



Derby City Council



September 2013

Derby City Council Parking Annual Report 2012/13

Table of Contents

Introduction	3
Chapter 1	4-5
About Derby	4
Derby City Profile	5
Chapter 2	6-8
Parking in Derby	6
Parking Charges	7
Parksafe Derby	8
Chapter 3	9-10
Residents Parking Schemes	9
Customer Service	10
Chapter 4	11-14
Parking Enforcement and Initiatives	11-14
Chapter 5	15-19
Traffic Penalty Tribunal	15-19
Chapter 6	20
Events	20
Chapter 7	21
Planning for 2013—2014	21
Appendices	22-24
Appendix 1 — Permits issued	22
Appendix 2 — PCNs issued - Payments and Cancellations	23
Appendix 3 — Issues by Contravention and end of year accounts	24

Introduction

Welcome to Derby City Council's Annual Report which summarises the parking and traffic enforcement undertaken by the Council in 2012-2013, providing details of initiatives, enforcement and accounts.

Also included are the operational guidelines which the Council sets out in relation to parking. In addition it sets out the future challenges, areas identified for improvement and gives statistical information for the financial years 2012/2013.

The report gives an insight into why parking restrictions are necessary and how the Council enforce them. The report has allowed us to bring together all the relevant data in one document that can now be made available to the public. It has also allowed us to review the working of the group, identify best practice and in particular identify areas for further improvement.

The management of parking is an important aspect of the City Council's functions as there is a high demand for parking to support the economic prosperity of the city, assisting residents wishing to park near their homes and in respect of road safety.

Feedback on the report is welcomed so that the Group can continue to develop the service.

An important part of our work is 'Streetpride's' aim to work with Derby's communities and to involve them in improving their local environment. Through Streetpride we are giving communities more control over the appearance of their street and local environment including some control over how and where money is spent. Streetpride focuses on the needs of the customer and is making a positive difference to the way customers interact with us and our street based services.

Our aim is to achieve best practice in all aspects of our work and have a service:



Councillor Ranjit Banwait
Neighbourhoods Cabinet Member
Derby City Council

A 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 that indiscriminate behaviour does not impact upon the needs of other Highway users.

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.



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.

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 to 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 Westfield shopping centre has around 190 stores and a multi-screen cinema and the Cathedral Quarter has a wide range of small, independent retailers.

Recent major developments include the £50 million Riverlights leisure complex completed in 2011, 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'.

Work has already begun on the multi sports arena on Pride Park and an Olympic-sized swimming pool in the city centre is planned.



Parking Provision

Parking provision and its management is a key part of the 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: strategic objectives for achieving sustainable development, integrated land use and transport planning, the environment, 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 than private car/single car occupancy trips, thereby helping to control congestion levels.
- ❖ 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

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 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 parking

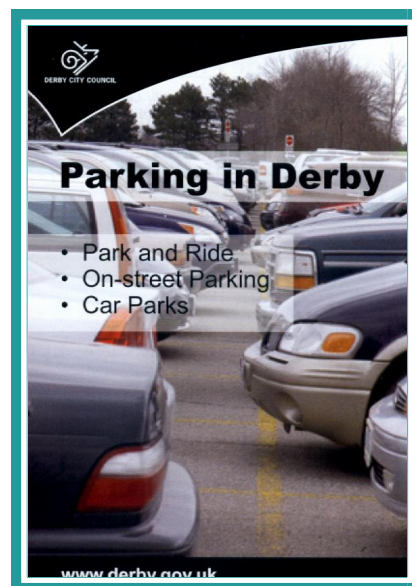
Blue Badge holders can park for **free for up to 3 hours**:-

- ❖ In specially allocated spaces in Council-owned car parks
- ❖ In dedicated on-street parking spaces

And free unlimited parking:-

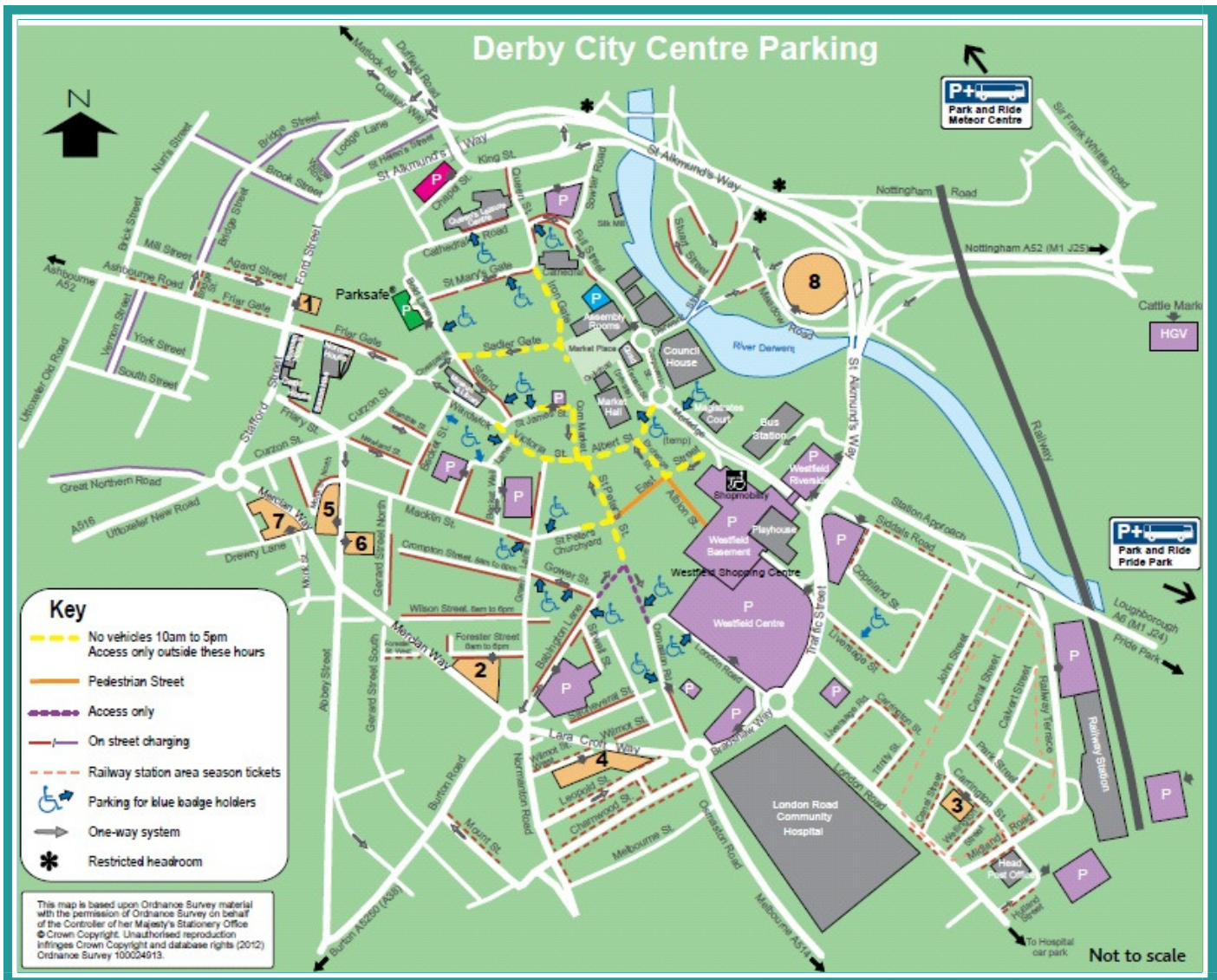
- ❖ In areas covered by on-street charging and limited waiting
- ❖ In areas covered by residents-only parking schemes

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.



Total number of public parking spaces managed by Derby City Council	
On street Pay and Display spaces	1425
Limited Waiting	400
Residents Parking Zones (Permit Holders Only)	2400
Car Parks	1831

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.



Parking Charges

The tariffs were last reviewed in February 2013. As a result of issues that were raised about the tariff set up, it was agreed to simplify charges in the car parks, in particular, to replace hourly tariffs with 2 hourly ones. As a result, instead of six different tariffs, it was reduced to four. There was no increase in the tariff charges to off street parking in recognition of concerns regarding economic prosperity and regeneration

Chapter 2

Parksafe Derby



Located in the Cathedral Quarter area of Derby, our 315 space Derby car park has been called the 'Safest Car Park in the World', Parksafely 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
- ❖ subtle background music
- ❖ umbrellas for customer use in inclement weather
- ❖ flexible bollards throughout
- ❖ helpful 'free-bay' indicators to guide customers to empty parking spaces
- ❖ No thefts of, or from, a vehicle since the system was introduced in 1998



Residents parking Schemes (Permit holders Only)

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

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.

There are currently 14 residents parking schemes operating throughout Derby.

Zone 14 was the latest scheme to be introduced in June 2013. This is an extension to an existing scheme that addressed concerns associated with the development of the Royal Derby Hospital. The scheme has been extended to address further concerns raised by residents regarding commuter and visitor parking associated with the Hospital.

We continue to work with residents and the local Neighbourhoods Boards to identify areas of concern and possible future 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](#)

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

We are continuing to look into the options for virtual permits in order to make it easier and quicker for customers to obtain permits, whilst ensuring improvements take place for the enforcement of permits.

Various different types of parking permits are available:

- ❖ Residents Annual Permit
- ❖ Resident Visitor permits (Daily scratch card)
- ❖ Businesses Annual Permits
- ❖ Businesses Visitor Permits (Daily Scratch card)
- ❖ Carers Permits (available to residents requiring regular carer services)

Chapter 3

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

- ❖ Enquiry form on the Derby City Council web site by using the Streetpride 'Report it' link.
- ❖ 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 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.

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 0845 6001982
In person at Derby City Council, Council House, Corporation Street, Derby DE1 2FS

Parking Enforcement and Initiatives

Derby City Council operates an in house enforcement and administration which consists of 25 CEOs and 8 back office staff. The team are responsible for the management of 3 multi storey pay on foot car parks and 8 surface car parks in addition to the City's variety of on street restrictions.

Enforcement of dropped kerbs

Parking Services has received a deluge of complaints regarding vehicles parking adjacent to dropped kerbs. Realising that drivers often park without noticing the presence or the importance of a dropped kerb the Council have resisted the opportunity to issue PCNs in the first instance. Warning notices are initially placed on cars and the vehicle's details recorded on the notice processing system. If the vehicle is parked in the same manner again, a PCN will be issued. Specific on street posters which have been used in 8 locations in the City where the obstruction of dropped kerbs is a particular problem has been very useful.



One particular success was where vehicles were slightly encroaching the protective entrance marking. The poster was designed to highlight that the marking should be kept completely clear and there was no scope for the motorist to make a judgement as to whether or not it was appropriate to park partially on the marking. Following the erection of the posters, this particular location has received no complaints and it is generally pleasing to note that all the locations where the posters have been placed have seen a big improvement in parking habits with a vast reduction in complaints.

Promoting blue disabled badge compliance

Recognising that there was often an educational issue with blue disabled badge holders being unaware of both how to display their badges and when the badges should be used, Parking Services have devised bespoke advisory leaflets which are placed on cars when badges are not displayed correctly. Additionally, the CEOs ensure that they carry spare time clocks which are left with the advisory notice if required.



The team have a database which records badges which have received advisory notices and should a badge have 2 advisory notices and a third

Chapter 4

contravention is observed, then a PCN will be issued. This stepped approach not only leads to badge holders being reminded of their responsibilities, it also saves a PCN being issued, a notice which, under current policy, would likely be cancelled upon retrospective production of a badge. Efficiency savings have been realised as a result of this approach with a saving of over £8,000 being made during the last year through less abortive back office work. A knock on effect of this approach is that the CEOs time is freed up to issue better quality PCNs.

There is of course a more rogue element where disabled blue badges are misused and as a consequence of this and several complaints from disabled badge holders, the parking team, with the support of Derby Disabled Persons Forum have developed methods in which blue disabled badge compliance is achieved. To launch the new process a launch day was arranged which was attended by local radio and TV in news items being broadcast both live from launch and in the evening news bulletins. The launch was also attended by a Government Inspector who was evaluating Derby City Council's attitude towards equality. The Inspector, in his subsequent report, stated how impressed he was with the pro-active approach taken by Parking Services and the empathy the team showed towards blue badge holders.

As the year progressed, Parking Service's tools for checking blue badges have developed with the CEOs carrying with them bespoke devices which allow them to identify whether the badge on display is valid, the name and age of the badge holder and a contact telephone number. Where misuse is suspected the CEO will telephone the badge holder to check if they are using their badge, if they are not, then the CEO will issue a PCN which triggers a report to the back office and a letter is sent to the badge holder reminding them of their responsibilities.



**This is...
Dave Edwards**

He lends his badge to his daughter to do his shopping.
This is misuse of the badge.

As someone illegally using a Blue Badge you could:

- Be issued with a Penalty Charge Notice
- Go to court and be fined up to £1,000
- Get a criminal record
- As a Blue Badge holder you could have it taken away if you willingly let someone else misuse it, or misuse it yourself.

If you suspect a Blue Badge is being misused please contact:
Phone: 0333 200 6981
E-mail: parkingservices@derby.gov.uk


Derby City Council

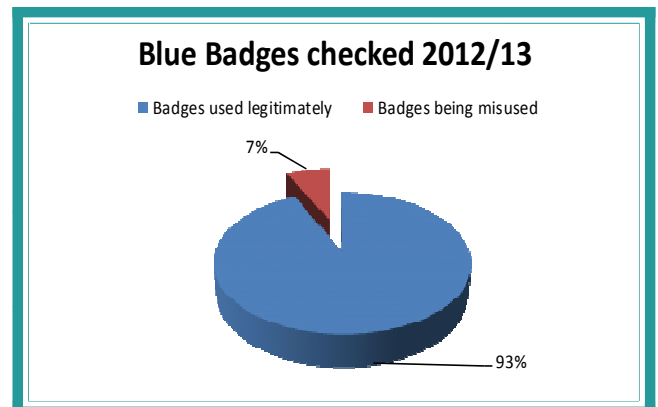
RESPECT THE BADGE

Parking Services has publicised the opportunity for the public to report any suspicions of misuse of blue badge. During these initiative days CEOs have located 6 badges on display belonging to deceased badge holders, with the badges being surrendered to the CEOs, a further 24 out of date badges were surrendered and 84 drivers were found to be misusing a badge. The Disabled Persons Forum spokesperson has said, 'The misuse of disabled badges is really annoying to disabled people. Derby City Council's parking services team are now really tackling the problem head on and their efforts are really having a positive impact. Many more parking spaces are now free and I put that down to the fact people aren't now taking a chance meaning

legitimate badge holders have an opportunity to park'.

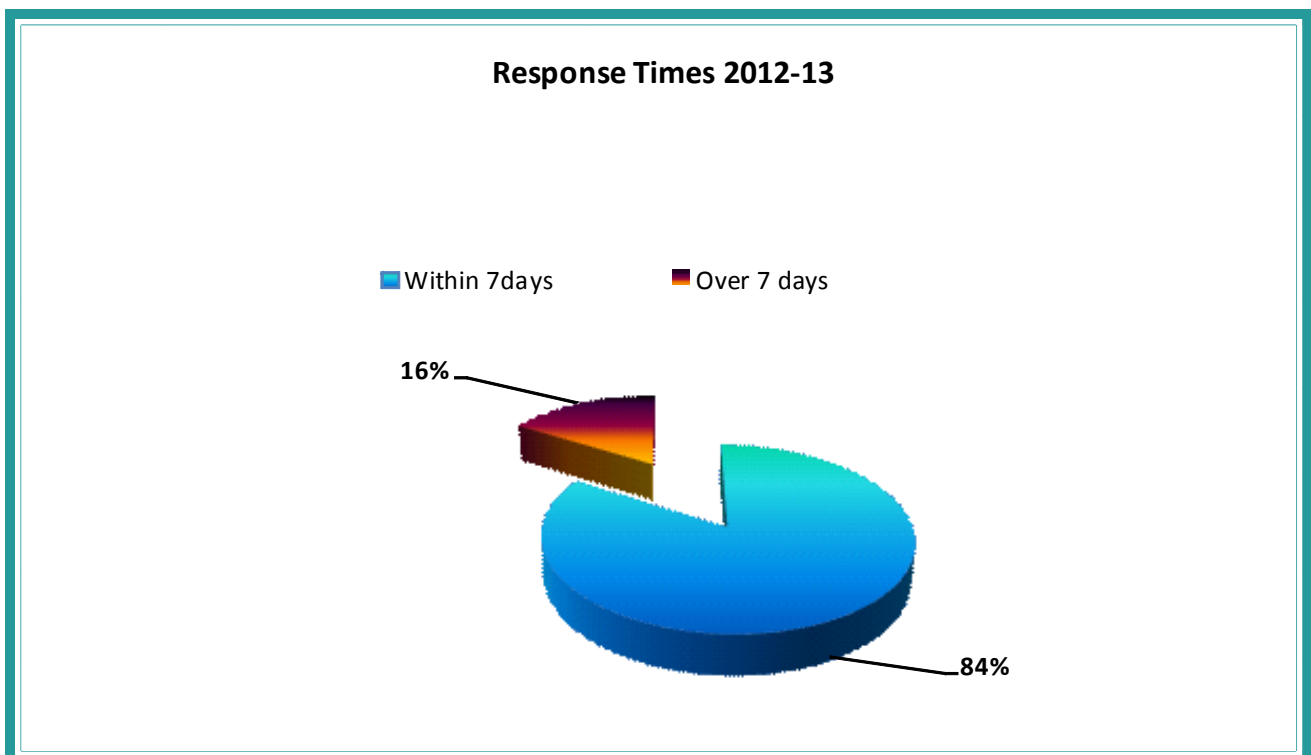
Parking Services realises that there are many occasions when misuse is simply down to a misunderstanding or lack of awareness on the part of the badge holder. In such cases, the team will speak to the badge holder to ensure that they fully understand the rules and regulations on the use of their badge but remind them that if the badge is misused again that action would be taken to withdraw it. This interaction allows badge holders to ask questions, questions which without the personal interaction of the parking services team may otherwise have not had the opportunity to ask.

For 2012/2013 – 4562 badges were checked on average 380 per month. Of these 317 badges were found to be being misused (7%) and issued with a PCN. Of these PCNs being issued, 97% paid with 1% being cancelled and 2% outstanding.



Parking Administration

The chart below shows response times to customers' challenges



Chapter 4

Late night enforcement

Following complaints from local businesses, Police and visitors to the City regarding illegal parking throughout the evening an initiative was implemented which enabled a substantially increased amount of enforcement to take place into the evening. The evening patrols have had a positive effect on night time parking compliance which, in turn, has led to a reduction of vehicular criminal damage reports as vehicles are not being illegally parked in areas popular during the evening. It should be noted that the night time enforcement has also led to an increased occupancy of Council car parks, with drivers being less likely to chance parking illegally. The CEOs use a bodycam and this is proving a positive deterrent in order to counter abusive behaviour.

Purple flag success

The City has won the much coveted Purple Flag award for Derby's city centre evening and night time economy. The flag—like the blue flag given to beaches and the green flags for parks—recognise cities that offer a real mix of things to do in the evening like arts and music venues, restaurants, shopping as well as pubs and clubs.

Derby was highlighted by the judges as being a great night time destination for all ages with an excellent mix of exciting and diverse evening entertainment on offer.

Councillor Paul Bayliss, Leader of Derby City Council said:

“As well as the celebration of Derby's achievements to date it is also important to express our aspirations to continue to develop our evening and night time economy offer. Not only do we want to continue to improve the current standards in the city centre we also intend to use our newly acquired status to help us to promote derby as a great place to come and visit both locally and nationally. Purple Flag status is an independent recognition that we are a safe, accessible and vibrant city centre in the evening offering a real mix of things to do and as a result we envisage this will encourage inward investment of business ventures and tourism.”

The Civil Enforcement Officers have actually played an essential part of the Council obtaining the Purple Flag award along with Street Pastors, taxi drivers, taxi marshalls and Police Officers.



Traffic Penalty Tribunal

Every challenge or representation has to turn on its own merits and there are cases which have unusual elements where the parking team may want to consider the matter further. To assist the back office team in these often time consuming cases, a team of senior officers meets on a weekly basis to discuss cases where exceptional use of discretion could be applied and may often result in the need for more information from the appellant in order to reach a concluding decision. The meeting is known as the 'blue folder meeting' and has been recognised by the tribunal with a favourable comment from Adjudicator M F Kennedy in DCC V Levick saying,

The Council had plainly had some sympathy with the appellant's plight and had even considered this particular case at a special meeting at which cases possibly suitable for the exercise of discretion re discussed. I have to say that I am quite impressed at this approach by the Council; I have not seen any evidence of this practice in any of the other cases I deal with'

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

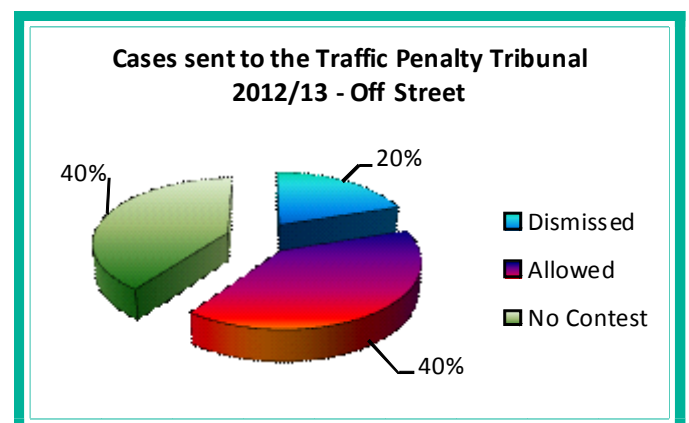
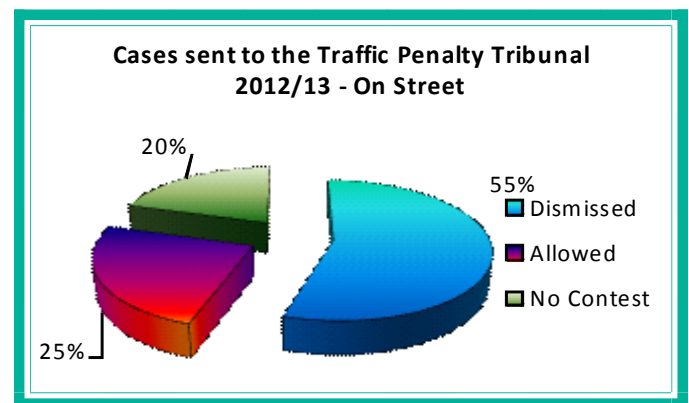
If the Council rejects a representation the keeper has the right to appeal to an Adjudicator within 28 days of the date of service of the Notice of Rejection. The Adjudicator has the discretion in appropriate circumstances to consider the appeal providing it is made within the 28 days.

If the Adjudicator allows the appeal, they direct the Council to cancel the Penalty Charge Notice 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 Penalty Charge Notice appeal procedure you can visit the Tribunal's website at <http://www.trafficpenaltytribunal.gov.uk>

The following charts show how many cases went to the Tribunal in 2012/2013, how many cases were dismissed, how many allowed and how many not contested.



Chapter 5

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

The directions and decisions of the tribunal are very useful to the Council as well as the motorist and enforcement approach as well as the administration of the Penalty Charge Notice is adapted on a continuous basis fluid to the lessons learned. Tribunal decisions are read by all members of the Parking Services administration team and are a matter of learning debate at monthly team meetings. The team are reaping the benefits of this approach with a reduction in cases being referred to the tribunal.

52 cases – 2012/2013

80 cases – 2011/2012

Common appeals made to adjudication where the Adjudicator has provided useful advice.

Where a parent needs to park in contravention of a no waiting/pay and display bay or permit holder's bay to pick up or drop off their child

The Adjudicator has stated:



'where passengers alighting from a vehicle are vulnerable e.g. the young, the elderly or the disabled, then the driver may not only park for as long as is necessary to allow them to get out of the car, but also for as long as is reasonably necessary to take them to a place of safety and, where children are concerned, put them into the custody of a reasonable adult. How long that will be is a question of fact that will be different in relation to each individual case.'

When the appellant disputes that they were not responsible for the Penalty Charge Notice as they were not the driver:

it is a significant feature of the civil scheme of parking enforcement that in a majority of circumstances it is the owner of the vehicle who is liable for the payment of any PCN issued to a vehicle, not whoever is driving it at the time.

For the purpose of identifying the owner of the vehicle in relation to a parking contravention, Section 92(1) of the Traffic Management Act 2004 provides that it shall be presumed that the owner of the vehicle was the person in whose name the vehicle was registered with the DVLA under the Vehicle Excise Act 1971.'

The Adjudicator has stated:-

When a motorist believes they were not parked in contravention of a yellow line restriction as they were parked on a grass verge/footway adjacent to a yellow line restriction:

'waiting restrictions indicated by yellow lines apply to the carriageway, pavement and verge'. This is because as a matter of law the pavement and verge, as well as the carriageway, are all part of the public highway which normally extends up to the building line (i.e. the front of the building). At common law 'highway' is a way over which all members of the public have a right to pass and re-pass without hindrance. The footway is vested in the local authority which is empowered by statute to regulate it.'

The Adjudicator stated:

When the appellant has stated that a sign was not visible in the pay and display area due to an overhanging tree:

The obligation as to signage is contained in the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996 which provide for the placing of traffic signs so that they secure that adequate information is provided to motorists as to the effect of the provisions governing parking in the relevant locations.'

The Adjudicator stated that:

-

Chapter 5

When the Adjudicator believes that the Council has not demonstrated that they have exercised discretion when considering mitigation presented to them:

The Adjudicator stated that :-

Consequently, following this decision all administration staff were briefed on the need to ensure they answered any relevant points submitted in any representations throughout the notice process system and clearly state the reasons why they rejected those representations.

there is a mandatory statutory duty, that the Council must undertake, that is, the use of discretion. This involves considering discretion at each stage and, if not deciding in favour of the person making representations, they must give reasons to the person to explain how the case fell outside the Council's policy on discretion'.

When the Council have demonstrated that they used their discretion:

The Adjudicator stated that :-

the Traffic Management Act 2004 does not give an Adjudicator the power to exercise their discretion on the basis of mitigation, the Adjudicator may only assess whether the Council has considered the issues that were put forward and whether it had reached a decision that was properly open to it.'

Additionally, in a recent Adjudicator's decision involving the use of discretion, which has been referred back to the Council for further consideration:

The Adjudicator has stated:

the Council indicated that they do not have a written policy on the exercise of discretion even though this has been recommended by the Department for Transport's Operational Guidance to Local Authorities since 2008. Whilst the Council are correct that this is not mandatory, it is certainly best practice with many Council's publishing their policies on their websites.'

Parking Services recognise how important it is to demonstrate the Council's use of discretion and have taken on board the Adjudicator's comments. Consequently, Parking Services are in the process of producing a policy document on the use of discretion which will be available on the Council's website once completed.

When the appellant has stated that they had gone for change for the pay and display machine:

The Adjudicator has stated:-

'whilst it is accepted a person parking a vehicle cannot obtain and display a pay and display ticket immediately on leaving the vehicle in a parking place, the issue of a motorist going for change has been considered by the High Court in two cases; Strong v Dawtry (1961) 1 All ER 926 and in Riley v Hunt (1981) RTR 79. In both cases the High Court acknowledges the fact that a motorist cannot display a pay and display ticket immediately upon leaving a vehicle and held a motorist was entitled to a reasonable amount of time in which to walk from his car to the pay and display machine, obtain his ticket, return to his car and then display the ticket in the vehicle. However, the Court also confirmed that the reasonable amount of time could not be extended to include a period of time to allow a motorist to go for change.'

Chapter 6

Events

2012 Olympics

The Olympic Games introduced new challenges for Parking Services as Derby was chosen as one of the few Cities which had the Olympic Torch parade over a weekend period. The Operational team worked to a well prepared operational order and were able to achieve a fantastic outcome of not one vehicle being parked along the route the Torch parade took.

of the torch through the route with no PCNs being issued. The camaraderie in the team was there for all to see and records would later go on to show the achievement of the torch route being free from parked cars was not mirrored elsewhere in the Country. This success highlights the flexibility within the team and the way in which they can deal with demands outside the scope of normal daily enforcement.



This event showed how well the team work with other agencies such as the Police, Emergency Planning Officers, Network Management, Highway Maintenance and Street Cleansing. The direct actions of the CEOs following the operational order led to reduced security risk and smooth transition

Planning for 2013 - 14

Introduction of cashless parking

Parking Services is looking into the possible introduction of Cashless parking solutions by offering alternative ways to pay for parking, thus enhancing the driver's parking experience whilst promoting the environment at the same time. Customers will no longer need to search for change or worrying about displaying a ticket. There are various benefits to introducing cashless parking:-

- ❖ **For the driver** – they can log online make payments and alter information whenever required. VAT receipts are available. Less likely to have vehicle vandalised.
- ❖ **For the Council** – Reduces machine maintenance, less cash collections, tracks parking violators to enable stricter enforcement. The system can provide telephone numbers of drivers if required.
- ❖ **For the environment** – less paper for receipts and P&D tickets, less cash collections or engineer call outs.

Introduction of mobile enforcement around schools and bus lanes

The Council has an obligation to highway users in the city to take action to control parking outside schools ensuring that indiscriminate parking does not compromise safety, 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

improve safety outside schools, improve reliability for public transport and ensure that the needs of highway users are considered.

One significant problem where we believe that the use of cameras can start to make a difference is at the entrance to schools. Parking adjacent to schools is a significant problem and results in many complaints being received by both Parking Services and Neighbourhood Teams. While the majority of parking near to schools is unable to be controlled, it is possible for cameras to be used to manage school keep clear markings where inconsiderate stopping / parking creates a danger for pedestrians as well as causing congestion. School keep clear markings should be provided in locations where children cross the road. They are not intended to prevent stopping / parking in a wide area but only where it is necessary. To enable us to better manage school keep clear markings will require us to review each location to make sure that the markings are appropriate. There are currently only two school keep clear markings which are supported by legal traffic orders (the remainder are advisory markings) and we will need to introduce new orders. We will engage with ward Councillors and schools to determine what actions may be necessary. It is envisaged that the use of cameras to control school keep clear markings will be able to be undertaken from September/October 2013.

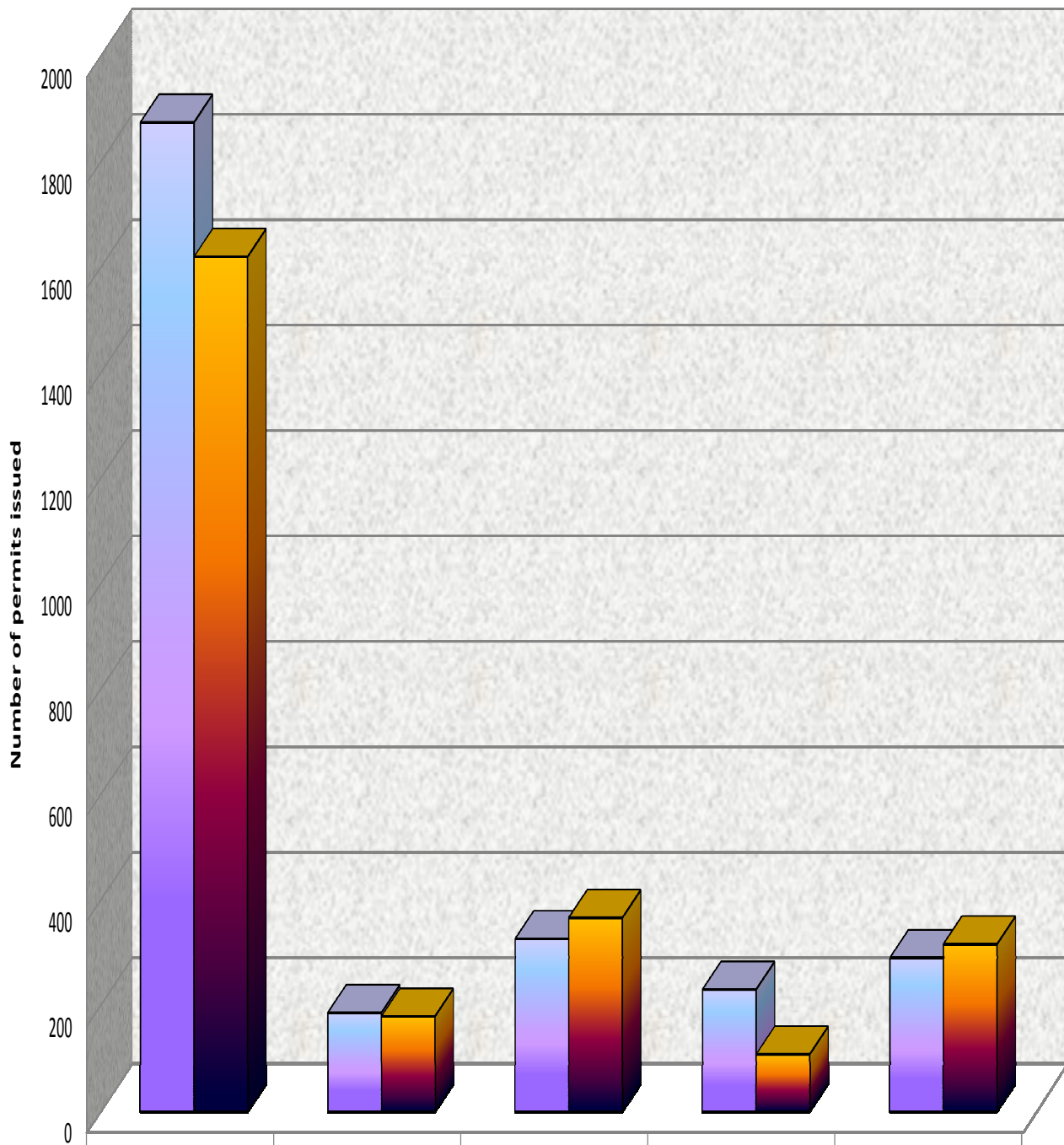
In addition to bus lanes, bus stops and school keep clear markings we also intend to consider camera use in the following situations:

- ❖ Pedestrian Crossings (zig-zag markings)
- ❖ Loading/Unloading restrictions
- ❖ Taxi Ranks

Those locations where the frequency of unlawful parking or its duration is so significant that it would be impractical for a Civil Enforcement Officer to gather appropriate evidence of the contraventions.

Appendix 1

Permits issued 2011/12 - 2012/13



	Residents	Residents - Limited Waiting	Residents - Pay and Display	Season Tickets - Off Street	Season Tickets - On Street
2011-12	1876	187	327	231	291
2012-13	1621	180	367	108	317

Appendix 2

Penalty Charge Notices Issued — Payment and Cancellation

	1 April 2012—31 March 2013					1 April 2011—31 March 2012				
	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	30,561	27,218	3,343	89.06	10.93	24,481	21,114	3,710	86.24	15.15
Number of higher level PCNs issued	13,427	13,289	138	43.48	0.45	9,911	9,778	133	39.94	0.1
Number of lower level PCNs issued	17,561	13,929	3,205	45.57	10.48	14,913	11,336	3,577	46.30	14.61
Number of PCNs paid	22,471	20,084	2,387	65.71	7.81	17,712	15,215	2,499	62.15	10.20
Number of PCNs paid at discount rate	18,853	16,576	2,097	54.23	6.86	14,454	12,347	2,107	50.43	8.06
Postal PCNs	182	125	57	0.40	0.18	81	78	3	96.3%	3.7%

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

All Challenges, On and Off Street	10,022	32.79%	9,364	38.25%
Number of PCNs cancelled as a result of informal/formal representations	4,103	13.42%	3,510	14.33%
Number of PCNs cancelled for other reasons (driver untraceable, voided at issue, foreign)	1,636	5.35%	2,960	12.09%

Appendix 3

Penalty Charge Notices Issued by Contravention

Code	Contravention Description	Differential Charging Level	2012/13		2011/12		Annual Change	
			PCNs issued	% of total PCNs issued	PCNs issued	% of total PCNs issued		
01	Parked in a restricted street	Lower £50/£25	6,287	20.57	4466	18.61	1,821	40.77
02	Loading in a restricted street	Lower £50/£25	303	0.99	319	1.33	-16	-5.02
05	Parked after payment expired	Higher £70/£35	5,618	18.38	4501	18.75	1,117	24.82
06	Parked without clear display	Higher £70/£35	7,418	24.27	5350	22.29	2,068	38.65
12	Parked in a residents place	Lower £50/£25	2,951	9.66	2649	11.04	302	11.40
16	Parked in a permit space	Lower £50/£25	148	0.48	163	0.68	-15	-9.20
19	Parked in a residents place	Higher £70/£35	123	0.40	129	0.54	-6	-4.65
22	Re-parked in the same place	Higher £70/£35	7	0.02	6	0.02	1	16.67
23	Wrong class of vehicle	Lower £50/£25	141	0.46	61	0.25	80	131.15
25	Parked in a loading place#	Lower £50/£25	736	2.41	692	2.88	44	6.36
26	Double parking in a SEA	Lower £50/£25	9	0.03	1	0.00	8	800.00
27	Dropped footway in a SEA	Lower £50/£25	50	0.16	52	0.22	-2	-3.85
30	Parked longer than permitted	Higher £70/£35	762	2.49	708	2.95	54	7.63
40	Disabled persons parking	Lower £50/£25	1,807	5.91	863	3.60	944	109.39
45	Taxi rank	Lower £50/£25	381	1.25	47	0.20	334	710.64
47	Restricted bus stop or stand	Lower £50/£25	404	1.32	284	1.18	120	42.25
48	Restricted school area	Lower £50/£25	2	0.01	3	0.01	-1	-33.33
81	Parked in a restricted area	Lower £50/£25	1	0.00	1	0.00	0	0.00
82	Parked after payment expired	Higher £70/£35	1,394	4.56	1524	6.35	-130	-8.53
83	Parked without clear display	Higher £70/£35	1,783	5.83	1970	8.21	-187	-9.49
86	Parked beyond the bay markings	Higher £70/£35	28	0.09	13	0.05	15	115.38
87	Disabled persons parking	Lower £50/£25	137	0.45	129	0.54	8	6.20
99	Pedestrian crossing	Lower £50/£25	68	0.22	70	0.29	-2	-2.86

Totals 30,561 24,003 +27.32%

End of year accounts

The information for the 2012/13 Financial Year is as follows:

Year	PCN	Income £'000s			Expenditure £'000s			Net Income/ Expenditure
		On Street Other	Off Street	Total	On Street Other	Off Street	Total	
2012/13	30561	1,713	2,534	4,247	891	1,322	2,213	2,034

