



CITY OF  
**YORK**  
COUNCIL



**2008 – 09  
ANNUAL  
PARKING  
SERVICES  
REPORT**

**NEIGHBOURHOOD SERVICES**



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## **1. Introduction**

- Our third Annual Parking Report provides an overview of the service during the financial year 2008/09 together with key service performance outcomes. We are committed to being transparent about our parking service and enforcement activity. This is our third report and it contains core statistical and financial information for the year.
- The aim of parking enforcement is to reduce unnecessary disruption and congestion caused by inconsiderate parking. 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 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
- Contrary to popular myth, the raising of revenue from the issue of penalty charge notices is not the objective of parking enforcement and no targets for issuing penalty charge notices (PCNs) are set for the enforcement team or bonus paid for the number issued. Our objective is to try to achieve 100% compliance with the restrictions. PCNs are only one of the ways to deal with parking contraventions.
- The provisions of Part 6 of the Traffic Management Act of 2004 were implemented on 31 March 2008 and resulted in significant changes to parking services including the introduction of differential parking charges based on the seriousness of a contravention.
- Services that are 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 penalty charge notice objection and representation service.

- The parking restrictions that are enforced by Parking Services are:
  - Council Car Parks - 16 (total spaces 2637 cars and 62 Coaches)
  - Resident Parking Schemes 49 (over 27,000 metres of restrictions)
  - Yellow Line waiting restrictions (over 570,000 metres of restrictions)
  - Other parking restrictions (over 5,000 metres)
  - Total of over 600,000 metres (377 miles) of restricted parking in York.
  - Over 800 different streets have parking restrictions of some description.

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

## **2. Traffic Management Act 2004**

From 31 March 2008, the provisions of Part 6 of the Traffic Management Act 2004 (TMA) came into effect replacing the 1991 Road Traffic Act. The Government's stated aim was to strengthen the existing system of Decriminalised Parking Enforcement (DPE), which 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.

DPE was introduced across the whole of the City of York Council area on 8 October 2000. The 1991 Act transferred responsibility for most parking contraventions from the Police to the council. Some exceptions, that were retained by the Police, are dangerous parking and obstruction. The parking provisions in Part 6 of the TMA extend those parking contraventions to include additional offences, introduce the concept of differential penalty charges, allow PCNs to be issued by post in certain circumstances, and make changes to the administrative procedures involved in the processing of PCNs.

Prior to 31 March 2008 a PCN that was issued in the City of York Council area was set 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 fee. 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).

The work of parking services contributes to the Council's aim to increase the use of public and other environmentally friendly modes of transport. The implementation of the parking regulations of the TMA is designed to improve the system of civil parking enforcement. An efficient parking system will play a part in improving road safety and reducing traffic congestion and associated emissions. This, in turn, will contribute to another of the Council's aims of encouraging, empowering and promoting people to reduce the environmental impact of their activities.

The main changes introduced by the Traffic Management Act were:

- Decriminalised Parking Enforcement (DPE) became known as Civil Parking Enforcement (CPE).
- Parking Attendants were renamed as Civil Enforcement Officers (CEOs).
- The Act gave the power to CEO's to issue PCNs for double parking and parking on dropped kerbs but initially there was a requirement for signage on-street to advise motorists of the restriction. This would have proved prohibitively expensive to implement and the Government have now waived the requirement for signage. The Authority is investigating implementation of this provision.
- Parking on Pedestrian Crossings, and their zig zag approaches, became enforceable by CEOs as well as the Police.
- Different parking penalties now apply to different contraventions. The higher charge applies to waiting and loading restrictions (yellow lines) and most on-street contraventions plus parking in restricted areas off-street, including disabled bays. The lower charge applies to all other contraventions. A full list of the higher and lower parking contraventions that apply in York can be seen at Appendix F.
- Clamping of vehicles should only be used in limited circumstances such as for persistent evaders (i.e. three or more unpaid and unchallenged PCNs). This was in line with the policy already in place in York.
- Local authorities are, in three circumstances, able to issue a PCN by post, within 28 days of the contravention occurring.

The three circumstances are:

- based on the evidence from CCTV equipment which has been approved by the Secretary of State.
  - if the CEO is prevented from serving the PCN (i.e. the motorist will not let a CEO place the PCN on the vehicle or will not accept it being handed to them).
  - if the CEO did not have enough time to serve the PCN before the vehicle was driven away. This is clarified to mean that a CEO must have started to prepare the PCN – merely observing a vehicle does not count.
- In York we have issued a small number of PCNs by post where the vehicle has been driven away before a PCN could be issued.
  - Time limits were set for the processing of PCNs, objections and representations. Notice to Owners (NtO), a legal document that must

be sent to the registered keeper of the vehicle if a PCN remains outstanding after 28 days, should be sent within 56 days of the PCN being issued with an absolute legal limit of 6 months, which can only apply if there are exceptional circumstances. Any photographic evidence of the contravention should be sent with the NtO.

- Representations must be considered within 56 days of receipt and it is recommended that all decisions be provided within 21 days.
- The independent traffic adjudicators, who consider appeals from motorists, whose representations to the local authority have been rejected, are now able to refer cases back to the local authority's Chief Executive if they consider that the enforcement authority should have used its discretion to cancel the PCN. This concerns cases where there are no statutory grounds for the appeal to be allowed but the adjudicator believes that there are compelling mitigating circumstances for the council to use its discretion and cancel the charge. No cases were referred back to the Chief Executive in York during 2008/09.

The changes introduced by the TMA were significant and they required a complete upgrade to our computer system. It also meant the redesign of all stationery and uniforms. Prior to the introduction of the TMA, staff training, for both CEOs and back office staff, was vital to its success. CEOs needed to be fully aware of the new differential charges and new contraventions that they were able to enforce whilst the office team received training on the statutory response times and additional grounds for appeal. We published details of the changes in press releases, leaflets and on the council website.

The TMA also required councils to produce an annual report to promote transparency and inform the public of the objectives of the service and the council's performance in meeting the objectives. We had already produced two annual reports in advance of the statutory requirements as we have actively encouraged transparency in parking enforcement.

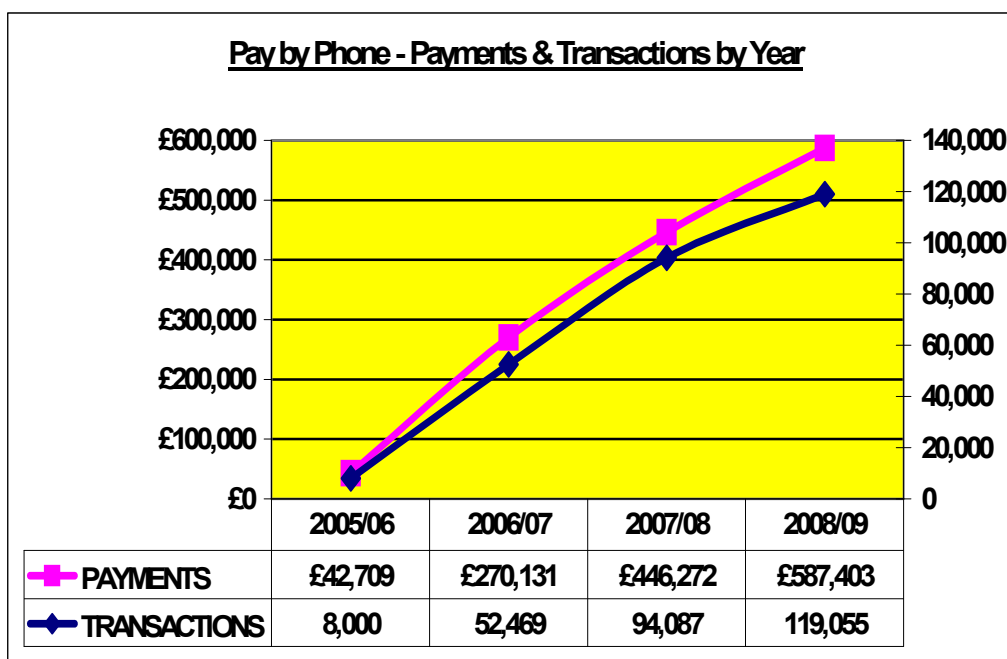


### 3. Pay by Phone

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 2009 was 273,611. The number of users in 2008/09 alone was 119,055 an increase of 27% on the 2007/08 figure of 94,087. The average monthly usage in 2008/09 was 9,921, up from 7,840 in 2007/08.

**Chart 1 – Pay by Phone Users & Payments**



In revenue terms, since the system was introduced £1,346,515 worth of parking has been paid for by mobile phone users. In 2008/09 the total payment was £587,403, which shows an increase of 32% on the 07/08 figure of £446,272.

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.

#### **4. Hot Line**

The Council's Parking Services Team operate a free hot line service for residents who wish to report illegal parking. Parking Services set up the parking hot line to enable the CEOs to respond as soon as possible to any reported parking offences 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 their 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 then contact a CEO using our radio control system and to go to the location concerned. We now have a team of four CEOs who are equipped with 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, such as 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 2008/09 was 2,507 (an increase of 8% on 07/08) and the target was achieved in 77% of calls. 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 32% (808) of calls did result in the issue of a PCN.

#### **5. Obstruction and Dangerous Parking**

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.

## **6. Safer Parking Scheme**

The Safer Parking Scheme is an initiative of the Association of Chief Police Officers (ACPO), which was launched in 2004 with the objective of reducing crime and the fear of crime in parking facilities. The primary aim of the scheme is to prevent criminal behaviour within the parking environment. Operators of a parking facility 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 British Parking Association inspect the car park against the required criteria and only after they agree is the car park given the award. These requirements mean 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.

Further progress in achieving the award for all the Council's car parks was made during 2008/09 and the Council now has 19 car parks that have achieved the Park Mark status, which represents 95% of all the car parks.

## **7. 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 increased 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 to correspondence at all stages of the appeal process. 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. We aim to respond to all correspondence within 10 working days, and all representations received must be legally responded to within 56 days. Over 95% of all correspondence was responded to within 10 working days.

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

## **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 0.78% of all PCN's).

All Civil Enforcement Officers (CEO) undertake the NVQ Level 2 in Parking Control. Of the 22 staff, 19 had achieved the qualification by the end of 2008/09.

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. Of the 22 CEOs, 21 were first aid qualified by the end of March 2008. Two of the CEOs were able to utilise their first aid training to

provide assistance to an unconscious and injured woman prior to an ambulance arriving.

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 abuse. During 2008/09 there were 13 instances of serious abusive behaviour towards them, including three of violence being threatened and one of threats accompanied by racist abuse. In one case an offender was fined in the magistrates court for threatening behaviour against both a CEO and several office staff.

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

## 9. Performance Indicators

Parking Services performance is measured against several indicators. The indicators and the actual performance during 2008/09 are shown below. For comparison the figures for 2006/07 & 2007/08 are also provided.

**Table 1 – Performance Indicators**

<b>Performance Indicator</b>	<b>Target</b>	<b>Actual 06/07</b>	<b>Actual 07/08</b>	<b>Actual 08/09</b>
Challenges responded to within 10 working days	95%	87%	95.52%	99%
Telephone Calls answered within 20 seconds	95%	Not Available	95.10%	96.70%
New Resident permits issued within 5 working days	95%	97.14%	98.71%	95%
PCNs that resulted in an appeal to the Traffic Penalty Tribunal.	1%	0.029%	0.051%	0.023%
Response to hotline calls which results in a PCN being issued (within a 45 minutes).	100%	89.6%	78%	77%
<b>Patrols</b>				
Residents Parking areas	3 per week per street	3.6	4.64	5.04
Prohibited waiting (Inner York- within 1 mile of Centre)	3 per week per street	3.1	4.64	6.58
Prohibited waiting (Outer York – remainder of City)	2 per week per street	1.8	3.07	3.87
Loading bans	6 per week per street	6.2	5.95	6.54
On Street Specific Marked Bays e.g. Disabled, Taxi, Police, & Bus Stop Clearways	4 per week per bay	4.3	5.41	5.93
School No Stopping Areas	2 Schools per week during term time.	2.4	1.91	1.90
Limited waiting On Street	2 per week per street	1.9	4.25	4.40
Clearways	1 per week per street	1.0	2.95	4.20
On Street Pay and Display	5 per week per street	5.4	6.28	7.07
Off Street Car Parks	7 per week per car park	7.2	6.1	7.21

More emphasis has been placed in the last two years on patrolling in resident parking areas and in prohibited parking places. In both these areas the number of patrols has increased. 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. Key Statistical Information

### a) Off street Parking Capacities

Table 2 below gives the number of spaces by car parks operated by the council in the city centre in 2007/08 and 2008/09.

Table 2 – Off Street Parking Capacities

Car park	Number of spaces	
	2007/08	2008/09
Bootham Row	100	100
Castle	318	318
Castle Mills	73	73
Esplanade	75	75
Foss Bank	316	316
Haymarket	102	102
Kent Street	0	0
Kent Street Coach Park	27	0
Marygate	352	352
Monk Bar	243	243
Nunnery Lane	193	193
Peel Street	77	77
Piccadilly	287	287
Shambles	269	0
St George's Field	410	276
St George's Coach Park	0	27
St Leonard's Place	23	23
Union Terrace	145	145
Union Terrace Coach Park	35	35
<b>TOTALS</b>	<b>3045</b>	<b>2642</b>

- Kent Street Car Park was sold in March 2007 to a private sector company (Q Park). The Shambles Car Park has been owned and managed by Q Park since April 2008.
- St Leonard's Car Park is only available to the public after 6pm on Monday to Friday and on weekends and bank holidays.
- Changes were made to St George's Field Car Park in September 2008 in order to allow coaches to use part of the car park. This was necessary due to the closure of Kent Street Coach Park. To accommodate the 27 spaces for coaches that Kent Street provided, an area of the car park was designated for coaches. This resulted in the loss of 134 motor car spaces.



## b) On Street restrictions

Table 3 gives the total length, in metres, of controlled on street restrictions in 2007/08.

**Table 3– Total Lengths of Controlled On-Street Restrictions**

	<b>08/09 (Metres)</b>
Respark Parking Schemes (49 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.

## c) Provision for Disabled Badge Holders

Disabled badge holders may park free of charge in all of the off-street car parks. There are disabled badge holder only bays in thirteen of the car parks.

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 disabled badge holder only bays in Tower Street and in Library Square.

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)

#### d) Parking Permits Sales

Table 4 gives the number and type of permits issued during the last 3 financial years.

**Table 4 - Annual No of Permits Issued by Type**

<b>Resident Parking Scheme Permits</b>	<b>06/07</b>	<b>07/08</b>	<b>08/09</b>
Household Permit	5,035	4,956	4,789
Visitor Permits	194,000	201,000	169,905
Household (Low Emission Vehicles)	22	55	63
Second Vehicle Permits	610	698	690
Third Vehicle Permits	21	12	11
Business Permit	85	69	71
Guest House Permit	244	181	152
Commercial Permit	3	10	11
House of Multiple Occupancy Permit	54	74	31
House of Multiple Occupancy Permit (Low Emission Vehicles)	0	1	1
Property Permit	9	6	11
Landlord Permit	5	7	7
Community Permits	352	513	578
Community Permits (Low Emission Vehicles)	0	1	5
Carers and Disabled Resident Permits	121	104	98
<b>Car Park Permits</b>			
Frequent User Pass	160	101	37
Frequent User Pass (Low Emission Vehicles)	4	5	1
Resident Contract Permits	166	270	340
Season Tickets	432	393	473
Season Tickets (Low Emission Vehicles)	26	40	25
Resident Discount Badges	1,464	6,016	4,556

Throughout the year there is always a turnover of households in Resident Parking Scheme Streets(Respark) and not all new residents will own vehicles. However, to ensure that the Respark Scheme is not being abused one of the actions planned for 2009/2010 are targeted out of hours late night patrols in Respark areas.

## e) Penalty Charge Notices (PCNs)

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 5 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 5 – PCNs Issued – On Street & Off Street**

	2006/07	%	2007/08	%	2008/09	%
<b>On-Street</b>						
Yellow Lines	6,725	29	6,668	31	5,272	32
Resident Parking	4,655	20	5,267	25	3,847	23
Pay & Display Bays	2,120	9	1,435	7	1,071	6
Other On-Street	1,504	6	1,070	5	922	5
<b>Sub Total On-Street</b>	<b>15,004</b>	<b>64</b>	<b>14,440</b>	<b>68</b>	<b>11,112</b>	<b>66</b>
Off-Street Car Parks	8,414	36	6,816	32	5,605	34
<b>Total</b>	<b>23,418</b>		<b>21,256</b>		<b>16,717</b>	

## Differential Charges

2008/09 was the first year of differential parking charges. The number of PCNs issued at the higher rate of £70 was 9,443 and the number at the lower rate of £50 was 7,274. Further details of the number of PCNs issued for each higher and lower contravention are shown at Appendix F.

## On Street PCNs

A total of 11,112 PCNs were issued on-street during 2008/09. This is lower than in 2007/08 when 14,440 were issued and lower than the total of 15,004 for 2005/06. The highest number of PCNs were issued in North Street 416, Piccadilly 294 and Walmgate 255.

32% (31% in 07/08) of the contraventions in 2008/09 were for parking where waiting or loading restrictions are in place (yellow lines) with 23% (25% in 07/08) being for parking in the resident parking zones without a valid permit and 6% (7% in 07/08) for contravention of the on-street pay and display restrictions.

Appendix C gives a street by street breakdown of the PCNs issued in each of the three years and Appendix B provides the reasons for the issue of all on-street penalty charge notices.

### **Off Street PCNs**

A total of 5,605 PCNs were issued within the council car parks in 2008/09. This is down on 2007/08 when 6,816 were issued and also on 2006/07 with a total of 8,414. In all three years the highest volume of PCNs were issued for parking contraventions in Castle Car Park. As can be expected, 87% of the PCN's issued in car parks were for either parking without payment or because the parking time purchased had expired.

Appendix A give a full breakdown by car park with Appendix B detailing the reasons for the issue of PCNs in the car parks.

### **Clamping and Removal**

The Council has a policy of using the clamping and removing 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 removal of 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 was only seven in 2008/09 and the number removed was just five.

### **Fall in the number of PCNs issued**

Table 5 shows a fall in the number of PCNs that have been issued over the last three years. The total number has fallen by over 27% from 23,418 in 2006/07 to 16,717 in 2008/09.

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 civil parking enforcement has been a success in York. Over time we would expect to be able to establish the norm for York.

The fall in the number of PCNs issued in York reflects a clear national trend, particularly in councils that have been operating civil parking enforcement 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 illegal parking.

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 82% from 468 in 2006/07 to only 82 in 2008/09.
- 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 2,427 in 2008/09. This can be compared to a fall in the issue of all PCNs of only 40%. The proportion of PCNs issued for expired payments has reduced from 20% of all PCNs issued in 05/06 to 14% in 08/09. 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. 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.

## PCN Outcome summary

Table 6 shows the outcome of PCNs issued over the last three financial years:

**Table 6 – PCN Outcome Summary**

	2006/07	%	2007/08	%	2008/09	%
No of PCN's issued	23,418		21,256		16,717	
No. of PCN's Paid	16,635	71	15,727	74	12,259	73
No paid at discount rate	13,474	58	12,232	58	9,724	58
No paid at other rates	3,161	13	3,495	16	2,535	15
No. still being pursued	0		240	1	891	5
No. passed to Bailiffs (Warrants Issued)	1,207	5	1,770	8	1,303	8
No of PCN's cancelled	5,815	25	4,330	20	3,302	20
First offences*	2,780	12	2,215	10	1,703	10
Other Reasons	3,035	13	2,115	10	1,599	10
No written off	991	4	992	5	286	2

\*'First Offences' in the table refer to those PCNs that have been issued because a resident permit, pay and display ticket 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 PCN's 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 for a detailed breakdown of cancellations in 2008/09), 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.

## **11. Parking Enforcement Policy**

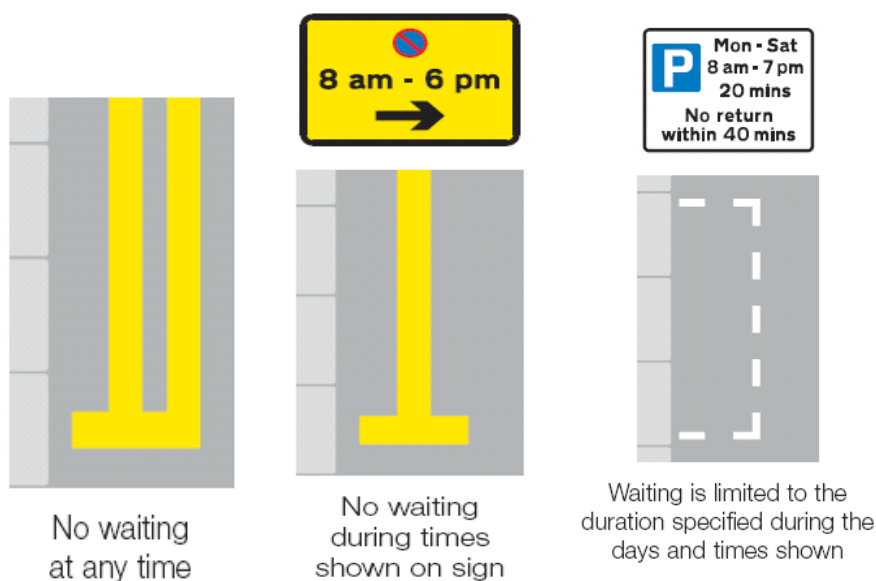
In accordance with the council's policy of transparency in parking enforcement, and reasonableness and proportionality when considering challenges following the issue of a PCN, the enforcement policy is detailed below. It has also been published on the council website and in a leaflet entitled 'Got a 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 produce 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. CEO 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 the Traffic Adjudicator (in law a 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.

**C**ontinuous - 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.

**H**eavy 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.

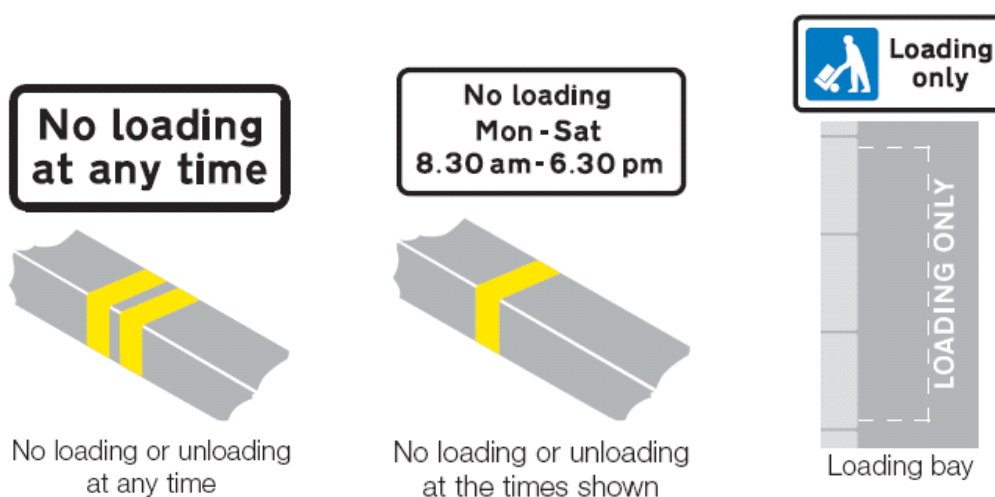
**Adjacent** - the vehicle must be parked adjacent to where the loading activity is occurring. If the vehicle were parked in another street or more than 50 metres away, it would be difficult to argue that it was adjacent. The vehicle does not have to be a goods vehicle, but it must be necessary for the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

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.

## **12. Objections and Representations**

An objection is an informal challenge to the council about the issue of a PCN. A representation is a formal challenge, in accordance with the Traffic Management Act 2004, to the issue of a PCN, which is received following the issue of a Notice to Owner (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.

Only when a representation is rejected 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 2008/09 the Council dealt with a total of 4,551 objections and 1,210 representations. A representation sometimes results from the rejection of an initial objection but this is not always the case. This meant that over 30% of all PCN's issued resulted in some form of a challenge against issue.

Of the 1,210 representations only four reached the point of an appeal case before an Adjudicator of the Traffic Penalty Tribunal, which is only 0.02% of the number of PCN's issued. The national average is 0.29%. All four appeals were allowed by the adjudicator. 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 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.

If a PCN remains unpaid after the processing procedure is exhausted, or the vehicle owner has ignored it, the council 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.

After the 21 days expires, if payment has not been received, the council 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 the council can send an 'Order for Recovery' to the vehicle owner.

If the outstanding amount has not been paid after 21 days, from the service of the Order for Recovery, the council can request authority from the TEC to use a certificated bailiff to recover the outstanding penalty charge. This is done by the council 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.

Table 7 summarises the number of documents that were issued and received by the Parking Services team during 2007/08.

**Table 7 – PCN Correspondence Summary**

	07/08	% of PCN's Issued	08/09	% of PCN's Issued
PCN's Issued	21,256		16,717	
Objections Received	5,388	25.35	4,551	27.22
Objections Accepted	2,685	12.63	2,290	13.70
Objections Rejected	2,123	9.99	1,770	10.59
NtO's Issued	5,744	27.02	4,248	25.41
NtO's Paid	1,536	7.23	1,021	6.11
Representations Received	1,779	8.37	1,210	7.24
Representations Accepted	1,541	7.25	979	5.86
Representations Rejected	238	1.12	231	1.38
Appeals to Traffic Penalty Tribunal	11	0.05	4	0.02
Appeals Allowed by Adjudicator	6	0.03	4	0.02
Charge Certificates Issued	2,612	12.29	2,010	12.02
Charge Certificates Paid	340	1.60	248	1.48
Order for Recovery Issued	2,176	10.24	1,577	9.43
Order for Recovery Paid	238	1.12	176	1.05
Warrants Passed to Bailiffs	1,770	8.33	1,303	7.79
Warrants Paid	390	1.83	193	1.15

## **13. Financial Performance 2008/09**

### **a) Parking Services budget**

Table 8 below gives a breakdown of the Parking Budget and year end outturn.

**Table 8 – Parking Budget Breakdown**

<b>INCOME (Gross)</b>	<b>Budget £k</b>	<b>Outturn £k</b>
	£	£
Residents Parking	-569	-596.57
Short Stay Car Parks	-2,091.89	-2,028.4
Standard Stay Car Parks	-3,305.28	-3,292.1
Coach Parks	-41.6	-50.1
Penalty Charges	-581.74	-520.02
On Street	-440.5	-467.67
Season Tickets & Passes	-113.2	-124.14
Other Services	-15.17	-20.15
<b>Total</b>	<b>-7,158.38</b>	<b>-7,099.15</b>
<b>EXPENDITURE (Gross)</b>		
Enforcement	814.3	741.3
Administration	717.72	691.58
Security	295	264.17
Car Park Expenditure	2,328.86	2,334.1
Respark Printing	13	14.16
	<b>4,168.88</b>	<b>4,045.31</b>
Respark New Schemes	19.19	1.07
<b>Total</b>	<b>4,188.07</b>	<b>4,046.38</b>
<b>Balance to council fund</b>	<b>-2,970.31</b>	<b>-3,052.77</b>

## b) Income & Expenditure

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

Chart 2 – Parking Income

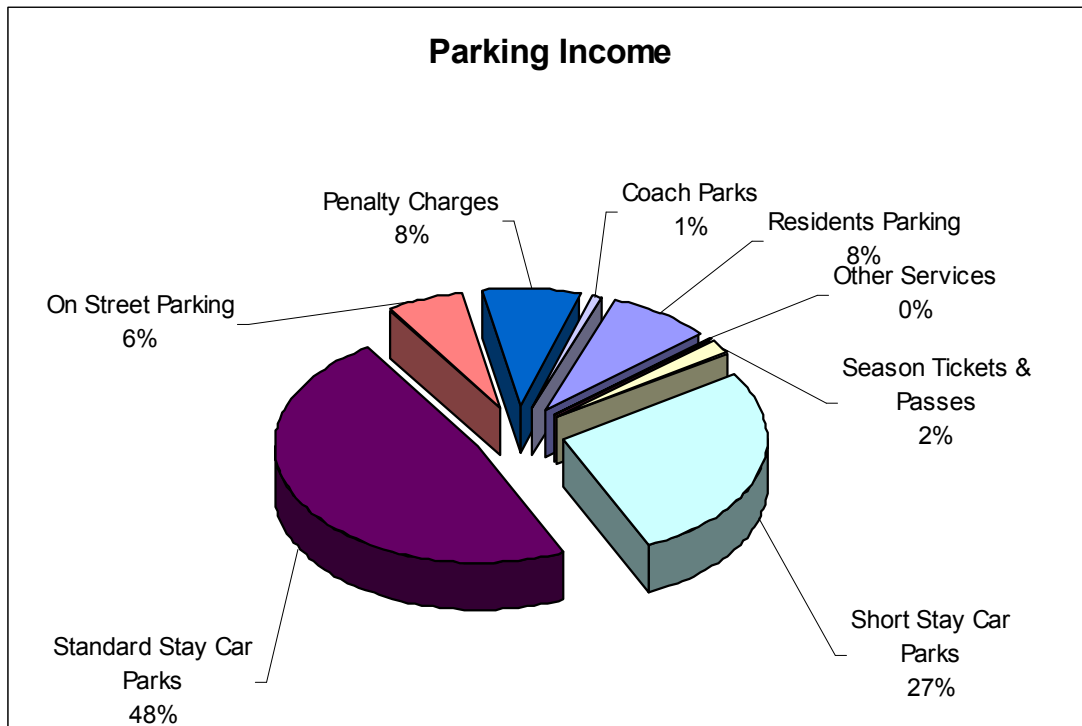
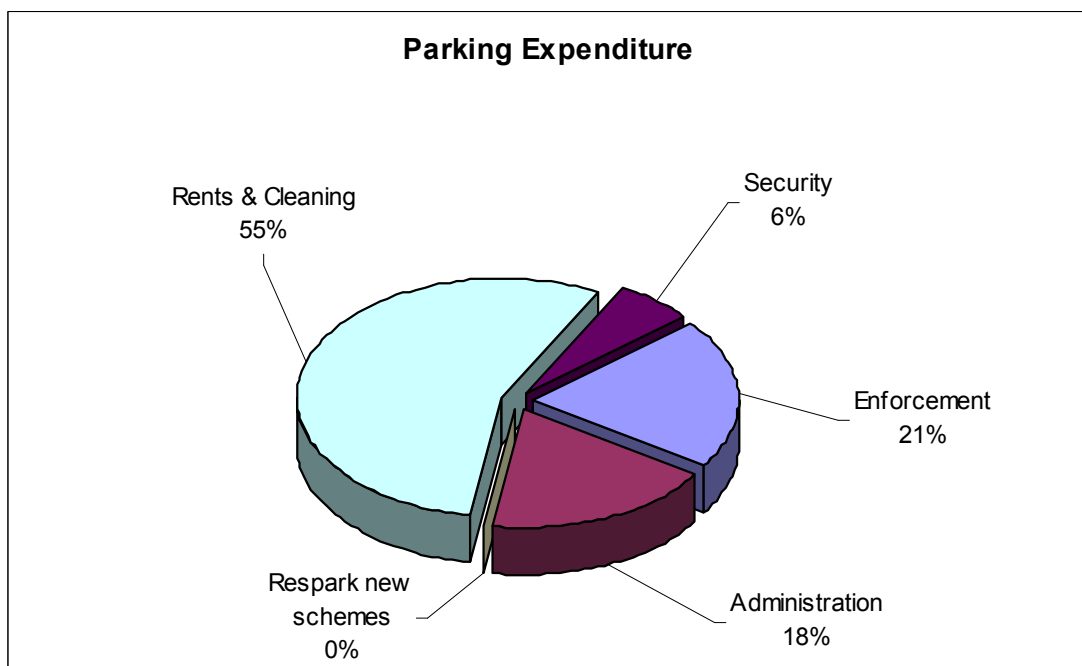


Chart 3 – Parking Expenditure



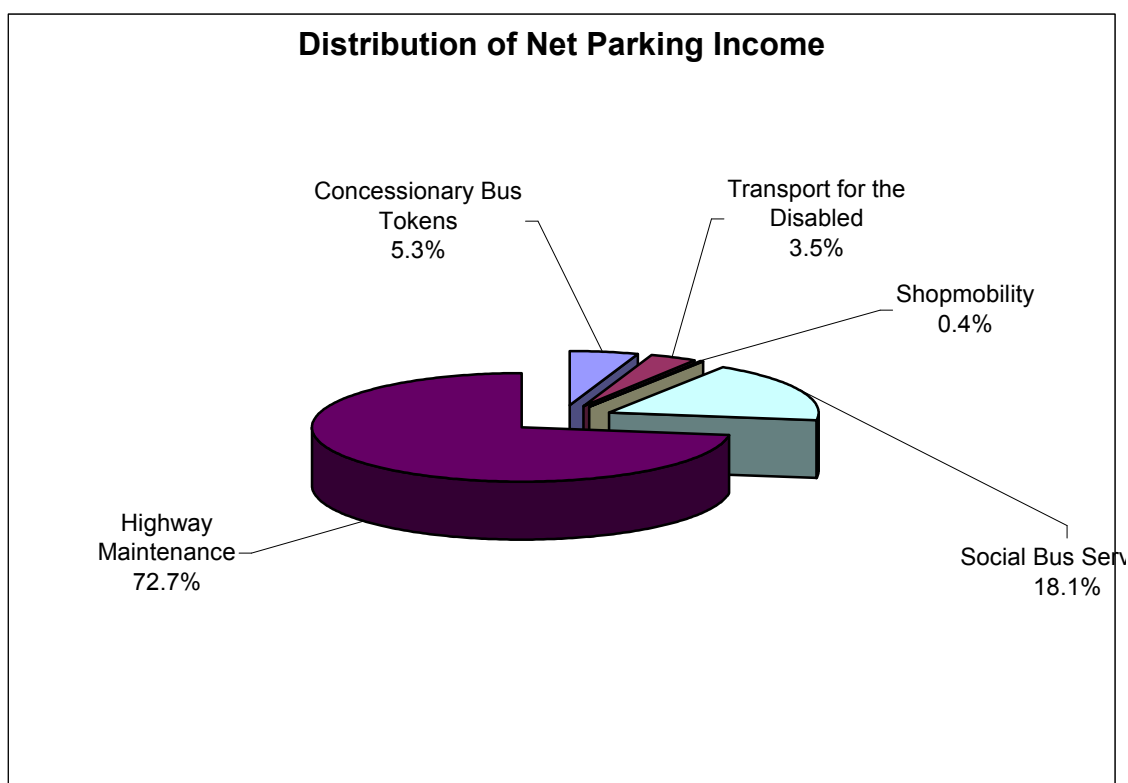
### c) Distribution of balance to council fund

The balance to the council fund (of £3,743,755) was £82,461 (or 2.78%) higher 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 6%. Table 9 and Chart 4 below show how this surplus was used in 2007/08.

**Table 9 – Allocation of Parking Income**

	£k
Concessionary Bus Tokens	160.86
Transport for the Disabled	106.61
Shopmobility	13.2
Social Bus Services	552.55
Highway Maintenance	2,219.55
<b>TOTAL</b>	<b>3,052.77</b>

**Chart 4 – 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 10 below gives the Income and Expenditure on the Respark account.

**Table 10 – Residents’ Parking Account**

	<b>2008/09</b>
	<b>£k</b>
<b>Income</b>	
Permits	596
<b>Expenditure</b>	
Permits Admin	355
Enforcement	198
<b>Balance</b>	<b>-43</b>



APPENDIX A

**PCNs Issued by Car Park**

	2006 - 07	2007- 08	2008-09	TOTALS
CASTLE CAR PARK	2,892	2,178	1,817	6,887
PICCADILLY CAR PARK	677	633	558	1,868
UNION TERRACE CAR PARK	824	523	418	1,765
BOOTHAM ROW CAR PARK	643	655	460	1,758
NUNNERY LANE CAR PARK	636	579	470	1,685
MARYGATE CAR PARK	448	486	343	1,277
MONK BAR CAR PARK	563	356	321	1,240
ST LEONARDS PLACE CAR PARK	290	246	249	785
ST GEORGES FIELD CAR PARK	275	218	136	629
ESPLANADE CAR PARK	221	161	113	495
FOSS BANK CAR PARK	184	139	101	424
PEEL STREET CAR PARK	145	154	113	412
CASTLE MILLS CAR PARK	50	147	147	344
BISHOPTHORPE ROAD CAR PARK	115	120	98	333
HAYMARKET CAR PARK	136	103	59	298
UNION TERRACE COACH PARK	89	60	44	193
RAWCLIFFE PARK & RIDE	43	14	21	78
ST GEORGES FIELD COACH PARK	0	0	74	74
ASKHAM BAR PARK & RIDE	19	16	28	63
KENT STREET CAR PARK	60	0	0	60
GRIMSTON PARK & RIDE	39	3	9	51
ROWNTREE CAR PARK	29	10	7	46
MONKS CROSS PARK & RIDE	9	5	15	29
KENT STREET COACH PARK	21	4	1	26
EAST PARADE CAR PARK	6	6	3	15
<b>TOTALS</b>	<b>8,414</b>	<b>6,816</b>	<b>5,605</b>	<b>20,835</b>

**PCNs Issued by Contravention Code 2006-07 to 2008-09**

	2006/07	%	2007/08	%	2008/09	%
<b>All Contraventions</b>	<b>23,418</b>		<b>21,256</b>		<b>16,717</b>	
<b>On Street</b>	<b>15,004</b>	<b>64</b>	<b>14,440</b>	<b>68</b>	<b>11,112</b>	<b>66</b>
<b>Yellow Lines &amp; Clearways</b>						
01 Parked where waiting restrictions apply	6,156		5,912		4,816	
02 Parked where loading restrictions apply	509		711		327	
46 Parked on a Clearway	60		45		129	
	<b>6,725</b>	<b>29</b>	<b>6,668</b>	<b>31</b>	<b>5,272</b>	<b>32</b>
<b>On Street Pay&amp;Display</b>						
05 Pay and Display Ticket Expired	824		631		468	
06 No valid ticket displayed	1,295		803		599	
07 Meter Feeding	1		1		4	
	<b>2,120</b>	<b>9</b>	<b>1,435</b>	<b>7</b>	<b>1,071</b>	<b>6</b>
<b>Residents Parking</b>						
12 No Valid Permit Displayed	4,523		4,740		2,901	
16 Parked in a Reserved Bay	33		39		54	
19 No Permit or P&D Ticket Displayed	99		488		892	
	<b>4,655</b>	<b>20</b>	<b>5,267</b>	<b>25</b>	<b>3,847</b>	<b>23</b>
<b>Other On -Street Contraventions</b>						
20 Parked in a Loading gap	0		0		0	
21 Parked where parking is suspended	740		309		273	
22 Returned within 1 hour of leaving	0		5		1	
23 Parked in Wrong Area	48		32		32	
24 Parked Out of Bay	12		1		2	
25 Parked in a Loading Bay	1		9		1	
30 Exceeding Maximum Stay	261		355		267	
40 Parked in a Disabled Bay	176		153		123	
42 Parked in a Police Bay	42		58		47	
45 Parked on a Taxi rank	173		128		135	
47 Parked on a Bus stop	38		12		18	
48 Parked Outside a school on zig-zags	12		7		7	
49 Parked on a Cycle Track	0		0		1	
61 Commercial vehicle parked on a footpath	1		1		1	
99 Stopped on a Pedestrian Crossing or Crossing Area	0		0		14	
	<b>1,504</b>	<b>6</b>	<b>1,070</b>	<b>5</b>	<b>922</b>	<b>5</b>
<b>Off Street (Car Parks)</b>						
73 Parked without payment	3,003		2,972		2,425	
80 Exceeding Maximum stay	0		1		1	
81 Parked In a Restricted Area	11		10		11	
82 Paid for Time Expired	4,150		3,089		2,427	
83 No Valid Ticket	0		0		14	
84 Meter Feeding	1		0		3	
85 Parked in a Permit Bay	178		233		209	
86 Parked Out of Bay	468		119		82	
87 Parked in a Disabled Bay	291		170		166	
89 Vehicle Exceeds Maximum Weight, Height or Length	0		0		2	
90 Returned within 1 hour of leaving car park	0		0		1	
91 Parked in wrong area for the class of vehicle	197		181		166	
92 Parked causing an obstruction	4		6		10	
93 Parked in a car park when closed	82		13		30	
94 Two Pay & Display Tickets Required	0		0		1	
95 Parked in a car park for a purpose not allowed	29		22		56	
96 Parked with engine running where prohibited	0		0		1	
<b>Total Off-Street</b>	<b>8,414</b>	<b>36</b>	<b>6,816</b>	<b>32</b>	<b>5,605</b>	<b>34</b>

## APPENDIX C

### PCNs Issued in Streets

	2006 - 07	2007 - 08	2008- 09
ABBNEY STREET	5	10	28
ABBOT STREET	26	9	6
ABBOTSFORD ROAD	2	0	0
ABELTON GROVE - HAXBY	0	0	1
ACOMB HEALTH SERVICE RD	0	0	1
ACOMB RD/POPPLETON RD LINK	0	1	0
ACOMB ROAD	13	8	9
ADELAIDE STREET	0	1	1
AGAR STREET	18	24	37
ALBANY STREET	0	3	1
ALBEMARLE ROAD	16	59	30
ALBERT ST/AVON HOUSE SERVICE RD	1	3	1
ALBERT STREET	35	23	8
ALBION STREET	7	3	17
ALCELINA COURT	1	2	3
ALDRETH GROVE	6	5	9
ALDWARK	17	14	3
ALEXANDER AVE	0	3	0
ALEXANDER COURT	0	0	3
ALGARTH RD-HEWORTH WITHOUT	0	0	1
ALLAN STREET	0	0	1
ALMA GROVE	0	0	1
ALMA TERRACE	12	8	16
ALMERY TERRACE	2	4	0
ALNE TERRACE	2	1	4
AMBER STREET	27	25	16
AMBERLEY STREET	3	3	4
AMBROSE STREET	11	11	11
ANCRESS WALK	9	7	10
ANCROFT CLOSE	8	3	0
ANNE STREET	7	10	6
APOLLO COURT	3	0	8
APOLLO STREET	4	2	3
APPLECROFT RD-HEWORTH WITHOUT	0	0	1
ARGYLE STREET	4	5	1
ARRAN PLACE	0	0	3
ARTHUR STREET	1	2	4
ASH STREET	1	0	4
ASHVILLE STREET	2	3	0
AVENUE ROAD	18	3	9
AVENUE TERRACE	25	15	16
BACK SWINEGATE	114	112	42
BACKHOUSE STREET	5	18	6
BAILE HILL TERRACE	7	8	9
BAKER STREET	4	4	14

	2006 - 07	2007 - 08	2008- 09
BALFOUR STREET	1	1	1
BALMORAL TERRACE	3	3	2
BAR LANE	29	23	28
BARBERA GROVE	1	0	1
BARBICAN ROAD	1	1	0
BARLOW STREET	4	0	2
BARTLE GARTH	6	3	6
BEACONSFIELD STREET	21	9	22
BECKFIELD LANE	0	0	1
BEDERN	10	11	3
BEECH AVENUE	1	1	1
BEECH GROVE	11	6	4
BEECH GROVE-POPPLETON	0	1	1
BELGRAVE STREET	14	16	11
BELLE VUE STREET	6	5	1
BELLE VUE TERRACE	1	1	0
BERKELEY TERRACE	10	11	2
BEWLAY STREET	18	15	0
BISHOPHILL JUNIOR	6	10	6
BISHOPHILL SENIOR	70	61	33
BISHOPTHORPE ROAD	25	34	31
BISMARCK STREET	4	1	0
BLAKE STREET	217	221	152
BLOSSOM STREET	23	32	27
BLUE BRIDGE LANE	6	5	4
BOOTHAM	13	26	12
BOOTHAM CRESCENT	48	55	36
BOOTHAM ROW	2	3	3
BOOTHAM SQUARE	1	20	10
BOOTHAM TERRACE	41	33	22
BOROUGHBRIDGE ROAD	6	1	3
BOWLING GREEN LANE	13	10	3
BRIDGE LANE	1	0	1
BRIDGE STREET	2	8	4
BRIGGS STREET	33	18	16
BRIGHT STREET	1	3	3
BRINKWORTH TERRACE	11	34	10
BROADWAY	2	0	2
BROMLEY STREET	1	2	0
BROOK STREET	6	9	16
BROWNLOW STREET	54	51	43
BRUNSWICK STREET	8	9	2
BUCKINGHAM STREET	76	71	50
BULL LANE (OFF LAWRENCE ST)	0	0	1
BURTON COURT	0	0	8
BURTON CROFT	0	0	1
BURTON GREEN	2	0	0
BURTON STONE LANE	5	1	12
BUTCHER TERRACE	2	6	6
CAMBRIDGE STREET	14	49	22
CAMERON GROVE	1	5	2

	2006 - 07	2007 - 08	2008- 09
CAMPLESHON ROAD	0	0	1
CAREY STREET	5	12	18
CARL STREET	0	2	0
CARLETON STREET	13	1	18
CARLETON STREET/CARLISLE STREET LINK RD	1	0	0
CARLISLE STREET	0	0	3
CARMELITE STREET	90	120	51
CARNOT STREET	5	5	6
CARR LANE	19	23	8
CARRINGTON AVENUE	0	2	4
CASTLEGATE	151	188	110
CECILIA PLACE	8	4	9
CEMETERY ROAD	15	12	20
CENTURION WAY	0	1	1
CHALONERS ROAD	2	8	2
CHAPEL ROW	6	25	9
CHARLTON STREET	14	10	21
CHATSWORTH TERRACE	5	5	3
CHAUCER STREET	4	1	0
CHERRY HILL LANE	0	1	0
CHERRY STREET	1	9	1
CHESSINGHAM GARDENS	0	0	2
CHESTNUT AVENUE	0	1	1
CHURCH LANE	17	4	1
CHURCH STREET	38	23	17
CINDER LANE	0	1	6
CLAREMONT TERRACE	47	41	26
CLARENCE STREET	3	2	3
CLARENDONS COURT	0	1	0
CLEMENT STREET	7	5	0
CLEMENTHORPE	20	20	10
CLEVELAND STREET	1	1	4
CLIFFORD STREET	13	18	15
CLIFTON	67	17	7
CLIFTON DALE	0	1	0
CLIFTON GREEN	1	7	14
CLOISTER WALK	14	8	4
COLE STREET	3	7	2
COLENZO STREET	8	14	7
COLLEGE STREET	51	29	20
COLLIERGATE	58	39	27
COLLINGWOOD AVENUE	0	0	2
COMMON LANE - HESLINGTON	0	0	1
COMPTON STREET	8	11	4
CONEY STREET	81	72	33
COPPERGATE	6	13	5
CORNLANDS RD	8	2	7
COUNT DE BURGH TERRACE	3	1	1
CROMER STREET	0	13	10
CROMWELL ROAD	70	76	48
CROSS STREET	9	5	2

	2006 - 07	2007 - 08	2008- 09
CUMBERLAND ST	96	108	93
CURZON TERRACE	1	6	3
CUSTANCE WALK	13	4	16
CYCLE STREET	2	0	0
CYGNET STREET	8	3	6
DALE STREET	25	31	16
DALES LANE	5	10	2
DALGUISE GROVE	3	0	2
DALTON TERRACE	5	10	2
DARNBOROUGH STREET	5	14	12
DAVYGATE	280	167	145
DAYSFOOT COURT	2	5	7
DE GREY STREET	15	0	0
DE GREY TERRACE	9	0	0
DEANGATE	109	136	89
DEL PYKE	21	16	17
DENNIS STREET	49	34	23
DENNIS STREET/ST DENYS ROAD LINK ROAD	1	2	4
DENNISON STREET	15	16	10
DENNISON STREET/GLADSTONE STREET LINK ROAD	1	0	3
DEWSBURY TERRACE	26	24	20
DIAMOND STREET	19	29	30
DIXONS YARD	50	58	26
DODGSON TERRACE	4	0	5
DODSWORTH AVENUE	0	0	1
DOVE STREET	14	16	2
DRAKE STREET	8	9	1
DRIFFIELD TERRACE	40	38	14
DUDLEY STREET	16	16	12
DUNCOMBE PLACE	281	299	218
DUNDAS STREET	77	37	15
EARLE STREET	5	25	9
EASON VIEW	1	6	5
EAST MOUNT ROAD	50	103	45
EAST PARADE	18	14	10
EASTWARD AVENUE-FULFORD	1	0	0
EBOR STREET	19	20	20
ELDON STREET	105	63	65
ELDON TERRACE	22	40	13
ELIOT COURT-FULFORD	0	0	1
ELVINGTON TERRACE	3	1	0
EMERALD STREET	16	19	12
EMMERSON STREET	5	7	10
ENDFIELDS ROAD	0	0	1
ENFIELD CRESCENT	7	8	2
ESCRICK STREET	4	6	5
EXHIBITION SQUARE	6	3	0
FABER STREET	28	15	12
FAIRFAX CLOSE	0	0	3
FAIRFAX STREET	40	42	21
FALCONER STREET	4	8	11

	2006 - 07	2007 - 08	2008- 09
FALKLAND STREET	6	3	8
FALSGRAVE CRESCENT	4	0	1
FARNDALE STREET	1	3	3
FARRAR STREET	5	1	5
FAWCETT STREET	12	16	29
FEASEGATE	13	8	2
FENWICK STREET	8	12	15
FERN STREET	3	9	4
FETTER LANE	135	169	102
FEVERSHAM CRESCENT	26	35	38
FEWSTER WAY	2	4	9
FIELD LANE-HESLINGTON	0	12	13
FIELD VIEW	0	0	4
FIFTH AVENUE	2	0	4
FILEY TERRACE	5	10	9
FINKLE STREET	1	0	0
FINSBURY STREET	9	0	0
FIRST AVENUE	3	2	1
FISHERGATE	53	59	40
FLEMING AVE	0	1	0
FOREST COURT-STRENSALL	0	2	0
FOSS BANK	0	2	3
FOSS ISLANDS ROAD	27	28	39
FOSSGATE	292	234	171
FOSSWAY	1	0	0
FOUNTAYNE STREET	64	37	34
FRANCES STREET	4	6	9
FREDERIC STREET	11	23	11
FRONT STREET	115	98	107
FULFORD CROSS	1	0	0
FULFORD ROAD	7	13	22
GALE LANE	0	4	7
GARDEN PLACE	39	179	32
GARDEN STREET	63	50	53
GARDEN STREET SERVICE RD	1	2	1
GARFIELD TERRACE	2	3	0
GARLAND STREET	1	0	2
GARTH TERRACE	1	1	4
GEORGE COURT	2	3	8
GEORGE HUDSON STREET	0	1	1
GEORGE STREET	76	85	82
GILLAMOOR AVENUE	1	1	1
GILLYGATE	11	21	2
GLADSTONE STREET-ACOMB	6	4	4
GLADSTONE STREET-HUNTINGTON ROAD	6	4	1
GLEN AVENUE	10	11	10
GLEN ROAD	21	36	20
GLENCOE STREET	0	1	4
GOODRAMGATE	256	240	177
GORDON STREET	5	3	6
GRANARY COURT	15	18	8

	2006 - 07	2007 - 08	2008- 09
GRANGE GARTH	4	3	9
GRANGE STREET	8	3	11
GRANVILLE TERRACE	5	2	5
GRAPE LANE	3	6	5
GRAY STREET	10	8	8
GREEN DYKES LANE	29	63	48
GREEN LANE-ACOMB	5	0	3
GREENCLIFFE DRIVE	6	10	11
GREENFIELDS	2	0	2
GROSVENOR ROAD	44	16	44
GROSVENOR TERRACE	47	36	72
GROVE VIEW	3	1	0
GROVES LANE	2	4	7
HALEY'S TERRACE	10	3	4
HAMBLETON AVENUE-OSBALDWICK	1	0	0
HAMBLETON TERRACE	62	50	40
HAMILTON DRIVE	0	1	0
HAMILTON DRIVE EAST	0	0	2
HAMPDEN STREET	26	45	16
HANOVER STREET EAST	2	3	1
HANOVER STREET WEST	1	1	3
HANSOM PLACE	6	0	2
HARCOURT STREET	5	21	9
HARTOFT STREET	5	3	0
HAUGHTON ROAD	0	3	2
HAWTHORN GROVE	4	2	4
HAWTHORN STREET	7	23	16
HAXBY MOOR ROAD-STRENSALL	0	0	1
HAXBY ROAD	30	23	33
HAXBY ROAD/HAMBLETON TERRACE	2	3	2
HAZEL COURT	0	0	1
HERBERT STREET	1	2	1
HESLINGTON - LOW LANE	0	0	4
HESLINGTON LANE-FULFORD	3	3	4
HESLINGTON ROAD	9	8	5
HETHERTON STREET	1	0	0
HEWORTH GREEN	15	10	8
HEWORTH HALL DRIVE	1	1	0
HEWORTH PLACE	2	3	3
HEWORTH ROAD	5	2	7
HEWORTH VILLAGE	54	26	51
HIGH OUSEGATE	29	38	8
HIGH PETERGATE	173	187	78
HIGH PETERGATE/PRECENTOR'S COURT ACCESS RD	1	0	0
HIGHCLIFFE COURT	3	1	2
HILL STREET	0	2	2
HOB MOOR TERRACE	0	3	0
HOBGATE	0	0	1
HOLGATE BRIDGE GARDENS	1	1	1
HOLGATE PARK DRIVE	4	8	4
HOLGATE ROAD	11	19	26



	2006 - 07	2007 - 08	2008- 09
HOLLY BANK ROAD	0	0	1
HOPE STREET	17	14	17
HOPE STREET CUL DE SAC	3	9	7
HORNER STREET	0	4	6
HORSMAN AVENUE	8	7	3
HOSPITAL FIELDS ROAD	7	10	16
HOWARD STREET	17	12	6
HOWE HILL CLOSE	2	0	0
HOWE HILL ROAD	0	6	1
HOWE STREET	4	1	2
HUBY COURT	0	0	1
HUDSON STREET	4	0	5
HULL ROAD	3	3	1
HUNGATE (OFF ST SAVIOURGATE)	42	49	8
HUNGATE (OFF THE STONEBOW)	56	2	9
HUNT COURT	3	0	0
HUNTINGTON MEWS	0	7	2
HUNTINGTON ROAD	82	63	51
HYRST GROVE	0	0	1
INMAN TERRACE	7	0	5
INNOVATION CLOSE-HESLINGTON	2	2	22
INNOVATION WAY-HESLINGTON	35	41	32
INTAKE AVENUE	0	4	1
JACKSON STREET	15	5	6
JAMES STREET	7	0	0
JAMIESON TERRACE	4	0	2
JEWBURY	3	0	0
JOCKEY LANE-HUNTINGTON	1	0	0
JOHN STREET	0	3	1
JUBILEE TERRACE	7	0	17
JULIA AVENUE-HUNTINGTON	0	2	9
KATHRYN AVENUE-HUNTINGTON	9	0	0
KENSINGTON STREET	0	0	4
KILBURN ROAD	2	0	0
KING STREET	196	166	146
KING'S SQUARE	28	29	13
KING'S STAITH	50	21	20
KINGS STAITH UPPER	81	95	74
KITCHENER STREET	3	4	1
KNAVESMIRE CRESCENT	6	8	2
KNAVESMIRE ROAD	0	1	0
KYME STREET	22	18	9
LABURNUM GARTH	0	1	0
LADY PECKETT'S YARD	0	1	4
LAMEL STREET	2	3	0
LANG AVENUE	0	1	0
LANSDOWNE TERRACE	17	18	25
LAVENDER GROVE	5	1	1
LAWRENCE STREET	23	19	39
LAYERTHORPE	5	4	10
LEAD MILL LANE	157	111	70

	2006 - 07	2007 - 08	2008- 09
LEAKE STREET	6	0	5
LEEMAN RD ACCESS RD TO CAR PARK	0	0	3
LEEMAN ROAD	1	8	2
LENDAL	119	137	96
LENDAL HILL	9	10	1
LEVISHAM STREET	1	0	1
LIBRARY SQUARE	100	103	90
LINCOLN STREET	3	0	2
LINDLEY STREET	6	9	18
LINDSEY AVENUE	0	1	0
LINTON STREET	1	1	2
LITTLE HALLFIELD ROAD	0	3	1
LITTLE STONEGATE	54	46	18
LOCKWOOD STREET	27	16	22
LONG CLOSE LANE	15	23	9
LONGFIELD TERRACE	10	3	1
LORD MAYORS WALK	224	184	94
LORNE STREET	0	1	1
LOVELL STREET	1	2	1
LOW OUSEGATE	13	13	4
LOW PETERGATE	46	40	20
LOW POPPLETON LANE	7	0	0
LOWER DARNBOROUGH STREET	6	17	24
LOWER EBOR STREET	7	14	4
LOWER FRIARGATE	122	108	80
LOWER PRIORY STREET	65	44	29
LOWTHER COURT	0	1	0
LOWTHER STREET	74	80	38
LOWTHER STREET - SERVICE ROAD	1	3	2
LOWTHER TERRACE	23	32	20
LOWTHER TERRACE SERVICE ROAD	2	1	2
MAIN STREET-FULFORD	0	0	2
MAIN STREET-HESLINGTON	62	25	9
MALTON ROAD SERVICE RD	24	9	2
MALTON ROAD-HEWORTH	0	1	1
MANOR DRIVE	1	0	0
MANOR DRIVE SOUTH	1	0	0
MANSFIELD STREET	1	8	0
MAPLE GROVE	0	0	1
MAPLEHURST AVENUE	0	1	3
MARCH STREET	15	12	7
MARGARET STREET	49	34	18
MARGARET STREET CUL DE SAC	0	0	6
MARKET STREET	34	22	11
MARKHAM CRESCENT	22	21	16
MARKHAM STREET	48	26	29
MARLBOROUGH GROVE	20	21	4
MARYGATE	282	159	142
MARYGATE LANE	1	15	2
MEADOWBECK CLOSE-OSBALDWICK	0	2	0
MELBOURNE STREET	24	43	30

	2006 - 07	2007 - 08	2008- 09
MELROSEGATE	1	1	2
MERCHANTGATE	2	2	0
MICKLEGATE	269	225	184
MILL LANE	2	4	1
MILL STREET	3	2	3
MILLFIELD AVENUE	2	0	2
MILLFIELD LANE	1	0	1
MILLFIELD LANE-NETHER POPPLETON	0	0	2
MILLFIELD ROAD	22	38	31
MILNER STREET	3	1	6
MILTON STREET	5	6	9
MINSTER YARD	2	8	8
MOATSIDE COURT	13	14	17
MONKGATE	155	184	134
MONKGATE CLOISTERS	18	16	2
MONKS CROSS DRIVE-HUNTINGTON	0	2	0
MONKS CROSS LINK ROAD-HUNTINGTON	0	4	1
MONTAGUE STREET	2	2	3
MOORCROFT ROAD	0	0	1
MOSS STREET	86	76	27
MOUNT EPHRAIM	5	2	1
MOUNT VALE	0	1	1
MURRAY STREET	5	9	7
MURROUGH WILSON PLACE	10	7	20
MURTON LANE-MURTON	36	28	58
MUSEUM STREET	5	4	6
NAVIGATION ROAD	45	43	28
NELSON STREET	34	10	24
NELSON'S LANE	0	0	2
NESSGATE	1	0	1
NEVILLE STREET	36	26	26
NEVILLE TERRACE	11	40	20
NEW STREET	17	8	22
NEW WALK TERRACE	19	12	16
NEWBOROUGH STREET	20	15	28
NEWBY TERRACE	1	1	6
NEWTON TERRACE	7	16	7
NICHOLAS GARDENS	2	1	11
NICHOLAS STREET	3	2	2
NORFOLK STREET	14	8	6
NORMAN STREET	2	0	0
NORTH PARADE	25	29	33
NORTH STREET	583	499	416
NORTH STREET ACCESS ROAD	17	5	3
NUNMILL STREET	50	35	27
NUNNERY LANE	2	4	1
NUNTHORPE AVENUE	7	36	17
NUNTHORPE GROVE	2	1	2
NUNTHORPE ROAD	62	76	48
OAK RISE	4	1	0
OAK STREET	0	2	1

	2006 - 07	2007 - 08	2008- 09
OAKVILLE STREET	0	1	2
OGLEFORTH	0	9	20
OUSE BRIDGE	0	0	1
OXFORD STREET	0	2	3
PALMER LANE	65	48	35
PARAGON STREET	0	2	2
PARK CRESCENT	23	13	18
PARK GROVE	41	39	57
PARK LANE	6	6	3
PARK STREET	44	59	32
PARLIAMENT STREET	114	104	56
PASTON WALK	1	0	1
PAVEMENT	30	18	5
PEAR TREE COURT	3	1	0
PEAR TREE LANE-DUNNINGTON	0	0	1
PEASHOLME GREEN	21	17	44
PECKITT STREET	42	37	45
PEMBROKE STREET	2	4	4
PENLEYS GROVE STREET	17	34	13
PENYGHENT AVENUE	0	0	1
PERCY STREET	0	2	2
PERCY'S LANE	25	16	52
PETER LANE	11	22	13
PETERSWAY	7	2	0
PHILADELPHIA TERRACE	0	3	0
PICCADILLY	416	385	294
PILGRIM STREET	2	1	1
POPLAR STREET	7	7	3
POPPLETON ROAD	9	9	9
PORTLAND STREET	56	68	57
POSTERN CLOSE	18	18	0
PRECENTOR'S COURT	10	5	1
PRICE STREET	1	0	1
PRICES LANE	3	2	0
PRIORY STREET	73	106	90
PROSPECT TERRACE-BISHOPHILL	12	20	14
PROSPECT TERRACE-FULFORD	0	0	1
QUEEN ANNES ROAD	59	83	57
QUEEN STREET	6	0	9
QUEEN STREET SLIP ROAD	34	19	26
QUEEN VICTORIA STREET	7	25	17
QUEENS STAITH	285	203	163
QUEENS STAITH ROAD	27	28	14
RAILWAY TERRACE	2	3	3
RAMSAY CLOSE	1	4	0
RATCLIFFE STREET	0	2	8
REDENESS STREET	4	3	7
REGENT STREET	5	15	9
RICHARDSON STREET	6	6	4
RICHMOND STREET	2	0	1
RIVER STREET	5	9	10

	2006 - 07	2007 - 08	2008- 09
ROBIN GROVE	0	0	2
ROSE STREET	88	84	58
ROSEBERRY STREET	1	2	3
ROSEDALE STREET	3	8	4
ROSEMARY COURT	19	14	9
ROSEMARY PLACE	8	12	9
ROSSLYN STREET	5	7	2
ROUGIER STREET	2	5	2
ROYAL CHASE	1	0	0
RUBY STREET	2	1	1
RUSSELL STREET	39	33	21
SALISBURY TERRACE	3	4	2
SANDACRE COURT	1	0	0
SANDRINGHAM STREET	20	21	20
SCAIFE GARDENS	2	0	1
SCAIFE STREET	13	14	16
SCARBOROUGH TERRACE	13	14	5
SCARCROFT HILL	27	34	30
SCARCROFT LANE	1	2	1
SCARCROFT ROAD	102	140	112
SCHOOL LANE-FULFORD	0	1	0
SCHOOL LANE-HESLINGTON	0	1	0
SCHOOL STREET	7	9	15
SCOTT STREET	35	43	20
SECOND AVENUE	3	2	6
SELDON ROAD	15	13	4
SEVERUS AVENUE	3	0	0
SEVERUS STREET	4	3	3
SHAW'S TERRACE	11	5	4
SHIPTON ROAD-RAWCLIFFE	0	0	1
SHIPTON STREET	6	8	19
SIM BALK LANE-BISHOPTHORPE	0	0	42
SIWARD STREET	6	4	0
SKELDERGATE	16	11	5
SLINGSBY GROVE	7	0	0
SMALES STREET	20	15	11
SOUTH BANK AVENUE	7	6	1
SOUTH ESPLANADE	30	13	11
SOUTH LANE-HAXBY	0	0	3
SOUTHLANDS ROAD	116	23	31
SPECULATION STREET	29	30	15
SPEN LANE	2	1	2
SPENCER STREET	6	2	4
SPRINGFIELD AVENUE	0	4	3
SPRINGFIELD COURT	0	0	3
SPURRIERGATE	20	21	15
ST ANDREW PLACE	6	1	4
ST ANDREWGATE	38	36	26
ST BENEDICT ROAD	58	79	51
ST BENEDICT ROAD - REAR OF BARSTOW HOUSE	0	0	1
ST CLEMENT'S GROVE	8	8	6

	2006 - 07	2007 - 08	2008- 09
ST DENY'S ROAD	35	30	20
ST GEORGE'S PLACE	7	7	1
ST HELEN'S SQUARE	33	12	14
ST JAMES MOUNT	3	0	3
ST JOHN STREET	79	80	54
ST JOHN STREET BACK LANE	0	3	0
ST JOHN'S CRESCENT	10	5	5
ST LEONARD'S PLACE	1	1	0
ST MARGARET'S TERRACE	4	5	6
ST MARY'S	72	38	34
ST MARY'S LANE	6	5	6
ST MARY'S LANE LINK RD TO MARYGATE LANE	0	0	1
ST OLAVE'S ROAD	73	60	59
ST PAUL'S SQUARE	11	6	6
ST PAUL'S TERRACE	9	4	10
ST PETER'S GROVE	12	19	9
ST SAMPSON'S SQUARE	191	151	126
ST SAVIOURGATE	317	443	211
ST SAVIOUR'S PLACE	29	39	24
ST STEPHEN'S ROAD	1	0	0
ST THOMAS' PLACE	21	27	11
STAMFORD STREET WEST	1	1	0
STANLEY STREET	32	20	23
STATION RISE	1	0	0
STATION ROAD	1	0	0
STATION ROAD-HAXBY	0	0	2
STATION ROAD-POPPLETON	0	3	1
SURTEES STREET	2	2	5
SUTHERLAND STREET	5	4	5
SWANN STREET	23	25	16
SWINEGATE	108	81	71
SWINERTON AVENUE	0	5	3
SYCAMORE PLACE	10	6	7
SYCAMORE TERRACE	16	16	17
TADCASTER ROAD-DRINGHOUSES	5	3	11
TANG HALL LANE	0	0	1
TANNER ROW	19	22	16
TANNER ROW CAR PARK SERVICE RD	2	11	1
TANNER'S MOAT	108	55	44
TEA ROOM SQUARE	2	4	0
TECK STREET	1	7	0
TELFORD TERRACE	9	5	10
TERRY STREET	0	0	1
TERRY AVENUE	3	0	0
THE AVENUE	12	21	8
THE CRESCENT	41	34	24
THE GREEN-ACOMB	6	1	1
THE GROVE	0	0	5
THE HORSESHOE	0	1	0
THE LEYES-OSBALDWICK	2	0	0
THE MOUNT	24	34	23

	2006 - 07	2007 - 08	2008- 09
THE ROPEWALK	0	1	0
THE STONEBOW	74	92	46
THE VILLAGE-HAXBY	1	0	1
THIEF LANE	1	0	2
THOMAS STREET	0	1	0
THORPE STREET	60	51	32
TOFT GREEN	236	225	204
TOWER STREET	184	153	94
TOWER ST ACCESS RD ST GEORGES FIELD CAR PK	0	0	2
TOWER STREET-EYE OF YORK	0	0	2
TOWNEND STREET	27	11	27
TRAFALGAR STREET	4	2	0
TRINITY LANE	12	9	2
TUDOR ROAD	10	12	7
TUKE AVE	1	2	0
TURNMIRE RD	0	0	1
TURPIN COURT	0	0	2
UNION TERRACE	39	45	32
UNION TERRACE CLARENCE STREET LINK	1	1	3
UNIVERSITY ROAD-HESLINGTON	26	33	51
UPPER HANOVER STREET	0	1	0
UPPER NEWBOROUGH STREET	2	1	7
UPPER PRICE STREET	9	14	11
UPPER ST PAUL'S TERRACE	2	0	1
VICTOR STREET	23	16	18
VINE STREET	25	67	65
VYNER STREET	65	95	60
WAIN'S ROAD	1	0	0
WALMGATE	330	345	255
WALNUT CLOSE-HESLINGTON	3	1	1
WALPOLE STREET	48	58	23
WALWORTH STREET SOUTH	2	0	1
WARD COURT	2	2	0
WARWICK STREET	11	30	12
WATER END	1	0	5
WATSON STREET	13	6	4
WATSON TERRACE	9	2	1
WAVERLEY STREET	24	38	8
WEDDALL CLOSE	0	1	0
WELLINGTON ROW	8	8	6
WELLINGTON STREET	28	21	45
WENLOCK TERRACE	15	19	16
WENTWORTH ROAD	27	37	30
WESLEY PLACE	6	3	0
WEST END-STRENSALL	0	1	1
WEST ESPLANADE	7	4	4
WESTERDALE COURT	0	1	0
WESTFIELD LANE-WIGGINTON	0	3	0
WESTMINSTER ROAD	17	16	17
WESTPIT LANE-STRENSALL	0	0	1
WESTWOOD TERRACE	2	15	5

	<b>2006 - 07</b>	<b>2007 - 08</b>	<b>2008- 09</b>
WHIP-MA-WHOP-MA-GATE	30	34	21
WHITE CROSS ROAD	27	26	54
WHITECROSS GARDENS	0	9	0
WIGGINTON ROAD	46	52	19
WIGGINTON TERRACE	8	10	11
WILKINSON WAY-STRENSALL	0	0	4
WILLIAM COURT	0	0	1
WILLIAM PLOWS AVENUE	0	1	0
WILLIS STREET	20	8	32
WILTON RISE	8	12	3
WINCHESTER AVE	3	0	0
WINDMILL LANE	0	7	1
WINDSOR GARTH	0	0	1
WINTERSCALE COURT	0	1	0
WINTERSCALE STREET	17	7	7
WINTERSCALE STREET SERVICE ROAD	3	3	3
WOLSLEY STREET	12	8	13
YARBURGH GROVE	3	1	1
YEARSLEY CRES	5	1	2
YEARSLEY GROVE-HUNTINGTON	0	0	1
YORK ROAD SERVICE ROAD-ACOMB	58	26	28
YORK ROAD-ACOMB	30	16	21
YORK-STAMFORD BRIDGE ROAD	24	13	29



APPENDIX D

**PCN Cancellation Reasons 2008-09**

	Total	% of Cancelled PCN's	% of all PCN's Issued
<b>Total of all PCN's Issued 2008-09</b>	<b>16,717</b>		
<b>Total Cancellations 2008-09</b>	<b>3,302</b>		<b>19.75</b>
<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.	615	18.63	3.68
<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.	597	18.08	3.57
<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.	390	11.81	2.33
<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.	343	10.39	2.05
<b>Cancelled - Training and Spoiled Penalty Charges including Drive Aways</b> - a PCN was never actually issued because it was used for training purposes OR because the motorist drove off before a penalty charge could be issued.	312	9.45	1.87
<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.	303	9.18	1.81
<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.	187	5.66	1.12
<b>Cancelled - Enforcement Officer Issuing Mistakes</b> - for example wrong vehicle registration or location entered on PCN.	130	3.94	0.78
<b>Cancelled - Clerical &amp; IT Errors</b> - administrative omissions, legal discrepancies and IT problems	116	3.51	0.69
<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.	101	3.06	0.60
<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.	83	2.51	0.50
<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.	35	1.06	0.21

<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.	27	0.82	0.16
<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.	25	0.76	0.15
<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.	19	0.58	0.11
<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.	15	0.45	0.09
<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.	4	0.12	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

APPENDIX F

**PCNs Issued at Higher Level & Lower Level Rates 2008-09**

<b>All Parking Contraventions</b>	<b>16,717</b>	
	<b>No of PCNs</b>	<b>% of all PCNs</b>
<b>Total Higher Level Contraventions</b>	<b>9,443</b>	<b>56.49%</b>
<b>Total Contraventions - Higher Level - On-Street</b>	<b>8,879</b>	<b>53.11%</b>
01 Parked where waiting restrictions apply	4,816	28.81%
02 Parked where loading restrictions apply	327	1.96%
12 No Valid Permit Displayed in a Resident Parking Area	2,901	17.35%
16 Parked in Reserved Bay in a Resident Parking Area	54	0.32%
21 Parked where parking is suspended	273	1.63%
23 Parked in the Wrong Area for vehicle	32	0.19%
25 Parked in a Loading Bay	1	0.01%
40 Parked in a Disabled Bay	123	0.74%
42 Parked in a Police Bay	47	0.28%
45 Parked on a Taxi rank	135	0.81%
46 Parked on a Clearway	129	0.77%
47 Parked on a Bus Stop	18	0.11%
48 Parked Outside a school on zig-zags	7	0.04%
49 Parked on a Cycle Trak	1	0.01%
61 Commercial vehicle parked on a footpath	1	0.01%
99 Parked on a Pedestrian Crossing or Crossing Area	14	0.08%
<b>Total Contraventions - Higher Level - Off Street</b>	<b>564</b>	<b>3.37%</b>
81 Parked In a Restricted Area	11	0.07%
85 Parked in a Permit Bay	209	1.25%
87 Parked in a Disabled Bay	166	0.99%
89 Vehicle Exceeds Maximum Weight, Height or Length	2	0.01%
91 Parked in wrong area for the class of vehicle	166	0.99%
92 Parked causing an obstruction	10	0.06%

	No of PCNs	% of all PCNs
<b>Total Contraventions Lower Level</b>	<b>7,274</b>	<b>43.51%</b>
<b>Total Contraventions - Lower Level - On Street</b>	<b>2,233</b>	<b>13.36%</b>
05 Pay and Display Ticket Expired	468	2.80%
06 No valid ticket displayed	600	3.59%
07 Meter Feeding	4	0.02%
19 No Valid Permit or P&D Ticket Displayed in a Resident Parking Area	891	5.33%
22 Returned within 1 hour of leaving	1	0.01%
24 Parked Out of Bay	2	0.01%
30 Exceeding Maximum Stay	267	1.60%
<b>Total Contraventions - Lower Level - Off Street</b>	<b>5,041</b>	<b>30.15%</b>
73 Parked Without Payment	2,425	14.51%
80 Exceeding Maximum stay	1	0.01%
82 Paid For Time Expired	2,427	14.52%
83 No Valid Ticket	14	0.08%
84 Meter Feeding	3	0.02%
86 Parked out of Bay	82	0.49%
90 Returned within 1 hour of leaving car park	1	0.01%
93 Parked in a car park when closed	30	0.18%
94 Two P&D Tickets Req	1	0.01%
95 Parked in a car park for a purpose not allowed	56	0.33%
96 Parked with engine running where prohibited	1	0.01%