

## **Foreword**

Southampton City Council's aim is to operate a parking environment that is fair and consistent. The parking charges in the City Centre and around the Hospital aim to create a turnover of parking for the benefit of all users and to boost the local economy.

The Camera Enforcement Car has been a new addition to the technology available to the Civil Enforcement Team and this now makes frequent visits to school sites around the city to deter vehicles from being left on parking restrictions put in place for the safety of school children.

We have maintained our commitment to keeping parking charges at a reasonable level in comparison to similar authorities. The only tariff change was to reduce the free parking period at 7 of our suburban car parks from 5 hours to 2 hours. This was done to encourage greater turnover of visitors in these facilities for the benefit of local businesses.

The parking team continue to assist in managing Bus lane enforcement to increase the reliability of buses through the Shirley, along the Eastern approach (New Road and Northam Road) and at Vincent's Walk. This latter site was introduced in March to deter vehicles from driving through one of the main bus interchanges in the City. Contraventions of bus lanes / bus gates have dropped significantly since this was introduced, meeting our objective of ensuring they are kept clear.

We have listened to feedback regarding the cleanliness of the car parks and have employed additional staff to carry out regular cleaning during the day. The night time closure of Grosvenor Square multi-storey facility has been made permanent and we have now introduced this at other sites in the City to deter anti-social behaviour during the evening.

While no significant changes to Resident Parking Schemes were introduced, except for the implementation of an extension to Zone 10, the Council has continued to consult with residents on permit parking restrictions where we have received requests from representative groups for these measures to be introduced.

## Public Parking

### The City Centre

Southampton City Council maintains 5 multi-storey car parks and 29 surface parks within the City Centre, which accommodate 4719 parking spaces. This constitutes approximately one third of the off-street parking capacity available to the public within the City Centre. All other off-street City Centre parking provision is managed by private operators. Toys R Us Car Park was managed by the Council on their behalf but since the closure of the store, the facility is no longer open.

The number of spaces for each City Council maintained car park are shown in the table below.

<b>Multi-Storey Car Parks</b>	<b>Spaces</b>
Bedford Place	289
Eastgate Street	709
Grosvenor Square	532
Marlands	810
West Park Road	506
<b>Surface Car Parks</b>	<b>Spaces</b>
Albion Place	52
Amoy Street	54
Ascupart Street	32
Bond Street	70
Castle Way	76
Civic Centre Forecourt	72
College Street	168
Commercial Road	19
Compton Walk	35
Crosshouse Hard	66
Gloucester Square	90
Grosvenor Square (North)	88
Handford Place	10
Harbour Parade	64
James Street	16
Kings Park Road	76
Mayflower Park	229
Northam Road	24
Ordnance Road	40
Bargate Street (Shop Mobility)	17
Six Dials	72
Southampton Street	11
Southbrook Road North	27
Southbrook Road South	113
The Quays North	135
The Quays South	92
Trinity Road	23
Wilton Avenue	78
Wyndham Place	24

The City Council also manages all on-street parking within the City Centre. This by definition is any parking bay located on the public highway. There are approximately 1571 on-street parking bays currently located in the City Centre.

### **Parking Charges**

As with most other urban Local Authorities, all Council owned parking within the City Centre is managed using parking charges to ensure turnover of vehicles within the parking bays.

The parking charges will vary depending on location, but the Council aims to maintain a variety of tariffs to suit different needs.

Parking charges for each car park and on-street parking location can be viewed via the link below;

<http://www.southampton.gov.uk/roads-parking/parking/default.aspx>

### **Season Tickets**

The Council also offers a variety of City Centre season tickets to reduce the cost of parking for frequent users. Some season tickets were developed specifically for residents who live within the pay and display zone, enabling them to resolve their parking needs without undermining the underlying principle of maintaining vehicle turnover.

The City Centre Season Tickets that are currently available to the public can be viewed via the link below;

<http://www.southampton.gov.uk/roads-parking/parking/season-tickets/>

The number of individual Season Tickets sold in 2016/17 is shown in the table below.

<b>Season Ticket Type</b>	<b>Cost</b>	<b>2017/18</b>	<b>2016/17</b>	<b>2015/16</b>
Any Time Season Ticket	£1200 p/a	893	605	698
Overnight Season Ticket	£150 p/a	15	8	9
Off Street Any Time Season Ticket*	£750 p/a	176	105	86
On Street Season Ticket Evenings*	£100 p/a	2	1	2
On Street Season Ticket Eve & Weekends*	£400 p/a	11	12	13
Zone A On Street Season Ticket**	£1000 p/a	54	31	36
	Totals	1151	762	844

\*City Centre Residents living within the Pay & Display Zone

\*\*City Centre Residents living within Zone A

### **Electric Vehicle Discount**

The Council is currently offering a 90% discount on all Season Tickets for Electric Vehicle users. This is to encourage drivers to adopt this emerging technology for the benefit of air quality within the City Centre. The level of discount will be reviewed on an annual basis.

## District Centres

The City Council also operates a limited number of car parks and on-street pay & display / limited waiting car parks in the District Centres.

These vary from 2 hour limited waiting facilities to 5 hours limited waiting with a charge for a longer stay. This is to attract shoppers to the District Centres while maintaining some turn over the course of the day.

In February 2018, the Council amended the terms and conditions for Angel Crescent, Lances Hill, Whites Road, Westridge Road, Howard's Grove, Marlborough Road North and Oakbank Road. This reduced the free parking period from 5 hours to 2 hours, while a nominal charge was introduced for people wishing stay for a period between 2 hours and 5 hours. This change was to promote greater turnover within these facilities to increase the number of visitors for the benefit of local businesses.

<b>Bitterne Car Parks</b>	<b>Spaces</b>
Angel Crescent	119
Commerical Street	55
Lances Hill	74
West End Road	25
Whites Road	26
<b>Portswood Car Parks</b>	<b>Spaces</b>
Rayners Gardens	14
Westridge Road	83
<b>Shirley Car Parks</b>	<b>Spaces</b>
Cannon Street	42
Howard's Grove	47
Marlborough Road North	62
Marlborough Road South	91
<b>Woolston Car Parks</b>	<b>Spaces</b>
The Colnade	29
Oakbank Road	85
Woodley Road	45

## Pay and Display Revenue

While the primary reason for implementing parking charges is to manage demand at various locations, this does result in revenue being generated for the Council. Pay & Display revenue is divided into On-Street and Off Street, with On Street Revenue hypothecated for transport and highway expenditure after costs are deducted. Off Street revenue is directed to the Council's general fund after costs are deducted.

Pay and Display revenue is shown in the table below. **Note this is before the deduction of costs.** The full Parking Account which shows the On Street and Off Street surplus can be seen in Appendix A.

	2017/18	2016/17	2015/16
On Street Revenue	£2.6M	£2.4M	£2.1M
Off Street Revenue	£5.4M	£5.2M	£5.1M

The growth in revenue generated is not due to an increase in parking charges which have remained largely unchanged during 2017/18 and is more likely due to changes in land use within the City Centre attracting more visitors to Southampton.

## Resident Parking Zones

### Permit Parking Schemes

While public highway is not designated for any one user, it is recognised that it can be frustrating for residents who do not have access to off road parking if the road space in the vicinity of their properties is frequently taken up by drivers who do not live in the area.

This usually occurs close to areas of high employment (e.g. the City Centre) and/or places that attract a significant number of visitors (e.g. the General Hospital and the University). In these circumstances, legislation granted under the Road Traffic Regulation Act 1984, allow Local Authorities to introduce Permit Parking Restrictions.

Southampton currently has 21 Permit Parking Zones introduced for the benefit of residents. In all cases, the zones were introduced because residents had requested them and it is currently Council policy that permit parking restrictions will only be introduced where a significant majority of respondents to a consultation are in favour of the proposal.

Southampton's Permit Parking Zones, the year in which they were first introduced and the broad reasons why they were introduced, are outlined below;

Zone	Location	Year	Reason
1	The Polygon	1972	Manage City Centre commuter parking
2	Woolston	1975	Manage parking by workers at Vosper Thorneycroft
3	Woolston		
4	Newtown/Nicholstown	1977	Manage City Centre commuter parking
5	Bevois Town	1978	Manage City Centre commuter parking
6	Highfield	1993	Manage University parking
7	Coxford	1996	Manage Hospital parking
8	Freemantle	2000	Manage City Centre commuter parking
9	Glen Eyre	2000	Manage University parking
10	Flowers Estate	2000	
11	Hampton Park	2000	
12	Highfield	2000	
13	Bitterne Manor	2001	Manage Stadium Event parking (only in operation on Stadium Event Days)
14	Itchen	2001	
15	Northam	2001	
16	Shirley	2003	Manage District Centre parking
17	Golden Grove		Manage estate parking
18	Rockstone Place		Manage City Centre parking
19	Cemetery Road*		Cemetery workers permit scheme
20	Kingsland Estate	200x	Manage estate parking
21	Guildhall Square*		Guild Hall events permit scheme
22	Holyrood Estate	200x	Manage estate parking
23	Alexandra Quay	2015	Manage commuter parking
24	Hollybrook Cemetery*	2016	Cemetery workers permit scheme

\*Non-resident permit parking schemes

## Resident Parking Permits

There is a cost to implementing, maintaining, administering and enforcing permit parking schemes. The Council currently covers this cost by charging a nominal amount of £30 per permit. Some Zones are charged more where a) parking is limited and there is a greater need to manage the number of vehicles or b) where the permit scheme has a small number of properties and there is an increased need to cover the set up and enforcement costs. Permits in Zones 13-15 are issued free of charge as the costs of the schemes are covered by the Stadium.

It should be noted that some other Authorities charge significantly more for parking permits as they place a greater emphasis on managing the number of vehicles on the highway. Furthermore, some Authorities have imposed permit parking schemes on residents, whereas in Southampton, schemes are currently only implemented if residents have requested them and a significant majority are in favour of the proposals.

The number of resident permits (including temporary permits & visitor permits) issued is shown in the table below.

<b>Zone</b>	<b>Location</b>	<b>2017/18</b>	<b>2016/17</b>	<b>2015/16</b>
1	The Polygon	778	858	832
2	Woolston	58	51	53
3	Woolston	208	167	179
4	Newtown/Nicholstown	1622	1576	1594
5	Bevois Town	1044	1035	1080
6	Highfield	523	479	503
7	Coxford	1117	1093	1126
8	Freemantle	372	412	404
9	Glen Eyre	381	370	348
10	Flowers Estate	643	293	307
11	Hampton Park	398	371	360
12	Highfield	338	375	353
13	Bitterne Manor	211	196	208
14	Itchen	179	183	166
15	Northam	399	395	389
16	Shirley	342	357	347
17	Golden Grove	10	11	12
18	Rockstone Place	34	29	32
20	Kingsland Estate	79	73	88
22	Holyrood Estate	252	234	212
23	Alexandra Quay	60	79	74
-	Annual Visitor Permits	1232	1045	867
	<b>Totals</b>	<b>10280</b>	<b>9682</b>	<b>9534</b>

November 2017 saw the implementation of the extension to Zone 10 following a consultation with affected local residents. There were no other significant changes to Resident Parking Zones within the City.

## Parking Enforcement

Our current team of 25 Civil Enforcement Officers (CEOs) monitor compliance of a range of parking controls. Where a contravention appears to have occurred they will seek compliance through education with motorists to the parking regulations and restrictions. This may include the serving of a Penalty Charge Notice (PCN).

In addition to issuing Penalty Charge Notices, Civil Enforcement Officers also report any defective signs to be repaired or replaced and lines to be refreshed or re-lined as well as fulfilling an ambassadorial role for the council. Since October 2013, CEOs have had the power to inspect blue badges (disabled badges) and seize them in specific circumstances.

To ensure we enforce fairly, efficiently and effectively, the City is divided into flexible 'beats'. Visit requirements are determined by the levels of compliance and the restrictions in place, in support of the aims of the council towards wellbeing and safety of road users and to meet the expectations of residents, business and visitors to the city. We also endeavour to respond to notifications from the public where parking restrictions are not being observed. These are supplemented by special enforcement requests during events such as the annual Southampton Boat show, football matches and other major events in the city.

Depending on the severity of the contravention, a Penalty Charge Notice (PCN) may be issued at the higher rate of £70 or the lower rate of £50. If the PCN is paid within 14 days the charge will be reduced by 50%, resulting in a higher rate of £35 and a lower rate of £25. If a PCN remains unpaid after the reduced fee period the increased charge may apply.

A summary of PCNs issued is shown below;

<b>PCN Summary</b>	<b>2017/18</b>	<b>2016/17</b>	<b>2015/16</b>
Number of higher level PCNs issued	25,607	21,419	14,664
Number of lower level PCNs issued	36,790	31,062	34,380
Total number of PCNs issued	62,397	52,481	49,044

The table above shows that the Civil Enforcement team are placing greater emphasis on resolving parking contraventions that have a greater impact (i.e. those charged at a higher rate), in terms of maintaining highway safety and accessibility.

The overall increase in the number of PCNs issued is not due to an increase in Civil Enforcement resources. The number of Civil Enforcement Officers employed by the City Council has remained the same as in previous years.

The number of PCNs issued against each contravention is shown in the tables below;

### Contraventions at the lower rate of £50

<b>Code</b>	<b>Contravention Description</b>	<b>2017/18</b>	<b>2016/17</b>	<b>2015/16</b>
5	Parked after the expiry of paid for time	3422	3045	3343
6	Parked without clearly displaying a valid pay & display ticket	6640	6236	5078



7	Parked with payment made to extend the stay beyond the initial time ('meter feeding')	0	2	1
19	Parked in a residents or shared use parking place or zone displaying an invalid permit, voucher or pay & display ticket	1425	1379	1331
22	Re- parked in the same parking place within one hour of leaving	507	337	504
24	Not parked correctly within the markings of the bay or space	1028	855	983
30	Parked for longer than permitted	11100	8671	8472
80	Parked for longer than the maximum period	327	252	392
82	Parked after the expiry of time paid for in a pay & display car park	2546	2463	2799
83	Parked in a pay & display car park without clearly displaying a valid pay and display ticket	9102	7142	8210
84	Parked with additional payment made to extend the stay beyond time first purchased	5	0	3
86	Parked beyond the bay markings	676	670	829
90	Re-parked within one hour of leaving a bay space in a car park	12	10	15

### Contraventions at the higher rate of £70

Code	Contravention Description	2017/18	2016/17	2015/16
1	Parked in a restricted street during prescribed hours	11493	9294	7928
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in forces	515	578	401
12	Parked in a resident or shared use parking place or zone without clearly displaying either a permit, voucher or pay & display ticket	9675	8136	5654
16	Parked in a permit space or zone without clearly displaying a permit	108	152	127
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of good when prohibited	-	-	3
21	Parked wholly or partly in a suspended bay or space	6	51	-
23	Parked in a parking place or area not designated for that class of vehicle	383	427	409
25	Parked in a loading place during restricted hours without loading	78	9	3
26	Parked in a special enforcement area more than 50cm from the edge of the carriageway and not within a designated parking space	116	16	6
27	Parked in a special enforcement area adjacent to a dropped footway	546	425	374
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge.	1990	1673	1275
45	Parked on a taxi rank	55	68	79
46	Stopped where prohibited	173	211	97
47	Parked on a restricted bus top/stand	92	126	95

48	Stopped in a restricted area outside a school	78	26	39
62	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway	6	-	-
85	Parked in a permit bay without clearly displaying a valid permit	31	21	13
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	137	140	160
89	Vehicle parked exceeds maximum weight or height or length permitted in the area	-	2	1
91	Parked in an area not designated for that class of vehicle	46	34	25
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	76	30	55

### **Camera Car Enforcement**

2017 saw the introduction of the Camera Enforcement Car which largely is used to monitor parking outside of schools to deter vehicles contravening parking restrictions that have been put in place to improve safety for school children. A secondary use is to monitor other no stopping restrictions such bus stops/stands which are frequently blocked by other vehicles at some locations.

In the 2017/18 school academic year, 291 Penalty Charge Notices were issued via the Camera Car to vehicles in contravention of restrictions outside of schools. A further 163 Penalty Charge Notices were issued to vehicles in contravention of bus stops/stands.

## Parking Representations

A penalty charge notice can be challenged if the motorist believes that it has been issued unfairly or if they believe that there are mitigating circumstances. Our in-house Representations Team will consider a written challenge/ representation and will respond formally in writing. Details of how to challenge a PCN can be found on the reverse side of the PCN issued. These can also be found on our website.

There are two stages of challenge/representation:

1. An informal challenge/representation is where correspondence is received by us after the issue of a Penalty Charge Notice, but before the service of the Notice to Owner.
2. A formal challenge/representation is correspondence received by us within 28 days from the date of service of the Notice to Owner.

It is only the registered owner/keeper of the vehicle who can make a formal challenge/representation.

Challenges/ representation may be submitted to the council at both informal and formal stages of the process. If a formal challenge is rejected, information on how an appeal can be made to the independent adjudication service (the Traffic Penalty Tribunal) will be provided. This service cannot adjudicate on whether or not the Council took the "correct" decision in response to an appeal. It can only consider whether or not the contravention occurred; the notice was properly and correctly issued; that the regulation order is properly made and signed; and other legal matters.

Information on how to challenge a PCN can be found here:

<http://www.southampton.gov.uk/roads-parking/parking/parking-fines/>

A summary of the outcome of the Penalty Charge Notices is shown in the table below;

<b>PCN Summary</b>	<b>2017/18</b>	<b>2016/17</b>	<b>2015/16</b>
Total number of PCNs issued	62,397	52,481	49,044
Number of PCNs paid*	40,665	35,483	38,362
Number of PCNs paid at discount rate*	33,844	29,623	31,748
Number of PCNs against which an informal or formal representation was made*	27,831	22,552	20,127
Number of PCNs cancelled as a result of an informal or formal representation*	1,411	1,167	3,315
Number of PCNs written off for other reasons*	5,599	4,665	4,981

\*Correct at time of publication - the state of each Penalty Charge Notice will change over time until it is resolved.

## Abandoned Vehicles

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 their removal, storage (if appropriate) and disposal. We follow strict guidelines laid down by central government when removing abandoned vehicles.

It is also possible to give up a vehicle if it is no longer required under a 'project car clear' service where vehicle owners are able to surrender ownership of 'end of life' vehicles. They are removed from the highway and destroyed in accordance with environmental regulations at no charge to our customers.

As of October 2014, there are no paper tax discs issued to vehicles, however you can still check if a vehicle has valid tax at <https://www.vehicleenquiry.service.gov.uk/>

More information regarding the decision to no longer need to display tax disks can be found on this website: <https://www.gov.uk/government/news/vehicle-tax-changes>

If you would like to report a vehicle that you believe to be abandoned, then please visit our website for more information.

<http://www.southampton.gov.uk/roads-parking/highway/abandoned-vehicles/default.aspx>

The number of vehicles reported as abandoned and removed is shown below;

	<b>2017/18</b>	<b>2016/17</b>	<b>2015/16</b>
Number of vehicles reported as abandoned	1382	1230	830
Number of vehicles removed	233	188	67