



Derby City Council Parking Annual Report 2014/15

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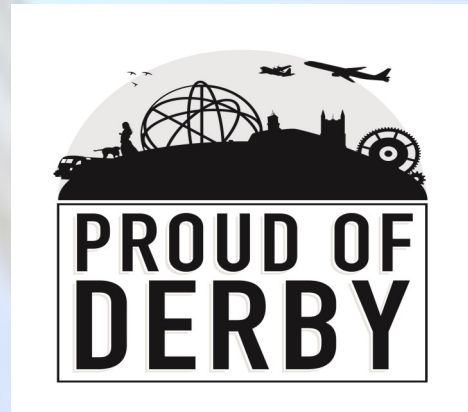
Introduction by Councillor Afzal



As the Cabinet Member for Cohesion and Integration. I am delighted to welcome you to Derby City Council's third Annual Report which contains a review of some of the work undertaken by Parking Services over the past financial year and includes an overview of the financial accounts. Additionally, it sets out future challenges and areas identified for improvement.

This year has been very challenging for Parking Services due to the introduction of fixed cameras on Bus Stop restrictions and Bus Lanes in the City.

Abuse of such restrictions, whether deliberate or unintentional creates potential road safety concerns and lessens the attractiveness of public transport, particularly for those with limited mobility. Unfortunately, despite the Council ensuring that the restrictions were clearly signed and marked, with warning notices erected



Our aim is to achieve best practice in all aspects of our work and have a parking service: that meets customer expectations in providing efficient, effective and fair traffic regulation and parking services, by providing sufficient and appropriate parking opportunities while providing all of the regulatory processes that ensure any indiscriminate behaviour does not impact upon the needs of other Highway users.

and warnings being sent in the post together with extensive media coverage, many motorists have continued to contravene the restrictions in place.

It is hoped that ensuring that local public transport is improved by continued enforcement of these restrictions that we will help to make Derby a much better place to live and visit.

Councillor Asaf Afzal
Neighbourhoods Cabinet Member
Derby City Council

Chapter 1

About Derby

Derby is the UK's most central city and has a population of 246,900 with around 180 nationalities and covers an area of around 30 square miles. There is a fantastic and diverse mixture of arts, entertainment and cultures on offer and with its historical connections, there is always something to appeal to all tastes.



Derby was officially declared a city in 1977 by Queen Elizabeth II and became a unitary authority in 1997. It is rich in industrial heritage and boasts the UNESCO Derwent Valley Mills World Heritage Site, which stretches 15 miles along the River Derwent from Derby to Matlock Bath.

The economy of Derby has traditionally been based around manufacturing and engineering. The city has successfully transformed its traditional manufacturing capabilities into a high-skilled economy that competes on a global scale – especially in the technological and engineering industries with rail and aerospace being the city's main industrial powers.

It's made up of three national political wards – Mid Derbyshire, Derby North and Derby South. The city is divided into 17 local election wards from Spondon and Oakwood in the north of the city to Chellaston and Boulton in the south.

The city has a wealth of cultural and leisure facilities, with over 800 hectares of municipal parks, including Arboretum Park – the first public park in Britain. It is also within easy reach of the spectacular countryside of the Peak District and the Derbyshire Dales.

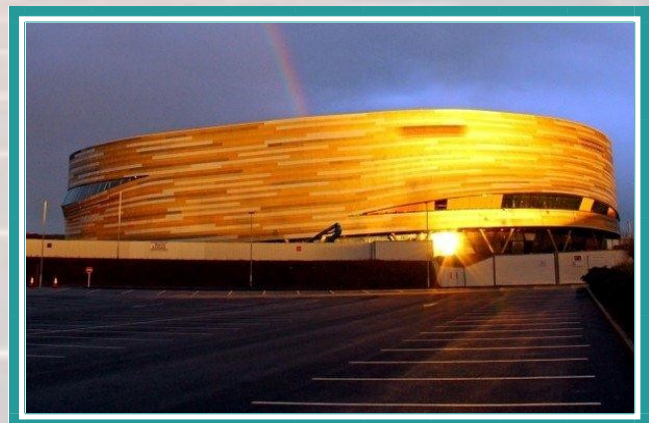
Derby's City Centre is developing as an important shopping destination and attracts over 25 million shoppers every year. The Intu shopping centre has around 190 stores and a multi-screen cinema and the Cathedral Quarter has a wide range of small, independent retailers that caters for every need.

Major developments include the £50 million Riverlights leisure complex which includes the new bus station, two hotels, five restaurants and a £9 million casino.

Derby's state of the art newly redeveloped Council House has won the Gold Award in the Local Authorities in England Category of the 'Green Awards for Built Environment and Architectural Heritage'.

The Olympic legacy project—Derby Arena opened to the public in early 2015.

Due to Derby's central location in the country and the amazing amount of things to do in and around the city, the need to provide a wide choice of parking solutions is paramount and this is something Parking Services strive to achieve.



Derby City Profile

Parking provision and its management is a key part of Derby's Local Transport Plan, LTP3 (2011-2026). Our aim is to provide people living and working within Derby with viable travel choices and effective and sustainable transport networks.

Parking controls are essential to keep traffic moving and improve road safety, whilst providing the necessary access for residents, businesses and visitors.

Our Parking policy aims to:-

- ❖ Support wider policies and strategies for achieving sustainable development, integrated land use and transport planning, environmental management, social inclusion, economic prosperity and regeneration;
- ❖ Have parking provision that closely matches demand, where this is appropriate i.e. short stay parking in the City Centre; and control parking space supply and type to encourage use of alternative forms of transport, rather
- ❖ Ensure a clear parking enforcement strategy is maintained and disseminated which will allow the Council to deal with parking issues consistently, as well as ensuring an efficient and effective enforcement function;
- ❖ Disseminate information regarding consistent and clear policies for the different types of parking permits and priority users;
- ❖ Continue to improve data collection and management, to establish a clearer understanding of supply and demand issues, at both the City Centre and local area level. This will allow changes to be made after adequate review against observed parking patterns of demand;
- ❖ Regularly review availability and pricing of both on and off street parking places
- ❖ Continue to review all traffic regulation orders to ensure they are valid and meaningful

than private car/single car occupancy trips, thereby helping to control congestion levels.

It is also necessary to ensure that through our parking policy we:-



Chapter 2

Parking in Derby

On-street parking

Derby City Centre has a pay and display parking system. Charges have to be paid on many streets within the city and apply every day, including Bank Holidays.

Motorcycles

Motorcycles can park free up to the maximum stay that applies in the pay and display marked bays.

Residents

If you live on one of the streets affected by the pay and display charging, it is likely that you qualify for a residents parking permit.

Park and Ride

As an alternative to City Centre parking, Park and Ride services operate from:-

- ❖ **Pride Park, off the A52 and A6, next to the football stadium.** Regular buses run every 10 minutes from 7am to 7pm, Monday to Saturday. Pride Park and Ride does not operate on Saturdays when Derby County are playing at home.
- ❖ **The Meteor Centre off the A608 Mansfield Road.** Monday to Friday — 7.30am to 6pm every 15 minutes, Saturday — 8.30 to 6pm, every 10 minutes.

HGV parking

Parking for HGVs is available at the Cattle Market on Chequers Road

Blue Badge holder (Disabled) parking

Blue Badge holders can park for **free for up to 3 hours**:-

- ❖ In dedicated on-street parking spaces
- ❖ On double yellow lines except where loading restrictions apply

And free unlimited parking:-

- ❖ In areas covered by on-street charging and limited waiting
- ❖ In areas covered by residents-only parking schemes

Parking charges apply in all Council owned car parks, to disabled badges holders . Discount parking is available. Please enquire at the Council House or telephone 0333 2006981.

The 'Parking in Derby' Leaflet gives details of the parking spaces, charges and operational hours for parking within the City Centre. The 'Parking in Derby' map is on the DCC web site at: <http://www.derby.gov.uk/transport-and-streets/parking/car-parks-council/#page-downloads>
The leaflet is updated annually to reflect changes that take place.

We provide a range of car parks in the heart of the City Centre including the award winning Parksafe car park which provides the ultimate security to give the public a variety of parking options.

Total number of public parking spaces managed by Derby City Council

On street Pay and Display spaces	1433
Limited Waiting	399
Residents Parking Zones (Permit Holders Only)	2406
Car Parks	1831

Chapter 2

Parksafe Derby

Located in the Cathedral Quarter area of Derby, our 315 space car park has been called the 'Safest Car Park in the World', Parksafe has a World-wide reputation for safety and customer comfort and our unique service has won us numerous industry accolades and awards.



The customer-friendly features of the car park include:

- ❖ Extra-wide parking bays (one and a half normal parking bay widths)
- ❖ a cutting edge security system with guaranteed security
- ❖ state-of-the-art 'smart card' tickets which removes paper waste
- ❖ innovative payment machines (with video communications link to control room)
- ❖ stylish modernised toilet facilities with baby changing facilities
- ❖ customer rest area with coffee machine
- ❖ a customer-friendly control room
- ❖ umbrellas for customer use in inclement weather
- ❖ flexible bollards throughout
- ❖ helpful 'free-bay' indicators to guide customers to empty parking spaces
- ❖ There have been no thefts of, or from, a vehicle since the system was introduced in 1998

Residents' Parking Schemes (Permit Holders Only)

Residents Parking Schemes are implemented in order to address concerns raised by residents about not being able to park within the vicinity of their homes. This can be because they are excluded from parking by long stay commuter parking or hospital/shopper parking.

Parking Services work closely with local Neighbourhood Boards to identify possible future schemes. The Boards can include representatives from residents, other stakeholders and the emergency services and provide a valuable local input to schemes, such as new residents parking zones.

The following Zones have downloadable leaflets on the Council's website:

[Zone 1 residential parking Hartington Street area](#)

[Zone 2 residential parking Drewry Lane area](#)

[Zone 3 residential parking Larges Street area](#)

[Zone 4 residential parking Liversage area](#)

[Zone 5 residential parking Harcourt area](#)

[Zone 6 residential parking Kings Drive area](#)

[Zone 7 residential parking Renals area](#)

[Zone 8 residential parking Twyford area](#)

[Zone 9 residential parking Arboretum area](#)

[Zone 10 residential parking Markeaton area](#)

[Zone 11 residential parking Broadway area](#)

[Zone 12 residential parking Amber area](#)

[Zone 13 residential parking Osmaston Road](#)

[Zone 14 residential parking St Albans Rd and Albany Rd Area South](#)

[Zone 14 residential parking St Albans Rd and Albany Rd Area North](#)

[Zone 15 residential parking Mundy Street area](#)

[Zone 16 residential parking Castleward area](#)

[Zone 17 residential parking Chestnut Avenue area](#)

[Zone 19 residential parking Chester Green South area](#)

[Zone 20 residential parking Chester Green North area](#)

[Zone 21 residential parking Chester Green East area](#)

Permits

There are a range of different permits available which address the various needs of customers. We continue to make improvements to the permit system and these have included:-

- ❖ Redesigning the visitor permits to be scratch cards with more information pre-printed to reduce errors in the completion of the cards
- ❖ Customer Services taking over the issuing of permits, and with the move to the new Council House, thereby providing one point of contact with new options of paying through Payment Kiosks
- ❖ CEOs taking an educational and not a punitive approach with relation to permits giving advice to drivers rather than issue a PCN.
- ❖ Consideration is being given to simplifying the way in which customers obtain permits

Various different types of parking permits are available:

- ❖ Residents Annual Permit—See Appendix 1 for type
- ❖ Resident Visitor permits (Daily scratch card)
- ❖ Businesses Annual Permits
- ❖ Businesses Visitor Permits (Daily Scratch card)
- ❖ Carers Permits (available to residents requiring regular carer services)
- ❖ NHS Permits
- ❖ Police Permits

Chapter 2

Customer Service

Arrangements for customers contacting the Parking Services section

There are a number of ways that customers can contact the Council about parking issues. These are:

Enquiries

- ❖ You can report any parking problems, including resident permit misuse using the online form at <https://secure.derby.gov.uk/forms/?formid=196>
- ❖ Streetpride Hotline number available during the working day:
0333 200 6981
- ❖ Minicom number for enquiries:
01332 640666
- ❖ Streetpride Reception at the Council House, Corporation Street in the City Centre. This is open throughout the working week to deal with all parking enquiries, including applying for new permits and payments of Penalty Charge Notices (PCNs) as part of a dedicated Council one stop customer service. Monday to Friday: 8.30am to 5.00pm.
- ❖ In the multi-storey car parks there are CCTV operators available to deal with issues by pressing the 'help' button on any of the machines in the car parks
- ❖ There is also the very visible presence of CEOs on street. Contact can be made with the CEOs during their street patrols and, where necessary, issues can be passed on to other officers in Parking Services.
- ❖ Blue Badge misuse form <https://secure.derby.gov.uk/forms/?formid=341>

Payments

- ❖ Automated payment line and web based payment system set up for PCN payments, both are available 24 hours a day, seven days a week;

Online at <http://www.derby.gov.uk/pay-it/>

By telephone on 0345 6001982

In person at Derby City Council, Council House, Corporation Street, Derby DE1 2FS

Frequently asked questions

A list of most requested information with regards to parking related questions and statistics is included on the Council's website at <http://www.derby.gov.uk/transport-and-streets/parking/faq-ps-data/>

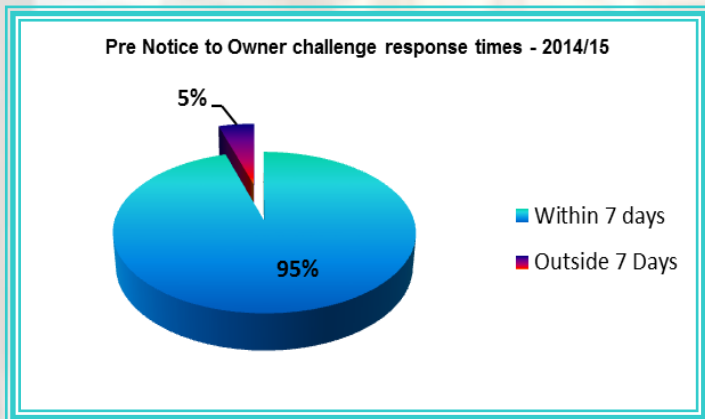


Parking Administration

Informal Representations (challenges)

Under the Traffic Management Act 2004, a motorist who has received a PCN can submit a 'challenge' (also called an informal representations) to the Council if they do not believe they should have been given a PCN.

When we receive a challenge, the case will go on hold until a decision is made and the motorist is informed whether they need to pay or not. If the challenge is rejected the motorist will be offered the reduced payment at this point.



Formal Representations

If a Penalty Charge Notice remains unpaid and a Notice to Owner has been sent to the registered keeper of a vehicle, that person can then send in a 'formal representation' based on specific grounds:

- The alleged contravention did not occur
- The recipient was never the owner of the vehicle in question or had ceased to be its owner before the date on which the alleged contravention occurred, or became the owner after that date
- The vehicle had been permitted to remain at rest in the place in question by a person who

was in control of the vehicle without the consent of the owner.

- The recipient is a vehicle hire firm
- The penalty charge exceeded the amount in the circumstances of the case
- There had been a procedural impropriety on the part of the enforcement authority
- The Traffic Regulation Order which it is alleged to have been contravened in relation to the vehicle concerned is invalid

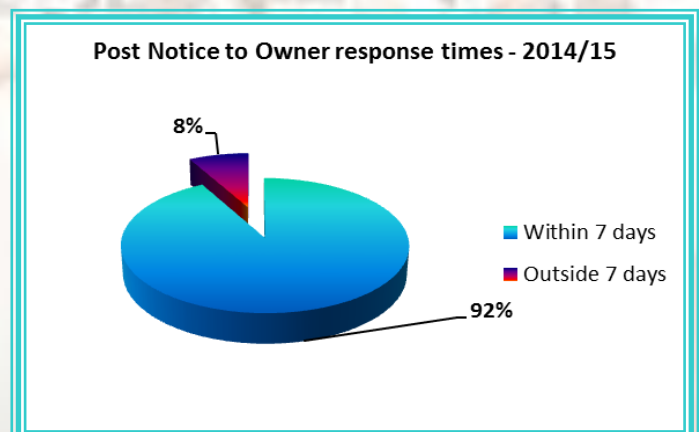
The Council are required by law to consider representations made on any grounds provided they are made within 28 days of the date of the Notice to Owner being served. The Council must then respond within 56 days.

If the representation is rejected the registered keeper will be given the opportunity to appeal to an independent adjudicator.

Response time to challenges and representations

The Council aim to respond to letters within 10 days. However Parking Services have received 10,364 challenges to PCNs in 2014/15.

The chart below shows response times to those challenges, anything over 7 days is generally due to awaiting further information.



Chapter 3

Bus Stop and Bus Lane Enforcement Using Fixed CCTV Cameras

Static cameras at; Friar Gate, Nottingham Road, Siddals Road and Railway Terrace

The Council spends significant funds on improving facilities at bus stops to ensure that all passengers, particularly those with reduced mobility or with pushchairs and prams, can board or alight from buses more easily. This is particularly true of the bus stops outside the Rail Station where the Council worked closely with partners in the rail industry to design and create a public transport interchange.

Indiscriminate parking undermines the access improvements that are undertaken and lessens the attractiveness of buses as a sustainable method of transport.

For this reason the Council feels the need to send a clear message to road users and purposefully introduces a clearway restriction to accompany many bus stop facilities such as the one at Railway Terrace. A clearway is more restrictive than a more common waiting restriction and means that parking is not permitted by Blue Badge holders nor by those loading or unloading goods or picking up or setting down passengers (except buses of course!).

Prior to the use of the CCTV camera to enforce the clearway restriction at Railway Terrace, the Council ensured that the restriction was clearly signed and marked and issued warning notices to vehicles that were parked in contravention of the restriction for a number of weeks. However, the significant abuse that was occurring did not diminish until Penalty Charge Notices were issued in earnest.

The Council intends to use cameras to enforce further bus stop clearway restrictions around the Rail Station and the City Centre next year.

Bus Lanes/Bus Only Streets

The Council is clear that buses/taxis contribute to sustainable means of transport. This is why bus lanes/bus only street are introduced, which may be used by Hackney carriages (taxis) where signs indicate, to encourage the use of public transport by increasing its reliability and punctuality. This aim is diminished where unauthorised vehicle use bus lanes or bus only streets. Hence the Council has erected fixed CCTV cameras to assist with enforcement at the following bus restrictions:-

Nottingham Road — Bus lane at the approach to the Pentagon roundabout

Friar Gate — Bus only street near the junction of Bridge Street

Siddals Road — Bus only street leading to Traffic Street

The Council intends to use fixed cameras to enforce further bus lane/bus only street restrictions next year.



School restriction enforcement using mobile CCTV camera

The Council is committed to tackling inconsiderate and dangerous parking. We are also committed to improving safety outside schools and increasing the reliability of public transport.

That's why, since November 2013, we have used a 'camera car' with a roof-mounted CCTV camera, to enforce regulations around:

- ❖ vehicles parking and dropping off in the 'keep clear' areas outside 22 Derby schools
- ❖ vehicles entering and stopping in bus stop clearways – bus stops marked with a broad yellow line against the kerb

Camera enforcement at schools

The purpose of the school crossing is to provide a safe point for children to cross the road. However, as more and more parents drive their children to school, parking on the school crossing markings had become a problem outside many schools.

At the following schools, drivers may be fined if they stop on the 'school keep clear' markings between 8.15am and 9.15am, and between 3.00pm and 4.00pm, Monday to Friday:

The penalty for stopping on a school 'keep clear' marking is £70, reduced to £35 if paid within 21 days.

The list of schools where cameral enforcement takes place can be found on our website.

<http://www.derby.gov.uk/transport-and-streets/parking/schools-bus-lanes-enforcement/>

There were 2,089 PCNs issued using the CCTV car during 2014/15, 138 of which were issued outside schools.

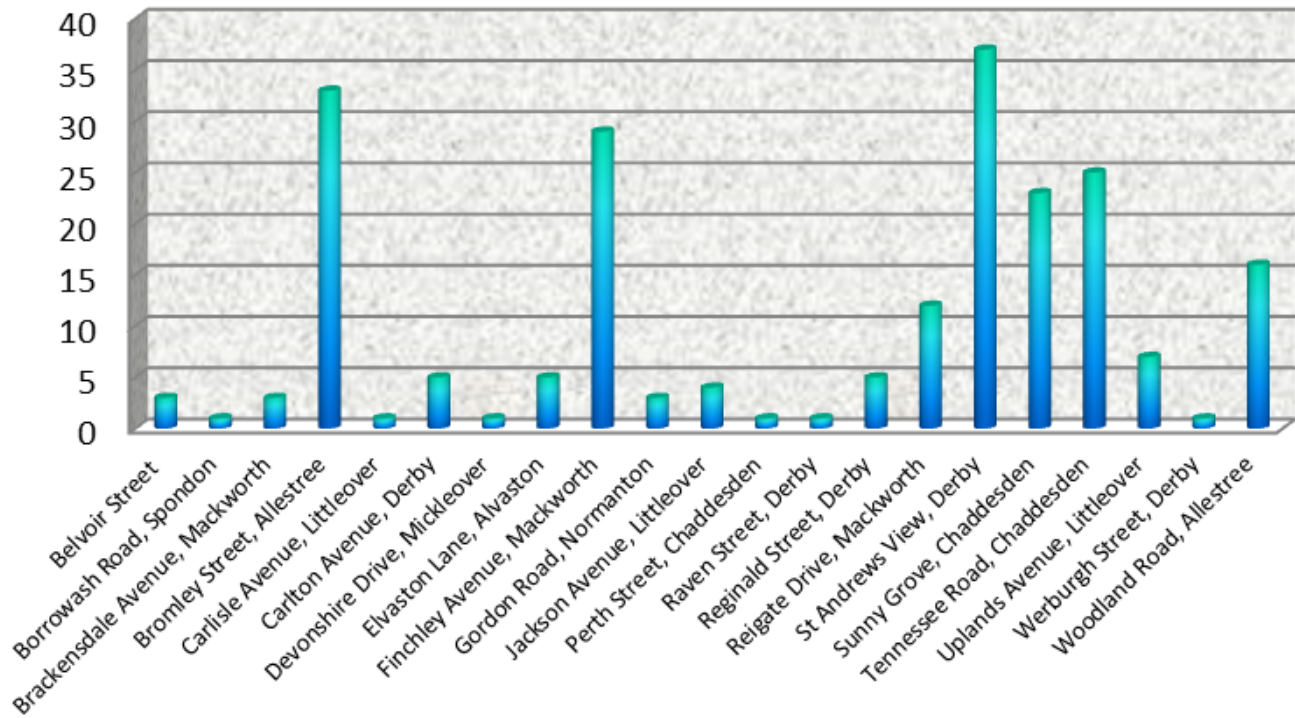
The new camera car has allowed us to enforce parking offences without the need to position officers in the street. We have been able to detect offences in areas where it is too dangerous or difficult to position officers, and where enforcement would be particularly time consuming and resource intensive. It has also given us more flexibility to respond to demands from the public for action to be taken.

We have reviewed the 'keep clear' markings outside all our schools and introduced Traffic Regulation Orders (TROs) for 20 schools, to add to the two TROs already in place. These TROs prohibit drivers from stopping or parking in the 'keep clear' areas during certain times in the morning and afternoon. We believe the use of the camera car will make a big difference in how we enforce these regulations and will help the safety of children crossing at the location.

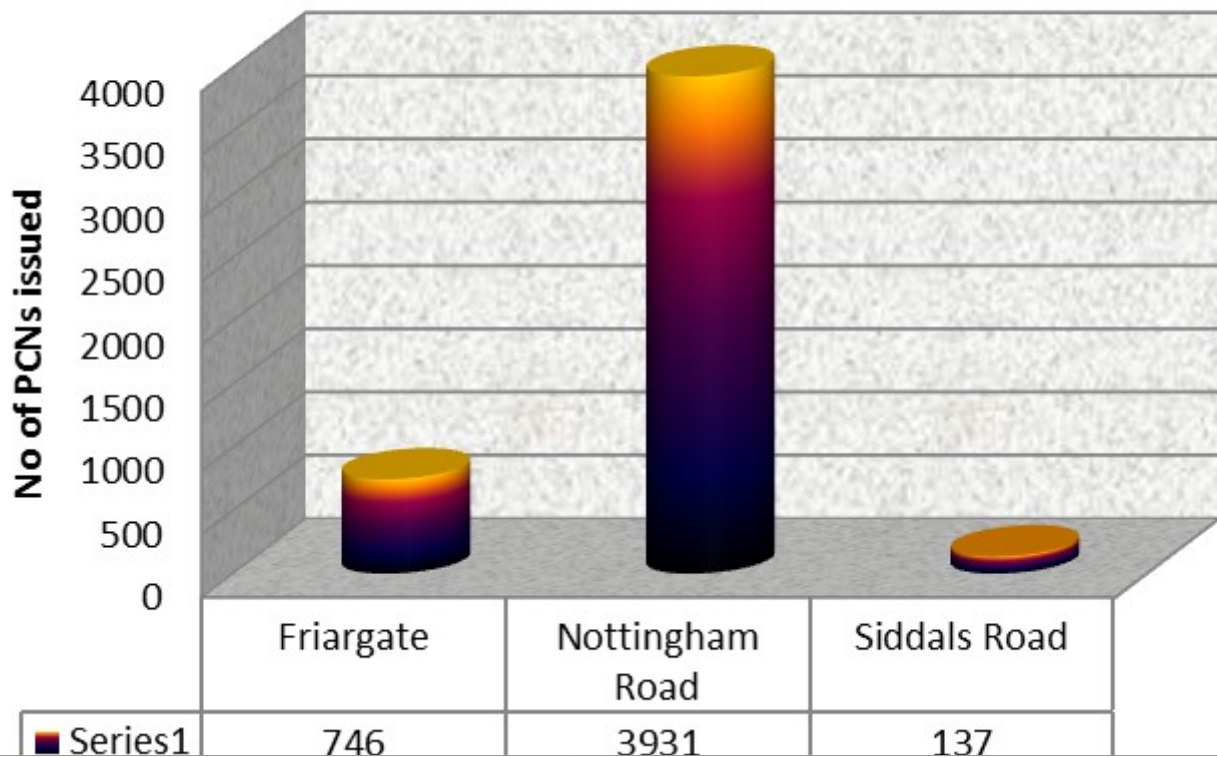


Chapter 3

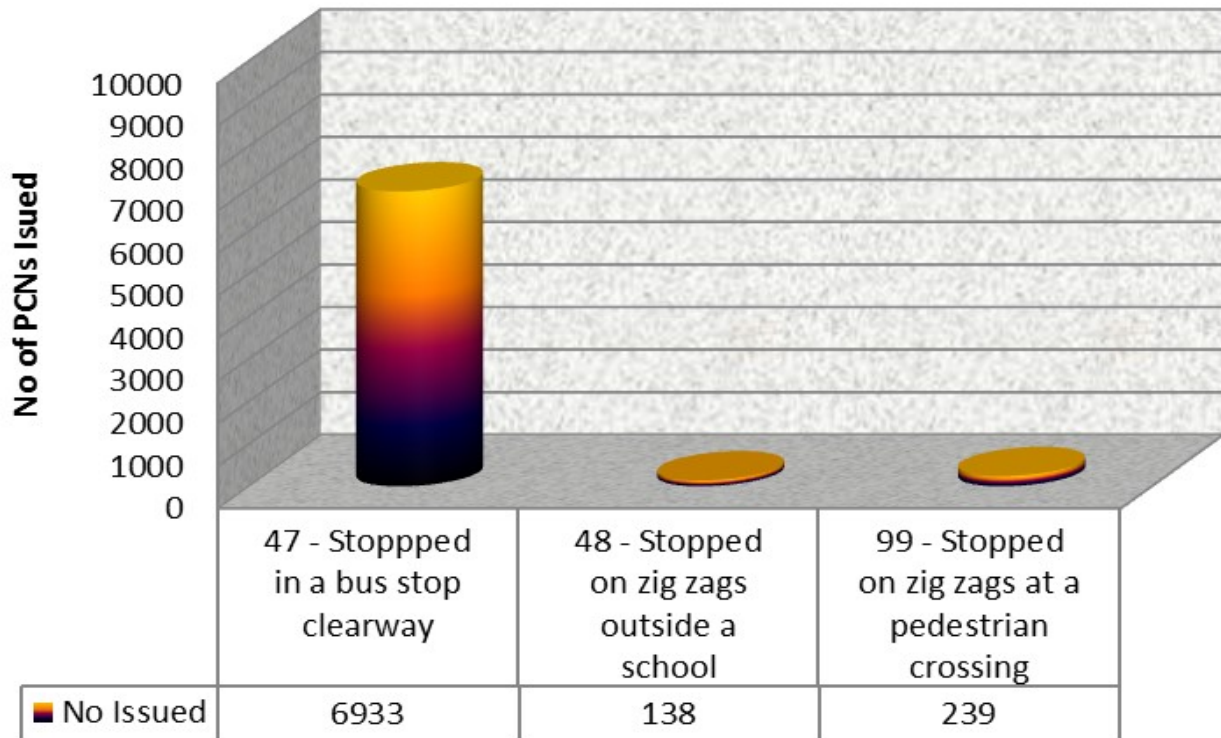
Camera Car issues outside schools - 2014/15



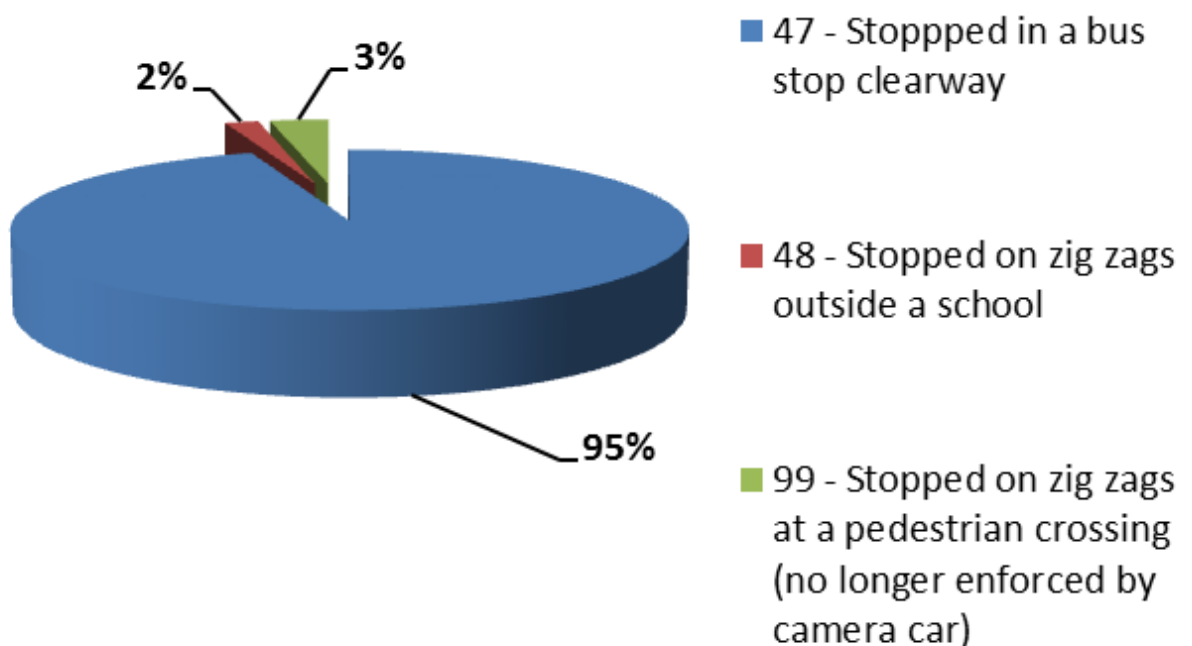
Bus Lane PCNs Issued 2014/15



CCTV PCN Issues by Contravention Code 2014/15



CCTV PCN Issues by Contravention Code 2014/15



Chapter 3

Static CCTV Camera Enforcement Bus Stop Clearway

Railway Terrace outside Rail Station

It is important to make sure that buses are able to access bus stops. Allowing buses to pull up at the kerb enable access to and from the bus by wheelchair users and pushchairs and ensures that anyone with a mobility impairment has the best opportunity to use public transport.

Not all bus stops are bus stop clearways. A bus stop clearway is denoted by a thick solid yellow line within the bus stop along with an associated yellow time plate which specifies the time of the restriction. Drivers are not permitted to pick up or set down passengers.



The Council's camera car is being used to improve driver behaviour where there are persistent problems at bus stops or where we have received specific complaints. The use of cameras will run alongside the actions that are already carried out by the CEOs.

The penalty for contravening the Bus Stop clearway is £70, reduced to £35 if paid within 21 days.



Traffic Penalty Tribunal

The Traffic Penalty Tribunal are a wholly independent body of Adjudicators who have a judicial position and deal specifically with civil parking and traffic enforcement cases.

If the Council rejects a representation the keeper has the right to appeal to an Adjudicator within 28 days of the date of service of the Notice of Rejection. The Adjudicator has to consider an appeal providing it is made within the 28 days.

If the Adjudicator allows the appeal, they direct the Council to cancel the PCN which the Council must comply with without any delay.

The Adjudicator's decision is final, subject to any request to review the decision and no further challenges can be made other than on a point of law through an application to the High Court for a judicial review.

For full information about the PCN appeal procedure you can visit the Tribunal's website at:-

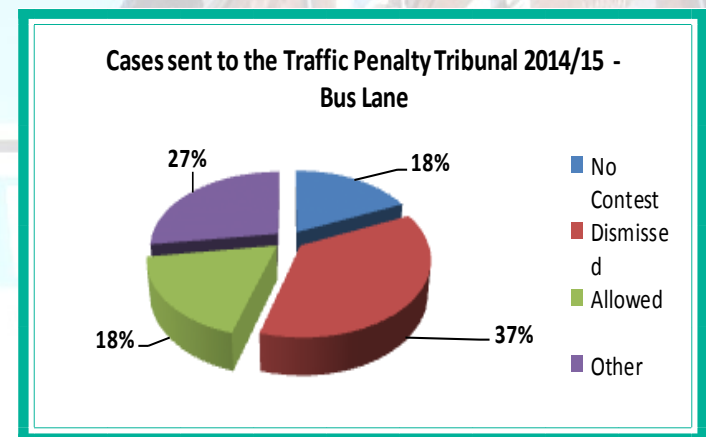
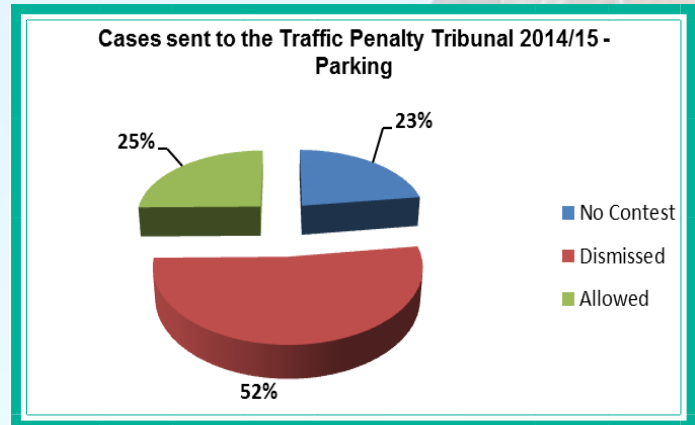
<http://www.trafficpenaltytribunal.gov.uk>

In 2014/15 a total of 134 cases were referred by drivers to the Traffic Penalty Tribunal

Of the parking cases 28 were not contested, 64 appeals were dismissed, and 31 appeals allowed and the remainder withdrawn or out of time. Of the 11 bus lane cases, 2 were not contested, 2 allowed and 4 dismissed.

Of the off street cases 1 was not contested, 3 appeals were dismissed and 1 appeal was allowed.

The following charts show the percentage of cases that went to the Tribunal in 2014/15, the percentage of cases that were dismissed, and percentage allowed and not contested.



Cases were not contested due to the following reasons:-

- ❖ CEO errors
- ❖ Valid ticket provided at appeal stage
- ❖ Evidence of sale of vehicle provided at appeal stage
- ❖ DCC accepted appeal submission
- ❖ Machine faults found
- ❖ Sign missing

The directions and decisions of the tribunal are very useful to the Motorist and the Council and it's enforcement approach. The administration of the PCN is adapted on a continuous basis taking in account the lessons learned.

Chapter 4

Tribunal decisions are read by all members of the Parking Services administration team and are a matter for discussion at monthly team meetings. The team are reaping the benefits of this approach with a reduction in cases being referred to the tribunal.

We have included some common appeals made to adjudication where the Adjudicator has provided useful advice:

The Appellant stated that they were a stranger to Derby and were unaware of the bus lane

The Adjudicator has stated that:

The adjudicator said: 'I am satisfied that there was sufficient signage in place to alert a driver unfamiliar with the area who was driving with care and attention'

The appellant stated that he only stopped at the bus stop to drop off a passenger and no buses were using the lay by at the time

The Adjudicator stated that :-

The Adjudicator has stated: The Highway Code instructs motorists not to stop at a bus stop (rule 243). The fact that no buses were using the lay by so no obstruction was caused does not alter the fact that a contravention occurred. The prohibition is simply on stopping in the clearway so there need be no obstruction to give rise to a contravention of that prohibition

The Adjudicator stated that :-

'the signage is reflective and also illuminated at the point of entry with additional street lighting present. The road is marked with the bus lane legend. I am therefore satisfied that the signing would provide a motorist travelling in a reasonable and prudent manner for the location and conditions, adequate opportunity to see, understand and comply with the restrictions.'

The Appellant stated that it was dark and so did not see the bus lane

When the Appellant states he was unloading his vehicle to his premises but the process took longer as he had to serve customers.

The Adjudicator stated that :-

'the Traffic Regulation Order defines the extent of the exemption for loading/unloading vehicles—the exemption shall only apply so far as is necessary to enable loading/unloading of goods where such is being carried out in an expeditious and reasonable manner and for no other purposes whatsoever...as the Appellant admits to serving customers which interrupted the loading/unloading process, this goes beyond the exemption'

The Adjudicator stated that :-

'it is recognised that every piece of land which is subject to a right of passage is a highway or part of a highway and this will include verges, bridleways, the footway, as well as the carriageway. The Traffic Regulation Order makes provision for resident parking permits, and states no person shall cause or permit any motor vehicle to wait in a permit holders parking place unless a valid permit is displayed appropriately.'

The Appellant had parked his vehicle on a grass verge adjacent to the permit holder's only restrictions in place

Chapter 5

Planning for 2015/16

Introduction of camera enforcement in bus lanes



The Council has an obligation to highway users in the city to take action to manage which vehicles use bus lanes, to maintain benefits to public transport users and to control other parking where it has a negative impact on other road users.

Effective management of the highway is increasingly important to people as traffic volumes increase. A commitment to doing more to manage driver behaviour will help to improve reliability of public transport and ensure that the needs of highway users are considered.

It is important that bus lanes are kept free for use by buses, so that they are not delayed by other vehicles. In some instances bus lanes provide access to sensitive areas where there are a large number of pedestrians while other bus lanes give buses priority at traffic signals. To ensure that we get the very best from both public transport and our road system it is necessary that the guidance and rules we set out are followed.

We will use static CCTV cameras where the frequency of unlawful use of the bus lanes is so significant that it would be impractical for a CEO to gather appropriate evidence of the contraventions.

We propose to introduce enforcement at the following locations:

Albert Street
Victoria Street
King Street
Traffic Street
Uttoxeter New Road
Chequers Road (near Costco)
Burton Road
Normanton Road

The penalty for travelling in a bus lane is £60, reduced to £30 if paid within 14 days. This level is set nationally.

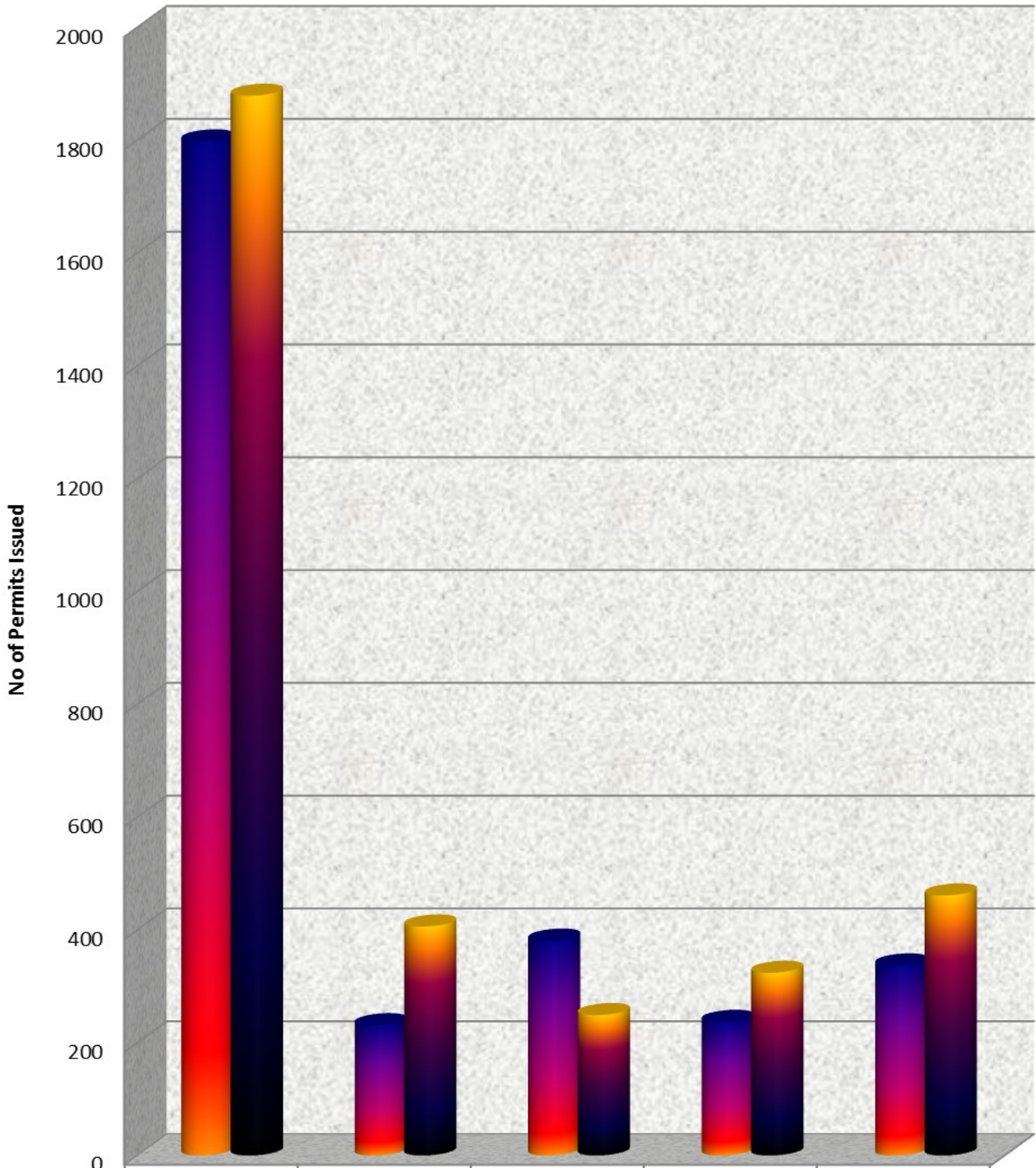
Any surplus revenue raised from penalty charges must be used by the Council to support activities and investment in transport infrastructure.

Footway Parking

Proposals are being considered to help tackle the issues caused by footway parking. This helps in our ability to manage road space and restrict parking on footways, where necessary, in particular where pedestrian foot fall is high such as in the City Centre, in the interests of highway safety and traffic management.

Footway Parking can obstruct and inhibit users of the footway particularly those with visual or mobility impairments and people with pushchairs, it can also result in damage to the footway and services below. Footway Parking bans are to be introduced to ensure adequate access is maintained for all highway users thereby aiding such groups as older and disabled people, and public transport users. Consideration is given to the most appropriate days and hours of the restriction. This involves taking into account the nature and function of the road.

Parking Permits issued 2013/14 - 2014/15



	Resident Permit Holder Only	Resident Pay and Display	Resident Limited Waiting	Season Ticket Off Street	Season ticket on Street
2013/14	1798	231	381	237	337
2014/15	1879	406	249	324	461

Appendix 2

Penalty Charge Notices Issued — Payment and Cancellation

	1 April 2014—31 March 2015					1 April 2013—31 March 2014				
	Total PCNs	On Street	Off Street	% of issue On street	% of issue Off street	Total PCNs	On Street	Off Street	% of issue On street	% of issue Off street
Total number of PCNs	35,581	33,250	2,331	93.4	6.6	26,994	24,145	2,849	89.4	10.6
Number of higher level PCNs issued	21,012	20,913	99	58.8	0.3	11,141	11,019	122	40.8	0.45
Number of lower level PCNs issued	10,481	8,249	2,232	23.2	6.3	15,853	13,126	2,727	48.6	10.1
Number of PCNs paid	29,166	26,345	2,821	74	7.9	18,526	16,651	1,875	61.6	6.9
Number of PCNs paid at discount rate	13,343	12,038	1,305	33.8	3.9	15,933	14,288	1,645	53	6
Postal PCNs	81	80	1	0.2	0	111	108	3	0.40	0.01
CCTV PCNs - inc in above figures totals BUS LANE PCNS	7,968			21.6		148	School 131	Bus stops 17	0.50	0.06

Number of PCNs against which an informal/formal representation was made

All Challenges, On and Off Street	10,364	29	9,435	35
Number of PCNs cancelled as a result of informal/formal representations	3,545	10	3,673	13.6
Number of PCNs cancelled for other reasons (driver untraceable, voided at issue, foreign vehicle etc)	1,052	2.9	995	3.7

Appendix 3

Penalty Charge Notices Issued by Contravention

Code	Contravention Description For full details description details please refer to the Council's website	Differential Charging Level — Lower is £50/£25 Higher is £70/£35	2014/15		2013/14		Annual Change
			PCNs issued	% of total PCNs issued	PCNs issued	% of total PCNs issued	
01	Parked in a restricted street	Higher	3526	9.90	4626	17.04	-1100
02	Loading in a restricted street	Higher	471	1.32	340	1.25	131
05	Parked after payment expired	Lower	4332	12.17	5327	19.62	-995
06	Parked without clear display of P&D ticket	Lower	3108	8.73	6959	25.63	-3851
12	Parked in a residents place with no permit or P&D ticket displayed	Higher	4697	13.20	2519	9.27	2178
16	Parked in a permit space with no permit	Higher	2045	5.74	162	0.59	1883
19	Parked in a residents place with invalid permit or P&D ticket	Lower	217	0.60	153	0.56	64
22	Re-parked in the same place	Lower	3	0.008	9	0.03	-6
23	Parked in a place not designated for that class of vehicle	Higher	4	0.01	31	0.11	-27
25	Parked in a loading place	Higher	474	1.33	608	2.24	-134
26	Parked more than 50cm from edge of carriageway	Higher	0	0	2	0.01	-2
27	Parked adjacent to a dropped footway	Higher	81	0.22	113	0.42	-32
30	Parked longer than permitted	Lower	588	1.65	678	2.5	-90
40	Parked in a disabled bay	Higher	1389	3.90	1932	7.12	-543
45	Parked in a taxi rank	Higher	165	0.46	421	1.55	-256
47	Parked on a bus stop or stand	Higher	7558	21.24	244	0.90	7314
48	Parked on a school zig zags	Higher	139	0.39	136	.50	3
82	Parked after payment expired	Lower	655	1.84	830	3.06	-175
83	Parked without clear display of P&D ticket	Lower	1566	1566	1878	6.92	-312
86	Parked beyond the bay markings	Lower	11	0.03	18	0.07	-7
87	Parked in disabled bay	Higher	45	0.13	111	0.41	-66
99	Parked on a Pedestrian crossing	Higher	364	1.02	39	0.14	325
81	Parked in a restricted area	Higher	13	0.03	0	0	13
85	Parked in a permit bay	Higher	41	0.12	0	0	41
24	Not parked correctly	Lower	1	0	0	0	1
34J	Being in a bus lane	Higher	4088	11.49	0	0	4088
Totals			35581		27136		8445

Appendix 4

Parking Account Information 2014/15—£'000

Year	PCN Income			Expenditure			Surplus Income
	On Street	Off Street	Total	On Street	Off Street	Total	
2014/15	1692	677	2369	902	1355	2257	122



Derby City Council

Car Park Season Ticket(s)

Season tickets Charges

All prices are inclusive of VAT at the standard rate. The prices and conditions below are subject to change.

Abbey Street, Drewry Lane, Darwin Place and Little City Car Parks

Duration	Cost
1 month	£100
3 months	£245
6 months	£440
12 months	£810

(this permit is interchangeable between all these car parks)

Chapel Street Car Park

Duration	Cost
1 month	£105
3 months	£255
6 months	£450
12 months	£830

(this permit is in the form of a plastic card that is used to raise the barrier when entering or leaving the car park)

Grove Street Car Park

Duration	Cost
12 months	£210

(only a 12 month permit is available for this car park)

Please contact us on 0333 200 6981 if you have any questions or need help. The season ticket does not require a vehicle registration mark. This will allow you to display the season ticket in whichever vehicle you need to use.

