



## Wycombe District Council Parking Services annual report 2011 / 2012

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# Welcome



Councillor Audrey Jones  
Cabinet Member for Environment

Thank you for taking the time to read this annual report.

This year has been a year of two halves, covering a combined On and Off street parking enforcement service across the Wycombe district, from April to September 2011 and then converting to only the Off street (car park) enforcement from October 2011 to March 2012.

Buckinghamshire County Council (BCC) decided to amalgamate all On street enforcement of the highway across all districts within the county boundary (Wycombe, Chiltern, Aylesbury and eventually South Bucks D.C) under one scheme.

Wycombe was the first to change at the end of September 2011. BCC decided upon a new private contractor to enforce on the Highway and residents parking regulations.

Therefore, after relinquishing control of On street highway parking enforcement, we have continued to manage our own Off street car parks. This has been an opportunity for us to review our Off street operation and explore better options in bringing added benefits for our residents and the business community, in an attempt to enhance the “parking experience” in the district.

We understand that these are very difficult economic times and it is more important than ever to be transparent about our parking activity. During these difficult times it is important that our stakeholders understand what it is that we are doing, how we are doing it and how it contributes to making Wycombe a great place to live.

Contrary to what some people may believe, the provision of our parking service is not just about raising revenue. Yes, we have to cover our investments and operational overheads, but there are several vital issues we have to take into consideration. For example, to improve customer service where possible and reduce the abuse by inconsiderate drivers, who create frustration and danger to our residents, children and disabled users.

We are committed to continuous improvement and protecting the environment and will continue to work hard to deliver an efficient and effective Off street parking service for the Wycombe district.

## Introduction

### Wycombe parking information



We are responsible for providing and enforcing parking in council-owned, Off-street car parks across the Wycombe district. We provide over 4,500 parking spaces in 48 car parks and, up to 23 September 2011 for On-street parking enforcement in the Wycombe district. This included the enforcement of all On-street parking regulations, yellow lines, waiting and loading regulations and restricted parking areas.

#### **Data Protection Act 1998 fair processing information**

Parking officers are called Civil Enforcement Officers (CEO) and all are identifiable with shoulder identification numbers. Their role is to assist the public and observe the parking regulations are adhered to. They **will** take photographs of vehicles whilst under observation as part of gathering information and **these photographs may be used** if a penalty charge ticket is issued if the CEO believes a contravention has occurred. Photographs are then added onto the case file should further supporting evidence be needed. Unused photographs are not required if a contravention does not materialise and are deleted.

The overall objective of enforcement is to keep vehicles moving, minimising congestion wherever possible, improve access for emergency vehicles and to reduce abuse by inconsiderate drivers who illegally use disabled parking spaces or disregard parking regulations which hinder the rest of the community. We are here to make Wycombe district a better place to live in.

# Wycombe District Council

## Parking Services annual report 2011

Road Traffic Act (RTA) 1984 was the parking act for Off street car parks within the district

RTA '91 was the On Street Regulation Road Traffic Act 1991 for parking enforcement until 2008

Traffic Management Act 2004 (TMA) came into force 31st March 2008 to replace the Road traffic Act 1991 (RTA 91 act) for On street parking enforcement.

### **Background local history:**

#### **Wycombe district - Changes in parking enforcement**

1. Wycombe District Council (WDC) was responsible for all Off street parking within the district and operated under the Road Traffic Act 1984 regulations until October 2008.
2. Thames Valley Police (TVP) were responsible for all traffic regulations on the highway, with the exception of Wycombe Town Centre, where BCC as Highways Authority, decided in 1997 to implement a Special Parking Area (SPA). The law stipulated that although the council may employ a contractor to operate the enforcement, the council must operate the back office representation process with dedicated Council staff.
3. Over many years, upon requests from residents and Members alike, it was felt it more logical and more cost effective through economies of scale, to change from 3 enforcement authorities (TVP, BCC on street and WDC Off street) into one enforcement body using one set of guidelines and policies.
4. Therefore, the integration of the service was undertaken and WDC started in June 2008, taking over the existing SPA and from October 2008 expanded throughout the whole district to enforce parking both On street and Off street enforcement.
5. BCC, in 2010, further decided to amalgamate the whole county 'On street' operations. The district councils considered forming a consortium but the timescales were not realistic and the risks disproportionate and therefore the BCC outsourced all On street operations to a single private company in a phased operation. WDC was the first to change in September 2011, followed by Chiltern District Council and then Aylesbury DC in early 2012 with plans to include South Bucks DC later.

## Current situation



6. After 23 September 2011 Off street parking enforcement operation has continued across the district, managed and operated by our in house team as it previously had and the On street enforcement has ceased to be operated by ourselves.
7. We are a member of the British Parking Association (BPA) –



The UK professional body of the parking industry, setting standards and developing high level of skills training for its staff and delivery to our customers.

## Staffing

8. The team for the first six months of the financial year (April to September 2011) had a full enforcement team of 44 staff overall and then reduced after September 2011 to cover off street car parks only and reduced to 20 staff. New breakdown:
  - 1 x Parking Services Manager
  - 1 x Team Leader – Operations and Administration
  - 1 x Senior Administrator & Systems specialist
  - 4 x Administration Case officers
  
  - 2 x Senior Civil Enforcement Officers
  - 9 x Civil Enforcement Officers (CEOs)
  - 2 x CEOs part time (weekends only)

## Training:

9. All in house CEO's have undertaken and achieved City & Guilds level 2 qualifications in parking enforcement. This includes legal training in parking regulations, customer service and conflict training and dealing with difficult situations.
10. The parking administration team are highly qualified and trained case officers, dealing with complex appeal and formal challenges, fully conversant with the current Traffic Management Act (TMA) and legal processes. They have also been trained in customer service and also hold City & Guilds level 2 qualifications in parking enforcement.
11. Management are members of the Institute of Parking Professionals (IPP).

## Security issues:



12. In the Off street section, the service currently holds 23 secured car park awards from the Park Mark association. The Park Mark award is operated by the BPA in conjunction with the Police.
13. Our CEO's all carry emergency communication lone worker devices for personal safety and recording any verbal incidents of abuse. We also have a security team who patrol our car parks daily in addition to our CEO patrolling team for added detection of criminal activity and support to our parking CEO's.
14. CCTV – We have a network of security cameras in several car park areas, multi-storey car parks and town centre areas for added security.
15. We work closely with TVP in all security matters. Any reports of abuse, physical or verbal, and any crime matters are always reported to the Police who take action against offenders.

## Car Parks:



16. We have two multi-storey car parks, Easton Street has a pay on foot barrier system and The Swan has a pay and display (P&D) system, 13 surface P&D car parks in High Wycombe, eight P&D in Marlow, two P&D in Princes Risborough and one P&D in Bourne End and 19 free car park areas under our parking order.

### Car parks - buying a ticket

17. Our car parks are either:

- Pay and display (pay on arrival and must clearly display ticket details on dashboard) or
- Pay on foot (barrier controlled pay on return to vehicle)

18. For charges see our car parks charges page on our website:

[www.wycombe.gov.uk/parking](http://www.wycombe.gov.uk/parking) or the signs and tariff information boards in each car park.

19. Pay and display

- Pay and display machines accept coins (10p, 20p, 50p, £1 and £2). Most also have a credit card facility. Simply pay for the amount of time you need to park, take your ticket and clearly display it in your vehicle.
- Terms and conditions apply. See our website or car park information boards.
- Failure to buy or clearly display ticket details or overstay your period of time paid for as stated on your ticket, will result in a Penalty Charge Notice (parking ticket) being issued.

## Alternative ways to pay



### Mobile phone payments

- Park and pay for your stay using your mobile phone and a credit or debit card. The parking time paid for is recorded on the RingGo system, which is checked by the patrolling inspectors via their mobile phones. You can, if the car park regulations permit, extend your parking time without returning to the car park.
- There is a small service charge for these transactions

### Scratchcards

20. You can buy one-day parking permit scratch cards for use in most of our car parks.
21. Clock permits/discs
  - Clock permits for use in our car parks are designed to help parents drop off and collect their children from school.
22. We also have a pre-paid rechargeable card (e-purse) - available for use in the pay & display machines. For further details please contact our Parking Service administration team.

### Pay on foot

23. Pay on foot is where you take a ticket at the entrance barrier on entering the car park. Please remember to take your ticket with you when leaving the car park as you will need it to open the automatic doors and pay at the pay station before you return to your vehicle.
24. These machines accept coins (10p, 20p, 50p, £1.00 and £2.00), notes (£5, £10 & £20) plus some credit/debit cards.
25. Once you have paid, the pay station will issue an exit ticket that is valid for ten minutes to give you time to get your vehicle and drive to the exit barrier. Inserting the exit ticket will raise the barrier and let you out. Payments cannot be made at the exit barrier.
26. We also have a pre-paid rechargeable card available for use in the pay on foot machines. For further details please contact our Parking Service administration team.



## Tariffs and Permits

27. Attached as **appendices** are the current tariffs for each car park throughout the district. Terms and conditions are stated on the noticeboard of each specific car park with each specific tariff for that location. The tariffs have not altered or increased since January 2008 (three years), with the exception of Easton Street multi storey, where we reduced the 7 to 12 hour rate from £7 to £5.
28. Bellfield car park, on the outskirts of the immediate town centre, was a temporary location whilst Eden shopping centre was being built and was kept for a short time longer, especially for the workforce of the town and charging lower rates than average. This temporary car park closed on the 31 March 2012 for further development of the site.
29. As Bellfield closed, spaces were available in the west end of town, George Street, Baker Street and Richardson Street and the long stay rate of £5 was reduced to £3 to assist the local workforce moving location.
30. Permits are available for most car parks, except for any short stay / maximum stay location. Charges chart attached as **appendices**. Permits are offered at a discounted basis of 20 per cent off daily rates. This year, due to economic issues and peoples disposable income, we changed the permits from being just six or 12 month basis and created smaller bands. Now they can be purchased for two, four, six or 12 month basis.

## Contraventions

31. Vehicles that are found in contravention of parking conditions, i.e. not paid for parking or parked illegally etc, are issued with a PCN,

## Challenge/appeal against a PCN

32. A PCN or parking ticket will be issued if you have breached the parking regulations in Wycombe district. Our CEO's do not have any type of incentive to issue tickets or any targets, but they are responsible for ensuring that parking regulations and conditions are respected and complied with. Once the officer has started to issue a ticket, he/she is not allowed to cancel or stop the issue of it. All challenges / appeals must be made to the parking office – all details are explained on the ticket information section.

## Patrol – Parking and Traffic Regulations Outside London

33. This is an independent body and their website [www.patrol-uk.info](http://www.patrol-uk.info) explains in depth the national parking penalty enforcement statutory process and how to make challenges.

## **How to challenge/appeal against a PCN**

34. If you wish to appeal a PCN the conditions and charges are as described on your PCN.
35. Challenges/appeals must be made in writing (by post, fax or email). We cannot accept appeals/challenges or make decisions over the phone.
36. If we receive your correspondence within the discount period, then the charge is held at the discount rate until we review your appeal. If we receive it after the discount period, then it will be held at the full rate until reviewed.

## **How are challenges/appeals considered?**

37. Challenges/appeals are handled by specialist case officers experienced in parking issues and customer care.
38. They consider:
  - The full legal facts - whether the ticket was issued correctly and is valid according to the terms and conditions of the Traffic Management Act 2004
  - If there are any exceptional circumstances where a discretionary view can be taken. Every case is judged on its own merits.
39. The case officer will reply in writing with the decision on the challenge/appeal. If the challenge/appeal is unsuccessful, then you have 14 days to pay the PCN.
40. If you do not agree with the decision, you can submit a second challenge/appeal which is referred to as a formal representation, declaring new information. This will be reconsidered by a separate formal parking representations officer, who will review the evidence and details of the driver / owners appeal and will notify of their decision in writing.
41. If you have received a Notice of Rejection of Representations from us and you disagree with our decision, you can appeal to the independent adjudicators at the Traffic Penalty Tribunal. Their decision is final and binding for both the appellant and the council. All this information is explained in our response letter.

## **What happens if I don't pay my PCN?**

42. If payment is due and no response is made, these procedures apply and will incur extra charges:
  - Request the registered keeper details from the DVLA
  - Issue a Notice to Owner to the registered keeper
  - Issue a Charge Certificate to the registered keeper
  - Debt is registered at County Court
  - Issue a final notice, a last chance to settle the debt
  - The debt is passed to a bailiff for collection.

## Complaints procedure

43. If you do not agree with our parking policies or procedures or you are not satisfied with the way we have dealt with your appeal, a complaints procedure is available – “Have we got it right” leaflet is available to view or download from our website. Please note that this process is not for appealing an individual decision regarding a PCN but relating to the process and how it was dealt with.

## Communications

44. To keep the public informed on different issues and also to highlight general parking awareness, we have advertised in different publications, hospital radio magazines, local surgery magazines, local community magazine Wycombe District Times (produced three times a year), Wycombe street maps etc. We also have visited local Neighbourhood Action Groups, parish council meetings and business community meetings.

45. The negatives – there will always be issues as we cannot please everyone. One of the biggest struggles is dealing with people’s expectations and general lack of understanding of the Highway Code.

46. It is quite probable, where illegal parking has occurred for years and not enforced to the proper extent, some people have taken it, mistakenly, as a right to park where they wish, regardless of double or single yellow lines, restrictions or signs with time restrictions, the Highway Code and law are not followed.

However, everyone must abide by the Highway Code regulations as they are in place for good reasons, mainly for safety of the community and fellow drivers.

## Disabled parking



47. Disabled blue badge

We accept the disabled blue badge scheme within all off street car parks and without charge, however the badge and clock should be displayed at all times and parking may be in any disabled bay or standard bay. No parking is allowed in special marked reserved bays or on hatching or yellow lines.

We have found that a great many users assume they can park anywhere at anytime which is not necessarily true. It is vital that users study the conditions in the booklet that accompanies their badge when issued.

We work very hard in supporting this scheme and also have joint operations with the police to combat disabled bay abuse.

## **Irresponsible parking**

48. Parking on pavements or verges (which are all part of the highway) is dangerous and illegal. Pedestrians, parents with pushchairs, children, the disabled and elderly, constantly have to step onto the road in front of traffic and risk their lives to walk passed illegally parked vehicles.

**Dangerous, poor and illegal parking is a serious problem for the whole community.**



**Endangering disabled, pedestrians and children**

**Parking on grass verges is also destructive / unsightly and a costly menace to the community**

## **Shopmobility**

49. Shopmobility is a registered charity and independent scheme offering the free loan of manual and powered wheelchairs, or electric scooters during your visit to High Wycombe town centre.

The Shopmobility office is located in the Eden Shopping centre.

## **Feedback**

50. We have had a very positive response from the vast majority of people and local town and parish councils. Improvement has been seen in congested areas, improvement for disabled drivers and moving illegally parked vehicles making many areas much safer for the local community. A noticeable difference for the whole community overall. By working together it has made a brighter future.

**51. Car Park Snap Survey – “How are we doing?”**

For many years we have been conducting a customer feedback spot survey, just a few short questions to get a feel on customer views. This has been very positive with some very constructive comments from our car park users. (Results in appendix at end of this report)

**Which Car Park:** \_\_\_\_\_

Do you live locally?  Yes  No

Did you visit for?  
 Shopping  Work  Sightseeing  Visiting

Are our Car Parks/Facilities clean?  
 Excellent  Good  Average  Poor  
If poor - in what way? \_\_\_\_\_

Do you find our car park charges  
 Expensive  Reasonable

Did you feel safe whilst in our car park?  
 Very Safe  Comfortable  Not Safe

Were our staff helpful?  
 Yes  No Contact  No

What is your preference?  
 Pay on Foot  Pay & Display

Why did you choose this car park  
 Location  Price  CCTV/Safety  Other\*  
\*Please state: \_\_\_\_\_

How often do you use WDC Car Parks  
 Every day  3-4 times a week  
 1-2 times a week  Less frequent

Thank you for filling in this questionnaire. We may not be able to answer individual responses, however, your comments and answers are essential to us, to maintain and improve the Parking Services we offer to our valued customers.

Car Park Name: \_\_\_\_\_  
Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Name & Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Thank You**  
Please complete this questionnaire  
& return it to a member of staff

Seal here

Send to: car\_parks@wycombe.gov.uk Website: www.wycombe.gov.uk

**WYCOMBE DISTRICT COUNCIL**

**CP11**  
Bucks HP11 1BB  
High Wycombe  
Queen Victoria Road  
FREEPOST HY120  
Car Parks  
Wycombe District Council

**WYCOMBE DISTRICT COUNCIL**  
**PARKING SERVICES**

**How are we doing?**  
CUSTOMER FEEDBACK

Produced by Wycombe District Council's Survey & Field Cost Unit. 12/13/14/15

**Parking payment systems:**

**52. On street** – we have coin operated pay & display machines in High Wycombe and window permits for residential parking areas, (residents, carers etc) and one day scratch cards for visitors

53. **Off street** – All paying car parks (with the exception of Easton Street multi storey pay on foot system) have coin operated pay & display machines, most also take bank credit cards. We also have a decriminal card discount system for residents and we also operate cashless mobile phone payments with the easy RingGo quick payment system which is very popular and a convenient way to pay.



54. Window permits are available for long stay car park users. One day scratch cards are also available.

55. We operate in the back office a notice processing system called '3sixty', and a permit application software programme supplied by Imperial Civil Enforcement Systems (ICES). These systems are specially designed for the parking industry with processes that control and maintain secure data collection and are designed to follow the legal processes and timescales according to statutory legislation. Access is secure and strictly controlled for data protection purposes and only available to qualified and trained parking staff.

## Finance

56. The On street and Off street budgets must be accounted for separately and independently according to legislation.

57. The On street account is in deficit as income streams are limited to:

- Pay & display – currently only in High Wycombe town
- Residents permit schemes (residents only pay a contribution to the schemes which are costly to implement and operate)
- Visitors permit /suspensions/dispensation schemes (minimal)
- PCN's – no targets or incentives allowed. These alone do not cover enforcement overheads. Without expansion and a review of charges, it is not possible to reach a balance / breakeven point.

58. The Off street account does make a surplus initially, but has to fund other environmental or transportation issues that do not have any income to support them.

59. Income derived from

- Pay & display in car parks across the district
- Car park permits / scratch cards etc
- PCN's – again no targets or incentives allowed and on its own, does not cover enforcement overheads

60. Any surpluses should cover operating costs and are destined by legislation to be re-invested into funding parking, transportation and environmental improvements.
61. This does not take into account any new works or improvement changes that may be considered. If this were necessary to implement anything new, then extra income funding would need to be identified.

## Balances

Our On street financial outcome was still in overall deficit. This was due to several factors; the economic downturn and less traffic movement that has occurred nationwide but we managed to introduce some efficiencies and reduce expenditure and income was slightly increased.

Our Off street financial outcome was in surplus and more or less in line with expectations for the year. Variances can always occur due to parking habits made by the public.

62.	2011.....	On street.....	Off street
	Pay & display.....	£153,399.....	£ 2,589,429
	Permits.....	£ 19,034.....	£ 180,518
	Penalty charges.....	£302,604.....	£ 290,746
	<u>Other (dispensations etc).....</u>	<u>£ 13,105.....</u>	<u>£ 135,360</u>
	<b>Total income.....</b>	<b>£ 488,142.....</b>	<b>£ 3,196,053</b>
	<b>Expenditure.....</b>	<b>£ 588,094.....</b>	<b>£ 2,199,480</b>
	Final balance.....	<b>£ 99,952</b> .....	<b>£ 996,573</b>

63. Off street surplus was used towards Park & Ride costs, transportation and environmental services.

## Improvements / review

64. We are and have been constantly monitoring from an operational viewpoint, how we can be more efficient and also taking on board customer comments and requests for change.

We have a constant list of general maintenance and repairs, from resurfacing to relining of bays, replacement of signs etc.

For the future, we are looking at new technology in parking systems that may be able to reduce our operational overheads, but also enhance and improve our customer parking experience.

All on street improvements were always handled by BCC and they continue to deal with those issues.

## **Statistics TMA – Civil Enforcement Area**

65. Below are the enforcement statistics for our financial year 2011

The type of contraventions incurred are interesting, the top two are:

### **On street** contraventions

- 37.4 per cent parked in no waiting area (yellow lines)
- 12.3 per cent no permit displayed
- Remainder are made up of parked in illegal locations ( loading bays / disabled bays / zig zags / taxi ranks etc)

### **Off street** contraventions top two are:

- 54.3 per cent no pay & display ticket displayed
- 31 per cent parked after the expiry of paid time
- Remainder are for disabled or loading bays, restricted areas etc.

Interestingly, the majority of 'no ticket displayed' cases refer to occasions where tickets are left 'face down' and unreadable making them invalid and the vehicle parked illegally at the time. A simple but costly mistake.

66. All of the above could have been avoided if drivers followed the Highway Code and local regulations as signed in the parking areas.

67. It is also interesting to note that the number of PCN's issued are very low compared to the millions of users a year.

- Car parks over a 12 month period issued 12,444 PCNs on 2.4 million car park users equating to a low (0.5 per cent) –
- On street issued (for six months period) 8,350 PCNs. Users not able to calculate (larger area than car parks capacity)
- Wycombe district alone has 95,000 approx vehicles (Bucks County approx 286,000 on the roads daily).
- Therefore, the conclusion is that the vast majority of drivers are considerate and careful, which is great news and only a small minority are either careless or inconsiderate motorists.
- It is anticipated that vehicles on the road will increase steadily and therefore one assumes regrettably that ticket numbers will follow.



## DfT Decriminalised Parking Enforcement Statistics

Report produced on : 04/10/2011  
16:19

	On street	Off street	Total
(1a) Number of higher level PCNs issued :	6040	703	<b>6753</b>
(1b) Number of lower level PCNs issued :	2421	11770	<b>14191</b>
Number of PCNs issued with no charge level :	0	6	<b>6</b>
(1c) Total number of PCNs issued :	8461	12479	<b>20940</b>
(1d) Number of PCNs paid at discount rate :	5389	8020	<b>13409</b>
(1e) Number of PCNs paid at the non-discount rate :	1154	1652	<b>2806</b>
(1f) Total number of PCNs paid :	6543	9672	<b>16215</b>
(1g) Total number of PCNs unpaid :	1918	2807	<b>4725</b>
(1h) Number of applications to register Charge Certificate at TEC :	1140	901	<b>2041</b>
(2a) Number of PCNs issued by a CEO subject to challenges (statutory and other) :	1566	3651	<b>5217</b>
(2b) Number of PCNs issued using evidence from an approved device subject to challenges (statutory and other) :	0	0	<b>0</b>
(2c) Total number of PCNs subject to challenges :	1566	3651	<b>5217</b>
(2d) Number of PCNs cancelled as a result of a successful challenge (PCN correctly issued) :	423	1669	<b>2092</b>
(2e) Number of PCNs cancelled as a result of a successful challenge (PCN incorrectly issued) :	28	12	<b>40</b>
(2f) Total number of PCNs cancelled as a result of a successful challenge :	451	1681	<b>2132</b>
(2g) Number of PCNs which resulted in adjudication because of a challenge :	24	50	<b>74</b>
(2g) Number of PCNs written off for other reasons :	724	538	<b>1262</b>
(3b) Number of vehicles clamped :	0	0	<b>0</b>
(3c) Number of vehicles removed :	0	0	<b>0</b>
Number of cases where Contravention Group could not be derived :	0	0	<b>0</b>

## **Integrated systems**

69. Both Off street and On street enforcement operations are fully integrated and operational across the district. Our computerised parking system is designed especially for parking enforcement and complies with national statutory legislation.
70. Our system also accepts online payments and / or appeal challenges on-line and has a direct link with the independent Traffic Penalty Tribunal services.

## **Future development**

71. In 31 March 2010, BCC under a review of the whole county operation, decided to issue notice to all district councils (Chiltern, Aylesbury Vale and Wycombe) and decided to terminate the existing contract arrangements for On street enforcement.
72. BCC amalgamated all districts On street enforcement operation under one private operator. Therefore in September 2011, WDC on street enforcement separated and the Off street car park operation continued under WDC's control as before.
73. Due to this new arrangement by BCC, any outstanding or new requests for on street issues are directed to Transport for Buckinghamshire (TfB) at BCC, Aylesbury.

End of report:

## Appendix: A

### Car Park Snapshot Questionnaire

		Year	2011				Accu m
Period			Q1	Q2	Q3	Q4	Total
Number Questionnaires		Given out approx	900	900	900	900	<b>3600</b>
Number Questionnaires		Returns	56	51	45	94	<b>246</b>
		% return approx	6.2	5.7	5.0	10.4	6.8
<b>Questions</b>							
<b>What was the purpose of your visit?</b>							
		<b>Shopping</b>	25	24	19	42	<b>110</b>
		%	47.2	52.2	43.2	46.2	47.0
		<b>Work</b>	14	11	9	21	<b>55</b>
		%	26.4	23.9	20.1	23.1	23.5
		<b>Sightseeing</b>	1	1	0	2	<b>4</b>
		%	1.9	2.2	0.0	2.2	1.7
		<b>Visiting</b>	13	3	6	10	<b>32</b>
		%	24.5	6.5	13.6	11.0	13.7
		<b>Appointment</b>	0	7	10	16	<b>33</b>
		%	0.0	15.2	22.7	17.5	14.1
<b>Are our car parks/facilities clean</b>							
		<b>Yes</b>	49	47	41	85	<b>222</b>
		%	94.2	95.9	93.2	97.7	95.7
		<b>No</b>	3	2	3	2	<b>10</b>
		%	5.8	4.1	6.3	2.3	4.3
<b>Do you feel safe whilst in our car park</b>							
		<b>Very safe</b>	25	24	22	44	<b>115</b>
		%	53.2	50.0	48.9	48.9	50.0
		<b>Comfortable</b>	20	22	20	43	<b>105</b>
		%	42.6	45.8	44.4	47.8	45.7
		<b>Not safe</b>	2	2	3	3	<b>10</b>
		%	4.3	4.2	6.7	3.3	4.3
<b>Why did you choose this car park ?</b>							
		<b>Location</b>	53	44	43	85	<b>225</b>
		%	82.8	81.5	89.6	87.6	85.6
		<b>Price</b>	10	7	3	8	<b>28</b>
		%	15.6	13.0	6.3	8.2	10.6

	<b>CCTV/Safety</b>	0	1	0	2	<b>3</b>
	<b>%</b>	0.0	1.9	0.0	2.1	<b>1.1</b>
	<b>Other</b>	1	2	2	2	<b>7</b>
	<b>%</b>	1.6	3.7	4.2	2.1	<b>2.7</b>
<b>What is your preference ?</b>						
	<b>Pay &amp; Display</b>	31	35	28	57	<b>151</b>
	<b>%</b>	65.6	70.0	62.2	67.9	<b>66.5</b>
	<b>Barrier Control</b>	17	15	17	27	<b>76</b>
	<b>%</b>	35.4	30.0	37.8	32.1	<b>33.5</b>
<b>Do you find our car park charges :</b>						
	<b>Expensive</b>	26	17	19	21	<b>83</b>
	<b>%</b>	52.0	36.2	46.3	25.6	<b>37.7</b>
	<b>Reasonable</b>	24	30	22	61	<b>137</b>
	<b>%</b>	48.0	63.8	53.7	74.4	<b>62.3</b>
		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
<b>Are our disabled facilities adequate</b>						
	<b>Yes</b>	3	9	4	8	<b>24</b>
	<b>%</b>	13.0	19.6	9.5	9.9	<b>12.5</b>
	<b>No</b>	1	5	4	4	<b>14</b>
	<b>%</b>	4.3	10.9	9.5	4.9	<b>7.3</b>
	<b>Not Applicable</b>	19	32	34	69	<b>154</b>
	<b>%</b>	82.6	69.6	81.0	85.2	<b>80.2</b>
<b>How often do you use WDC car parks ?</b>						
	<b>Every day</b>	6	9	4	7	<b>26</b>
	<b>%</b>	11.1	18.4	8.9	7.9	<b>11.0</b>
	<b>1-2 times a week</b>	19	11	14	24	<b>68</b>
	<b>%</b>	35.2	22.4	31.1	27	<b>28.7</b>
	<b>3-4 times a week</b>	15	16	13	38	<b>82</b>
	<b>%</b>	27.8	32.7	28.9	42.7	<b>34.6</b>
	<b>less frequent</b>	14	13	14	20	<b>61</b>
	<b>%</b>	25.9	26.5	31.1	22.5	<b>25.7</b>

## Appendix: B

### On-street parking (conditions at time of WDC operation)



WDC were responsible, on behalf of the Buckinghamshire County highways department, for on-street parking enforcement in the Wycombe district. This included all on-street parking regulations, yellow lines, waiting and loading regulations and restricted parking areas with the exception of obstruction offences and motorways which in law are the responsibility of the Thames Valley Police (TVP). This arrangement ceased on 23 September 2011 when BCC changed policy and a private contractor took over the whole County operation.



74. On street pay and display is currently only in High Wycombe town inner area and there are also yellow lines, loading bays, disabled bays and residents parking in various parts across the district.
75. It has to be noted that there are not parking enforcement lines on every road or street in the district as in many locations it is not necessary. Enforcement can only take place where parking regulations exist (yellow lines, defined parking areas, loading bays or disabled bay areas). A district boundary map is attached, showing location grid areas where parking Traffic Regulation Orders (TRO's) exist.
76. The boundary map is to demonstrate where parking enforcement exists, which unfortunately is not the case in every street or location.
77. The Police still deal with 'moving' traffic contraventions, motorways and their access roads and obstruction of the highway. Unfortunately in law, we do not have powers to deal with obstruction, only the police can deal with these issues.
78. It also has to be noted, that there are constant issues arising from lines and signs that go missing or damaged and need replacing and road works occurring where lines need replacing. This happens across the whole country and councils have to try and keep on top of these issues as much as possible and replace markings as soon as they are aware of it.

## **Permitted on-street parking**

### **Disabled bays**

Designated disabled parking bays are available in the following roads in High Wycombe:

- Castle Street - three spaces
- Frogmoor - five spaces
- High Street - four spaces
- Pauls Row - two spaces
- Priory Road - two spaces

-----

## Loading and unloading



A number of specific places for loading and unloading are provided within the district. Loading or unloading on yellow lines (including service yards) or at loading bays is generally defined as collecting or delivering goods which cannot reasonably be carried to or from nearby premises.

In order to ensure availability of loading bays and service yards, loading or unloading must be constant; there is no allowance for drivers to undertake any other activities, e.g. shopping or breaks etc.

Loading and unloading is also permitted on waiting restrictions (marked by single or double yellow lines along the edge of the carriageway).

Loading and unloading is not allowed where loading restrictions apply.

These are marked by single or double yellow line etchings which transverse kerb markings.

## Waiting and loading

### Waiting restrictions

Vehicle waiting restrictions apply to the whole of the highway, including the footway and are usually indicated by single or double yellow lines along the edge of the carriageway.

Waiting restrictions marked by single yellow lines apply for specified time periods. The times of the restrictions are indicated on time plates

next to the carriageway. Waiting restrictions marked with double yellow lines apply 24 hours a day, seven days a week.

## **Loading restrictions**

Loading restrictions prohibit parking even for loading and for disabled badge holders. They are indicated by yellow lines with kerb markings. A single kerb marking indicates that the restrictions are at specific times, as indicated on the nearby timeplate. Double kerb marking indicate that the restrictions are in force at all times.

## **Pay and display bays**

Various roads in High Wycombe Town have pay and display parking. Some are shared with residents. Time plates adjacent to the bays indicate the hours and days the bays are in operation. It is advisable to check the time plates wherever parking to ensure that you are parked within the regulations.

There is no grace period allowed to obtain change and motorists are not allowed to return later and purchase additional tickets to extend time beyond maximum stay stated limits.

## **Disabled parking**

The national Blue Badge scheme offers parking concessions for disabled people and is explained in the booklet supplied to each badge holder when the badge is issued.

## **Irresponsible parking**

Parking on pavements or verges (which are all part of the highway) is dangerous and illegal. Pedestrians, parents with pushchairs, children, the disabled and elderly, constantly have to step onto the road in front of traffic and risk their lives to walk passed illegally parked vehicles.



**Dangerous, poor and illegal parking is a serious problem for the whole community.**



### **Endangering disabled, pedestrians and children**

Parking on grass verges is also destructive/ unsightly and a costly menace to the community

## **How to apply for a Blue Badge**

The local blue badge scheme is run by BCC. Details are available from their offices in Aylesbury.

## **Parking for Blue Badge holders**

- Disabled drivers can park in any bay (other than reserved bays or loading bays) free of charge providing their disabled badge and clock (set to time of arrival) are clearly on display and any time limit restrictions are followed.
- The driver of a vehicle displaying a disabled badge must be aware of road restrictions
- The disabled person must be with the vehicle when parking and leaving, to validate the badge. The badge is person specific, not carer or vehicle specific.
- Abuse of the badge by using it without the badge holder present is a serious breach of regulations and will incur a PCN. We will also report this incident to the issuing authority for action. This could result in the badge being withdrawn, a fine of up to £1000 being issued or both.

## **Parking dispensations and suspensions**

An on-street parking dispensation or suspension would usually be issued for:

- Heavy or bulky deliveries
- Building works
- Road works

- Service maintenance (for example gas, water or phone)
- Special events

## **Dispensations**

A dispensation is a temporary parking permit that allows a specific vehicle to park on a single or double yellow line or in marked bays during restricted hours. It can be issued where continuous access to a vehicle is required. The cost of a dispensation depends on the length of time required;

- One day = £15
- Seven days (consecutive) = £25
- One calendar month = £60

## **Suspensions**

A suspension is a temporary order suspending parking or short-term loading regulations in a marked bay. The following charges apply per suspension;

- £15 for first month, plus £5 for each additional month.

Please note that an additional charge applies to any suspension that incorporates part of or multiple pay and display or shared use bays;

- £5 per bay per day.

All rates quoted are current 2011 rates.

## **Notice periods**

To suspend a pay and display bay, 24-hours notice is needed. To suspend a shared use (residents' pay and display) bay, seven days notice is needed.

## **Skips**

Dispensations and suspensions also apply to "parking" a skip. You will also be required to obtain a skip license from Buckinghamshire County Council (BCC).

Parking Services can arrange a parking dispensation or suspension.

## Off street Permit Rates -From 18 December 2011

	Daily rate	<-----5 Day Permit----->				Week rate	<-----7 Day Permit----->				Spaces
		2 MONT H	4 MONT H	6 MONT H	12 MONTH		2 MONT H	4 MONT H	6 MONT H	12 MONTH	
<b>MARLOW</b>											
CENTRAL short stay	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	148
LISTON ROAD	5.50	£191	£381	£572	£1,144	34.00	£236	£471	£707	£1,414	64
DEAN STREET	5.50	£191	£381	£572	£1,144	34.00	£236	£471	£707	£1,414	92
INSTITUTE ROAD	5.50	£191	£381	£572	£1,144	34.00	£236	£471	£707	£1,414	64
RILEY ROAD	5.50	£191	£381	£572	£1,144	34.00	£236	£471	£707	£1,414	28
POUND LANE	5.50	£191	£381	£572	£1,144	34.00	£236	£471	£707	£1,414	163
COURT GARDEN	5.50	£191	£381	£572	£1,144	34.00	£236	£471	£707	£1,414	58
<b>TYPE 'A' anywhere WDC</b>	<b>5.50</b>	<b>£191</b>	<b>£381</b>	<b>£572</b>	<b>£1,144</b>	<b>34.00</b>	<b>£236</b>	<b>£471</b>	<b>£707</b>	<b>£1,414</b>	
<b>TYPE 'B' Yellow and Green</b>	5.00	£173	£347	£520	£1,040	30.00	£208	£416	£624	£1,248	
<b>TYPE 'C' only green</b>	3.00	£104	£208	£312	£624	18.00	£125	£250	£374	£749	
<b>PRINCES RISBOROUGH</b>											
HORNS LANE short stay	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	

THE MOUNT	3.00	£104	£208	£312	£624	18.00	£125	£250	£374	£749	137
<b>BOURNE END</b>											
WAKEMAN ROAD	3.00	£104	£208	£312	£624	18.00	£125	£250	£374	£749	82
<b>HIGH WYCOMBE</b>											
RAILWAY PLACE	5.00	£173	£347	£520	£1,040	30.00	£208	£416	£624	£1,248	168
DUKE STREET	5.00	£173	£347	£520	£1,040	30.00	£208	£416	£624	£1,248	167
EASTON STREET	5.00	£173	£347	£520	£1,040	31.00	£215	£430	£645	£1,290	486
SWAN	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	310
TOTTERIDGE ROAD	5.00	£173	£347	£520	£1,040	30.00	£208	£416	£624	£1,248	27
DESBOROUGH ROAD	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	n/avail	57
GEORGE STREET	3.00	£104	£208	£312	£624	18.00	£125	£250	£374	£749	183
BAKER STREET	3.00	£104	£208	£312	£624	18.00	£125	£250	£374	£749	26
RICHARDSON STREET	3.00	£104	£208	£312	£624	18.00	£125	£250	£374	£749	51
DESBOROUGH STREET	4.00	£139	£277	£416	£832	24.00	£166	£333	£499	£998	28
KINGSMEAD	2.00	£69	£139	£208	£416						100

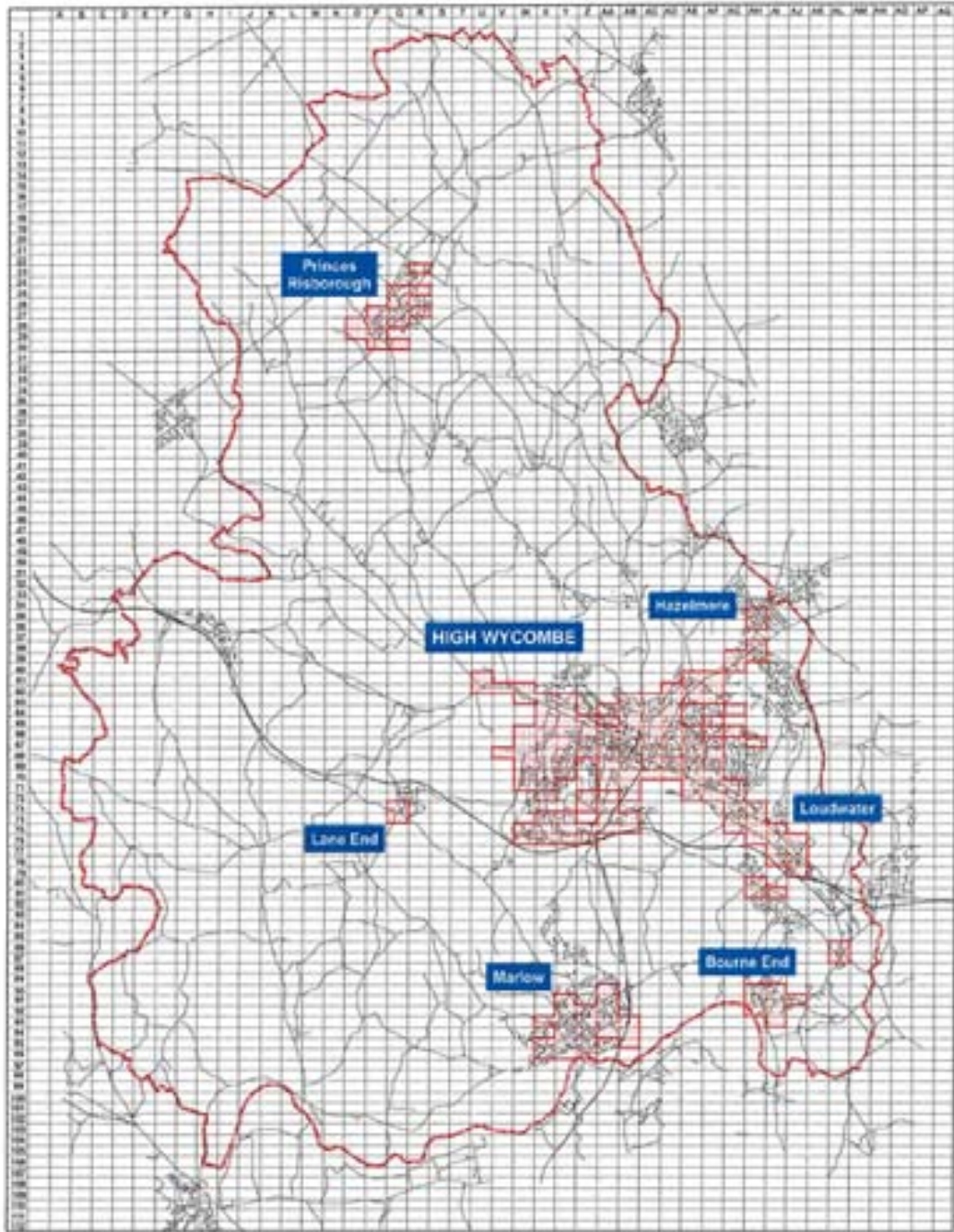
**Permits can be sold for individual car parks or groups**

**A,B or C**

**Permits do not guarantee a space**

## Car Park Tariffs

High Wycombe	½	1	2	3	4	5	6	7	8	9	10	11	12	Sun & b/hols	Evenings
Easton Street		£1.00	£1.50	£2.00	£2.50	£3.00	£3.50	-		-	-	-	£ 5.00	£ 1.00	£ 1.50
Swan	£0.50	£1.00	£1.50	£2.00	£2.50	-	£3.50	-	-	-	-	-	£10.00	£ 1.00	£ 1.50
Kingsmead		£0.20		£1.00				£2.00						Free	
Desborough Road		£1.00	£1.50	£2.00	£2.50	-	£3.50	-	-	-	-	-	£10.00	Free	£ 1.50
Railway Place	-	-	£1.50	-	-	-	£3.50	-	-	-	-	-	£ 5.00	Free	
Richardson Street	-	£1.00	£1.50	-	-	-	-	-	-	-	-	-	£ 3.00	Free	
Totteridge Road			£1.50	-	-	-	£3.50	-	-	-	-	-	£ 5.00	Free	
Duke Street			£1.50	-	-	-	£3.50	-	-	-	-	-	£ 5.00	Free	
Baker Street		£1.00	£1.50	-	-	-	-	-	-	-	-	-	£ 3.00	Free	
George Street	£0.50	£1.00	£1.50	-	-	-	-	-	-	-	-	-	£ 3.00	Free	
Desborough Street	-	£1.00	£1.50	-	-	-	-	-	-	-	-	-	£ 4.00	Free	
Wycombe Sports Centre	-	-	-	-	£0.30	-	£5.00	-	-	-	£10.00	-	£15.00	Normal rates	
Council Offices Front <b>Saturday</b>	-	£1.00	£1.50	£2.00	£2.50	-	£3.50	-	-	-	-	-	£10.00	£ 1.00	£ 1.50
Council Offices Front <b>Monday - Friday</b>	£1.50 for maximum stay of 45 minutes														
Council Offices Rear <b>Saturday</b>	£1.00	£1.50	-	-	-	-	£3.50	-	-	-	-	-	£ 5.00	£ 1.00	£ 1.50
<b>Marlow</b>															
Central	£0.40	£0.60	£1.20	£1.50	£2.00	-	-	-	-	-	-	-	-	£ 1.00	
Riley Road	-	-	£1.20	£1.50	£2.00	-	£3.00	-	-	-	-	-	£ 5.50	£ 1.00	
Liston Road	£0.40	£0.60	£1.20	£1.50	£2.00	-	£3.00	-	-	-	-	-	£ 5.50	£ 1.00	
Dean Street	£0.40	£0.60	£1.20	£1.50	£2.00	-	£3.00	-	-	-	-	-	£ 5.50	£ 1.00	
Pound Lane	-	-	£1.20	£1.50	£2.00	-	£3.00	-	-	-	-	-	£ 5.50	Normal rates	
Court Garden	-	-	£1.20	£1.50	£2.00	-	£3.00	-	-	-	-	-	£ 5.50	Normal rates	
West Street	£0.40	£0.60	£1.20	£1.50	£2.00	-	£3.00	-	-	-	-	-	£ 5.50	£ 1.00	
Institute Road	-	£0.60	£1.20	£1.50	£2.00	-	£3.00	-	-	-	-	-	£ 5.50	£ 1.00	
<b>Princes Risborough</b>															
The Mount	-	£0.30	£0.60	£0.80	£1.00	-	-	-	£2.00	-	-	-	£ 3.00	Free	
Horns Lane	£0.30	£0.60	-	£1.00	-	-	-	-	-	-	-	-	-	Free	
<b>Bourne End</b>															
Wakeman Road	-	£0.30	£0.50	£0.80	£1.00	-	-	-	£2.00	-	-	-	£ 3.00	Free	



Wycombe District  
Waiting Restrictions



Restricted Map



District Boundary

Scale 1:100,000



SHEET REVISION NUMBER - 1

SHEET ACTIVE FROM - 10 October 2008

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