

Civil Parking Enforcement Annual Report April 2017 – March 2018



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Introduction

Herefordshire Council is responsible for the enforcement of the on-street parking restrictions throughout Herefordshire and also the enforcement of all off-street car parks controlled or managed by them.

Parking is an emotive subject which often receives adverse publicity in the media and although parking restrictions are rarely popular with the motorist, without them there would likely be more congestion and even gridlock. The majority of motorists comply with the parking restrictions and park sensibly but unfortunately some pay little heed and park wherever they like because it is convenient for them. This can then cause inconvenience to others such as delivery vehicles and disabled motorists.

No one likes to receive a Penalty Charge Notice (PCN) but for parking restrictions to be effective there has to be some kind of deterrent to discourage people from parking in contravention of them, and a sanction when they do. Some drivers who receive a PCN will have just taken a chance, but others may not have intended to park illegally or may have misunderstood the signs and lines. Precautionary action may avoid that unwelcome penalty charge. For example, a few extra seconds to check the signs and lines before leaving the vehicle will in most cases reduce the risk of getting a parking ticket. Additionally most people have a mobile phone which could be set to sound a warning before their limited waiting or pay and display ticket is about to expire.

In general terms the parking policy seeks to support the council's aim to encourage the use of alternative forms of transport to the private car. However, it is recognised that, in a predominantly rural county like Herefordshire, many journeys will continue to be undertaken by car and as such the overall supply of parking needs to be sufficient to support the economic vitality of Hereford and the market towns.

Herefordshire Council carries out its Civil Parking Enforcement under powers contained in part 6 of the Traffic Management Act 2004 (TMA) which came into effect on 31 March 2008. The operational guidance that complements the TMA encourages transparency and accountability in parking operations and in furtherance of this it advises that all enforcement authorities should produce and publish an annual report of their enforcement activities within six months of the end of each financial year.

This report is Herefordshire Council's ninth annual parking report. It is intended to give the reader a clearer picture of what the council is trying to achieve through its parking enforcement activities, and how it carries out those activities in a fair and consistent manner, and in accordance with the relevant legislation.

In furtherance of this the report contains a link to the council's parking enforcement protocols. Taking a moment to look at and understand these could assist in avoiding inappropriate parking and thereby reduce the likelihood of receiving a PCN. All road users should also be aware of the meaning of the various on-street signs and lines and can check or refresh their memory by reading the latest Highway Code guide.

There is also a link to a page on the council's website where people can go to for advice on what to do if they have received a PCN, for example how to challenge or how to pay it. It is a requirement of the TMA that the council follows a strict but fair and consistent enforcement procedure for issuing PCN's, dealing with challenges/appeals and the recovery of unpaid PCN's. Finally the report provides some statistical and financial information with regards to parking enforcement activities over the 12 month period to 31 March 2018.

Parking policies

As a part of the Local Transport Plan 2016 - 2031 Herefordshire Council published a car parking policy statement which can be viewed at: - https://www.herefordshire.gov.uk/downloads/file/2631/local_transport_plan_2016-2031_policy

Such a policy can play a major role in supporting the development of a sustainable and integrated transport system. The availability and pricing structure of car parking spaces plays a major role in supporting this, and is a key factor in determining people's choice of transport for any particular journey.

Parking enforcement supports the policy by aiming to ensure that motorists comply with the parking restrictions that are in place thereby minimising disruption and congestion, and by applying a sanction to those who contravene the restrictions.

To assist motorists a new parking enforcement and appeals operational guidance has been written for the purpose of clarification so that the motorist can avoid parking inappropriately and being likely to receive a PCN. Should a motorist receive a PCN which they do not agree with, the guidance should help to explain why it was issued. The guidance can be found at https://www.herefordshire.gov.uk/downloads/file/3625/parking_enforcement_and_appeals_-_operational_guidance

The guidance is also used by the appeals team when dealing with challenges against a PCN. Should the motorist decide to challenge the issue of a PCN how they are treated in making any objection or representation is important, and this document sets out how appeals and representations against the issue of a PCN are dealt with.

By publishing the operational guidelines it is hoped that the motorist will see that Herefordshire Council is committed to dealing with parking enforcement in an open, fair and consistent manner.



Civil Enforcement Officers

The primary objective of a Civil Enforcement Officer (CEO) is to ensure that parking restrictions are observed and enforced in a fair, accurate and consistent manner.

Herefordshire Council's fifteen CEO's, six of whom work part time, are employed directly by the council and are paid a monthly salary. They do not receive any performance related bonuses or other performance related incentives. Although the council will monitor their performance at work, as with any other council employee, it does not set any targets in regard to the number of PCN's issued. Herefordshire Council has a very low turnover of CEO's and the experience that this brings helps deliver a consistency to enforcement activity.

Each new CEO is given on the job training by going out and working alongside an experienced CEO until they are competent to work alone.

CEO's are unfortunately often subject to verbal abuse and occasionally physical assault whilst carrying out their duty. This is totally unacceptable and Herefordshire Council will always support officers in reporting such incidents to the police, and in any subsequent court proceedings. To try and help protect CEO's they are instructed to give their ID number to members of the public if requested but not their names.

PCN's are issued to vehicles that are parked in contravention of the parking restrictions. This is done by inputting relevant information into a handheld computer and then attaching the printed PCN to a vehicle or by giving it to whoever appears to be in charge of it. Any relevant information is recorded in a handbook and photographs are taken. This further information and photographs may be used when considering representations and appeals.

Once a PCN has been issued a CEO is unable to cancel or withdraw it. This is to protect them from allegations of inconsistency, favouritism or any suspicion of bribery. A PCN is considered as issued once the CEO has started to enter details of the vehicle and contravention into their handheld. If a motorist wishes to dispute a PCN they must follow the appeals process which is detailed on the information leaflet accompanying the PCN.

CEO's have the authority to allow a driver to park in a place that they would not normally be allowed to park in, for example if they believe that a vehicle is essential for work being carried out and if there is no practical or reasonable alternative, or if a vehicle has broken down etc. In most cases this will apply only to unplanned events and if permission is granted it applies to that day only. In other cases the person responsible for the vehicle should apply and pay in advance for a parking dispensation https://www.herefordshire.gov.uk/info/200168/parking/130/temporary_parking_permission

Certain vehicles have exemptions from the on-street parking restrictions, for example 'Utility Vehicles' if their visible work is being carried out within a reasonable proximity of the highway, emergency service vehicles, cleansing and refuse vehicles collecting rubbish. More information can be found in the parking enforcement and appeals operational guidance.

CEO's are instructed to ignore notes left in vehicles, such as "working at number 20" or "broken down" (unless visually obvious), as they cannot be sure of the validity of the note. In such circumstances details of the note will be recorded if a PCN is issued and any mitigating circumstances will be taken into account during the appeals process.

CEO's also enforce the regulations in respect of off street parking in the council's car parks (see page 10).

As well as enforcing the on and off-street parking restrictions CEO's also:

- Act as the first point of contact for the public giving help and advice such as directions, advice on parking queries and enforcement matters.
- Checking and carrying out minor repairs to pay and display machines.
- Checking and reporting defective traffic signs and road markings.
- Reporting any car park defects.
- Reporting suspected abandoned vehicles.
- Inspecting blue badges and seizing any that they suspect of being fraudulent or being used fraudulently.
- Report incidences of environmental crime such as littering fly posting, fly tipping and stray dogs/dog fouling to the council's enforcement team.

Penalty charges

The Secretary of State requires that authorities set 2 levels of Penalty Charge, with a higher level for the more serious contraventions. For example, parking in a place that it is always prohibited (such as on double yellow lines or in a disabled bay without a valid blue badge) is considered more serious than overstaying where parking is permitted.

In line with this requirement Herefordshire council parking contraventions are dealt with by the issue of either a £70 PCN for a higher level offence or £50 PCN for a lower level offence. A reduced amount of £35 or £25 respectively will be accepted in full and final settlement, if payment is received within 14 days of the date the PCN was issued.

The TMA also gave authorities the power to serve PCN's by post (known as a 'Regulation 10' PCN) in certain circumstances as listed opposite:-

1. Where the contravention has been detected on the basis of evidence from an approved device. This is where an authority uses devices such as CCTV for parking enforcement purposes. Herefordshire Council does not carry out any parking enforcement in this way.

2. If the CEO has been prevented, for example by force, threats of force, obstruction or violence, from serving the PCN either by affixing it to the vehicle or by giving it to the person who appears to be in charge of the vehicle.

3. If the CEO had started to issue the PCN but did not have enough time to finish or serve it before the vehicle was driven away and would otherwise have to write off or cancel the PCN.

Herefordshire Council will only serve a PCN by post if it cannot be served in the 'normal' way because the officer is prevented from doing so in either of the circumstances described in points two and three above.

Appeals process

The process of considering PCN challenges is a legal process.

When a PCN is issued the motorist can make an informal challenge at any time within the first 28 days after the PCN has been issued. If a challenge is to be made it is advised that it is made within the 14 day discount payment period. This means that if the challenge is rejected the PCN can still be paid at the 50% discounted rate. If the challenge is successful, the PCN will be cancelled and no further action will be necessary.

If a motorist neither pays or challenges a PCN within the first 28 days after it has been issued then the council will send a 'Notice to Owner' (NtO) to the registered keeper of the vehicle. This notice will advise there is a further 28 days to either:

1. Pay the penalty charge at the full rate; or
2. Make a formal written representation to the council.

On receipt of a representation, the council will carefully consider all the relevant facts. If the representation is accepted the PCN will be cancelled and the case closed. If the representation is rejected a formal 'Notice of Rejection' together with an appeal form will be sent out. The PCN can either be paid at the full rate or an appeal can be taken to an independent adjudicator at the Traffic Penalty Tribunal.

On-street parking

There are over 1600 on-street parking spaces available in the main centres of the County, most of which are currently free and generally controlled by means of limited waiting restrictions. Within Hereford there are over 400 spaces (some pay and display), representing around 15% of publicly available parking provision for the city centre. The approach to the management of on-street parking across the county seeks:

- To ensure the safe and free flow of traffic that is essential to economic vitality and business growth;
- To provide access for serving businesses;
- To provide residents parking in appropriate locations;
- To ensure effective and sensitive enforcement of restrictions;
- To provide suitable parking including disabled bays and effective enforcement to prevent obstructions that can impact upon disabled people, bus services and effective loading/unloading by business; and
- To ensure that on-street parking is controlled by the use of limited waiting restrictions to ensure the efficient turnover of short stay parking for shoppers and visitors in the centres of towns.

Resident parking scheme

Near town centres and employment areas it is not always possible for residents to find a parking space due to use of limited on street parking by commuters and shoppers. The availability of such spaces for commuters and shoppers can also undermine the overall Parking Strategy that seeks to manage the supply and cost of parking to make best use of available space and promote a shift to more sustainable forms of transport.

To overcome these problems, Residents Parking Schemes have been introduced in a number of areas, particularly in Hereford, in consultation with residents. <https://www.herefordshire.gov.uk/transport-and-highways/parking/roads-street-parking-permits>

Even in residents parking scheme areas however it is necessary to cater for parking for visitors, deliveries, and carers, in addition to residents. The simplest way of achieving this balance is to restrict waiting to a short duration with an exemption to the time limit for Residents Permit Holders.

In some locations pressure on space is so great that this arrangement does not reserve sufficient space for residents, and in such cases a 24 hour parking restriction with exemptions for resident permit holders only may need to be considered.

The actual number of permits permitted per dwelling varies and is detailed within the individual Traffic Regulation Orders (TRO's) for each zone. Any change to the number of permits permitted would require a change to the TRO.

The annual price of a permit increased from 1 October 2013 from £25 to £30 for the first two permits. This was the first increase in the price of the permits since 1999.

Where more than two permits are allowed the cost of the 3rd permit is £75 and the 4th and 5th permits cost £100 each. These permits are priced higher than the first two to act as a deterrent to residents having multiple vehicles and to support the parking strategy.

Visitor permits should only be used by people visiting or living at a property and should not be sold or given to people such as friends and relatives to use for commuting or shopping purposes. If a resident is proven to have misused a visitor's permit the council will consider withdrawing the permit. The Council does from time to time receive allegations that visitor permits are being misused by commuters. Such allegations are investigated and where appropriate a warning letter will be sent to the permit holder's address. Continued misuse will result in the cancellation of the permit.

Parking dispensations

Herefordshire Council recognises that sometimes it is necessary for a member of the public to park a vehicle in contravention of a Traffic Regulation Order in order for the driver to perform a task or carry out a job. The TMA allows authorities to issue special waivers (also called dispensations) to allow these vehicles to park without attracting penalties.

An example of this is where the parking time is limited to 30 minutes, there are no car parks nearby and the vehicle is essential for the work to be carried out, such as a plumber who needs to go back and forth to their vehicle for parts or tools. The parking team will consider any request to ensure that the vehicle is essential for the work to be carried out and check to

see that there is no reasonable or alternative parking nearby. Permission will not be granted if it considered that the vehicle is only to be used for convenience, or if the request will cause a hazard or danger to others.

The charges for the dispensations are in place to cover the administration costs and also to deter applications from motorists simply seeking convenient parking in contravention of the parking restrictions. For more information on parking dispensations go to https://www.herefordshire.gov.uk/info/200168/parking/130/temporary_parking_permission

Blue badge scheme/misuse

The Blue Badge scheme is designed to promote mobility and inclusion for the most severely disabled individuals, both in the UK and the wider European Union. www.herefordshire.gov.uk/transport-and-highways/parking/disabled-people-parking-permits-blue-badge

Concessions for disabled people wishing to park on-street are set nationally, exempting those displaying a valid blue badge from the time limits in limited waiting places and allowing parking of up to three hours on double yellow lines providing it does not cause a danger/obstruction to other road users and there is not a loading restriction in operation.

The council is keen to ensure that appropriate car parking is provided for disabled people and to minimise on-street parking. Therefore all council car parks allow up to three hours free parking for blue badge holders whether it be in a standard bay or in one of the wider bays specifically for disabled people.

From an enforcement point of view blue badge holders need to ensure that the badge and clock are displayed correctly as shown in the Department for Transport booklet. The badge must be in date and displayed face up showing the hologram. The clock must be set for the time of arrival when there is a restriction on time.

The council's CEO's are authorised to inspect blue badges and when doing so they should produce an identification badge with their photograph on it to

prove who they say they are. If an enforcement officer asks to inspect a blue badge, it must be shown to them. If it is not, the person to whom the request is made will be breaking the law and could be fined up to £1000.

On 8 October 2013 new legislation was introduced which gave local authorities the power to seize blue badges that are found to be misused or no longer valid. Until then the enforcement officers were only able to inspect a blue badge and only the police could seize badges.

The council treats the misuse of a blue badges very seriously and seized 52 badges between 1 April 2017 and 31 March 2018. The 52 badges were seized for the following reasons:

- 12 – The badge holder was not part of the journey.
- 38 – Expired badges
- 2 – Photocopied badge

Some cases of blue badge misuse are by family and friends of the badge holder who are using the badge whilst the badge holder is at home, and when questioned they don't feel that they are doing anything wrong, even when parking in a disabled person's parking space! In all cases where there is sufficient evidence to show that a blue badge has been misused the council will consider whether there are grounds to prosecute.

Dropped kerbs

The TMA provides for local authorities to enforce the issue of motorists parking adjacent to kerbs that have been lowered to the road, or roads that have been raised to the kerb.

The Council introduced a formal policy to enforce dropped kerb offences following a number of complaints from members of public who found it difficult to cross from one side of the road to the other side whilst pushing a pushchair or using a disabled

person's mobility vehicle due to a vehicle parked across the dropped kerb. The council's enforcement officers can also enforce a dropped kerb where a vehicle has parked alongside the dropped kerb and across a resident's driveway preventing the resident from accessing their property. In such cases the enforcement officer would require the resident to sign their pocket book confirming that they had not given permission for the vehicle to park across the front of their driveway.

Local on-street issues

Herefordshire like many other authorities has problems with motorists who ignore the parking restrictions in the vicinity of a school during dropping off and picking up times. Whilst drivers may argue that they have only stopped for a minute or two, it only takes a second for a child to step out from behind a parked vehicle. In areas where the council has received requests from schools, parents, and local residents higher levels of enforcement have been carried out. Unfortunately drivers collecting and dropping off children soon revert back to their 'old ways', ignoring the parking restrictions when enforcement officers are not present.

Some shared parking bays provide for limited waiting for any vehicle in the day time but become taxi ranks in the evening to enable taxis to drop off and pick up customers from the pubs and nightclubs. The council therefore carries out evening patrols in these areas to enforce vehicles parked in contravention of the evening restrictions. Many motorists appear to not check the signs and assume that as they can park there in the day time they can also park there in the evening.

As mentioned elsewhere in the report those few extra seconds to understand the signs may avoid a PCN.

The parking office receives many calls from residents complaining about vehicles (often their neighbours) parked in contravention of the parking restrictions. One of the biggest areas of frustration for residents, and one which generates many calls to the council, is the growing number of vehicles per household and the often very limited residential parking available. This can lead to neighbourhood disputes. Where there are no parking restrictions in these locations the council can only advise the resident to contact the police if they feel that an obstruction is being caused.

Off-Street parking

Across the county there are approximately 5000 council provided public off-street spaces available in Hereford and the four Market Towns of Kington, Ledbury, Leominster and Ross-on-Wye. Hereford has the largest number of spaces (approximately 3600) all of which are covered by a charging regime. Outside Hereford charges are applicable in most of the Market Town car parks.

The approach to the provision and management of off-street car parking seeks:

- To maintain an adequate parking supply for long and short stay users to enable and encourage economic growth.
- To achieve value for money.
- To manage long stay parking supply (for commuters) to reduce peak hour congestion.
- To manage short and long stay parking supply to reduce vehicle impacts in our market towns and city centres.
- To manage the supply and pricing of parking to encourage the use of sustainable modes (walking, cycling and public transport) particularly for shorter trips of less than 5km.
- To maintain revenue stream which will fund the on-going provision of parking services and contribute to transport related expenditure.

The council operates the greater proportion of the off-street car parks within Herefordshire with a number of other public car parks run privately. Details of all of the council car parks which include parking fees and spaces are shown on the council's website. https://www.herefordshire.gov.uk/directory/20/council_car_parks_directory

Herefordshire council has forty two public car parks of which thirty six are pay and display (two of which are weekend only car parks), three are private rented space car parks and three are free of charge. Peak and off-peak season tickets are available at selected car parks and offer a considerable saving for daily users.

All of the council's car parks are patrolled by the council's civil enforcement officers, who as well as carrying out enforcement activities also respond to numerous enquiries from members of the public and also report any car park defects to the parking services section.

The council is committed to work with town councils when considering parking options and tariffs. Whilst there is a need to maintain income levels from parking, within this broad income parameter, town councils are probably better placed to determine charges in their town, taking into account local needs, the local economy and traffic issues.

Payment by phone

The council introduced payment by phone in all of its off-street public pay and display car parks on 28th January 2013. This allows car park users to pay for their parking by phone using a credit or debit card. Customers can choose to have a text message reminder before their parking time expires to avoid the risk of running late and getting a PCN. The customer can then choose to either return to their vehicle, or extend their parking time by phone without the need to return to their vehicle. The customer pays a small charge (30p + VAT) for this service which goes to the service provider (RinGo) rather than to the council who only receive the charge for parking.

Electric car charging points

In partnership with 'Plugged in Midlands' the Council has developed a network of electric vehicle charging points in selected council car parks throughout the county. There is no charge for the electricity but standard parking charges apply. There is also a charging point in one on-street location in Hereford which allows up to two vehicles to be able to charge at the same time.

A map of all electric charging points across Herefordshire and the rest of the UK is available on the Plugged in Midlands website <https://pluggedinmidlands.co.uk/map>

The responsibility for the electric charging point on Red Meadow car park in Ross-on-Wye has transferred over to the local town council. All other units remain in Herefordshire Council's ownership.

The maximum time permitted in a charging bay is limited to four hours to allow drivers to fully charge their vehicle but at the same time to encourage a turnover of the spaces so others can also use them.

For more information on the electric charging points go to https://www.herefordshire.gov.uk/info/200168/parking/145/electric_car_charging

New developments

The council has upgraded most of its older pay and display machines with new ones over the last three years with new machines installed in Ross-on-Wye in 2017/18. The new machines are linked to a computer back office system which allows staff to be able to see live reports of the status of the machines along with the ability to run off various statistical reports.

Chip and contactless card readers are to be introduced in selected pay and display machines in the market towns Ross-on-Wye, Leominster and Ledbury to meet the demand for cashless payments as more and more people pay by card rather than by cash. The uptake of payment by card is gradually increasing in popularity as more people find this alternative method of payment more convenient.

The council introduced a new on-street parking scheme in Hereford in November 2017 which provides the basis for the Council to progress its transport policy objectives to help mitigate traffic growth in the city centre, congestion and promote sustainable travel. As part of this 16 pay & display machines were installed in some prime city centre parking locations with parking restrictions 8am to 6pm, Monday to Saturday. The new charges are 50p for up to 30 minutes and £1.00 for a stay of up to 1 hour.

The parking in Castle Street, Hereford has historically been difficult for the residents who live there due to the free 2 hours limited waiting and the close proximity to the city centre. There was also a problem with numerous vehicles coming into the street seeking parking. Therefore as part of the new on-street parking scheme the limited waiting time was reduced from 2 hour to 30 minutes along with the introduction of some permit holder only bays. Although this has greatly improved the parking situation for residents there has been some concern from local businesses. Therefore the council has agreed to review the new on-street parking scheme.

Statistical information

Penalty Charge Notices Issued

The tables below show different statistics relating to the Penalty Charge Notices issued by the councils CEO's during the 12 month period 1 April 2016 to 31 March 2017 and the totals for the previous four years.

| Description | Total PCN's 2017/18 | On-Street | Off-Street | Total PCN's 2016/17 | Total PCN's 2015/16 | Total PCN's 2014/15 | Total PCN's 2013/14 |
|--|---------------------|---------------|---------------|---------------------|---------------------|---------------------|---------------------|
| Number of Higher Level (£70) PCNs issued | 7,225 | 6,769 | 456 | 7,943 | 7,303 | 5,387 | 5,231 |
| Number of Lower Level (£50) PCNs issued | 17,153 | 6,895 | 10,258 | 15,135 | 14,979 | 15,208 | 14,097 |
| Total number issued | 24,378 | 13,664 | 10,714 | 23,078 | 22,282 | 20,595 | 19,328 |
| Number of PCNs paid | 18,140 | 11,136 | 7,004 | 16,372 | 15,230 | 14,756 | 13,481 |
| Number of PCNs paid at discounted rate (50% if paid within 14 days) | 15,377 | 9,456 | 5,921 | 13,826 | 12,809 | 12,440 | 11,389 |
| Number of PCNs against which an informal or formal representation was made | 6,825 | 3,580 | 3,245 | 9,110 | 7,571 | 6,880 | 7,058 |
| Number of PCNs cancelled as a result of formal or informal representation | 3,696 | 1,062 | 2,634 | 4,782 | 5,130 | 4,024 | 4,146 |
| Number of PCNs cancelled for other reasons (e.g. CEO error or driver untraceable) | 777 | 485 | 292 | 1,033 | 705 | 1,042 | 815 |
| Number of PCNs outstanding due to various reasons such as with the bailiffs, at Order for Recovery stage | 1,337 | 867 | 470 | 782 | 803 | 1,070 | 886 |
| Number of appeals to adjudicators | 7 | 3 | 4 | 9 | 4 | 6 | 13 |
| Number of adjudicator appeals allowed | 0 | 0 | 0 | 2 | 1 | 4 | 8 |
| Number of adjudicator appeals refused | 5 | 2 | 3 | 5 | 0 | 1 | 2 |
| Number of appeals non-contested | 2 | 1 | 1 | 2 | 3 | 1 | 1 |

| Description | 2017/18 | 2016/17 | 2015/16 | 2014/15 | 2013/14 |
|---|---------|---------|---------|---------|---------|
| Percentage of Higher Level PCNs issued | 29.6% | 34.4% | 32.8% | 26.2% | 27.1% |
| Percentage of Lower Level PCNs issued | 70.4% | 65.6% | 67.2% | 73.8% | 72.9% |
| Percentage of PCNs paid | 74.4% | 70.9% | 68.3% | 71.6% | 69.7% |
| Percentage of PCNs paid at discounted rate | 63.2% | 59.9% | 57.5% | 60.4% | 58.9% |
| Percentage of PCNs against which formal or informal representation were made | 28.0% | 39.4% | 34% | 33.4% | 36.5% |
| Percentage of PCNs cancelled as a result of formal or informal representation | 15.2% | 20.7% | 23% | 19.5% | 21.4% |
| Percentage of PCNs cancelled for other reasons (e.g. CEO error) | 3.2% | 4.5% | 3.2% | 5.1% | 4.2% |
| Percentage of PCNs written off for other reasons (e.g. keeper untraceable) | 1.23% | 0.65% | 0.52% | 1.9% | 4.5% |

Parking PCN's – reasons for cancellation

The table below shows how many PCNs were cancelled in the 12 month period and the reason for cancellation.

| Reason for Cancellation | Number Cancelled | Reason for Cancellation | Number Cancelled |
|------------------------------|------------------|---|------------------|
| Permit holder | 347 | Breakdown evidence | 13 |
| Valid P + D Ticket | 1,666 | Mitigating circumstances | 781 |
| Disabled badge | 398 | General cancellation | 155 |
| CEO error | 146 | Machine fault | 12 |
| Loading/Delivery/collection | 112 | Traffic Penalty Tribunal decision | 2 |
| Unmarked police cars on duty | 2 | Other reasons (e.g. keeper untraceable, yellow lines, taxi bay) | 840 |
| | | Total cancellations | 4,474 |

PCNs Issued by Contravention

There is a national list of the parking contraventions for which all CEO's throughout the country are empowered to issue PCN's. Each parking contravention is given a code number such as 01 for being parked in a restricted street during prescribed hours. The table below shows a detailed breakdown of the number of PCN's issued by the councils CEO's in respect of each contravention during 2017/18 and also the previous four years for comparison. They are separated into on-street and off-street (car parks) and by higher and lower level contraventions.

Higher Level Contraventions Issued (£70 PCN)

| On Street | | | | | | |
|-----------|--|---------------------|---------------------|---------------------|---------------------|---------------------|
| Code | Description | Total PCN's 2017/18 | Total PCN's 2016/17 | Total PCN's 2015/16 | Total PCN's 2014/15 | Total PCN's 2013/14 |
| 01 | Parked in a restricted street during prescribed hours | 1,883 | 1,861 | 1,671 | 1,237 | 1,171 |
| 02 | Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force | 569 | 573 | 532 | 440 | 339 |
| 12 | Parked in a resident's or shared use parking place or zone without clearly displaying either a permit or a voucher or pay and display ticket issued for that place | 388 | 134 | 96 | 76 | 106 |
| 14 | Parked in an electric charging space during restricted hours without charging (wrong code) | 4 | 0 | 1 | 1 | 0 |
| 16 | Parked in a permit space without displaying a valid permit | 0 | 2 | 14 | 1 | 21 |
| 23 | Parked in a parking place or area not designated for that class of vehicle | 1,571 | 1,759 | 2,035 | 1,678 | 1,465 |
| 25 | Parked in a loading place during restricted hours without loading | 807 | 921 | 564 | 24 | 29 |
| 26 | Parking in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place | 2 | 1 | 1 | 0 | 0 |
| 27 | Parked in a special enforcement area adjacent to a dropped footway | 112 | 129 | 71 | 34 | 9 |
| 40 | Parked in a designated disabled persons parking place without displaying a valid disabled person's badge in the prescribed manner | 1,148 | 1,202 | 1,152 | 946 | 818 |

| On Street continued | | | | | | |
|---------------------|---|---------------------|---------------------|---------------------|---------------------|---------------------|
| Code | Description | Total PCN's 2017/18 | Total PCN's 2016/17 | Total PCN's 2015/16 | Total PCN's 2014/15 | Total PCN's 2013/14 |
| 45 | Parked on a taxi rank | 122 | 509 | 371 | 275 | 379 |
| 47 | Stopped on a restricted bus stop or stand | 111 | 149 | 133 | 132 | 119 |
| 48 | Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited | 5 | 2 | 0 | 0 | 0 |
| 49 | Stopped wholly or partly on a cycle track or lane | 3 | 6 | 0 | 2 | 0 |
| 62 | Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway. (Wrong code) | 0 | 0 | 1 | 0 | 0 |
| 99 | Stopped on a pedestrian crossing or crossing area marked by zigzags | 44 | 50 | 37 | 25 | 20 |
| Total | | 6,769 | 6,679 | 7,298 | 6,679 | 4,871 |

Higher Level Contraventions Issued (continued)

| Off Street | | | | | | |
|--------------|--|---------------|---------------|---------------|---------------|---------------|
| Code | Description | Total 2017/18 | Total 2016/17 | Total 2015/16 | Total 2014/15 | Total 2013/14 |
| 70 | Parked in a loading area | 13 | 77 | 43 | 0 | 4 |
| 81 | Parked in a restricted area of a car park | 34 | 33 | 14 | 27 | 25 |
| 85 | Parked in a permit bay without clearly displaying a valid permit | 93 | 189 | 234 | 197 | 380 |
| 87 | Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in a prescribed manner | 290 | 325 | 287 | 262 | 285 |
| 89 | Vehicle parked exceeds the maximum weight or height or length permitted in the area (Wrong code) | 1 | 0 | 1 | 1 | 1 |
| 91 | Parked in a car park or area not designated for that class of vehicle | 21 | 18 | 27 | 23 | 51 |
| 92 | Parked causing an obstruction | 4 | 3 | 18 | 6 | 9 |
| Total | | 456 | 645 | 624 | 516 | 755 |

Lower Level Contraventions Issued (£50 PCN)

| On Street | | | | | | |
|-----------|--|---------------|---------------|---------------|---------------|---------------|
| Code | Description | Total 2017/18 | Total 2016/17 | Total 2015/16 | Total 2014/15 | Total 2013/14 |
| 05 | Parked after the expiry of paid for time | 279 | 0 | 0 | 0 | 0 |
| 06 | Parked without clearly displaying a valid pay and display ticket or voucher | 2,262 | 0 | 0 | 0 | 0 |
| 07 | Parked with payment made to extend the stay beyond initial time | 4 | 0 | 0 | 0 | 0 |
| 09 | Parked displaying multiple pay & display tickets where prohibited | 1 | 0 | 0 | 0 | 0 |
| 10 | Parked without clearly displaying two P+D tickets when required (wrong code) | 0 | 0 | 1 | 1 | 0 |
| 19 | Parked in a resident's or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket | 1 | 0 | 0 | 3 | 3 |
| 22 | Re-parked in the same parking place or zone within one hour (or other specified time) of leaving | 13 | 17 | 18 | 20 | 47 |
| 24 | Not parked correctly within the markings of the bay or space | 25 | 51 | 34 | 51 | 86 |
| 30 | Parking for longer than permitted | 4,310 | 4,445 | 4,497 | 5,177 | 4,663 |
| | Total | 6,895 | 4,513 | 4,550 | 5,252 | 4,799 |

Lower Level Contraventions Issued (continued)

| Off Street | | | | | | |
|------------|--|------------------|------------------|------------------|------------------|------------------|
| Code | Description | Total 2017/18 | Total 2016/17 | Total 2015/16 | Total 2014/15 | Total 2013/14 |
| 71 | Parked in an electric vehicles charging place during restricted hours without charging | 7 | 6 | 4 | 3 | 2 |
| 80 | Parked for longer than the maximum period permitted | 131 | 92 | 60 | 66 | 83 |
| 82 | Parked after the expiry of paid for time | 3,665 | 4,020 | 3,357 | 3,505 | 3,272 |
| 83 | Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock | 6,123 | 6,166 | 6,658 | 5,917 | 5,609 |
| 86 | Parked beyond the bay markings | 342 | 337 | 349 | 465 | 331 |
| 90 | Re-parked within one hour (or other specified time) of leaving a bay or space in a car park | 0 | 1 | 1 | 0 | 1 |
| | Total | 10,258 | 10,622 | 10,429 | 9,956 | 9,298 |

Progression of PCNs

The following table details the ways in which PCN cases had progressed by the 26 July 2017 subsequent to the end of the respective reporting year and also the totals from the previous four years.

| Progression of cases | 2017/18 | 2016/17 | 2015/16 | 2014/15 | 2013/14 |
|---|---------------|---------------|---------------|---------------|---------------|
| Total Number of PCNs issued | 24,378 | 23,078 | 22,282 | 20,595 | 19,328 |
| Number of PCNs paid at the discount rate (within 14 days) | 15,412 | 13,826 | 12,809 | 12,440 | 11,314 |
| Number of PCNs paid after 14 days but before issue of charge certificate | 1,817 | 1,657 | 1,382 | 1,386 | 1,204 |
| Number of PCNs paid after issue of charge certificate | 911 | 889 | 1,039 | 930 | 206 |
| Total number of PCNs paid | 18,140 | 16,372 | 15,230 | 14,756 | 12,724 |
| Number of PCNs against which informal or formal representations (appeals) were made | 6,825 | 7,571 | 6,880 | 7,058 | 7,909 |
| Number of Notice to Owners issued | 4,339 | 3,998 | 3,861 | 3,407 | 3,280 |
| Number of Charge Certificates issued | 2,248 | 2,162 | 1,994 | 1,349 | 1,765 |
| Number of PCNs registered at the Traffic Enforcement Centre | 1,685 | 1,684 | 1,488 | 1,237 | 1,308 |
| Number of Warrant of Executions issued | 1,240 | 1,277 | 1,263 | 1,003 | 1,050 |

Financial Information

As a local authority which operates Civil Parking Enforcement the council is required to keep an account of all of its income and expenditure in connection with its on-street charging (such as resident permits) and its on-street and off-street (car parks) enforcement activities.

The income and expenditure for Parking Services (excluding income from car parks) for the financial year 2017/2018 with the previous four years for comparison was as follows:

| Description | 2017/18 Value (£) | 2016/17 Value (£) | 2015/16 Value (£) | 2014/15 Value (£) | 2013/14 Value (£) |
|-----------------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Income | | | | | |
| PCN income off street (car parks) | 219,035 | 215,786 | 211,575 | 210,113 | 185,677 |
| PCN income on-street | 404,287 | 345,850 | 347,563 | 295,756 | 277,423 |
| Resident parking permits | 64,460 | 63,135 | 55,625 | 48,040 | 47,572 |
| Parking dispensations | 9,149 | 11,360 | 5,904 | 4,505 | 650 |
| On-street pay and display | 74,966 | 0 | 0 | 0 | 0 |
| Total Income | 771,897 | 636,131 | 620,667 | 558,414 | 511,322 |
| Expenditure | | | | | |
| Employee costs | 478,643 | 494,959 | 511,009 | 483,300 | 434,809 |
| Premises costs | 142,250 | 57,490 | 154,084 | 78,159 | 72,768 |
| Transport | 17,796 | 15,142 | 20,218 | 22,338 | 14,991 |
| Supplies and services | 46,903 | 33,956 | 48,708 | 70,702 | 39,208 |
| Support services | 149,995 | 92,605 | 75,472 | 114,883 | 204,304 |
| Total expenditure | 835,587 | 694,152 | 809,491 | 769,382 | 766,080 |
| Net deficit | 63,690 | 58,021 | 188,824 | 210,968 | 254,758 |

Civil Parking Enforcement should ideally to be self-financing; many people believe that the council uses its enforcement activities as a way of raising revenue. Most authorities outside of London, especially those who do not charge for on-street parking, do not have a surplus on their account, most have a deficit. Herefordshire Council's deficit is met through the council's overall budget.

Although there is a deficit the financial information that has to be provided for this report does not include the car park income which totalled £4,013,419 in 2017/18. If the CEO's did not patrol the car parks and carry out basic front line repairs to the pay and display machines, it is likely that income would be much lower as there would be no incentive to pay the car park charges.

