



**Basingstoke
and Deane**

PARKING MANAGEMENT AND ENFORCEMENT

ANNUAL PARKING REPORT 2008-2009 (1 April 2008 to 31 March 2009)



Parking Enforcement



Residents Permit Parking Schemes



Car Parks

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1 Introduction

1.1 Overview

The Department for Transport guidance issued under the Traffic Management Act 2004 requires that enforcement authorities produce an annual report on their parking enforcement activities.

This is the first such report produced by the council. It covers the period from 1 April 2008 to 31 March 2009 and includes all relevant enforcement activities and information for this period.

The council commenced parking enforcement in October 2002 under the Road Traffic Act 1991 and regulations made under it. This was referred to as Decriminalised Parking Enforcement. At this time the whole of the Borough was designated a Special Parking/Permitted Parking Area.

On 31 March 2008 the Road Traffic Act 1991 was replaced by Part 6 of the Traffic Management Act 2004, and the regulations made under it, providing a single framework in England for the civil enforcement of parking.

1.2 Changes brought about by Part 6 of the Traffic Management Act 2004

The most significant changes to parking enforcement within the Borough, brought about by the Traffic Management Act 2004 were:

Presentational

- Decriminalised Parking Enforcement was renamed Civil Parking Enforcement.
- Parking Attendants were renamed Civil Enforcement Officers.
- Special Parking Areas/Permitted Parking Areas were renamed Civil Enforcement Areas.

New Powers and Changes to Regulations

- The introduction of different parking penalties depending on the seriousness of the contravention (this is explained further at Section 6).
- The details of procedures for representations and appeals needed to be included on penalty charge notices.
- The power was introduced to serve a penalty charge notice by post, in instances where the enforcement officer had started to prepare a notice but the vehicle is driven away before it can be served.
- The power was introduced to serve a penalty charge notice by post, in instances where the enforcement officer is prevented from serving the notice by a motorist.
- A 6 month time limit was placed on the authority to issue a Notice to Owner (a notice that is served on the person believed to be the owner of a vehicle when the penalty notice remains unpaid).

- Adjudicators were given the power to refer cases back to the authority for reconsideration in instances where a contravention took place but in mitigating circumstances.

2 Scope of the Council's Parking Service

2.1 Provision of Parking Service

The provision of the parking service is delivered by an in-house Parking Control team consisting of office staff and enforcement officers (see Section 3 for more details). The team aspires to deliver a high quality parking service to all customers in a fair and consistent manner.

The office staff undertake management and administrative functions of the service together with providing support and guidance to the enforcement officers and their customers.

Enforcement officers (Parking Attendants) are fully uniformed and badged and undertake patrols of all the parking controls within the Borough. The main objective of these officers is to ensure that parking controls are observed and enforced in a fair, accurate and consistent manner. They also provide an important role in giving advice and guidance to the public and often act as the first point of contact.

2.2 Objectives of the Parking Service

The objectives of the Parking service, as set out in the Civil Parking Enforcement Policy, are to:

- Improve traffic conditions and road safety thereby making the Borough a more pleasant and environmentally safe place to live and visit.
- Safeguard the need and requirements of residents, businesses, organisations and shops thereby sustaining the Borough's economic growth.
- Increase and improve pedestrian and cyclist mobility and safety to ensure that the Borough is accessible to all.
- Support the needs of disabled people to ensure that those with disabilities are able to have equal access to the Borough's facilities.
- Manage and reconcile the competing demand for kerb space.

2.3 The functions of the Parking Service

The functions of the Parking service are

- On and Off-Street parking enforcement.
- Management of Residents' permit parking schemes.
- Management of the council's pay and display car parks.

These functions are outlined below, but parking enforcement and car parking are covered in more detail in later sections.

2.4 On and Off-Street Parking Enforcement

The basic premise of parking enforcement is that motorists should:

- park within the law as required by Traffic Regulation or Parking Place Orders;
- pay and park where appropriate; and
- park in accordance with the terms and conditions of a permit, dispensation or other agreement.

Therefore those who do not comply with these requirements may be issued with a penalty charge notice.

The council's parking enforcement is undertaken in accordance with its Civil Parking Enforcement Policy, which can be found on the council's website. The policy covers penalty charge notice issuing criteria, the penalty charge notice process, challenges and appeals process and adopted service standards.

2.5 Management of Residents' Permit Parking Schemes

The Parking Control team is responsible for the operation, management and enforcement of 15 residents' on-street permit parking schemes. Residents are able to apply for a parking permit which will provide them with on-street parking in the roads covered by each scheme.

Between 1 April 2008 and 31 March 2009 a total of 807 residents' permits and approximately 950 visitor permits were issued.

Except in a limited number of roads, residents are entitled to apply for both resident and visitor permits. There is an annual fee for residents' permits, but visitor permits are free. The fee for a resident's permit between 1 April 2008 and 31 March 2009 was £22.

Resident and visitor permits expire annually and reminder letters are sent to all eligible residents before the expiry date.

2.6 Management of the council's pay and display car parks.

The Parking Control team is responsible for the management, operation, maintenance and enforcement of sixteen pay and display car parks. Fifteen operate from Monday to Sunday and have approximately 1,715 parking spaces. A further car park operates on Saturdays only and provides a further 170 parking spaces.

3 Work and Responsibilities of the Parking Control Team

3.1 Office Staff

During the period covered by this report, the team consisted of four full time and one part time member of staff as follows: the Parking Manager, Appeals Officer, Parking Supervisor, Assistant Parking Officer and a part time administration officer. In February 2009 the post of the part time administration officer was deleted.

The key work activities of the team are:

- Manage and monitor performance of the Parking Attendants.
- Provide advice and information to external and internal customers.
- Deal with complaints and enquiries.
- Manage residents' permit parking schemes, involving allocation of permits and dealing with permit complaints and enquiries.
- Issue dispensations, business permits, season tickets and various other permits.
- Deal with penalty charge notices challenges and appeals.
- Process penalty charge notices through all stages of enforcement.
- Purchase and maintenance of parking equipment.

The following table provides some statistical workload information in relation to the above activities:

Work Activity	Quantity
Permits and Dispensations Issued	4640
Receipt of informal challenges and appeals to penalty charge notices	1836
Processing payments and refunds	600
Updating penalty charge notice records (address, DVLA info etc)	1590
Other items of post and telephone calls	7200

3.2 Civil Enforcement Officers (Parking Attendants)

During the period covered by this report, the enforcement team consisted of eight staff in total, as follows: two Assistant Parking Supervisors (one full time and one part time) together with six Parking Attendants (five full time and one part time).

The key work activities of the Assistant Parking Supervisors and Parking Attendants are:

- Issuing penalty charge notices.
- Checking functionality of car park ticket machines and resolving minor faults.
- Reporting of faults with lines and signs.
- Reporting of defects, litter, graffiti, overgrown hedges etc.
- Provide general assistance and advice to members of the public.
- Completion of DVLA forms for vehicles displaying no/or out of date tax disc.
- Completion of vulnerable vehicle forms where valuable items have been left on display within a vehicle.

3.3 Issue of Penalty Charge Notices

The total number of penalty charge notices issued between 1 April 2008 and 31 March 2009 was 7128. Section 7 provides all statistical information in relation to those notices.

3.4 Issue of DVLA forms for vehicles displaying no tax disc or out of date tax disc

The Parking Control team work in partnership with the DVLA to report vehicles displaying an out of date tax disc or for not displaying any tax disc.

When a vehicle tax disc expires, the law requires the keeper of the vehicle to either re-licence the vehicle or make a SORN declaration to confirm that the vehicle is being kept off the road and therefore does not require a current tax disc.

DVLA vehicle records are not always correct or complete and hence it is not always possible to identify the current keeper unless they are seen on the road or in a council car park. The receipt of a report of an untaxed vehicle therefore gives the DVLA the ability to investigate and pursue further.



Without these reports, offenders will increasingly avoid paying excise duty on their vehicles which is unfair and increases the burden on honest motorists who do pay. In addition it further helps the DVLA to achieve improvements to the accuracy of vehicle records which parking enforcement authorities are reliant upon in pursuance of unpaid penalty charge notices.

Between 1 April 2008 and 31 March a total of 716 untaxed vehicle reports were issued to offending vehicles and submitted to the DVLA. This consisted of 149 being issued on-street and 567 within the car parks.

3.5 Identification of “vulnerable vehicles”

A few years ago the council in partnership with Hampshire Constabulary launched a vehicle crime reduction strategy called Safer Vehicles. As part of this strategy the Parking Attendants identify “vulnerable vehicles” (where valuable items have been left on display within a vehicle) and inform the Police, who in turn contact the vehicle owners explaining the risks of leaving valuable items on display.

Hopefully this part of the Parking Attendants work helps to reduce vehicle crime. Between 1 April 2008 and 31 March 2009 the Parking Attendants submitted 262 vulnerable vehicle forms.



4 Parking Enforcement

As of 31 March 2008 the council undertakes parking enforcement under Part 6 of the Traffic Management Act 2004, the Regulations made under it and the procedures included in Statutory and Operational Guidance.

Enforcement of unpaid penalty notices is through civil rather than criminal processes. There are both statutory and informal challenges for a vehicle owner to object to a penalty notice being imposed. If all such challenges are rejected by the council (but not before such rejections), the owner can formally appeal to an independent tribunal. These appeals are dealt with by independent legally qualified adjudicators through the Traffic Penalty Tribunal Service (formerly known as the National Parking Adjudication Service)

4.1 On-Street Parking Enforcement

'On-street' relates to enforcement of regulations pertaining to parking on the highway. This includes (but is not limited to) permitted limited parking, permit bays, restricted and/or prohibited parking.

The council undertakes on-street parking enforcement on behalf of Hampshire County Council, as the highway authority, under an Agency Agreement.

4.2 Off-Street Parking Enforcement

'Off-Street' relates to enforcement in the council's car parks and off street (non highway) parking places. It also relates to controlled areas which prohibit traffic (e.g. the pedestrian zone at the Top of Town, Basingstoke).

4.3 Implementation of Parking Controls

Council officers in the Regeneration and Design Team, in conjunction with the Police, investigate complaints relating to traffic congestion and parking matters and introduce suitable parking controls where deemed necessary. The council undertakes this role on behalf of Hampshire County Council, as the highway authority, under an Agency Agreement.

When considering requests for new parking controls there are a number of factors that are considered. These include:

- whether the existing parking situation is dangerous or impedes traffic flow;
- the characteristics of the road and the local environment;
- the likely cost of any solution and its effect on the environment;
- the level of enforcement to be expected; and
- any links to other local initiatives and the degree of local concern.

Each factor is scored and the results included on a prioritised list of all roads that have been assessed. Priority is generally given to schemes that would be beneficial to road safety and improve traffic flow; residents' permit parking

schemes are generally considered to be a lower priority. The highest priority schemes are considered for inclusion on Hampshire County Council's annual works programme. Thereafter, the approved schemes are developed in detail and at that stage local residents and businesses are consulted.

Upon introduction of a parking control it is the responsibility of the Parking Team to manage and provide an appropriate level of enforcement to ensure the objectives of the control is met.

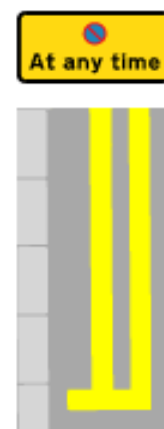
A list of the new parking control schemes which were implemented Between 1 April 2008 and 31 March 2009 is shown at Appendix 1.

4.4 Maintenance of Lines and Signs

Once in place, all future maintenance of lines and signs relating to a parking control is the responsibility of the highway authority (Hampshire County Council Highways). County Highway officers are based at the Borough Council Offices and all such maintenance issues are reported to them to deal with.

In instances where a short break occurs in a length of yellow line (due to a highway repair etc) it is policy to continue to enforce the parking control. This also applies where a line is partially worn but still reasonably visible. In instances where a considerable length of line is missing enforcement is suspended.

Controls are supported by the appropriate signs and these should be visible at all times. If a sign is missing or cannot be read it is policy to suspend enforcement until the problem has been rectified.



5 Borough Council Car Parks

5.1 Pay and Display Car Parks (Basingstoke town centre)

The Parking Control team is responsible for the management, operation, maintenance and enforcement of sixteen pay and display car parks. Fifteen operate from Monday to Sunday and have approximately 1,715 parking spaces. A further car park operates on Saturdays only and provides a further 170 parking spaces.

A map showing the location of the car parks is available on the council's website. Further information relating to each car park is shown at Appendix 2

There are 30 pay and display ticket machines located within the various car parks. These are manufactured by Metric Parking and this company are contracted to undertake annual servicing and maintenance repairs of the machines. In 2007 a renewal programme commenced to replace the older Accent machines with new Aura Metric machines.

5.2 Rural Car Parks

The Parking Control team is also responsible for several free rural car parks, these being:

- Silk Mill car park, Whitchurch
- Bell Street car park, Whitchurch
- Church Street car park, Whitchurch
- London Road car parks, Overton
- Anchor Yard car park, Kingsclere
- Jibbs Meadow car park, Bramley.

5.3 Parking Charges and Methods of Payment

The town centre car parks offer a range of payment options. The pay and display ticket machines accept various coins and a Parking Card. In September 2008 a mobile telephone payment (pay-by-phone) option was introduced into the majority of the car parks giving customers a further payment choice.

Between 1 April 2008 and 31 March 2009 the car park charges were applicable between 8.0am and 6.0pm Monday to Saturday. An evening charge was also applicable between 7.0pm and 11.0pm in three of the car parks. (No parking charges are payable on Bank Holidays except Good Friday).

The 2008/2009 parking fees and charges are shown at Appendix 3. It should be noted that there was no increase above the 2007/2008 parking fees and charges. All currently applicable parking fees and charges are shown on the council's website.

5.4 Payment by Parking Card

A Parking Card is the size of a credit card and is electronically pre-credited with money. Each time the card is used, the cost of the parking ticket purchase is deducted from the value on the card.

In addition to the convenience of not having to find cash for the ticket machines, the advantage of the Parking Card is that it provides a discount on the full daily charge, and allows the user to park all day in some of the short stay car parks.

Parking Cards can be purchased at the Civic Offices. Initially each card is sold pre-loaded for £85 (this cost includes a £5 deposit for the card and £80 worth of parking credit). Thereafter the Card can be 'topped up' at the Civic Offices payments hall. The £5 deposit along with any value remaining on the Card is refundable should it no longer be required and it is surrendered.

5.5 Pay-By-Phone Payments

Pay-by-phone parking is an alternative method of paying for and booking a parking session via a mobile phone. This parking payment system was introduced into the majority of the town centre car parks in September 2008.

The service provider chosen to operate the pay-by-phone system is Parkmobile who were initially awarded a contract for a 12 month period (after which the scheme would be reviewed and a new contract awarded to the existing or new service provider).

The system provided by Parkmobile enables the motorist to use their mobile phone to start and end their parking session. Although the actual parking charges are the same as for purchasing a pay and display ticket the customer is charged a small fee by Parkmobile for each parking occurrence (for regular users this may alternatively be a minimal monthly fee). In addition mobile phone calls are charged by the mobile phone provider, which vary according to the network operator.

The council sees the main customer benefits of a pay-by-phone scheme to be:

- an alternative payment method;
- no need to ensure that you have coins, and no need to find or queue at ticket machines;
- no need to predict the length of stay; and
- able to start and end a parking session from the security of the vehicle (safer for lone females during darkness).

For the period of 1 September 2008 to 31 March 2009 there were a total of 3,058 parking occurrences by motorists using the system. This equated to an average of 100 parking occurrences per week. Usage data for each car park is shown at Appendix 4.

5.6 Park Mark, Safer Parking Award

In 1992 the Association of Chief Police Officers (ACPO) launched a Secure Car Parks scheme as part of their Secured by Design initiative to encourage those responsible for car parks to improve security standards as a means of reducing criminal activity, the fear of crime and the perception of crime in car parks.

In 2004 the scheme was re-launched as the Safer Parking Scheme. Parking facilities that meet the required standards are awarded the Park Mark Safer Parking Award.

The scheme is managed by the British Parking Association through Development Managers and supported by the Home Office and all Police Forces.



As the primary aim of the scheme is to prevent criminal behaviour the owners/operators of a parking facility are required to adopt an active management strategy to ensure that there is minimal occurrence of crime.

After undertaking an assessment the Police can award Park Mark status to a parking facility that is properly managed and maintained. The facility will also have achieved appropriate standards in relation to:

- Lighting
- Pedestrian access
- Vehicle access
- Signage
- Boundaries and perimeters
- Surveillance
- Cleanliness
- Maintenance

In 2007 nine town centre car parks, plus a staff and visitors car park at the Civic Offices, gained Park Mark Safer parking award status. These car parks successfully retained award status following re-assessment during 2008. Those car parks that have award status are shown in the table at Appendix 2.

6 The Introduction of Differential Parking Penalties

6.1 Introduction of Differential Penalty Charges

Prior to April 2008 parking contraventions were covered by the same penalty charge level. However, as from April 2008 new regulations came into effect, and differential penalty charge levels were introduced.

Nationally it was considered that the system of receiving the same penalty regardless of the seriousness of the contravention was not fair. For instance parking in a place where it is always prohibited (such as double yellow lines or in a disabled bay without displaying a valid badge) is considered more serious than being parked in a car park without displaying a pay and display ticket.

For this reason, and in order to emphasise the traffic management purposes of Civil Parking Enforcement, enforcement authorities were required to apply different parking penalties to different contraventions. There are two bands at which an authority may set its penalty charges.

The following table details the two bands (together with the penalty charge level prior to April 2008).

		Penalty Charge	Penalty Charge paid within 14 days of issue (50% discount)	Penalty Charge paid after service of a Charge Certificate
Band 1	High Level	£60	£30	£90
	Low Level	£40	£20	£60
Band 2	High Level	£70	£35	£105
	Low Level	£50	£25	£75
<i>PCN's issued prior to April 2008</i>		£60	£30	£90

The council adopted the band 2 level of penalty charges of £50 for low level contraventions and £70 for high level contraventions.

The number of penalty charge notices issued per higher and low level contraventions is shown at Appendix 5.

In summary, most on-street parking contraventions are subject to a higher penalty charge, whereas most off-street (car park) contraventions are subject to a lower penalty charge. The abuse of disabled bays, both on and off-street, is subject to a higher penalty charge.

7 The Penalty Charge Notice Process and Statistical Information

The following sections provide a summary of the penalty charge notice process. More detailed information is provided within the council's Civil Parking Enforcement Policy.

7.1 Penalty Charge Notice Issuing Criteria

The method of enforcing parking restrictions is by serving penalty charge notices on drivers or vehicles observed by Civil Enforcement Officers to be parked in contravention of the regulations. Such penalty charge notices are issued whenever the established criteria are met. The council's Civil Parking Enforcement Policy sets out the required criteria together with specific policy on the handling of challenge, representations and the cancellation of penalty charge notices.

7.2 The Penalty Charge Notice Processing Timetable

All penalty charge notices issued contain details of how to pay or make an appeal. Staff within the Parking Control team deal with all correspondence at all stages of the appeals process.

The council is required to comply with legislation, and its own enforcement policy, during the various stages of the penalty charge notice process (from issue of the notice to closing the case).

Legislation requires the issue of six statutory notices at certain pre-determined times/intervals. These are:

- Penalty Charge Notice
- Notice to Owner
- Charge Certificate
- Order of Recovery
- Witness Statement
- Warrant of Execution

The following table shows the legislative times/intervals which need to be followed by the council:

PROCESSING TIMETABLE	
Activity	Statutory Days
Issue of Penalty Charge Notice	Day one
Deadline for Discounted Payment	Fourteen
Issue of Notice To Owner	Twenty Eight
Deadline for Representations	Fifty Six
Issue of Charge Certificate	Fifty Seven
Issue of Pre Debt letter	Not Applicable
Debt Registration	Seventy One
Issue of Pre Warrant letter	Not Applicable
Warrant Application	One Hundred & Six

7.3 Challenges, Representations and Appeals

An important aspect of the parking enforcement process is the ability of motorists and owners to have their objections heard and considered fully and impartially.

The council's aim therefore is to deal with challenges and representations against the issue of a penalty charge notice in a fair, unbiased and equal manner. The process includes the ultimate right of all appellants to refer the matter to an independent arbitrator, the Traffic Penalty Tribunal.

A vehicle owner may dispute the issuing of a penalty charge notice at three stages:

- They may make informal representation (challenge) against the penalty charge notice before the council has issued a 'Notice to Owner'.
- They may make a formal representation to the council once a Notice to Owner has been issued.
- If a formal representation is rejected by the council they may appeal against the council's Notice of Rejection to the Traffic Penalty Tribunal.

7.4 Traffic Penalty Tribunal (Adjudication Service)

The Traffic Penalty Tribunal decides appeals against parking penalties issued by Civil Enforcement Authorities in England (outside London) and Wales.

It is an independent tribunal whose impartial Adjudicators consider appeals by motorists and vehicle owners.

If the council rejects a Formal Representation at the 'Notice to Owner' stage the vehicle owner can appeal to the Tribunal. There are specified statutory grounds that an appellant can appeal on; details of these grounds for appeal can be found at www.patrol-uk.info.

The Tribunal may allow an appeal if one of the statutory grounds for appeal applies. It reviews the case and makes an independent decision as to the validity of the penalty charge notice based on its legality. The Tribunal's decision is final and binding on both parties.

7.5 Penalty Charge Notice Statistical Information

The total number of penalty charge notices issued between 1 April 2008 and 31 March 2009 was 7128.

- 3000 penalty charge notices were issued On-Street
- 4128 penalty charge notices were issued off- street (within car parks or non-highway areas).

The following table provides the main statistical data, further data is provided at Appendix 5 and 6 which includes: number of penalty charge notices issued per parking contravention and number of penalty charge notices issued per location.

The data relates to the status/progress of the 7128 penalty charge notices as at 1 June 2009.

	On-Street	Off-Street	Total
Number of higher level (£70) Penalty Charge Notices issued	2484	410	2894
Number of lower level (£50) Penalty Charge Notices issued	516	3718	4234
Total number of Penalty Charge Notices issued	3000	4128	7128
Number of Penalty Charge Notices paid at discounted charge	1674	2438	4112 (57.5%)
Number of Penalty Charge Notices paid at full charge	405	629	1034 (14.5%)
Number of Penalty Charge Notices which had an informal or formal representation made against them	815	1021	1836
Number of Charge Certificates registered at Traffic Enforcement Centre	119	279	398
Number of Penalty Charge Notices which resulted in adjudication at Traffic Penalty Tribunal	4	3	7
Number of Penalty Charge Notices cancelled or written-off	592	781	1383 (19.5%)
Number of Penalty Charge Notices still "live" as at 1 June 2009	220	379	599 (8.5%)

7.6 Cancellation and Write-Off of Penalty Charge Notices

The council will give due consideration to all challenges and representations and make judgement on the merits of each case, and legislation requires that the council should consider any mitigating circumstances.

The making of a challenge in no way detracts from the ability of the vehicle owner to make a subsequent formal representation against the issue of a penalty charge notice or make an appeal to the Traffic Penalty Tribunal.

Officers cancel or write-off penalty charge notices in accordance with the Parking Enforcement Policy. Appendix 7 shows the number of penalty charge notices cancelled or written-off per reason.

7.7 Appeals that went to Adjudication at Traffic Penalty Tribunal

Of the 7128 Penalty Charge Notices that were issued 7 went to appeal at the Traffic Penalty Tribunal. The outcomes of these cases as at 1 June 2009 were:

- 5 appeals unsuccessful (decided in favour of the council)
- 1 appeal successful (decided in favour of appellant)
- 1 appeal ongoing.

8 Parking Income and Expenditure

Each Local Authority is obliged to publish parking accounts, under section 55 of the Road Traffic Regulation Act 1984 as modified by Regulation 25 of the Civil Enforcement of Parking Contraventions (England) General Regulations 2007.

The council's parking budget consists of income from pay and display car parks, season tickets, permit fees and penalty charge notices. Expenditure is on maintaining the car parks, enforcement staff, support staff and debt recovery.

Statutory guidance states that raising revenue should not be an objective of parking enforcement, nor should authorities set targets for revenue income or the number of penalty charge notices they issue. However, the guidance recognises that for good governance, authorities need to forecast revenue in advance.

The council therefore only makes yearly projections of the estimated income it will receive, from a forecast number of penalty notices and a forecast number of car park admissions, based on a previous year's performance. This allows effective monitoring to be undertaken throughout the year.

The level of parking enforcement that is undertaken is subject to staff resources. It is however the council's aim to enforce to an adequate level that encourages compliance. A further aim of the council is that its enforcement operates efficiently, effectively and economically.

The net income from parking contributes to the council's spending priorities.

The following table shows the actual expenditure and income for the financial period of 1 April 2008 to 31 March 2009.

Expenditure	On-Street (£) (HCC Agency)	Off-Street (£) (Car Parks)	Total (£)
Land and Buildings	0.00	197,091.78	197,091.78
Transportation	1,575.76	0.00	1,575.76
Supplies and Services	6,244.83	97,305.98	103,595.81
Support Services	198,675.00	334,678.13	533,353.13
Depreciation and Other Capital Costs	1,185.00	340,872.00	342,057.00
Third Party Payments	0.00	564,260.72	564,260.72
Total Expenditure	207,681.59	1,534,253.61	1,741,935.20
Income	On-Street (£) (HCC Agency)	Off-Street (£) (Car Parks)	Total (£)
Car Park Admission	0.00	(1,677,280.40)	(1,677,280.40)
Season Tickets/Permits	(26,668.84)	(156,692.18)	(183,361.02)
Penalty Charge Notices	(91,603.33)	(97,423.94)	189,027.27)
Other	0.00	(1,532.26)	(1,532.26)
Total Income	(118,272.17)	(1,932,928.78)	(2,051,200.95)
Sub Total	89,409.42	(398,675.17)	(309,265.75)
AGENCY SUBSIDY	(89,409.42)	89,409.42	0.00
NET TOTAL	0.00	(309,265.75)	(309,265.75)

9 Service Standards and Customers Information

9.1 Response to Correspondence and Progression of Penalty Charge Notices

The Parking Control team is required to comply with the statutory timescales and corporate response times. It dealt with 1836 written challenges and appeals to the penalty charge notices issued together with approx 7200 other items of post and telephone calls.

The notice processing software does not produce correspondence response reports and therefore it is not possible to report on the teams' efficiency with respect to response times. However all challenges and appeals are responded to within 10 days, with the majority of informal challenges being dealt with within one to two days.

In relation to progressing unpaid penalty charge notices a total of 13 notices (0.2% of the total number issued) were cancelled due to not being progressed within the required timescale.

9.2 Corporate Complaints

A total of 6 corporate complaints were received. These related to:

- Contents/wording of rejection letter to an informal challenge
- Vehicles parking on pavements and across dropped kerbs
- Non response to phone call
- Car Park ticket machines not giving change and attitude of Parking Attendant
- Contradiction in what was confirmed in telephone conversation
- Wrongly issued penalty charge notice

Of the 6 complaints only 1 was considered to be justified.

9.3 Customer Satisfaction Surveys

The council is to undertake a resident's survey during 2009 and the resultant feedback relating to car parking will be included within the 2009-10 parking report.

9.4 Benchmarking and Comparison Data

The council is part of the Transport Research Laboratory (TRL) parking benchmarking initiative which includes a mixture of authorities from across the country. The purpose of the initiative is to allow participating authorities to compare their performance in the management of parking with that of other authorities with a view to maintaining and improving standards.

Further benchmarking and comparison data is obtained from neighbouring and more local authorities. Some useful comparison data is provided below:

Description	Other Authorities	Basingstoke and Deane BC (BDBC)
Comparison of 1hour parking charges	£0.50 to £1.40	£0.65
Percentage of Parking Attendant sick leave	0.55% to 10.9%	2.73%
Complaints made against Parking Attendants	0 to 66	2
Indicative enforcement costs per penalty charge issued on-street	£10 to £101	£33
Indicative enforcement costs per penalty charge issued off-street	£60 to £410	£85
Challenges/Appeals/ representations responded to within 10 days (although not necessarily resolved)	63% to 100%	100%
Percentage of penalty charge notices cancelled	10% to 27%	19.5%
Percentage of penalty charge notices still "live" after 3 months	1% to 6.7%	8.5%
Rate of appeal to Adjudicator per penalty charge notice issued	0.29% average	0.10%

It should be noted that some of the variations are subject to the differing ways in which authorities record the information. Therefore some recorded data is not like for like, although it does provide a broad basis for comparison.

Summary

Although the above information indicates that the council's Parking Service is generally performing well, there are still certain areas which require attention - in particular the number of penalty charge notices cancelled and the number of "live" notices.

The council will regularly review and analyse the service to seek customer service improvements and make the service operationally and financially more effective and efficient.

List of Parking Control Schemes Implemented

Date	Location(s)	Restriction(s)
07-Apr-08	Church Street and Church Square	No waiting at any time and loading/unloading restrictions
14-Apr-08	Bramley Lane and Moat Close, Bramley	No waiting and time related no waiting.
23-Jun-08	Red Lion Lane and Joices Yard	Disabled and business permit parking bays
23-Jun-08	Jacobs Yard, Castons Yard, Joices Yard, Haymarket Yard, Red Lion Lane and Anchor Yard	Disabled bays, loading bay and no waiting at taxi ranks
23-Jun-08	Joices Yard and Castons Yard	Hackney carriage stands
25-Aug-08	Cliddesden Road area (Cliddesden Road, Russell Road, Foyle Park, Cliddesden Court, Neville Close, Sheppard Road)	Limited and no waiting at any time (single and double yellow lines)
25-Aug-08	Kingsmill Road area (Kingsmill Road, Sheppard Road, Cranbourne Lane, Bessemer Road, Halliday Close, Helle Close	No waiting at any time
25-Aug-08	Hanmore Road and Renown Way, Chineham	No waiting at any time
24-Nov-08	Kingsclere Road and Pelton Road	Residents parking, limited and no waiting at any time
26-Feb-09	North Whitchurch	Residents parking, disabled bays and no waiting
16-Mar-09	Chequers Road area (Goat Lane, The Danes, St Mary's Court)	No waiting at any time
16-Mar-09	Junction-Bounty Road, Frances Road, Hawkfield Road	Residents parking bay and no waiting at any time
16-Mar-09	Various locations throughout the Borough	32 disabled parking bays

Town Centre Car Park Information

Car Park Name	Length of Stay	Number of Spaces	Number of Disabled Bays	Park Mark Award Status	Pay-By-Phone Facility
Central	3 Hours	138	14	√	√
Joices Yard	3 Hours	60	5	x	√
Feathers Yard	3 Hours	18	2	√	√
Albert Yard	3 Hours	17	2	√	√
Jacobs Yard	3 Hours	28	2	√	√
Brinkletts	All day	37	0	x	√
Sarum Hill	All day	45	2	√	√
Castons	All day	126	0	√	√
Southern Road	All day	103	0	√	√
Churchill Way	All day	100	0	x	√
Churchill Way East	All day	24	0	x	√
Eastland's (public parking Saturdays only)	All day	170	5	√	√
Vyne Meadow	All day	345**	0	x	x
Alencon Link	All day	600	14	x	√
Castons Yard	30 Minutes	60	8	√	√

** Vyne Meadow car park: 25 pay and display parking bays, and 320 permit holder Bays

Car Park Charges

Car Park	Charge Period	2007-08 Tariffs	2007-08 Evening Charge (7.00-11.00pm)	2008-09 Tariffs	2008-09 Evening Charge (7.00-11.00pm)
Central	Up to 1 hour	£0.70	£0.00	£0.70	£0.00
Joices Yard	1 to 2 hours	£1.30	£0.00	£1.30	£0.00
Feathers Yard	2 to 3 hours	£1.60	£0.00	£1.30	£0.00
Albert Yard	Up to 1 hour	£0.70	£0.00	£0.70	£0.00
Jacobs Yard	1 to 2 hours	£1.30	£0.00	£1.30	£0.00
	2 to 3 hours	£1.60		£1.60	
	All day (pre paid Parkcard)	£4.00		£4.00	
Brinkletts	Up to 1 hour	£0.60	£0.00	£0.60	£0.00
Sarum Hill	1 to 2 hours	£1.10	£0.00	£1.10	£0.00
Castons	2 to 3 hours	£1.60	£0.00	£1.60	£0.00
Southern Road	3 to 4 hours	£2.00	£0.00	£2.00	£0.00
Churchill Way	4 to 5 hours	£2.50	£1.00	£2.50	£1.00
Churchill Way East	5 to 6 hours	£3.00	£1.00	£3.00	£1.00
Eastland's (Saturdays Only)	Over 6 hours	£4.00	£0.00	£4.00	£0.00
	All day (pre paid Parkcard)	£3.20		£3.20	
Alencon Link	Up to 1 hour	£0.70	£1.00	£0.70	£1.00
	1 to 2 hours	£1.30		£1.30	
	2 to 3 hours	£1.60		£1.60	
	3 to 4 hours	£2.00		£2.00	
	4 to 5 hours	£2.50		£2.50	
	5 to 6 hours	£3.00		£3.00	
	Over 6 hours	£4.00		£4.00	
	All day (pre paid Parkcard)	£3.20		£3.20	
Castons Yard	Up to 30 minutes	£0.20	£0.00	£0.20	£0.00
Vyne Meadow	Daily Spaces (Mon-Fri)	£4.00	£0.00	£4.00	£0.00
	Month	£45.00		£45.00	
	Quarter	£120.00		£120.00	
	Annual	£420.00		£420.00	
Vyne Meadow (Saturdays)	Up to 1 hour	£0.60	£0.00		£0.00
	1 to 2 hours	£1.00			
	Over 2 hours	£2.00			

Other Fees and Charges

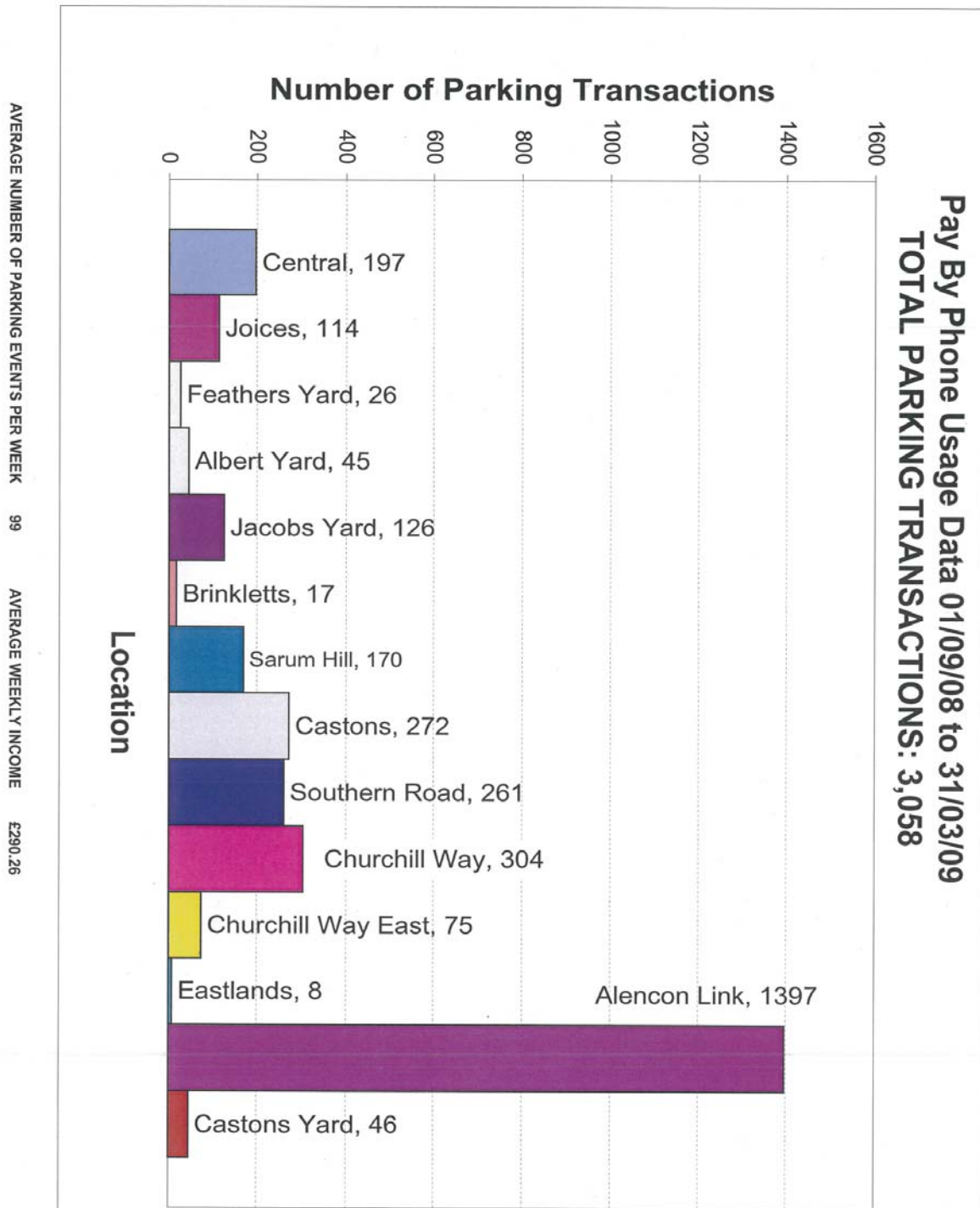
Residents Parking	2007-08 Charge	2008-09 Charge
On-Street Residents Parking Permit	£22.00	£22.00

Business Permits	2007-08 Charge	2008-09 Charge
Victoria Street car park	£102.00 (quarterly)	£102.00 (quarterly)
Southern Road car park Red Lion Lane Feathers Yard Joices Yard Jacobs Alley	£145.00 (quarterly)	£145.00 (quarterly)
Joices Yard Haymarket Yard Anchor Yard	£170.00 (quarterly)	£170.00 (quarterly)
Victoria Street Cliddesden Road	n/a	£24.33 (monthly)
Chequers Road	n/a	£19.20 (monthly)

Other Permits	2007-08 Charge	2008-09 Charge
Fairfield's key worker	n/a	£17.35 (monthly)
Crossborough Hill car park	£25.00 (quarterly)	£25.00 (quarterly)

Pay-By-Phone Data

Chart showing pay-by-phone usage in individual car parks.



Number of Penalty Charge Notices Issued Per Parking Contravention

On-Street

Code	Contravention	£70 Penalty Charge	£50 Penalty Charge
01	Parked in a restricted street during prescribed hours	1031	
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	309	
16	Parked in a permit space without displaying a valid permit	845	
22	Re-parked in the same parking place or zone within one hour (or other specified time) of leaving		1
23	Parked in a parking place or area not designated for that class of vehicle	125	
24	Not parked correctly within the markings of the bay or space		2
30	Parked for longer than permitted		513
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge	139	
45	Parked on a taxi rank	17	
47	Stopped on a restricted bus stop or stand	6	
		2484	516

Off-Street (Car Parks/Non Highway Areas)

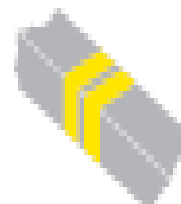
Code	Contravention	£70 Penalty Charge	£50 Penalty Charge
80	Parked for longer than the maximum period permitted		170
81	Parked in a restricted area in a car park	8	
82	Parked after the expiry of paid for time		1945
83	Parked in a car park without clearly displaying a valid pay and display ticket		1401
84	Parked with additional payment made to extend the stay beyond time first purchased		39
85	Parked in a permit bay without clearly displaying a valid permit	216	
86	Parked beyond bay markings		163
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge	169	
91	Parked in a car park or area not designated for that class of vehicle	17	
		410	3718

Number of Penalty Charge Notices Issued per Location

Basingstoke: On-Street

Note:

A new parking scheme was introduced in Church Street Basingstoke, which included loading/unloading restrictions which are indicated by double yellow kerb markings as shown opposite. These restrictions limit all parking, including by blue badge holders. Following initial introduction of the restrictions a large number of motorists did not know the meaning of these kerb markings and hence contravened the parking restrictions.



Location	Number of PCN's Issued
Church Street	405 (See note above)
Haymarket Yard	119
Flaxfield Road	118
Eastrop Lane	116
Joices Yard	107
Winterthur Way	104
Church Square	96
Clifton Terrace	89
Essex Road	72
Telford Road	72
Penrith Road	71
Wallis Road	59
Cliddesden Road	54
Fairfields Road	54
Chequers Road	52
Red Lion Lane	51
Castons Yard	43
Eastrop Way	43
Seal Road	42
Burgess Road	39
Jubilee Road	38
Southern Road	35
Council Road	34
Kingsclere Road	32
Millard Close	32
Rayleigh Road	29
Chester Place	28

Location	Number of PCN's Issued
George Street	28
Phoenix Park Terrace	28
Kings Road	25
Feathers Yard	23
Rochford Road	23
Bounty Road	22
Osborne Close	22
Sherborne Road	22
Victoria Street	22
Jacobs Yard	21
Bramblys Drive	19
Budds Close	17
Jacobs Alley	17
Lytton Road	16
Norden Close	16
Beaconsfield Road	15
Pelton Road	15
Soper Grove	14
Southend Road	14
Worting Road	14
Cromwell Road	13
Priestley Road	13
Whitney Road	13
Loddon Mall access	12
Solbys Road	12
West Ham Leisure Park	12
Blackwater Close	11
Coniston Road	11
Mortimer Lane	11
Anchor Yard	10
Frances Road	10
Allnutt Avenue	9
Brighton Hill school approach/entrance road	9
Darlington Road	9
Queen Mary Avenue	8
The Danes	8
Winchester Street	8
Alexandra Road	7
Castle Road	7
Lyford Road	7

Location	Number of PCN's Issued
New Street	7
Shakespeare Road	7
Vyne Road	7
Bolton Crescent	6
Goat Lane	6
Albert Yard	5
Dryden Close	5
May Place	5
Montserrat Road	5
Stephenson Road	5
Abbey Road	4
Alencon Link	4
Basing View	4
Chaucher Close	4
Flaxfield Court	4
Hackwood Road	4
Neath Road	4
Queens Road	4
South Ham Road	4
Bell Road	3
Bramblys Close	3
Chineham Lane	3
Churchill Way	3
Danebury Road	3
Loddon Drive	3
Richmond Road	3
Roentgen Road	3
Russell Road	3
Timberlake Road	3
Winchester Road	3
Winton Square	3
Armstrong Road	2
Bounty Rise	2
Buckingham Parade	2
Bunnian Place	2
Civic Offices	2
Coronation Road	2
Devonshire Place	2
Downsland Road	2
Eastfield Avenue	2

Location	Number of PCN's Issued
Frome Close	2
Hamelyn Road	2
Haydn Road	2
Lea Close	2
Lennox Road	2
London Road	2
London Street	2
Merton Road	2
Norn Hill	2
Popley Way	2
Sarum Hill	2
St Andrews Road	2
Victoria Street car park	2
Winklebury Way	2
Ajax Close, Chineham	1
Brookvale Close	1
Chiltern Way	1
Chopin Road	1
Cordale Road	1
Gainsborough Road	1
Hamilton close	1
Hanmore Road	1
Highwood Ridge	1
Houndmills Road	1
Longmoor Road	1
Lower Brook Street	1
New Road	1
Old Reading Road	1
Rankine Road	1
Stukeley Road	1
Tintern Close	1
White Hart Lane	1
Wincombe Road	1
	2824

Rural Area: On-Street

Location	Number of PCN's Issued
Swan Street, Kingsclere	39
High Street, Overton	26
London Street, Whitchurch	19
Bell Street, Whitchurch	15
Newbury Street, Whitchurch	11
Winchester Street, Whitchurch	11
Church Street, Whitchurch	9
Fairfield, Whitchurch	7
Station Road, Whitchurch	7
Test Road, Whitchurch	6
Anchor Yard, Kingsclere	5
Byfleet Avenue, Old Basing	5
Bere Hill, Whitchurch	4
Bere Hill Close, Whitchurch	2
Rectory Close, Tadley	2
The Green, Tadley	2
Winchester Street, Overton	2
Ardglen Road, Whitchurch	1
Gravelly Close, Tadley	1
Mulfords Hill, Tadley	1
Oakmead, Bramley	1
	176

Off-Street (Car Parks/Non Highway Areas)

Location	Number of PCN's Issued
Central	1097
Castons Yard	602
Alencon Link	516
Joices Yard	416
Civic Offices	171
Vyne Meadow	161
Jacobs Yard	157
Castons	138
Southern Road	111
Feathers Yard	104
Churchill Way	101

Location	Number of PCN's Issued
Eastland's	101
West Ham Leisure Park	95
Albert Yard	89
Brinkletts	60
Churchill Way East	56
Sarum Hill	48
Haymarket Yard	43
Loddon Mall access	23
Basing View	17
Crossborough Hill	9
Red Lion Lane	9
Anchor Yard	4
	4128

Number of Penalty Charge Notices Cancelled or Written-Off per Reason

Reason	Number of PCN's		
	On-street	Off-Street	TOTAL
Incorrect Vehicle Registration Recorded	2	1	3
Computer/Processing Error/Not issued	35	60	95
Parking Attendant Error	26	18	44
Foreign Vehicle/Driver/Diplomatic	15	19	34
Vehicle Unregistered at DVLA	22	32	54
Valid Pay and Display Ticket Produced	n/a	219	219
Valid Permit Produced	115	143	258
Pay and Display Machine Malfunction	n/a	25	25
Valid Disabled Badge Produced	52	60	112
Vehicle Broken Down	5	4	9
Loading/Loading Taking Place	7	1	8
Officer Discretion (see note below)	282	190	472
Out of Time	6	7	13
Document Not Served-Returned in Post	1	6	7
Technical Fault with TRO/Parking Order	11	5	16
Stolen Vehicle	10	0	10
Vehicle Owner Bankrupt	3	1	4
	592	791	1383

Note:

Some of the main reasons under officer discretion include:

- held up at meetings and other delays
- taken ill and health problems
- unable to trace owner
- Social Service staff on visits and meetings
- not understanding changes to TRO's