



**Basingstoke
and Deane**

PARKING MANAGEMENT AND ENFORCEMENT

ANNUAL PARKING REPORT 2009-2010 (1 April 2009 to 31 March 2010)



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1 Introduction

1.1 Overview

Parking enforcement authorities are required to produce an annual report on their parking enforcement activities. This is the second such report produced by the council. It covers the period from 1 April 2009 to 31 March 2010 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, which was brought about by the Traffic Management Act 2004, were summarised in the first annual report.

The new regulations introduced differential penalty charge levels and subsequently the council adopted a 'Band 2' level of penalty charges of £50 for low level contraventions and £70 for high level contraventions.

The discounted and surcharged levels for these two penalty charges are shown in the following table:

		Penalty Charge	Penalty Charge paid within 14 days of issue (50% discount)	Penalty Charge paid after service of a Charge Certificate
Band 2	High Level	£70	£35	£105
	Low Level	£50	£25	£75

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.

2 Additional and Amended Regulations under the Traffic Management Act 2004

2.1 Parking at Dropped Kerbs and Double Parking Enforcement

Amended Regulations came into force in June 2009 allowing enforcement authorities to enforce prohibitions of parking at dropped kerbs and double parking, without the need for Traffic Regulation Orders, traffic signs and road markings to be provided.

Subsequent to the amended Regulations coming into the force the council adopted an 'Enforcement Policy for Dropped Kerb and Double Parking Prohibitions' and commenced enforcement of these prohibitions on 1 October 2009.

2.2 Double Parking

The contravention of double parking applies when a vehicle parks on any part of the carriageway and no part of the vehicle is within 50cm of the edge of the carriageway.

Although parking more than 50cm from the edge of the carriageway may not cause problems for smaller vehicles to pass, the passage of ambulances, fire appliances, buses, waste collection vehicles and other essential vehicles could be obstructed.

In instances where obstruction is caused to passing vehicles the council's policy is to issue a penalty charge notice to the offending vehicle, subject to the following exemptions:

- vehicles which are parked wholly within a designated parking place or any other part of the carriageway where parking is specifically authorised;
- vehicles used by the fire, ambulance or police services;
- where loading or unloading is taking place; and
- vehicles used for waste collection, building works or road works.

2.3 Parking at Dropped Kerbs

The contravention of parking adjacent to dropped kerb applies where a vehicle parks on the carriageway next to a place where the footway, cycle track or verge has been lowered to the level of the carriageway (or where the carriageway has been raised to the level of the footway, cycle track or verge) to assist:

- pedestrians crossing the carriageway;
- cyclists entering or leaving the carriageway; or
- vehicles entering or leaving the carriageway across the footway, cycle track or verge (e.g. property driveways).

Parking alongside a dropped kerb etc can cause considerable inconvenience and put vulnerable road users at risk. Parking adjacent to a dropped kerb at an access to premises can cause considerable nuisance to drivers trying to enter or leave the premises.



The Highway Code advises drivers “DO NOT STOP OR PARK”....where the kerb has been lowered to help wheelchair users and powered mobility vehicles, or where it would obstruct cyclists’ use of cycle facilities...except when forced to do so by stationary traffic”.

In instances where a vehicle parks alongside a dropped kerb the council’s policy is to issue a penalty charge notice to the offending vehicle, subject to the following exemptions:

- when people are alighting from a vehicle;
- vehicles used by the fire, ambulance or police services;
- where loading or unloading is taking place;
- vehicles used for waste collection, building works or road works;
- vehicles parked outside a driveway to residential premises with the occupier’s consent; and
- vehicles parked outside a shared driveway to residential premises by or with the consent of residents at those premises.

The council can only respond to a complaint of a vehicle parked outside a single driveway in instances where the complaint has been received from the occupier of the effected premises. In such instances the council requires the complainant to provide relevant requested information (name, address, contact details) and confirm that they are the occupier.

It should be noted that although valid Blue Badge holders may park for up to 3 hours on yellow line restrictions, where it is safe to do so and providing they are not causing an obstruction, they are not exempt from the prohibition of double parking or parking at dropped kerbs.

Between 1 October 2009 and 31 March 2010 a total of 7 penalty charge notices were issued for parking at dropped kerbs and none for double parking.

3 Scope of the Council's Parking Service

3.1 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 4 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.

3.2 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.

3.3 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.

3.4 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.

3.5 Management of Residents' Permit Parking Schemes

During 2009/10 the Parking Control team was responsible for the operation, management and enforcement of 13 residents' on-street permit parking schemes.

Further information is provided at Section 6.

3.6 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.

Further information is provided at Section 7.

4 Work and Responsibilities of the Parking Control Team

4.1 Office Staff

During the period covered by this report, the team consisted of four full time staff as follows:

- Parking Manager
- Appeals Officer
- Parking Supervisor
- Assistant Parking Officer

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 (2008/09)	Quantity (2009/10)
Permits and Dispensations Issued	4640	4932
Receipt of informal challenges and appeals to penalty charge notices	1836	2778
Processing payments and refunds	600	738
Updating penalty charge notice records (address, DVLA info etc)	1590	1386
Other items of post and telephone calls	7200	9993

4.2 Civil Enforcement Officers (Parking Attendants)

During the period covered by this report, the enforcement team consisted of a maximum of eight staff at certain periods during the year, as follows:

- One Assistant Parking Supervisor,
- Seven Parking Attendants.

The key work activities of these staff 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.

4.3 Issue of Penalty Charge Notices

The total number of penalty charge notices Issued between 1 April 2009 and 31 March 2010 was 8644 compared to a total of 7128 in the previous year (an increase of 1516).

Section 9 provides all statistical information in relation to the penalty notices issued.



4.4 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.

The following table provides information on the number of reports that have been issued over the last two years:

Year	Reports Issued On-Street	Reports Issued within Car Parks	Totals
2008/09	149	567	716
2009/10	152	618	770

4.5 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 2009 and 31 March 2010 the Parking Attendants submitted 314 vulnerable vehicle forms compared to 262 in the previous year.



5 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.

5.1 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.

5.2 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).

5.3 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 2009 and 31 March 2010 is shown at Appendix 1.

5.4 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.



6 Residents' Permit Parking Schemes

The Parking Control team was responsible for the operation, management and enforcement of 13 residents' on-street permit parking schemes during 2009/10. Residents are able to apply for a parking permit which will provide them with on-street parking in the roads covered by each scheme.

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 in 2009/10 was £23.50 compared to £22 the previous year. An increase of £1.50 (6.8%)

Resident and visitor permits expire annually and Reminder letters are sent to all eligible residents befc



Between 1 April 2009 and 31 March 2010 a total of 924 resident's permits and 1278 visitor's permits were issued. The table below shows the number of permits issued per scheme.

Resident Permit Scheme	Residents Permits Issued	Visitor Permits Issued	Total Number of Permits Issued
Chequers Road (incl New Road/Seal Road)	13	21	34
Church Square (incl Elbow Corner)	29	44	73
Eastrop Area	31	45	76
Fairfield's Area	193	245	438
Flaxfield Road (incl Hadleigh Place/Mortimer Lane)	38	n/a	38
Hackwood Road	8	11	19
Kingsclere Road	31	43	74
Northern Area (Soper Grove, Lyford Road, Norden Close, Norn Hill, Coronation Road)	132	186	318
Penrith Road Area	193	303	496
Rayleigh Road Area	116	149	265
Sherborne Road Area	124	204	328
Worting Road	16	27	43
North Whitchurch Area	See comments below		
TOTALS	924	1278	2202

A resident's permit parking scheme existed at Station Road, Whitchurch, however in February 2009 an experimental traffic regulation order was implemented which extended the parking controls in the North Whitchurch area. This included a wider area residents parking scheme.

However legal issues arose whereby the residents' parking and limited waiting bays became unenforceable; all yellow line restrictions were not effected.

In order to correct this issue it is necessary for a permanent traffic regulation order to be implemented.

7 Borough Council Car Parks

7.1 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 an additional 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.

7.2 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.

7.3 Parking Charges

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.

In recent years the council's parking charges had been subject to relatively small increases. This had an accumulative effect of widening the gap between the council's charges and those of other authorities and parking operators. This was further affected by having a zero increase in the 2008/09 parking charges.

In formulating the parking charges for 2009/10 the following aspects were taken into consideration:

- Opportunities for investing in and improving the town centre car parks.
- Competitiveness and comparison to other car park operators within the town, and to other authorities charges.
- The council's budget strategy for 2009/10.

- Generating revenue to sustain front line services and supporting transport initiatives.

As a consequence and in line with the above, the following increases were implemented:

- Individual car parking tariffs (except the half hour tariff) increased by 7.7% to 28%. With maximum increases applied on longer stay hourly periods.
- With respect to half hourly parking (Castons Yard) the existing tariff of 20p had been set at this charge since 1999. This was increased by 10p raising the half hour tariff to 30p.
- The existing Monday to Saturday charge period of 8am to 7pm amended to 8am to 6pm.
- An evening charge introduced into all car parks.
- A Sunday charge introduced into all car parks.
- Business permits increased from between 7% to 20%.
- Residents Permits increased by 7% (from £22 to £23.50). This being the first increase since 1995.

The 2009/2010 parking fees and charges are shown at Appendix 3. All currently applicable parking fees and charges are shown on the council's website.

7.4 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.

7.5 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 successful in being awarded a three year contract following a 12 month trial period.

The system 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 2010 there were a total of 10,648 parking occurrences by motorists using the system, equating to an average of 128 parking occurrences per week. Usage data for each car park is shown at Appendix 4.

7.6 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 2008 ten town centre car parks, plus a staff and visitors car park at the Civic Offices, had Park Mark Safer parking award status. These car parks successfully retained award status in 2009 together with one additional car park gaining the award, making a total of eleven car parks now with award status.

Those car parks that have award status are shown in the table at Appendix 2.

8 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.

8.1 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.

8.2 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

8.3 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.

8.4 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.

8.5 Penalty Charge Notice Statistical Information

The total number of penalty charge notices issued between 1 April 2009 and 31 March 2010 was 8644.

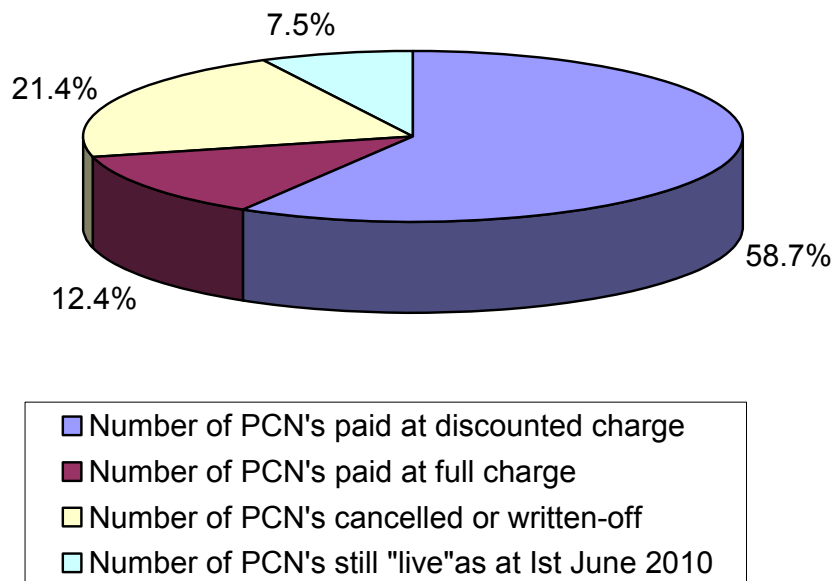
- 2256 penalty charge notices were issued On-Street
- 6388 penalty charge notices were issued off- street (within car parks or non-highway areas).

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.

Penalty Charge Notice Statistics for 2008/09 and 2009/10 (as at 1 June of each year).

	2008/2009				2009/2010			
	On-Street	Off-Street	Total	% of Total Issued	On-Street	Off-Street	Total	% of Total Issued
Number of higher level (£70) Penalty Charge Notices issued	2484	410	2894	40.6%	1715	378	2093	24.2%
Number of lower level (£50) Penalty Charge Notices issued	516	3718	4234	59.4%	541	6010	6551	75.8%
Total number of Penalty Charge Notices issued	3000	4128	7128		2256	6388	8644	
Number of Penalty Charge Notices paid at discounted charge	1674	2338	4112	57.7%	1276	3800	5076	58.7%
Number of Penalty Charge Notices paid at full charge	405	629	1034	14.5%	295	780	1075	12.4%
Total number of Penalty Charge Notices paid	2079	3067	5146	72.2%	1571	4580	6151	71.2%
Number of Penalty Charge Notices which had an informal or formal representation made against them	815	1021	1836	25.8%	628	1702	2330	27%
Number of Charge Certificates registered at Traffic Enforcement Centre	119	279	398	5.6%	127	340	467	5.4%
Number of postal Penalty Charge Notices issued (vehicle drive away/prevented from being issued)	n/a	n/a	n/a	n/a	11	11	22	0.25%
Number of Penalty Charge Notices which resulted in adjudication at Traffic Penalty Tribunal	4	3	7	0.13%	5	6	11	0.13%
Number of Penalty Charge Notices cancelled or written-off	592	781	1373	19.5%	461	1385	1846	21.4%
Number of Penalty Charge Notices still "live" as at 1 June	220	379	599	8.5%	198	449	647	7.5%

Penalty Charge Notice Info for 2009/10



8.6 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.

8.7 Appeals that went to Adjudication at Traffic Penalty Tribunal

Of the 8644 Penalty Charge Notices that were issued 11 went to appeal at the Traffic Penalty Tribunal. The outcomes of these cases as at 1 June 2010 were:

- 5 appeals unsuccessful (decided in favour of the council).
- 4 appeals successful (decided in favour of appellant) or not contested by the council.
- 1 appeal withdrawn and PCN cancelled (procedural error)
- 1 appeal ongoing.

9 Parking Income and Expenditure

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.

The council 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 last two financial periods.

Expenditure	2008/2009			2009/2010		
	On-Street (HCC Agency)	Off-Street (Car Parks)	Total (£)	On-Street (HCC Agency)	Off-Street (Car Parks)	Total (£)
Land and Buildings	0.00	197,091.78	197,091.78	0.00	252,959.43	252,959.43
Transportation	1,575.76	0.00	1,575.76	2,383.82	0.00	2,383.82
Supplies and Services	6,244.83	97,305.98	103,595.81	3,888.54	111,458.06	115,346.60
Support Services	198,675.00	334,678.13	533,353.13	222,167.00	376,777.13	601,944.13
Depreciation and Other Capital Costs	1,185.00	340,872.00 (see note 1)	342,057.00	1,185.00	(128,312.33) (see note 1)	(127,127.33)
Third Party Payments	0.00	564,260.72 (see note 2)	564,260.72	0.00	0.00 (see note 2)	0.00
Total Expenditure	207,681.59	1,534,253.61	1,741,935.20	232,624.36	612,882.29	845,506.65
Income	On-Street (HCC Agency)	Off-Street (Car Parks)	Total (£)	On-Street (HCC Agency)	Off-Street (Car Parks)	Total (£)
Car Park Admission	0.00	(1,677,280.40)	(1,677,280.40)	0.00	(1,498,478.68)	(1,498,478.68)
Season Tickets/Permits	(26,668.84)	(156,692.18)	(183,361.02)	(26,791.52)	(174,228.03)	(201,019.55)
Penalty Charge Notices	(91,603.33)	(97,423.94)	189,027.27)	(73,687.91)	(208,009.19)	(281,697.10)
Other	0.00	(1,532.26)	(1,532.26)	0.00	(2,956.67)	(2,956.67)
Total Income	(118,272.17)	(1,932,928.78)	(2,051,200.95)	(100,479.43)	(1,883,672.57)	(1,984,152.00)
Sub Total	89,409.42	(398,675.17)	(309,265.75)	132,144.93	(1,270,790.28)	(1,138,645.35)
AGENCY SUBSIDY	(89,409.42)	89,409.42	0.00	(132,144.93)	132,144.93	0.00
NET TOTAL	0.00	(309,265.75)	(309,265.75)	0.00	(1,138,645.35)	(1,138,645.35)

Note 1: Substantial difference due to depreciation and revaluation of car parks.

Note 2: Cessation of third party payments as a result of council acquiring Alencon Link car park.

10 Service Standards and Customers Information

10.1 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 2778 written challenges and appeals to the penalty charge notices issued together with approx 10,000 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 11 notices (0.13% of the total number issued) were cancelled due to not being progressed within the required timescale.

10.2 Corporate Complaints

A total of 18 corporate complaints were received, plus 2 of which 2 which were escalated to the Chief Executive. In comparison 6 which were received in the previous year, this addition mainly being due to the increase in parking charges together with the introduction of evening and Sunday charges. A summary of the complaints include:

- Increase in parking charges
- Unclear car park tariff board signage
- Lack of snow clearance within car parks
- Attitude of Parking Attendant
- Lack of parking enforcement

Of the 18 complaints received 6 were considered to be justified.

10.3 Customer Satisfaction Surveys

During 2009 the council undertook a resident's survey and the resultant feedback relating to car parking is shown at Appendix 8.

10.4 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. Unfortunately TRL were unable to complete the 2009/2010 benchmarking exercise and as such the council are unable to report on its comparable performance for this period. However 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)
20-Apr-09	Festival Place Service Area	No waiting at any time, no loading and unloading, and introduction of a loading bay
05-May-09	Down Grange Access Road	No waiting at any time
24-Aug-09	Black Dam Way	No waiting at any time
13-Nov-09	Whitchurch Phase II (Ardglen Road, Bell Street, Church Street, Evingar Road, Great lane, London Road, London Street, Micheldever Road, Newbury Street, Oakland Road, Test Road. The Green, The Square, Well's Lane, Winchester Road, Winchester Street)	Limited waiting, no waiting at any time and disabled parking bays
18-Jan-10	Penrith Road Area (Bowyer Close, Bramblys Close, Bramblys Drive, Budds Close, Chester Place, Devonshire Place, Fletcher Close, Hamelyn Road, Longmoor Road, Penrith Road, Sarum Hill, Stukeley Road, Townsend Close, Winchester Road, Winchombe Road and Worting Road)	No waiting, residents parking and shared use bays
22-Feb-10	Red Lion Lane and Poyntz Road, Overton	No waiting at any time

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
Alencon Link	All day	600	14	√	√
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(s)	Charge Period	2008-09 Tariffs	2009-10 Tariffs
Central, Joices Yard and Feathers Yard	Up to 1 hour	£0.70	£0.80
	1 to 2 hours	£1.30	£1.40
	2 to 3 hours	£1.60	£1.90
	Evening Charge	£0.00	£1.00 per visit
	Sunday Charge	£0.00	£1.00 per visit
Albert Yard and Jacobs Yard	Up to 1 hour	£0.70	£0.80
	1 to 2 hours	£1.30	£1.40
	2 to 3 hours	£1.60	£1.90
	All Day Park Card	£4.00	£4.80
	Evening Charge	£0.00	£1.00 per visit
Sunday Charge	£0.00	£1.00 per visit	
Castons, Southern Road and Eastland's (Saturdays only)	Up to 1 hour	£0.60	£0.70
	1 to 2 hours	£1.10	£1.30
	2 to 3 hours	£1.60	£1.80
	3 to 4 hours	£2.00	£2.40
	4 to 5 hours	£2.50	£3.20
	5 to 6 hours	£3.00	£3.80
	Over 6 hours	£4.00	£4.80
	All Day Park Card	£3.20	£4.00
	Evening Charge	£0.00	£1.00 per visit
Sunday Charge	£0.00	£1.00 per visit	
Churchill Way and Churchill Way East	Up to 1 hour	£0.60	£0.70
	1 to 2 hours	£1.10	£1.30
	2 to 3 hours	£1.60	£1.80
	3 to 4 hours	£2.00	£2.40
	4 to 5 hours	£2.50	£3.20
	5 to 6 hours	£3.00	£3.80
	Over 6 hours	£4.00	£4.80
	All Day Park Card	£3.20	£4.00
	Evening Charge	£1.00	£1.00 per visit
Sunday Charge	£0.00	£1.00 per visit	
Brinkletts and Sarum Hill	Up to 1 hour	£0.60	£0.70
	1 to 2 hours	£1.10	£1.30
	2 to 3 hours	£1.60	£1.80
	3 to 4 hours	£2.00	£2.40
	4 to 5 hours	£2.50	£3.20
	5 to 6 hours	£3.00	£3.80
	Over 6 hours	£4.00	£4.80

Car Park(s)	Charge Period	2008-09 Tariffs	2009-10 Tariffs
Brinkletts and Sarum Hill	All Day Park Card	£3.20	£4.00
	Evening Charge	£0.00	£1.00 per visit
	Sunday Charge	£0.00	£1.00 per visit
Alencon Link (Charges applicable Monday to Sunday)	Up to 1 hour	£0.70	£0.90
	1 to 2 hours	£1.30	£1.60
	2 to 3 hours	£1.60	£2.00
	3 to 4 hours	£2.00	£2.50
	4 to 5 hours	£2.50	£3.10
	5 to 6 hours	£3.00	£3.70
	6 to 7 hours	£4.00	£4.50
	Over 7 hours	£4.00	£5.00
	All Day Park Card	£3.20	£4.20
Evening Charge	£1.00	£1.00	
Castons Yard	Up to 30 minutes	£0.20	£0.30
	Evening Charge	£0.00	£1.00 per visit
	Sunday Charge	£0.00	£1.00 per visit
Vyne Meadow (Monday to Friday)	Daily Spaces	£4.00	£4.80
	Month	£45.00	£52.50
	Quarter	£120.00	£140.00
	Annual	£420.00	£460.00
Vyne Meadow (Saturdays)	Up to 1 hour	£0.60	£0.70
	1 to 2 hours	£1.00	£1.20
	Over 2 hours	£2.00	£2.50
Vyne Meadow (Sundays)	Sunday Charge	£0.00	£1.00 per visit

Other Fees and Charges

Residents Parking	2008-09 Charge	2009-10 Charge
On-Street Residents Parking Permit	£22.00	£23.50

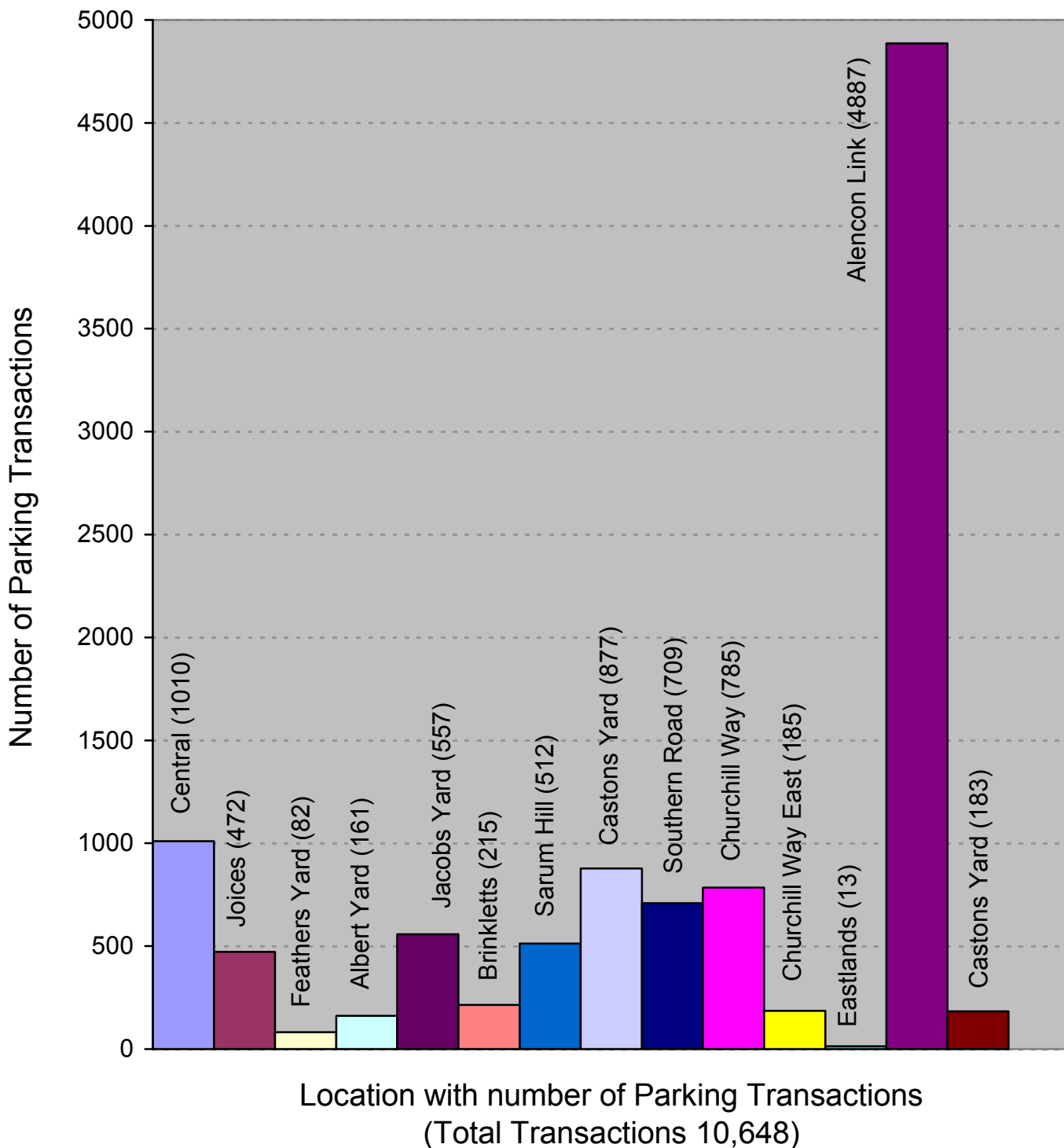
Business Permits	2008-09 Charge	2009-10 Charge
Victoria Street car park	£102.00 (quarterly)	£110.00 (quarterly)
Southern Road car park	£145.00 (quarterly)	£155.00 (quarterly)
Red Lion Lane		
Feathers Yard		
Joices Yard		
Jacobs Alley		

Business Permits	2008-09 Charge	2009-10 Charge
Joices Yard Haymarket Yard Anchor Yard	£170.00 (quarterly)	£182.50 (quarterly)
Victoria Street Cliddesden Road	£24.33 (monthly)	£24.33 (monthly)
Chequers Road	£19.20 (monthly)	£19.20 (monthly)

Other Permits	2008-09 Charge	2009-10 Charge
Fairfield's key worker	£17.35 (monthly)	£17.35 (monthly)
Crossborough Hill car park	£25.00 (quarterly)	£30.00 (quarterly)

Pay-By-Phone Data

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

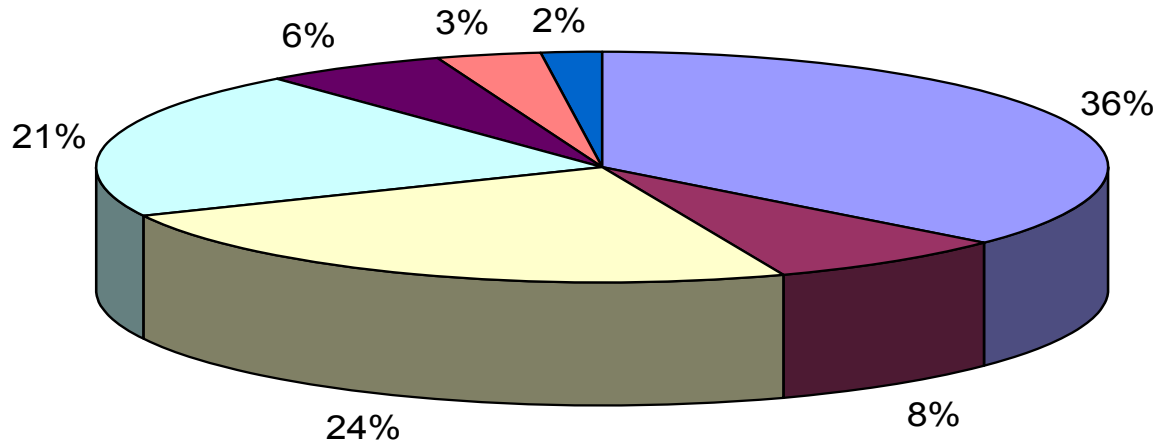


Number of Penalty Charge Notices Issued Per Parking Contravention**On-Street**

Code	Contravention	2008/2009		2009/2010	
		£70 Penalty Charge	£50 Penalty Charge	£70 Penalty Charge	£50 Penalty Charge
01	Parked in a restricted street during prescribed hours	1043		818	
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	309		177	
16	Parked in a permit space without displaying a valid permit	845		473	
22	Re-parked in the same parking place or zone within one hour (or other specified time) of leaving		1		0
23	Parked in a parking place or area not designated for that class of vehicle	125		75	
24	Not parked correctly within the markings of the bay or space		2		3
25	Parked in loading place during restricted hours without loading	0		7	
27	Parked adjacent to a dropped kerb	0		7	
30	Parked for longer than permitted		513		538
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge	139		129	
45	Parked on a taxi rank	17		13	
47	Stopped on a restricted bus stop or stand	6		0	
48	Parked in a restricted area outside a school	0		10	
49	Parked on a cycle track or lane	0		5	
61	A heavy commercial vehicle parked on a footway, verge etc	0		1	
TOTALS		2484	516	1715	541
		3000		2256	

Number of Penalty Charge Notices Issued Per Parking Contravention for 2009/2010

On-Street



- 01 Parked on single or double yellow lines
- 02 Parked or loading/unloading where not permitted
- 30 Parked for longer than permitted
- 16 Parked in a permit space without displaying a valid permit
- 40 Parked in disabled parking place without a valid disabled person's badge
- 23 Parked in a parking place or area not designated for that class of vehicle
- 23 Other

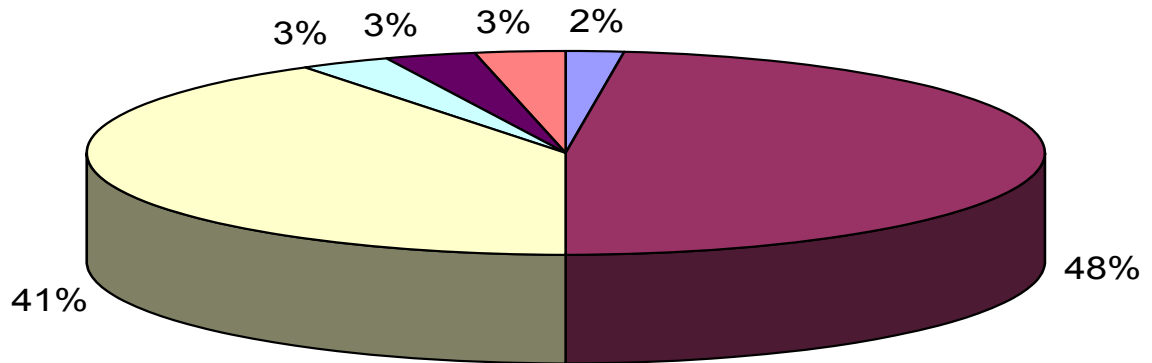
Number of Penalty Charge Notices Issued Per Parking Contravention

Off-Street (Car Parks/Non Highway Areas)

Code	Contravention	2008/2009		2009/2010	
		£70 Penalty Charge	£50 Penalty Charge	£70 Penalty Charge	£50 Penalty Charge
80	Parked for longer than the maximum period permitted		170		129
81	Parked in a restricted area in a car park	8		1	
82	Parked after the expiry of paid for time		1945		3069
83	Parked in a car park without clearly displaying a valid pay and display ticket		1401		2606
84	Parked with additional payment made to extend the stay beyond time first purchased		39		9
85	Parked in a permit bay without clearly displaying a valid permit	216		145	
86	Parked beyond bay markings		163		197
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge	169		192	
91	Parked in a car park or area not designated for that class of vehicle	17		40	
TOTALS		410	3718	378	6010
		4128		6388	

Number of Penalty Charge Notices Issued Per Parking Contravention for 2009/2010

Off-Street (Car Parks/Non Highway Areas)



- 80 Parked for longer than the maximum period permitted
- 82 Parked after the expiry of paid for time
- 83 Parked in a car park without displaying a pay and display ticket
- 86 Parked beyond bay markings
- 87 Parked in a disabled parking place without displaying a disabled badge
- 87 Other

Number of Penalty Charge Notices Issued per Location**Basingstoke: On-Street**

Location	2008/2009	2009/2010
	Number of PCN's Issued	Number of PCN's Issued
Church Street	405	149
Eastrop Lane	116	118
Flaxfield Road	118	118
Flaxfield Road	118	87
Clifton Terrace	89	85
Eastrop Lane	43	79
Down Grange	0	75
Telford Road	72	57
Seal Road	42	56
Joices Yard	107	54
Penrith Road	71	54
Haymarket Yard	119	52
Church Square	96	45
Castons Yard	43	43
Chequers Road	52	43
Burgess Road	39	42
Priestley Road	13	40
Loddon Mall/Access	12	38
Red Lion Lane	51	36
Winterthur Way	104	35
Cliddesden Road	54	33
Festival Place Service Area	0	31
Victoria Street	22	30
Fairfield's Road	54	29
Millard Close	32	28
Jacobs Yard	21	25
Wallis Road	59	25
Council Road	34	24
Essex Road	72	23
Kingsclere Road	32	23
Rayleigh Road	29	22
Jubilee Road	38	21
Kings Road	25	21

Location	2008/2009	2009/2010
	Number of PCN's Issued	Number of PCN's Issued
Bounty Road	22	20
Southern Road	35	20
Lytton Road	16	16
Timberlake Road	3	16
Chaucer Close	4	14
Rochford Road	23	14
Phoenix Park Terrace	28	12
Anchor Yard	10	11
Merton Road	2	11
Queen Mary Avenue	8	11
Beaconsfield Road	15	10
Blackwater Close	11	10
Brighton Hill school approach/entrance	9	10
Churchill Way	3	10
Norden Close	16	10
Sarum Hill	2	10
Cromwell Road	13	9
Goat Lane	6	9
Jacobs Alley	17	9
May Place	9	9
Osborne Close	22	9
Pelton Road	15	9
Sherborne Road	22	9
Abbey Road	4	8
Castle Road	7	8
Frances Road	10	8
St Andrews Road	2	8
Vyne Road	7	8
Bramblys Drive	19	7
Bolton Crescent		7
Chester Place	28	7
Lyford Road	7	7
Southend Road	14	7
Winton Square	3	7
Worting Road	14	7
Allnut Avenue	9	6
Coniston Road	11	6
Dryden Close	5	6
Feathers Yard	23	6

Location	2008/2009	2009/2010
	Number of PCN's Issued	Number of PCN's Issued
Richmond Road	3	6
Stephenson Road	5	6
Victoria Street car park	2	6
Winchester Road	3	6
Albert Yard	5	5
Budds Close	17	5
Chiltern Way	1	5
Shakespeare Road	7	5
Solbys Road	12	5
Alexandra Road	7	4
Devonshire Place	2	4
Eastfield Avenue	2	4
Festival Way	0	4
Hamelyn Road	2	4
New Street	7	4
Queens Road	4	4
Shetland Road	0	4
Soper Grove	14	4
Stukeley Road	1	4
West Ham Leisure Park	12	4
Whitney Road	13	4
Winchcombe Road	1	4
Bunnian Place	2	3
Coronation Road	2	3
George Street	28	3
Montserrat Road	5	3
New Road	1	3
Alencon Link	4	2
Danebury Road	3	2
Darlington Road	9	2
Festival Place-Hackney Stand	0	2
Flaxfield Court	4	2
Kimberley Road	0	2
London Road	2	2
Norn Hill	2	2
Old Kempshott Lane	0	2
Rankine Road	1	2
Renown Way, Chineham	0	2
Roman Road	0	2

Location	2008/2009	2009/2010
	Number of PCN's Issued	Number of PCN's Issued
The Danes	8	2
Bounty Rise	2	1
Bramblys Close	3	1
Buckingham Parade	2	1
Carpenters Down	0	1
Crockford Lane	0	1
Edison Road	0	1
Frome Close	2	1
Glastonbury Close	0	1
Goodman Close	0	1
Hackwood Road	4	1
Hamilton Close	1	1
Hawkfield Lane	0	1
Highwood Ridge	1	1
Kenilworth Road	0	1
Lea Close	2	1
Lower Brook Street	1	1
Market Place	0	1
Mortimer Lane	11	1
Old Reading Road	1	1
Quilter Road	0	1
Russell Road	3	1
Sheppard Road	0	1
South Ham Road	4	1
Upper Chestnut Drive	0	1
Western Way	0	1
Willoughby Way	0	1
Winchester Street	8	1
Wote Street	0	1
Ajax Close, Chineham	1	0
Armstrong Road	2	0
Basing View	4	0
Bell Road	3	0
Brookvale Close	1	0
Civic Offices	2	0
Chineham Lane	3	0
Chopin Road	1	0
Cordale Road	1	0
Downsland Road	2	0

Location	2008/2009	2009/2010
	Number of PCN's Issued	Number of PCN's Issued
Gainsborough Road	1	0
Hanmore Road	1	0
Haydn Road	2	0
Houndmills Road	1	0
Lennox Road	2	0
Loddon Drive	3	0
London Street	2	0
Longmoor Road	1	0
Neath Road	4	0
Roentgen Road	3	0
Popley Way	2	0
Winklebury Way	2	0
Tintern Close	1	0
White Hart Lane	1	0
TOTALS	2824	2074

Number of Penalty Charge Notices Issued per Location

Rural Area: On-Street

Location	2008/2009	2009/2010
	Number of PCN's Issued	Number of PCN's Issued
London Street, Whitchurch	19	28
Bell Street, Whitchurch	15	22
Newbury Street, Whitchurch	11	22
Swan Street, Kingsclere	39	19
Church Street, Whitchurch	9	16
Winchester Street, Whitchurch	11	13
Fairfield, Whitchurch	7	9
Evingar Road	0	8
High Street, Overton	26	8
Station Road, Whitchurch	7	5
Test Road, Whitchurch	6	5
Church lane, Old Basing	0	4
Winchester Road, Whitchurch	11	4
London Road, Overton	0	3
Micheldever Road, Whitchurch	0	3
Bere Hill, Whitchurch	4	2
Kingsley Park, Whitchurch	0	2
The Mead, Old Basing	0	2
Anchor Road/Yard, Kingsclere	5	1
Ash Grove, Kingsclere	0	1
Ashford Hill Road, Kingsclere	0	1
Fairlawn Road, Tadley	0	1
Franklin Avenue, Tadley	0	1
Strokings Road, Kingsclere	0	1
The Weir, Whitchurch	0	1
Bere Hill Close, Whitchurch	2	0
Rectory Close, Tadley	2	0
The Green, Tadley	2	0
Winchester Street, Overton	2	0
Ardglen Road, Whitchurch	1	0
Gravelly Close, Tadley	1	0
Mulfords Hill, Tadley	1	0
Oakmead, Bramley	1	0
TOTALS	176	182

Number of Penalty Charge Notices Issued per Location

Off-Street (Car Parks/Non Highway Areas)

Location	2008/2009	2009/2010
	Number of PCN's Issued	Number of PCN's Issued
Central	1097	1526
Alencon Link	516	1440
Castons Yard	602	739
Joices Yard	416	595
Castons	138	367
Jacobs Yard	157	303
Vyne Meadow	161	203
Albert Yard	89	166
Civic Offices	171	148
Southern Road	111	128
Feathers Yard	104	119
Brinkletts	60	116
Churchill Way	101	109
West Ham Leisure Park	95	84
Sarum Hill	48	83
Churchill Way East	56	71
Eastland's	101	71
Loddon Mall access	23	40
Basing View	17	25
Haymarket Yard	43	25
Crossborough Hill	9	20
Anchor Yard	4	5
Red Lion Lane	9	5
TOTALS	4128	6388

The increase in the number of PCN's issued in 2009/10 were a consequence of introducing evening and Sunday charges into all of the pay and display car parks. Unfortunately motorists either ignored the signage informing them of the new charges or found the tariff board signage difficult to understand. Hence the correct payments were not being made.

Motorists did not understand that when arriving in a car park before 6.0pm that they were required to pay the hourly tariff(s) up until 6.0pm and then pay an extra £1 fee for the evening charge.

In reaction to feedback from motorists the tariff board signage was amended on two separate occasions in order to try and make it clearer. Staff were also sympathetic when dealing with challenges against the issue of PCN's. Hence there was an increase in number of PCN's cancelled under officer discretion.



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

Reason	Number of PCN's		
	On-street	Off-Street	TOTAL
Computer/Processing Error/Not issued	8	6	14
Parking Attendant Error	25	23	48
Foreign Vehicle/Driver/Diplomatic	28	39	67
Vehicle Unregistered at DVLA	21	83	104
Valid Pay and Display Ticket Produced		297	297
Valid Permit Produced	97	157	254
Pay and Display Machine Malfunction		71	71
Valid Disabled Badge Produced	65	106	171
Vehicle Broken Down	13	6	19
Loading/Loading Taking Place	8		8
Officer Discretion (see note below)	167	551	718
Pay-By-Phone Session Active		18	18
Out of Time	2	9	11
Document Not Served-Returned in Post	1	3	4
Technical Fault with TRO/Parking Order	16	1	17
Stolen Vehicle		2	2
Vehicle Owner Bankrupt	5	1	6
Adjudication case not contested	2		2
Bailiff Unable to Recover on Warrant	3	12	15
	461	1385	1846

Note:

The number of PCN's cancelled under 'officer discretion' increased in 2009/2010 due to a sympathetic stance taken in dealing with challenges in relation to a lack of understanding of the new evening and Sunday tariffs.

Some other main reasons under officer discretion include:

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

2009 Residents Survey-Satisfaction with Council Car Parks

A number of people answered 'don't know' to these questions-satisfaction rates have been calculated only on those who felt able to answer.

Only 4% had paid for parking using a mobile phone; 22% said they would consider doing so in the future

