

Annual Parking Report 2007/08

Summary

1. Members may recall that, following a report by the Director of City Strategy to the Executive in October 2007; this authority published the first annual parking report, for the 2006/07 financial year. The purpose of this report is to notify Members of the annual parking report for the financial year 2007/08.

Background

2. The necessity for a local authority to publish an annual parking report is contained in the 'Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions'. It is considered to be good practice to publish an annual parking report in order to provide the public with some reassurance that enforcement is being undertaken properly. The Secretary of State believes that; 'The transparency given by regular and consistent reporting should help the public understand and accept Civil Parking Enforcement'. The statutory guidance also provides suggestions on what financial and statistical information should be included in the report. The Annual Report provides a record of the activities of the service during the financial year 2007/08. The intention is to explain to the public how the service is managed and to provide information regarding performance.

Summary of the Annual Parking Report

3. The following provides a summary of the Annual Parking Report, a copy of which is in the Members Library.
 - I. The report highlights the 79% increase in the number of users of the pay by phone service during 2007/08. The total number of users in 2007/08 being 94,087 up from 52,469 in 2006/07. The report also notes the success of the two-day promotion in November 2007, which not only doubled the average daily number of users but also signed up another 500 new users of the service, compared to the average number of new users of 50 per day.
 - II. The report provides statistics that illustrate the achievements of the parking hot line system, in that 2,308 calls were received and 78% of them were responded to within 45 minutes, which resulted in the issue of over 950 penalty charge notices to illegally parked vehicles.

- III. It details the progress made in achieving the Park Mark Safer Parking Award for the Council's car parks. Sixteen of the Council Car Parks have now achieved the award.
- IV. It explains the measures that have been taken by the Service to increase operational transparency and to emphasise that the primary aim of civil parking enforcement is traffic management and not revenue generation. These measures include the establishment of operational protocols, increasing the amount of information available to the public both in leaflets and on the Council website, the publication of policies for enforcement and the appeal procedures for penalty charge notices, and the production of an annual parking report.
- V. The importance that is attached to training and development within the Parking Service team is highlighted in the Annual Report, and the very low level of errors made by the enforcement and back office processing teams when issuing penalty charge notices, and when considering subsequent correspondence, illustrates a key benefit of that training and development. Only 0.73% of all penalty charge notices were incorrectly issued by the Parking Attendants and only 0.32% of cancellations can be attributed to administrative error.
- VI. The report provides detailed information on where penalty charge notices have been issued and which parking contraventions have occurred. It explains the positive impact of enforcement on compliance with the parking regulations, and the changing emphasis from off-street to on-street parking enforcement. This can be illustrated by the table below:

PCN's Issued – On Street & Off Street

	2005/06	%	2006/07	%	2007/08	%
On-Street						
Yellow Lines	8,944	32	6,725	29	6,668	31
Resident Parking	4,662	16	4,655	20	5,267	25
Pay & Display Bays	2,376	8	2,120	9	1,435	7
Other On-Street	1,783	6	1,504	6	1,070	5
Sub Total On-Street	17,765	62	15,004	64	14,440	68
Off-Street Car Parks	10,702	38	8,414	36	6,816	32
Total	28,467		23,418		21,256	

- VII. The report explains the importance that the Council places on reasonableness and proportionality when considering representations from motorists, particularly where simple mistakes have occurred when displaying tickets or permits. Over two and a half thousand motorists have benefited from the Council's policy and had their penalty charge notices cancelled with a warning, because they purchased tickets or permits but failed to display them correctly. This policy of reasonableness and proportionality is reflected in the fact that only 11 motorists appealed to the independent parking adjudicator.

Consultation

4. No consultation has taken place as this report is for information only.

Options

3. There are no options for Members to consider.

Analysis

5. The report is for information only and, as such, there is no appraisal of options.

Financial Implications

6. There are no financial implications.

Legal Implications

7. There are no legal implications.

Human Resources (HR) and other implications

8. There are no HR or other implications.

Recommendations

9. That Members note the contents of the report and that the Annual Parking Report for 2007/08 be published.

Reason: To explain to the public how the parking service is managed and to provide information regarding performance.

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Background Papers:

- Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions. 14 December 2007
- Review of Parking Services - Report to Executive, 9 October 2007

Annexes

Annex A – Annual Parking Report 2007/08 (Copy attached to this report online and available in the Members' Library)