



PATROL

Reporting Digest
2018/19 Annual Reports

What you do is absolutely central in ensuring that the environment your residents live and work in is one that's well managed and enjoyable.



Huw Merriman

MP for Bexhill and Battle
Chair, Transport Committee

Introduction



Paul Nicholls

Parking Strategy and Contracts Manager
Brighton & Hove City Council
Chair, PATROL PARC Review Group

Parking and traffic enforcement is an issue that provokes strong views from the public, and this in turn is reflected in media coverage of civil enforcement matters.

Annual Reports are critical in continuing to explain to and engage with the public and external stakeholders on the purpose and importance of parking and traffic management in creating better communities in which to live and work.

There was a huge number of high-quality Annual Reports considered for the PATROL Parking Annual Reports by Councils (PARC) Awards this year. As chair of the independent PARC Review Group, I have taken the opportunity to compile this 'digest' of some of the great examples of reporting we saw.

This compilation of best practice reporting includes examples of compelling initiatives and activities by authorities in their local areas, and as part of their parking and traffic team's service provision to the public, as well as the way information has been presented within the Annual Report itself (e.g. the use of graphics or diagrams).

Crucially, examples are included from right across the breadth of entries to the PARC Awards this year, not just from the reports of those authorities that were selected for an award. While the winning reports this year were stand-out entries, so many of the other report submissions contained great content, so it is important that this be shared with all PATROL member authorities.

On behalf of PATROL and the PARC Review Group, I hope you find this digest document useful in stimulating ideas and inspiration as you prepare your Annual Report for submission to next year's Awards.

I hope the 2019-20 Annual Reports will take an even greater stride forward in helping to tell the true role of civil parking and traffic enforcement in creating vibrant, safe and enjoyable places for citizens to live and work in.

Click section to view
or continue scrolling

01

Tackling
common
issues

PAGES 5-6

02

Awareness of
enforcement

PAGE 7

03

Technology
for service
delivery

PAGE 8

04

Customer
service

PAGES 9-10

05

Adjudicator
decisions and
action taken

PAGES 11

06

Digital
communication
channels

PAGES 12-13

07

Presentation

PAGES 14-15

Tackling common issues

BLUE BADGE MISUSE

Nottingham City Council

Has a 'use it don't abuse it' campaign on social media, including radio adverts.

36 officers have mobile access to the Blue Badge database

[view PDF report](#)

Chichester District Council

Drivers misusing badges pay to attend a Community Resolution Order course with the police about the impact of their Blue Badge misuse.

[view PDF report](#)

Compliance patrols in 2019 found-

Reason	Number	Sanction	Number
Amended/Changed	2	Warning / Notice of concern	127
Cancelled (Lost)	6	Removed to Vehicle Pound	0
Cancelled (other)	9	Cancelled	15
Expired	200	Seized / Surrendered	65
Fake	20	Penalty Charge Notice	451
Illegible	6		
Incorrectly used (wrong vehicle, area or displayed)	229		

Nottingham City Council has created an on line form to report potential misuse and abuse using the following link: www.nottinghamcity.gov.uk/information-for-residents/transport-parking-and-streets/parking-and-permits/disabled-blue-badges/report-blue-badge-misuse-or-abuse

The disabled Blue Badge Scheme



The Parking Regulation and Compliance service area has dedicated staff that issue badges in accordance with guidelines set by the Department for Transport and the Blue Badge Improvement Service. This scheme enables those who have mobility problems, whether they are a passenger or a driver to park close to their destination.

Nottingham City Council is actively enforcing against Blue Badge abuse and our Compliance and Fraud Officer works closely with the Police, Community Protection Officers and our Parking Enforcement team to try to reduce the misuse and illegal use of badges within the boundaries of Nottingham City. In addition, we work with other local authorities, local businesses and the NHS.

Nottingham City Council, led by the Compliance and Fraud Officer launched the 'Crossing the Line' 'use it don't abuse it' campaign. This continues to be used on social media platforms, such as Twitter and @CaFNottmCity.

Advertising for this includes a radio adverts, public transport, pay and display machines and social media.



Nottingham's scheme

5.2 Blue Badge Enforcement

On behalf of WSCC and with the help of Enforcement Officers from Brighton and Hove City Council, from August 2018 our trained CEOs began to enforce and retain misused Blue Badges. Blue Badges are vital to those who need them and the Parking Services team works hard to protect the integrity of the scheme.

To maximise the success of Blue Badge enforcement, in September, we began a social media campaign to promote our message. The campaign reached over 35,000 people with helpful tips about how Blue Badge misuse can be reported, and actively aimed to increase awareness of the scheme. In October, we produced a Media Release to reinforce our message and to further encourage members of the public to interact with us. Blue Badge cards were designed and are now handed to every person who assists our CEOs, by allowing their badge to be inspected.



Chichester's scheme

Tackling common issues

PAVEMENT PARKING

Devon County Council

Has a link to report pavement parking and monitors the issue by location

[view PDF report](#)

UNTAXED VEHICLES

Borough of Broxbourne Council

Over 300 untaxed vehicles have been clamped through partnership work

[view PDF report](#)

Cardiff Council

Has taken action against 167 untaxed vehicles

[view PDF report](#)

Pavement Parking

The Council recognises the need for new legislation to meet our residents' expectations for pavement parking issues to be addressed.

Our pavement parking report function is one of our most frequently used web forms.

Last year we reported that reports had been received identifying issues in over 120 communities in the County, and on our borders* with towns reporting multiple locations as being a real safety concern for the residents. This issue remains a high priority for our residents.

There is still a misunderstanding by the public about what we can actually do to deal with pavement parking and inconsiderately parked vehicles. We often receive reports about issues at locations without any restrictions where our enforcement powers cannot be used to address the issue and resolve their concerns and meet their expectations.

The Council continues to seek influence at National level to allow new powers for local Authorities to deal with the issue of pavement parking.

We still issue our educational leaflets to drivers to deliver our message to think about how they park. We also maintain an online reporting form, that the public can tell us about parking and enforcement concerns in their area.

Reporting Pavement Parking here:
new.devon.gov.uk/roadsandtransport/parking/pavement-parking

Pavement Parking Reports	16/17	17/18	18/19
	868	1000	1104

Pavement Parking Reports 2018/19			
Exeter	303	Crediton	7
Exmouth	84	Ilfracombe	12
Newton Abbot	157	Honiton	11
Barnstaple	60	Kingsteignton	9
Tiverton	64	Axminster	9
Dawlish	18	Tavistock	9
South Molton	16	Teignmouth	21
Bideford	19	Torbay*	33
Cullompton	19	Plymouth*	42



Devon's pavement parking reporting

Parking Enforcement

The Council employs a team of Civil Enforcement Officers (CEOs) who patrol every day of the week in order to provide coverage of all parking restrictions throughout the Borough. The number of CEOs has increased by 50% in the past year and the CEOs are strategically deployed to the areas where the most parking problems are experienced.



Early morning and late evening patrols are also carried out to enforce commercial vehicle restrictions, double yellow lines, bus stops and taxi ranks.

CEOs use hand-held computers and cameras to record the details of all Penalty Charge Notices (PCNs) issued, and to provide supporting evidence of parking contraventions.

Body cameras are used by the CEOs. This is to deter aggressive behaviour towards them, to provide evidence of any criminal behaviour and to support penalty charges issued. The Council's Enforcement Policy outlines the criteria governing the issuing of Penalty Charge Notices (PCNs) and the challenge process. This can be viewed via the Council's website.

Enforcement within the Borough of Broxbourne aims to:

- Maintain and, where possible, improve the flow of traffic
- Take into account the need to improve safety and environmental conditions
- Discourage indiscriminate parking causing obstruction and hindering the free flow of traffic, thereby ensuring a safe environment for highway users and maximum turnover of parking spaces
- A greater focus on school patrols, resulting in the presence of enforcement officers at one or more schools on three days out of every four and the implementation of broader initiatives to address issues at the most problematic schools

Enforcement of Untaxed Vehicles

The number of untaxed vehicles had increased in recent years. The Council has responded to this proactively and teamed up with NSL, DVLA's national contractor for untaxed vehicles, to take action. In targeted operations throughout the past year, approximately 300 vehicles have been clamped and 80 vehicles were subsequently removed. The Council will continue its collaboration with NSL to reduce the number of untaxed vehicles in the Borough.

Blue Badge Enforcement

The Council continues to work with the Hertfordshire Shared Anti-Fraud Service to combat blue badge fraud. Patrols were conducted with great success in providing reassurance to legitimate Blue Badge Holders that Blue Badge fraud will not be tolerated. In the past year, there were seven patrols undertaken and 76 badges inspected. Only one badge was found to be misused and action has been taken against the individual. The Council will continue to tackle misuse of blue badges in order to maintain this high level of compliance in the Borough.



Awareness of enforcement

MAPPING RESTRICTIONS

Lincolnshire County Council

Has link to a mapping tool showing local restrictions

[view PDF report](#)

3. Innovation and new developments

1. Targeted approach to patrols

In July 2018 the Parking Services team identified a need for parking data to be interrogated in a more stringent and productive manner to aid a more efficient enforcement process. An in house designed system was created to take a detailed look at the patrol routes our CEOs followed, comparing historical observation and PCN issue data to ensure that their time was being used in the most efficient manner. The system has continued to be developed and patrols are frequently reviewed to ensure a more targeted approach to patrols. The system currently takes advantage of 2 years of patrol data which enables the system to inform how compliant an area currently is, when the most non-compliant day of the week and times of the day are. This data enables us to work more efficiently, placing the CEOs in the known problematic areas at the times they are required most.

During the initial tests, the system quickly highlighted improvements that could be implemented to patrol routes; there was particularly a significant improvement applied to the evening patrols. Strategy meetings have been held between LCC Parking Services, APCOA contract managers and senior CEOs to review the data and investigate proposed test routes. This has resulted in CEOs being visibly present in the areas and at the times they are required most. This tool is updated on a weekly basis so we are able to regularly evaluate patrols and adapt them where necessary to ensure that we are focussing on where the CEOs are required most.

Lincolnshire COUNTY COUNCIL
Working for a better future

MOVING TRAFFIC ENFORCEMENT

Cardiff Council

Lists number of moving traffic contraventions by type

[view PDF report](#)

Aim: Improve the local environment

Our aim of improving the local environment links with 'improve quality of life and promote a healthy natural environment' and 'reduce carbon output' in our Local Transport Plan.

Objective: Preserve the historic environment of Durham City through the enforcement of the Historic Core Zone (HCZ)

Durham peninsula is home of the World Heritage Site of Durham Cathedral and Castle, Palace Green and a variety of buildings and streetscapes of significant historic interest. The city attracted 4.33 million visitors in 2018 and is widely known for its historic charm.

We operate a Road User Charge (RUC) system, which aims to reduce traffic congestion, reduce pollution and improve air quality in the heavily pedestrianised historic streets of Durham peninsula. It is operated using an ANPR camera. Any vehicles found using the road during the restricted hours without payment of the charge may be liable for a penalty charge notice.

However, as there are a number of visitors to the area who may not be aware of the RUC, on the first occasion an advice letter is issued rather than a PCN. The letter explains why the scheme is in place and how to pay the £2 in future.

If motorists are identified using the road without paying the charge on a second occasion, a £50.00 PCN is issued. Motorists have the opportunity to make representations against the PCN to the Council and may appeal further at the Traffic Penalty Tribunal (TPT).

The peninsula area is also subject to a Historic Core Zone restriction, allowing for a more flexible approach to the installation of traffic signs and lines to support traffic regulations and reduce the visual intrusion created by signage in this historically sensitive area. Signs and road markings are reduced to an absolute minimum, mainly at the entry to the zone and at designated loading and disabled bays. There is no parking or loading on the peninsula except in those areas indicated.

Number of PCNs issued within the 'Historic Core Zone' (Market Place, Silver St, Framwellgate Bridge, Elvet Bridge, Saddler St, North Bailey, South Bailey, Owengate, Bow Lane, Dun Cow Lane)	2016/17	2017/18	2018/19
	581	567	649

20

www.chichester.gov.uk/parking

2.4 Top 3 Locations to receive a PCN

The heat map below shows the top three locations where the most PCNs have been issued over the course of the year (A, Northgate car park, B, Cattle Market Car Park and C, East Pallant/Cawley Priory Car Park, all in Chichester). As would be expected, where there are a higher number of parking spaces in large busy car parks, the volume of PCNs issued is greater. Other locations in the top 5 include, West Street, Chichester where there are numerous different restrictions providing parking for different motorists groups and Baffins Lane City Centre car park where there is a high turnover of short stay parking spaces.

The use of heat mapping provides analysis of:

- The level of PCNs being issued
- How often vehicles are observed by the CEO
- CEO enforcement coverage across a specific area.

The heat mapping reporting tool can therefore provide useful information in the detection and prevention of perceived parking problems, by producing data which helps to better direct resources. Revisiting and monitoring the maps following changes to enforcement, creates a visual representation about whether compliance improved, how effective the action has been and whether displacement is observed. Where high numbers of PCNs are issued, information provided by the heat mapping tool supports measures to maximise compliance with the restrictions. These measures can include, improving signage and lines, increased enforcement, providing different payment options and making it easier for customers to park correctly.

Where requests for enforcement are received or where Parking Services is asked to demonstrate how often CEOs patrols in a particular location, we are able to supply useful and clear information to support enforcement activities.

top left: Lincolnshire's mapping tool and data-driven approach

left: Durham's road user charging

Chichester's heat map locations

PCNs

Chichester District Council

Includes a heat map of top locations for PCNs issued

[view PDF report](#)

Lincolnshire County Council

Explains the council's data-driven approach to patrols

Has a 'TEC tracker' to monitor case progressions

[view PDF report](#)

ROAD USER CHARGING

Durham County Council

Operates road user charge in historic city centre

[view PDF report](#)

Technology for service delivery

'CHECK IN , CHECK OUT'

Newcastle City Council

Cashless 'check in, check out' facility at car parks

[view PDF report](#)

CUSTOMER LOYALTY SCHEME

Sunderland City Council

Parking Perx feasibility study using smart beacon technology (linking to smartphones), where merchants offer credits in exchange for spend at their stores

[view PDF report](#)

Cardiff's parking bay sensors

PARKCARDIFF

In 2017 we teamed up with SmartParking Ltd. to install sensors in our limited waiting and pay & stay areas. A parking sensor is a small electronic device installed in the ground of each parking bay and detects and records the time a vehicle arrives and departs. Customers can then download the ParkCardiff app to view where there are free parking spaces based on this information, meaning you no longer need to waste time driving around just hoping that there may be a space free. We have now installed approximately 3,300 sensors across the city and the uptake from the public has been very positive, with over 4,000 downloads of the ParkCardiff app so far.

This sensor data can also be analysed to identify trends in parking behaviour, meaning we have more data than ever to help develop policies and schemes that truly reflect the individual parking requirements of specific areas to deliver highways projects that work for everyone.

Sensor data can also be used to enforce the parking restrictions, identifying if a person has overstayed their permitted time, helping to ensure greater compliance, leading to a higher turnover of vehicles in these bays.

Payment methods

Newcastle City Council operates 8 city centre multi-storey car parks and 45 surface car parks. Within some of these car parks we have designated bays for Disabled blue Badge Holders, Motorcycle stands, bicycle stands, city park permit bays, electric vehicle charging bays and shop mobility bays.

For more information on car parks, such as car park tariffs, opening hours, charging times, pay by phone codes and post codes please see the following link https://www.newcastle.gov.uk/sites/default/files/wwwfileroot/parking-roads-and-transport/parking/parking_charges_off_street_18.07.18.pdf

Newcastle City Council is committed to improving and increasing the charging network and supporting the growth of electric vehicle use. Newcastle City Council currently has approx. 56 bays across the city dedicated for electric vehicles. These are predominately found within Eldon Garden, Grainger Town and the Quayside Multi-storey car parks.

Newcastle also has a 500 space Park and Ride facility in operation, linking Newcastle Great Park, through Gosforth to the City Centre. The secure Park & Ride site is covered by CCTV and is conveniently located just off the A1 to the north of the City, with a less than 20 minutes journey to reach the centre of Newcastle.

Newcastle City Council Parking Report 2018/19

Pay and display

We offer a pay and display method at all locations and over 4 million pay and display tickets are purchased for parking sessions each year. Newcastle City Council works with NE1 (The city centre business improvement district), to provide 'Alive After 5'. This provides free parking in all Newcastle City Council multi-storey car parks after 5pm Monday to Saturday.

Coin

All of our 415 machines across the city accept coin payments

Check in Check out

For the last three years, two of our flagship city centre multi storey car parks have enabled customers to pay by card in a scheme known as Check in and Check out. This function requires the drivers to enter their vehicle registration number into the pay and display machine which links up with the Civil Enforcement Officer's Handheld device which makes enforcement easier and more efficient. For more information, please visit our website at <https://www.newcastle.gov.uk/parking-roads-and-transport/parking/car-parks-and-street-parking/park-using-check-check-out>

The scheme provides:

- far greater flexibility to the customer
- reduces the number of Penalty Charge Notices (PCNs) as its not possible to get a PCN for overstaying the expiry of a parking ticket

- Improved choice of payment options for customers, i.e. provides the option for those who wish to pay by card
- Means customers don't have to carry sufficient loose change with them
- Customers who return to their car earlier than anticipated have not overspent on the pay and display machine as they are charged when they return
- Customers are charged for the exact minutes they are checked in.

Newcastle's 'check in, check out' service

PARKING AVAILABILITY APP

Guildford Borough Council

Predicts local space availability and plots driver route with live updates

[view PDF report](#)

PARKING BAY SENSORS

Cardiff Council

Has installed 3,300 parking bay sensors

[view PDF report](#)

Cardiff's 'Park and Stride' scheme

CAR SHARING BAYS

East Riding of Yorkshire Council

Has introduced 2+ car-sharing bays in car parks

[view PDF report](#)

PARK AND STRIDE

Cardiff Council

Electronic permit system for drop-off / pick-up of children at car parks instead of school gates

[view PDF report](#)

CARBON FOOTPRINT REDUCTION

Devon County Council

Has five-year plan to move to zero emission vehicles, build solar car ports and an electric vehicle car sharing initiative

[view PDF report](#)

Innovation and new development

The Council continually reviews the service to ensure we deliver an efficient and cost-effective service to the people of Devon.

We listen to the feedback we receive from our local communities, business users and visitors and the adjudicators to shape how to manage or meet those expectations.

Evolution of the Service; Operational workbases

To ensure the service continues to be delivered in the most effective and efficient manner. We believe that deployment from three strategically based locations will provide the optimum level of service balanced against cost to the authority. During 17/18 the consultation process was completed and the service now operates from 3 bases. Exeter, Kingsteignton & Barnstaple. It is believed this now presents the optimal deployment model whereby resources can be deployed more effectively across all our communities.



Investment in Fleet

In March 2019 we entered the first phase of replacing old, high capacity diesel vans with new, low Co2 cars alongside some of our existing electric vehicles.

This replacement scheme aims to see the entire fleet replaced in a period of 5 years with emphasis on continuing to reduce the carbon footprint of the service.

This rolling improvement of our fleet also ensures team members can enjoy a cleaner space to work from when on a mobile beat, aiding the well-being, health and safety of our workforce.

We are firmly committed to playing our part in the current climate emergency and reducing our impact as we travel to deliver our service.



Devon PARKING REPORT 2018/19 15

Devon's five-year plan



“PARK AND STRIDE”

Between 2006 and 2011 there were more than half a million vehicle collisions on roads around schools in the UK, resulting in more than 1,000 child injuries a month (Road Safety Analysis (RSA) research body in collaboration with Axa Car Insurance). The dangers resulting from inconsiderate parking around schools are becoming an increasingly complex issue so, when Ysgol Hamadryad opened in Butetown, those in charge were determined to do everything within their power to help redress this and ensure that child safety was a top priority.

Parking services were approached to support the development of a “park and stride” walking bus scheme whereby, for just £2.50 a term, parents would be able to obtain an electronic parking permit that would allow them to utilise a local Council car park to safely drop off and pick up their children. Staff would then accompany the children to school, reducing the number of problem vehicles around the school entrance and dramatically improving safety as a result.

Now the school could become a pioneer for others around the UK with their Chair of Governors being invited to speak to the Welsh Assembly as well as advise a new school in Reading about the lessons learned.




2.12 CAR SHARE PARKING BAYS

Car share parking spaces in some Council operated car parks have been introduced through the Council's Local Transport Plan process. The car share bays are aimed at cutting congestion and reducing carbon emissions by discouraging single occupancy car trips and encouraging shared car journeys by the provision of dedicated parking spaces. Car sharing also saves money for the driver and passengers, which is an important consideration as the cost of motoring continues to rise.

The Council supports a free national lift share website where local residents can sign up and find a person who can share trips (see <https://liftshare.com/uk>). Figures from this website show that the popularity of car sharing is increasing and it is important that people who have made the choice to travel sustainably are supported. By installing car share bays in public car parks and raising the issue of sharing trips with others we are trying to support existing car sharers and encourage more people to do the same.



The car share parking bays were implemented after consultation with Ward Members and the relevant town/parish councils, and are located in the following Council run car parks:

- Hull Road, Anlaby - 2 spaces
- Flamborough Road, Bridlington - 3 spaces
- Palace, Bridlington - 2 spaces
- Moorfield Road, Bridlington - 2 spaces
- Hilderthorpe Road, Bridlington - 2 spaces
- Goole Leisure Centre - 2 spaces

The Council has also worked in partnership with other organisations to install car share bays at their sites. As a result, there are currently car share parking bays in the long stay car park at Brough Railway station and at Guardian Glass and the Tesco distribution centre on Capitol Park in Goole.

Annual Parking Report 2018/2019 18



East Riding of Yorkshire's
2+ car-sharing bays

DELIVERIES MANAGEMENT**Sunderland City Council**

DASH project to offer 'just in time' crowd-sourced deliveries, with multiple transport options to reduce city centre trips

Bookable Virtual Loading Bays project and introduction of Electric Charging Station

[view PDF report](#)

SCHOOLS ENGAGEMENT**Cheshire East Council**

Has visited schools to give an interactive presentation on safe parking

[view PDF report](#)

SCHOOL STREETS**Cardiff Council**

Has plans to introduce five 'School Streets' as part of an 18-month trial

[view PDF report](#)

SAFER PARKING AROUND SCHOOLS THE 'EDUCATIONAL' SERVICE

2018 saw the continuation, development and extension of our 'safer parking around schools' initiative. As an alternative to just issuing tickets to parents/carers who park illegally (and more importantly in ways which significantly impact upon the safety of the children and other pedestrians) at school drop off and pick up times, the team wanted to promote the idea that motorists can, where needed, park safely in and around the school area and who better to start the 'education process' with – but the children themselves.

Using our 'evidence based approach' we have a list of high priority schools where unsafe parking is systemic and/or accidents or near misses had previously been recorded and where the schools themselves were trying to do as much as possible to highlight the importance of parking sensibly, safely and responsibly. The interactive presentation has been delivered in a number of schools either in the full school or class assemblies. Children

were able to try on parts of the CEO uniform and learn the basics of parking signs and restrictions in and around their school area. The presentation ends with a very catchy song which embeds the important learning outcomes from the session. Each presentation is made more relevant to the school it is being delivered within.

Emphasis is made about parking safely, responsibly, considerately and legally. Ensuring that children are not just pushed out of doors on the highway, school keep clears are kept clear and as motorists no longer park on the restrictions, the highway traffic can move freely facilitating easy access for emergency vehicles.

The initiative has been very well received by the 10+ schools it was delivered to in 2018 and moving on, our partners in Cheshire Fire and Rescue Service and Cheshire Constabulary have remained involved.



Sunderland's
Virtual Loading
Bays project

Virtual Loading Bays (VLB)

The Council are currently working on a virtual loading bay concept trial with smarter grid cities, for a virtual loading bay system.

The basic idea behind it, is we nominate areas that are only available for use at certain limited times; e.g. certain times of the day and/or for very limited time periods. These would normally be covered by double yellow lines/kerb blips.

The VLB system would mainly be used by couriers and loading vehicles, which would 'book' a space for a given time/duration, via an app, for a small fee. This would automatically issue a virtual waiver and update the CEOs handheld device to allow the designated vehicle only, to wait for specified period without penalty.

Adjudicator decisions and action taken

Cheshire East Council

'Lessons learnt' section covering action taken after Traffic Penalty Tribunal cases
[view PDF report](#)

Chichester District Council

Features 'Learning from appeals' section as part of appeals section
[view PDF report](#)

Dacorum Borough Council

Uses Adjudicator decisions and appeal statistics to 'positively improve service and enforcement practices'
[view PDF report](#)

Appeals

Appeals Procedure: How to Challenge a Penalty Charge Notice (PCN)

Important - Policies set out here provide guidance only.

Each case must be considered on its own merits, taking into account all of the evidence available and the exceptionality of the circumstances.

How to Appeal or Challenge a Penalty Charge Notice (Parking Ticket)

1. Please read the Penalty Charge Notice (PCN) carefully.

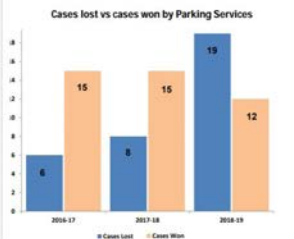
4 Online appeals and FOAM

During 2018-19, 32 customers submitted appeals via the free Fast Online Appeals Management (FOAM) system provided by the Traffic Penalty Tribunal. FOAM has provided improved access to the tribunal service for both the appellant and the Council alike and this helps to reduce staff time and costs associated with compiling cases. Despite the use of the online interactive system, just over 21% of all customers using the appeal service still requested their cases to be printed and posted to them.

Where the number of appeals has increased, so too have the number of cases which have been lost at adjudication as indicated in the table. For the first time since introducing Civil Parking Enforcement, more appeals have been unsuccessful than successful for Parking Services.

4.1 New Notice of Rejection template

When a customer submits representations against the Notice to Owner, a formal Notice of Rejection of Representations must be served before a customer can make an appeal to the Traffic Penalty Tribunal. To drive consistency across all authorities and to encourage customers to read all the information contained within this important letter, a new Notice of Rejection template was adopted in October 2018. Since the new template has been introduced, there has been an increase in the number of appeals to the Tribunal. Whereas there were



Financial year	Cases Lost	Cases Won
2016-17	4	15
2017-18	8	15
2018-19	19	12

15 appeals during the six month period from September 17 to March 18, there were 26 cases in the same period during 2018-9 - an increase of 42%.

An increase in the number of appeals may be due to:

- An increase in the number of challenges and representations being responded to in preceding months.
- Customers more inclined to use the online appeals system.
- Improved access to online technology.
- Improved content of new Notice of Rejection template.

Table 4 – Rate of TPT Appeals

Financial year	Appeals	Rate of appeal per PCN	Not contested by CDC	Cases Lost by CDC	Cases Won by CDC
2016-17	25	0.22%	4	6	15
2017-18	23	0.21%	0	8	15
2018-19	32	0.32%	1 (3%)	19 (59%)	12 (38%)

4.2 Learning from appeals

The Parking Services team reviews each appeal decision to ensure that future cases can be considered in light of observations made by adjudicators of the Traffic Penalty Tribunal. Adjudicator decisions are shared between other local authorities in West Sussex and discussed at Countywide meetings to ensure that all staff processing appeals are aware of useful information to improve their own appeal outcomes, and to promote consistency.

Once a Penalty Charge Notice has been issued, the Civil Enforcement Officers themselves cannot withdraw it for any reason.

Further information about Civil Parking Enforcement is available on the PATROL (Parking and Traffic Regulations outside London) website.

Additional information on Challenges and Appeals can be found using the following link:-

https://www.cheshireeast.gov.uk/car_parks_and_parking/penalty_charges/how_to_appeal_against_a_pcn/how_to_appeal_against_a_pcn.aspx

Lessons learnt from TPT cases:-

- The importance of relevant & accurate evidence collated by the CEO (accurate notes and clear photos)
- The use of the correct contravention code – if 2 are similar contraventions then always use the lower-priced one
- We have amended our TRO's and off-street consolidated Order to stipulate that anything outside of a marked bay in a car park is classed as a restricted area
- We have re-lined some car parks and removed very faded historic lines
- We have added in extra signs in some areas to make it blatantly clear to motorists that they are parking a restricted area (despite the TSRGD indicating they were not legally necessary)

Chichester's appeals section

Cheshire East's 'lessons learnt'

06

Digital communication channels

VIDEOS

Newcastle City Council

Produced its report in a condensed video format, linked from the full PDF version

[view PDF report](#)

Borough of Broxbourne Council

Produced a YouTube video on key service developments

[view PDF report](#)



Newcastle's video
[click to view](#)



Broxbourne's video
[click to view](#)

WEBSITE

Chichester District Council

Has reviewed page views for its online parking information [view PDF report](#)

TWITTER

North Essex Parking Partnership (NEPP)

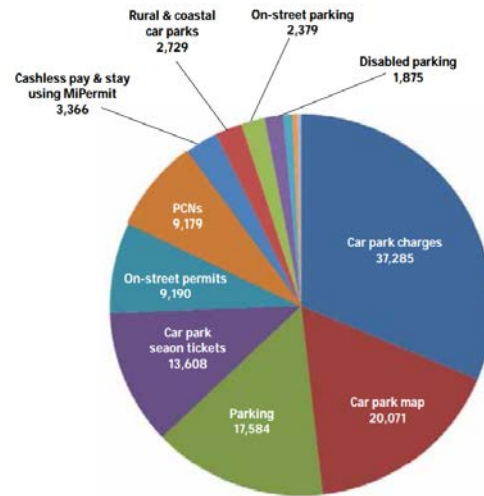
Increased Twitter engagement from 14,000 to 28,000 through quizzes, images and topical hashtags

[view PDF report](#)

Parking Services Annual Report

6.3 Website Page views

With over 36,000 visits during 2018-19, the car park charges page remains the most visited on the Chichester District Council website. Overall visits to the Parking Services pages have risen by 3.5%, however, in line with the work being undertaken around cashless and digital payments visits to these specific pages have risen by up to 19%. Understanding the information customers are looking for helps us to determine which pages should have convenient links on our main Council landing pages for a quicker customer journey.



6.4 Payments through website

Payments made through the website have increased again during 2018-19 reflecting the work which has been undertaken to shift users from services where staff are required, to methods which allow a customer to self-serve whilst maintaining a high level of service.

Table 5 – Web and Non Web Payments

PCNs	Total	Payments			
		Web	%	Non Web	%
2017/18	8,802	6,239	71%	2,563	29%
2018/19	7,959	5,931	75%	2,028	25%
Season tickets and permits	Total	Payments			
		Web	%	Non Web	%
2017/18	12,648	9,908	78%	2,740	22%
2018/19	11,581	9,280	80%	2,338	20%

These payments exclude PCNs paid in full through Enforcement Agents

Chichester's website review

NEPP Parking
1,918 Tweets

When possible make contactless payments with **MIPERMIT**

Stay alert | Control the virus | Save lives

NEPP Parking
@nepp_parking

The official twitter feed for the North Essex Parking Partnership

North Essex, England parkingpartnership.org Joined May 2016

32 Following 403 Followers

Tweets Tweets & replies Media Likes

NEPP Parking @nepp_parking · 2h
Half term activities taking longer than expected? Extend your stay using the MiPermit app and it will work out the best value tariff for your whole stay.

For more info: ow.ly/VjKZ50C56pt

@BraintreeDC @HarlowCouncil @UttlesfordDC

NEPP's Twitter account

07 Presentation

Watford Borough Council

Good use of statistical graphics in enforcement section to break up detailed information
[view PDF report](#)

ANNUAL PARKING REPORT 2019

Bus lane/gate enforcement

Leicester City Council began bus lane/gate enforcement in July 2012. Following a period of issuing warning notices, we are now seven years into enforcement.

Bus Stop clearway enforcement at Leicester Railway Station

On 5th September 2017 Leicester City Council began CCTV Bus Stop clearway enforcement at Leicester Railway Station.


The Council's 2016 - 2019 Parking Improvement Action Plan highlighted the Council's intention to introduce camera enforcement of bus stops and other mandatory clearway markings.

The Council has acted following recent road safety concerns at Leicester Railway Station and reviewed the restrictions and bus stop provision outside the station. It decided to install an additional 2 bus stops and bus stop clearways to further restrict the ability of general vehicles being able to stop at bus stop markings in order to board or alight. Camera enforcement enhances enforcement by CCTV and makes 24 hour coverage possible.

Bus stop clearways are the strongest regulatory power that the Council could employ in this location to achieve its purpose and do not allow general traffic other than heavy vehicles to stop.

The new clearway markings covers 110 metres of carriageway flanking the railway station. One camera is forwarding footage and captures any vehicle stopped north, facing which the second camera captures any vehicles stop south facing.

Since the introduction in September 2017 Leicester City Council has issued 5046 Penalty Charge Notices for CCTV Bus Stop Clearway. A full report of the statistics will be available in the next Annual Report.



Location of camera-enforced bus lane/gates

Camera-enforced bus lane/gates are situated in the following locations:

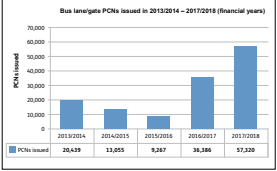
- Charles Street bus gate (Northbound) - city centre
- Charles Street bus gate (Southbound) - city centre
- Goswami Lane bus gate - city centre
- Harford Street bus gate - city centre
- Harford Street bus gate - city centre
- Letworth Road bus lane - two cameras which are on the arterial route into the city centre
- Thurston Road bus gate

Working in partnership with Nottingham City Council

Since July 2012, Nottingham City Council has been providing the enforcement and fine processing of the relevant bus lane/gates within Leicester City centre. This is a partnership arrangement, providing both authorities, which have economies of a similar scale, in carrying out this service. It allows Leicester City Council to develop the highway network by utilizing the experience, expertise and infrastructure of Nottingham City Council.

Bus lane/gate enforcement statistics

The chart below illustrates the last five years of PCNs issued by Leicester City Council. This is in relation to bus lane/gate contraventions. The financial year 2017-2018 shows a high increase of PCNs issued. This is due to increased camera enforcement within the city.



Financial Year	PCNs issued
2013/2014	20,439
2014/2015	13,055
2015/2016	9,247
2016/2017	36,360
2017/2018	57,320

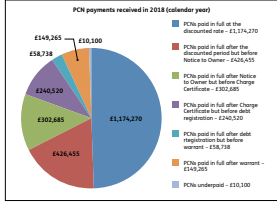
ANNUAL PARKING REPORT 2019

Challenges, appeals

Challenges, appeals received in 2014 - 2018 (calendar years)

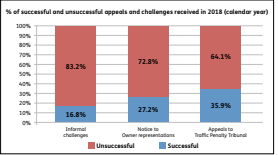
Category	2014	2015	2016	2017	2018
Informed challenges received	5,822	5,340	6,812	5,300	7,515
PCNs considered as a result of informed challenges	1,216	1,361	1,429	930	1,249
% of cancelled PCNs	20%	25.4%	21.8%	18.2%	16.4%
Notices to Owner representations received	1,518	1,415	1,717	1,517	2,427
PCNs cancelled/ appeals allowed as a result of notices to Owner representations	348	343	216	334	654
% of cancelled PCNs/ appeals allowed	23%	24.7%	12.6%	22.0%	27.0%
PCNs considered/ appeals received as a result of appeals to Traffic Penalty Tribunal	108	18	70	45	65
PCNs cancelled/ appeals allowed as a result of appeals to Traffic Penalty Tribunal	80	40	28	17	21
% of cancelled PCNs/ appeals allowed	74%	69%	40%	37.8%	35.9%

PCN payments received in 2018 (calendar year)



Category	Amount
PCNs paid in full at the discounted rate	£1,174,270
PCNs paid in full after the discounted period but before Notice to Owner	£524,455
PCNs paid in full after Notice to Owner but before Charge Certificate	£102,680
PCNs paid in full after Charge Certificate but before date registration	£240,520
PCNs paid in full after date registration but before warrant	£58,718
PCNs unpaid	£10,100

% of successful and unsuccessful appeals and challenges received in 2018 (calendar year)



Category	Unsuccessful	Successful
Informed challenges	83.2%	16.8%
Notices to Owner representations	72.8%	27.2%
Appeals to Traffic Penalty Tribunal	64.1%	35.9%

Penalty Charge Notices cancellation reasons in 2014 - 2018 (calendar years)

Reason	2014	2015	2016	2017	2018
Address late - Penalty Management Act	19	7	6	1	1
Administrative error	18	21	53	25	33
Camera failure	5	26	43	73	146
Evidence prohibited	436	437	339	283	205
Incorrect Traffic Regulation Order	12	26	11	8	14
Pay and display machine faulty	102	32	14	21	15
Representations allowed	37	22	172	14	104
Traffic Penalty Tribunal not contacted	48	24	29	6	2
Valid blue badge produced	130	76	79	37	63
Valid pay and display ticket produced	475	767	648	389	654
Valid permit produced	375	269	214	159	112
Vehicle broken down	21	24	44	46	29
Other reasons	139	56	130	56	99
TOTAL	3,786	3,880	5,089	3,225	5,073

Leicester

Leicester City Council

Strong enforcement section, with detailed tables and associated figures
[view PDF report](#)

1. Overview

Council Plan and Budget 2018 to 2022

Birmingham is experiencing one of its most exciting periods of regeneration and development in recent times.

We aim to be a city of growth where every child, citizen and place matters - and Birmingham City Council wants to make a positive difference, every day, to people's lives. This underpins everything we do, whether that's setting our priorities, making decisions or delivering services.

Challenges and opportunities



- 1,141,000 CITIZENS UNDER 30** (46% of population)
- 90 DIFFERENT LANGUAGES** spoken in Birmingham
- OUR CITY IS THE MOST ETHNICALLY & CULTURALLY DIVERSE** in the UK
- 1,789 CHILDREN IN CARE** (London is 1st)
- 1,836 FAMILIES SUPPORTED BY FAMILY SUPPORT SERVICES**
- 35 MILES OF WATERWAYS MORE CANALS** than Venice
- 20 MUSEUMS** (more than any other European city)
- 571 PARKS**
- 4 MILLION VISITORS TO CITY'S 37 LIBRARIES ANNUALLY**
- 12,373 ADULTS (18+) RECEIVING LONG-TERM SUPPORT**

Birmingham City Council

Informative infographic covering challenges and opportunities
[view PDF report](#)

Birmingham

Following the award of the new enforcement contract in April 2018 and the appointment of NSL, we have seen a 75% increase in the number of Penalty Charge Notices issued. This increase is attributed to a new enforcement regime, paired with new equipment, making the issuing process quicker for staff, and the introduction of intelligence led enforcement, allowing trends and hotspots where illegal parking takes place to be better identified and targeted.

Additionally, there has been regular evening and Sunday enforcement carried out as a matter of course. In line with the primary objective of encouraging compliance to the restrictions, it is expected that the level of penalties issued will fall as motorists become used to the hours of control and subsequent enforcement. Any such decrease is only anticipated to be countered by the further introduction of new schemes, such as new controlled zones, or the extended hours of existing zones.

Of the 27,939 penalties issued during 2018/19, the following were issued on and off-street:



On-street - 23,469 (84%)
Off-street - 4,470 (16%)

Of the 27,939 penalties issued during 2018/19, the following were issued as lower or higher charge contraventions:



Higher charge - 22,350 (80%)
Lower charge - 5,589 (20%)

Of the 27,939 penalties issued during 2018/19, the following were paid at the discounted or the full charge:



Discounted - 14,808 (53%)
Full - 7,823 (19%)
Other - (28%)

Of the 27,939 penalties issued during 2018/19, the following were cancelled:



Cancelled - 4,750 (17%)
Other - (83%)

Penalty charge levels are set by a specific Order outlined by regulation for inside and outside of London. Watford has adopted the Band 2 level.

Band	Higher level penalty	Lower level penalty
1	£50	£40
2	£70	£50

Band	Higher level penalty	Lower level penalty
1	£120	£80
2	£100	£60
3	£80	£40

Watford

View more Annual Reports on the PATROL Local Authority Directory

Browse and access report PDFs by region at:
<https://www.patrol-uk.info/authority-directory/>



PATROL
PARC AWARDS
Parking Annual Reports by Councils

PATROL
Springfield House
Water Lane
Wilmslow
SK9 5BG

info@patrol-uk.info
www.patrol-uk.info