



## Notice of meeting of

### Decision Session - Cabinet Member for Communities and Neighbourhood Services

**To:** Councillors Looker (Cabinet Member)

**Date:** Wednesday, 23 November 2011

**Time:** 4.30 pm

**Venue:** The Guildhall, York

## AGENDA

### Calling In.

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#### Notice to Members - Calling In:

Members are reminded that, should they wish to call in any item on this agenda, notice must be given to Democracy Support Group by:

**10:00 am on Tuesday 22<sup>nd</sup> November 2011**, if an item is called in *before* a decision is taken, *or*

**4:00 pm on Friday 25<sup>th</sup> November**, if an item is called in *after* a decision has been taken.

Items called in will be considered by the Scrutiny Management Committee.

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#### 1. **Declarations of Interest**

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

**2. Public Participation - Decision Session**

At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is **5:00 pm on 22<sup>nd</sup> November 2011**.

Members of the public may speak on item on the agenda, an issue within the Cabinet Member's remit, or an item that has been published on the Information Log for the current session. There are no information items for this session.

Any written representations should be with the Democracy Officer by **5pm on Monday 21<sup>st</sup> November 2011**.

**3. Minutes** (Pages 1 - 6)

To approve and sign the minutes of the meeting held on 18 October 2011.

**4. Highway Maintenance - Advanced Design on Programmes for 2012-2013** (Pages 7 - 20)

This report outlines the preparation of provisional Highway Maintenance Surfacing Programme. It recommends and seeks approval to begin advanced design for a list of schemes in each category.

**5. Annual Report – Parking Services 2010/11** (Pages 21 - 126)

This report asks the Cabinet Member to approve the Annual Parking Services report for publication for the financial year 2010/11.

**6. Urgent Business**

Any other business which the Chair considers urgent under the Local Government Act 1972

Democracy Officer:

Name: Laura Bootland

Contact Details:

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- E-mail – [laura.bootland@york.gov.uk](mailto:laura.bootland@york.gov.uk)

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting Laura Bootland

- Registering to speak
- Written Representations
- Business of the meeting
- Any special arrangements
- Copies of reports

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City of York Council

Committee Minutes

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MEETING	DECISION SESSION - CABINET MEMBER FOR COMMUNITIES AND NEIGHBOURHOOD SERVICES
DATE	18 OCTOBER 2011
PRESENT	COUNCILLORS LOOKER (CABINET MEMBER)
IN ATTENDANCE	COUNCILLOR BOYCE

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**6. DECLARATIONS OF INTEREST**

At this point in the meeting, the Cabinet Member was asked to declare any personal or prejudicial interests she may have in the business on the agenda. None were declared.

**7. MINUTES**

RESOLVED: That the minutes of the Decision Session held on 20<sup>th</sup> September 2011 be approved and signed by the Cabinet Member as a correct record.

**8. PUBLIC PARTICIPATION - DECISION SESSION**

It was reported that there had been no registrations to speak under the Councils Public Participation Scheme.

There had been a registration to speak for agenda item 5, John Street Petition, details of which are under the relevant minute item.

**9. PARKING SERVICES RECEPTION**

The Cabinet Member considered a report which sought approval for the closure of the Parking Services Reception at 9 St Leonards Place on Saturdays.

Officers outlined the report and advised that St. Leonards Place is closed on Saturdays apart from the Parking Reception, for which the building has to be opened up at a cost of £11k per year. In addition, staff also accrue lieu time and temporary staff then have to be employed through the week. As the reception is

not particularly well used on Saturdays, it is felt that resources could be better used throughout the week.

The Cabinet Member commented that providing a good communication strategy was put into place to advise residents that the reception would be closing on a Saturday, then she was happy to approve the recommendation.

Officers confirmed that the opening times of the reception could be put on parking tickets and that a leaflet drop to areas with permit parking would also be considered.

**RESOLVED:** That the Cabinet Member considered the report and agreed to the recommendation of the Parking Review, namely closure of 9 St. Leonards Parking Services reception.

**REASON:** To deliver the service efficiency savings identified in the 2011/12 Parking Service Review.

**10. PETITION - JOHN STREET RESURFACE REQUEST.**

The Cabinet Member considered a report which outlined a response to a petition which was submitted to full council by Councillor Boyce and signed by 25 residents of John Street and surrounding area. The petition requests that City of York Council resurface the road on John Street.

A copy of the petition was attached at Annex 1 to the report. In 2010/11 the annual condition survey graded the carriageway as 3 (poor).

A resident, Mr. Wheatley had registered to speak and advised the Cabinet Member that the road had deteriorated in recent years and is currently in a bad state of repair. It had been earmarked to be resurfaced at the same time as nearby Mill Lane but the Council had ran out of money. He also advised that there was the additional problem of Utility companies continuously digging up the road and not putting the surface back as it should be.

Councillor Boyce who was also in attendance, advised that she supported the petition and the resurfacing of the road would be of great benefit to residents.

The Head of Highway Infrastructure advised that the road is currently ranked 29<sup>th</sup> on the list of unclassified roads awaiting resurfacing and would not be included in the 2011/12 programme of work. Depending on the severity of the forthcoming winter and the impact this may or may not have, he advised that John Street would likely be included in the 2012/13 scheme. In addition, he advised that unfortunately the Council is unable to prioritise the road as it would then be taking the place of roads with a greater need of repair.

The Cabinet Member advised that while she acknowledged the frustrations of the residents of John Street, she was unable to approve prioritising the resurfacing due to the significant problem in York of damaged roads. She asked that the Head of Highway Infrastructure contacts Yorkshire Water to establish exactly what work they will be undertaking and asked that John Street be considered by Officers to be spot checked to ensure the utility companies are replacing the surface correctly.

- RESOLVED: (i) That the Cabinet Member noted the receipt of the Petition
- (ii) That the option outlined in Paragraph 8 was approved and that in line with current Council policy, the carriageway be ranked along with other grade 3 roads for inclusion in the 2012/13 scheme programme.
- (iii) That Officers were instructed to contact Yorkshire Water to establish the level of work to be undertaken in John Street and liaise with Councillor Boyce to pass on any information to residents.<sup>1</sup>
- (iv) That the area be considered for spot checks by Council Officers to ensure the carriageway has been put back to an acceptable level by the utility companies.

REASON: In order to seek to address residents concerns and to continue to be in accordance with Council policy.

Action Required

1. Officers to contact Utility companies and liaise with Cllr. B Boyce.

**11. NATIONAL SERVICE PLANS FOR ENVIRONMENTAL HEALTH AND TRADING STANDARDS**

The Cabinet Member considered a report which sought approval of the service plans for food law enforcement, health and safety law enforcement and animal health enforcement.

Officers outlined the report, in particular that the purpose of each service plan is similar in that they contain details of how local authorities are addressing national enforcement priorities. Guidance for completing each plan is issued by the FSA, HSC and DEFRA and states that the plans should be submitted to the appropriate member forum for approval.

Officers advised that paragraph 1.4 of the Animal Health Service Plan was no longer relevant and should be disregarded. An amended version of the Service Plan would be supplied to Democratic Services for publication on the Council website.

The Cabinet Member commented that she was happy to approve the service plans.

RESOLVED: That the Cabinet Member approved the National Service Plans and recommended that they be referred to Cabinet for approval.

REASON: In order that the Council can discharge its statutory obligations in regard to service planning for environmental health and trading standards services.



Councillor Looker, Chair

[The meeting started at 4.30 pm and finished at 4.55 pm].

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<b>Decision Session – Cabinet Member for Communities and Neighbourhood Services</b>	23 November 2011
Report of the Assistant Director (Environment)	

## **HIGHWAY MAINTENANCE, ADVANCED DESIGN ON PROGRAMMES FOR 2012-2013**

### **Summary**

1. This report outlines the preparation of the provisional highway maintenance surfacing programme. It recommends and seeks approval to begin advanced design for a list of schemes in each category of work.

### **Background**

2. The continued pressure on Council budgets for 2012/13 makes it difficult at this moment in time to determine the level of funding to be allocated for highway maintenance surfacing next year. For the purpose of this report an initial capital allocation of £2.8m (2011/12 £3.3m) has been assumed
3. With the approval of the advanced programme we can begin to carry out designs for some of the schemes and minimise any delay at the start of the year. This approach has proved very successful over many years and it is proposed to continue with this arrangement.
4. It is a requirement under the Traffic Management Act (TMA) 2008 to serve a minimum three months notice of intention to carry out major works.

### **Surveys**

5. In order to produce the programmes of highway works for next year information is drawn from a number of sources:
  - Visual safety survey of all our roads and footways.

- Detailed condition survey of all our roads and footways
  - UK PMS visual and machine surveys of all roads and approximately 22% of the footway network.
6. As in previous years a full coarse visual condition survey of all our roads and footways was undertaken in June and July. This allowed us to grade them into three categories, grade 1 (good), grade 2 (average), and grade 3 (poor). This identifies streets which need to be looked at more closely with regards to future planned maintenance schemes.
  7. The results of the 2011 visual survey of the highway network are shown in Annex 1. The survey results will be made available on YorkMap following this Decision Session and a computer link will be sent to all members.
  8. The overall footways and roads show a slight deterioration over the last 12 months however their condition over the last 5 years remains stable. Unfortunately the severe winter weather over the last two years has had a detrimental effect on the condition of the network but has been offset in part by the additional CYC and government funding.
  9. In August and September of 2011 a detailed condition survey was undertaken of all the following highways:
    - Streets identified as grade 3 by the 2011 annual condition survey
    - Streets where the UK PMS survey showed that sections of them breached national intervention levels
    - Requests by Members
    - Requests by residents
    - Recommendations of the Council's Safety and Area Highway Reactive Inspectors along with other officers of the Council
  10. Each road and footway is assessed and given a ranking (score) based on engineering criteria and experience, with a treatment solution determined.

11. Machine surveys to identify the skid resistance value and other highway defects of all principal roads and other classified roads are undertaken on an annual basis.
12. With all this condition information we are in a good position to identify where we should direct our maintenance activities and develop the programmes of work.

### **Programme Development**

13. The standards we have adopted when refurbishing the footways or roads are that even though economic designs are required they should be to the highest possible standard of quality in terms of materials, surface evenness and value for money consistent with a whole life costing approach.
14. We would expect that full thickness re-surfacing of the footways should last for at least 20 - 30 years. The renewal of the top two layers for roads should also last around 20 years with only minimal repair work necessary provided they have not suffered damage from third parties in the intervening period.
15. The priorities for selection are based on a number of weighting factors that create a ranking score; they include condition, safety, location, usage, accident records, hierarchy, affordability and enquiries.
16. Each scheme is assessed as to whether it's a structural or preventative treatment to obtain the right balance for extending the life of the asset. Achieving the right balance is difficult when the choices are so wide and there is insufficient funding to bring the whole infrastructure up to the desired standard in one year.
17. Our approach to preparing the programmes has been as follows:
  - LTP funding is mainly restricted to the structural maintenance of the Council's classified roads and footways network
  - CYC funding is primarily targeted at local and residential roads and footways including the city centre

18. Surfacing material for footway schemes are in accordance with the Council's current paving policy. Common practice and best value for money approaches have been developed using nationally recognised materials and techniques for both roads and footways schemes.
19. Consultation with the Reinvigorate York panel will be undertaken for all surface material refurbishment schemes within or adjacent to the city walls.

### **Consultation**

20. Consultation has taken place with Finance officers and local utility companies.

### **Options**

21. There are no options applicable to this report as it only seeks approval for a programme of works.

### **Analysis**

22. Due to paragraph 21 no analysis is required.

### **Council Priorities**

23. The Highway Maintenance Programme is key in supporting both the need to "Create Jobs and grow the Economy priority" and "Get York Moving" by maintaining the council's infrastructure.

### **Implications**

#### **Financial**

24. The report has been prepared using indicative budgets for Highways Maintenance for 2012/13. The budget itself will be considered by Cabinet and Budget Council in February 2012.
25. The Annexes can therefore only be classed as an indicative list only. Any adjustments to the budget for the next financial year will be reflected in the programme of work and reported to Members in the March 2012 Annual Highway Maintenance report.

### **Human Resources (HR)**

26. Staff from Communities and Neighbourhoods will be engaged in the detailed design and management of the programme of works. The quantity of work, comparable with previous years, will not impact on staffing levels.

### **Equalities**

27. There are no equalities implications as the programme benefits all users.

### **Legal**

28. The Council in its capacity as the Highway Authority has a duty under Section 41 of the 1980 Highways Act to maintain the public highway.

### **Crime and Disorder**

29. There are no crime and disorder implications.

### **Information Technology (IT)**

30. There are no IT implications in this report.

### **Property**

31. There are no property implications.

### **Other**

32. There are no other implications in this report.

### **Risk Management**

33. In compliance with the Council's risk management strategy, the main risks that have been identified in this report are:
- Strategic Risk, arising from judgements in relation to medium term goals for the service
  - Physical Risks, arising from potential underinvestment in assets
  - Financial Risk, from pressures on budgets

- People Risks, affecting staff if budgets decline
34. Measured in terms of impact and likelihood the risk score for all of the above has been assessed at less than 16. This means that at this point the risks need only to be monitored as they do not provide a real threat to the achievement of the objectives of this report.

### Recommendations

35. The Cabinet Member is recommended to:
- Note the results of the 2011 condition surveys on the city's roads and footways.
  - Approve the split in funding between footways and roads on a 40/60 basis.
  - Approve the provisional programme of work listed in Annex 2 and 3 of this report.

Reason: To ensure the Highway Maintenance budget is expended in the most cost effective way based on the Council's assessed priorities and approved policies.

### Contact Details

<b>Author:</b>	<b>Chief Officer Responsible for the report:</b>			
Andy Binner Head of Highway Infrastructure Communities & Neighbourhood Services Tel: (01904 553231)	John Goodyear Assistant Director (Environment) Communities & Neighbourhood Services			
	<b>Report Approved</b>	✓	<b>Date</b>	7 <sup>th</sup> November 2011
<b>Wards Affected:</b> All Wards			<b>All</b>	✓
<b>Specialist Implications Officer(s)</b> Patrick Looker Finance Manager Tel: (01094) 551633				
<b>For further information please contact the author of the report</b>				



**Background Papers:**

There are no background papers

**Annexes:**

Annex1                Results of the 2011 Highway Condition Survey

Annex 2 & 3        2011/12 Advance Design Programmes

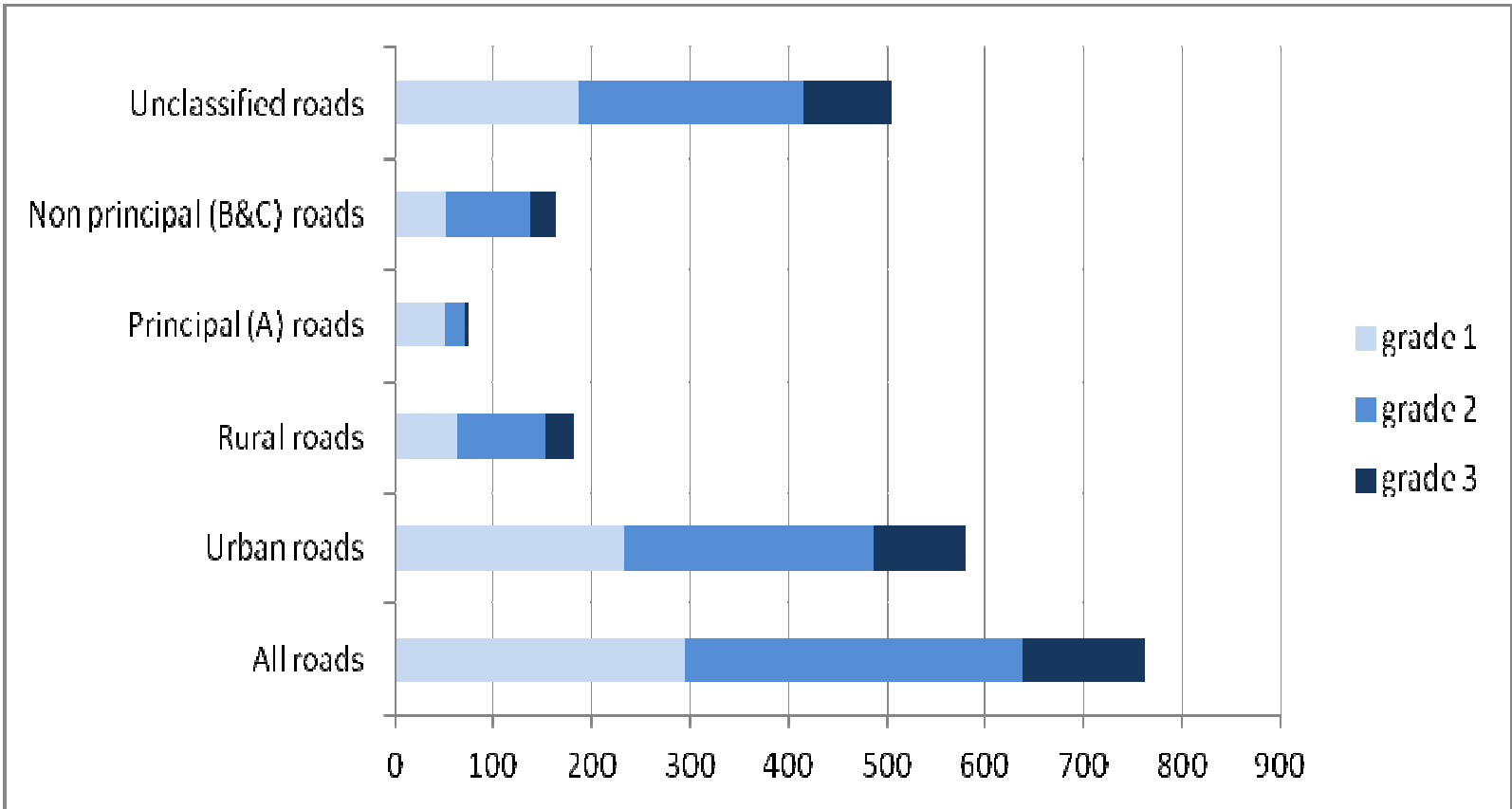
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CITY OF YORK COUNCIL

Condition Assessment of the Highway 2011

	% Grade 1 - Condition Good						% Grade 2 - Condition Average						% Grade 3 - Condition Poor					
	2006	2007	2008	2009	2010	2011	2006	2007	2008	2009	2010	2011	2006	2007	2008	2009	2010	2011
All roads	26	28	27	34	41	39	57	56	57	48	46	45	17	16	16	18	13	16
All footways	31	31	30	38	45	40	62	62	62	55	52	55	7	7	8	7	3	5
Urban roads	28	29	28	38	43	40	57	56	57	45	45	44	15	15	15	17	12	16
Rural roads	22	26	24	22	34	35	55	55	57	57	49	49	23	19	19	21	17	16
Principal roads	34	30	27	33	62	67	51	59	63	54	22	26	15	11	10	13	16	7
Non-principal roads	28	32	30	28	35	32	58	56	56	54	51	52	14	12	14	18	14	16
Unclassified roads	25	27	26.5	36	39	37	57	55	56.5	45	49	45	18	18	17	19	12	18
Community footpaths	27	31	39	28	42	43	67	63	57	67	52	52	6	6	4	5	6	5
Back Lanes	11	13	15	25	26	25	70	67	65	64	57	56	19	20	20	12	17	19

	% Grades 1 and 2 - Satisfactory						% Grade 3 - Condition Poor					
	2006	2007	2008	2009	2010	2011	2006	2007	2008	2009	2010	2011
All roads	83	84	84	82	87	84	17	16	16	18	13	16
All footways	93	93	92	93	97	95	7	7	8	7	3	5
Urban roads	84	85	85	83	88	84	15	15	15	17	12	16
Rural roads	77	81	81	79	83	84	23	19	19	21	17	16
Principal roads	85	89	90	87	84	93	15	11	10	13	16	7
Non-principal roads	85	88	86	82	86	84	14	12	14	18	14	16
Unclassified roads	82	82	83	81	88	82	18	18	17	19	12	18



**Advanced Road Programme 2012/13**

	<b>Road</b>	<b>Ward</b>	<b>Estimate (£)</b>
<b>Principal Roads</b>			
1.	A1079 Hull Road (Part)	Derwent	35,500
2.	A1237 North Lane to Hopgrove	Huntington & New Earswick	54,000
3.	A1237 Strensall to North Lane	Huntington & New Earswick	49,250
4.	A1237 Haxby Road to Strensall Road.	Huntington & New Earswick	54,000
5.	A1237 Great North Way to Shipton Road	Skelton, Rawcliffe & Clifton Without	39,500
6.	A1237 Harrogate Road to Great North Way	Rural West York	44,500
		<b>Total</b>	<b>276,750</b>
<b>Non Principal Roads</b>			
<b>B Roads</b>			
1.	B1227 George Hudson Street	Micklegate	53,500
2.	B1363 Wigginton Road (Part)	Clifton	90,500
3.	B1363 Wigginton Road (Part)	Skelton, Rawcliffe & Clifton Without	50,000
<b>C Roads</b>			
1.	C409 Green Dykes Lane (Part)	Hull Road	55,000
2.	C409 University Road (Part)	Hull Road	55,000
3.	C295 Heslington Road	Fishergate	85,000
4.	C299 Dauby Lane (Part)	Derwent	36,000
5.	C292 Horseman Lane/Main Street (Part), Copmanthorpe	Rural West York	69,500
6.	C292 Station Road (Part), Copmanthorpe	Rural West York	19,250
7.	C92 The Village	Haxby & Wigginton	49,250
8.	C303 Wheldrake Lane	Wheldrake	38,000
9.	C95 The Village/Sandy Lane, Stockton- on-the-Forest	Strensall	62,000
10.	C285 Askham Lane	Westfield	72,500
11.	C95 Stockton Lane (Part)	Heworth Without	28,750
12.	C301 Wheldrake Lane (Part), Phase 2	Wheldrake	80,000
13.	C90 Strensall Road (Part)	Strensall	63,500
14.	C293 Heslington Lane/Main Street (Part)	Heslington	60,500
		<b>Total</b>	<b>968,250</b>

**Unclassified Roads**

1.	Goodramgate (Part)	Guildhall	36,750
2.	Cranbrook Avenue	Acomb	33,750
3.	Hamilton Drive(Part)	Holgate	78,250
4.	Tranby Avenue (Part)	Osballdwick	150,000
5.	Longwood Road/Rivelin Way (Part), Rawcliffe	Skelton, Rawcliffe, Clifton Without	33,250
6.	Cherry Lane	Dringhouses & Woodthorpe	49,250
7.	St Oswalds Road	Fulford	58,750
8.	Mill Lane (Part)	Bishopthorpe	74,500
9.	Chipstead Walk	Strensall	10,750
10.	Portisham Place	Strensall	14,000
11.	Melcombe Avenue	Strensall	16,500
12.	Scarcroft Hill	Micklegate	6,250
13.	The Village, Skelton	Skelton, Rawcliffe & Clifton Without	16,250
14.	Netherwindings	Haxby & Wigginton	11,500
		Total	<u>589,750</u>

**Total Advanced Road Programme 2012/13****£1,834,750**

**Advanced Footway Programme 2012/13**

	<b>Road</b>	<b>Ward</b>	<b>Estimate (£)</b>
<b>Principal Roads</b>			
1.	A59 Holgate Road (Part)	Holgate	21,000
2.	A1036 Paragon Street	Fishergate	16,750
3.	A1036 Tower Street (Part)	Guildhall	22,750
4.	A1036 Bishopgate Street (Part)	Micklegate	25,000
			Total 85,500
<b>Non Principal Roads</b>			
<b>C Roads</b>			
1.	C414 New Lane (Part), Huntington	Huntington & New Earswick	18,250
2.	C95 Stockton Lane (Part)	Heworth Without	78,250
3.	C409 Heworth Road(Part)	Heworth	19,750
4.	C92 Mill Lane (Part)	Haxby & Wigginton	16,500
			Total 132,750
<b>Unclassified Roads</b>			
<b>Reserve List</b>			
1.	Middlethorpe Grove (Part)	Dringhouses & Woodthorpe	51,500
2.	Mount Vale Drive	Micklegate	17,000
3.	Peckitt Street	Guildhall	9,500
4.	Hempland Avenue	Heworth	107,000
<b>2012/13</b>			
5.	Fourth Avenue ( Part)	Heworth	72,000
6.	Burton Stone lane (Part)	Clifton	50,500
7.	Glenridding	Dringhouses & Woodthorpe	61,500
8.	Heslington Road Link	Fishergate	2,500
9.	Manor Heath	Rural West York	22,250
10.	Old Orchard (Part)	Haxby & Wigginton	37,500

11.	Acomb Wood Drive (Part)	Westfield	49,750
12.	Green Dike (Part)	Haxby & Wigginton	11,500
13.	Wordsworth Crescent	Dringhouses & Woodthorpe	19,000
14.	Bede Avenue	Clifton	24,500
15.	Orchard Paddock (Part)	Haxby & Wigginton	11,000
16.	Florence Grove, Rawcliffe	Skelton, Rawcliffe & Clifton Without	40,500
17.	Count De Burgh	Micklegate	8,000
18.	James Nicolson Link, Clifton	Skelton, Rawcliffe & Clifton Without	16,500
19.	Charlton Street	Micklegate	18,250
20.	St Oswalds Road	Fulford	42,750
21.	Priory Street	Micklegate	35,250
22.	Nunthorpe Crescent (Part)	Micklegate	41,500
23.	Lower Darnborough Street	Micklegate	9,000

Total 758,750

**Total Advanced Footway Programme 2012/13**

**£977,000**



	
<b>Decision Session – Cabinet Member for Communities and Neighbourhood Services</b>	23 November 2011
Report of the Assistant Director (Environment)	

## **Annual Parking Services Report 2010/11**

### **Summary**

1. This report concerns the publication of the annual report for the financial year 2010/11. It explains how parking enforcement is managed and provides information about performance. The Cabinet Member for Communities and Neighbourhood Services is asked to approve the publication of the report attached at **Annex A**.

### **Background**

2. The Secretary of State's 'Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions' states that local authorities should produce annual reports about their enforcement activities. It is considered good practice to publish a report which provides the public with information about the way enforcement is carried out and provides reassurance that enforcement is being undertaken properly. It is the view of the Secretary of State that transparency about civil enforcement of parking regulations enables the public to more properly understand and accept the enforcement of parking contraventions. Guidance is given as to the financial and statistical information to be included in such reports.
3. The Annual Report provides a record of the activities of the service during the financial year 2010/11 and explains how the service is managed and provides information regarding performance. The report will be published on the council's website. Such reports also provide an avenue for authorities to identify local parking issues and also to compare their activities and practice with their peers.

4. The following provides a summary of some of the information in the Annual Parking report.
  - i. Differential parking penalty charges based on the seriousness of a parking contravention were introduced in 2008. Higher charges apply to waiting and loading restrictions (yellow lines) and most on-street contraventions, including resident permit zones and disabled bays. The higher charges reflect the parking contraventions that cause the most disruption and danger to pedestrians and other road users and give greater protection to residents and disabled badge holders. Full information about the penalty charge notices issued is detailed in the report.
  - ii. The report highlights that the use of park and pay by phone continues to increase. The total numbers of registered users at the end of March 2011 was 527,035. The numbers of users in 2010/11 was 129,284, an increase of 4% on the 2009/10 figure of 124,140. The average monthly usage in 2010/11 was 10,774, up from 10,345 in 2009/10.
  - iii. There is a free hotline service, **0800-1381119**, for residents who wish to report illegal parking. York is one of the few authorities in the country to offer such a service for residents, and it is particularly effective for those who live in resident parking areas. It can also be used to report any parking infringements, such as parking on a yellow line or in a marked disabled bay. The target for attending calls to the hotline is 45 minutes and 2,433 calls were responded to in 2010/11. The target was achieved in 92% of calls (up from 80% in 2009/10). Over 1,000 penalty charge notices were issued as a result of calls to the parking hotline.
  - iv. Nineteen council car parks hold the Park Mark Safer Parking Award which represents 95% of all the car parks.
  - v. The importance of training and development is highlighted in the report. All Parking Civil Enforcement Officers hold the National Vocational Qualification (NVQ) Level 2 in Controlling Parking Areas. All officers have been trained on conflict management which is particularly important as

they can be the target of verbal, and, occasionally, physical abuse. During 201/11 there were 22 instances of serious abusive behaviour towards them. Twelve of the incidents were considered serious enough to be reported to the Police. In addition all of the officers are first aid qualified and do use their training to assist the public when patrolling.

- vi. The report explains the importance that the council places on reasonableness and proportionality when considering representations from motorists, particularly where they have made mistakes when displaying tickets or permits. This is reflected in the low number of appeals (2) to the independent parking adjudicator.

### **Consultation**

5. Staff in parking services are involved in the development of their work plans through their respective performance reviews and team meetings. An extensive customer survey into the resident permit scheme was conducted between 1 October 2009 and 30 September 2010. Residents were asked to comment on the administration and enforcement of the scheme and invited to comment on possible improvements.

### **Options**

6. The options available to the Cabinet Member are either to agree publication of the report or to reject publication.

### **Analysis**

7. The annual report has been produced in accordance with Statutory Guidance. The aim is to provide the public with information and to provide assurance that enforcement is undertaken properly and with transparency. Publishing the report does this.
8. Failure to publish the report will not meet the requirements of the Statutory Guidance.

### **Council Priorities**

9. The work of parking services supports the council's priorities; Get York Moving, Protect Vulnerable People and Protect the

Environment. In particular, increasing the use of public and other environmentally friendly modes of transport, playing a part in improving road safety, reducing traffic congestion and associated emissions together with encouraging, empowering and promoting people to reduce the environmental impact of their activities.

## Implications

10.

- (a) **Financial:** There are no additional financial implications to this report.
- (b) **Human Resources (HR):** There are no HR implications associated with this report.
- (c) **Equalities:** There are no specific equalities issues arising from the report.
- (d) **Legal:** Statutory Guidance requires the production of an annual parking services report. The 2010/11 report conforms to the statutory guidance.
- (e) **Crime and Disorder:** There are no crime and disorder implications arising from this report.
- (f) **Information Technology (IT):** There are no additional ICT implications.
- (g) **Property:** There are no property implications arising from this report.
- (h) **Other:** None

## Risk Management

11. In accordance with the council's risk management strategy there are no known risks associated with the information in this report.

## Recommendations

12. The Cabinet Member is asked to consider the report and agree publication on the council's website

Reason: To comply with statutory guidance to provide information and transparency about parking services enforcement in York.

### **Contact Details**

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	<b>Report Approved</b>	✓	<b>Date</b> 7 November 2011
<b>Specialist Implications Officer(s): None</b>			
<b>Wards Affected:</b>	<b>All</b>	✓	
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### **Background Papers:**

Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions.

### **Annexes**

Annex A – Annual Parking Services Report 2010/11

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CITY OF  
**YORK**  
COUNCIL

# **2010 – 11 ANNUAL PARKING SERVICES REPORT**

**COMMUNITIES & NEIGHBOURHOODS**



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## **1. Introduction**

Our fifth Annual Parking Report provides an overview of the service during the financial year 1 April 2010 to 31 March 2011 together with key service performance outcomes, statistics and analysis.

There is a high demand for parking in York and a key objective of the enforcement policy is to maintain a balance between the different requirements of residents, visitors, businesses and access for disabled people and thereby contribute to the economic growth and success of the city. We can do this by keeping the traffic moving and improving the flow of public transport through:

- Enforcement of waiting and loading restrictions, bus stop clearways, cycle lanes, taxi ranks, school keep clear zigzags to improve road safety and the expeditious movement of traffic.
- Enforce the resident parking scheme zones to discourage parking by motorists who are not entitled to park in these areas
- Meet the needs of people with disabilities by enforcing the disabled bays to try to ensure that only disabled badge holders are using them.
- Protect access for emergency vehicles.

Services provided to residents and visitors by the Parking Services team include:

- The enforcement of parking restrictions throughout the City of York Council area by an in-house parking enforcement team.
- The management of the council's car parks and on-street pay and display areas, including an in-house cash collection team.
- The issue and administration of resident permits.
- The back office PCN objection and representation service.

The presence of our Civil Enforcement Officers (CEOs) on the street is the main way that we try to achieve compliance with parking regulations. Officers out on the street and being seen there (eyes and ears) does make a difference in keeping traffic moving and deters problems caused by inconsiderate parking.

We are fully committed to being transparent about our parking service and enforcement activity and this year's Annual Report provides extensive information about what we do, why we do it and how we do it.

We seek to enforce the various parking restrictions in the city in a fair and reasonable manner, and care is taken when dealing with representations from the public against the issue of penalty charge notices (PCNs) to ensure that all the circumstances are fully considered.

## 2. Links to the Corporate Strategy 2009/12



Our corporate strategy is an important document. It demonstrates to the city as a whole the work we are doing for our communities and gives all teams in the council a shared purpose.

The strategy takes account of what our local communities have told us are important for York. It sets out the council's collective ambitions for York - what we want our city to be. The ambitions are summarised under seven headings:

- Sustainable City
- Thriving City
- Learning City
- City of Culture
- Safer City
- Healthy City
- Inclusive City

With a further aim that we will make the City of York Council an Effective Organisation.

The Corporate Strategy can be downloaded from the council website at:

[www.york.gov.uk/council/performance/strategy/corporate/](http://www.york.gov.uk/council/performance/strategy/corporate/)

Under **Sustainable City** the objective is: *'to be clean and green, reducing our impact on the environment while maintaining York's special qualities and enabling the city and its communities to grow and thrive'*.

Parking Services contribute to this objective by encouraging the use of low emission vehicles and this report details the initiatives in this area such as offering significant discounted permits for low emission and short vehicles, particularly with regard to resident parking schemes. A car club scheme has

also been introduced with specific bays provided in car parks and on-street for users. Car clubs provide quick and easy access to short term hire and offer an alternative to owning a vehicle. These measures aim to reduce car use, traffic congestion, pollution, noise and accidents.

We also encourage the use of public transport by giving some priority to enforcing the bus stop clearways and by trying to keep the bus routes clear of illegally parked vehicles.

Under **Safer City** the objective is: *'to be a safer city with low crime rates and high opinions of the city's safety record'*.

Parking Services continues to contribute to this by taking action to reduce the number of vehicles parked illegally which can cause a safety hazard for other road users, particularly if they are parked at road junctions. It has been calculated that nationally accidents caused by stationary or parked cars account for 3% of deaths and 5% of road accidents, representing approximately 100 deaths a year due to vehicles being parked illegally. With fewer illegally parked vehicles there will be fewer accidents, increased traffic flow, improved safety and less congestion.

The CEOs act as a uniformed presence on the streets, which can itself, act as a deterrent to crime, particularly vehicle crime, and they are also in a position through their communication equipment to report anything untoward quickly. We also have a policy of clamping and, if necessary, removing the vehicles of persistent evaders. This can serve to get rid of old and unroadworthy vehicles from the streets.

### **3. Links to the Local Transport Plan 2006/11 (LTP2)**



The key aims of the York Local Transport Plan 2006-11 (LTP2) are to ease congestion and improve accessibility, air quality and safety. The plan highlights that if no action is taken to address these issues, traffic levels in the city will increase by 27% in the next 15 years alone.

A core element of the transport strategy for York is the need to reduce emissions of greenhouse gases. It is noted in the main sustainability report that:

*'the effects of transportation policies can have a significant impact upon the historic environment. Traffic can cause physical damage to historic structures, increased pollution can harm the fabric of buildings and monuments, and measures to manage movement through the city can adversely impact upon its character.'*

The LTP can be downloaded from the council website at:

[www.york.gov.uk/transport/ltp/ltp2/](http://www.york.gov.uk/transport/ltp/ltp2/)

Parking enforcement has a key part to play in achieving traffic management.

- The aim of parking enforcement is to reduce unnecessary disruption and congestion caused by inconsiderate parking and to make the streets safer for all road users. Parking policies can assist in reducing the effects of congestion and emissions by discouraging commuting by car, particularly into the city centre whilst, at the same time, ensuring that the parking spaces that are available support the continuing economic viability of the retail sector.

- The parking policy of providing significant discounts for low emission vehicles, both in terms of the cost of car park permits and resident parking scheme permits is clearly consistent with the local transport strategy.
- The exercise of control over the availability of both on and off street parking is central to the delivery of the council's land use and transport policies and has an influence upon economic growth and upon the environment of the city.
- The price, location and availability of parking at origin and destination are crucial factors in an individual's choice of journey mode. The council exercises control over its on and off street parking stock through pricing and availability so as to discourage all day commuting into the city centre by private car.
- Pricing is also used to encourage a regular turn over of use of parking spaces and thus facilitate the availability of parking for short duration trips.
- To prevent displacement of parking as a result of these policies adversely impacting upon the amenities of residents and the ability of the emergency services to function, it operates policies designed to manage on street parking.
- In order to provide and facilitate general access to the city centre, the council operates an extensive Park and Ride network with pricing geared to encourage use by those requiring medium to long stay parking.

#### 4. Background to Parking Enforcement

In 1984 the Road Traffic Regulation Act gave councils the authority to make Traffic Regulation Orders to regulate parking. However, the enforcement of the waiting restrictions (yellow lines) remained with the police and Traffic Wardens. The council could only enforce their own car parks and resident parking schemes.

Over time the Police were unable to provide sufficient resources to enforce the parking restrictions to an acceptable level. In response to this, the Government introduced the concept of decriminalised parking enforcement (DPE) in the Road Traffic Act of 1991 (RTA91).

The Act allowed local authorities to take over most of the enforcement of parking from the police including yellow lines with only serious parking offences such as obstruction and dangerous parking being retained by the police. Adoption of the powers was mandatory for London boroughs but discretionary for the rest of England and Wales.

York decided to take on the DPE powers and on 8 October 2000 became responsible for the enforcement of most of the parking restrictions within the authority's area.



From 31 March 2008, the provisions of Part 6 of the Traffic Management Act 2004 (TMA) came into effect replacing the RTA91. The Government's stated aim was to strengthen the existing system of DPE, which now became known as Civil Parking Enforcement (CPE), by providing a regulatory framework and associated statutory and operational guidance for enforcement authorities across England. It was hoped that this would produce a high level of public understanding and acceptance of CPE, which would, in turn, lead to reductions in congestion and improvements in safety, and management of the highway network. It also aimed to encourage greater transparency and



professionalism within parking enforcement by requiring councils to produce an annual report that would inform the public of objectives of the service and the council's performance in meeting those objectives.

The parking provisions in the TMA extended the parking contraventions to include additional offences, introduced differential penalty charges, allowed PCNs to be issued by post in certain circumstances, and made changes to the administrative procedures involved in the processing of PCNs.

Prior to 31 March 2008 a PCN issued in the City of York Council area was charged at £60, with a reduction to £30 if paid within 14 days. The £60 charge was applicable for every type of parking contravention irrespective of the seriousness of the contravention. For example, whether a vehicle was parked on double yellow lines causing a hazard to traffic, or a motorist simply arrived ten minutes late back to a car park, a PCN could only be issued for the full £60. The £60 charge had been in place in York since March 2002.

In an effort to make the penalty fairer and more acceptable to the public the TMA introduced the concept of differential penalty charges. This means that a higher charge of £70 (reduced to £35 if paid within 14 days) is now made for parking contraventions that cause the most disruption and danger to pedestrians and other road users. Furthermore, in order to give greater protection to residents and disabled badge holders, the higher charge also applies in resident permit zones and disabled bays. Each type of parking contravention is allocated either a higher-level charge or a lower level charge dependent upon the considered seriousness of the parking contravention. The lower level charge is £50 (reduced to £25 if paid within 14 days).

## 5. Pay by Phone



In November 2005 York became the first council, outside London, to introduce a facility that enabled customers to pay to park by mobile phone. The system allows customers to pay for their parking, by means of a credit or debit card, using their mobile phone thus eliminating the requirement to carry large amounts of change. A convenient feature of the system is that it allows parking time to be extended without the customer having to return to the car park. This enables motorists to continue to enjoy the attractions of York without having to worry about their pay and display tickets expiring.

Use of payment by phone has gradually increased and the total number of users at the end of March 2011 was 527,035 with the total amount of parking paid for by mobile phone being £2.6 million. The number of users in 2010/11 was 129,284 an increase of 4% on the 2009/10 figure of 124,140. The average monthly usage in 2010/11 was 10,774, up from 10,345 in 2009/10.

In 2010/11 the total payment was £679,863 which shows an increase of 7% on the 2009/10 figure of £636,722.

The scheme has proved to be popular with close to 11% of all parking payments now being received from Pay by Phone customers. This proportion is continuing to increase as more customers recognize the convenience that it offers. In time this will reduce the need for cash collections from the pay and display machines and produce benefits in terms of reduced security and maintenance costs. The system has already had significant benefits for regular users by enabling them to purchase weekly and 24 hour parking at considerable discounts, with a 50% further reduction on weekly tickets for those residents with low emission vehicles. New users can register online or by phone.

Chart 1 – Pay by Phone Users

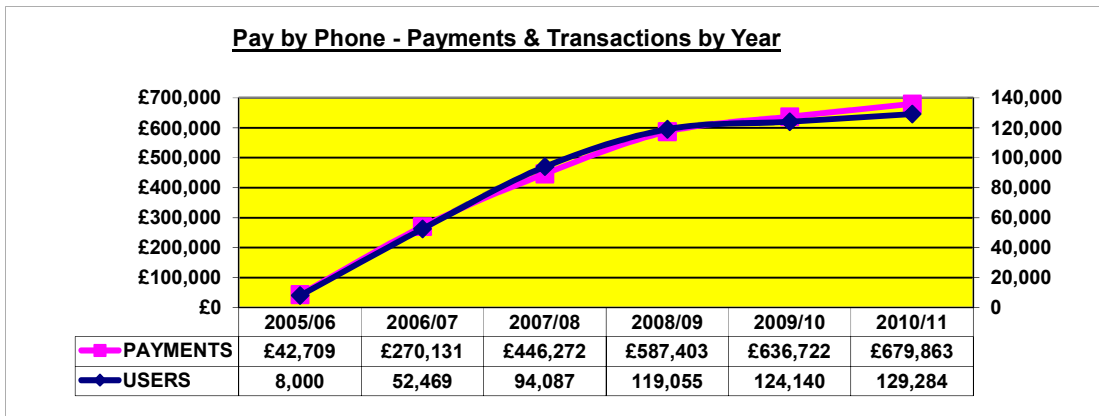
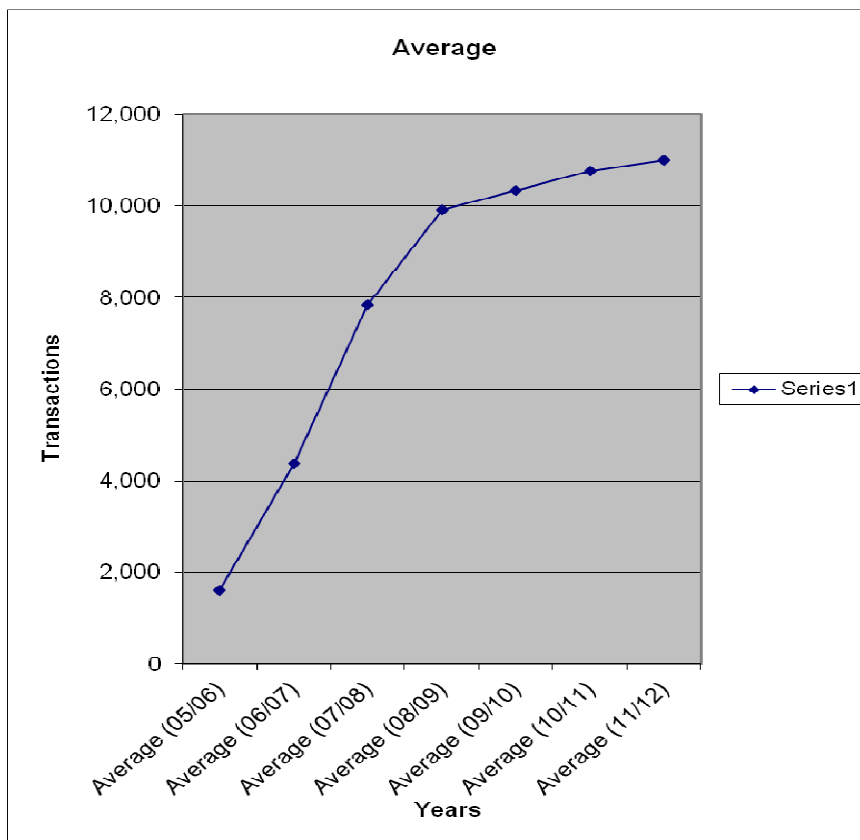


Chart 2 – Average No. of Monthly Transactions



## 6. Hot Line



The council's Parking Services teams operate a free hot line service for residents who wish to report illegal parking. The parking hot line was initiated to enable the CEOs to respond as soon as possible to any reported parking contraventions, and also so that enforcement could be targeted to locations where problems were occurring. York is one of the few authorities in the country to offer such a service for residents.

The hot line number is **0800-1381119**. When someone calls the number they hear a recorded message explaining that they will be passed to an operator who will take the details of the illegal parking and report it to Parking Services. The message is then sent by text message to the mobile phones of the Team Leaders (the supervisors of the CEOs). The Team Leaders will immediately contact a CEO using our radio control system and direct them to the location concerned. We have CEOs who are equipped with motor scooters, which enable them to reach the hot line locations much easier and quicker.

This service is particularly effective for those who live in resident parking areas and are concerned about the parking of vehicles that do not display valid resident permits. However, it can also be used to report any parking infringements, for example; parking on a yellow line or in a marked disabled bay. The target for attending calls to the hot line is 45 minutes. The number of calls responded to in 2010/11 was 2,433 and the target was achieved in 92% of calls (up from 80% in 2009/10). Sometimes the vehicle may have left before a CEO can attend to the call, or the CEO might find that the vehicle is not actually committing a parking contravention, but over 1,000 PCNs were issued as a result of calls to the parking hotline.

## **7. Park Mark Scheme**

The nationally recognised standard for the quality of the parking facility is the Park Mark award. The scheme is operated by the British Parking Association (BPA). They worked together with the Association of Chief Police Officers (ACPO) to create the scheme, which measures parking facilities against criteria and aims to reduce crime in car parks. Operators of a car park are required to adopt an active management strategy to ensure the minimal occurrence of crime.



The Park Mark award is given to parking facilities that have met the requirements of a risk assessment. In order to meet the standard required both a representative from the police and a representative from the BPA inspect the car park against the required criteria and only after they agree is the car park given the award. The award means that the parking operator has put in place measures that help to deter criminal activity and anti-social behaviour; thereby doing everything they can to prevent crime and reduce the fear of crime in their parking facility. By using car parks that display the Park Mark Award customers are supporting operators that have created a safer environment.

The Council now has 19 car parks that have achieved the Park Mark status, which represents 95% of all the car parks.

## **8. Training and Development**

A full training programme is in place for all Parking Services staff, which seeks to increase their self-esteem and job satisfaction and, in turn, increase public confidence and respect. Investment in training and development has clearly improved the knowledge and skills of the team. Whilst many motorists do feel that they have a legitimate reason for disputing a PCN, remarkably few of those reasons are due to an error on the part of the CEO (only 0.85% of all PCN's issued in 2010/11).

All CEOs have now passed the National Vocational Qualification (NVQ) Level 2 in Controlling Parking Areas.

Another objective is for all CEOs to be First Aid Qualified as it is recognised that this can be a useful qualification for them to have in view of their front line ambassadorial role. All of the 22 CEOs are now qualified in first aid and first aid has been administered to members of the public on several occasions.

Other training that has been provided for the team during the year includes conflict management, equalities, leadership and supervisory, IT and health and safety.

Conflict management is particularly important for the CEOs, as they are often the target of verbal, and, occasionally, physical, abuse. All have been trained on conflict management by training organisations that specialise in the training of CEOs.

During 2010/11 there were 22 instances of serious abusive behaviour towards them, including eight where violence was threatened, one incident of racist abuse, three where a CEO was driven at and one where an object was thrown at a CEO who was on a motor cycle. Twelve of the incidents were considered serious enough to be reported to the Police.

Every member of the parking services team had an annual performance and development review meeting during the year and training and development needs form a crucial part of that review.

## 9. Performance Indicators

Parking Services performance is measured against several indicators. The indicators and the actual performance during 2010/11 are shown below. For comparison the figures for 2008/09 & 2009/10 are also provided.

Table 1 – Performance Indicators

Performance Indicator	Target	Actual 08/09	Actual 09/10	Actual 10/11
Challenges responded to within 10 working days	95%	99%	96.54%	97.27%
Telephone Calls answered within 20 seconds	95%	96.70%	93.91%	88.27%
New Resident permits issued within 5 working days	95%	95%	100%	100%
PCNs that resulted in an appeal to the Traffic Penalty Tribunal.	1%	0.023%	0.030%	0.010%
Response to hotline calls which results in a PCN being issued (within 45 minutes).	100%	77%	80%	92%
<b>Patrols</b>				
Residents Parking areas	3 per week per street	5.04	6.80	6.60
Prohibited waiting (Inner York- within 1 mile of Centre)	3 per week per street	6.58	7.99	7.93
Prohibited waiting (Outer York – remainder of City)	2 per week per street	3.87	5.95	5.27
Loading bans	6 per week per street	6.54	7.15	7.82
On Street Specific Marked Bays e.g. Disabled, Taxi, Police, & Bus Stop Clearways	4 per week per bay	5.93	7.50	7.29
School No Stopping Areas	2 Schools per week during term time.	1.90	3.5	2.2
Limited waiting On Street	2 per week per street	4.40	6.05	6.60
Clearways	1 per week per street	4.20	6.81	5.90
On Street Pay and Display	5 per week per street	7.07	7.94	7.00
Off Street Car Parks	7 per week per car park	7.21	8.37	8.08

More emphasis has been placed in the last four years on patrolling in resident parking areas and in prohibited parking places. Staff resources have been channelled onto street enforcement, in accordance with the key aims of parking enforcement of keeping the traffic moving, improving the flow of public transport and road safety. This is in line with government guidance from the Department for Transport in the 'Operational Guidance to Local Authorities: Parking Policy and Enforcement, Traffic Management Act 2004' which emphasises the traffic management purposes of civil parking enforcement, and the introduction, at the end of March 2008, of differential parking penalties. Differential parking penalties initiated higher-level penalties for parking at locations where parking is prohibited and lower level penalties for overstaying where parking is permitted.



## 10. Car Park Capacities and Facilities



Table 2 below gives the council car park capacity and facilities.

Further information regarding charges, hours of operation and the location of the car parks is available on the council web site at [www.york.gov.uk/transport/Parking/Car\\_parks/](http://www.york.gov.uk/transport/Parking/Car_parks/)

Table 2 – Off Street Parking Capacities & Facilities

Car Park	No. of Bays	Disabled Bays	Motorcycle Bays	CCTV	Park Mark Award	Pay by Phone	Season Tickets	Resident Contract Permits	Pay by Credit/Debit Card	Toilets
Bishopthorpe Rd	41	0	X	X	✓	X	X	X	X	X
Bootham Row	100	2	✓	✓	✓	✓	✓	X	✓	X
Castle	318	6	X	✓	✓	✓	✓	X	✓	ADJACENT
Castle Mills	44	0	X	X	X	✓	X	X	X	X
Esplanade	75	5	✓	✓	✓	✓	✓	X	✓	X
Foss Bank	316	0	✓	✓	✓	✓	✓	✓	X	X
Haymarket	102	0	✓	X	✓	✓	✓	✓	X	X
Marygate	352	5	✓	✓	✓	✓	✓	✓	✓	X
Monk Bar	243	9	✓	✓	✓	✓	✓	✓	X	X
Nunnery Lane	193	5	✓	✓	✓	✓	✓	✓	✓	✓
Peel Street	77	0	X	✓	✓	✓	✓	✓	X	X
Piccadilly	287	21	X	✓	✓	✓	✓	X	✓	✓
St George's Field	276	6	X	✓	✓	✓	✓	✓	X	✓
Union Terrace	145	14	✓	✓	✓	✓	✓	✓	X	✓
<b>Coach Parking</b>										
St George's Field	27	0	X	✓	✓	✓	X	X	X	✓
Union Terrace	35	0	X	✓	✓	✓	X	X	X	✓

Additional pay and display machines that take payment by credit/debit card were installed during 2010/11 at Bootham Row, Castle, Esplanade, Marygate and Nunnery Lane to augment the four that were installed at Piccadilly in the

previous year. The machines provide customers with another option for paying for their parking. One benefit of the machines that has been noticed is that customers tend to park for longer if they can pay by credit or debit card.

### **a) Season Tickets**

Customers may buy season tickets, which are valid in most of the car parks (see table above). Season Tickets are available for a minimum of one month. They cost £995 for one year or £120 per month.

A weekly season ticket is available for users of the pay by phone system for £48.

Significant discounts are available for customers whose vehicles are less than 2.7m in length or are classed as low emission vehicles with emissions up to 120g/km<sup>2</sup> (tax bands A-C) or are electric or LPG powered.

Discount season tickets are priced at £497.50 per year or £50 per month. A weekly ticket is available for users of the pay by phone system for £20 per week.

There are also short car parking bays specifically for those vehicles of less than 2.7m in length in the following car parks:

- Foss Bank
- Marygate
- Nunnery Lane
- Union Terrace

### **b) Resident Discount Badges**

Discount parking badges are available to residents of the City of York. The badges are issued free of charge to residents who live within the York boundary and own a vehicle. The badges allow residents to park with a reduction of approximately 30p per hour on the normal rates, in most of the car parks.

### **c) Resident Contract Permits**

If a resident lives within the central area of York, which is basically within the City walls, they can buy a resident contract parking permit provided that they are not part of a resident parking scheme, and they do not have a garage or sufficient space for a motor car. The permit allows parking at a reduced rate.

Resident Contract Permits are available for a minimum of one month and a maximum of one year. The prices are as follows:

- Foss Bank car park £700 per year or £65 per month.
- Other car parks £685 per year or £60 per month.

The Foss Bank permits are more expensive because the car park is securely locked at night and electronic keys are provided for access when the car park is closed.

Large discounts are available for customers whose vehicles are less than 2.7m in length or are classed as low emission vehicles with emissions up to 120g/km<sup>2</sup> (tax bands A-C) or are electric or LPG powered.

A discount resident contract permit is £325 per year or £30 per month at Foss Bank car park and £288 per year or £25 per month at all other car parks.

#### **d) Evening Frequent User Passes**

A frequent user parking pass allows discount parking in off street car parks (except for Castle Mills, Foss Bank and Piccadilly, which close in the evening) and at most on street pay & display areas from 5pm to 8.30am Mondays to Saturdays and until 12.30pm on Sundays. Some on-street pay and display bays also have waiting restrictions (yellow lines) that are enforceable from 8am until 6pm. The Evening permit entitles parking at these locations from 6pm until 8am.

Evening Frequent User passes are available to York Residents for £84 per year or £21 for three months and to Non-Residents for £120 per year or £30 for three months.

Charities can have up to five permits free of charge. Their business premises must be within the inner ring road to qualify.

Large discounts are available for customers whose vehicles are less than 2.7m in length or are classed as low emission vehicles with emissions up to 120g/km<sup>2</sup> (tax bands A-C) or are electric or LPG powered.

A discount resident frequent user pass is £42 per year or £10.50 for three months and a Non-Resident discount frequent user pass is £60 per year or £15 for three months.

A summary of the charges for car park permits is shown in table 3 below.

Table 3 – Car Park Permit Charges

<b>CHARGES</b>	<b>Discount vehicle rate</b>	<b>Standard rate</b>
<b>Season Tickets</b>		
Annual Season Ticket	£497.50	£995.00
Monthly Season Tickets	£50.00	£120.00
Weekly Season Tickets (Pay by Phone Users only)	£20.00	£48.00
<b>Resident Contract Permit</b>		
Foss Bank - Monthly	£30.00	£65.00
Foss Bank - Annual	£325.00	£700.00
Surface - Monthly	£25.00	£60.00
Surface - Annual	£288.00	£685.00
<b>Frequent User Pass</b>		
Non-Resident - Annual	£60.00	£120.00
Non Resident - Quarter	£15.00	£30.00
Resident - Annual	£42.00	£84.00
Resident - Quarter	£10.50	£21.00
Charity (maximum of 5 permits)	FREE	FREE

## 11. On-Street Parking

### a) Amount of On-Street Restricted Parking

Table 4 gives the total length, in metres, of controlled on street restrictions in 2010/11.

**Table 4 – Total Lengths of Controlled On-Street Restrictions**

	<b>10/11 (Metres)</b>
Respark Parking Schemes (53 Different Schemes)	Over 27,000
Pay and Display	Over 5,000
Yellow Lines (Prohibited Waiting)	Over 570,00
Others	Over 5,000

There are over 600,000 metres (377 miles) of restricted parking in York. Over 800 different streets have parking restrictions of some description.

### b) On Street Pay and Display



There are on-street pay and display bays at the following city centre locations. One and two hour charges apply every day from 8.00am to 6.00pm, except for Priory Street where the charges on Sunday do not start until 1.00pm in order to allow people to park whilst attending nearby churches. Evening charges apply to all the streets below from 6.00pm until midnight.

- Carmelite Street
- Lawrence Street
- Lord Mayor's Walk
- North Street
- Palmer Lane
- Piccadilly
- Priory Street
- Skeldergate
- Tanner's Moat
- Toft Green

- Walmgate

Charges to park on the streets above are:

- 1 hour - £1.70
- 2 hours - £3.40
- 3 hours - £5.10 (parking for over 2 hours is only allowed after 3pm)

Evening - FREE for York residents with a parking discount badge, £2.00 for others.

### **Micklegate**

Charges to park on Micklegate are:

- 30 minutes - 20p
- 1 hour - 40p
- 2 hours - £3.40
- 3 hours - £5.10 (parking for over 2 hours is only allowed after 3pm)

Evening - FREE for York residents with a parking discount badge, (commonly known as the Minster badge), £2.00 for others

The 30 minutes, one and two hour charges apply every day from 8.00am to 6.00pm, except Sundays when the charges only apply from 1.00pm to 6.00pm. Evening charges apply from 6.00pm until midnight.

### **Foss Islands Road**

This area of on-street parking is designed for larger vehicles such as minibuses up to 25 seats, motorhomes and caravans.

These charges apply Monday to Sunday, 8.00am to 9.00pm.

- Up to 2 hours - £3.30
- Up to 5 hours - £5.00
- Up to 13 hours: £8.00

### **On Street Evening Only Parking**

Additional On-Street Evening Only Parking bays are available at the following locations:

- Blake Street
- Duncombe Place
- Fossgate
- Goodramgate
- Lendal
- Piccadilly
- St Deny's Road

- The Stonebow
- Walmgate

The bays are available for parking from 6pm to 8am every evening.

The charge is £2 for any length of stay between 6pm and 8am except for York Resident Discount Badge Holders who may park FREE OF CHARGE.

The charges apply Monday to Saturday at Blake Street, Duncombe Place, Goodramgate, Lendal and St Deny's Road and on every day of the week at Fossgate, Piccadilly, The Stonebow and Walmgate.

### **On Street Parking in Resident Parking Zones**

Non-Residents in certain parking zones can park for up to one hour in some of the spaces, provided that a pay and display ticket is purchased. Resident Permit holders of the zone concerned do not have to pay, and there is no limit to how long they can park.

The streets where respark on-street pay and display bays are located are as follows:

- Bishophill Senior
- Clifton
- Cromwell Road
- Cumberland Street
- Garden Street
- George Street
- Huntington Road
- Lawrence Street
- Lead Mill Lane
- Lower Friargate
- Lower Priory Street
- Lowther Street
- Margaret Street
- Marygate
- Park Grove
- Penleys Grove Street
- Queen Anne's Road
- The Crescent
- The Mount
- Townend Street
- Union Terrace
- Walmgate

All the respark pay and display bays allow parking for one hour only. The charges apply every day from 8.00am to 8.00pm and the charge is 60p.

## **12. Parking Provision for Disabled Persons**

### **a) Disabled Persons' Parking (Blue Badge) Scheme**

The blue badge scheme provides national parking concessions making it easier for people with severe walking difficulties to park closer to shops, restaurants and other places they wish to visit. There is also a discretionary green parking permit scheme in York that allows greater access to parking in the city centre for severely disabled people.

The council issues blue badge parking permits to eligible York residents on behalf of the Department for Transport.

The scheme only applies to on-street car parking and, in York, to council managed car parks. For parking in private sector car parks, including supermarkets, badge holders must check the concessions being offered as there may be a charge. Badge holders should always check and not assume that their badge entitles them to park free of charge.

The badge is issued to the eligible person, who can be the driver or a passenger. It does not belong to the vehicle and is not issued to relatives or carers. Parents of a disabled child under 16 can apply for a badge on their child's behalf.

#### **Who can have a blue badge?**

People are automatically eligible who are:

- registered blind, or
- receive the higher rate **mobility** component of disability living allowance; or
- use a disabled person's car supplied by a government department or
- receive a war pensioner's mobility supplement

If one of these applies the applicant must provide documentary evidence (eg photocopy of allowance book / letter), and they will not need an assessment.

People are also eligible for a blue badge if a mobility assessment shows that they:

- have a permanent and substantial disability that means they are unable to walk or have very considerable difficulty walking or
- have a severe disability in both arms, **regularly drive** a vehicle but are unable to operate, or have considerable difficulty in operating, all or some types of parking meter.

Parents of a child under 2 can apply for a badge on the child's behalf if the child, due to a specific medical condition;

- needs to travel with bulky medical equipment or



- needs to be close to a vehicle for emergency medical treatment or rapid transport to a place where they can be treated.

These badges expire the day after the child's second birthday.

### Applying for a Disabled Badge

Information about how to apply for, or renew, a disabled badge in York is available on the council website at:

[www.york.gov.uk/transport/Parking/Disabled\\_parking/blue\\_badge/Blue\\_badge\\_apply\\_or\\_renew/](http://www.york.gov.uk/transport/Parking/Disabled_parking/blue_badge/Blue_badge_apply_or_renew/)

An application form can be downloaded and also a detailed information booklet from the Department for Transport about using the disabled badge called 'The Blue Badge scheme: rights and responsibilities in England'.

### Displaying the parking disc

In England and Wales disabled badge holders require a parking disc when parking on yellow lines or in a parking place for badge holders that has a time limit. A disc is sent when the disabled badge is issued. The parking disc/clock must be displayed on the vehicle's dashboard or fascia panel, so that the time can be seen clearly through the front windscreen. If there is no dashboard or fascia panel in the vehicle, it must still be displayed in a place where it can be clearly read from outside the vehicle.



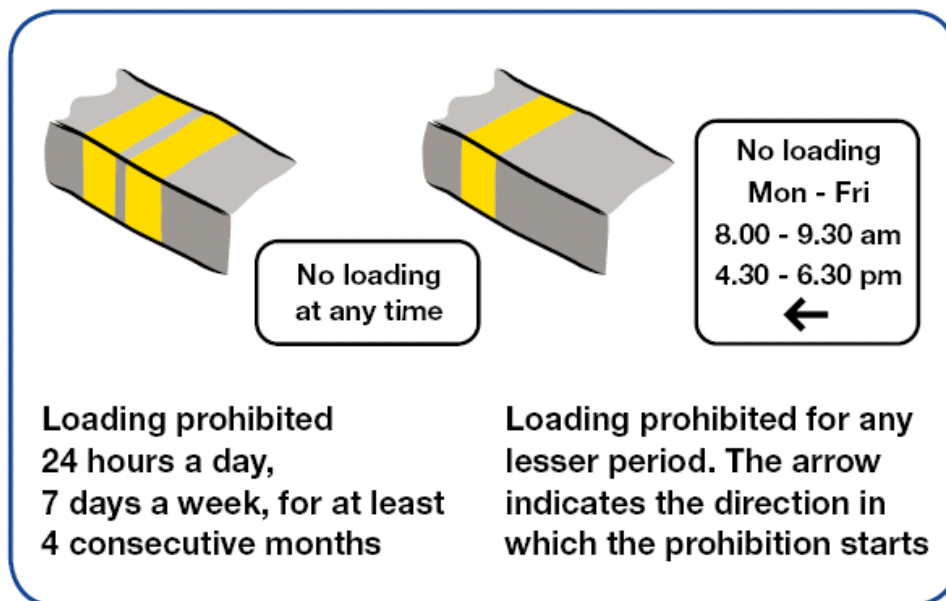
*Blue parking disc*

Disabled badge holders can park on double yellow lines for up to 3 hours, unless there is a ban on loading or unloading and only if their vehicle does not cause an obstruction. They must display and set the clock on their parking disc when they park.

Yellow lines



A mistake that is sometimes made by disabled badge holders is to park where there are loading restrictions in place. The disabled badge does not allow holders to park at locations and times when loading is not allowed. Loading restrictions are advised to motorists by the following signs and kerb markings.



## Displaying the Disabled Badge

Badge holders must display their badge on the top of the dashboard of a vehicle with the front of the disc (stating 'Front - Display this side up') facing forward so that the relevant details are legible from outside the vehicle. If the vehicle does not have a dashboard they must display the badge in a conspicuous position on the vehicle so that the relevant details are easily seen from outside the vehicle.

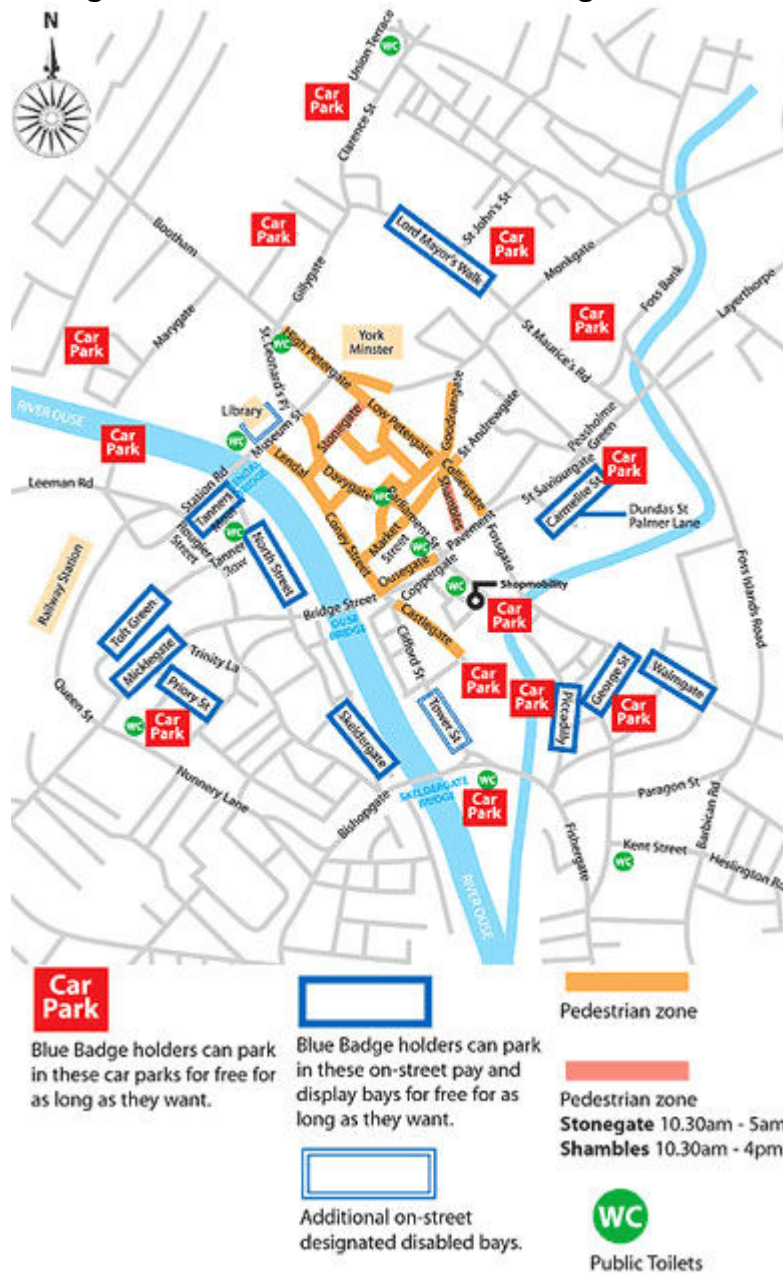
It is important that the badge is displayed the correct way round with the expiry date clearly visible from outside the vehicle. If the badge is displayed the wrong way round a CEO may issue a PCN since they will not be able to establish whether the badge is still valid, although, in York, if it is a first contravention, the PCN will normally be cancelled, and a warning to display the badge correctly will be given instead, if a valid disabled badge is subsequently produced.



The badge should only be displayed when using the parking benefits under the scheme, except if the vehicle is being driven by someone other than the badge holder for the purpose of entering or leaving an area (which is accessible only to vehicles displaying a blue badge) in order to pick up or drop off the badge holder.

It is the badge holder's responsibility to make sure the badge is used properly. The badge holder must not allow other people to use the badge. Badge holders must make sure the details on the front of the badge remain legible. If they become unreadable, the disc must be returned to the council for re-issuing.

**b) Parking Concessions for Disabled Badge Holders in York**



The map shows where disabled badge holders can park for free in the city centre. It includes car parks and on-street bays. Badge holders should always display their badge when parking in one of these car parks or bays. Where there is a time limit on parking they must set and display their disc/clock.

Badge holders may park free of charge in all of the off-street car parks without time limit, except for Bishopthorpe Road Car Park which has a time limit of three hours. There are dedicated disabled badge holder only bays in most of the car parks (see Table 2). These bays are larger than normal bays to provide more room for disabled badge holders to get in and out of their vehicles.



There are 6 disabled bays at Castle Car Park

Disabled badge holders may also park free of charge and without time limit in on-street pay and display bays and in resident only parking bays. There are badge holder only bays in Tower Street.

Police Officers, Traffic Wardens and the council's CEO's also have the power to inspect disabled badges and it is a criminal offence for a badge holder to refuse to show the badge.



### Frequently asked questions

There are some frequently asked questions below. More detailed information can be found on the [Department of Transport](#) website

Q: Does the disability have to be permanent?

A: Yes.

Q: Which way do I display the badge?

A: The badge states 'Front - Display this side up'

Q: Can I have a badge if I can't drive?

A: Yes. The badge can be used in any vehicle that the holder is using, whether as a driver or passenger.

Q: Can I use my badge abroad?

A: Badge holders are able to take advantage of the applicable disabled motorist's parking privileges throughout the European Union. For other areas you are advised to contact the authorities in the country concerned.

**Disabled person's parking (green permit) scheme**

The council can issue discretionary green permits to severely disabled people who have blue badges. These permits allow further access to disabled parking in York at Davygate, St.Sampson's Square and Church Street during the pedestrianised period of the day to park for up to three hours.

The centre of the city is pedestrianised from 11.00am to 4.00pm Monday to Friday, 10.30am to 4.30pm Saturdays and 12noon to 4.00pm Sundays.

**Who can have a green permit?**

Those persons who already have a blue badge can apply for a green permit if:

- they receive disability living allowance higher rate mobility component or, in severe cases, incapacity benefit or
- they use a motor vehicle supplied by the benefits agency or receive a grant towards their own vehicle

Further information on how to apply for a Green Permit is available on the council website at:

[www.york.gov.uk/transport/Parking/Disabled\\_parking/Green\\_permit/](http://www.york.gov.uk/transport/Parking/Disabled_parking/Green_permit/)

A City Centre Access Guide for the disabled is available to download from the Council website at;

[www.york.gov.uk/content/45053/64897/133965/city\\_centre\\_access.pdf](http://www.york.gov.uk/content/45053/64897/133965/city_centre_access.pdf)

### c) Shopmobility

Shopmobility is a scheme which enables people who find walking distances an obstacle to still enjoy the shopping and other facilities of city centres by lending them powered scooters, electric wheelchairs and manual chairs.



Shopmobility York lends wheelchairs and scooters to people with limited mobility who are using York City Centre.

The Shopmobility Centre is located on Level 2 of the Piccadilly Car Park above Marks & Spencer, Home and Boots in the Coppergate Centre, which is in the centre of York. Shopmobility users may park free of charge without time limit in the car park, although it should be noted that the car park shuts at 6:30pm.

Full details about Shopmobility York and their services and charges can be found on the [Shopmobility York website](http://shopmobilityyork.org.uk) or by telephoning (01904) 679222.

**EASY GOING IN  
YORK**

For further information  
or to book, call us on  
**01904 679222**  
[info@shopmobilityyork.org.uk](mailto:info@shopmobilityyork.org.uk)



SHOPMOBILITY  
YORK

### **13. Resident Parking Scheme (Respark)**

Resident parking zones are initiated following requests from residents who have been unable to find a parking space outside their own properties due to the parking of commuters and tourists. It should be emphasised that resident parking zones are never forced on unwilling communities. There is a long consultation process before a scheme is brought in, and all affected parties can give their views prior to a vote of affected residents being taken. The scheme will not go ahead if the residents vote against it. The scheme gives priority to residents, their visitors and businesses located in a zone. It does not guarantee that a space will be available for permit holders to park but it gives permit holders priority over other vehicles, and it does significantly improve the ability of the residents to find a parking space.



Respark in York started in 1987 and initially permits were free of charge to residents but by late 1992 the schemes had grown to cover around 5,000 spaces and over 40 different zones. With the growth in the number of schemes the cost of enforcement and administration, in turn, increased considerably. At this point the council decided that the costs were unsustainable and resolved to convert the free system to one where permits were charged for and to try to make the scheme self-financing. To move from one arrangement to another, every resident in every zone was balloted on whether they wanted to retain their scheme. Only two zones opted out and charges were introduced in October 1993. The council now operate 53 residents parking zones across the city.

If a property is in a respark zone a resident may be entitled to a permit that will allow them to park their vehicle for longer than the permitted waiting time (usually 10 minutes). Scratch off daily permits can also be purchased for visitors. Permits are required for all vehicles except motorbikes and bicycles.



There are three types of bays within respark zones. These are:

- standard bays which are available for parking by all permit holders except for guest house and house of multiple occupancy permit holders.
- community bays which are available for all permit holders.
- guest house bays which can only be used by guest house and house of multiple occupancy permit holders.

Permits are also available for people who need to be able to park their vehicles in a respark zone for specific reasons. A brief description of the purpose of each of the respark permits is given below.

Further information about the respark scheme including the price of each permit and how to apply for a permit, is available on the council website at:

[www.york.gov.uk/transport/Parking/zones/](http://www.york.gov.uk/transport/Parking/zones/)

A leaflet about the resident parking scheme is available on line and can also be obtained from the Parking Reception at 9 St Leonard's Place.



New and larger developments are excluded from joining a Resident Parking Scheme. This is to prevent overloading of the available on-street parking in these areas. This follows government guidelines and the council policy of discouraging increased car ownership in central areas. Developers are made aware of the exclusion at the planning stage and should make their purchasers/tenants aware of the limitation on their parking options.

**a) Household Permit**

Residents may have a household permit regardless of whether or not they have a vehicle. If they wish they can transfer this permit to other vehicles parked by visitors or family.

Residents are entitled to a further three permits but these permits are vehicle specific and the cost of each permit increases according to how many are required.

**b) Business Permit**

Businesses in most respark zones can apply for a permit but permits are not permitted in certain zones due to a lack of parking spaces in these zones.

To qualify the proprietor must:

- pay business rates directly to the council for a business within a respark zone
- have no off street parking at the property (this includes space that is being used for purposes other than parking)
- not be living at the business

The permit can be used by any member of staff or visitor who has to use their vehicle for the business. Only one permit can be issued per property, and no visitor permits are allowed.

**c) Commercial Permit**

Commercial permits are available if, in the course of a business or calling, it is necessary to visit residential or business premises within a resident parking zone. A maximum of one permit is allowed and they may be purchased for use in one specific zone or to park in any zone.

**d) Community Permit**

A community permit is designed to assist organisations whose staff need to be able to park in resident parking areas so that they may directly serve the physical or spiritual needs of the residents.

**e) Attendance and Carer Permits**

Permits are available for residents who receive Attendance Allowance or Disability Living Allowance. The permits can either be used by residents in their own vehicles or to enable carers to park whilst providing care to residents. All these permits are free of charge.

Following a suggestion from a disabled resident, at an equalities consultation fair, the permits are no longer limited to one per applicant and can now be issued for the number of carers that need to attend to a resident at any one

time. This alleviates the necessity for disabled residents, who need more than one carer, to have to buy visitor permits.

#### **f) Guest House Permit**

Guest houses and small hotel proprietors within respark zones can apply for a guest house authorisation card. An authorisation card allows a registered guest house proprietor to obtain guest house permits which enable guest house paying visitors to park in the guest house or community bays in the resident zone where the guest house is situated. Each authorisation card allows one vehicle to park in the guest house or community bays.

#### **g) House in Multiple Occupancy (HMO) Permit**

A HMO is a property occupied by unrelated and independently recruited tenants who each have a self-contained lockable room in the property. A HMO permit is valid in community and guest house bays only.

#### **h) Landlord and Management Agent Permit**

A Landlord Permit is for landlords of vacant or tenanted residential premises which are located wholly within a resident parking zone. The purpose is to allow landlords extra time to visit their properties.

The permit allows parking for up to 60 minutes longer in a residents parking zone than the parking restrictions normally allow. For example, if non-permit holders are allowed to park for 10 minutes, a landlord permit holder would be allowed to park for 70 minutes.

The permit is only valid in the resident parking zone for which it is issued, so if a landlord has properties in other zones, they would need to apply for a permit for each zone separately.

#### **i) Property Permit**

Property permits are designed for the use of owner or builders who are engaged in building or renovation work at the time when the vehicle is parked in a respark zone.

The permit is only valid for one specified resident zone and only one property permit can be issued for a property. The permit is valid for a maximum of 3 months, and cannot be renewed after the 3 month period has expired.

Daily property permits are also available.

#### **j) Visitor Permits and Authorisation Cards**

An authorisation card enables residents to buy visitor's permits for their visitors to use when parking in a respark zone. Residents receive an authorisation card, free of charge, when they buy a household parking permit

A resident may live within a respark zone but not own a car and so they can also apply for an authorisation card to enable them to buy visitor permits for their visitors to use.

Authorisation Card holders may have up to forty books of visitor permits. There are five permits in each book. A maximum of six books is allowed in any calendar month until the full allocation of 40 books for the year is reached. Each permit is valid for one day and lasts until 10am the next day.

### **k) Low Emission Initiative**



The key aims of York's respark scheme is:

- To provide a greater opportunity for local residents to park near their property.

Following on from this objective and with regard to the 'Local Transport Plan 2006-2011 Mid-term Report' it was resolved that;

- "the use of cleaner, alternatively fuelled and smaller, more fuel efficient vehicles" would be encouraged.

The council has adapted the respark scheme fees to support the reducing of carbon emissions. As 'Act on CO2', a cross-Governmental initiative to lower carbon emissions explains:

*'Immediate green benefits will flow from a low-carbon Britain.....in terms of a healthier cleaner and quieter environment. It's also in the interests of Britain's energy security as the supply of low carbon, home grown energy is increased and the UK is weaned off imported oil and gas'.*

A discounted rate was introduced for low emission vehicles in February 2006. The inclusion of an environmental element into residents parking extended the remit of the 'small car' discount, which had commenced in March 2004 for vehicles of less than 2.7m in length. The City of York was one of the first

authorities to introduce such discounts, which have now been in operation for four years. They have encouraged both the initial choice and the continued use of greener vehicles.

The low emission discount offers a discount of over 50% on most permits to those who can provide evidence that their vehicle is suitably environmentally friendly. Initially the low emission discount offered was based on vehicles that fall into the two lowest CO<sub>2</sub> emission bands (vehicle tax bands A & B). However, the council decided to extend the discount to include Band C vehicles and electric cars and those vehicles, which have been converted to liquefied petroleum gas (LPG) from 1<sup>st</sup> April 2010. The current low emission discount is available to 0.8% of residents whereas, by increasing the discount to include Band C, an additional 2% of vehicles can be reached.

The council also decided that vehicles with high emissions (vehicle tax bands J to M) and vehicles more than 5 metres in length should be charged an increased rate for the residents' permits.

Therefore, from 1<sup>st</sup> April 2010 the following rates applied for household permits:

Vehicle Band	Emission level (CO <sub>2</sub> g/km <sup>2</sup> )	Respark fee
<b>A – C</b> (& vehicles less than 2.7 metres)	0 – 120	£44
<b>D – I</b> (& vehicles registered pre 2001)	121 – 185	£93
<b>J – M</b> (& vehicles more than 5 metres)	186 +	£110

A vehicle, which qualifies for a low emission discount, pays £44 whilst a standard permit price is £93. The prices for second, third and fourth permits are currently set at £142, £296 and £592 respectively. These additional vehicles do not qualify for the low emission based discounted rate, as this can be seen to be contrary to the principle which discourages additional vehicles by increasing the cost of the permit.

It should also be mentioned that whilst a fourth permit is available, there have been no applications from residents for them since 2004. Furthermore, the number of second and third permits issued has also declined since 2004. This is in contrast with the take-up of low emission discount permits, which have risen steadily since their inception (see Table 5 on page 41). The policy adopted by the City was always going to have a gradual, cumulative effect as more vehicles are changed.

## I) Enforcement and complaints

### Vehicles without valid tickets

Vehicles parked in respark zones without valid permits may receive a PCN from the council's CEOs.

### Abuse of the scheme

Residents should not sell permits or give them to others who do not live in the zone. If residents report someone abusing the scheme we investigate in confidence. If abuse has occurred we can withdraw permits and/or issue PCNs to the vehicle concerned.

### Reporting problems and complaints

To report scheme abuses and vehicles without valid permits residents can contact Parking Services on 551310 or report it on the free parking hotline **0800-1381119**. The Parking Office is open from 8.30am to 5pm Monday to Friday and from 9am to 12pm and 1pm to 4pm on Saturday. The Parking Hotline is available during the patrolling hours of the Parking enforcement team which are usually everyday from 7:45am to 9:30pm, although occasional patrols outside these hours are undertaken. We aim to attend within 45 minutes of receiving the call.

### Late Night Patrols

Several complaints were received from residents about the parking of vehicles without permits late at night and so, in response to these complaints and to ensure that the respark scheme is not being abused. one of the actions planned for 2010/11 was targeted out of hours late night patrols in respark areas. These patrols have proved very successful in catching offenders and they will continue during 2011/12.

### Respark Survey

An extensive customer satisfaction survey into the respark scheme was conducted during 2009/10 and 2010/11. Up to 6,000 questionnaires were sent to residents with their permit renewal forms between 1<sup>st</sup> October 2009 and 30<sup>th</sup> September 2010.



Results from residents are encouraging with;

- 68% satisfied with the scheme, including 23% who were 'very satisfied'.
- 93% had received their permit before their existing permit expired.
- 60% of users of the hotline service were satisfied with the service, including 15% who were very satisfied.
- 81% were aware that discounts are available for low emission and short vehicles.
- 79% thought that the resident parking scheme regulations were clear.
- 65% were satisfied with the enforcement of the scheme including 21% who were 'very satisfied'.

Residents were invited to comment on possible improvements and some of the main themes were that there should be more enforcement particularly in the evenings and at weekends and in areas near the football ground on match days; that residents should be able to renew permits and obtain visitor permits on-line and that parking by parents near schools was perceived to be a serious problem.

#### m) Permits Sales

Table 5 gives the number and type of permits issued during the last 3 financial years.

Table 5 - Annual No of Permits Issued by Type

<b>Resident Parking Scheme Permits</b>	<b>08/09</b>	<b>09/10</b>	<b>10/11</b>
Household Permit	4,789	4,751	4,731
Visitor Permits	169,905	199,250	206,865
Household (High Emission Vehicles)	N/A	N/A	158
Household (Low Emission Vehicles)	63	91	201
Second Vehicle Permits	690	661	688
Third Vehicle Permits	11	19	19
Business Permit	71	83	72
Business Permit (Low Emission Vehicles)	0	0	2
Guest House Permit	152	162	152
Commercial Permit	11	5	6
Commercial Permit (Low Emission Vehicles)	0	1	0
House of Multiple Occupancy Permit	31	49	51
House of Multiple Occupancy Permit (Low Emission Vehicles)	1	0	1
Property Permit	11	6	12
Landlord Permit	7	6	6
Community Permits	578	651	600
Community Permits (Low Emission Vehicles)	5	3	6
Carers and Disabled Resident Permits	98	100	130
<b>Total Resident Permits</b>	<b>176,422</b>	<b>205,838</b>	<b>213,700</b>
<b>Car Park Permits</b>			
Frequent User Pass	37	60	41
Frequent User Pass (Low Emission Vehicles)	1	0	4
Resident Contract Permits	340	261	256
Resident Contract Permits (Low Emission Vehicles)	12	9	11
Season Tickets	473	328	299
Season Tickets (Low Emission Vehicles)	25	42	65
Resident Discount Badges	4,556	2,278	5,869
<b>Total Car Park Permits</b>	<b>5,481</b>	<b>2,978</b>	<b>6,545</b>

## 14. Penalty Charge Notices (PCNs)

### a) Number Issued

There is a fine balance between the level of enforcement that is affordable in terms of operational costs and the need to deter illegal parking in order to keep the traffic moving. If enforcement is increased then operational costs will rise but illegal parking should fall. Similarly if enforcement is reduced, operational costs will fall but illegal parking may rise. Achieving the right balance is difficult particularly with the budget pressures that local authorities face.



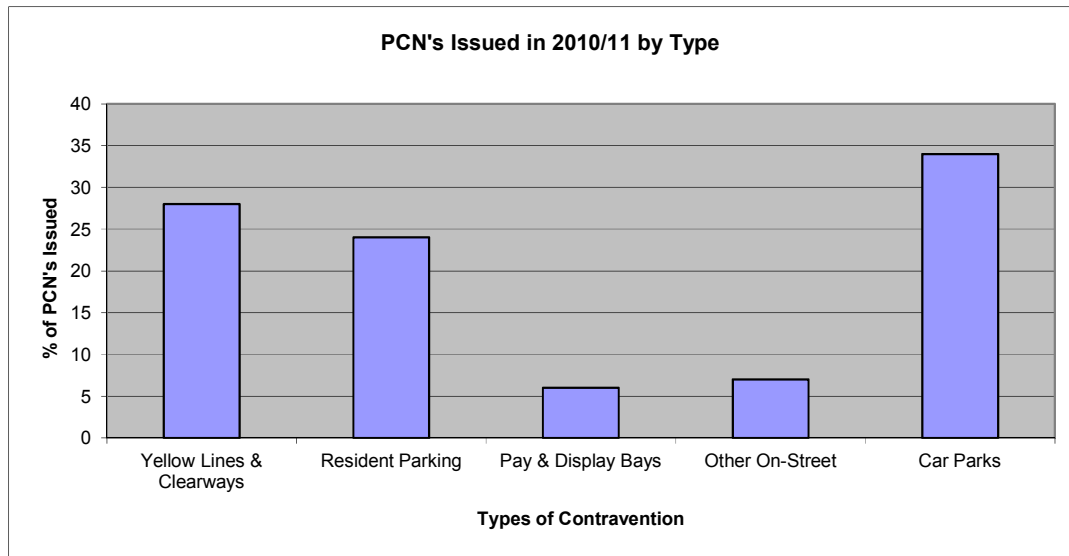
Table 6 shows the number of PCNs issued over the last 3 financial years divided into On-Street and Off-Street contraventions. The On-Street contraventions are sub-divided into those occurring on yellow lines, resident parking areas, pay and display bays and others.

Table 6 – PCNs Issued – On Street & Off Street

	2008/09	%	2009/10	%	2010/11	%
<b>On-Street</b>						
Yellow Lines & Clearways	5,272	32	5,812	31	5,734	28
Resident Parking	3,847	23	5,034	26	4,901	24
Pay & Display Bays	1,071	6	1,084	6	1,277	6
Other On-Street	922	5	1,159	6	1,359	7
<b>Sub Total On-Street</b>	<b>11,112</b>	<b>66</b>	<b>13,089</b>	<b>69</b>	<b>13,271</b>	<b>66</b>
Off-Street Car Parks	5,605	34	5,781	31	6,984	34
<b>Total</b>	<b>16,717</b>		<b>18,870</b>		<b>20,255</b>	



Chart 3 – PCN's Issued in 2010/11 by Type



### b) Differential Charges

2010/11 was the third year of differential parking charges. The number of PCNs issued at the higher rate of £70 was 11,263 (56%) and the number at the lower rate of £50 was 8,992 (44%). Further details of the number of PCNs issued for each higher and lower contravention are shown at Appendix F, on page 96.

### c) On-Street PCNs

A total of 13,271 PCNs (66% of all PCNs) were issued on-street during 2010/11. This is higher than in 2009/10 when 13,089 were issued and also higher than the total of 11,112 for 2008/09. The highest number of PCNs was issued in North Street (434), Piccadilly (415), Walmgate (291) and Micklegate (276). A common theme of these streets is that they all have several different parking restrictions in them such as yellow lines, residents parking and pay and display bays.



A total of 28% (31% in 09/10) of the contraventions in 2010/11 were for parking where waiting or loading restrictions are in place (yellow lines and clearways) with 24% (27% in 09/10) being for parking in the resident parking zones without a valid permit and 6% (also 6% in 09/10) for contravention of the on-street pay and display restrictions.



Appendix C, on page 74, gives a street-by-street breakdown of the PCNs issued in each of the three years, which provides residents with the opportunity of seeing how many were issued in their own area. Appendix B, on page 73, provides the reasons for the issue of all on-street penalty charge notices.

#### **d) Off Street PCNs**

A total of 6,984 PCNs (34% of all PCNs) were issued within the council car parks in 2010/11. This is an increase on 2009/10 when 5,781 (31%) were issued and on 2008/09 when a total of 5,605 were issued. In all three years the highest volume of PCNs were issued for parking contraventions in Castle Car Park (2,024 PCNs which represents 29% of all PCNs issued in car parks).

As can be expected, 80% of the PCN's issued in car parks were for either parking without payment or because the parking time purchased had expired (5,595 PCNs).

Appendix A, on page 72, provides a full breakdown by car park with Appendix B on page 73 detailing the reasons for the issue of PCNs in the car parks.

### e) Clamping and Removal

The council has a policy of using the clamping and removal of vehicles as a deterrent against those small numbers of persistent evaders who repeatedly ignore the parking restrictions. A persistent evader is defined as a motorist who has three or more outstanding PCNs for the vehicle that have not been paid or challenged. Usually this is because the vehicle keeper is not registered, or is incorrectly registered, on the DVLA database and the owner does not pay the PCNs or challenge them in the belief that they cannot be traced. The advantage of clamping and removing such vehicles is that it requires proof of ownership, and, thereby, an address, before the vehicle is released. The motorist can thus be pursued for any outstanding PCNs once a legitimate name and address have been provided.



The number of vehicles clamped and removed in the last four financial years is shown below:

**Table 7 – No. of Vehicles Clamped and Removed**

	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>
Vehicles Clamped	11	7	10	12
Vehicles Removed	4	5	3	8

## F) Decrease in the Number of PCNs Issued

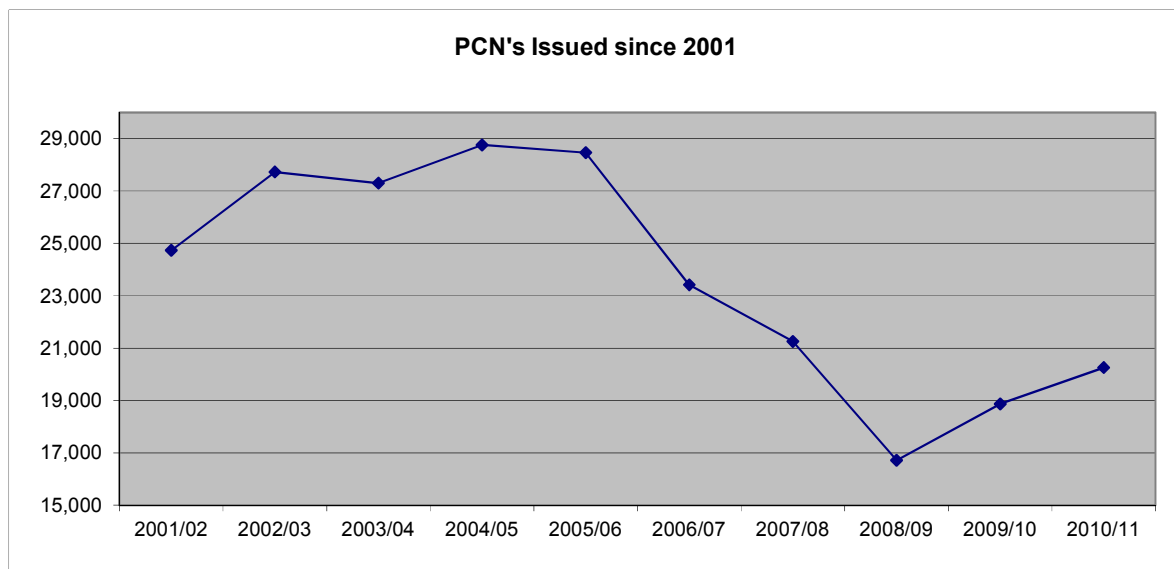
Table 8 shows the number of PCNs that have been issued since the start of CPE on October 8<sup>th</sup> 2000. The total number peaked in 2004/05 and then decreased each year until 2008/09. The number has risen in the last two years but still shows a decrease of 8,503 (30%) on the figures for 2004/05.

**Table 8 – No. of PCNs issued since start of Civil Parking Enforcement**

Year	No of PCNs
<b>2000/01 (October to March)</b>	<b>10,627</b>
<b>2001/02</b>	<b>24,733</b>
<b>2002/03</b>	<b>27,723</b>
<b>2003/04</b>	<b>27,297</b>
<b>2004/05</b>	<b>28,758</b>
<b>2005/06</b>	<b>28,467</b>
<b>2006/07</b>	<b>23,418</b>
<b>2007/08</b>	<b>21,256</b>
<b>2008/09</b>	<b>16,717</b>
<b>2009/10</b>	<b>18,870</b>
<b>2010/11</b>	<b>20,255</b>
<b>Average (2001/02-2010/11)</b>	<b>23,749</b>

Compliance with the parking regulations must be the objective of any parking enforcement regime, and a decrease in the number of PCNs is one indicator that this is, indeed, occurring and hence that CPE has been a success in York. Over time we would expect to be able to establish the norm for York. The average number of PCNs issued in each year between 2002/03 and 2010/11 is 23,749.

**Chart 4 – PCN's Issued since 2001**



The fall in the number of PCNs issued in York reflects a clear national trend, particularly in councils that have been operating CPE for a number of years, probably because the public have realised that enforcement, which was virtually non-existent under the police, has substantially increased and they are no longer likely to get away with parking illegally.

However, it would be rather too simplistic to suggest that greater compliance, in isolation, has resulted in a fall in the number of PCN's and there are several other factors that are thought to have contributed:

- In accordance with the core objective of parking enforcement of keeping traffic moving and improving the flow of public transport, emphasis is being placed on street enforcement and less on car parks, where the number of PCNs is likely to be greater because there are more vehicles parked in a smaller area for the CEOs to patrol.
- PCNs are no longer issued for minor contraventions of the parking restrictions, such as where motorists have paid the appropriate fee but may have parked slightly out of a parking bay. A careful check is made before a PCN is issued to a vehicle for parking out of bay and a PCN is only issued as a last resort when a vehicle is clearly causing an obstruction rather than with, for example, one wheel overhanging the bay marking. PCNs issued for parking out of a bay have decreased by 62% from 468 in 2006/07 to 177 in 2010/11.
- The introduction of the pay by phone facility has resulted in a reduction in the number of PCNs issued where pay and display tickets have expired. This is because of the pay by phone facility for extending the time purchased without having to return to the car park. The number of PCNs issued for expired tickets have dropped by 52% from 5,712 in 2005/06 (i.e. prior to the introduction of payment by phone) to 2,720 in 2010/11. This can be compared to a fall in the issue of all PCNs of only 29%. The proportion of PCNs issued for expired payments has reduced from 20% of all PCNs issued in 05/06 to 13% in 10/11. This may suggest that the pay by phone system is having the desired effect and customers are topping up their payment without having to return to the car park or take the risk of receiving a PCN.
- The policy of operational transparency has had the advantage of increasing public awareness of parking enforcement particularly with the publication of the parking enforcement policy and observation and grace period times in the Annual Parking Report of 2007/08.
- The number of CEO posts reduced by two from 24 to 22 in 2008/09. This was achieved by natural turnover but does have an effect on the number of officers on patrol and hence in PCNs. We reviewed the way in which we operate to ensure effective operational efficiency and will continue to do so. In addition the city centre foot streets are patrolled by 2 city centre enforcement officers. These officers have other duties but are able to issue PCNs.

It has to be recognised that the success in driving down the number of parking contraventions has to be officers on the ground – the eyes on the street deterrent effect.

### g) PCN Outcome summary

Table 9 shows the outcome of PCNs issued over the last three financial years:

Table 9 – PCN Outcome Summary

	2008/09	%	2009/10	%	2010/11	%
No of PCN's issued	16,717		18,870		20,255	
No. of PCN's Paid	12,312	74	13,587	72	14,460	71
No paid at discount rate	9,909	59	11,023	58	11,831	58
No paid at other rates	2,403	14	2,564	13	2,629	13
No. still being pursued	8	0.05	294	1.5	1,305	6
No. passed to Bailiffs	1,877	11	1,450	8	807	4
No of PCN's cancelled	3,407	20	4,201	22	3,992	20
First offences*	1,706	10	2,255	12	2,320	11
Other Reasons	711	10	1,158	6	1,173	6
No written off	990	6	788	4	498	2

\*'First Offences' in the table refer to those PCNs that have been issued because a resident permit, pay and display ticket or permit, or disabled badge was not clearly visible in the vehicle. In such cases, in line with council policy, the PCN will be cancelled provided that the motorist subsequently provides evidence that they do have a valid permit or ticket, but simply forgot to display it, or displayed it incorrectly, and this is their first PCN within the last twelve months.

It is considered to be best practice to have such a policy, and most local authorities have similar policies, on the grounds that it would be unreasonable and disproportionate to penalise a motorist who has purchased a permit/ticket but made a simple mistake in either, forgetting to display it, or displaying it in such a manner that the CEO is unable to assess its validity. Half of all cancellations fall within this category. The policy is particularly important to safeguard the reputation of the council amongst tourists because, to penalise motorists for making such a simple error on a first occasion, would leave a poor lasting impression of the City for many visitors.

The number of PCNs that are paid, and those that are paid at the discount rate, which is 50% of the full amount, has remained at similar levels over the last three years and is in line with the national average for payment of PCN's at around 70%,

The difference between PCNs that are 'Cancelled' and those that are 'Written Off' is that cancellations refer to cases where we have decided to cancel the PCN, which could be for a variety of different reasons (see Appendix D, on page 92, for a detailed breakdown of cancellations in 2010/11), whereas a 'write off' occurs when a PCN has gone through all the various legal stages and been passed to a bailiff company, but has subsequently been returned by the bailiffs because they are either unable to trace the debtor or the debtor has insufficient funds to pay the debt or because the vehicle owner is untraceable due the DVLA records being incorrect, or because the owner is not resident in England or Wales. Therefore, in no respect has the PCN been wrongly issued or wrongly 'cancelled', it is simply a debt that is impossible, or at least uneconomic, to pursue any further.

## **15. Parking Enforcement Policy**

### **a) Operational Transparency**

A culture of transparency, fairness, accountability and consistency is actively promoted, both within the parking team and in its dealings with the public. Efforts continue to be made to try to remove the public perception that parking enforcement is operated purely as a money making venture and to stress that the emphasis lies on traffic management and not with revenue collection.

This transparent approach is demonstrated by the extensive information about parking enforcement policy and procedures that is available on the council website and in the literature that the parking team has produced. In particular, the publication of policies for enforcement and the processing procedures for PCNs. It was felt that there was a need to improve public awareness of what the council policies on enforcement and cancellations are in order to remove any possible misconceptions. A document giving detailed information on what to do when issued with a PCN is available for the public to download on the council website at:

[www.york.gov.uk/transport/Parking/tickets/](http://www.york.gov.uk/transport/Parking/tickets/)



All the PCNs that are issued contain details about how to pay or challenge the PCN and the parking services office team respond promptly to correspondence at all stages of the appeal process. We aim to respond to all correspondence within 10 working days, and all representations received must be legally responded to within 56 days. Over 97% of all correspondence was responded to within 10 working days. Motorists who are issued with a PCN can view the photographic and other evidence on-line and make an informed decision on whether or not to challenge the issue of the PCN.



As part of this transparent approach this annual report again includes the council's enforcement policy, and at Appendix E, on page 93, the council's observation times and grace periods for parking contraventions.

#### **b) Civil Enforcement Officers – Duties and Responsibilities**

- CEOs are directly employed by the council to enforce the parking restrictions. Contrary to popular myth, they are salaried employees and do not receive any bonuses for issuing PCNs and neither are they set targets for the number of PCNs that they are required to issue.
- The CEOs are deployed throughout the City wherever there are parking restrictions in place although some areas are prioritised, such as the city centre or where there are resident parking schemes operating.
- CEOs must wear a uniform when undertaking their duties. The uniform clearly identifies them as CEOs and that they are involved in parking enforcement duties and are working for the council. Each CEO has a unique identify number which is also clearly displayed on their uniform and they also carry identity cards issued by the council. However, for their own health and safety, they are not identified by name and neither are they expected to give their names to the public.
- Once a CEO has issued a PCN they do not have the discretion to cancel it and, if a motorist wishes to challenge the issue of the PCN, they must follow the appeals procedure, which is described, on the notice itself. This is to protect the CEOs from allegations of inconsistency, favouritism or suspicion of bribery.
- CEOs are not expected to try to contact motorists who have parked in contravention of the parking restrictions and ask them to move their vehicle. Furthermore, any notes that may be left by motorists on their vehicles such as 'working at no 20' will be ignored since otherwise anyone parked illegally could put a note on their vehicle to prevent a PCN being issued. Sometimes a motorist may leave a note to the effect that their vehicle has broken down but, unless this is obvious to the CEO, a PCN will be issued in such circumstances. Even if it is obvious that the vehicle has broken down the vehicle owner will still be expected to make arrangements to repair or remove the vehicle within a reasonable period of time. Neither does 'vehicle breakdown' include circumstances where the motorist is at fault for not maintaining the vehicle correctly, for example by running out of petrol, oil or water.
- If the driver is still with the vehicle and, upon request of the CEO, the vehicle is immediately moved or the driver complies with the parking regulations, the CEOs have the discretion not to issue a PCN.
- If the driver returns to the vehicle during the CEOs observation period, and before a PCN has been prepared for issue, then the CEO should

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

- If a CEO believes that their personal safety would be threatened if they were to issue a PCN or if a CEO is prevented from issuing a PCN either through abusive behaviour or intimidation or threats or actual physical force then, under the provisions of the TMA, a PCN may be subsequently issued by post.
- A PCN may also be issued by post if the CEO did not have enough time to issue the PCN before the vehicle was driven away. This is clarified by the Government guidance to mean that a CEO must have started to prepare the PCN, which is further interpreted in the guidance to mean 'starting to write the PCN or input data into the hand-held computer' – merely observing a vehicle or making notes which might relate to a contravention does not count. The observation period must have ended.
- CEOs undergo rigorous training, including equality awareness training, and they are expected to undertake their duties in a thorough, fair, consistent and professional manner and to treat all members of the public equally without showing favour, bias or prejudice. All new CEOs undertake up to two months training alongside experienced CEOs to learn evidence gathering, pocket book note taking, use of a handheld computer and the different types of parking contravention. Following this induction, a week-long City & Guilds course and examination must be passed. The CEOs then work towards gaining an NVQ level two in Controlling Parking Areas. This is achieved by demonstrating competence against national standards for CEOs.
- As well as their enforcement duties it is integral part of their role to act as an ambassador for the council and the city and provide advice or guidance on parking and tourism.

The quality of PCNs issued is obviously very important and errors by the CEOs such as incorrect location, registration number or contravention code will mean that the PCN has to be cancelled. Less than one in a hundred and fifty of PCNs issued were cancelled due to a CEO error and this indicates that the CEOs are issuing high quality PCNs in the vast majority of cases.

### c) Enforcement Policy

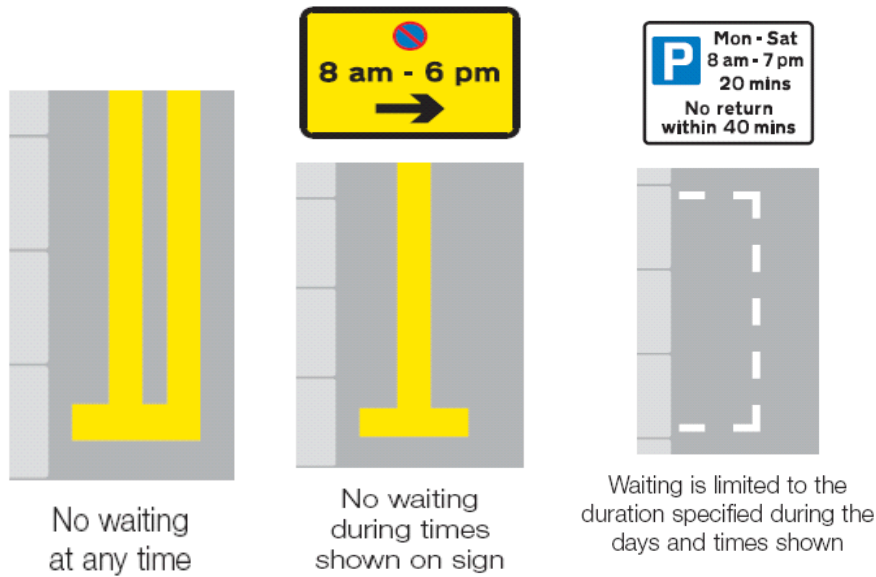
In accordance with the council's policy of transparency in parking enforcement, and reasonableness and proportionality when considering challenges following the issue of a PCN, the enforcement policy is detailed below. It has also been published on the council website and in a leaflet entitled 'Got a Parking Ticket? What to do Now', which is available from the Parking Reception at 9 St Leonard's Place.

- We will normally cancel the first PCN that you receive if you have a **valid ticket or permit** but you forgot to display it in your vehicle, it fell off the windscreen, was displayed with the details face down, or because the CEO was not able to validate it due to it not being clearly visible. However, any further PCNs that are issued within 12 months of the first one may not be cancelled.
- The above also applies to **disabled badge holders**. However, if you have parked where you are not allowed to use the disabled badge (for example where a loading ban is in place or on a taxi rank), the PCN will not normally be cancelled. If you are unsure where the disabled badge is valid please see your blue badge information leaflet or seek advice from the parking office.
- **Medical illness or injury** - If you were delayed or needed to park urgently due to illness or injury the PCN will usually be cancelled provided that medical evidence, such as a doctor's letter, of a temporary or permanent condition that is consistent with the circumstances, is produced. If you are delayed due to a hospital or dental appointment that overran, this is not usually a good enough reason as it is reasonably foreseeable to expect a delay when visiting a hospital or the dentist.
- **Vehicle breakdown** - If you are prevented from moving your vehicle due to vehicle breakdown, the PCN will normally be cancelled provided that evidence of vehicle breakdown is produced. This could be an invoice for repairs to the vehicle, or a receipt for parts, or a recovery sheet from a breakdown service. However, you will be expected to have made arrangements to repair or remove your vehicle within a reasonable period of time. 'Vehicle breakdown' does not include circumstances where you are at fault for not maintaining the vehicle correctly, for example by running out of petrol, oil or water.
- **Crime** - If you have been a victim of crime, for example, your vehicle was stolen when the PCN was issued or you were delayed through reporting a crime to the police, then the PCN will normally be cancelled if you provide a Police Incident Number.
- **Signs and Markings** - If the signs and/or markings are missing or inconsistent with each other, or not visible, or are unreadable at the time when you parked, the PCN will be cancelled. However, if the

yellow lines or other markings are faded, or partly eroded, but it remains clear what the restriction is, then the PCN will probably not be cancelled. CEOs are instructed to check that the signs and lines are correct before issuing a PCN.

- **Machine faults** - If the parking payment machine is not working then the PCN will be cancelled. However, it is important that the instructions on the machine and tariff boards are carefully followed. If someone tells you that the machine is not working please do not assume that they are correct, try it yourself.
- **Emergencies** – If you are able to provide reasonable evidence of an emergency, such as an accident or police incident report, then the PCN will be cancelled.
- **Delays** – If you could not return to your vehicle due to circumstances that were entirely unforeseen, unavoidable and beyond your control and this is supported by appropriate evidence, the PCN may be cancelled.
- **Mitigating Circumstances** - there will be occasions where, although the PCN was correctly issued, there are mitigating circumstances that the council must take into consideration when reaching a decision. The council has a duty to act fairly and proportionately and should exercise discretion sensibly and reasonably and endeavour to reach its decisions with a high degree of open-minded impartiality and by the application of the principles of natural justice and fairness. It should also be borne in mind that the motorist has a right of appeal against the council's decision to an adjudicator of the 'Traffic Penalty Tribunal' and the adjudicator will expect the council to have acted fairly and reasonably when considering mitigation. Where a parking contravention has taken place, but the adjudicator considers that the enforcement authority should have used its discretion to waive the PCN, the adjudicator may refer the case back to the council for reconsideration.
- **Loading and unloading** - there is an exemption to some of the parking restrictions if you are loading or unloading. A full explanation of what may be considered to be loading or unloading is shown below:

Waiting restrictions indicated by yellow lines apply to the carriageway, pavement and verge. Double yellow lines mean no waiting at any time; unless there are signs that specifically indicate seasonal restrictions. The times at which the restrictions apply, other than for double yellow lines, are shown on nearby plates or on entry signs to controlled parking zones. If no days are shown on the signs the restrictions are in force every day including Sundays and Bank Holidays. White bay markings and upright signs indicate where parking is allowed.



There is an exemption to the parking restrictions if a motorist is loading or unloading goods on street. However, to qualify for loading/unloading the activity has to meet certain criteria. A useful acronym for this is **CHART** e.g.

**Continuous** - the motorist should not break off the activity of loading/unloading to have a cup of tea or a cigarette etc. However, this does not infer that such activities as completing paperwork or locating the goods in the premises are not part of the loading/unloading process. Each case will be treated on its own merits and all circumstances will be taken into account.

**Heavy Goods** - the goods that are being loaded/unloaded must be of such burden of weight or bulk that they cannot reasonably be conveyed otherwise than by means of a vehicle. The goods must be of a type that cannot easily be carried by one person in one trip. Having said that, in some circumstances 'goods' may be an aggregate of several small or lightweight items when delivered in the course of a trade or business (see Delivery and Collection below).

Shopping may be classed as goods but a vehicle is not covered by a loading exemption if the goods concerned have not been purchased prior to the waiting action. It is not lawful for a vehicle to wait whilst a purchase is made irrespective of the type of goods involved. The exemption does not cover choosing the goods i.e. the process of shopping, but it would apply while the goods are being put into a vehicle.

**Adjacent** - the vehicle must be parked adjacent to where the loading activity is occurring. If the vehicle were parked in another street or more than 50 metres away, it would be difficult to argue that it was adjacent. The vehicle does not have to be a goods vehicle, but it must be necessary for the activity and not merely convenient to use a vehicle.

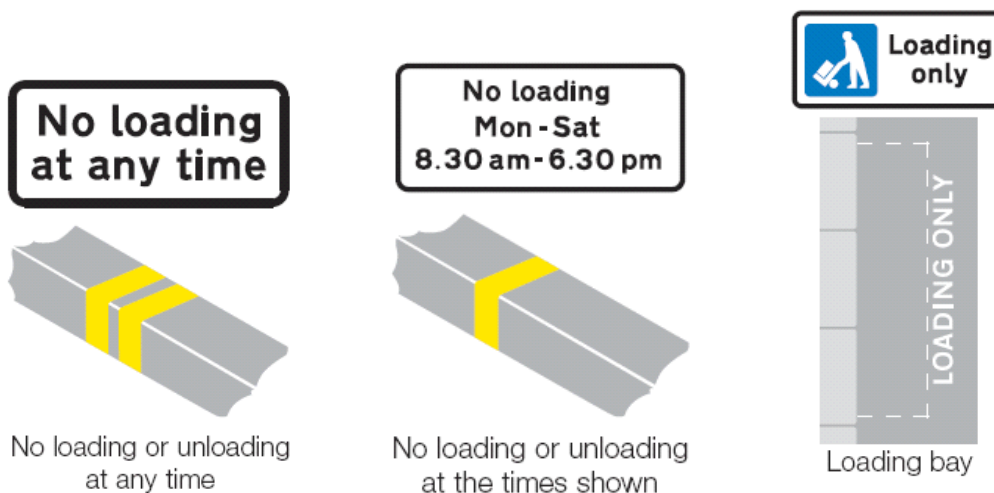
**Reasonable** - For example; unloading vast quantities of goods and taking all day to do it would not be considered reasonable. Where the loading/unloading

is likely to take a long time and cause a lot of disruption the council should be notified prior to the loading taking place to enable arrangements to be made to try and accommodate it.

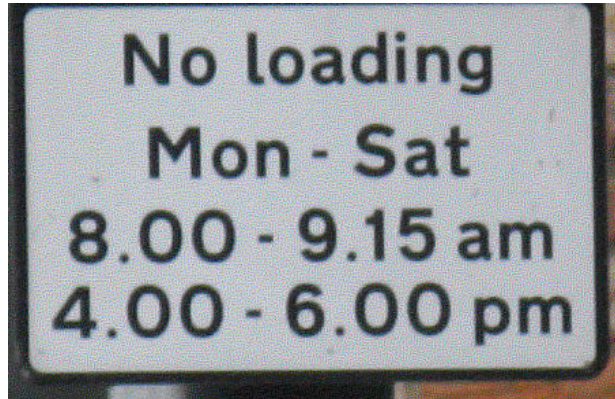
**Timely** - the loading should be completed as quickly as possible.

The CEOs are instructed to observe vehicles that are parked on yellow lines for 5 minutes in order to establish whether any loading/unloading is taking place from, or to, the vehicle. If they do not observe any activity taking place within those 5 minutes they will issue a PCN. However, there will be occasions whilst loading/unloading when a vehicle has to be left unattended for longer periods and, consequently, when considering any challenge to the issue of a PCN each case will be treated on its own merits and all circumstances will be taken into account.

There are also certain areas and times when loading/unloading is not allowed at all. In such cases signs and kerb markings should be in place to indicate this (see below).



Yellow marks on the kerb at the edge of the carriageway indicate that loading or unloading is prohibited at the times shown on the nearby black and white plates. A motorist may stop while passengers get in or out of vehicles, but cannot stop and wait for them to arrive. If no days are indicated on the signs the restrictions are in force every day including Sundays and Bank Holidays. Always check the time shown on the plates.



In York loading and unloading is normally prohibited between the times shown on the sign above, although there are exceptions to these times and motorists should always refer to the signs.

Lengths of road reserved for vehicles loading and unloading are indicated by a white 'bay' marking with the words 'Loading Only' and a sign with the white on blue 'trolley' symbol. This sign also shows whether loading and unloading is restricted to goods vehicles and the times at which the bay can be used. If no times or days are shown it may be used at any time. Vehicles may not park here if they are not loading or unloading.

Further information about parking road markings and signs is available in the Highway Code and in the Department for Transport's 'Know Your Traffic Signs' booklet. These publications and other useful information can be downloaded from the Directgov website at:

[www.direct.gov.uk/en/TravelAndTransport/Highwaycode/index.htm](http://www.direct.gov.uk/en/TravelAndTransport/Highwaycode/index.htm)

and

[www.direct.gov.uk/en/TravelAndTransport/Knowyourtrafficsigns/index.htm](http://www.direct.gov.uk/en/TravelAndTransport/Knowyourtrafficsigns/index.htm)

#### d) Parking Outside Schools



One of the issues, which the CEOs have had to deal with frequently, is the problem of drivers who ignore no stopping and yellow line restrictions near schools. These restrictions are intended to prevent parked vehicles from obstructing the fields of vision of both pedestrians and motorists near to school entrances, thereby reducing the risk of accidents involving school children. The restrictions, though, are frequently being ignored by the parents of children who the restrictions are meant to protect. Parents often stop their vehicles as near to the school as possible, regardless of the restrictions, in order to pick up or set down their children.

Parent parking at school start and finish times generates more demand for parking enforcement than any other parking issue and is a national problem. When the CEOs patrol outside schools the parents usually comply with the regulations, as their presence acts as a deterrent, but when they are not there, the abuse of the restrictions returns.

CEOs and Police Community Support Officers (PCSO) occasionally work together where necessary by prior arrangement. This is useful as PCSOs can issue Fixed Penalty Notices (FPN) for obstruction where a CEO cannot.

During 2010/11 the CEOs completed 88 patrols at 24 different schools. This represents an average of 2.2 patrols per week during term time. A total of 15 PCNs were issued during the school patrols but the main benefit of the patrols was to show a presence and act as a deterrent.



### e) Verge and Footway Parking

Another parking issue that causes a lot of concern amongst residents is verge and footway parking. It can cause obstructions to pedestrians and damage the surface and services that are buried underneath. The council took over, from the Police and Traffic Wardens, the responsibility for enforcing the majority of parking offences in the City, including the enforcement of all waiting and loading restrictions in October 2000. However, certain offences did remain with the Police, mainly because they were considered to be so serious as to still be classed as 'criminal' rather than 'civil' offences. One of those offences is obstruction and another example would be dangerous parking. Therefore, if a vehicle is parked on a pavement or grass verge where there are no yellow lines in the carriageway alongside them and is seen to be causing an obstruction, the council are unable to issue a penalty charge notice because obstruction is a criminal offence and can only be dealt with by a Police Officer.



## **16. Representations & Appeals**

The Parking Services office team, whenever possible, attempt to resolve disputes at the earliest point in the PCN processing procedure and thus avoid the need for appeals. The staff answer all queries and problems promptly and fully so that motorists, whilst not necessarily agreeing with the decision that is made, can understand the reasons for that decision. The team are well trained in writing clear replies to representations. They are aware of their legal duty to act fairly and proportionally and will exercise discretion reasonably. At all times motorists are informed of the next stage of the procedure and of their options and legal right to appeal to an adjudicator at the Traffic Penalty Tribunal should they decide to do so. Extensive information about the PCN processing procedure is available on the council website and in leaflets that are available at the Parking Office Reception at St Leonard's Place. The policy with regard to dealing with objections and representations is one of fairness and transparency at all times. Motorists who receive PCNs are able to view any photographic evidence on line and can also challenge the PCN on-line if they decide to do so.

### **a) Notice to Owner**

An objection is an informal challenge to the council about the issue of a PCN, which is received before a Notice to Owner (NtO) is issued. A representation is a formal challenge, in accordance with the Traffic Management Act 2004 (TMA), to the issue of a PCN, which is received following the issue of an NtO. The NtO is a legal document and the purpose of it is to let the owner of the vehicle know that a PCN is outstanding. It explains where and when the PCN was issued, what it was issued for, how much is payable and that the charge may increase if payment is not received. However, its most important purpose is to allow the vehicle owner to make representations to the council as to why they believe the PCN was incorrectly issued.

When a PCN is issued, it is the 'owner' of the vehicle, and not the driver, who is legally liable for the PCN. The 'owner', for the purpose of the TMA, means the person by whom the vehicle is kept, which is presumed to be the person in whose name the vehicle is registered at the Driver and Vehicle Licensing Agency (DVLA). The only exception to this is where the vehicle was hired from a firm under a hiring agreement and the person hiring it had signed a statement of liability in respect of any PCNs issued to the vehicle during the period of the agreement.

Only when a representation is rejected and a 'Notice of Rejection' is issued may a motorist appeal to the 'Traffic Penalty Tribunal' for an independent decision. The grounds upon which a representation may be made are limited by law but any representations or objections that are received will be fully considered, reasonably and in accordance with the council's appeal protocols and cancellation policy.

In the year 2010/11 we dealt with a total of 5,394 objections and 1,309 representations. A representation sometimes results from the rejection of an initial objection but this is not always the case. This meant that almost 30% of all PCN's issued resulted in some form of a challenge against issue.

### **b) Appeals to the Traffic Penalty Tribunal**

Of the 1,309 representations two reached the point of an appeal case before an adjudicator of the Traffic Penalty Tribunal, which is only 0.01% of the number of PCN's issued. The national average is 0.31%. One of the appeals was allowed by the adjudicator and the other was refused. Those motorists who wish to appeal to the Traffic Penalty Tribunal against the issue of a PCN in York are now able to appeal on-line.

The adjudicators have a judicial position. They are qualified lawyers who are appointed with the consent of the Lord Chancellor and they are wholly independent of local authorities. They consider all the evidence submitted in each case, reach a decision on the facts and then apply the law.

Appeals to the adjudicator may be made in writing, including the option to submit an appeal on-line, in which case the adjudicator will issue a written decision along with his or her reasons for reaching that decision. The majority of appeals are dealt with on this way.

If they wish, appellants may request a personal hearing in which they have the chance to put their case to an adjudicator in person. In almost all cases the adjudicator will tell the appellant their decision at the end of the hearing and this will be followed up by written confirmation.

An appellant requesting a personal hearing may ask for it to be held at any hearing venue, no matter where the PCN was issued. Thus, an individual who received a PCN on holiday in Torquay could have their personal appeal heard in York if this is the closest venue to their home address. In York personal hearings are held at the Theatre Royal.

Telephone hearings offer an opportunity for the appellant to present their case in person to the adjudicator without having to travel to participate in the hearing. They are conducted in the same manner as personal hearings and take the same length of time. A telephone hearing is a two or three way conference call facilitated by the Tribunal. The telephone hearing will normally involve the adjudicator, the appellant and a council representative.

### **c) Charge Certificate**

If a PCN remains unpaid after the processing procedure is exhausted, or the vehicle owner has ignored it, we may issue a 'Charge Certificate' to the owner. The Charge Certificate increases the penalty charge by 50% and allows 21 days for payment, beginning with the date of posting. We issued 2,057 Charge Certificates in 2010/11.

#### d) Order for Recovery

After the 21 days expires, if payment has not been received, we may register the charge with the Traffic Enforcement Centre (TEC) at Northampton County Court to recover the unpaid charge. The TEC is part of the County Court based at Northampton that deals with the registration of debts from England and Wales for all unpaid PCNs. Once the outstanding charge has been registered we can send an 'Order for Recovery' to the vehicle owner. There is a £7 fee to register the charge and this can be added to the amount of the debt. We sent 1,653 'Order for Recovery' documents in 2010/11.

#### e) Warrant of Execution

If the outstanding amount has not been paid after 21 days, from the service of the Order for Recovery, we can request authority from the TEC to use a certificated bailiff to recover the outstanding penalty charge. This is done by passing a legal document called a 'Warrant of Execution' to a certificated bailiff for them to take proceedings to recover the outstanding penalty charge. Warrants are valid for a year and recovery attempts are made during that period. Between 20-30% of such cases either result in being unable to trace the owner of the vehicle or there are no funds to pay the charges. We issued 1,450 warrants in 2010/11.

Table 10 summarises the number of documents that were issued and received by the Parking Services team during 2009/10 and 2010/11.

Table 10 – PCN Correspondence Summary

	09/10	% of PCN's Issued	10/11	% of PCN's Issued
PCN's Issued	18,870		20,255	
Objections Received	5,271	27.93	5,394	26.63
Objections Accepted	2,865	15.18	3,060	15.11
Objections Rejected	1,747	9.25	1,792	8.84
NtO's Issued	4,177	22.13	4,150	20.49
NtO's Paid in Full	1,854	9.82	2,149	10.61
Representations Received	1,478	7.83	1,309	6.46
Representations Accepted	752	3.98	746	3.68
Representations Rejected	298	1.58	265	1.31
Appeals to Traffic Penalty Tribunal	5	0.03	2	0.01
Appeals Allowed by Adjudicator	5	0.03	1	0.005
Charge Certificates Issued	2,057	10.90	2,119	10.46
Charge Certificates Paid	244	1.29	277	1.37
Order for Recovery Issued	1,653	8.76	1,554	7.67
Order for Recovery Paid	176	0.93	72	0.35
Warrants Passed to Bailiffs	1,450	7.68	807	3.98
Warrants Paid	314	1.66	88	0.43

## **17. Financial Performance 2010/11**

### **a) Parking Services Budget**

Table 11 below gives a breakdown of the Parking Budget and year end outturn.

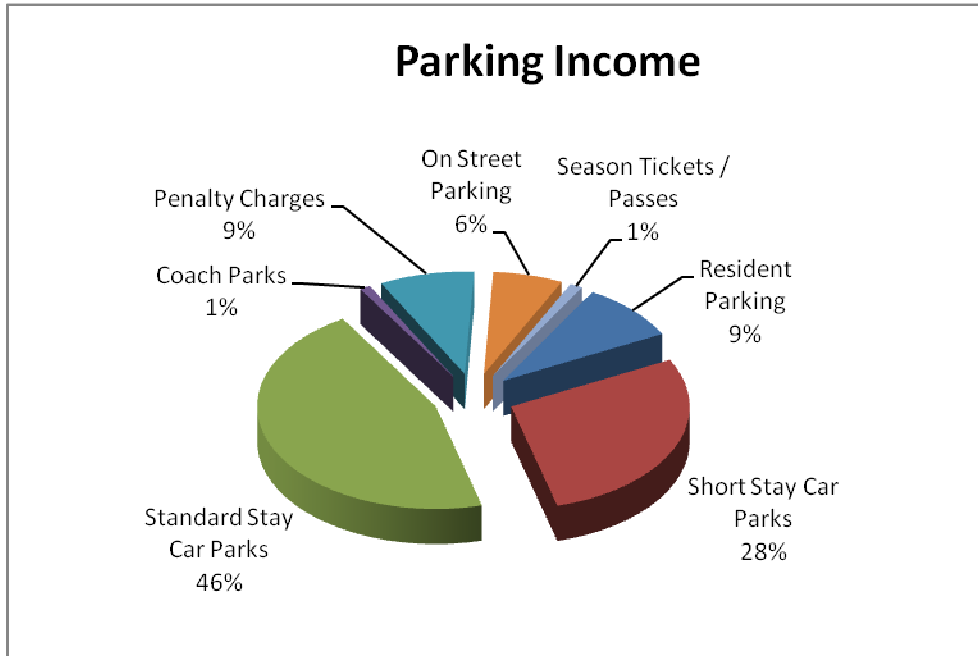
**Table 11 – Parking Budget Breakdown**

<b>INCOME (Gross)</b>	<b>Budget £k</b>	<b>Outturn £k</b>
Residents Parking	-612	-621
Short Stay Car Parks	-2,039	-1,933
Standard Stay Car Parks	-3,226	-3,095
Coach Parks	-69	-67
Penalty Charges	-592	-585
On Street	-458	-432
Season Tickets & Passes	-85	-78
<b>Total</b>	<b>-7,080</b>	<b>-6,812</b>
<b>EXPENDITURE (Gross)</b>		
Enforcement	749	828
Administration	556	577
Security	303	287
Car Park Expenditure	2,116	2,070
Respark Expenditure	27	20
<b>Total</b>	<b>3,752</b>	<b>3,781</b>
<b>Balance to council fund</b>	<b>-3,328</b>	<b>-3,032</b>

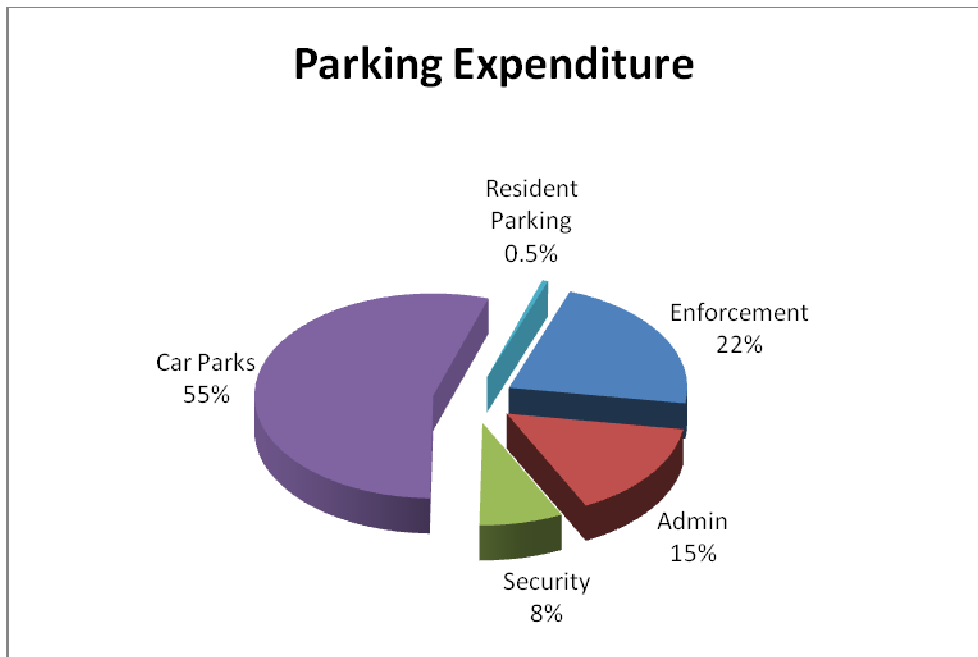
**b) Income and Expenditure**

The out turn position is shown diagrammatically in the two charts below:

**Chart 5 – Parking Income**



**Chart 6 – Parking Expenditure**



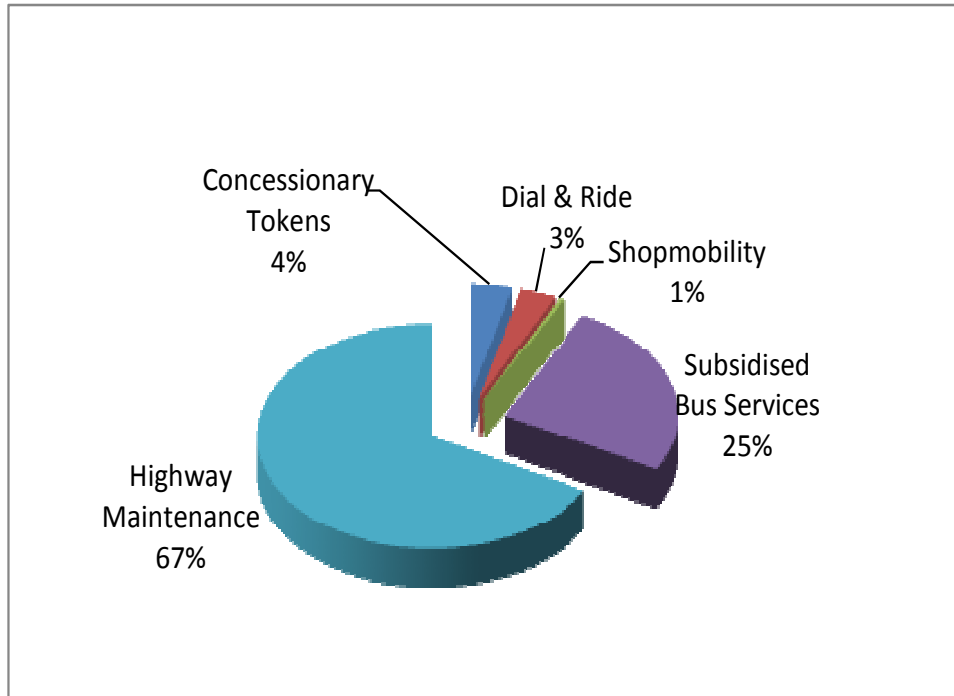
### c) Distribution of Balance to Council Fund

The balance to the council fund (of £3,031k) was £4k (or 1.3%) lower than budgeted. This balance, as is required by law, was used to deliver Transport related services. Whilst there is no direct financial connection as such (because, in reality, the balance effectively means that income does not have to be raised from elsewhere – such as the council tax) the income is allocated to support highway maintenance and public transport within the city. Table 12 and Chart 6 below show how this surplus was used in 2010/11.

**Table 12 – Allocation of Parking Income**

	£k
Concessionary Bus Tokens	116
Dial & Ride	100
Shopmobility	13
Subsidised Bus Services	771
Highway Maintenance	2,031
<b>TOTAL</b>	<b>3,031</b>

**Chart 7 – Distribution of Net Parking Income**



**d) Residents Parking (Respark)**

The Council has a long standing policy in connection with its Residents parking operation. This policy requires the service to be operated in such a way that it does not result in a cost falling upon the general charge-payers of the city. All expenditure in connection with the service must therefore be balanced by income derived from the sale of permits. Table 13 below gives the Income and Expenditure on the Respark account.

**Table 13 – Residents' Parking Account**

	<b>2010/11</b>
	<b>£k</b>
<b>Income</b>	
Permits	621
<b>Expenditure</b>	
Permits Admin	300
Enforcement	265
Other	20
<b>Balance</b>	<b>-37</b>



**18. Glossary of Terms**

<b>Term</b>	<b>Explanation</b>
Adjudication	The process by which, at a personal, telephone or postal hearing, an Adjudicator from the Traffic Penalty Tribunal decides the appeal either for the motorist - the appellant - or the council - the respondent. The decision of an Adjudicator is final and binding on both parties to an appeal.
Adjudicator	An independent lawyer - unconnected with any council - who has practised for at least five years. Their appointment is sanctioned by the Lord Chancellor. An adjudicator considers appeals against PCN issued under the terms of those Regulations.
Appeal	The act of referring a dispute concerning a PCN to an independent Adjudicator at the Traffic Penalty Tribunal. A motorist may only appeal after the council that issued the PCN has rejected formal representations - and appeals may only be made on specified statutory grounds. An adjudicator will then make a decision as to whether the appeal is successful.
Bailiff	Any penalty charge that remains unpaid and has been registered with the Traffic Enforcement Centre can be passed to a certificated bailiff for recovery. The bailiff may add their own additional costs, incurred in recovering the debt, to the amount owed. Certificated Bailiffs are authorised in accordance with the Traffic Management Act 2004 to recover parking debt.
British Parking Association (BPA)	The BPA represents organisations in the parking and traffic management industry. These organisations include manufacturers, car park operators, local authorities, health authorities, airports, railways, shopping centres, theme parks, consultants.
Charge Certificate	If a PCN is not paid in full within 28 days of receipt of an NtO, or an unsuccessful appeal, a Charge Certificate can be issued by the council. The Charge Certificate increases the amount owed by 50%.
Civil Enforcement Officer (CEO)	The council's parking enforcement officers, who were previously known as Parking Attendants. They are uniformed officers employed to issue PCNs for parking contraventions under a civil enforcement scheme.
Civil Parking Enforcement (CPE)	Parking enforcement undertaken by councils under the Traffic Management Act 2004 which is civil (rather than criminal) law.

<b>Term</b>	<b>Explanation</b>
Clamping	The immobilisation by a CEO of a vehicle deemed to be contravening a parking regulation.
Contravention	A parking contravention is a failure by a motorist to comply with parking regulations as set by local Traffic Regulation Orders (TRO).
County Court	The court where a debt is registered following non-payment of a Penalty Charge Notice fourteen days after the service of a Charge Certificate. Such debts are registered at the Traffic Enforcement Centre (TEC), currently attached to Northampton County Court.
Debt Registration	If payment is not received within 14 days of receipt of a Charge Certificate any outstanding charges owned can be registered as a debt with the Traffic Enforcement Centre. A fee of £7 is added at this stage and an Order for Recovery issued.
Decriminalised	Enforcement of most parking offences is the responsibility of the local authority and not the Police. Parking is a civil offence rather than a criminal offence.
Decriminalised Parking Enforcement (DPE)	The previous term for CPE when enforcement was carried out under the Road Traffic Act 1991.
Department for Transport (DfT)	The government department, which is responsible for transport, issues, including the issue of Statutory and Operational guidance for Civil Parking Enforcement.
Differential Parking Penalties	The name for the different levels of charges implemented by the Traffic Management Act 2004. Higher level contraventions are £70 and lower levels are set at £50. The different charges reflect the seriousness of the contravention.
Discount Period	The amount of time given to pay a PCN at a reduced rate. The penalty charge is reduced by 50% if it is paid not later than the last day of a period of 14 days beginning with the date on which the PCN was served.
Driver and Vehicle Licensing Agency (DVLA)	The agency responsible for maintaining records relating to vehicles and drivers in the UK. The DVLA provide the council with the details of the registered keeper from their database, if the PCN is not paid.
Fixed Penalty Notice (FPN)	Notices issued by police officers and police traffic wardens to motorists who commit parking offences governed by criminal law. They are mainly used for the offence of obstruction.
Local Transport Plan	The plan, which covers the council's proposals for dealing with transport issues.

<b>Term</b>	<b>Explanation</b>
National Vocational Qualification (NVQ)	A qualification related to a particular job role, which when passed, demonstrates competence in carrying out that role.
Notice of Rejection of Representations (NOR)	A letter issued by a council to a motorist following their formal representations against a Notice to Owner in respect of parking, indicating that the representations have been rejected.
Notice to Owner (NtO)	<p>A statutory notice served by the council on the person believed by them to be the owner of a vehicle that has been issued with a PCN, in respect of a parking contravention, that remains unpaid after 28 days. The Notice to Owner requires the owner either to:</p> <p>i) make payment of the full penalty charge by 28 days, or</p> <p>ii) make formal representations against liability for the charge on one of the statutory grounds allowed, again by 28 days</p>
Objection or Challenge	The first stage of the appeals process where motorists can make an informal representation against the issue of a PCN. If the objection/challenge is received during the discount period the 50% discount will normally be re-offered if unsuccessful.
Off-Street Parking	These are facilities provided through car parks.
On-Street Parking	These are facilities provided on the kerbside such as pay and display or permit parking.
Order for Recovery	A statutory notice issued to the motorist that an unpaid penalty charge has been registered as a debt at the Traffic Enforcement Centre (TEC) at the County Court.
Park Mark	An award given to car parks that have met the requirements of a risk assessment set by the police.
Penalty Charge Notice (PCN)	A penalty issued to a vehicle that appears to be contravening a parking restriction. A PCN can be affixed to the vehicle, handed to the driver, or, in certain circumstances issued by post to the registered keeper of the vehicle.
Registered Keeper	The person or organisation recorded at the Driver and Vehicle Licensing Agency (DVLA) as being the keeper of a vehicle. Under the concept of "owner liability", councils may assume that the registered keeper is also the owner of the vehicle for the purposes of enforcement, unless there is clear evidence to the contrary or this presumption is rebutted by the registered keeper.

<b>Term</b>	<b>Explanation</b>
Representation	Following receipt of an NtO the registered keeper may make a formal representation against the issue of a PCN. There are various grounds on which a representation may be made.
Road Traffic Act 1991 (RTA 1991)	The Act of Parliament that decriminalised certain parking offences, making them civil contraventions, enforceable by local authorities where a SPA or PPA Order is in force
Road Traffic Regulation Act 1984 (RTRA 1984)	The Act of Parliament which provided many of the powers for councils to control parking in their area, which have now been incorporated in the decriminalised regime brought in by the Road Traffic Act 1991.
Special Parking Area (SPA)	An area approved by the Secretary of State for Transport within which the enforcement of most parking controls has been decriminalised and where enforcement may therefore be undertaken by the council.
Statement of Liability	Part of the agreement signed by the hirer of a vehicle which means that the hirer accepts liability, as if he were the owner, in respect of Penalty Charge Notices issued to the vehicle during the hire period. A hire agreement must contain the particulars required by the Road Traffic (Owner Liability) Regulations 2000 to enable the hire company to transfer liability in this fashion.
Traffic Enforcement Centre (TEC)	Any unpaid PCNs are registered as debts at the Traffic Enforcement Centre.
Traffic Management Act 2004 (TMA 2004)	Act of Parliament which repealed the RTA 1991 and replaced it with new laws and regulations giving civil enforcement authority councils some additional powers to control parking. The associated Regulations came into force on 31 March 2008.
Traffic Penalty Tribunal	The independent tribunal which was set up to decide appeals against parking and certain other traffic penalties, when the appellant's representations to the council have been rejected. The Traffic Penalty Tribunal is the final stage of appeal for motorists or vehicle owners against a penalty issued by a council in England (outside London) and Wales.
Traffic Regulation Order (TRO)	An official order made by a council under the Road Traffic Regulation Act 1984 which details the nature and extent of parking controls within the council's area. It is a contravention of these controls as detailed in a TRO that may give rise to the issuing of a Penalty Charge Notice.

<b>Term</b>	<b>Explanation</b>
Warrant of Execution	Authority issued by the County Court to enforce an unpaid debt, following registration at the TEC. Warrants must be in the possession of a certificated bailiff when attempts are made to recover the debt.
Witness Statement	A Witness Statement is a legal statement from a motorist in response to a County Court Order for Recovery to the effect that an earlier stage in the enforcement process had not been complied with. A valid Witness Statement cancels any charge certificate and the associated 50% increase in the penalty charge and causes enforcement to revert to the Notice to Owner or appeal stage. It is a criminal offence to make a false Witness Statement.
Write Off	A PCN is written-off when we are unable to pursue the penalty and have to close the case without payment. This could be when the DVLA has no record of the registered keeper or after the bailiff company has been unable to collect the debt.

## APPENDIX A

**PCN's Issued by Car Park**

	2008-09	2009-10	2010-11	TOTALS
CASTLE CAR PARK	1,817	1,760	2,024	5,601
PICCADILLY CAR PARK	558	632	700	1,890
BOOTHAM ROW CAR PARK	460	451	632	1,543
UNION TERRACE CAR PARK	418	433	451	1,302
NUNNERY LANE CAR PARK	470	345	368	1,183
MONK BAR CAR PARK	321	372	435	1,128
MARYGATE CAR PARK	343	300	339	982
ST LEONARDS PLACE CAR PARK	249	298	405	952
BISHOPTHORPE ROAD CAR PARK	98	226	365	689
ST GEORGES FIELD CAR PARK	136	185	252	573
CASTLE MILLS CAR PARK	147	152	199	498
FOSS BANK CAR PARK	101	146	218	465
PEEL STREET CAR PARK	113	94	164	371
ESPLANADE CAR PARK	113	84	86	283
HAYMARKET CAR PARK	59	123	96	278
UNION TERRACE COACH PARK	44	55	75	174
ST GEORGES FIELD COACH PARK	74	16	64	154
ASKHAM BAR PARK & RIDE	47	24	30	101
RAWCLIFFE PARK & RIDE	21	31	23	75
EAST PARADE CAR PARK	3	43	13	59
MONKS CROSS PARK & RIDE	18	15	16	49
GRIMSTON PARK & RIDE	9	2	15	26
ROWNTREE CAR PARK	7	5	13	25
<b>TOTALS</b>	<b>5,626</b>	<b>5,792</b>	<b>6,983</b>	<b>18,401</b>

**PCN's Issued by Contravention Code 2008-09 to 2010-11**

	2008/09	%	2009/10	%	2010/11	%
<b>All Contraventions</b>	<b>16,717</b>		<b>18,870</b>		<b>20,255</b>	
<b>On Street</b>	<b>11,112</b>	<b>66</b>	<b>13,089</b>	<b>69</b>	<b>13,271</b>	<b>66</b>
<b>Yellow Lines &amp; Clearways</b>						
01 Parked where waiting restrictions apply	4,816	29	5,350	28	5,127	25
02 Parked where loading restrictions apply	327	2	364	2	517	3
46 Parked on a Clearway	129	1	98	1	90	0
	<b>5,272</b>	<b>32</b>	<b>5,812</b>	<b>31</b>	<b>5,734</b>	<b>28</b>
<b>On Street Pay&amp;Display</b>						
05 Pay and Display Ticket Expired	468	3	459	2	507	3
06 No valid ticket displayed	599	4	624	3	768	4
07 Meter Feeding	4	0	1	0	2	0
	<b>1,071</b>	<b>6</b>	<b>1,084</b>	<b>6</b>	<b>1,277</b>	<b>6</b>
<b>Residents Parking</b>						
12 No Valid Permit Displayed	2,901	17	3,586	19	3,515	17
16 Parked in a Reserved Bay	54	0	58	0	85	0
19 No Permit or P&D Ticket Displayed	892	5	1,390	7	1,301	6
	<b>3,847</b>	<b>23</b>	<b>5,034</b>	<b>27</b>	<b>4,901</b>	<b>24</b>
<b>Other On -Street Contraventions</b>						
20 Parked in a Loading Gap	0	0	0	0	1	0
21 Parked where parking is suspended	273	2	226	1	350	2
22 Returned within 1 hour of leaving	1	0	3	0	41	0
23 Parked in Wrong Area	32	0	33	0	47	0
24 Parked Out of Bay	2	0	2	0	4	0
25 Parked in a Loading Bay	1	0	5	0	7	0
30 Exceeding Maximum Stay	267	2	468	2	426	2
40 Parked in a Disabled Bay	123	1	225	1	234	1
42 Parked in a Police Bay	47	0	38	0	30	0
45 Parked on a Taxi rank	135	1	108	1	137	1
47 Parked on a Bus stop	18	0	21	0	32	0
48 Parked Outside a school on zig-zags	7	0	5	0	11	0
49 Parked on a Cycle Track	1	0	2	0	19	0
61 Commercial vehicle parked on a footpath	1	0	0	0	2	0
99 Stopped on a Pedestrian Crossing or Crossing Area	14	0	23	0	18	0
	<b>922</b>	<b>6</b>	<b>1,159</b>	<b>6</b>	<b>1,359</b>	<b>7</b>
<b>Off Street (Car Parks)</b>						
73 Parked without payment	2,425	15	2,494	13	2,875	14
74 Sale of Goods	0	0	1	0	1	0
80 Exceeding Maximum stay	1	0	1	0	2	0
81 Parked In a Restricted Area	11	0	24	0	46	0
82 Paid for Time Expired	2,427	15	2,400	13	2,720	13
83 No Valid Ticket	14	0	70	0	65	0
84 Meter Feeding	3	0	5	0	7	0
85 Parked in a Permit Bay	209	1	278	1	404	2
86 Parked Out of Bay	82	0	74	0	177	1
87 Parked in a Disabled Bay	166	1	193	1	182	1
89 Vehicle Exceeds Maximum Weight, Height or Length	2	0	2	0	1	0
90 Returned within 1 hour of leaving car park	1	0	0	0	0	0
91 Parked in wrong area for the class of vehicle	166	1	147	1	333	2
92 Park causing an obstruction	10	0	14	0	74	0
93 Parked in a car park when closed	30	0	27	0	28	0
94 Two Pay & Display Tickets Required	1	0	0	0	0	0
95 Parked in a car park for a purpose not allowed	56	0	51	0	69	0
96 Parked with engine running where prohibited	1	0	0	0	0	0
<b>Total Off-Street</b>	<b>5,605</b>	<b>34</b>	<b>5,781</b>	<b>31</b>	<b>6,984</b>	<b>34</b>

## APPENDIX C

**PCN's Issued in Streets**

	2008/09	2009/10	2010/11
ABBEY STREET	28	8	5
ABBOT STREET	6	13	20
ABELTON GROVE-HAXBY	1	0	1
ACOMB RD/POPPLETON RD LINK	0	1	1
ACOMB ROAD	9	11	20
ADELAIDE STREET	1	0	1
AGAR STREET	37	41	29
AINSTY GROVE	0	1	2
ALBANY STREET	1	0	2
ALBEMARLE ROAD	30	52	25
ALBERT ST/AVON HOUSE SERVICE RD	1	0	2
ALBERT STREET	8	14	33
ALBION STREET	17	6	4
ALCELINA COURT	3	0	2
ALDBOROUGH WAY	0	0	3
ALDRETH GROVE	9	4	1
ALDWARK	3	19	11
ALEXANDRA COURT	3	1	0
ALGARTH RD	1	0	0
ALGARTH RISE	0	1	0
ALLAN STREET	1	1	0
ALMA GROVE	1	0	1
ALMA TERRACE	16	5	9
ALMERY TERRACE	0	4	3
ALMSFORD ROAD	0	1	0
ALNE TERRACE	4	6	4
AMBER STREET	16	26	31
AMBERLEY STREET	4	4	1
AMBROSE STREET	11	8	8
AMY JOHNSON WAY	0	7	11
ANCRESS WALK	10	6	13
ANCROFT CLOSE	0	2	2
ANNE STREET	6	11	6
APOLLO COURT	8	4	1
APOLLO STREET	3	8	2
APPLECROFT RD	1	1	0
ARGYLE STREET	1	4	1



	2008/09	2009/10	2010/11
ARRAN PLACE	3	1	1
ARTHUR STREET	4	4	2
ASH STREET	4	1	2
AVENUE ROAD	9	14	10
AVENUE TERRACE	16	25	32
BACK SWINEGATE	42	56	59
BACKHOUSE STREET	6	5	15
BADGER WOOD WALK	0	0	1
BAILDON CLOSE	0	0	2
BAILE HILL TERRACE	9	15	8
BAKER STREET	14	4	11
BALFOUR STREET	1	8	1
BALMORAL TERRACE	2	7	3
BAR LANE	28	45	28
BARBERA GROVE	1	0	0
BARBICAN ROAD	0	3	4
BARLOW STREET	2	3	6
BARRETT AVENUE	0	0	1
BARTLE GARTH	6	3	3
BEACONSFIELD STREET	22	14	4
BECKFIELD LANE	1	1	0
BEDERN	3	2	6
BEECH AVENUE	1	2	13
BEECH GROVE	4	7	5
BEECH GROVE-POPPLETON	1	1	0
BELGRAVE STREET	11	34	24
BELLE VUE STREET	1	3	4
BELLE VUE TERRACE	0	6	4
BERESFORD TERRACE	0	1	0
BERKELEY TERRACE	2	10	6
BEWLAY STREET	0	15	12
BISHOPGATE STREET	0	1	0
BISHOPHILL JUNIOR	6	9	10
BISHOPHILL SENIOR	33	35	26
BISHOPTHORPE ROAD	31	40	50
BISMARCK STREET	0	0	3
BLAKE STREET	152	138	124
BLOSSOM STREET	27	24	38
BLUE BRIDGE LANE	4	6	3
BOOTHAM	12	15	12
BOOTHAM CRESCENT	36	91	98
BOOTHAM ROW	3	1	2
BOOTHAM SQUARE	10	3	6

	2008/09	2009/10	2010/11
BOOTHAM TERRACE	22	46	42
BOROUGHBRIDGE ROAD	3	9	3
BOWLING GREEN LANE	3	6	7
BRIDGE LANE	1	0	0
BRIDGE STREET	4	4	4
BRIGGS STREET	16	32	14
BRIGHT STREET	3	7	4
BRINKWORTH TERRACE	10	5	7
BROADWAY	2	0	4
BROMLEY STREET	0	3	1
BROMPTON ROAD	0	1	0
BROOK STREET	16	8	8
BROWNLOW STREET	43	69	38
BRUNSWICK STREET	2	3	0
BUCKINGHAM STREET	50	75	53
BULL LANE (OFF EAST PARADE)	0	1	1
BULL LANE (OFF LAWRENCE ST)	1	5	2
BURTON COURT	8	1	4
BURTON CROFT	1	0	3
BURTON STONE LANE	12	2	18
BUTCHER TERRACE	6	1	2
CAMBRIDGE STREET	22	23	36
CAMERON GROVE	2	3	0
CAMPLESHON ROAD	1	0	3
CAREY STREET	18	13	10
CARL STREET	0	0	1
CARLETON STREET	18	17	10
CARLISLE STREET	3	1	0
CARMELITE STREET	51	60	55
CARNOT STREET	6	4	0
CARR LANE	8	9	10
CARRINGTON AVENUE	4	0	1
CASTLEGATE	110	96	69
CECILIA PLACE	9	13	5
CEMETERY ROAD	20	21	12
CENTURION WAY	1	5	5
CHALONERS ROAD	2	9	5
CHAPEL ROW	9	5	5
CHARLTON STREET	21	20	10
CHASE SIDE COURT	0	0	1
CHATSWORTH TERRACE	3	8	8
CHAUCER STREET	0	1	0
CHERRY STREET	1	12	13

	2008/09	2009/10	2010/11
CHESSINGHAM GARDENS	2	0	0
CHESTNUT AVENUE	1	0	3
CHURCH LANE-CITY CENTRE	1	6	0
CHURCH STREET-CITY CENTRE	17	9	18
CHURCH STREET-COPMANTHORPE	0	2	3
CHURCH STREET-DUNNINGTON	0	1	1
CINDER LANE	6	0	2
CLAREMONT TERRACE	26	39	30
CLARENCE STREET	3	0	5
CLARENDONS COURT	0	1	0
CLEMENT STREET	0	4	1
CLEMENTHORPE	10	14	14
CLEVELAND STREET	4	7	6
CLIFFORD STREET	15	16	16
CLIFTON	7	19	13
CLIFTON GREEN	14	16	9
CLIVE GROVE	0	0	1
CLOISTER WALK	4	8	7
COGGAN CLOSE	0	5	5
COLE STREET	2	4	10
COLENZO STREET	7	10	4
COLLEGE STREET	20	29	44
COLLIERGATE	27	25	18
COLLINGWOOD AVENUE	2	0	1
COMMON LANE-HESLINGTON	1	11	1
COMPTON STREET	4	6	7
CONEY STREET	33	24	35
COPPERGATE	5	5	10
CORNLANDS RD	7	2	1
COUNT DE BURGH TERRACE	1	2	1
CRICHTON AVENUE	0	1	0
CROMER STREET	10	6	3
CROMWELL ROAD	48	57	46
CROSS STREET	2	10	8
CUMBERLAND ST	93	70	99
CURZON TERRACE	3	2	0
CUSTANCE WALK	16	7	3
CYCLE STREET	0	1	2
CYGNET STREET	6	13	14
DALE STREET	16	22	19
DALES LANE	2	6	1
DALGUISE GROVE	2	0	1
DALTON TERRACE	2	27	16

	2008/09	2009/10	2010/11
DANESFORT AVENUE	0	1	2
DANESMEAD	0	1	0
DANESMEAD CLOSE	0	3	0
DARNBOROUGH STREET	12	9	11
DAVYGATE	145	102	117
DAYSFOOT COURT	7	2	1
DEANGATE	89	67	129
DEL PYKE	17	14	13
DENNIS STREET	23	51	31
DENNIS STREET/ST DENYS ROAD LINK ROAD	4	7	2
DENNISON STREET	10	13	17
DENNISON ST/GLADSTONE ST LINK RD	3	7	9
DEWSBURY TERRACE	20	20	21
DIAMOND STREET	30	29	30
DIXONS YARD	26	30	34
DODGSON TERRACE	5	2	4
DODSWORTH AVENUE	1	3	2
DOVE STREET	2	6	4
DRAKE STREET	1	5	2
DRIFFIELD TERRACE	14	18	13
DUDLEY STREET	12	22	12
DUNCOMBE PLACE	218	241	234
DUNDAS STREET	15	3	17
EARLE STREET	9	25	28
EASON VIEW	5	3	1
EAST MOUNT ROAD	45	46	73
EAST PARADE	10	32	31
EASTHOLME DRIVE-RAWCLIFFE	0	1	0
EBOR STREET	20	21	27
ELDON STREET	65	82	79
ELDON TERRACE	13	27	30
ELLIOT COURT-FULFORD	1	0	0
ELMFIELD AVENUE	0	1	0
ELVINGTON TERRACE	0	4	1
EMERALD STREET	12	36	25
EMMERSON STREET	10	24	16
ENDFIELDS ROAD	1	0	0
ENFIELD CRESCENT	2	0	2
ESCRICK STREET	5	1	14
EXHIBITION SQUARE	0	1	7
FABER STREET	12	7	16
FAIRFAX CLOSE	3	0	1
FAIRFAX STREET	21	33	35

	2008/09	2009/10	2010/11
FALCONER STREET	11	9	6
FALKLAND STREET	8	6	4
FALSGRAVE CRESCENT	1	3	3
FARNDALE STREET	3	0	2
FARRAR STREET	5	10	5
FAWCETT STREET	29	33	33
FEASEGATE	2	7	1
FENWICK STREET	15	18	12
FERN STREET	4	12	4
FETTER LANE	102	157	122
FEVERSHAM CRESCENT	38	46	56
FEWSTER WAY	9	1	7
FIELD LANE-HESLINGTON	13	15	17
FIELD VIEW	4	2	5
FIFTH AVENUE	4	14	12
FILEY TERRACE	9	5	7
FINSBURY STREET	0	0	6
FIRST AVENUE	1	4	7
FISHERGATE	40	110	66
FLAVIAN GROVE	0	0	1
FOREST WAY	0	3	1
FORTH STREET	0	1	0
FOSS BANK	3	2	1
FOSS ISLANDS ROAD	39	31	11
FOSSGATE	171	153	207
FOUNTAYNE STREET	34	70	76
FOXWOOD LANE	0	1	0
FRANCES STREET	9	11	9
FREDERIC STREET	11	17	14
FRONT STREET	107	178	195
FULFORD CROSS	0	0	1
FULFORD ROAD	22	22	31
GALE LANE	7	10	4
GARDEN PLACE	32	35	50
GARDEN STREET	53	74	75
GARDEN STREET SERVICE ROAD	1	1	4
GARFIELD TERRACE	0	6	5
GARLAND STREET	2	1	2
GARTH TERRACE	4	6	8
GEORGE CAYLEY DRIVE-CLIFTON WITHOUT	0	2	4
GEORGE COURT	8	6	1
GEORGE HUDSON STREET	1	0	0
GEORGE STREET	82	82	77

	2008/09	2009/10	2010/11
GILLAMOOR AVENUE	1	0	0
GILLYGATE	2	19	9
GLADSTONE STREET-ACOMB	4	5	8
GLADSTONE STREET-HUNTINGTON ROAD	1	7	5
GLAISBY COURT	0	2	0
GLEN AVENUE	10	23	9
GLEN ROAD	20	16	25
GLENCOE STREET	4	0	4
GOODRAMGATE	177	144	109
GORDON STREET	6	7	4
GRANARY COURT	8	12	14
GRANGE GARTH	9	15	15
GRANGE LANE	0	1	0
GRANGE STREET	11	10	14
GRANVILLE TERRACE	5	1	2
GRAPE LANE	5	3	1
GRAY STREET	8	15	5
GREEN DYKES LANE	48	82	42
GREEN LANE-ACOMB	3	12	14
GREENCLIFFE DRIVE	11	7	6
GREENFIELDS	2	1	1
GROSVENOR ROAD	44	41	61
GROSVENOR TERRACE	72	70	75
GROVE VIEW	0	1	2
GROVES LANE	7	4	3
HALEY'S TERRACE	4	11	13
HALLFIELD ROAD	0	1	4
HAMBLETON AVENUE-OSBALDWICK	0	2	0
HAMBLETON TERRACE	40	52	50
HAMILTON DRIVE EAST	2	6	2
HAMPDEN STREET	16	28	34
HANOVER STREET EAST	1	1	0
HANOVER STREET WEST	3	0	1
HANSOM PLACE	2	1	2
HARCOURT STREET	9	32	11
HARRISON STREET	0	3	2
HARTOFT STREET	0	0	5
HAUGHTON ROAD	2	2	0
HAWTHORN GROVE	4	10	6
HAWTHORN STREET	16	22	15
HAXBY MOOR ROAD-STRENSALL	1	5	0
HAXBY ROAD	33	37	62
HAXBY ROAD/HAMBLETON TERRACE	2	3	10

	2008/09	2009/10	2010/11
HAZEL COURT	1	0	1
HEBDEN RISE	0	1	1
HERBERT STREET	1	2	0
HESLINGTON LANE-FULFORD	4	0	1
HESLINGTON LANE-HESLINGTON	0	2	0
HESLINGTON ROAD	5	20	6
HETHERTON STREET	0	0	1
HEWORTH GREEN	8	8	10
HEWORTH PLACE	3	0	1
HEWORTH ROAD	7	15	6
HEWORTH VILLAGE	51	121	46
HIGH NEWBIGGIN STREET	0	2	0
HIGH OUSEGATE	8	15	13
HIGH PETERGATE	78	126	124
HIGHCLIFFE COURT	2	0	0
HILDA STREET	0	0	1
HILL STREET	2	0	0
HILLSBOROUGH TERRACE	0	1	0
HOB MOOR TERRACE	0	0	2
HOBGATE	1	0	0
HOLBURNS CROFT-HESLINGTON	0	3	0
HOLGATE BRIDGE GARDENS	1	5	0
HOLGATE PARK DRIVE	4	5	43
HOLGATE ROAD	26	21	27
HOLGATE ROAD SERVICE ROAD	0	0	1
HOLLY BANK ROAD	1	3	1
HOPE STREET	17	29	29
HOPE STREET CUL DE SAC	7	15	12
HORNER STREET	6	1	2
HORSMAN AVENUE	3	8	15
HOSPITAL FIELDS ROAD	16	15	22
HOWARD STREET	6	3	3
HOWE HILL ROAD	1	4	2
HOWE STREET	2	2	2
HUBY COURT	1	2	3
HUDSON STREET	5	10	7
HULL ROAD	1	3	4
HUNGATE (OFF ST SAVIOURGATE)	8	12	36
HUNGATE (OFF THE STONEBOW)	9	1	4
HUNTINGTON MEWS	2	3	0
HUNTINGTON ROAD	51	59	85
HYRST GROVE	1	1	2
INMAN TERRACE	5	5	6

	2008/09	2009/10	2010/11
INNOVATION CLOSE-HESLINGTON	22	17	2
INNOVATION WAY-HESLINGTON	32	26	19
INTAKE AVENUE	1	0	2
IRWIN AVENUE	0	0	1
JACKSON STREET	6	12	21
JAMES BACKHOUSE PLACE	0	2	1
JAMES NICHOLSON LINK-CLIFTON WITHOUT	0	2	3
JAMES STREET	0	1	1
JAMIESON TERRACE	2	2	1
JOHN STREET	1	1	2
JUBILEE TERRACE	17	3	2
JULIA AVENUE-HUNTINGTON	9	2	0
KENSINGTON STREET	4	0	8
KETTLESTRING LANE-CLIFTON WITHOUT	0	2	0
KING'S SQUARE	13	11	12
KING'S STAITH	20	4	14
KING STREET	146	87	88
KINGS STAITH UPPER	74	74	101
KINGSWAY WEST	0	0	3
KITCHENER STREET	1	3	11
KNAVESMIRE CRESCENT	2	5	20
KNAVESMIRE ROAD	0	0	7
KYME STREET	9	17	19
LADY PECKETT'S YARD	4	0	6
LAMEL STREET	0	2	1
LANG AVENUE	0	7	2
LANSDOWNE TERRACE	25	33	23
LAVENDER GROVE	1	1	0
LAWRENCE STREET	39	35	12
LAYERTHORPE	10	4	1
LEAD MILL LANE	70	68	81
LEAKE STREET	5	31	8
LEEMAN ROAD ACCESS ROAD TO CAR PARK	3	0	0
LEEMAN ROAD	2	1	3
LENDAL	96	63	62
LENDAL HILL	1	0	8
LEVISHAM STREET	1	0	0
LIBRARY SQUARE	90	108	115
LIME AVENUE	0	0	2
LINCOLN STREET	2	7	2
LINDLEY STREET	18	9	9
LINTON STREET	2	1	4
LITTLE HALLFIELD ROAD	1	0	1



	2008/09	2009/10	2010/11
LITTLE STONEGATE	18	34	26
LIVINGSTONE STREET	0	1	3
LOCKWOOD STREET	22	22	11
LONG CLOSE LANE	9	40	25
LONGFIELD TERRACE	1	7	19
LORD MAYORS WALK	94	132	109
LORNE STREET	1	0	0
LOVELL STREET	1	2	5
LOW GREEN-COPMANTHORPE	0	7	6
LOW LANE-HESLINGTON	4	0	0
LOW OUSEGATE	4	2	13
LOW PETERGATE	20	13	21
LOW POPPLETON LANE	0	0	2
LOWER DARNBOROUGH STREET	24	17	24
LOWER EBOR STREET	4	10	13
LOWER FRIARGATE	80	61	91
LOWER PRIORY STREET	29	43	31
LOWTHER STREET	38	81	81
LOWTHER STREET SERVICE ROAD	2	2	3
LOWTHER TERRACE	20	42	44
LOWTHER TERRACE SERVICE ROAD	2	3	5
LUMLEY ROAD	0	0	1
MAIN AVENUE	0	1	1
MAIN STREET-BISHOPTHORPE	0	0	2
MAIN STREET-FULFORD	2	1	1
MAIN STREET-HESLINGTON	9	79	46
MALTON ROAD-HEWORTH	0	2	0
MALTON ROAD SERVICE RD	2	0	0
MANOR DRIVE SOUTH	0	11	11
MAPLE GROVE	1	0	1
MAPLEHURST AVENUE	3	2	0
MARCH STREET	7	13	8
MARGARET STREET	18	21	48
MARGARET STREET CUL DE SAC	6	6	4
MARKET STREET	11	7	7
MARKHAM CRESCENT	16	30	24
MARKHAM STREET	29	63	59
MARLBOROUGH GROVE	4	3	6
MARYGATE	141	132	152
MARYGATE LANE	2	3	3
MEADOWBECK CLOSE-OSBALDWICK	0	0	1
MELBOURNE STREET	30	45	26
MELROSEGATE	2	3	0

	2008/09	2009/10	2010/11
MERCHANTGATE	0	0	3
MICKLEGATE	184	218	276
MILL LANE	1	8	5
MILL STREET	3	1	2
MILLFIELD AVENUE	2	3	2
MILLFIELD LANE	1	0	5
MILLFIELD LANE-NETHER POPPLETON	2	3	0
MILLFIELD ROAD	31	23	25
MILNER STREET	6	2	4
MILTON STREET	9	4	3
MINSTER YARD	8	6	1
MOATSIDE COURT	17	21	12
MONKGATE	90	127	121
MONKGATE-BETWEEN 3-5 INC YARD	44	34	32
MONKGATE CLOISTERS	2	22	26
MONKS CROSS LINK ROAD-HUNTINGTON	1	2	5
MONTAGUE STREET	3	1	4
MOORCROFT ROAD	1	1	0
MOORGATE	0	8	0
MOORLAND GARTH	0	1	0
MOORLAND ROAD	0	0	2
MOSS STREET	27	38	101
MOUNT EPHRAIM	1	8	5
MOUNT VALE	1	0	0
MURRAY STREET	7	8	5
MURROUGH WILSON PLACE	20	3	4
MURTON LANE-MURTON	58	55	53
MUSEUM STREET	6	2	3
NAVIGATION ROAD	28	47	72
NELSON'S LANE	2	0	0
NELSON STREET	24	29	21
NESSGATE	1	0	0
NEVILLE STREET	26	33	39
NEVILLE TERRACE	20	37	36
NEW STREET	22	9	13
NEW WALK TERRACE	16	16	9
NEWBOROUGH STREET	28	17	45
NEWBY TERRACE	6	2	13
NEWGATE	0	0	3
NEWTON TERRACE	7	14	18
NICHOLAS GARDENS	11	1	9
NICHOLAS STREET	2	2	1
NORFOLK STREET	6	15	8

	2008/09	2009/10	2010/11
NORMAN STREET	0	2	1
NORTH PARADE	33	53	48
NORTH STREET	416	347	434
NORTH STREET ACCESS ROAD	3	0	0
NUNMILL STREET	27	67	58
NUNNERY LANE	1	4	5
NUNTHORPE AVENUE	17	20	9
NUNTHORPE CRESCENT	0	0	2
NUNTHORPE DRIVE	0	0	1
NUNTHORPE GROVE	2	6	0
NUNTHORPE ROAD	48	63	37
OAK RISE	0	3	1
OAK STREET	1	0	2
OAK TREE LANE-HAXBY	0	0	1
OAKVILLE STREET	2	0	2
OGLEFORTH	20	11	23
OUSE BRIDGE	1	0	0
OXFORD STREET	3	1	2
PALMER LANE	35	13	38
PARAGON STREET	2	1	0
PARK CRESCENT	18	24	15
PARK GROVE	58	60	43
PARK LANE	3	7	1
PARK STREET	32	18	28
PARLIAMENT STREET	57	44	47
PASTON WALK	1	0	4
PATRICK POOL	0	5	4
PAVEMENT	5	5	13
PEAR TREE LANE-DUNNINGTON	1	2	0
PEASHOLME GREEN	44	20	20
PECKITT STREET	45	39	29
PEMBROKE STREET	4	7	12
PENLEYS GROVE STREET	13	36	27
PENYGHENT AVENUE	1	0	0
PERCY'S LANE	52	91	85
PERCY STREET	2	0	0
PETER LANE	13	5	4
PETERSWAY	0	2	0
PHILADELPHIA TERRACE	0	1	1
PICCADILLY	294	292	415
PILGRIM STREET	1	4	4
POPLAR STREET	3	2	1
POPPLETON ROAD	9	18	8

	2008/09	2009/10	2010/11
PORTLAND STREET	57	70	65
POSTERN CLOSE	0	3	1
PRECENTOR'S COURT	1	9	10
PRICE STREET	1	0	0
PRIORY STREET	90	112	109
PROSPECT TERRACE-BISHOPHILL	14	26	6
PROSPECT TERRACE-FULFORD	1	2	3
QUEEN ANNES ROAD	57	83	81
QUEEN STREET	9	1	4
QUEEN STREET SLIP ROAD	26	4	12
QUEEN VICTORIA STREET	17	12	16
QUEENS STAITH	163	149	157
QUEENS STAITH ROAD	14	19	18
RAILWAY TERRACE	3	10	5
RAMSAY CLOSE	0	5	1
RATCLIFFE STREET	8	10	2
REDENESS STREET	7	1	3
REGENT STREET	9	3	9
RICHARDSON STREET	4	19	22
RICHMOND STREET	1	1	0
RIVER STREET	10	9	14
ROBIN GROVE	2	0	0
ROSE STREET	58	100	93
ROSEBERY STREET	3	4	1
ROSEDALE AVENUE	0	0	1
ROSEDALE STREET	4	0	7
ROSEMARY COURT	9	11	8
ROSEMARY PLACE	9	9	14
ROSSLYN STREET	2	6	8
ROUGIER STREET	2	1	3
RUBY STREET	1	1	0
RUSSELL STREET	21	43	25
SALISBURY TERRACE	2	1	0
SANDCROFT RD	0	0	1
SANDRINGHAM STREET	20	10	27
SCAIFE GARDENS	1	4	4
SCAIFE STREET	16	17	13
SCARBOROUGH TERRACE	5	13	11
SCARCROFT HILL	30	17	34
SCARCROFT LANE	1	2	2
SCARCROFT ROAD	112	111	124
SCHOOL LANE-BISHOPTHORPE	0	1	0
SCHOOL LANE-HESLINGTON	0	10	7

	2008/09	2009/10	2010/11
SCHOOL STREET	15	43	26
SCOTT STREET	20	43	23
SECOND AVENUE	6	5	16
SELDON ROAD	4	8	8
SEVERUS AVENUE	0	4	4
SEVERUS STREET	3	27	17
SHAW'S TERRACE	4	2	10
SHIPTON ROAD-RAWCLIFFE	1	0	0
SHIPTON STREET	19	15	20
SILVER STREET	0	11	5
SIM BALK LANE-BISHOPTHORPE	42	11	5
SIWARD STREET	0	3	1
SKELDERGATE	5	7	8
SLINGSBY GROVE	0	2	4
SMALES STREET	11	21	17
SOUTH BANK AVENUE	1	4	3
SOUTH ESPLANADE	11	22	17
SOUTH LANE-HAXBY	3	5	6
SOUTHLANDS ROAD	31	26	32
SPECULATION STREET	15	17	8
SPEN LANE	2	0	0
SPENCER STREET	4	2	0
SPRINGFIELD AVENUE	3	2	1
SPRINGFIELD COURT	3	6	0
SPURRIERGATE	15	15	13
ST ANDREW PLACE	4	5	2
ST ANDREWGATE	26	21	18
ST ANDREWS COURT	0	2	0
ST AUBYN'S PLACE	0	0	1
ST BENEDICT ROAD	52	65	111
ST CLEMENT'S GROVE	6	11	3
ST DENY'S ROAD	20	29	52
ST GEORGE'S PLACE	1	1	1
ST HELEN'S ROAD	0	0	1
ST HELEN'S SQUARE	14	5	8
ST JAMES MOUNT	3	2	6
ST JOHN'S CRESCENT	5	10	7
ST JOHN STREET	54	62	82
ST JOHN STREET BACK LANE	0	0	2
ST LEONARD'S PLACE	0	3	2
ST MARGARET'S TERRACE	5	16	13
ST MARY'S	34	55	57
ST MARY'S LANE	6	14	7

	2008/09	2009/10	2010/11
ST MARY'S LANE LINK ROAD ADJACENT TO MARYGATE LANE	1	0	2
ST MAURICE'S ROAD	0	0	1
ST OLAVE'S ROAD	59	86	53
ST PAUL'S SQUARE	6	9	5
ST PAUL'S TERRACE	10	5	8
ST PETER'S GROVE	9	24	29
ST SAMPSON'S SQUARE	126	62	59
ST SAVIOUR'S PLACE	24	27	21
ST SAVIOURGATE	210	252	229
ST STEPHEN'S ROAD	0	1	0
ST THOMAS' PLACE	11	41	20
STAMFORD STREET EAST	0	5	5
STANLEY STREET	23	33	31
STATION RISE	0	0	1
STATION ROAD	0	0	4
STATION ROAD-HAXBY	2	1	3
STATION ROAD-POPPLETON	1	5	6
STEPHENSON WAY	0	0	1
STOCKTON LANE	0	0	1
SUMMERFIELD ROAD	0	0	2
SURTEES STREET	5	4	6
SUTHERLAND STREET	5	2	10
SWANN STREET	16	15	19
SWINEGATE	71	59	31
SWINERTON AVENUE	3	1	2
SYCAMORE PLACE	7	11	21
SYCAMORE TERRACE	17	33	33
TADCASTER ROAD	11	18	22
TANG HALL LANE	1	9	3
TANNER'S MOAT	44	42	72
TANNER ROW	16	17	21
TANNER ROW CAR PARK SERVICE ROAD	1	2	3
TECK STREET	0	2	1
TELFORD TERRACE	10	4	4
TERRY STREET	1	0	0
THE AVENUE	8	20	42
THE AVENUE CUL-DE-SAC	0	0	4
THE CRESCENT	24	41	59
THE GREEN-ACOMB	1	3	3
THE GROVE	5	20	16
THE MOUNT	23	17	42
THE STONEBOW	46	31	43
THE VILLAGE-HAXBY	1	1	1

	2008/09	2009/10	2010/11
THIEF LANE	2	0	1
THOMAS STREET	0	1	1
THORPE STREET	32	49	34
TOFT GREEN	204	160	185
TOWER ST ACCESS ROAD	2	0	0
TOWER STREET	94	71	91
TOWER STREET-EYE OF YORK	2	1	3
TOWNEND STREET	27	12	25
TRAFALGAR STREET	0	6	2
TRENTHOLME DRIVE	0	0	1
TREVOR GROVE	0	1	1
TRIBUNE WAY-CLIFTON WITHOUT	0	9	10
TRINITY LANE	2	15	8
TUDOR ROAD	7	12	2
TUKE AVE	0	3	0
TURNMIRE RD	1	0	0
TURPIN COURT	2	1	0
UNION TERRACE	32	51	52
UNION TERRACE/CLARENCE STREET LINK ROAD	3	2	1
UNIVERSITY ROAD-HESLINGTON	51	68	85
UPPER HANOVER STREET	0	0	3
UPPER NEWBOROUGH STREET	7	1	6
UPPER PRICE STREET	11	10	7
UPPER ST PAUL'S TERRACE	1	1	0
VICTOR STREET	18	25	28
VILLA GROVE	0	1	1
VINE STREET	65	59	46
VYNER STREET	60	71	92
WALMGATE	255	291	291
WALNUT CLOSE-HESLINGTON	1	0	0
WALPOLE STREET	23	51	30
WALWORTH STREET SOUTH	1	0	3
WARD COURT	0	2	1
WARWICK STREET	12	30	17
WATER END	5	1	0
WATSON STREET	4	0	6
WATSON TERRACE	1	2	5
WAVERLEY STREET	8	19	25
WELLINGTON ROW	6	1	5
WELLINGTON STREET	45	43	27
WENLOCK TERRACE	16	27	19
WENTWORTH ROAD	30	23	23
WESLEY PLACE	0	6	2

	2008/09	2009/10	2010/11
WEST END-STRENSALL	1	0	2
WEST ESPLANADE	4	5	3
WESTFIELD LANE-WIGGINTON	0	1	0
WESTMINSTER ROAD	17	11	22
WESTPIT LANE-STRENSALL	1	0	1
WESTWOOD TERRACE	5	9	7
WHIP-MA-WHOP-MA-GATE	21	41	16
WHITBY AVENUE-HEWORTH WITHOUT	0	1	1
WHITE CROSS ROAD	54	51	25
WHITECROSS GARDENS	0	0	2
WIGGINTON ROAD	19	38	34
WIGGINTON TERRACE	11	12	8
WILKINSON WAY-STRENSALL	4	8	1
WILLIAM COURT	1	0	0
WILLIAM PLOWS AVENUE	0	0	2
WILLIS STREET	32	23	15
WILTON RISE	3	6	4
WINCHESTER AVE	0	0	1
WINDMILL LANE	1	5	6
WINDSOR GARTH	1	0	1
WINDSOR STREET	0	4	1
WINTERSCALE COURT	0	1	2
WINTERSCALE STREET	7	4	9
WINTERSCALE STREET SERVICE ROAD	3	0	1
WOLSLEY STREET	13	7	4
YARBURGH GROVE	1	1	2
YEARSLEY CRESCENT	2	4	5
YEARSLEY GROVE	1	0	0
YORK-STAMFORD BRIDGE ROAD	29	31	27
YORK OUTER RING ROAD	0	0	1
YORK ROAD-ACOMB	21	121	130
YORK ROAD-NABURN	0	3	0
YORK ROAD SERVICE ROAD-ACOMB	28	74	34



## PCN Cancellation Reasons 2010-11

	Total	% of Cancelled PCN's	% of all PCN's Issued
<b>Total of all PCN's Issued 2010-11</b>	<b>20,255</b>		
<b>Total Cancellations 2010-11</b>	<b>3,992</b>	<b>100.00</b>	<b>19.71</b>
<b>Cancelled - Resident Parking Permit</b> - a PCN was issued because no valid permit was displayed in the vehicle whilst it was parked in a resident's permit only parking bay. Valid permit subsequently produced by the motorist. PCN cancelled with a warning to display permit clearly.	987	24.72	4.86
<b>Cancelled - Pay and Display Ticket</b> - a PCN was issued because there was no ticket displayed in the vehicle. Valid ticket subsequently produced by the motorist. PCN cancelled with a warning to display ticket clearly.	768	19.24	3.78
<b>Cancelled - Other Reasons</b> - e.g. Mitigating circumstances - the motorist agrees that the PCN was correctly issued but provides sufficient compelling reasons for cancellation to be considered.	490	12.27	2.42
<b>Cancelled - Disabled Badge Holder</b> - a PCN was issued because no valid disabled badge was displayed in the vehicle whilst it was parked in a place where only disabled badge holders may park. Valid disabled badge was subsequently produced by motorist. PCN cancelled with a warning to display badge clearly.	416	10.42	2.05
<b>Cancelled - Training and Spoiled Penalty Charges including Drive Aways</b> - a PCN was never actually issued because it was used for training purposes OR because the motorist drove off before a penalty charge could be issued.	380	9.52	1.88
<b>Cancelled - Loading/Unloading</b> - the motorist has provided evidence that, at the time the PCN was issued, an exemption for loading or unloading applied and the motorist was loading or unloading.	178	4.46	0.88
<b>Cancelled - Enforcement Officer Error</b> - for example wrong vehicle registration or location entered on PCN.	172	4.31	0.85
<b>Cancelled - Car Park Permit Holders</b> - a PCN was issued because no valid permit was displayed in the vehicle whilst it was parked in a council car park. Valid permit subsequently produced by motorist. PCN Cancelled with a warning to display permit clearly.	149	3.73	0.73
<b>Cancelled - Clerical Errors</b> - errors and/or delays made when dealing with correspondence.	98	2.45	0.47
<b>Cancelled - Foreign Vehicle or Driver</b> - Driver is foreign and has not paid the PCN. Cannot be legally pursued in their own country for a PCN that is issued in UK.	89	2.23	0.44

	Total	% of Cancelled PCN's	% of all PCN's Issued
<b>Cancelled - DVLA</b> - Unable to establish ownership of vehicle due to DVLA records being out of date or motorist providing evidence that they were not the owner of the vehicle at the time that the PCN was issued.	88	2.20	0.42
<b>Cancelled - Vehicle Broken Down</b> - the motorist has provided evidence that, at the time the PCN was issued, the vehicle had a mechanical problem that prevented it from being moved and the vehicle was subsequently moved within a reasonable amount of time.	61	1.53	0.29
<b>Cancelled - Illness of Driver or Passengers</b> - the motorist has provided medical evidence that the driver or passenger was unable to return to their vehicle within the time period stipulated.	56	1.40	0.28
<b>Cancelled - Signs and Lines</b> - The signs and/or lines where the PCN was issued were not sufficient for a reasonable motorist to know that they were not allowed to park there, for example the lines may not be sufficiently clear or the sign obscured or incorrect.	34	0.85	0.17
<b>Cancelled - Vehicle Stolen &amp; Other Crime</b> - the motorist has provided evidence (e.g. Police incident number) that at the time the PCN was issued the vehicle had been stolen or the driver/passengers had been subject to some other crime.	18	0.45	0.09
<b>Cancelled - Pay &amp; Display Machine Faults</b> - there is sufficient reasonable doubt to conclude that at the time the PCN was issued the pay and display machine may not have been working correctly.	7	0.17	0.02
<b>Cancelled - Appeal Allowed by Parking Adjudicator</b> - the council turned down the representations of the motorist that the PCN was wrongly issued and the motorist subsequently appealed to the national independent adjudicator and was successful in their appeal.	1	0.02	0.005

## APPENDIX E

**Parking Contravention Codes, Observation Times and Grace Periods**

Note – Higher Level Contraventions are shown on a blue background  
 Lower Level Contraventions are shown on a yellow background

<b>Code</b>	<b>Contravention Description</b>	<b>Where Applicable</b>	<b>Observation Time and Grace Periods</b>
	<b>ON-STREET</b>		
01	Parked in a restricted street during prescribed hours	Yellow Lines	5 mins from first observation
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Loading Bans	NIL
05	Parked after the expiry of paid for time	On –Street Pay & Display Bays	10 mins in excess of expiry time of ticket
06	Parked without clearly displaying a valid pay and display ticket or voucher	On –Street Pay & Display Bays	10 mins from first observation
07	Parked with payment made to extend the stay beyond initial time	On –Street Pay & Display Bays	10 mins in excess of maximum permitted time
12	Parked in a residents or shared use parking place without clearly displaying either a permit or pay and display ticket issued for that place	Respark and Shared Use Bays where no permit or ticket is displayed.	5 mins in excess of maximum permitted time.
16	Parked in a permit space without displaying a valid permit	Respark (Specific permit holder marked bays)	NIL
19	Parked in a residents' or shared use parking place or zone displaying an invalid permit or an invalid pay and display ticket	Resident Parking and Shared Use Bays where an INVALID permit or ticket is displayed.	5 mins in excess of maximum permitted time

<b>Code</b>	<b>Contravention Description</b>	<b>Where Applicable</b>	<b>Observation Time and Grace Periods</b>
21	Parked in a suspended bay or space or part of bay or space	Suspended Bays	NIL
22	Re-parked in the same parking place or zone within one hour* of leaving	ALL On-Street Parking Bays	NIL after 2 observations within 60 mins
23	Parked in a parking place or area not designated for that class of vehicle	ALL On-Street Parking Bays	NIL
24	Not parked correctly within the markings of the bay or space	ALL On-Street Parking Bays	NIL
25	Parked in a loading place during restricted hours without loading	Loading Bays	5 mins from first observation
30	Parked for longer than permitted	L/W Bays On Street P&D	5 mins in excess of maximum permitted time
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge.	On-Street Disabled Bays	NIL
42	Parked in a parking place designated for police vehicles	Police Bays	NIL
45	Parked on a taxi rank	Taxi Ranks	NIL
46	Stopped where prohibited (on a red route or clearway)	Clearways	NIL
47	Stopped on a restricted bus stop or stand	Bus Stop Clearways	NIL
48	Stopped in a restricted area outside a school	School No Stopping Areas	NIL
49	Parked wholly or partly on a cycle track or lane	Cycle Track	NIL
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Footway, verge or land between two carriageways.	NIL
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	Pedestrian Crossings	NIL

Code	Contravention Description	Where Applicable	Observation Time and Grace Periods
	<b>OFF-STREET (CAR PARKS)</b>		
73	Parked without payment of the parking charge	Car Parks where mobile phone payment IS available	10 mins
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	Car Parks	NIL
80	Parked for longer than the maximum period permitted	Car Parks	10 mins in excess of maximum permitted time
81	Parked in restricted area in a car park	Car Parks	NIL
82	Parked after the expiry of paid for time	Car Parks	10 mins in excess of expiry time
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	Car Parks where mobile phone payment is NOT available	10 mins
84	Parked with additional payment made to extend the stay beyond time first purchased	Car Parks	10 mins in excess of maximum permitted time
85	Parked in a permit bay without clearly displaying a valid permit	Car Parks	NIL
86	Parked beyond the bay markings	Car Parks	NIL
87	Parked in a disabled person's parking place without clearly displaying a valid disabled person's badge	Car Parks	NIL
89	Vehicle parked exceeds maximum weight or height or length permitted in the area	Car Parks	NIL
90	Re-parked within one hour* of leaving a bay or space in a car park	Car Parks	NIL after 2 observations within 60 mins
91	Parked in a car park or area not designated for that class of vehicle	Car Parks	NIL
92	Parked causing an obstruction	Car Parks	NIL
93	Parked in a car park when closed	Car Parks	NIL
95	Parked in a parking place for a purpose other than the designated purpose for the parking place	Car Parks	NIL
96	Parked with engine running where prohibited	Union Terrace Coach Park	5 mins

**PCN's Issued at Higher Level & Lower Level 2010-11**

<b>All Parking Contraventions</b>	<b>20,255</b>	
		<b>% of all PCNs</b>
<b>Total Higher Level Contraventions</b>	<b>11,263</b>	<b>55.59</b>
<b>Total Contraventions - Higher Level - On-Street</b>	<b>10,222</b>	<b>50.45</b>
01 Parked where waiting restrictions apply	5,127	25.31
02 Parked where loading restrictions apply	517	2.55
12 No Valid Permit Displayed in a Resident Parking Area	3,515	17.35
16 Parked in Reserved Bay in a Resident Parking Area	85	0.42
20 Parked in a Loading Gap	1	0.005
21 Parked where parking is suspended	350	1.73
23 Parked in the Wrong Area for vehicle	47	0.23
25 Parked in a Loading Bay	7	0.03
40 Parked in a Disabled Bay	234	1.16
42 Parked in a Police Bay	30	0.15
45 Parked on a Taxi rank	137	0.68
46 Stopped on a Clearway	90	0.44
47 Stopped on a Bus Stop	32	0.16
48 Parked Outside a school on zigzags	11	0.05
49 Parked on a Cycle Track	19	0.09
61 Commercial vehicle parked on a footpath	2	0.01
99 Stopped on a Pedestrian Crossing or Crossing Area	18	0.09
<b>Total Contraventions - Higher Level - Off Street</b>	<b>1,041</b>	<b>5.14</b>
74 Sale of Goods in a Car Park without permission	1	0.005
81 Parked In a Restricted Area	46	0.23
85 Parked in a Permit Bay	404	1.99
87 Parked in a Disabled Bay	182	0.90
89 Vehicle Exceeds Maximum Weight, Height or Length	1	0.005
91 Parked in wrong area for the class of vehicle	333	1.64
92 Parked causing an obstruction	74	0.37

<b>Total Contraventions Lower Level</b>	<b>8,992</b>	<b>44.37</b>
<b>Total Contraventions - Lower Level - On Street</b>	<b>3,049</b>	<b>15.04</b>
05 Pay and Display Ticket Expired	507	2.50
06 No valid ticket displayed	768	3.79
07 Meter Feeding	2	0.01
19 No Valid Permit or P&D Ticket Displayed in a Resident Parking Area	1,301	6.42
22 Returned within 1 hour of leaving	41	0.20
24 Parked Out of Bay	4	0.02
30 Exceeding Maximum Stay	426	2.10
<b>Total Contraventions - Lower Level - Off Street</b>	<b>5,943</b>	<b>29.33</b>
73 Parked Without Payment	2,875	14.19
80 Exceeding Maximum stay	2	0.01
82 Paid For Time Expired	2,720	13.43
83 No Valid Ticket	65	0.32
84 Meter Feeding	7	0.03
86 Parked out of Bay	177	0.87
93 Parked in a car park when closed	28	0.14
95 Parked in a car park for a purpose not allowed	69	0.34

## **19. Contacts**

### **City of York Council Parking Office**

Parking Objections Team 01904-551310  
Parking Representations Team 01904-551389  
Parking Enforcement Team 01904-552423

Email: [parking@york.gov.uk](mailto:parking@york.gov.uk)

Parking Hotline (to report illegal parking) 0800-1381119 (Freephone)

Council Website (Parking) [www.york.gov.uk/parking](http://www.york.gov.uk/parking)

**Department for Transport** [www.dft.gov.uk](http://www.dft.gov.uk)

Department for Transport  
Great Minster House  
76 Marsham Street  
London  
SW1P 4DR

Telephone: 0300 330 3000  
Fax: 020 7944 9643

Email: [FAX9643@dft.gsi.gov.uk](mailto:FAX9643@dft.gsi.gov.uk)

**Driver and Vehicle Licensing Agency** [www.dvla.gov.uk](http://www.dvla.gov.uk)  
0870 240 0009

**British Parking Association** [www.britishparking.co.uk](http://www.britishparking.co.uk)

Stuart House,  
41-43 Perrymount Road  
Haywards Heath,  
West Sussex, RH16 3BN

Telephone: 01444 447 300  
Fax: 01444 454 105



**Traffic Penalty Tribunal**

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

Traffic Penalty Tribunal  
Barlow House  
Minshull Street  
Manchester  
M1 3DZ

Telephone: 0161 242 5252  
Fax: 0161 242 5265

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

**Traffic Enforcement Centre**

<http://www.justice.gov.uk/guidance/courts-and-tribunals/courts/northampton-bulk-centre/traffic-enforcement-centre/index.htm>

Telephone: 0845 704 5007 / 01604-619450  
5th floor,  
St Katharine's House,  
21-27 St Katharine's Street,  
Northampton  
Northamptonshire  
NN1 2LH

Email: [TEC.BULKCENTRE@hmcts.gsi.gov.uk](mailto:TEC.BULKCENTRE@hmcts.gsi.gov.uk)

**This information can be provided in your own language.**

**我們也用您們的語言提供這個信息 (Cantonese)**

**এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)**

**Ta informacja może być dostarczona w twoim własnym języku. (Polish)**

**Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)**

**یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)**

** (01904) 551550**

**A large text version of this report is available on request - telephone: (01904) 553110.**