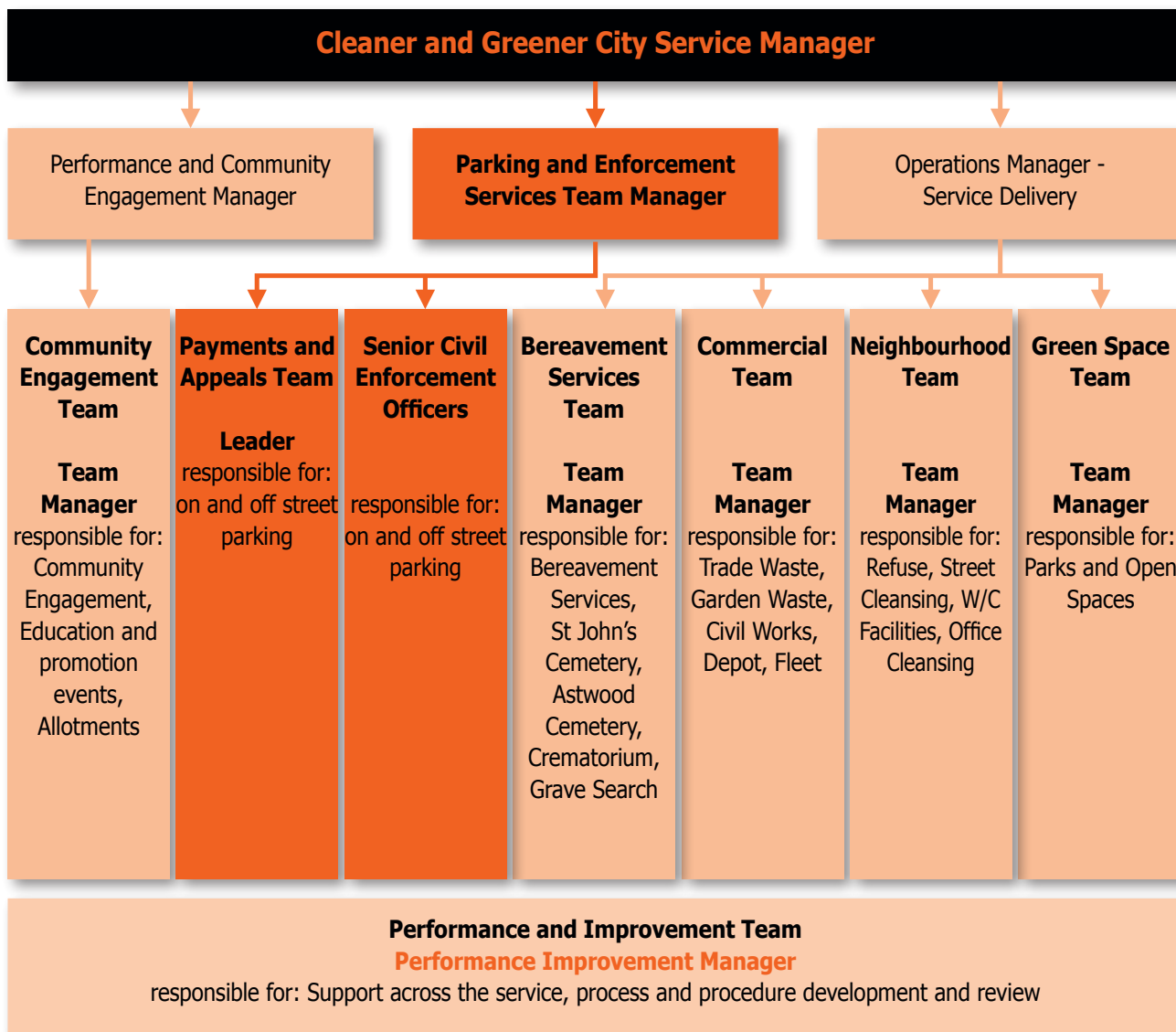
We continue to respond to complaints or requests for assistance from members of the public, groups, organisations and elected Council members in line with our Environmental Enforcement Policy.

The structure of the Parking and Enforcement team is outlined in the diagram below.



The diagram below shows where Parking and Enforcement Services sit within Worcester City Council's Cleaner and Greener City service area, and how the various teams work with each other to address issues across the city.

Cleaner and Greener City Structure



6.9 Joint patrols with the Police

Throughout the year, our CEOs have again joined forces with local Police, both uniformed officers and Community Support Officers, to tackle problems associated with parking and environmental issues, as well as quality of life issues that can be associated with parking problems.

We regularly visit areas in and around schools at times when parents are dropping off or fetching children, so that we can offer advice on both parking and environmental enforcement issues with particular attention to the issues surrounding

dog fouling in and around schools and playing fields.

Our partnership approach has been successful in further reducing congestion outside a number of targeted schools. Work continues across the city to tackle this problem, as many schools are located in tightly congested areas. A number of PCNs have again been issued to drivers parking unlawfully in areas around schools.

As part of our joined up approach to problem solving, we shall be providing a visible uniformed presence at peak times outside schools.



6.10 Other partnerships

We continue to build on the strong relationships with organisations that are particularly important for Worcester's economy and culture. Worcester BID (Business Improvement District) focuses on supporting local businesses and enterprise in the heart of the city, and we also have strong ties with the city's tourism services provider, Herefordshire and Worcestershire Chamber of Commerce. We work very closely with the current

organiser of the Worcester Victorian Fayre, LSD Promotions - our role is to keep the streets free of unnecessary obstruction so that pedestrians are not inconvenienced.

Our Parking and Enforcement Team supports these organisations to make Worcester an attractive place to work or visit.

6.11 Major events

The Civil Enforcement team were involved in the planning and delivery of three significant events in Worcester, sitting on the Safety Advisory Groups that took place during 2014. We have worked very closely with the Police, Worcestershire County Council, the Military and Visit Worcester. Our role on these days was to keep the streets completely clear of traffic or parked vehicles. We are pleased to report all three events were a complete success.

The events were:-

- **Worcester Artillery Day March** on Saturday 16 August 2014
- **The Tour of Britain Cycle Race** on Wednesday 10 September 2014
- **The Worcester 10k Run** on Sunday 21 September 2014.

We will continue to provide a service to the wider community as the next year approaches, with a number of high profile events in the planning stage including the Queen's Royal Hussars Freedom of the City Parade, Race for Life and the Worcester Carnival.



6.12 Environmental enforcement

The team continues to have responsibility for the investigation of environmental issues across Worcester and has further developed expertise and experience in this challenging area of enforcement. We work closely with local councillors, parish councils and neighbourhood

wardens to make Worcester a clean and safe place to live.

The following table illustrates the numbers of incidents reported and the number of Fixed Penalties that were subsequently issued as a result of our investigations.

Incident Type	Number of Incidents 2014-2015	Fixed Penalties Issued 2014 - 2015	Number of Incidents 2013-2014	Fixed Penalties Issued 2013 - 2014	Number of Incidents 2012-2013	Fixed Penalties Issued 2012 - 2013
Fly-tipping	51	5	12	1	15	1
Littering	9	1	9	4	21	11
Rubbish left out in open	39	0	19	3	7	0
Fly-posting	3	0	1	0	-	-
Dog fouling	29	0	60	1	23	1

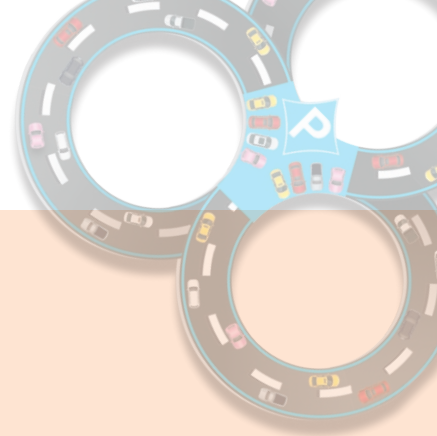


6.13 Abandoned vehicles

The team responded to 186 reports of vehicles being abandoned, a rise of 69 on the previous year, of which on arrival 85 had already been removed or no trace was found, 70 were removed by the driver on request, 16 seven-day notices requiring removal were served and nine vehicles were lifted, of which six were destroyed (up two from the previous year).

6.14 Freedom of Information requests

We received a total of 18 requests for information relating to parking matters under the Freedom Of Information Act. This was a reduction of 15 requests compared to the 33 requests received the previous year. In all cases, we provided responses within the statutory 20 working days.



Conclusion by Andy Chinn

Parking and Enforcement Services Manager

Our Parking and Enforcement team continued to deliver an improving service to both the residents of Worcester and visitors to the city in 2014-2015.

Our primary function remains to address parking issues and we have now further developed our expertise to deliver first class services in the new areas which we have taken responsibility for. Online PCN payments have been available for several years and we have now introduced on-line appeals that allow drivers to see all of the information and photographs surrounding their PCN.

Worcester continues to attract visitors from far and wide; the expanding University Campus has brought thousands of new students to the city and developments in the heart of Worcester such as St. Martin's Quarter have increased demand for parking. The team will seek to rise to the challenge of keeping the traffic network flowing, whilst keeping obstructions to a minimum, over the next year.

We look forward to the challenges that will no doubt await us in 2015-2016.



Andy Chinn
Parking and Enforcement Services Manager
Cleaner and Greener City, Worcester City Council

Glossary Of Terms

ACPO	Association of Chief Police Officers	SMG	St. Martin's Gate Multi-storey car park
Body-cam	Body worn video camera	TMA04	Traffic Management Act 2004
BPA	British Parking Association	TPT	Traffic Penalty Tribunal
CEO	Civil Enforcement Officer	TRO	Traffic Regulation Order
DFT	Department for Transport	TSRGD2011	Traffic Signs Regulations and General Directions 2011
DPE	Decriminalised Parking Enforcement	WCC	Worcester City Council
PACT	Police and Communities Together	WCCPO2009	Worcester City Council Car Parking (General Places) Order 2009
PCN	Penalty Charge Notice	WorCC	Worcestershire County Council
P & D	Pay and Display	HA	Highways Authority
Patrol	Parking and Traffic Enforcement Outside London		

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Bengali

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Chinese

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Punjabi

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Portuguese

Se necessitar de ajuda para comunicar em Inglês por favor contacte o Serviço de Apoio a Clientes através do 01905 722 233 ou através do e-mail customerservicecentre@worcester.gov.uk

Urdu

اگر انگریزی میں گفتگو کرنے میں آپ کو مدد کی ضرورت ہے تو براہ کرم 01905 722 233 پر یا customerservicecentre@worcester.gov.uk پر کسٹمر سروس سے رابطہ کریں



Parking and Enforcement Services ANNUAL REPORT 2014-2015

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