



CITY OF  
**YORK**  
COUNCIL



# 2009 – 10 ANNUAL PARKING SERVICES REPORT

COMMUNITIES & NEIGHBOURHOODS



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## **1. Introduction**

Our fourth Annual Parking Report provides an overview of the service during the financial year 1 April 2009 to 31 March 2010 together with key service performance outcomes, statistics and analysis.

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.

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 to keep the traffic moving and improve the flow of public transport through increasing:

- Protection and enforcement of loading restrictions, bus stops, cycle lanes and traffic routes
- Enforcement of designated parking spaces, including disabled bays, taxi bays, and resident parking spaces
- Compliance with existing parking regulations
- Use of parking spaces
- Emergency vehicle access

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.

## 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 the we will make the City of York Council an Effective Organisation.

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

<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. 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 parking 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.

### **Service Plan**

The objectives for Parking Services in 2010/11 are set out in the Service Plan which can be seen on the council website at:

<http://intranet.york.gov.uk/documents/public/Parking%20Services%20SP%2010~11.15762.doc>



### **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:

<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 a crucial factor 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 endorsable 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



York became the first Council, outside London, to introduce the ability to pay to park by mobile phone in November 2005. The system allows customers to pay for their parking by means of a 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.

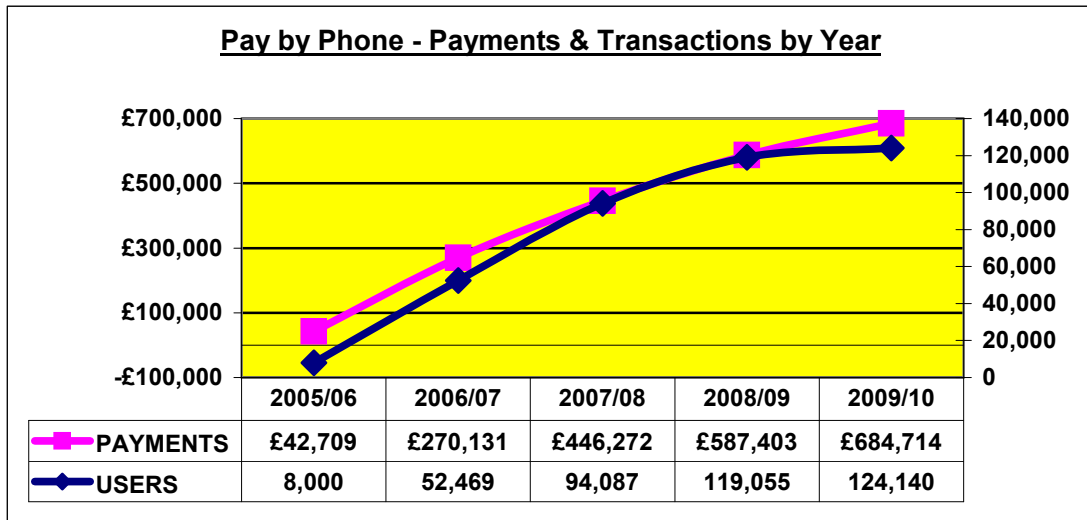
Use of payment by phone has gradually increased and the total number of users at the end of March 2010 was 397,751 with the total amount of parking that has been paid for by mobile phone being almost two million. The number of users in 2009/10 was 124,140 an increase of 4.5% on the 2008/09 figure of 119,055. The average monthly usage in 2009/10 was 10,345, up from 9,921 in 2008/09.

In 2009/10 the total payment was £684,714, which shows an increase of 17% on the 2008/09 figure of £587,403.

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**



## 6. Hot Line



The council's Parking Services team 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 to go to the location concerned. We now have a team of four 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 dealing with calls to the hot line is 45 minutes, which includes reaching the location and, if necessary, issuing a PCN. The number of calls responded to in 2009/10 was 2,408 and the target was achieved in 80% of calls (up from 77% in 2008/09). 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 31% (770) of calls did result in the issue of a PCN.

## **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. The 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 0.91% of all PCN's issued in 2009/10).

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 2009/10 there were 13 instances of serious abusive behaviour towards them, including six of violence being threatened.

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 2009/10 are shown below. For comparison the figures for 2007/08 & 2008/09 are also provided.

Table 1 – Performance Indicators

<b>Performance Indicator</b>	<b>Target</b>	<b>Actual 07/08</b>	<b>Actual 08/09</b>	<b>Actual 09/10</b>
Challenges responded to within 10 working days	95%	95.52%	99%	96.54%
Telephone Calls answered within 20 seconds	95%	95.10%	96.70%	93.91%
New Resident permits issued within 5 working days	95%	98.71%	95%	100%
PCNs that resulted in an appeal to the Traffic Penalty Tribunal.	1%	0.051%	0.023%	0.030%
Response to hotline calls which results in a PCN being issued (within a 45 minutes).	100%	78%	77%	80%
<b>Patrols</b>				
Residents Parking areas	3 per week per street	4.64	5.04	6.80
Prohibited waiting (Inner York- within 1 mile of Centre)	3 per week per street	4.64	6.58	7.99
Prohibited waiting (Outer York – remainder of City)	2 per week per street	3.07	3.87	5.95
Loading bans	6 per week per street	5.95	6.54	7.15
On Street Specific Marked Bays e.g. Disabled, Taxi, Police, & Bus Stop Clearways	4 per week per bay	5.41	5.93	7.50
School No Stopping Areas	2 Schools per week during term time.	1.91	1.90	3.5
Limited waiting On Street	2 per week per street	4.25	4.40	6.05
Clearways	1 per week per street	2.95	4.20	6.81
On Street Pay and Display	5 per week per street	6.28	7.07	7.94
Off Street Car Parks	7 per week per car park	6.10	7.21	8.37

More emphasis has been placed in the last three 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 [http://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	Toilets
Bishophorpe Road	41	0	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
Esplanade	75	5	✓	✓	✓	✓	✓	X	X
Foss Bank	316	4	✓	✓	✓	✓	✓	✓	X
Haymarket	102	0	✓	X	✓	✓	✓	✓	X
Marygate	352	4	✓	✓	✓	✓	✓	✓	X
Monk Bar	243	7	✓	✓	✓	✓	✓	✓	X
Nunnery Lane	193	4	✓	✓	✓	✓	✓	✓	✓
Peel Street	77	1	X	✓	✓	✓	✓	✓	X
Piccadilly	287	21	X	✓	✓	✓	✓	X	✓
St George's Field	276	6	X	✓	✓	✓	✓	✓	✓
Union Terrace	145	13	✓	✓	✓	✓	✓	✓	✓
<b>Coach Parking</b>									
St George's Field	27	0	X	✓	✓	✓	X	X	✓
Union Terrace	35	0	X	✓	✓	✓	X	X	✓

Four pay and display machines that are able to take payment by credit/debit cards were installed at the Piccadilly car park in March. This gives customers another option for paying for their parking and it has also increased the

amount of time that customers are paying for. It is expected that further machines with credit/debit card facilities will be installed at other car parks in 2010/11.

### **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 £110 per month.

A weekly season ticket is available for users of the pay by phone system for £44.

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 £650 per year or £60 per month.
- Other car parks £635 per year or £55 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 for £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	£110.00
Weekly Season Tickets (Pay by Phone Users only)	£20.00	£44.00
<b>Resident Contract Permit</b>		
Foss Bank - Monthly	£30.00	£60.00
Foss Bank - Annual	£325.00	£650.00
Surface - Monthly	£25.00	£55.00
Surface - Annual	£288.00	£635.00
<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 2009/10.

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

	<b>09/10 (Metres)</b>
Respark Parking Schemes (51 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 Priors 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
- Priors 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 on-street pay and display bay are as follows:

- Bishophill Senior
- Clifton
- Cromwell Road
- Cumberland Street
- Garden Street
- George Street
- Huntington Road
- 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:

[http://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.

The diagram illustrates two types of loading restrictions. On the left, a kerb with two parallel yellow stripes is shown next to a sign that reads "No loading at any time". Below this is the text: "Loading prohibited 24 hours a day, 7 days a week, for at least 4 consecutive months". On the right, a kerb with a single yellow stripe is shown next to a sign that reads "No loading Mon - Fri 8.00 - 9.30 am 4.30 - 6.30 pm" with a left-pointing arrow below it. Below this is the text: "Loading prohibited for any lesser period. The arrow indicates the direction in which the prohibition starts".

## 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.

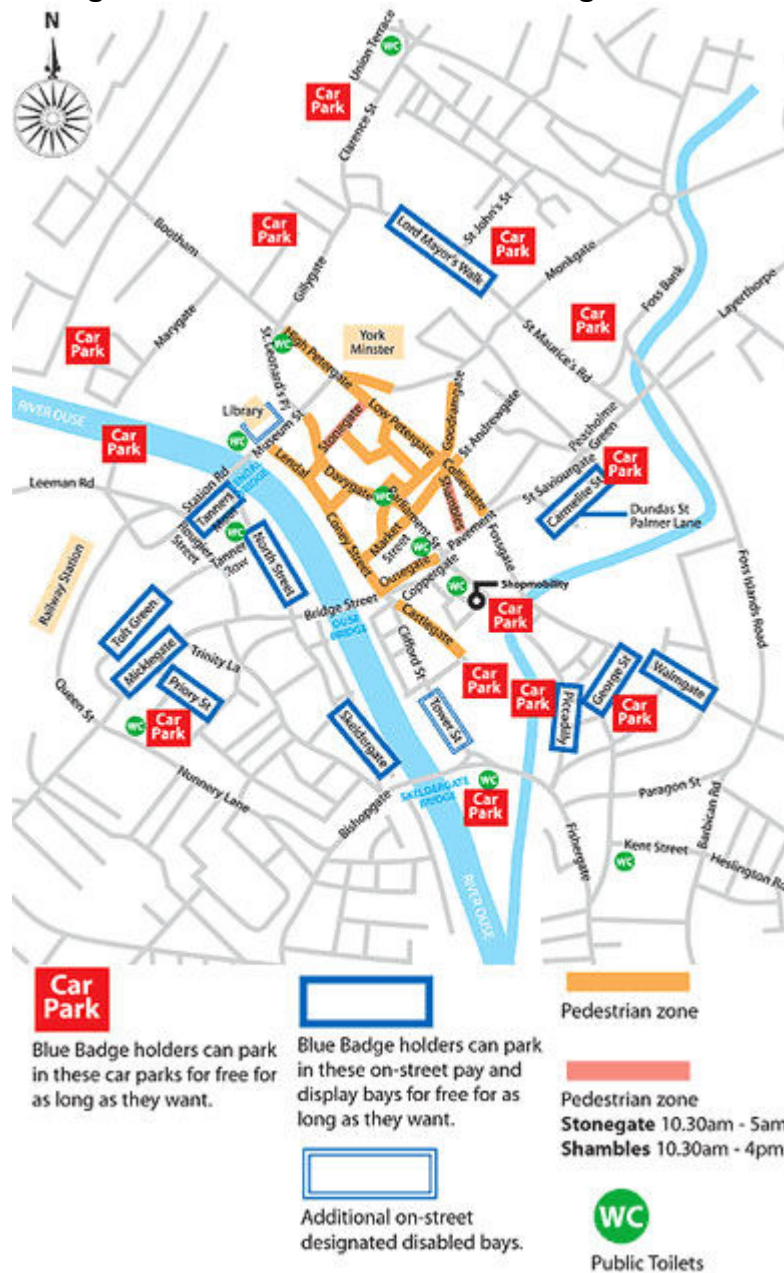


The badge should only be displayed when using the parking benefits under the scheme, except if the vehicle is being driven by someone other than the badge holder for the purpose of entering or leaving an area (which is accessible only to vehicles displaying a blue badge) in order to pick up or drop off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

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:

[http://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;

[http://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 local businesses. 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 51 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:

<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 CO2 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 Bands 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 (CO2 g/km2)	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 have 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.

During patrolling hours residents can call the free parking hot line on **0800-1381119** to report vehicles that are parking without displaying either a permit or a blue disabled badge for longer than the permitted time. We aim to attend within 45 minutes of receiving the call.

### **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.

### **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 2009/10 was targeted out of hours late night patrols in respark areas. These patrols have proved very successful in catching offenders and they will continue on a regular basis during 2010/11.

### **Respark Survery**

We are currently conducting a full customer satisfaction survey into the respark scheme during 2009/10 and 2010/11 using questionnaires that are sent to permit holders when their permits are renewed.



Initial results from residents are encouraging with;

- 71% satisfied with the scheme, including 26% who were 'very satisfied'.
- 97% had received their permit before their existing permit expired.
- 64% of users of the hotline service were satisfied with the service, including 21% who were very satisfied.
- 77% were aware that discounts are available for low emission and short vehicles.
- 81% thought that the resident parking scheme regulations were clear.
- 71% were satisfied with the enforcement of the scheme including 24% who were 'very satisfied'.

#### 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>07/08</b>	<b>08/09</b>	<b>09/10</b>
Household Permit	4,956	4,789	4,751
Visitor Permits	201,000	169,905	199,250
Household (Low Emission Vehicles)	55	63	91
Second Vehicle Permits	698	690	661
Third Vehicle Permits	12	11	19
Business Permit	69	71	83
Guest House Permit	181	152	162
Commercial Permit	10	11	5
Commercial Permit (Low Emission Vehicles)	0	0	1
House of Multiple Occupancy Permit	74	31	49
House of Multiple Occupancy Permit (Low Emission Vehicles)	1	1	0
Property Permit	6	11	6
Landlord Permit	7	7	6
Community Permits	513	578	651
Community Permits (Low Emission Vehicles)	1	5	3
Carers and Disabled Resident Permits	104	98	100
<b>Total Resident Permits</b>	<b>207,689</b>	<b>176,422</b>	<b>205,838</b>
<b>Car Park Permits</b>			
Frequent User Pass	101	37	60
Frequent User Pass (Low Emission Vehicles)	5	1	0
Resident Contract Permits	270	340	261
Resident Contract Permits (Low Emission Vehicles)	3	12	9
Season Tickets	393	473	328
Season Tickets (Low Emission Vehicles)	40	25	42
Resident Discount Badges	6,016	4,556	2,278
<b>Total Car Park Permits</b>	<b>6,880</b>	<b>5,481</b>	<b>2,978</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.

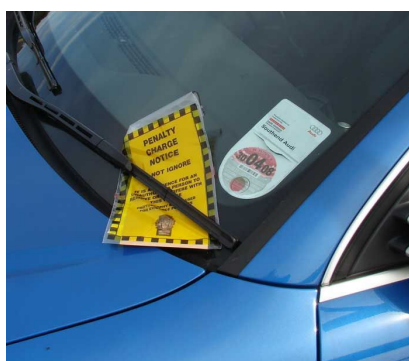
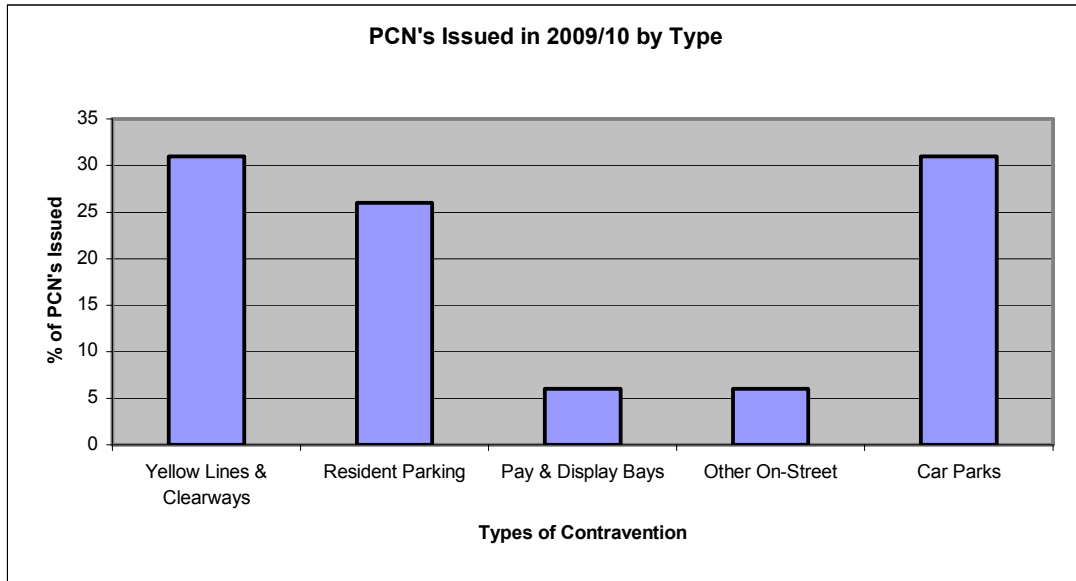


Table 6 shows the number of PCNs issued over the last 3 financial years divided into On-Street and Off-Street contraventions. The On-Street contraventions are sub-divided into those occurring on yellow lines, resident parking areas, pay and display bays and others.

**Table 6 – PCNs Issued – On Street & Off Street**

	<b>2007/08</b>	<b>%</b>	<b>2008/09</b>	<b>%</b>	<b>2009/10</b>	<b>%</b>
<b>On-Street</b>						
Yellow Lines & Clearways	6,668	31	5,272	32	5,812	31
Resident Parking	5,267	25	3,847	23	5,034	26
Pay & Display Bays	1,435	7	1,071	6	1,084	6
Other On-Street	1,070	5	922	5	1,159	6
<b>Sub Total On-Street</b>	<b>14,440</b>	<b>68</b>	<b>11,112</b>	<b>66</b>	<b>13,089</b>	<b>69</b>
Off-Street Car Parks	6,816	32	5,605	34	5,781	31
<b>Total</b>	<b>21,256</b>		<b>16,717</b>		<b>18,870</b>	

**Chart 2 – PCN's Issued in 2009/10 by Type**



**b) Differential Charges**

2009/10 was the second year of differential parking charges. The number of PCNs issued at the higher rate of £70 was 10,800 (57%) and the number at the lower rate of £50 was 8,070 (43%). Further details of the number of PCNs issued for each higher and lower contravention are shown at Appendix F, on page 93.

**c) On-Street PCNs**

A total of 13,089 PCNs (69% of all PCNs) were issued on-street during 2009/10. This is higher than in 2008/09 when 11,112 (66%) were issued but lower than the total of 14,440 (68%) for 2007/08. The highest number of PCNs were issued in North Street (347), Piccadilly (293), Walmgate (291) and St Saviourgate (252). A common theme of these streets is the number of different parking restrictions in them such as yellow lines, residents parking and pay and display.



31% (32% in 08/09) of the contraventions in 2009/10 were for parking where waiting or loading restrictions are in place (yellow lines and clearways) with 26% (23% in 08/09) being for parking in the resident parking zones without a valid permit and 6% (also 6% in 08/09) 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 5,781 PCNs (31% of all PCNs) were issued within the council car parks in 2009/10. This is an increase on 2008/09 when 5,605 (34%) were issued but down on 2007/08 with a total of 6,816 (32%). In all three years the highest volume of PCNs were issued for parking contraventions in Castle Car Park (1760 PCNs which represents 30% of all PCNs issued in car parks).

As can be expected, 86% of the PCN's issued in car parks were for either parking without payment or because the parking time purchased had expired (4,964 PCNs).

Appendix A, on page 72, give a full breakdown by car park with Appendix B 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 because they know 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 three 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>
Vehicles Clamped	11	7	10
Vehicles Removed	4	5	3



## f) Decrease in the Number of PCNs Issued

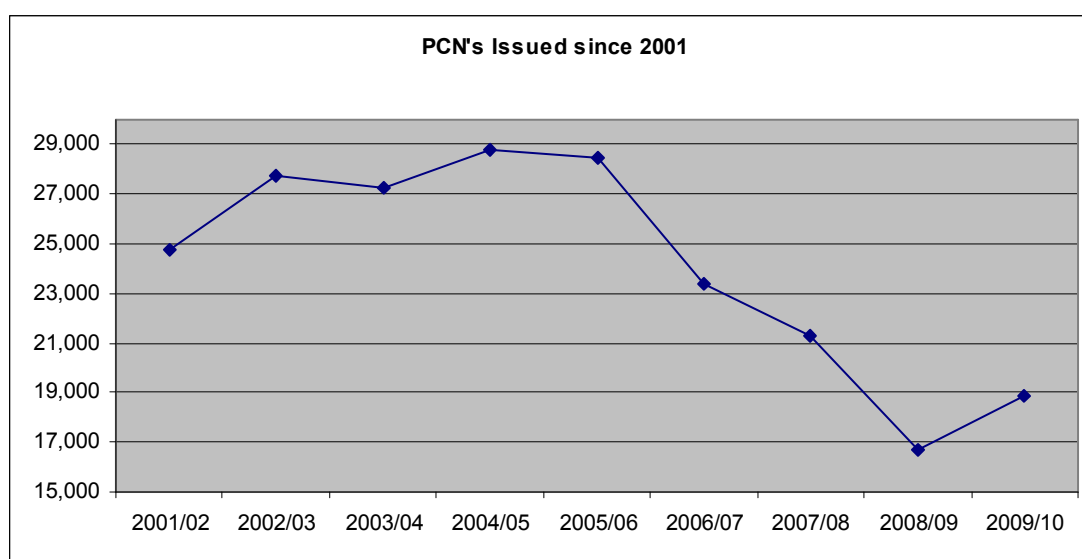
Table 8 shows the number of PCNs that have been issued since the start of CPE on October 8<sup>th</sup> 2000. The total number peaked in 2004/05 and then decreased each year until 2008/09. The number rose again in 2009/10 but still shows a decrease of 9,888 (34%) on 2004/05.

**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>Average (2002-2010)</b>	<b>24,138</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 2009/10 is 24,138.

**Chart 3 – 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 84% from 468 in 2006/07 to only 74 in 2009/10.
- 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 58% from 5,712 in 2005/06 (i.e. prior to the introduction of payment by phone) to 2,400 in 2009/10. This can be compared to a fall in the issue of all PCNs of only 34%. The proportion of PCNs issued for expired payments has reduced from 20% of all PCNs issued in 05/06 to 13% in 09/10. 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.
- 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

	2007/08	%	2008/09	%	2009/10	%
No of PCN's issued	21,256		16,717		18,870	
No. of PCN's Paid	15,707	74	12,259	73	13,322	71
No paid at discount rate	12,232	58	9,724	58	10,897	58
No paid at other rates	3,475	16	2,535	15	2,425	13
No. still being pursued	214	1	727	4	1,329	8
No. passed to Bailiffs (Warrants Issued)	1,771	8	1,330	8	938	5
No of PCN's cancelled	4,342	20	3,384	20	4,022	21
First offences*	2,215	10	1,703	10	2,253	12
Other Reasons	2,115	10	1,599	10	1,769	9
No written off	993	5	347	2	197	0.1

\*'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 89, for a detailed breakdown of cancellations in 2009/10), 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. 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 have 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 information on what to do when issued with a PCN is available for the public to download on the council website at:

<http://www.york.gov.uk/transport/Parking/tickets/>



All the PCNs that are issued contain details about how to pay or object 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 96% 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 make an appeal.

As part of this transparent approach this annual report again includes the council's enforcement policy, and at Appendix E, on page 91, 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. It is for the motorist to subsequently appeal against the PCN if they wish to do so and not for the CEO to make a decision on whether or not the vehicle has broken down.
- 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 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

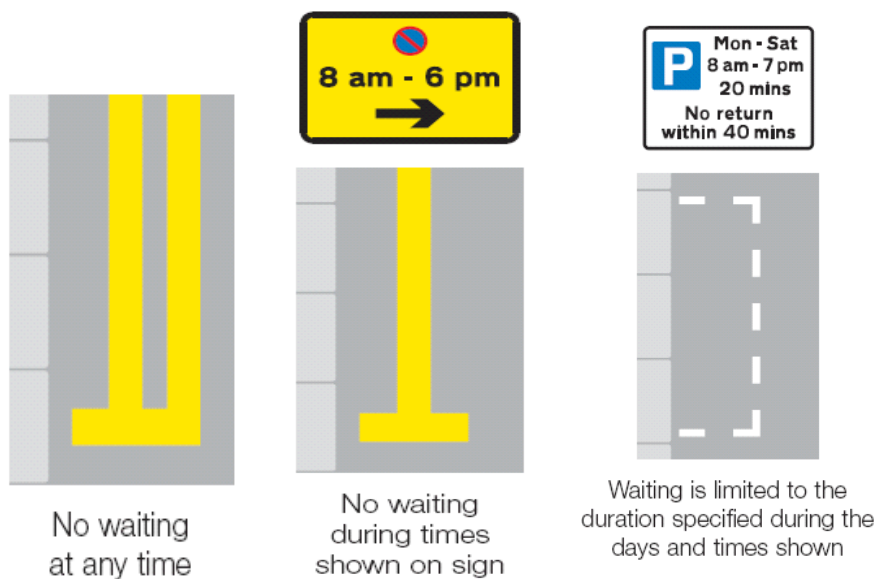


yellow lines or other markings are faded, or partly eroded, but it remains clear what the restriction is, then the PCN will probably not be cancelled. CEOs are instructed to check that the signs and lines are correct before issuing a PCN.

- **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.

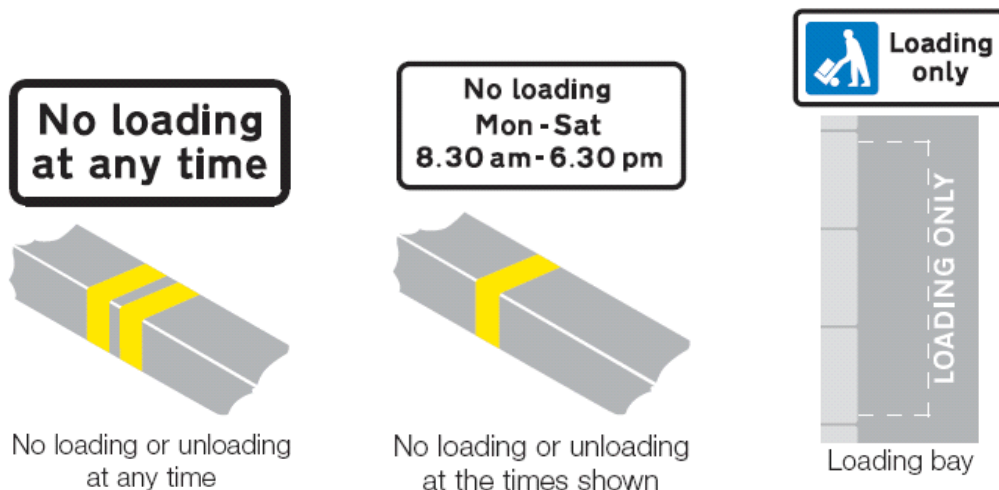
**Adjacent** - the vehicle must be parked adjacent to where the loading activity is occurring. If the vehicle were parked in another street or more than 50 metres away, it would be difficult to argue that it was adjacent. The vehicle does not have to be a goods vehicle, but it must be necessary for the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

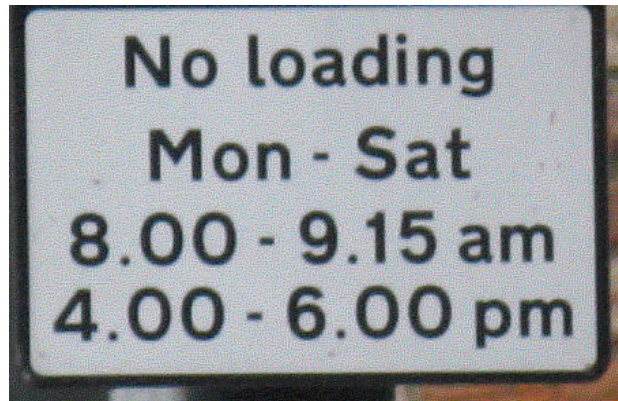
The CEOs are instructed to observe vehicles that are parked on yellow lines for 5 minutes in order to establish whether any loading/unloading is taking place from, or to, the vehicle. If they do not observe any activity taking place within those 5 minutes they will issue a PCN. If a motorist, therefore, is loading/unloading they should be advised not to leave the vehicle unattended for more than 5 minutes.

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. You may stop while passengers get in or out of vehicles, but you 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.



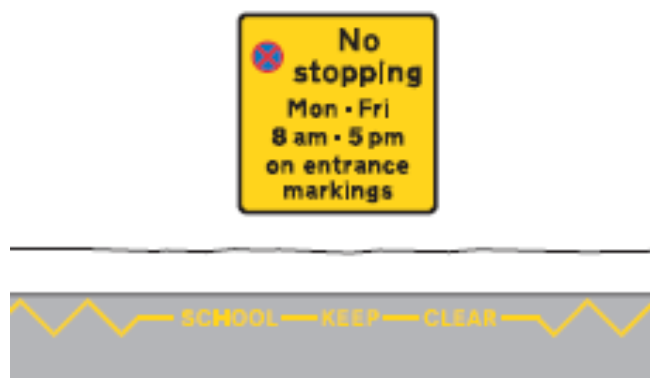
In York loading and unloading is normally prohibited between the times shown on the sign above, although there are exceptions to these times and motorists should always refer to the signs.

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 Department for Transport's website at:

<http://www.direct.gov.uk/en/TravelAndTransport/Highwaycode/index.htm>  
and <http://www.dft.gov.uk/pgr/roads/tss/gpg/?view=Standard>

#### d) Parking Outside Schools



One of the issues, which the CEOs have had to deal with frequently over the last twelve months, 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.

### 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**

### **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 a 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 2009/10 we dealt with a total of 4,892 objections and 1,388 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 1,388 representations only five reached the point of an appeal case before an adjudicator of the Traffic Penalty Tribunal, which is only 0.03% of the number of PCN's issued. The national average is 0.34%. All five appeals were allowed by the adjudicator. 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.

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. This policy is reflected by the very low number of cases that are appealed to the Tribunal. 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. At all times motorists are kept fully aware of the next stage of the procedure and of their 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.

### **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 2,005 Charge Certificates in 2009/10.



#### 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 £5 fee to register the charge and this can be added to the amount of the debt. We sent 1,548 'Order for Recovery' documents in 2009/10.

#### 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 938 warrants in 2009/10.

Table 10 summarises the number of documents that were issued and received by the Parking Services team during 2008/09 and 2009/10.

**Table 10 – PCN Correspondence Summary**

	<b>08/09</b>	<b>% of PCN's Issued</b>	<b>09/10</b>	<b>% of PCN's Issued</b>
PCN's Issued	16,717		18,870	
Objections Received	4,551	27.22	4,892	25.92
Objections Accepted	2,290	13.70	2,855	15.12
Objections Rejected	1,770	10.59	1,735	9.19
NtO's Issued	4,248	25.41	4,139	21.93
NtO's Paid in Full	1,021	6.11	1,093	5.79
Representations Received	1,210	7.24	1,388	7.35
Representations Accepted	979	5.86	627	3.32
Representations Rejected	231	1.38	277	1.46
Appeals to Traffic Penalty Tribunal	4	0.02	5	0.03
Appeals Allowed by Adjudicator	4	0.02	5	0.03
Charge Certificates Issued	2,010	12.02	2,005	10.62
Charge Certificates Paid	248	1.48	238	1.26
Order for Recovery Issued	1,577	9.43	1,548	8.20
Order for Recovery Paid	176	1.05	169	0.89
Warrants Passed to Bailiffs	1,303	7.79	938	4.97
Warrants Paid	193	1.15	36	0.19

## **17. Financial Performance 2009/10**

### **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	-593	-648
Short Stay Car Parks	-2,071	-1,996
Standard Stay Car Parks	-3,486	-3,313
Coach Parks	-40	-43
Penalty Charges	-582	-521
On Street	-487	-447
Season Tickets & Passes	-104	-89
Other Services	-16	-21
<b>Total</b>	<b>-7,379</b>	<b>-7,078</b>
<b>EXPENDITURE (Gross)</b>		
Enforcement	803	800
Administration	632	584
Security	285	242
Car Park Expenditure	2,469	2,428
Respark Expenditure	32	17
<b>Total</b>	<b>4,221</b>	<b>4,071</b>
<b>Balance to council fund</b>	<b>-3,158</b>	<b>-3,007</b>

## b) Income and Expenditure

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

Chart 4– Parking Income

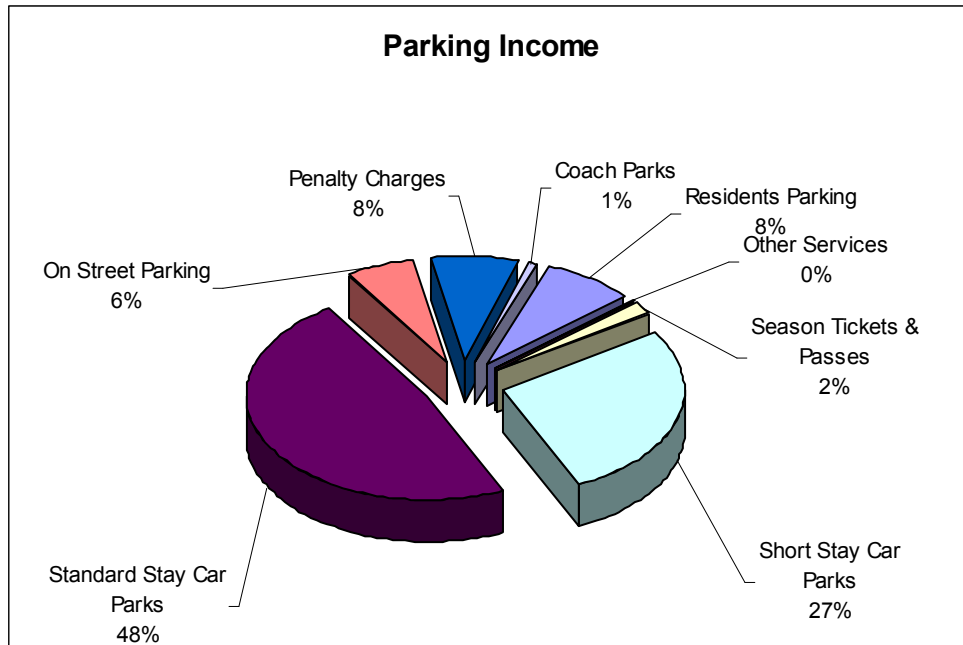
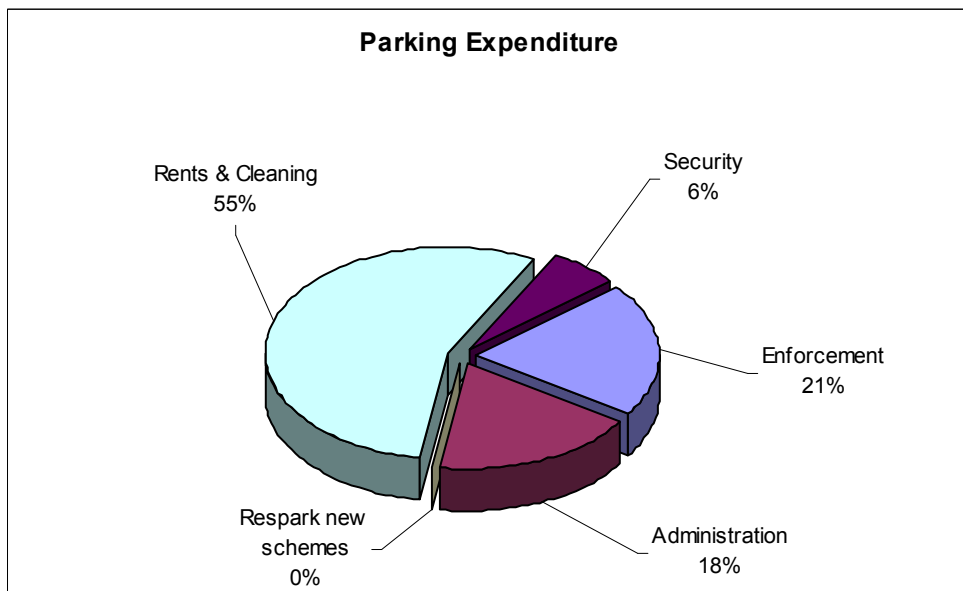


Chart 5 – Parking Expenditure



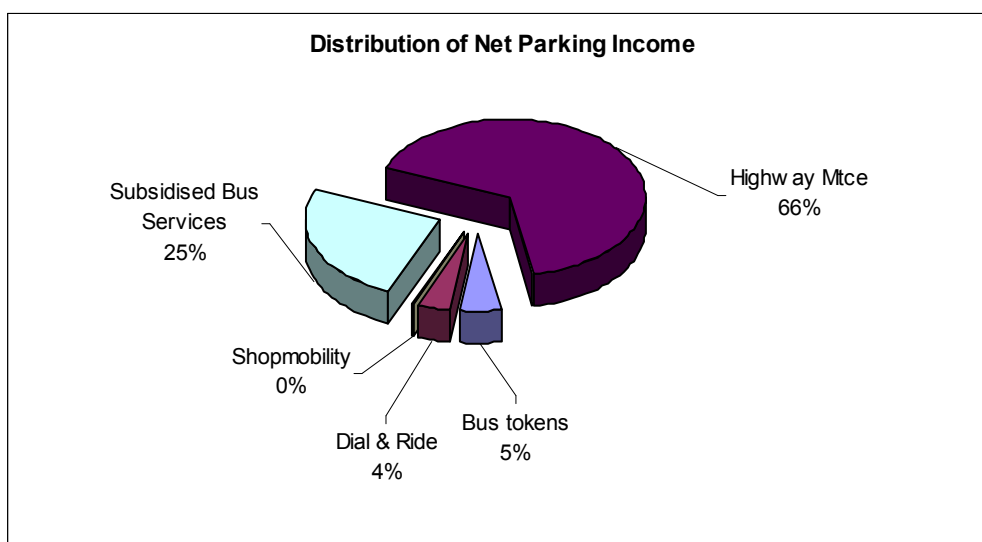
### c) Distribution of Balance to Council Fund

The balance to the council fund (of £3,007k) was £151k (or 4.8%) 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. To replace the net income received as a result of the parking trading account the council tax for the city would need to increase by some 4%. Table 12 and Chart 6 below show how this surplus was used in 2009/10.

**Table 12 – Allocation of Parking Income**

	£k
Concessionary Bus Tokens	154
Dial & Ride	110
Shopmobility	13
Subsidised Bus Services	754
Highway Maintenance	1,976
<b>TOTAL</b>	<b>3,007</b>

**Chart 6 – 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>2009/10</b>
	<b>£k</b>
<b>Income</b>	
Permits	648
<b>Expenditure</b>	
Permits Admin	350
Enforcement	261
<b>Balance</b>	<b>-37</b>

## 18. Glossary of Terms

Term	Explanation
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 S78 (6) of the RTA 1991 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 a 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.
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 £5 is added at this stage and an Order for Recovery issued.
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.
National Vocational Qualification (NVQ)	A qualification related to a particular job role, which when passed, demonstrates competence in carrying out that role.

<b>Term</b>	<b>Explanation</b>
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)	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:  i) make payment of the full penalty charge by 28 days, or ii) make formal representations against liability for the charge on one of the statutory grounds allowed, again by 28 days
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 a NtO the registered keeper may make formal a 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.
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**

	2007- 08	2008-09	2009-10	TOTALS
CASTLE CAR PARK	2,178	1,817	1,760	5,755
PICCADILLY CAR PARK	633	558	632	1,823
BOOTHAM ROW CAR PARK	655	460	451	1,566
NUNNERY LANE CAR PARK	579	470	345	1,394
UNION TERRACE CAR PARK	523	418	433	1,374
MARYGATE CAR PARK	486	343	300	1,129
MONK BAR CAR PARK	356	321	372	1,049
ST LEONARDS PLACE CAR PARK	246	249	298	793
ST GEORGES FIELD CAR PARK	218	136	185	539
CASTLE MILLS CAR PARK	147	147	152	446
BISHOPTHORPE ROAD CAR PARK	120	98	226	444
FOSS BANK CAR PARK	139	101	146	386
PEEL STREET CAR PARK	154	113	94	361
ESPLANADE CAR PARK	161	113	84	358
HAYMARKET CAR PARK	103	59	123	285
UNION TERRACE COACH PARK	60	44	55	159
ST GEORGES FIELD COACH PARK	0	74	16	90
ASKHAM BAR PARK & RIDE	16	28	13	57
RAWCLIFFE PARK & RIDE	14	21	31	66
EAST PARADE CAR PARK	6	3	43	52
MONKS CROSS PARK & RIDE	5	15	15	35
ROWNTREE CAR PARK	10	7	5	22
GRIMSTON PARK & RIDE	3	9	2	14
KENT STREET COACH PARK	4	1	0	5
<b>TOTALS</b>	<b>6,816</b>	<b>5,605</b>	<b>5,781</b>	<b>18,202</b>

### PCN's Issued by Contravention Code

	2007/08	%	2008/09	%	2009/10	%
<b>All Contraventions</b>	<b>21,256</b>		<b>16,717</b>		<b>18,870</b>	
<b>On Street</b>	<b>14,440</b>	<b>68</b>	<b>11,112</b>	<b>66</b>	<b>13,089</b>	<b>69</b>
<b>Yellow Lines &amp; Clearways</b>						
01 Parked where waiting restrictions apply	5,912	28	4,816	29	5,350	28
02 Parked where loading restrictions apply	711	3	327	2	364	2
46 Parked on a Clearway	45	0	129	1	98	1
	<b>6,668</b>	<b>31</b>	<b>5,272</b>	<b>32</b>	<b>5,812</b>	<b>31</b>
<b>On Street Pay &amp; Display</b>						
05 Pay and Display Ticket Expired	631	3	468	3	459	2
06 No valid ticket displayed	803	4	599	4	624	3
07 Meter Feeding	1	0	4	0	1	0
	<b>1,435</b>	<b>7</b>	<b>1,071</b>	<b>6</b>	<b>1,084</b>	<b>6</b>
<b>Residents Parking</b>						
12 No Valid Permit Displayed	4,740	22	2,901	17	3,586	19
16 Parked in a Reserved Bay	39	0	54	0	58	0
19 No Permit or P&D Ticket Displayed	488	2	892	5	1,390	7
	<b>5,267</b>	<b>25</b>	<b>3,847</b>	<b>23</b>	<b>5,034</b>	<b>27</b>
<b>Other On -Street Contraventions</b>						
20 Parked in a Loading gap	0	0	0	0	0	0
21 Parked where parking is suspended	309	1	273	2	226	1
22 Returned within 1 hour of leaving	5	0	1	0	3	0
23 Parked in Wrong Area	32	0	32	0	33	0
24 Parked Out of Bay	1	0	2	0	2	0
25 Parked in a Loading Bay	9	0	1	0	5	0
30 Exceeding Maximum Stay	355	2	267	2	468	2
40 Parked in a Disabled Bay	153	1	123	1	225	1
42 Parked in a Police Bay	58	0	47	0	38	0
45 Parked on a Taxi rank	128	1	135	1	108	1
47 Parked on a Bus stop	12	0	18	0	21	0
48 Parked Outside a school on zig-zags	7	0	7	0	5	0
49 Parked on a Cycle Track	0	0	1	0	2	0
61 Commercial vehicle parked on a footpath	1	0	1	0	0	0
99 Stopped on a Pedestrian Crossing or Crossing Area	0	0	14	0	23	0
	<b>1,070</b>	<b>5</b>	<b>922</b>	<b>6</b>	<b>1,159</b>	<b>6</b>
<b>Off Street (Car Parks)</b>						
73 Parked without payment	2,972	14	2,425	15	2,494	13
74 Sale of Goods	0	0	0	0	1	0
80 Exceeding Maximum stay	1	0	1	0	1	0
81 Parked In a Restricted Area	10	0	11	0	24	0
82 Paid for Time Expired	3,089	15	2,427	15	2,400	13
83 No Valid Ticket	0	0	14	0	70	0
84 Meter Feeding	0	0	3	0	5	0
85 Parked in a Permit Bay	233	1	209	1	278	1
86 Parked Out of Bay	119	1	82	0	74	0
87 Parked in a Disabled Bay	170	1	166	1	193	1
89 Vehicle Exceeds Maximum Weight, Height or Length	0	0	2	0	2	0
90 Returned within 1 hour of leaving car park	0	0	1	0	0	0
91 Parked in wrong area for the class of vehicle	181	1	166	1	147	1
92 Park causing an obstruction	6	0	10	0	14	0
93 Parked in a car park when closed	13	0	30	0	27	0
94 Two Pay & Display Tickets Required	0	0	1	0	0	0
95 Parked in a car park for a purpose not allowed	22	0	56	0	51	0
96 Parked with engine running where prohibited	0	0	1	0	0	0
<b>Total Off-Street</b>	<b>6,816</b>	<b>32</b>	<b>5,605</b>	<b>34</b>	<b>5,781</b>	<b>31</b>

**PCN's Issued in Streets**

	2007/08	2008/09	2009/10
ABBEY STREET	10	28	8
ABBOT STREET	9	6	13
ABELTON GROVE - HAXBY	0	1	0
ACOMB HEALTH SERVICE RD	0	1	0
ACOMB RD/POPPLETON RD LINK	1	0	1
ACOMB ROAD	8	9	11
ADELAIDE STREET	1	1	0
AGAR STREET	24	37	41
AINSTY GROVE	0	0	1
ALBANY STREET	3	1	0
ALBEMARLE ROAD	59	30	52
ALBERT ST/AVON HOUSE SERVICE RD	3	1	0
ALBERT STREET	23	8	14
ALBION STREET	3	17	6
ALCELINA COURT	2	3	0
ALCUIN AVENUE	0	0	1
ALDRETH GROVE	5	9	4
ALDWARK	14	3	19
ALEXANDER AVE	3	0	0
ALEXANDER COURT	0	3	1
ALGARTH RD-HEWORTH WITHOUT	0	1	0
ALGARTH RISE	0	0	1
ALLAN STREET	0	1	1
ALMA GROVE	0	1	0
ALMA TERRACE	8	16	5
ALMERY TERRACE	4	0	4
ALMSFORD ROAD	0	0	1
ALNE TERRACE	1	4	6
AMBER STREET	25	16	26
AMBERLEY STREET	3	4	4
AMBROSE STREET	11	11	8
AMY JOHNSON WAY	0	0	7
ANCRESS WALK	7	10	6
ANCROFT CLOSE	3	0	2
ANNE STREET	10	6	11
APOLLO COURT	0	8	4
APOLLO STREET	2	3	8
APPLECROFT RD-HEWORTH WITHOUT	0	1	1
ARGYLE STREET	5	1	4
ARRAN PLACE	0	3	1
ARTHUR STREET	2	4	4
ASH STREET	0	4	1
ASHVILLE STREET	3	0	0
AVENUE ROAD	3	9	14
AVENUE TERRACE	15	16	25
BACK SWINEGATE	112	42	56
BACKHOUSE STREET	18	6	5
BAILE HILL TERRACE	8	9	15
BAKER STREET	4	14	4

	2007/08	2008/09	2009/10
BALFOUR STREET	1	1	8
BALMORAL TERRACE	3	2	7
BAR LANE	23	28	45
BARBERA GROVE	0	1	0
BARBICAN ROAD	1	0	3
BARLOW STREET	0	2	3
BARTLE GARTH	3	6	3
BEACONSFIELD STREET	9	22	14
BECKFIELD LANE	0	1	1
BEDERN	11	3	2
BEECH AVENUE	1	1	2
BEECH GROVE	6	4	7
BEECH GROVE-POPPLETON	1	1	1
BELGRAVE STREET	16	11	34
BELLE VUE STREET	5	1	3
BELLE VUE TERRACE	1	0	6
BERESFORD TERRACE	0	0	1
BERKELEY TERRACE	11	2	10
BEWLAY STREET	15	0	15
BISHOPGATE STREET	0	0	1
BISHOPHILL JUNIOR	10	6	9
BISHOPHILL SENIOR	61	33	35
BISHOPTHORPE ROAD	34	31	40
BISMARCK STREET	1	0	0
BLAKE STREET	221	152	138
BLOSSOM STREET	32	27	24
BLUE BRIDGE LANE	5	4	6
BOOTHAM	26	12	15
BOOTHAM CRESCENT	55	36	91
BOOTHAM ROW	3	3	1
BOOTHAM SQUARE	20	10	3
BOOTHAM TERRACE	33	22	46
BOROUGHBRIDGE ROAD	1	3	9
BOWLING GREEN LANE	10	3	6
BRIDGE LANE	0	1	0
BRIDGE STREET	8	4	4
BRIGGS STREET	18	16	32
BRIGHT STREET	3	3	7
BRINKWORTH TERRACE	34	10	5
BROADWAY	0	2	0
BROMLEY STREET	2	0	3
BROMPTON ROAD	0	0	1
BROOK STREET	9	16	8
BROWNLOW STREET	51	43	69
BRUNSWICK STREET	9	2	3
BUCKINGHAM STREET	71	50	75
BULL LANE (OFF EAST PARADE)	0	0	1
BULL LANE (OFF LAWRENCE ST)	0	1	5
BURTON COURT	0	8	1
BURTON CROFT	0	1	0

	2007/08	2008/09	2009/10
BURTON STONE LANE	1	12	2
BUTCHER TERRACE	6	6	1
CAMBRIDGE STREET	49	22	23
CAMERON GROVE	5	2	3
CAMPLESHON ROAD	0	1	0
CAREY STREET	12	18	13
CARL STREET	2	0	0
CARLETON STREET	1	18	17
CARLISLE STREET	0	3	1
CARMELITE STREET	120	51	60
CARNOT STREET	5	6	4
CARR LANE	23	8	9
CARRINGTON AVENUE	2	4	0
CASTLEGATE	188	110	96
CECILIA PLACE	4	9	13
CEMETERY ROAD	12	20	21
CENTURION WAY	1	1	5
CHALONERS ROAD	8	2	9
CHAPEL ROW	25	9	5
CHARLTON STREET	10	21	20
CHATSWORTH TERRACE	5	3	8
CHAUCER STREET	1	0	1
CHERRY HILL LANE	1	0	0
CHERRY STREET	9	1	12
CHESSINGHAM GARDENS	0	2	0
CHESTNUT AVENUE	1	1	0
CHURCH LANE	4	1	6
CHURCH STREET	23	17	9
CHURCH STREET-COPMANTHORPE	0	0	2
CHURCH STREET-DUNNINGTON	0	0	1
CINDER LANE	1	6	0
CLAREMONT TERRACE	41	26	39
CLARENCE STREET	2	3	0
CLARENDONS COURT	1	0	1
CLEMENT STREET	5	0	4
CLEMENTHORPE	20	10	14
CLEVELAND STREET	1	4	7
CLIFFORD STREET	18	15	16
CLIFTON	17	7	19
CLIFTON DALE	1	0	0
CLIFTON GREEN	7	14	16
CLOISTER WALK	8	4	8
COGGAN CLOSE	0	0	5
COLE STREET	7	2	4
COLENZO STREET	14	7	10
COLLEGE STREET	29	20	29
COLLIERGATE	39	27	25
COLLINGWOOD AVENUE	0	2	0
COMMON LANE - HESLINGTON	0	1	11
COMPTON STREET	11	4	6

	2007/08	2008/09	2009/10
CONEY STREET	72	33	24
COPPERGATE	13	5	5
CORNLANDS RD	2	7	2
COUNT DE BURGH TERRACE	1	1	2
CRICHTON AVENUE	0	0	1
CROMER STREET	13	10	6
CROMWELL ROAD	76	48	57
CROSS STREET	5	2	10
CUMBERLAND ST	108	93	70
CURZON TERRACE	6	3	2
CUSTANCE WALK	4	16	7
CYCLE STREET	0	0	1
CYGNET STREET	3	6	13
DALE STREET	31	16	22
DALES LANE	10	2	6
DALGUISE GROVE	0	2	0
DALTON TERRACE	10	2	27
DANESFORT AVENUE	0	0	1
DANESMEAD	0	0	1
DANESMEAD CLOSE	0	0	3
DARNBOROUGH STREET	14	12	9
DAVYGATE	167	145	102
DAYSFOOT COURT	5	7	2
DEANGATE	136	89	67
DEL PYKE	16	17	14
DENNIS STREET	34	23	49
DENNIS STREET/ST DENYS ROAD LINK ROAD	2	4	9
DENNISON STREET	16	10	13
DENNISON STREET/GLADSTONE STREET LINK ROAD	0	3	7
DEWSBURY TERRACE	24	20	20
DIAMOND STREET	29	30	29
DIXONS YARD	58	26	30
DODGSON TERRACE	0	5	2
DODSWORTH AVENUE	0	1	3
DOVE STREET	16	2	6
DRAKE STREET	9	1	5
DRIFFIELD TERRACE	38	14	18
DUDLEY STREET	16	12	22
DUNCOMBE PLACE	299	218	241
DUNDAS STREET	37	15	3
EARLE STREET	25	9	25
EASON VIEW	6	5	3
EAST MOUNT ROAD	103	45	46
EAST PARADE	14	10	32
EASTHOLME DRIVE-RAWCLIFFE	0	0	1
EBOR STREET	20	20	21
ELDON STREET	63	65	82
ELDON TERRACE	40	13	27
ELIOT COURT-FULFORD	0	1	0
ELMFIELD AVENUE	0	0	1



	2007/08	2008/09	2009/10
ELVINGTON TERRACE	1	0	4
EMERALD STREET	19	12	36
EMMERSON STREET	7	10	24
ENDFIELDS ROAD	0	1	0
ENFIELD CRESCENT	8	2	0
ESCRICK STREET	6	5	1
EXHIBITION SQUARE	3	0	1
FABER STREET	15	12	7
FAIRFAX CLOSE	0	3	0
FAIRFAX STREET	42	21	33
FALCONER STREET	8	11	9
FALKLAND STREET	3	8	6
FALSGRAVE CRESCENT	0	1	3
FARNDALE STREET	3	3	0
FARRAR STREET	1	5	10
FAWCETT STREET	16	29	33
FEASEGATE	8	2	7
FENWICK STREET	12	15	18
FERN STREET	9	4	12
FETTER LANE	169	102	157
FEVERSHAM CRESCENT	35	38	46
FEWSTER WAY	4	9	1
FIELD LANE	0	0	2
FIELD LANE-HESLINGTON	12	13	13
FIELD VIEW	0	4	2
FIFTH AVENUE	0	4	14
FILEY TERRACE	10	9	5
FIRST AVENUE	2	1	4
FISHERGATE	59	40	110
FLEMING AVE	1	0	0
FOREST COURT-STRENSALL	2	0	0
FOREST WAY	0	0	3
FOSS BANK	2	3	2
FOSS ISLANDS ROAD	28	39	31
FOSSGATE	234	171	153
FOUNTAYNE STREET	37	34	70
FOURTH STREET	0	0	1
FOXWOOD LANE	0	0	1
FRANCES STREET	6	9	11
FREDERIC STREET	23	11	17
FRONT STREET	98	107	178
FULFORD ROAD	13	22	22
GALE LANE	4	7	10
GARDEN PLACE	179	32	35
GARDEN STREET	50	53	74
GARDEN STREET SERVICE RD	2	1	1
GARFIELD TERRACE	3	0	6
GARLAND STREET	0	2	1
GARTH TERRACE	1	4	6
GEORGE CAYLEY DRIVE-CLIFTON WITHOUT	0	0	2

	2007/08	2008/09	2009/10
GEORGE COURT	3	8	6
GEORGE HUDSON STREET	1	1	0
GEORGE STREET	85	82	82
GILLAMOOR AVENUE	1	1	0
GILLYGATE	21	2	19
GLADSTONE STREET-ACOMB	4	4	5
GLADSTONE STREET-HUNTINGTON ROAD	4	1	7
GLAISBY COURT	0	0	2
GLEN AVENUE	11	10	24
GLEN ROAD	36	20	16
GLENCOE STREET	1	4	0
GOODRAMGATE	240	177	144
GORDON STREET	3	6	7
GRANARY COURT	18	8	12
GRANGE GARTH	3	9	15
GRANGE LANE	0	0	1
GRANGE STREET	3	11	10
GRANVILLE TERRACE	2	5	1
GRAPE LANE	6	5	3
GRAY STREET	8	8	15
GREEN DYKES LANE	63	48	82
GREEN LANE-ACOMB	0	3	12
GREENCLIFFE DRIVE	10	11	7
GREENFIELDS	0	2	1
GROSVENOR ROAD	16	44	41
GROSVENOR TERRACE	36	72	70
GROVE VIEW	1	0	1
GROVES LANE	4	7	4
HALEY'S TERRACE	3	4	11
HALLFIELD ROAD	0	0	1
HAMBLETON AVENUE-OSBALDWICK	0	0	2
HAMBLETON TERRACE	50	40	52
HAMILTON DRIVE	1	0	0
HAMILTON DRIVE EAST	0	2	6
HAMPDEN STREET	45	16	28
HANOVER STREET EAST	3	1	1
HANOVER STREET WEST	1	3	0
HANSOM PLACE	0	2	1
HARCOURT STREET	21	9	32
HARRISON STREET	0	0	3
HARTOFT STREET	3	0	0
HAUGHTON ROAD	3	2	2
HAWTHORN GROVE	2	4	10
HAWTHORN STREET	23	16	22
HAXBY MOOR ROAD-STRENSALL	0	1	5
HAXBY ROAD	23	33	37
HAXBY ROAD/HAMBLETON TERRACE	3	2	3
HAZEL COURT	0	1	0
HEBDEN RISE	0	0	1
HERBERT STREET	2	1	2

	2007/08	2008/09	2009/10
HESLINGTON LANE-FULFORD	3	4	2
HESLINGTON ROAD	8	5	20
HEWORTH GREEN	10	8	8
HEWORTH HALL DRIVE	1	0	0
HEWORTH PLACE	3	3	0
HEWORTH ROAD	2	7	15
HEWORTH VILLAGE	26	51	121
HIGH NEWBIGGIN STREET	0	0	2
HIGH OUSEGATE	38	8	15
HIGH PETERGATE	187	78	126
HIGHCLIFFE COURT	1	2	0
HILL STREET	2	2	0
HILLSBOROUGH TERRACE	0	0	1
HOB MOOR TERRACE	3	0	0
HOBGATE	0	1	0
HOLBURNS CROFT-HESLINGTON	0	0	3
HOLGATE BRIDGE GARDENS	1	1	5
HOLGATE PARK DRIVE	8	4	5
HOLGATE ROAD	19	26	21
HOLLY BANK ROAD	0	1	3
HOPE STREET	14	17	29
HOPE STREET CUL DE SAC	9	7	15
HORNER STREET	4	6	1
HORSMAN AVENUE	7	3	8
HOSPITAL FIELDS ROAD	10	16	15
HOWARD STREET	12	6	3
HOWE HILL ROAD	6	1	4
HOWE STREET	1	2	2
HUBY COURT	0	1	2
HUDSON STREET	0	5	10
HULL ROAD	3	1	3
HUNGATE (OFF ST SAVIOURGATE)	49	8	12
HUNGATE (OFF THE STONEBOW)	2	9	1
HUNTINGTON MEWS	7	2	3
HUNTINGTON ROAD	63	51	58
HUNTINGTON ROAD (PARK PLACE)	0	0	1
HYRST GROVE	0	1	1
INMAN TERRACE	0	5	5
INNOVATION CLOSE-HESLINGTON	2	22	17
INNOVATION WAY-HESLINGTON	41	32	26
INTAKE AVENUE	4	1	0
JACKSON STREET	5	6	12
JAMES BACKHOUSE PLACE	0	0	2
JAMES NICOLSON LINK-CLIFTON WITHOUT	0	0	2
JAMES STREET	0	0	1
JAMIESON TERRACE	0	2	2
JOHN STREET	3	1	1
JUBILEE TERRACE	0	17	3
JULIA AVENUE-HUNTINGTON	2	9	2
KENSINGTON STREET	0	4	0

	2007/08	2008/09	2009/10
KETTLESTRING LAND-CLIFTON WITHOUT	0	0	2
KING STREET	166	146	87
KING'S SQUARE	29	13	11
KING'S STAITH	21	20	4
KINGS STAITH UPPER	95	74	74
KITCHENER STREET	4	1	3
KNAVESMIRE CRESCENT	8	2	5
KNAVESMIRE ROAD	1	0	0
KYME STREET	18	9	17
LABURNUM GARTH	1	0	0
LADY PECKETT'S YARD	1	4	0
LAMEL STREET	3	0	2
LANG AVENUE	1	0	7
LANSDOWNE TERRACE	18	25	33
LAVENDER GROVE	1	1	1
LAWRENCE STREET	19	39	35
LAYERTHORPE	4	10	4
LEAD MILL LANE	111	70	68
LEAKE STREET	0	5	31
LEEMAN RD ACCESS RD TO CAR PARK	0	3	0
LEEMAN ROAD	8	2	1
LENDAL	137	96	63
LENDAL HILL	10	1	0
LEVISHAM STREET	0	1	0
LIBRARY SQUARE	103	90	108
LINCOLN STREET	0	2	7
LINDLEY STREET	9	18	9
LINDSEY AVENUE	1	0	0
LINTON STREET	1	2	1
LITTLE HALLFIELD ROAD	3	1	0
LITTLE STONEGATE	46	18	34
LIVINGSTONE STREET	0	0	1
LOCKWOOD STREET	16	22	22
LONG CLOSE LANE	23	9	40
LONGFIELD TERRACE	3	1	7
LORD MAYORS WALK	184	94	132
LORNE STREET	1	1	0
LOVELL STREET	2	1	2
LOW GREEN-COPMANTHORPE	0	0	7
LOW LANE-HESLINGTON	0	4	0
LOW OUSEGATE	13	4	2
LOW PETERGATE	40	20	13
LOWER DARNBOROUGH STREET	17	24	17
LOWER EBOR STREET	14	4	10
LOWER FRIARGATE	108	80	61
LOWER PRIORY STREET	44	29	43
LOWTHER COURT	1	0	0
LOWTHER STREET	80	38	81
LOWTHER STREET - SERVICE ROAD	3	2	2
LOWTHER TERRACE	32	20	42

	2007/08	2008/09	2009/10
LOWTHER TERRACE SERVICE ROAD	1	2	3
MAIN AVENUE	0	0	1
MAIN STREET-FULFORD	0	2	1
MAIN STREET-HESLINGTON	25	9	79
MALTON ROAD SERVICE RD	9	2	0
MALTON ROAD-HEWORTH	1	1	2
MANOR DRIVE SOUTH	0	0	11
MANSFIELD STREET	8	0	0
MAPLE GROVE	0	1	0
MAPLEHURST AVENUE	1	3	2
MARCH STREET	12	7	13
MARGARET STREET	34	18	21
MARGARET STREET CUL DE SAC	0	6	6
MARKET STREET	22	11	7
MARKHAM CRESCENT	21	16	30
MARKHAM STREET	26	29	63
MARLBOROUGH GROVE	21	4	3
MARYGATE	159	142	132
MARYGATE LANE	15	2	3
MEADOWBECK CLOSE-OSBALDWICK	2	0	0
MELBOURNE STREET	43	30	45
MELROSEGATE	1	2	3
MERCHANTGATE	2	0	0
MICKLEGATE	225	184	218
MILL LANE	4	1	8
MILL STREET	2	3	1
MILLFIELD AVENUE	0	2	3
MILLFIELD LANE	0	1	0
MILLFIELD LANE-NETHER POPPLETON	0	2	3
MILLFIELD ROAD	38	31	23
MILNER STREET	1	6	2
MILTON STREET	6	9	4
MINSTER YARD	8	8	6
MOATSIDE COURT	14	17	21
MONKGATE	184	134	127
MONKGATE - BETWEEN 3-5 INCLUDING YARD	0	0	34
MONKGATE CLOISTERS	16	2	22
MONKS CROSS DRIVE-HUNTINGTON	2	0	0
MONKS CROSS LINK ROAD-HUNTINGTON	4	1	2
MONTAGUE STREET	2	3	1
MOORCROFT ROAD	0	1	1
MOORGATE	0	0	8
MOORLAND FARTH	0	0	1
MOSS STREET	76	27	38
MOUNT EPHRAIM	2	1	8
MOUNT VALE	1	1	0
MURRAY STREET	9	7	8
MURROUGH WILSON PLACE	7	20	3
MURTON LANE-MURTON	28	58	55
MUSEUM STREET	4	6	2

	2007/08	2008/09	2009/10
NAVIGATION ROAD	43	28	47
NELSON STREET	10	24	29
NELSON'S LANE	0	2	0
NESSGATE	0	1	0
NEVILLE STREET	26	26	33
NEVILLE TERRACE	40	20	37
NEW STREET	8	22	9
NEW WALK TERRACE	12	16	16
NEWBOROUGH STREET	15	28	17
NEWBY TERRACE	1	6	2
NEWTON TERRACE	16	7	14
NICHOLAS GARDENS	1	11	1
NICHOLAS STREET	2	2	2
NORFOLK STREET	8	6	15
NORMAN STREET	0	0	2
NORTH PARADE	29	33	53
NORTH STREET	499	416	347
NORTH STREET ACCESS ROAD	5	3	0
NUNMILL STREET	35	27	67
NUNNERY LANE	4	1	4
NUNTHORPE AVENUE	36	17	20
NUNTHORPE GROVE	1	2	6
NUNTHORPE ROAD	76	48	63
OAK RISE	1	0	3
OAK STREET	2	1	0
OAKVILLE STREET	1	2	0
OGLEFORTH	9	20	11
OUSE BRIDGE	0	1	0
OXFORD STREET	2	3	1
PALMER LANE	48	35	13
PARAGON STREET	2	2	1
PARK CRESCENT	13	18	24
PARK GROVE	39	57	60
PARK LANE	6	3	7
PARK STREET	59	32	18
PARLIAMENT STREET	104	56	44
PASTON WALK	0	1	0
PATRICK POOL	0	0	5
PAVEMENT	18	5	5
PEAR TREE COURT	1	0	0
PEAR TREE LANE-DUNNINGTON	0	1	2
PEASHOLME GREEN	17	44	20
PECKITT STREET	37	45	39
PEMBROKE STREET	4	4	7
PENLEYS GROVE STREET	34	13	36
PENYGHENT AVENUE	0	1	0
PERCY STREET	2	2	0
PERCY'S LANE	16	52	91
PETER LANE	22	13	5
PETERSWAY	2	0	2

	2007/08	2008/09	2009/10
PHILADELPHIA TERRACE	3	0	1
PICCADILLY	385	294	293
PILGRIM STREET	1	1	4
POPLAR STREET	7	3	2
POPPLETON ROAD	9	9	18
PORTLAND STREET	68	57	70
POSTERN CLOSE	18	0	3
PRECENTOR'S COURT	5	1	9
PRICE STREET	0	1	0
PRICES LANE	2	0	0
PRIORY STREET	106	90	112
PROSPECT TERRACE-BISHOPHILL	20	14	26
PROSPECT TERRACE-FULFORD	0	1	2
QUEEN ANNES ROAD	83	57	83
QUEEN STREET	0	9	1
QUEEN STREET SLIP ROAD	19	26	4
QUEEN VICTORIA STREET	25	17	12
QUEENS STAITH	203	163	149
QUEENS STAITH ROAD	28	14	19
RAILWAY TERRACE	3	3	10
RAMSAY CLOSE	4	0	5
RATCLIFFE STREET	2	8	10
REDENESS STREET	3	7	1
REGENT STREET	15	9	3
RICHARDSON STREET	6	4	19
RICHMOND STREET	0	1	1
RIVER STREET	9	10	9
ROBIN GROVE	0	2	0
ROSE STREET	84	58	100
ROSEBERRY STREET	2	3	4
ROSEDALE STREET	8	4	0
ROSEMARY COURT	14	9	11
ROSEMARY PLACE	12	9	9
ROSSLYN STREET	7	2	6
ROUGIER STREET	5	2	1
RUBY STREET	1	1	1
RUSSELL STREET	33	21	43
SALISBURY TERRACE	4	2	1
SANDRINGHAM STREET	21	20	10
SCAIFE GARDENS	0	1	4
SCAIFE STREET	14	16	17
SCARBOROUGH TERRACE	14	5	13
SCARCROFT HILL	34	30	17
SCARCROFT LANE	2	1	2
SCARCROFT ROAD	140	112	111
SCHOOL LANE-BISHOPTHORPE	0	0	1
SCHOOL LANE-FULFORD	1	0	0
SCHOOL LANE-HESLINGTON	1	0	10
SCHOOL STREET	9	15	43
SCOTT STREET	43	20	43

	2007/08	2008/09	2009/10
SECOND AVENUE	2	6	5
SELDON ROAD	13	4	8
SEVERUS AVENUE	0	0	4
SEVERUS STREET	3	3	27
SHAW'S TERRACE	5	4	2
SHIPTON ROAD-RAWCLIFFE	0	1	0
SHIPTON STREET	8	19	15
SILVER STREET	0	0	11
SIM BALK LANE-BISHOPTHORPE	0	42	11
SIWARD STREET	4	0	3
SKELDERGATE	11	5	7
SLINGSBY GROVE	0	0	2
SMALES STREET	15	11	21
SOUTH BANK AVENUE	6	1	4
SOUTH ESPLANADE	13	11	22
SOUTH LANE-HAXBY	0	3	5
SOUTHLANDS ROAD	23	31	26
SPECULATION STREET	30	15	17
SPEN LANE	1	2	0
SPENCER STREET	2	4	2
SPRINGFIELD AVENUE	4	3	2
SPRINGFIELD COURT	0	3	6
SPURRIERGATE	21	15	15
ST ANDREW PLACE	1	4	5
ST ANDREWGATE	36	26	21
ST ANDREWS COURT	0	0	2
ST BENEDICT ROAD	79	51	63
ST BENEDICT ROAD - FRONTING PASTON WALK	0	0	1
ST BENEDICT ROAD - REAR OF BARSTOW HOUSE	0	1	1
ST CLEMENT'S GROVE	8	6	11
ST DENY'S ROAD	30	20	29
ST GEORGE'S PLACE	7	1	1
ST HELEN'S SQUARE	12	14	5
ST JAMES MOUNT	0	3	2
ST JOHN STREET	80	54	62
ST JOHN STREET BACK LANE	3	0	0
ST JOHN'S CRESCENT	5	5	10
ST LEONARD'S PLACE	1	0	3
ST MARGARET'S TERRACE	5	6	16
ST MARY'S	38	34	55
ST MARY'S LANE	5	6	14
ST MARY'S LANE LINK RD TO MARYGATE LANE	0	1	0
ST OLAVE'S ROAD	60	59	86
ST PAUL'S SQUARE	6	6	9
ST PAUL'S TERRACE	4	10	5
ST PETER'S GROVE	19	9	24
ST SAMPSON'S SQUARE	151	126	62
ST SAVIOURGATE	443	211	252
ST SAVIOUR'S PLACE	39	24	27
ST STEPHEN'S ROAD	0	0	1



	2007/08	2008/09	2009/10
ST THOMAS' PLACE	27	11	41
STAMFORD STREET EAST	0	0	5
STAMFORD STREET WEST	1	0	0
STANLEY STREET	20	23	33
STATION ROAD-HAXBY	0	2	1
STATION ROAD-POPPLETON	3	1	5
SURTEES STREET	2	5	4
SUTHERLAND STREET	4	5	2
SWANN STREET	25	16	15
SWINEGATE	81	71	59
SWINERTON AVENUE	5	3	1
SYCAMORE PLACE	6	7	11
SYCAMORE TERRACE	16	17	33
TADCASTER ROAD	3	11	18
TANG HALL LANE	0	1	9
TANNER ROW	22	16	17
TANNER ROW CAR PARK SERVICE RD	11	1	2
TANNER'S MOAT	55	44	42
TEA ROOM SQUARE	4	0	0
TECK STREET	7	0	2
TELFORD TERRACE	5	10	4
TERRY STREET	0	1	0
THE AVENUE	21	8	20
THE CRESCENT	34	24	41
THE GREEN-ACOMB	1	1	3
THE GROVE	0	5	20
THE HORSESHOE	1	0	0
THE MOUNT	34	23	17
THE ROPEWALK	1	0	0
THE STONEBOW	92	46	31
THE VILLAGE-HAXBY	0	1	1
THIEF LANE	0	2	0
THOMAS STREET	1	0	1
THORPE STREET	51	32	49
TOFT GREEN	225	204	160
TOWER ST ACCESS RD ST GEORGES FIELD CAR PK	0	2	0
TOWER STREET	153	94	71
TOWER STREET-EYE OF YORK	0	2	1
TOWNEND STREET	11	27	12
TRAFALGAR STREET	2	0	6
TREVOR GROVE	0	0	1
TRIBUNE WAY-CLIFTON WITHOUT	0	0	9
TRINITY LANE	9	2	15
TUDOR ROAD	12	7	12
TUKE AVE	2	0	3
TURNMIRE RD	0	1	0
TURPIN COURT	0	2	1
UNION TERRACE	45	32	51
UNION TERRACE CLARENCE STREET LINK	1	3	2
UNIVERSITY ROAD-HESLINGTON	33	51	68

	2007/08	2008/09	2009/10
UPPER HANOVER STREET	1	0	0
UPPER NEWBOROUGH STREET	1	7	1
UPPER PRICE STREET	14	11	10
UPPER ST PAUL'S TERRACE	0	1	1
VICTOR STREET	16	18	25
VILLA GROVE	0	0	1
VINE STREET	67	65	59
VYNER STREET	95	60	71
WALMGATE	345	255	291
WALNUT CLOSE-HESLINGTON	1	1	0
WALPOLE STREET	58	23	51
WALWORTH STREET SOUTH	0	1	0
WARD COURT	2	0	2
WARWICK STREET	30	12	30
WATER END	0	5	1
WATSON STREET	6	4	0
WATSON TERRACE	2	1	2
WAVERLEY STREET	38	8	19
WEDDALL CLOSE	1	0	0
WELLINGTON ROW	8	6	1
WELLINGTON STREET	21	45	43
WENLOCK TERRACE	19	16	27
WENTWORTH ROAD	37	30	23
WESLEY PLACE	3	0	6
WEST END-STRENSALL	1	1	0
WEST ESPLANADE	4	4	5
WESTERDALE COURT	1	0	0
WESTFIELD LANE-WIGGINTON	3	0	1
WESTMINSTER ROAD	16	17	11
WESTPIT LANE-STRENSALL	0	1	0
WESTWOOD TERRACE	15	5	9
WHIP-MA-WHOP-MA-GATE	34	21	41
WHITBY AVENUE-HEWORTH WITHOUT	0	0	1
WHITE CROSS ROAD	26	54	51
WHITECROSS GARDENS	9	0	0
WIGGINTON ROAD	52	19	38
WIGGINTON TERRACE	10	11	12
WILKINSON WAY-STRENSALL	0	4	8
WILLIAM COURT	0	1	0
WILLIAM PLOWS AVENUE	1	0	0
WILLIS STREET	8	32	23
WILTON RISE	12	3	6
WINDMILL LANE	7	1	5
WINDSOR GARTH	0	1	0
WINDSOR STREET	0	0	4
WINTERSCALE COURT	1	0	1
WINTERSCALE STREET	7	7	4
WINTERSCALE STREET SERVICE ROAD	3	3	0
WOLSLEY STREET	8	13	7
YARBURGH GROVE	1	1	1

	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>
YEARSLEY CRES	1	2	4
YEARSLEY GROVE-HUNTINGTON	0	1	0
YORK ROAD SERVICE ROAD-ACOMB	26	28	74
YORK ROAD-ACOMB	16	21	121
YORK ROAD-NABURN	0	0	3
YORK-STAMFORD BRIDGE ROAD	13	29	31

**PCN Cancellation Reasons 2009-10**

	Total	% of Cancelled PCN's	% of all PCN's Issued
<b>Total of all PCN's Issued 2009-10</b>	<b>18,870</b>		
<b>Total Cancellations 2009-10</b>	<b>4,022</b>	<b>100.00</b>	<b>21.31</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.	1,018	25.31	5.39
<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.	714	17.75	3.78
<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.	421	10.47	2.23
<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.	393	9.77	2.08
<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.	338	8.40	1.79
<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.	267	6.64	1.41
<b>Cancelled - Enforcement Officer Error</b> - for example wrong vehicle registration or location entered on PCN.	172	4.28	0.91
<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.	170	4.23	0.90
<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.	143	3.56	0.76
<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.	128	3.18	0.68

	<b>Total</b>	<b>% of Cancelled PCN's</b>	<b>% of all PCN's Issued</b>
<b>Cancelled - Clerical Errors</b> - errors and/or delays made when dealing with correspondence.	79	1.96	0.42
<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.	61	1.52	0.32
<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.	46	1.14	0.24
<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.	41	1.02	0.22
<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.	22	0.55	0.12
<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.	6	0.15	0.03
<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.	3	0.07	0.02

## 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

Code	Contravention Description	Where Applicable	Observation Time and Grace Periods
	<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
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

<b>Code</b>	<b>Contravention Description</b>	<b>Where Applicable</b>	<b>Observation Time and Grace Periods</b>
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 displaying a valid disabled person's badge in the prescribed manner	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 when prohibited	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

<b>Code</b>	<b>Contravention Description</b>	<b>Where Applicable</b>	<b>Observation Time and Grace Periods</b>
	<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 designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	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 2009-10**

<b>All Parking Contraventions</b>	<b>18,870</b>	
		<b>% of all PCNs</b>
<b>Total Higher Level Contraventions</b>	<b>10,800</b>	<b>57.23%</b>
<b>Total Contraventions - Higher Level - On-Street</b>	<b>10,142</b>	<b>53.75%</b>
01 Parked where waiting restrictions apply	5,350	28.35%
02 Parked where loading restrictions apply	364	1.93%
12 No Valid Permit Displayed in a Resident Parking Area	3,586	19.00%
16 Parked in Reserved Bay in a Resident Parking Area	58	0.31%
21 Parked where parking is suspended	226	1.20%
23 Parked in the Wrong Area for vehicle	33	0.17%
25 Parked in a Loading Bay	5	0.03%
40 Parked in a Disabled Bay	225	1.19%
42 Parked in a Police Bay	38	0.20%
45 Parked on a Taxi rank	108	0.57%
46 Stopped on a Clearway	98	0.52%
47 Stopped on a Bus Stop	21	0.11%
48 Parked Outside a school on zig-zags	5	0.03%
49 Parked on a Cycle Track	2	0.01%
61 Commercial vehicle parked on a footpath	0	0.00%
99 Stopped on a Pedestrian Crossing or Crossing Area	23	0.12%
<b>Total Contraventions - Higher Level - Off Street</b>	<b>658</b>	<b>3.49%</b>
81 Parked In a Restricted Area	24	0.13%
85 Parked in a Permit Bay	278	1.47%
87 Parked in a Disabled Bay	193	1.02%
89 Vehicle Exceeds Maximum Weight, Height or Length	2	0.01%
91 Parked in wrong area for the class of vehicle	147	0.78%
92 Parked causing an obstruction	14	0.07%

<b>Total Contraventions Lower Level</b>	<b>8,070</b>	<b>42.77%</b>
<b>Total Contraventions - Lower Level - On Street</b>	<b>2,947</b>	<b>15.62%</b>
05 Pay and Display Ticket Expired	459	2.43%
06 No valid ticket displayed	624	3.31%
07 Meter Feeding	1	0.01%
19 No Valid Permit or P&D Ticket Displayed in a Resident Parking Area	1,390	7.37%
22 Returned within 1 hour of leaving	3	0.02%
24 Parked Out of Bay	2	0.01%
30 Exceeding Maximum Stay	468	2.48%
<b>Total Contraventions - Lower Level - Off Street</b>	<b>5,123</b>	<b>27.15%</b>
73 Parked Without Payment	2,494	13.22%
74 Sale of Goods without permission	1	0.01%
80 Exceeding Maximum stay	1	0.01%
82 Paid For Time Expired	2,400	12.72%
83 No Valid Ticket	70	0.37%
84 Meter Feeding	5	0.03%
86 Parked out of Bay	74	0.39%
90 Returned within 1 hour of leaving car park	0	0.00%
93 Parked in a car park when closed	27	0.14%
94 Two P&D Tickets Req	0	0.00%
95 Parked in a car park for a purpose not allowed	51	0.27%
96 Parked with engine running where prohibited	0	0.00%

## **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) <http://www.york.gov.uk/parking>

**Department for Transport** <http://www.dft.gov.uk/contact>

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** <http://www.dvla.gov.uk>  
0870 240 0009

### **British Parking Association**

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

Telephone: 01444 447 300  
Fax: 01444 454 105

<http://www.britishparking.co.uk/index.php>

## **Traffic Penalty Tribunal**

<http://www.trafficpenaltytribunal.gov.uk/site/index.php>

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.hmcourts-service.gov.uk/cms/tec.htm>

Telephone: 0845 704 5007  
5th floor,  
St Katharine's House,  
21-27 St Katharine's Street,  
Northampton

England  
NN1 2LH

Email: [customerservice.tec@hmcourts-service.gsi.gov.uk](mailto:customerservice.tec@hmcourts-service.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.**