

Southampton City Council

Civil Parking Enforcement

Annual Report

April 2010 to March 2011



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Foreword by Councillor Daniel Fitzhenry

This is the 4th annual parking report produced by Southampton City Council, and I am pleased to write the foreword to it.

Southampton still retains its place as a key commercial port, and is the UK's premier cruise port for world-wide destinations. Despite this period of economical difficulties for all cities across the country, Southampton still attracts millions of visitors each year. We have a thriving tourism industry and the shopping areas are among the best in the UK.

Southampton is unlike many other major cities in that car parking facilities are easy to find. There is ample parking in the city centre with over 10,000 spaces currently available, including numerous pay and display car parks around the city. 11 council-owned city centre car parks have been recognised as being amongst the safest in the country and have received the Safer Car Parks Award.

City Parking & Patrol Services (who have prepared this report) have introduced very creative measures to help businesses, visitors and workers, by way of discounted parking in its off street parking places. The team expanded during the period of this report, and now includes a cash collection facility. City Parking & Patrol Services has forged some very beneficial partnerships in the city, providing management and training for a host of various private and public sector bodies.

This report outlines the services delivered by the team throughout 2010/11, and also provides comprehensive financial and statistical information. I am pleased that a transparent record of performance has been published. Investment in new parking technology has resulted in wider options for payment by our customers, and this is also highlighted in the report.

City Parking & Patrol Services have held Quality Assurance accreditation for over 14 years, and this was maintained during the reporting period. Listening to their customers has always been a key area of the team's philosophy, and they carried out several customer surveys. Parking services are a key service provision area for the council, and this report highlights the excellent work taking place by the parking team as a whole.

Daniel Fitzhenry – Cabinet Member for Environment & Transport



Welcome to the International Maritime City of Southampton

Introduction

This is the fourth annual report produced in accordance with the requirements of part 6 of the Traffic Management Act (TMA) 2004. We take this opportunity to inform you about our enforcement activities and cover the financial, statistical and other data (including any parking or civil parking enforcement (CPE) targets) in the context of our other parking and patrol duties and policies.

This report covers the period 1st April 2010 to 31st March 2011.

Overview

We have consciously decided to produce this report with the environment in mind. It has primarily been designed to be read on-line, and if printed, to use less ink (by avoiding the use of excessive and unnecessary colour).

About Southampton



The current population of Southampton is 239,000.

Southampton is a vibrant, modern city nestled on the south coast of England between the rivers Itchen and Test, which offers a warm welcome to visitors from all over the world. Southampton is one of the UK's busiest and most important commercial ports, handling over 42 million tonnes of cargo every year. Southampton is also widely recognised as the UK's number one cruise port, taking 1.4 million passengers in 2010.

Southampton has an eclectic mix of historic and modern, offering something for everyone. The city has strong connections with aviation and marine history including the QE2, Titanic and Mayflower ships. The city has a number of heritage sites including a variety of medieval buildings and monuments in the city's Old Town. We also boast the largest retail shopping mall in the south, our West Quay shopping centre, located in the heart of Southampton city centre. West Quay is a £295 Million development incorporating two department stores and 100 shops and catering units on a 33 acre site.

The QE2 Mile is the pedestrian route that runs through the heart of the city from the Cenotaph down to the waterfront at Town Quay. It links the city's parks, new cultural quarter, shopping high street, old town and waterfront. The huge anchor from the city's beloved cruise-liner the QE 2 has been re-homed on the footpath in front of Holy Rood Church. It is the most visited part of the city and has many historical features, the Cenotaph, Titanic memorial, Holy Rood church that was bombed in the war, our famous Bargate stands at its centre. With shopping, restaurants and bars visitors can stay in the city well in to the evening.

On the East of the City Ocean Village and marina, with its regular yachting festivals, clubs and bars attracts hundreds and thousands of visitors each year.

However you arrive in our city we have a parking solution, from convenient City Centre coach drop off points and 10 hour coach stops, free motorcycle parking places and designated disabled parking places to our a conveniently located city centre Park Mark™ accredited multi-storey car parks. With excellent transport links to the rest of the UK by rail, air or sea and an excellent internal public transport system we cater for the transport needs of visitor and resident alike.

Southampton has a thriving tourism industry and is home to two universities and an airport, attracting both international and local visitors alike. This gives Southampton a hugely diverse local and visiting population whose parking needs have to be carefully balanced.

We have a responsibility to make sure our parking restrictions are clearly signposted, and managed for the benefit for all. Parking restrictions are in place to manage the kerb space for residents, businesses, commuters, people with disabilities, shoppers, students and visitors alike. They are enforced in a fair, transparent and consistent manner. Below is a list of all our city centre car parks;



Car park Name	Length of stay	number of spaces	Safer Parking Award
Albion Place	Short	52	
Amoy Street	Long	54	
Ascupart Street	Short	32	
Bedford Place MSCP	Long	289	Park Mark
Castle Way	Short	76	
Civic Centre Forecourt	Short	72	Park Mark
College Street	Long	168	
Commercial Road	Short	11	
Compton Walk	Long	35	Park Mark
Crosshouse Hard	Long	66	
Eastgate MSCP	Long	709	Park Mark
Gloucester Square	Long	90	
Grosvenor MSCP	Long	532	Park Mark
Grosvenor Square (North)	Long	88	Park Mark
Handford Place	Long	10	
Harbour Parade	Long	64	

Car park Name	Length of stay	number of spaces	Safer Parking Award
James Street	Short	16	
Kings Park Road	Long	76	
Lime Street	Long	227	
Marlands MSCP	Long	837	Park Mark
Mayflower Park	Long	229	
Northam Road	Long	24	
Queens Terrace	Short	22	
Six Dials	Long	72	Park Mark
Southbrook Road	Long	113	
The Quays North	Long	135	
The Quays South	Long	92	
Trinity Road	Long	23	Park Mark
West Park (MSCP)	Long	506	Park Mark
Wilton Avenue	Short	78	Park Mark
Wyndham Place	Short	24	

We have placed all the relevant information on our website, including information on our policy for cancelling PCNs and parking in accordance with the regulations. <http://www.southampton.gov.uk/s-environment/roadsandparking/parking/default.aspx>

Further information can also be found in the Highway Code and the British Parking Association and Which? “Guide to parking” (available to download from <http://www.britishparking.co.uk/Library/Which-Guide-to-Parking>)

Environmental responsibility

Between 8 July 2010 and 29 September 2010, a 12-week public consultation on a proposed long-term Transport and Environment Strategy for South Hampshire, incorporating the City of Southampton, as part of LTP3 (Local Transport Plan 3) took place. Transport underpins economic growth, has a significant impact on the environment, and plays a major role in everybody's day to day lives, so the decisions made on which policies to pursue as part of LTP3 can have wide reaching consequences for our communities and businesses, not just at a local level, but also over wider areas.

The city offers a 'car club' facility with dedicated parking spaces in strategic locations. Southampton has excellent public transport links within the city boundary and beyond, being only 1 hour by train from central London, with 'Megabus', Greyhound and National Coaches all running frequent national services from the city.

In conjunction with Hampshire County Council and Portsmouth City Council, Southampton participated in a public consultation on the South Hampshire local transport plan LTP3 Joint Strategy. The government's White Paper on integrated transport was published in July 1998.

The plan seeks to improve the quality of life for residents, businesses and visitors by;

- Improving air quality
- Make public transport a more attractive option
- Promoting healthier forms of transport
- Protecting the natural environment
- Reducing greenhouse gas emissions
- Reducing road congestion
- Supporting robust economic growth
- Encouraging sustainable travel packages



The Transport for South Hampshire (TfSH) will encourage better co-ordination between local authorities with responsibilities for car parking to improve the way existing parking is used and priced. Discounts can be offered to encourage car sharing and low-emission vehicles. Park and ride sites offering lower cost parking than in urban centres can help reduce congestion and address poor air quality in the centres. It is important that parking management measures are implemented alongside improvements to sustainable travel modes to help increase the attractiveness and viability of these alternatives over private car trips, to support widening travel choice.

Further information on the LTP3 can be found on the governments website at: <http://www2.dft.gov.uk/pgr/sustainable/ltp3planning/index.html> and on the local website at: <http://www3.hants.gov.uk/tfsh>

About City Parking and Patrol Services

Southampton City Council has delegated the management of its parking stock and enforcement of parking facilities and restrictions to its City Parking and Patrol Services department, and we are responsible to assist with traffic management and environmental improvements.

Our aim is to:

- Protect and maximise income from On-Street and Off-Street Parking and the Itchen Toll Bridge
- Keep streets clear to enable smooth traffic flow and protect public safety
- Provide effective enforcement in parking, investigate and educate to reduce environmental crime and anti-social behaviour
- Develop innovative parking systems that can be commercially utilized to bring income and recognition to the city and support the local economy
- To make all our parking information accessible i.e. in plain English and available in all formats to account for the diverse local population

We have nine dedicated teams to handle everything from enforcing traffic regulations to collecting the cash from the ticket machines. Our teams and their roles are briefly outlined below:

- Abandoned Vehicles Officer to investigate reports of abandoned vehicles
- Bulk Cash Collection Team to empty and bank cash from ticket machines
- Business Support Staff to support all aspects of the parking services process
- City Patrol Officers (CPOs) to investigate enviro-crime and abandoned vehicles
- Civil Enforcement Officers (CEOs) to enforce traffic regulations with respect to parking
- Investigations Officer to investigate instances of permit and blue badge fraud
- Representations Team to deal with challenges to Penalty Charge Notices (PCNs)
- Technical Team to ensure that all our parking and surveillance equipment is kept in working order
- Toll Collectors to receive fees from commuters for using the Itchen Toll Bridge

Overview of our services

The range of services provided by City Parking and Patrol Services includes:

1. Provision, maintenance and enforcement of parking spaces
2. Provision and management of residents, business and visitors permits for 20 restricted parking zones
3. Dealing with challenges and appeals against PCNs
4. Investigating the misuse of permits and disabled blue badges
5. Investigation and removal of abandoned vehicles
6. Maintenance and installation of 292 ticket machines and 20 pay on foot machines
7. Maintenance and installation of approximately 280 CCTV cameras



8. Management of the toll collection service for the Itchen Bridge
9. Monitoring and enforcement of Enviro-crime activities across the city
10. Bulk cash collection from all ticket machines and bank reconciliation
11. Provision and enforcement of 19 dedicated City Car Club bays in the city
12. Review of existing restrictions, signs and road markings
13. Our services to local businesses

Our services in detail

1. Provision, maintenance and enforcement of parking spaces

We provide;

- 1600 on-street Pay and Display parking bays
- 2300 off street Pay and Display parking spaces over 26 car parks
- 2889 Park Mark™ multi-storey car park Pay on Foot spaces in 5 multi storey car parks
- 165 of our spaces are marked out for the use of disabled drivers displaying their blue badge (some spaces accept more than one car)
- Dedicated places to park coaches for up to 10 hours and a lorry park
- We also offer 40 locations across the city where you can park motorcycles free of charge. The number of vehicles in each place will depend on the size of the vehicle and the way that it is parked.

Our stay times have been calculated to accommodate the needs of all our customers, for example on street nearest shopping centres stays of between 20 minutes and 1 hour are provided to ensure a regular turnover of spaces. Areas within easy walking distance of the City Centre offer on-street stays of 30 minutes to 2 hours. On the City perimeter and in the Hospital zone we offer on street stays of 1 to 4 hours.

Our Park Mark™ accredited parking spaces benefit from barrier control entry and exit, ANPR and CCTV monitoring, with options of payment including our prepaid card. The safer parking award scheme is an initiative of the Association of Chief Police Officers aimed at reducing crime and the fear of crime and is managed by the British Parking Association. In addition to our multi-storey car parks we have an additional nine Park Mark™ accredited surface car parks

- Between April 2008 and March 2009 we recorded 14 incidents of Car Park Damage.
- Between April 2009 and March 2010 we recorded 4 incidents of Car Park Damage and 3 incidents of Car Park Vandalism.
- Between April 2010 and March 2011 we recorded 6 incidents of Car Park Damage to Equipment

Our charging period is Monday to Saturday 0800 to 1800, Sunday, bank and public holidays 1200 to 1800 and evenings 1800 to midnight in our multi-storey car parks. Our Civil Enforcement Officers monitor compliance of a range of parking controls such as yellow lines and other lined restrictions, parking bay restrictions, bus stops and clearways, disabled parking bays and taxi ranks. To ensure we are able to enforce efficiently and effectively we divide the city onto flexible 'beats' where visit requirements are determined by the levels of compliance and the restrictions in place. These are supplemented by special enforcement requests during events such as the annual PSP (Premier Shipping & Packing Limited) Southampton Boat Show, football home matches and events at the Guildhall Square.



Our in-house dedicated technical team monitor and maintain our 312 ticket machines to ensure that they are in full working order. They also look for ways of improving the stock, from simply providing easy to understand usage instructions, to fitting the latest devices to provide our customers with more choices of paying for their parking.

2. Provision and management of restricted parking zones

We manage 20 residential parking zones across the city centre, where kerbside space is limited and there is often competition for parking from commuters. The spaces are managed through the use of Residents' Zone permits, to which most households are entitled to a maximum of two, the first permit being issued free, provided they have no provision for off road parking, and a maximum of 60 free visitor's permits per year. (To be reviewed in 2011/12)

Guildhall Square has been transformed into a contemporary space with many striking design features at the heart of the city's Cultural Quarter. Parking in this area is restricted and customers wishing to load and unload vehicles must obtain a permit allowing them to use the permit holder spaces in West Marlands Road. 30 minute and full day consents are available from Gateway at a cost of £1.00 and £10.00 respectively. 12 months permits are available by post at a cost of £60.00 from City Parking and Patrol Services (see our contact details on page 1)

Further information about our residents' parking zones can be found on our website at:

<http://www.southampton.gov.uk/s-environment/roadsandparking/parking/parkingpermits.aspx>

3. Dealing with challenges and appeals against PCNs



Our in-house dedicated team of Notice Processing staff deal with informal and formal representations from customers who have been issued with a PCN for contravention of the parking regulations. They consider each case on its own merits in a fair and consistent way according to our cancellation policy which can be viewed on our website

http://www.southampton.gov.uk/Images/Cancellation%20Policy%20Sept%202010_tcm46-204213.pdf

If a driver believes that the PCN has been issued incorrectly or there are circumstances where they believe it should be withdrawn they can make an informal representation. Our contact details are printed on the reverse of the PCN.

The process follows three stages;

1. The informal challenge is made at any time within the first 28 days after the PCN has been issued. Customers wishing to make further challenges are advised to wait until they receive the Notice to Owner (NtO)
2. The customer is given a further 28 days to either challenge the PCN or make payment
3. Customers who are not satisfied with the outcome of their formal representation have the option of lodging an appeal with the Traffic Penalty Tribunal (TPT), an independent body whose decision regarding the PCN is final.

The final stage of the PCN if it remains unpaid is to register it as a debt at the Traffic Penalty Tribunal Bulk County Court, Northampton. If it still unpaid a 'warrant of execution' may be obtained and passed to the bailiffs to recover the amount outstanding.

4. Investigating the misuse of permits and disabled blue badges

Our enforcement officers are trained to spot the subtle nuances between genuine and counterfeit blue badges, permits and pay and display tickets. We have a dedicated department to investigate alleged claims of altered and wholly counterfeit parking documents reported by CEOs, members of the public or during on street spot checks.

The Department for Transport in 2009 recognised the administration and enforcement of the blue badge and permit fraud by Southampton City Council, naming us as a centre of excellence in the South East. Our investigations officer continues to ensure that the city works with Trading Standards and Legal Services to investigate and prosecute instances of fraud.

Reports of the misuse of permits, pay and display tickets and disabled blue badges have stayed at a consistent level, however the use of out of date disabled badges has decreased, and there has been an increase in wholly counterfeit disabled badges. All allegations of parking fraud are investigated and appropriate action is taken.

During 2010 to 2011 we received 376 reports of perceived misuse of blue badges and undertook 49 investigations which resulted in 5 prosecutions, 7 cautions and 203 warning letters for the misuse of blue badges.

Further information about our fraud investigations can be found on our website at:

<http://www.southampton.gov.uk/s-environment/roadsandparking/parking/disabledparking.aspx> under misuse of blue badges

5. Investigation and removal of abandoned vehicles

Abandoned vehicles are anti-social and attract crime. The council has a duty to remove abandoned vehicles on any open land or on any road to which the public have access and can charge for its removal, storage (if appropriate) and disposal. We follow strict guidelines laid down by central government when removing abandoned vehicles to our compound where they are held for 10 days whilst we try to make contact with the registered keeper to determine their intention for the vehicle, after which they are disposed of.

We offer a 'project car clear' service to our customers to enable them to surrender ownership of 'end of life' vehicles which are removed from the highway and destroyed in accordance with environmental regulations at no charge to our customers. This helps reduce occurrences of abandoned vehicles on our streets.

Not every vehicle reported to the council is abandoned, some are nuisance vehicles, and some are untaxed vehicles. A council officer examines all the circumstances in each case to reach a decision. If a vehicle is identified as abandoned we arrange for our contractor to remove it within 24 hours. We retain the option if deemed hazardous or dangerous to the public to remove a vehicle within four hours.

Our enforcement officers report untaxed vehicles to the DVLA who make regular compliance visits to our city to deal with untaxed vehicles on the public highway.

During 2010 to 2011 we received 183 reports of perceived abandoned vehicles. 100 vehicles were removed from the highway and destroyed and 5 were given up under 'project car clear'. The number of reports of perceived abandoned vehicles has fallen by over 50% on the previous year and the number of vehicles given up under project car clear is 80% less than the previous year. This has been an ongoing trend and is directly linked to the price of scrap metal.

Further information on our abandoned vehicles service can be found on our website at:

<http://www.southampton.gov.uk/s-environment/roadsandparking/abandonedvehicles/>

6 and 7 Maintenance and installation of parking equipment and Closed Circuit Television (CCTV) cameras

Our CCTV Team are dedicated to providing protection and reassurance, and to making Southampton a safer place to live, work and visit. Our cameras cover public places around Southampton, including the city centre, neighbourhoods, roads, and our multi-storey car parks and the network is expanding. Faced by the high cost of fibre cabling installations the Technical team introduced high performance secure wireless technology to the CCTV network of approximately 280 cameras.

The number of recorded faults with the CCTV equipment has fallen by 20% on the previous year and the number of repairs to CCTV equipment within 8 hours of reported fault has improved by 13%. Our performance monitoring shows that the technical team are repairing more faults with CCTV equipment within the initial eight hour period.

8. Management of the toll collection service for the Itchen Bridge

The eastern city suburbs of Woolston and Sholing are connected to the city by the Itchen toll bridge, opened to traffic on 1 June 1977. Tolls are charged according to the vehicles impact on the environment as a means of controlling traffic flow through the residential area leading up to the crossing.

The bridge handled around 6,340,000 vehicle transactions between 1st April 2010 and 31st March 2011.

The toll bridge is manned 24 hours a day 364 days a year. As well as collecting tolls the operators also assist motorists whose vehicles break down, lost foreign lorry drivers and provide directions for visitors to the city. They aim to ensure that whenever possible the length of queues at any given toll booth is not excessive, opening extra booths where the need is identified.

Local residents can obtain a concession on the toll through the use of tokens purchased in selected retail outlets upon production of appropriate identification showing their entitlement. During the year we reminded retailers of their duty to ensure that these tokens are only sold to eligible persons. This generated a large volume of mail which highlighted that retailers had not been as vigilant as expected and that some customers had been defrauding the system. Regular 'mystery shopper' checks are now carried out to check compliance.

Customers who avoid paying the toll by various methods are traced through the DVLA and issued with an invoice for the amount due plus an administration fee. The debt is then pursued by the Council's finance department.



Traffic across the bridge fell this year as a result of the essential year long bridge strengthening scheme at neighbouring Central Bridge which is accessed from the Itchen Bridge on the city side.

A feasibility study has been going on this year to see if the toll collection function can be automated.

Further information about the Itchen Toll Bridge can be found on our website at:

<http://www.southampton.gov.uk/s-environment/roadsandparking/itchenbridge/>

9. Monitoring and enforcement of Enviro-crime activities across the city



All forms of littering, graffiti, fly posting, fly tipping and dog fouling are generally known as Enviro-Crime. Our City Patrol Officers have police accredited powers to enforce all of the above. Committing these types of offences affects the whole of the community and has a detrimental impact on the appearance of the local environment. In addition to areas looking run down and un-cared for, if allowed to continue, heightens the fear of crime and people can feel unsafe.

Between April 2010 and March 2011 the team investigated 993 reports of enviro-crime, of which 334 were for fly tipping and 265 were 'litter clearance notices' giving people 28 days to remove rubbish from their land which is considered detrimental to the local amenity. Southampton City Council have a strict enforcement policy and will issue £75 fixed penalty notices to anyone seen committing these offences. Those who ignore the fines will be prosecuted.

The team have issued 83 fixed penalty notices collecting £4,200 in payments. They also investigated and successfully prosecuted one high profile fly tipping case which resulted in the offender receiving a 2 year prison sentence, a 5 year England and Wales Anti-Social Behaviour Order and the forfeiture of one of his vehicles.

City Patrol Officers also work with the Abandoned Vehicles department and have recorded 486 vehicle cases, which include vehicle owner requests through the DVLA system for littering offences, fly tipping and caravans, as well as the abandoned vehicle checks.

City Patrol Officers also work alongside Civil Enforcement Officers, submitting reports of untaxed vehicles they come across to the DVLA to investigate. In this year they submitted 99 reports, having only recently picked up this task in conjunction with the Civil Enforcement officers, who between April and December 2010 submitted 1,523 reports of vehicles not displaying a valid tax disc. This resulted in 677 cases being successfully concluded at Southampton Magistrates' Court resulting in fines totalling £139,947 and prosecution costs.

Further information on enviro-crime can be found on our website at:

<http://www.southampton.gov.uk/s-environment/parksandstreetcleansing/enviocrime.aspx>

10. Bulk cash collection from ticket machines and bank reconciliation

We have an experienced small team of staff that collect, reconcile and bank the bulk cash from the authority's multi-storey car parks, on and off street ticket machines and from the Itchen Toll Bridge. They also provide a daily cash collection, reconciliation and banking service for several other departments within the Council. Between April 2010 and March 2011 the team collected £2,986,620 in cash from off street ticket machines, £1,701,445 from on street ticket machines and £2,534,120 from the Itchen Bridge.

11. Provision and enforcement of dedicated City Car Club bays

City Car Club offers a cost-effective, hassle-free and greener alternative to car ownership and traditional car hire in Southampton.

City Cars are conveniently located in 19 designated parking bays across the city centre and are available for members to book as required. Our patrolling CEOs ensure that these clearly signed bays are retained for the use of Car Club vehicles only, issuing Penalty Charge Notices to illegally parked vehicles. We have an ongoing relationship with Car Club, so that in the unfortunate event that the Car Club bays are occupied, for example at our popular railway station, then Car Club vehicles are able to park free of charge in an alternative bay.

Between April 2010 and March 2011 we recorded 12 notifications from City Car Club of their cars being unable to park in the designated bay at Central railway station. All the vehicles which had parked in the marked bays were issued with a Penalty Charge Notice.

Further information on City Car Club is available from their website at:

<http://www.citycarclub.co.uk/about/what-is-a-car-club>

12. Review of existing restrictions, signs and road markings

Lines and signs provide the motorist with consistent and clear instructions on what they may do in that location. These are regulated by Traffic Signs Regulations and General Directions statute and information about the most commonly used can be found in the Highway Code.

Whilst out patrolling our streets our CEOs examine the road markings and signage to ensure that they are compliant. During the year our officers made 141 reports for signs and 369 reports for lines to be repaired or replaced to ensure that they remain compliant. This work is ongoing.

Further information on the regulations controlling signs can be found at: <http://www.legislation.gov.uk/ukxi/2002/3113/contents/made>

Signs in The Highway Code can be found on-line at: <http://www.direct.gov.uk/en/TravelAndTransport/Highwaycode/Signsandmarkings/index.htm>

13. Our services to local businesses

We offer the following services to local clients:

- Supply, maintenance and day to day servicing of Pay and Display parking equipment
- Daily cleansing of the car parks including the removal of abandoned vehicles where identified.
- Enforcement and issue of Penalty Charge Notices. Processing appeals, payments and non-payment of Penalty Charge Notices.
- Collecting and banking cash from ticket machines and disbursement of income between client and Southampton City Council.

Our current customers include Toys R Us retail outlet and the Royal South Hants Hospital.





Achievements in 2010-11

Our Customers paid less for parking

During 2009-10 we took the initiative of reducing the cost of parking in two of our perimeter City Centre Car parks to aid local commerce during the current economic downturn. Take up in the once under utilized car parks has increased and the price reduction period has been extended. After the first 6 months the number of tickets sold in one car park was up by 20% on the previous 6 months, and 200% in the other car park. It has continued to rise steadily by a further 7%.

We rebranded our 'decrementing card' (a prepayment card) as the Pay as You Park Card for multi-storey car park customers. This prepayment card alleviates the need to have exact change to pay for your parking. It is convenient and good value for the customer, offering a saving of 20% on normal transactions. During the year Pay as You Park cards were topped up at the car park pay stations by £132,900. Customers can also top up their cards at our Gateway Customer Services Centre.

At the beginning of 2011 we introduced a new pricing strategy to our central multi-storey car park the Marlands, making it more competitive for our customers. The charge for parking all day was reduced from £14.00 to £5.00. The special £5.00 all day parking fee is calculated based on a vehicle entering the car park at 0800 when the daily charging period commences and staying the full 10 hours until 1800 when daily charging period ends and evening charging period begins. The number of vehicles using the car park since its introduction has increased by an average of 23% on the same period last year.

A pre-paid 'Marlands Decrementing Card' is available for purchase for regular users of the car park and works in the same way as our Pay as You Park card. In the first 9 months of the scheme our customers have purchased 24 £100 value cards and 78 £1000 value cards, raising the car parks income by 27%.

Our season ticket holders also benefitted from a reduction of 20% on the cost of season tickets throughout the year, which is set to continue into next year.

Our customers were offered new ways to pay for their parking



Our Technical department have been busy through the year solving the common problems our customers experience with pay and display ticket machines. They have designed, developed and manufactured a coin eject mechanism which enables customers coins to be released when they became jammed in the ticket machine without the need to call out a technician. Other councils have been so impressed with this development that they have placed orders for the kit to fit to their ticket machines.

Southampton City Council was one of the first councils outside London to offer Chip and PIN in all of their city centre ticket machines, which were redesigned after the Technical team observed the difficulty customers were having using and maintaining the privacy of their cards. The latest technology of 'wave and pay' contactless cards has also been installed in to the machines giving an even greater flexibility for our customers.

Our customers paid less to cross the Itchen Bridge

Our motorcyclists paid less to use the Itchen Toll bridge to access the city from the East. We extended our local residents concession scheme to include motorcyclists, the effect of which is that the 20p motorcycle fee is removed with application of the concession offering free passage to local motorcyclists via an identity key fob. 400 customers to date have applied for the key fob to benefit from this discount.

Our clients benefitted from our consolidated services

The bulk cash collection service joined City Parking and Patrol Services enabling us to offer our clients a full in-house parking solution which we are able to market to corporate car parks within our city.

As well as managing and enforcing our own parking stock, we also offer our services to some of the large institutions and businesses based in our city centre to ensure their parking spaces are effectively managed and remain for the benefit of their customers and visitors.

Southampton City Council recognised for its quality

City Parking and Patrol Service continues its commitment to delivering a quality service to its customers and was advanced from the Quality Assurance Standard ISO9001:2000 to ISO9001:2008.

Improving the environment

City Parking and Patrol Services is an environmentally responsible service contributing to our cities overall environmental commitments. We have carried out energy saving schemes at Marlands and Eastgate MSCPs by installing new energy saving lamps which will provide significant savings on our energy bill (around 15% in these two car parks) and contribute to reducing light pollution, intrusive light and skyglow.

During the works carried out to improve our pay and display machines and signage, we have reused as much of the hardware as possible, and recycled the scrap metal we could not use, allowing us to return over £3,000 to the council budget.

We have integrated the enviro-crime team into the service offered by City Parking and Patrol Services. Our City Patrol officers ensure that Southampton City Council meets its obligations to the Clean Neighbourhoods and Environment Act 2005 to educate and where appropriate enforce environmental crime. They work along side our Enforcement Officers on the street.

Works to replace the bearings under the Itchen Toll Bridge were undertaken during off peak hours to minimise the impact on residents and customers, ensuring that this vital link to the city from the East is maintained.

The Guildhall Square was refurbished as part of the Cultural Quarter and is now pedestrianised, with vehicular access for loading and unloading only restricted through the issue of 'Parking Consents' available from our Gateway centre for loading/ unloading.



Southampton City Council further invested in our employees

By investing in training for our employees we can offer a consistent quality service to our customers. All 39 of our Civil Enforcement Officers have attained City and Guilds level 2 certificate for Civil Enforcement Officers (Parking). The impact on the quality of PCNs can be seen in the 13% reduction of cancellations due to the PCN being improperly completed. Our team of dedicated PCN Representations staff have attained the City and Guilds level 3 award in Public Notice processing which was run in conjunction with neighbouring Portsmouth City Council.

You asked and we did

As the demand on parking rose during the year from the success of the cruise industry, there was an impact on local businesses located adjacent to one of our busy cruise terminals near the city centre.

We investigated the issues raised by local businesses and provided a viable parking solution by installing 28 pay and display bays with a maximum parking of up to four hours and two ticket machines to manage the kerb space in the area. Coupled with increased enforcement we have enabled businesses to retain their private forecourt parking for their customers benefit and cruise terminal customers to find parking places on street when they are needed.

Investing in the future

We replaced the entire stock of handheld devices used by our Civil Enforcement Officers. The enhanced features of the machines including integrated cameras will benefit the customer as photographic evidence will be uploaded to the debt management system at the same time as the PCN details and be available to view through our linked web based on-line case management system by the end of the shift that the PCN was issued in.

Future developments include the facility for our CEOs to look up permit information whilst on the beat, and improve speed and accuracy of data input through the use of the ANPR program. This will also reduce the wear and tear placed on the screens and extend the life of the equipment and reduce repair costs.

Aspirations for 2011-12 and beyond

City Parking and Patrol Services continue our commitment to deliver an effective, sustainable and customer focused service, and keep the city moving in a safer and cleaner environment.

Investing in technology

Contactless technology is the next generation in payment methods, and Southampton City Council is forging ahead in offering all our customers this option of payment at all pay and display ticket machines. Our technical team designed easy to understand instruction labels for this payment method which have been requested for use by other councils.

The screenshot shows the Southampton City Council website interface. At the top, there is a navigation bar with links for 'Skip to content', 'Text only', 'Access keys', 'Accessibility Information', 'Listen', 'Site help', and 'Site map'. The main header features the council's logo and name, a search bar, and a 'Where I live' section with a street/postcode input and a 'go' button. Below the header is a menu with categories like 'Do it online', 'Customer Services', 'Business', 'Environment', 'Learning', 'Leisure', 'Living', 'Council/Partners', 'News and events', and 'Visitors'. A breadcrumb trail indicates the user's location: 'You are here: home > Do It Online > Pay It > Pay it'. The main content area is titled 'Manage your penalty charge notice (PCN)' and includes a 'Home' button. Underneath, it lists 'You can use this facility to:' with three bullet points: 'View details and photographs of your PCN', 'Make a challenge or representation against your PCN', and 'Make a payment for your PCN'. There is an 'Enter your:' section with a note that fields marked with an asterisk (*) must be completed. Two input fields are provided: 'Penalty charge notice (PCN) number:' with a note that it starts with 'SN' followed by 8 digits/letters, and 'Vehicle registration number:' with a note to enter without space. Both fields have red asterisks indicating they are required.

Following a period of development we aim to offer our customers the facility for on-line case management. Customers will be able to view the details and associated photographs of the contravention and make an informed decision on whether to submit a representation against the issue of Penalty Charge Notice or make an on-line payment.

Of course we will still offer our customer a choice of submitting email and written challenges and will reply to our customers by the method they request.

We are further improving our web pages to give a consistent look and feel to the way our customers search for parking information, with links to popular mapping websites to help in identifying locations. So far we have had positive feedback from customers through the online page reviews to the new look pages for parking motorcycles and blue badge parking. This work is ongoing.

By making full use of the features on our CEOs handheld devices we will be able to access information regarding lost, stolen and deceased blue badges and valid permit information at their fingertips on the street. This will assist in the detection of fraud and reduce the number of PCNs issued to customers who have valid permits but who have not displayed them correctly.

Improving communication

As part of the national drive for clearer accessible information over the use of jargon and technical words we are investigating adding a correspondence module to our debt management system and undertaking training in 'Plain English' to improve the consistency of all our customer correspondence and especially with regard to improving response times for challenges and representations.

Upgrading for the future

We are using our existing maintenance budget to replace older style City Centre CCTV cameras with new MIC series cameras from Bosch. The cameras are precision engineered to the highest standards and offer an ideal solution for virtually any application, including harsh and unforgiving environments. The new style cameras are smaller and more reliable than the aging city centre stock and need very little maintenance, they even have their own wiper blade to keep the lens area clean.

The planned introduction of 'virtual' residents permits, linked to the increased functionality of the handheld devices used by our officers will significantly reduce printing overheads by up to 86% and reduce our environmental impact both in production and destruction of paper permits. The customer will benefit from a faster online permit renewal process with fewer Penalty Charge Notices being issued for having a valid permit not correctly displayed. They will also assist in combating permit fraud.

The Itchen Bridge will benefit from a new lighting system which will enhance its appearance and reduce running costs, as well as setting it apart as a landmark gateway to the city.

Ongoing projects

- Our Quality Assurance accreditation will be extended to include the activities of the Enviro-Crime team.
- We will continue to investigate options on automating the Itchen Toll Bridge which links the Eastern suburbs to the city.
- We will continue to investigate the options to implement bus lane enforcement around the city centre following our recent feasibility study.

Working with our customers to improve our service



Our customers views help us to continually monitor and manage our parking stock. We regularly review customer feedback through comments, compliments and complaints as well as through customer satisfaction surveys. This enables us to assess the public's perception of the service we provide and gather local ideas on how we can improve our service to meet evolving the needs of our customers. Customer satisfaction surveys also form part of our Quality Assurance process.

Residents' Parking Zones Survey

This year we returned to the survey done in 2005 on Residents' Parking Zones, and were able to compare the results with the previous where appropriate. There are a total of 20 zones operating in the city. Most of the schemes operate 8am to 6pm Monday to Saturday. The times of operation are shown on controlled zone signs at the boundary points to the zone. Smaller plates are erected adjacent to the bays to indicate (where appropriate) that the bays are reserved for permit holders only, or what waiting restrictions apply in the shared use bays. Kerb space in residents' zones is very limited and potentially reduced by commuter parking. Controls have therefore been introduced which manage the available space whilst encouraging property owners to make their own provision for parking.

When compared, the results from 2010 varied very little from those in 2005, which demonstrated that the process of managing and informing the public about the residents permit system was robust. Respondents raised the issue of the misuse of visitors' permits to park additional family cars, and the entitlement of sub-divided homes which caused a lot of problems with the high student population in some areas of the city.

From the feedback we obtained we will investigate

- The introduction of a single annual chargeable visitors permit per eligible household for use in the residents' zones
- Consider introducing 'virtual permits' to assist both in compliance and the customer's ability to manage permit renewals where details have not changed.
- Tailor enforcement visits to zones where contraventions occur more
- Improving the information available on our website to temporary residents, those in sub divided properties and in general to all regarding the permit system

Full details of the results of this survey can be found on our website at: <http://www.southampton.gov.uk/council-partners/consult/Previousconsultations/zoneparking2010.aspx>

Customer Satisfaction survey on our Representations Service

'Representations Survey Questionnaires' were sent out twice in the year to assist us in determining the level of customer satisfaction with our service and in so doing assist us in identifying any areas where we are doing things well or badly.

The questionnaire was sent to all customers who made a representation, formal or informal and whose representation was either rejected or accepted. Responses indicated that our customers were on average 93% satisfied with the outcome of our representation submission methods, response methods, the clarity of information provided and all aspects of the representations service.

Observations and recommendations from the Representations Survey include improving the response time which can be achieved when customers use the on-line case management system, and can be monitored from future surveys which will utilise on-line capabilities.

Future Surveys



The Quality Assurance customer satisfaction survey planned for 2011/12 is a revisit of the 2006 survey for off-street parking. This will be undertaken in person in the car parks and there will also be an opportunity to complete the survey on-line. This information will then be compared to see where we have made improvements in the customer's perception of our service, and where we should focus to continue to improve our service.

We will investigate the possibilities offered for customer satisfaction surveys using Snap Survey Software. These on-line surveys can be used to help us monitor our customer service and identify areas where we can make improvements. This method will be beneficial to the environment in the reduction of paper as they can be completed wholly on line and the statistical analysis done in the Snap Survey Software, with the interpretation done in-house getting results out to our customers faster.

This on-line method will be used for a satisfaction survey to assess the introduction of annual visitors permits and virtual residents zone permits later in 2011, and also to provide continual monitoring of the representations service.

Financial and Statistical information

On-street and off-street income and expenditure

Under section 55 of The Road Traffic Regulation Act 1984, as amended by The Traffic Management Act 2004 all English authorities must keep an account of all parking income and expenditure in designated (on street) parking spaces which are in a Civil Enforcement Area and of their income and expenditure related to their functions as an enforcement authority.

Regulations and Guidance confirm that in respect of off street parking places (car parks) the term “income and expenditure as enforcement authorities” includes that related to Penalty Charge Income. It does not, for example, cover pay and display income or permit/season ticket income or the direct income/expenditure to collect that income; however for completeness this information has been included.

The abandoned vehicle and City Patrol enviro-crime team accounts have also been included.

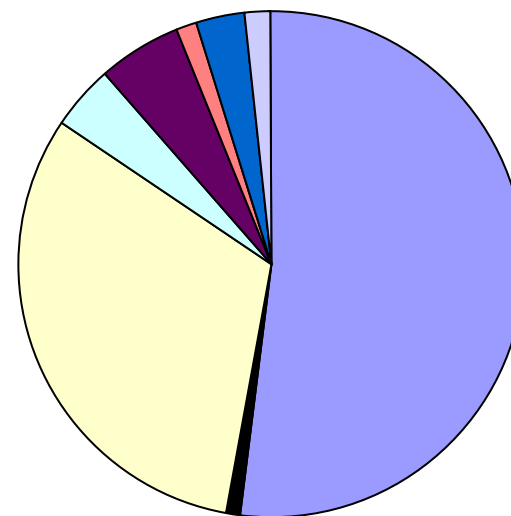
Off Street Income	2008/09	2009/10	2010/11
Car Parks	£4,772,121.65	£4,732,611.67	£4,517,119.14
Season Tickets	£363,630.31	£329,588.30	£251,386.02
Staff Parking	£494,464.71	£522,049.29	£511,449.63
Suspended Bays	£14,293.69	£10,007.48	£2,867.31
Other Income	£304,697.82	£342,028.97	£170,001.17
Penalty Charge Notices	£289,772.09	£265,424.50	£244,062.15
Total Off Street Income	£6,238,980.27	£6,201,710.21	£5,696,885.42

Income has fallen steadily as a result of the impact of the recession and changes in peoples transport habits as they assess their spending.

Off Street Expenditure	2008/09	2009/10	2010/11
Council Internal Recharges	£1,159,776.24	£1,182,310.73	£1,326,593.14
Capital Financing	£800,600.00	£825,000.00	£783,600.00
Car Park Maintenance	£409,341.53	£443,207.42	£235,591.53
Electrical/Rent/Rates and Water Charges	£757,764.86	£909,829.19	£983,523.09
Supplies and Services	£165,165.58	£186,857.35	£169,822.38
Total Off Street Expenditure	£3,292,648.21	£3,547,204.69	£3,499,130.14
Surplus/Deficit	Surplus £2,946,332.06	Surplus £2,654,505.52	Surplus £2,197,755.28

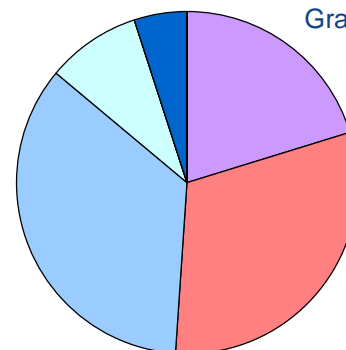
On Street Income	2008/09	2009/10	2010/11
Pay and Display Ticket Machines	£2,347,198.28	£2,207,820.93	£2,030,709.92
Residents Permits	£42,894.86	£42,042.01	£43,481.09
Business Permits	£16,272.27	£32,997.16	£2,762.60
Suspended Bays	£57,499.00	£35,708.81	£17,511.17
Other Income	£2,031.42	£2,413.35	£10,225.27
Penalty Charge Notices	£988,246.89	£933,804.24	£936,468.86
Recharge Income	£851,539.35	£842,380.32	£842,941.12
Total On Street Income	£4,301,619.23	£4,097,166.82	£3,878,574.83

On Street Expenditure	2008/09	2009/10	2010/11	% of spend for 2010/11
Employee Costs	£1,772,811.26	£1,746,243.84	£1,780,189.05	57%
Council Internal Recharges	£753,146.62	£800,276.15	£705,712.24	22%
Premises Costs	£9,515.87	£9,192.34	£9,663.63	0.3%
Supplies and Services	£355,213.61	£363,334.50	£429,329.87	14%
Transport Costs	£71,674.66	£57,762.67	£57,317.72	1.8%
Renewals and New Installations	£85,468.35	£77,878.96	£71,497.73	2.3%
Installation and Removal	£19,900.00	£20,058.61	£19,900.00	0.6%
Traffic Penalty Tribunal	£30,000.00	£40,000.00	£40,000.00	1.3%
Traffic Enforcement Court	£28,692.68	£26,831.35	£24,051.62	0.8%
Total On Street Expenditure	£3,126,423.05	£3,141,578.42	£3,137,661.86	
Surplus/Deficit	Surplus £1,175,196.18	Surplus £955,588.40	Surplus £740,912.97	



Graph showing appropriation of on street expenditure for 2010/11 after employee costs have been removed

Use of On Street Surplus	2009/10	2010/11
Funding for Revenue Services		
Staffing for CCTV Control Room	£60,000.00	£61,000.00
Maintenance for Off Street Car Parks	£90,000.00	£80,000.00
MSCP Maintenance Programme	£103,000.00	
Legal support for Network Management	£26,000.00	
Legal Retainer		£26,000.00
Replacement Handheld Devices		£111,000.00
Traffic management schemes	£15,000.00	
Transport Feasibility schemes		£334,000.00
Transformation Projects		£8,000.00
Funding for Capital Schemes	£363,000.00	£506,000.00
Total Use of On Street Surplus	£657,000.00	£1,126,000.00



Graph showing use of on street surplus for 2010/11

Abandoned Vehicles Account	2008/09	2009/10	2010/11
Income	£17,511.22	£6,374.57	£3,307.00
Expenditure	£26,951.91	£28,945.58	£15,912.38
Surplus/Deficit	Deficit £9,440.69	Deficit £22,571.01	Deficit £12,605.38

Income for the Abandoned Vehicles account is obtained through customers paying back the cost of removal and storage for vehicles which were not abandoned. This includes cars under finance which have been abandoned but which have been paid for release by the finance company, and payments from insurance companies for burnt out vehicles or vehicles removed from the highway in a hazardous condition.

Expenditure for the account comes from enquiries made to the DVLA to obtain keeper details, payments to our contractors for removal and storage of vehicles and payments to the HPI database to establish if vehicles are under finance.

We offer our residents the facility to give up their unwanted vehicles for destruction at no charge. This helps reduce the number of vehicles abandoned on the highway. The costs to ourselves are met from the account.

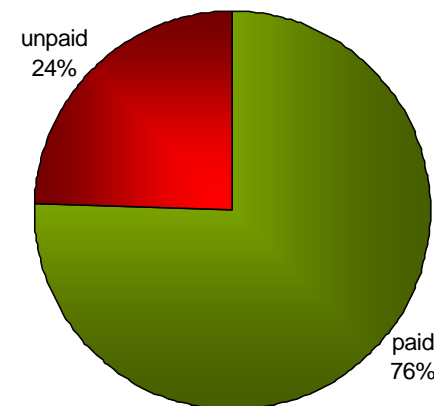
Fewer vehicles are being reported as abandoned within the city boundary. The reduction in numbers of the City Patrol Team who have the police delegated power to identify a vehicle as abandoned and authorise it for removal impacted on the departments ability to investigate abandoned vehicles. There were also instances of the vehicles being removed for their scrap value before the department was able to make an assessment visit. This resulted in fewer requests for removal than in previous years.

The City Patrol Team were incorporated into City Parking and Patrol Services in April 2010. We do not hold any financial information for their activities for previous years.

City Patrol Expenditure	2010/11
Employee Costs	£129,494.54
Council Internal Recharges	£74,972.17
Supplies and Services	£3,015.88
Transport Costs	£8,998.28
Total Expenditure	£216,480.87

Statistical

Penalty Charge Notice (PCN) Information	2008/09	2009/10	2010/11	Number of PCNs paid 2010/11
Number of Valid Penalty Charge Notices issued	46,967	43,360	42,947	
Number of Penalty Charge Notices issued at higher rate	12,995	12,163	12,377	9,638
Number of Penalty Charge Notices issued at lower rate	33,958	31,197	30,570	22,859
Total Number of Penalty Charge Notices Paid	31,559	30,888	32,497	
Number of Penalty Charge Notices Paid at discount rate	26,357	25,532	26,147	
Number of Notice to Owners issued	19,260	12,505	10,852	
Number of Charge certificates issued	12,064	8,069	1,904	
Number of PCNs registered as a debt	7,884	7,814	6,240	



graph showing collection rate on PCNs for 2010/11

Our collection rate for PCNs is 76% (see graph above) with 14.5% of PCNs issued being registered as a debt at Court

Penalty Charge Notice Appeals, Representations and Cancellations	2008/09	2009/10	2010/11	2010/11 As % of total	2010/11 trend compared to 2009/10
Number of Penalty Charge Notices against which an informal or formal representation was made	15,193	15,147	14,470	33%	▼
Number of Penalty Charge Notices cancelled at any stage (PCNs cancelled after any type of representation is received etc)	5,852	6,028	4,193	9%	▼
Number of Penalty Charge Notices written off (e.g. unable to trace owner, bailiff unable to collect debt, DVLA have no record of owner etc)	1,223	1,383	Woc 1,297 Bad debt-369	4%	▲
Number of Penalty Charge Notices cancelled because they were issued in error (i.e. the CEO made a mistake)	384	229	138	0.3%	▼
Number of Penalty Charge Notices that go to appeal (representations made after NTO is issued that are rejected and the driver/keeper appeals to TPT)	142	135	121	0.29%	▼
Number of Penalty Charge Notices where an appeal is allowed (i.e. TPT decide in favour of the driver/keeper)	42	23	14	0.03%	▼
Number of Penalty Charge Notices where an appeal is dismissed (i.e. TPT decided in favour of the Council)	73	75	54	0.12%	▼

Compared with our neighbouring authorities we have fewer PCNs that go to appeal than Portsmouth 0.34% (141) and Bournemouth 0.40% (109). We examine the number of PCNs cancelled to identify trends and actions where appropriate. Our CEOs also undertake regular training which they are able to apply to their beats to help reduce incorrectly issued PCNs.

Penalty Charge Notice issues in detail

42,947 valid PCNs were issued in 2010/11. Below we detail the number of PCNs issued against each contravention

Code	Description	Number issued
	Contraventions at the lower rate of £50.00	
05	Parked after the expiry of paid for time at a pay & display bay	4,804
06	Parked without clearly displaying a valid pay & display ticket	7,337
07	Parked with payment made to extend the stay beyond initial time ('meter feeding')	27
19	Parked in a resident's or shared use parking place or zone displaying an invalid permit, voucher or pay and display ticket	1,838
22	Re-parked in the same parking place within one hour of leaving	473
24	Not parked correctly within the markings of the bay or space	342
30	Parked for longer than permitted	7,052
80	Parked for longer than the maximum period permitted	128
82	Parked after the expiry of time paid for in a pay & display car park	2,333
83	Parked in a pay & display car park without clearly displaying a valid pay & display ticket	5,103
84	Parked with additional payment made to extend the stay beyond time first purchased	6
86	Parked beyond the bay markings	478
90	Re-parked within one hour of leaving a bay or space in a car park	6
82A	(Designated car park) Parked after the expiry of paid for time	85
83A	(Designated car park) Parked in a car park without clearly displaying a valid pay and display ticket	525
86A	(Designated car park) Parked beyond the bay markings	30
87A	(Designated car park) Parked in a designated disabled persons parking place without displaying a valid disabled person's badge.	3

Code	Description	Number issued
	Contraventions at the higher rate of £70.00	
01	Parked in a restricted street during prescribed hours	6,543
01A	Parked in a restricted street during prescribed hours (no waiting Blue badge)	6
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	350
12	Parked in a residents or shared use parking place or zone without clearly displaying either a permit, voucher or P&D ticket.	3,379
16	Parked in a permit space without displaying a valid permit	47
20	Parked in a loading gap marked by a yellow line	2
23	Parked in a parking place or area not designated for that class of vehicle	407
25	Parked in a loading place during restricted hours without loading	22
27	Parked in a special enforcement area adjacent to a dropped footway.	6
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	1,128
45	Parked on a taxi rank	68
47	Parked on a restricted bus stop/stand	76
48	Stopped in a restricted area outside a school	5
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	1
62	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)	3
85	Parked in a permit bay without clearly displaying a valid permit	125
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	164
91	Parked in an area not designated for that class of vehicle	28
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zag	17

Penalty Charge Notice Cancellations in detail

The number of challenges/appeals received has remained constant; however in real terms this represents an increase of 2.6% due to the reduction in PCNs issued in 2010/11. Below we have extracted our top reasons and provided a detailed list of all cancellation reasons in descending order.

Overview	2008/09	2009/10	2010/11
Pay and Display ticket face down	1,426	1,127	1,057
Valid ticket produced	987	738	1,005
Blue badge Holder	505	515	388
Valid residents permit	333	364	274
Valid visitors permit	496	337	158
Valid Quays pass (Inclusive parking and gym membership pass)	345	326	200

The percentage of PCNs cancelled has increased from 12.5% for 2009/10 to 13.9% for 2010/11. We regularly analyse the reasons for cancellations to identify trends or training so that we can reduce the stress to our customers of being issued a PCN in the first place.

P&D face down tickets continue to be an issue, however whilst this is an unacceptable level the cost implications for using 'sticky' tickets have been assessed and are not financially viable. Better signage and awareness to the motorist, and provision of adhesive windscreen 'ticket holders' have been used and as a result the number of instances has reduced.

Code	Description	Total
57	PD Ticket face down	1056
11	Valid ticket produced	697
48	General Reason	467
13	Blue badge holder	387
58	Valid ticket/CC receipt	304
24	Valid residents permit	273
27	Valid Quays pass	198
25	Valid visitors permit	157
61	Toys R Us - Valid ticket	120
9	Vehicle broken down	83
6	Inadequate signing	80
7	Loading/unloading evidence	71
32	PCN improperly completed	61
60	Toys R Us - mitigating circumstance	44
56	Printer faulty	43

Code	Description	Total
28	Valid season ticket	38
26	Valid staff pass	35
37	Wrong location	34
33	Incorrect contravention code	30
10	Vehicle stolen	25
21	Handheld void	25
41	hire Car/foreign driver	25
51	No notes/photos available	25
42	Error on TRO	23
50	Driver taken ill	18
62	Partnership (Capita) Admin Error	17
2	Processing error	16
3	Foreign vehicle	15
5	Machine fault (P&D)	13
1	Issued in error (CEO)	9
43	Ceased trading	9

Code	Description	Total
49	CEO Error	9
40/8	Police vehicle on duty	7
31	Issued in error	6
30	Keeper deceased	5
14	No trace (returned)	4
38	Essential visitors permit	4
44	Service Provider permit produced	3
20	Special Circumstances	2
53	CEO error - no notes/photos taken	2
12	Dispensation Certificate	1
23	Waiver/suspended bay ticket	1
29	Mismatch with DVLA records	1
47	Service Provider permit produced	1
55	Camera error	1
59	Credit Card facility inoperative	1

Performance against targets

Abandoned vehicles

Local authorities have a duty under government legislation to remove abandoned vehicles on any open land or on any road to which the public have access. To expedite inspection and removal we set the targets at the levels detailed in the table. During the year 183 vehicles were inspected which resulted in 117 vehicles being removed. This drastic fall of 54% on the previous year's total of 401 vehicles investigated is due in part to the increased value of scrap metals during the year.

Service Indicators	2008/09	2009/10	2010/11
98% of reported abandoned vehicles investigated within 24 hours.	84%	99%	50.23%
75% of reported abandoned vehicles removed within 48 hours.	81%	94%	96.35%

The drastic reduction in staff levels of City Patrol Officers during 2010 had a huge impact on the investigation of perceived abandoned vehicles service indicator. City Patrol have accredited police powers which allow them to make a decision regarding the condition of a vehicle which is legally binding in the event of the vehicle being removed from the highway under Abandoned Vehicles legislation. At one point in the year there were only two officers available for four in every eight days.

Our removals contractor continues to give exceptional performance in attending site to remove vehicles within 24 hours of the vehicle being stickered with a notice of intention to remove it from the highway.

Enforcement

Service Indicators	2008/09	2009/10	2010/11
Achieve 80% patrol by Civil Enforcement Officers of assigned beats Target 100%	83.5%	80%	96.19%

Due to the reductions as a result of funding the number of available officers fell during 2010/11. We do not have sufficient CEOs to patrol every location within the city and its suburbs to ensure compliance of parking regulations; therefore we operate a 'beat' system for regular patrols to cover the majority of areas.

Our officers also have to provide special operations which impact on their ability to achieve 100% of their assigned beat patrols.

Maintenance of P&D and POF equipment

We strive to ensure that paying for parking is made as easy as possible and it can be frustrating to find a parking ticket machine not working. An out of order machine will also have a financial impact on the authority so we seek to ensure the machines are fixed as quickly as possible. We currently use parking ticket machines supplied by Parkeon and these are linked direct to the maintenance department, so if they break down a message is transmitted to the maintenance team to attend and repair. Various performance targets have been set to maximise repairs without compromising efficiency or quality.

During the year 1234 faults to P&D machines were reported which is a reduction of 113 on the previous year's report of 1347 and there were 1312 faults reported for P.O.F. equipment down by 410 on the previous year's total of 1722.

Service Indicators - P&D ticket machines	2008/09	2009/10	2010/11
Effect 85% repairs to on/off street P&D ticket machines within 30 minutes.	88.6%	89%	88.78%
Effect 90% repairs to on/off street P&D ticket machines within 1 hour	95.3%	95.1%	95.70%

Service Indicators - Pay on Foot parking equipment	2008/09	2009/10	2010/11
Effect 90% repairs to Pay on Foot parking equipment within 30 minutes	94.8%	94.1%	95.39%
Effect 97% repairs to Pay on Foot parking equipment within 1 hour	99.2%	98.5%	98.84%



Response to challenges/appeals

Prior to guidance within the TMA act 2004 part 6 we set expectations to respond to 65% of challenge/appeals within 15 working days. We have subsequently increased our intentions to respond to informal challenges within 14 days and formal challenges within 56 days to meet the recommendations suggested by the secretary of state.

We received 14,470 challenges/appeals this year compared to a similar amount of 15,147 last year and we responded on average to informal challenges within 9 days and formal challenges within 10 days. This is slightly slower than to last year as we responded on average within 4 days to informal and 5 days to formal appeals.

Service Indicators - Response to challenges/appeals	2008/09	2009/10	2010/11
Respond to 65% of informal and formal challenges to Penalty Charge Notices within 15 working days	96.4%	99.6%	98.9%

Glossary

ANPR -	Automatic Number Plate Recognition	- Computer program which converts image of vehicle number plates taken by a camera using optical character recognition software to extract the alphanumeric's of the license plate.
CCTV -	Closed Circuit Television	- The use of video cameras to transmit a signal to a specific place, on a limited set of monitors.
CEO -	Civil Enforcement Officer	- Officers directly employed by Southampton City Council who carry out enforcement of the parking restrictions.
DVLA -	Driver and Vehicle Licensing Authority	- Organization of UK Government responsible for maintaining an up to date register of drivers and vehicles in Great Britain.
LTP3 -	Local Transport Plan	- The third round of Local Transport Plans guiding local authorities on delivering transport strategies which realise the full benefits of sustainable travel. The government's White Paper on integrated transport was published in July 1998.
NtO -	Notice to owner	- A document which contains information about a parking contravention. This will be sent by the Authority to the DVLA registered keeper of the vehicle. A Notice to Owner is sent if the motorist has not paid or challenge the Penalty Charge Notice and states the grounds for making a formal representation.
P&D -	Pay and display ticket or machine	- A method whereby the customer purchases a ticket from a machine and displays it in the vehicle so it can be seen from the outside. Details included on a printed ticket are generally the location and operator of the machine, expiry time, fee paid and time entered.
PCN -	Penalty Charge Notice	- A legal document issued either directly to the vehicle / driver or through the post notifying you that your vehicle has been observed contravening a parking restriction or traffic restriction.
POF -	Pay on foot parking equipment	- A method where the customer takes a ticket on entering the car park, validates it at the pay station when they are ready to leave and after the parking period has been fully paid for the ticket is codes to allow the motorist to exit the car park. These car parks usually have barrier controlled entry and exit
TfSH -	Transport for South Hampshire	- A partnership between Hampshire County Council, and Portsmouth and Southampton city councils, which aims to improve transport for the area of South Hampshire.
TMA -	Traffic Management Act	- document setting out certain Network Management Duties, to help and encourage local traffic authorities to achieve its traffic aims. Part 6 of the act enables the council to make changes to the way they enforce parking restrictions, whilst aiming to increase compliance with parking restrictions.
TRO -	Traffic Regulation Order	- A legal document which is created to control or restrict the movement or waiting of traffic.
TPT -	The Traffic Penalty Tribunal	- An independent adjudicator who decides appeals against parking penalties issued by Civil Enforcement Authorities and is the final stage of appeal for motorists or vehicle owners.
WOC -	Written off/ cancelled	- Internal use – PCN cancellation code prefix.