



Pembrokeshire County Council
Civil Parking Enforcement 2nd Annual Report

April 2012 to March 2013

Transportation, Housing and Environment Directorate

Civil Parking Enforcement – Annual Report 2012/13

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1.0 Introduction

By Councillor Rob Lewis,
Deputy Leader and Cabinet Member, Highways & Planning

Thank you for taking the time to read this Annual Report. This is the second annual report which we have published, in accordance with the requirements of the Traffic Management Act 2004. We welcome the opportunity to inform you how Pembrokeshire County Council delivers its parking enforcement and associated services and to place the service in context with our other road network management duties and policies.

We continue to enforce parking restrictions both on and off street on all roads in the County and in all car parks owned by the Council. This report covers the period from 1st April 2012 to 31 March 2013. It is intended to explain to members of the public and other stakeholders how parking is managed in Pembrokeshire and to provide information on some of the services that we provide. It aims to demonstrate that the Council operates parking enforcement activities in a fair and consistent manner in accordance with the relevant legislation.

The report contains links to the Council's website which offers advice on how to avoid parking inappropriately, avoid the likelihood of receiving a Penalty Charge Notice and what restrictions apply on the various streets in the County.

Residents, businesses, commuters, people with disabilities, shoppers, and visitors are just some of the groups who have differing needs for parking and travel. In Pembrokeshire, we have a beautiful and historic County, but many of our streets and properties were built well before the level of vehicle ownership reached today's levels. Traffic and parking management helps the council ensure that available parking areas can be shared in a fair and transparent way.

There is a small element of motorists who pay no attention to restrictions and who park illegally because it is convenient for them and they do not consider the inconvenience to others. This is unacceptable because irresponsible parking can quickly cause traffic congestion or disruption.

I hope that you will find this information helpful. We are determined to continue in our duty to enforce parking restrictions in a fair and transparent way.

2.0 STRATEGY & POLICY

2.1 Background

The Strategic Vision in the Council's Corporate & Improvement Plan emphasises the promotion of an attractive, clean and healthy environment and the Regional Transport Plan gives recognition that traffic management plays an important part in ensuring safe, effective and rational use of the highway.

2.2 Charging Policy

Charges for car parking take account of the following principles.

- The need to encourage retail trade;
- The need to manage traffic,
- The need to manage demand effectively;
- The nature of parking location and its users, i.e. urban shopper/business, residential, rural town shopper, beach/visitor;
- Comparison with other providers in the locality;
- The need to encourage the use of more sustainable forms of transport,;
- Charges are not set purely in order to derive income.
- Have regard to the overall revenue budget provision
- A presumption in favour of improvements being funded by increased tariff.

These principles are applied consistently, which results in different charges from place to place.

2.3 Demand Management:

Car parking charges have been considered on a town by town basis. Car parking charges in Pembrokeshire are set to encourage shoppers, and are likely to require short-stay spaces. Where car parking is subject to high demand and/or limited capacity, then parking periods and tariffs are carefully set to optimise turnover

3.0 Parking Provision in Pembrokeshire

3.1 Off Street

The Authority manages car parks to provide for both short stay and long stay users. Charges apply in accordance with Council Policy. The Current charges will be reviewed in 2013.

Disabled provision is in accordance with the guidance issued by DfT.

3.2 On Street

The Authority provides on street parking facilities on the adopted public highway where it is considered appropriate to do so without undue interference with moving traffic. It makes provision for limited waiting, disabled, loading, taxi, motor cycles and residents.

It has developed robust and fair practices to manage the kerb side to cater for the competing demands of the various users. No restrictions have been implemented that do not have a traffic regulation order to support them.

4.0 Our Services

4.1 Off Street Parking

The Council has both charging and non charging Carparks; Details are on the council website www.pembrokeshire.gov.uk. Pembrokeshire County Council has 97 car parks of which 32 are pay and display. 18 have charges applying all year round and 13 seasonal charges between 1st April and 30th September. 129 season tickets were sold in 2012, with 148 reserved and 206 Tenby Harbour permits issued. A minimum of 6% of spaces have been set aside for blue badge holders. The Council waived charges on certain days in December in the lead up to Christmas in all paying car parks through the County.

4.2 On Street

There are currently 1025 limited waiting spaces, 130 disabled spaces, 28 Taxi spaces, 3 Bus bays, 25 bays for Loading / Goods unloading bays, 1 ambulance bay and 1 motorcycle bay. Within the overall spaces there remain 675 spaces for Resident / Business Permit Holders.

4.3 Resident Parking

Resident Parking Schemes have been introduced, where practicable, on a number of streets/locations across the County. There are currently 52 schemes in operation, full list on Appendix 1 All schemes on the public highway are operated under the same regulations, one permit to a property to a specific vehicle. Permits are valid for a period of up to 12 months. A cost of a permit is £35.00. Visitor permits are available for periods of up to 7 days at a cost of £7, again one to a property to a specific vehicle. Proof of occupancy, valid insurance and MOT certificate must be provided.

A non-highway scheme is operated in Tenby Harbour where one permit is issued to each property but is not vehicle specific. Cost of a permit is £100 and has not risen since 2003.

There were 739 annual permits issued between 1st April 2012 to 31st March 2013 and 371 visitor permits

We recently carried out a resident parking review

In November 2012, we distributed approximately 1,500 questionnaires to properties in streets in Pembrokeshire that currently have Residents' Parking Schemes. We also posted questionnaires to approximately 50 non-resident permit holders. We asked residents that had residents' parking permits, as well as those that didn't, to complete the questionnaire. We received 441 responses, 371 from people who currently had permits and 99 who did not. A report on the findings was considered by the Environment Overview & Scrutiny Committee on 6th June 2013. A copy of the report can be viewed at www.pembrokeshire.gov.uk/haveyoursay, closed consultation.

4.4 Parking Dispensations

The Council does allow, in certain circumstances, by the issue of a dispensation, a vehicle to park lawfully in contravention of a Traffic Regulation order. It may also suspend parking places for the purposes of reserving those places for particular vehicles and/or applicants.

Dispensations will be issued by way of a temporary permit containing the details of the event, the vehicle registration, date and time of use. The permit must be clearly displayed on the front windscreen of the approved vehicle.

155 dispensations were issued 1st April - 31st March 2013.

5.0 Civil Parking Enforcement

5.1 Parking and Streetcare Teams

Combining the management and enforcement of both on and off street parking provides considerable operational and community benefits. In April 2013 the Parking service team and streetcare team were combined under one operational manager. Both sections still have their own remit, however, the benefits of this combined service includes:

- Co-ordinated enforcement and control of on and off street parking
- Co-ordinated enforcement of all highway related issues
- Co-ordination of activities on the highway network
- Management and co-ordination of event affecting on street and off street activities
- Co-ordination of third party works on the highway
- Managing all licensed activities on and off street
- More effective implementation of policies

5.2 Running CPE

Pembrokeshire currently employs 12 Civil Enforcement Officers, a Technical Clerk and 3 Parking Officers and who supervises their activities; they are all

supported by the Streetcare manager. They do not receive any performance related bonuses or incentives.

Penalty charge notices are issued to vehicles that are parking in contravention of restrictions. If a motorist wishes to dispute a PCN they must follow the appeal process which is detailed on the rear of the PCN.

Having operated CPE since February 2011 the Parking Services staff has built up a comprehensive understanding of where and when indiscriminate parking occurs. However, when members of the public are experiencing particular parking problems they can report them to office.

The parking services team are also responsible for the management of all car parks, Pay and Display machines, financial matters, Resident Permits, Car Park Season and Reserved Tickets, Parking Dispensations and Car Park Licenses. .

5.3 The Back Office - Wales Penalty Processing Partnership (Wales PPP)

The Wales PPP back office continues to be used to process the issued PCN's There are quarterly meetings, an officers working group, with representatives from each Partner Authority to discuss operational consistency, shares best practice and strives for continual efficiency savings.

5.4 Bailiffs

The Council currently uses the services of three bailiff companies to recover debts, Excel, Proserve and A J Enforcement. All have considerable experience in this work and provide similar services to other Wales PPP councils as well as our SWWITCH partners Carmarthenshire County Council, City & County of Swansea and Neath Port Talbot County Borough Council.

6.0 Performance Delivery & Statistics

6.1 Statistical Performance

The tables below show statistics relating to PCN's issued during the period 1st April 2012 to 31st March 2013.

6.2 PCN's - Progression of Cases

	PCN's Issued	%
Total Number of PCN's issued	11422	100%
Number of PCN's issued on street	7204	63%
Number of PCN's issued off street	4218	37%

Number of PCN's paid at discount rate	7238	64%
Number of PCN's paid after 14 days	1304	11%
Number of PCN's not paid	925	8%
Number of PCN's cancelled (see table 6.5)	1955	17%

6.3 On Street Parking Contraventions

Code	Description	PCN's Issued	%
01	Parked in a restricted street during prescribed hours	2095	18.34
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.	160	1.4
12	Parked in a residents or shared use parking place without clearly displaying a permit issued for that place	1442	12.62
16	Parked in a permit space without displaying a valid permit	60	0.52
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited.	1	0.01
20	Parked in a loading gap marked by a yellow line	0	0
21	Parked in a suspended bay or part of a bay	53	0.46
23	Parked in a parking place not designated for that class of vehicle	561	4.91
25	Parked in a loading place during restricted hours without loading	102	0.89
27	Parked adjacent to a dropped footway	139	1.21
40	Parked in a designated disabled person parking place without clearly displaying a valid disabled persons badge	565	4.95
45	Parked in a taxi rank	95	0.83
47	Stopped in a restricted bus stop	159	1.39
48	Stopped in a restricted area outside a school	2	0.02
49	Parked wholly or partly on a cycle track	4	0.04
62	Parked with one or more wheels on part of the road other than between two carriageways	45	0.39
99	Stopped on a pedestrian crossing or area marked by zig-zags.	39	0.34

05	Parked after expiry of paid for time	0	0
06	Parked without displaying a valid pay and display ticket	7	0.06
11	Parked without payment of the parking charge	1	0.01
19	Parked in a resident or shared use place displaying an invalid permit	1	0.01
22	Re-parked in the same parking place within one hour of leaving	2	0.018

24	Not parked correctly within the markings of a bay/space	50	0.44
30	Parked for longer than permitted	1620	14.18
35	Parked in a disc parking place without displaying a valid disc	1	0.01

6.4 Off Street Parking Contraventions

Code	Description	PCN's Issued	%
70	Parked in a loading area during restricted hours	1	0.01
73	Parked without payment of the parking charge	7	0.06
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale goods when prohibited.	11	0.10
80	Parked for longer than the maximum period permitted	70	0.61
81	Parked in a restricted area in a car park	13	0.11
82	Parked after the expiry of paid for time	967	8.47
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher	2149	18.81
85	Parked in a permit bay without displaying a valid permit	341	2.99
86	Parked beyond the bay markings	240	2.10
87	Parked in a disabled persons parking space without clearly displaying a valid disabled persons badge.	363	3.17
91	Parked in a car park not designated for that class of vehicle	18	0.16
92	Parked causing an obstruction	0	0
95	Parked in a parking place for a purpose other than the designated purpose of the parking place.	38	0.33

6.5 PCN's Cancelled

		PCN's Issued	%
Number of PCN's cancelled as a result of representations			
Blue Badge	317	993	9%
Foreign Vehicle	50		
Challenge Accepted	616		
Adjudication	10		
Number of PCN's cancelled for other reasons (e.g. owner untraceable, CEO error, DVLA unable to provide)		962	8%
		1955	17%

7.0 Financial Information

7.1 Financial Account

Income and expenditure financial data governed by Section 55 of the Road Traffic Regulations Act 1984 is presented below.

FINANCIAL SUMMARY

	2011/12	2012/13
<u>Income</u>		
Resident Parking Permits	28,333	30,895
Parking Dispensations	4,467	7,970
Penalty Charges	360,505	337,995
Total Income	<u>£393,305.00</u>	<u>£376,860.00</u>
<u>Expenditure</u>		
Employee Costs	219,833	229,205
Premises	47,735	48,469
Goods & Services	91,610	121,061
Support & Management	77,598	88,010
Other Payments	0	0
Capital Charges	7,578	5942
Total Expenditure	<u>£444,353</u>	<u>£492,686</u>
(Surplus) / Deficit	£51,048.00	£115,826.00

Although there is a deficit shown in the figures above, the financial information provided for this report does not include the off-street activity not governed by the Road Traffic Regulations Act 1984.

8.0 Update on 2012 / 2013 Initiatives

Initiative	Progress
Joint working with PCNPA <ul style="list-style-type: none"> • Parking Order • Collaborative Working 	<ul style="list-style-type: none"> • Paper work drafted PCNPA parking order: awaiting legal processing • Joint working with PCNPA progressing, e.g reviewing shared parking passport • Ongoing, further work required to establish common grounds
Review of Resident Parking	Consultation exercise undertaken in November 2012. The outcome of the consultation is reported in 13/14 to scrutiny
Tenby Multi Storey Carpark	Initial consultation undertaken. Proposals for transport interchange and MSCP enhancements are being progressed.
Pembroke Dock Transport Interchange	Planning approval received. Scheme is awaiting identification of funding to progress
Cares – Monitoring of Arrangements	Existing arrangements reviewed in 2012. Full review to be undertaken in 2013 / 2014
Carpark Charging review	Car parking charges are being reviewed for consideration by executive.
Parking restrictions <ul style="list-style-type: none"> • Review of Parking restrictions 	Review ongoing in 2013 / 2014.

9.0 Future Development & Initiatives

In 2013/14 a number of initiatives will be considered, either following on from last year's activity and issues arising or new initiatives, as follows:

- Continue joint working with Pembrokeshire Coast National Park Authority.
- Complete review of Resident Parking (report of Environment, Overview and Scrutiny)
- Implement works at Tenby MSCP.
- Review and provide recommendations for carer arrangements on street
- Review and action recommendations from the internal audit dated December 2012
- Car park charging review and provide recommendations to executive for consideration
- Review of parking dispensations arrangements on

Appendix 1: Resident and Shared Parking Schemes

Broad Haven
Marine Road -west side
Dale
U6006 Dale Fort Road - east side
Fishguard
Wallis Street –east side
Haverfordwest
Bush Row -east side
Albany Terrace - parking area
Cambrian Place - east Side
Cartlett -north side
Castle Town Area
North Street - west side
North Street -east side
Holloway -north side
Queens Square - central area
Crowhill -east side
Merlins Hill –north side
North Crescent - west side
8Winch Crescent - south side
Milford Haven
Robert Street - north and south side
Neyland
Neyland Hill -south side
Pembroke
Woodbine Terrace - south side
Pembroke Dock
Apley Terrace - south side
Bush Street - north and south side
Church Street – west and east side
Gordon Street - west side
Gwyther Street -west and east side
Laws Street - west and east side
Lewis Street – west and east side
Pembroke Street - west and east side
Upper Laws Street - west and east side
Upper Meyrick Street - west and east side

Tenby

Augustus Place (serving Nos. 1-10) & (serving Nos. 11-18)

Clareston Road - west and south side

Culver Park –west and east side

Greenhill Avenue –west and east side

Weston Terrace -west side

Harding Street –north and south side

Harries Street -west side

Heywood Court -west side

Heywood Court - Nos. 74-85 north side Nos.48-64 south side

Lower Frog Street -east side

Park Place -north and south side

Edward Street -south east side

Park Terrace - south east side

Penally Road - east side

Picton Road - west and east side

Picton Terrace - west side

Queens Parade -west side

South Cliff Street -north side

St Florence Parade - east side

St Johns Hill -north side

St Julian's Street -north west side

Sutton Street - east side

The Croft - east side

The Norton -east side

The Paragon - south side

Trafalgar Road - north west and south east side

Victoria Street - west and east side

Warren Street - south side

Shared Use Bay (Limited Waiting 1 hour, no return within 1 hour, Mon-Sat 8am-6pm / Permit holders)**Pembroke Dock**

Meyrick Street -west side

Shared Use Bay (Limited Waiting 1 hour, no return within 1 hour 8am – 6pm / Permit holders)**Haverfordwest**

Holloway - north side

North Street -east side

Queens Square -central area

St Davids

New Street –east side