

Planning, Transport and Regulation

Civil Enforcement & Parking Services

Annual Report 2014 - 2015



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FOREWORD

Welcome to Bournemouth Borough Council's Civil Enforcement and Parking Service Annual Report 2014/2015. The report summarises the activities carried out by the service and provides details of achievements, future plans and related statistical information.

This year the report includes information on how Parking, Traffic, Network Management and Road Safety teams are working together to improve traffic management and road safety throughout the borough.

Parking Services enforcement activities have supported and assisted the delivery and success of sustainable transport projects associated with the BE Smart Local Sustainable Travel Fund (LSTF) and Joint Three Towns Corridor South East Dorset conurbation Government funded schemes. These schemes, located at Richmond Hill, Horseshoe Common and Christchurch Road/Palmerston Road Boscombe have sought to improve the environment for all users. The enforcement of the parking spaces ensures the traffic management aims of these schemes are delivered.

It is particularly encouraging to note the results of the National Highways and Transport Network Survey 2015 (A satisfaction survey collecting public perspectives on, and satisfaction with highway and transportation services in local authority areas) which rates Bournemouth Council number 1 in satisfaction on Highway enforcement/obstructions, including keeping pavements clear of obstructions and tackling illegal on-street parking including parking on busy roads. The survey also rated Bournemouth number 2 for safety of children walking to school and in Traffic Management generally.

The ongoing programme of procurement this year focussed on completing a joint procurement with Poole Council for Enforcement Agent services (previously known as Bailiffs) and commencing procurement of pay on foot equipment to return Richmond Gardens to a pay when you

depart car park in response to requests from traders and motorists. The Richmond Gardens project, which will be fully reported in 2015/16 annual report, will deliver up to date parking facilities with flexible payment arrangements for all our customers at the site.

The Car Park Management and Parking Enforcement Service was delivered within budget. There was an increase this year from income on skip and scaffolding licences indicative of a resurgence in the economy resulting in a greater number of sites being developed. Fewer Penalty Charges have been issued to vehicles for being in a bus lane due to enforcement leading to a higher level of compliance. Businesses in town are taking on more staff and this has reflected in an increase in the number of permits issued. The number of Penalty Charge Notices issued this year in car parks and the associated income from off street enforcement has increased this year with a significant portion being due to Richmond Gardens operating under pay and display.

We have been working with the Road Safety Team to improve safety outside schools which remains a problem even with regular enforcement. The campaign commenced at the end of this financial year with information appearing in BHLife Magazine and will continue next financial year with further information campaigns.

Bournemouth Parking Services were very pleased to be asked by the Traffic Penalty Tribunal Service (TPT) to be a pathfinder council and assist in the development of their web based appeal service. The result of working with TPT and other pathfinder councils is a web portal which will make it much easier for the public to access the appeal service and for decisions to be considered and decided in a quicker and more efficient manner. The aim is to make it easier for motorists to appeal and thus accords with our aim to deliver a fair and open parking service.

The main purpose of the Service is to manage traffic through provision and management of parking facilities and contribute to maintaining the free flow of traffic to prevent danger and congestion through enforcement where vehicles are parked in contravention of restrictions. The report demonstrates how parking enforcement within the Borough is carried out in a fair, robust manner, for the benefit of all its residents and visitors. It sets out how parking enforcement links to the Local Transport Plan and the important role of parking enforcement to ensure that the transport network operates as efficiently, and safely, as possible. It is also essential in fulfilling the requirements of the Network Management Duty.

I am pleased that Parking Services has continued to work with other departments, external agencies, organisations and neighbouring authorities; in particular this year with the Traffic Penalty Tribunal Service, to bring benefits to users of the service and also efficiency savings to the Council. This work is in line with the Council's priority of being an efficient Council.

The year ahead will see the department continuing to look at how it can further improve services, through procurement of services, a programme of pay and display machines replacement, introduction of further electric vehicle charging points and reviewing

our permits to make it easier for our customers to apply and renew.

The report includes a summary of the Parking Account and explains how any surplus is used in supporting other Council services.

I am grateful for the support of the knowledgeable staff in ensuring that whatever is done within the department is done with the best interests of Bournemouth at heart.

I hope you find the report informative. Please feel free to get in touch if you would like more information or have any questions.

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AIMS AND OBJECTIVES

The aims and objectives listed below link to the Council’s corporate aims and Local Transport Plan objectives.

Corporate Aims

- An Efficient Council (EC)
- An Active Community (AC)
- An Improving Environment (IE)
- A Thriving Economy (TE)

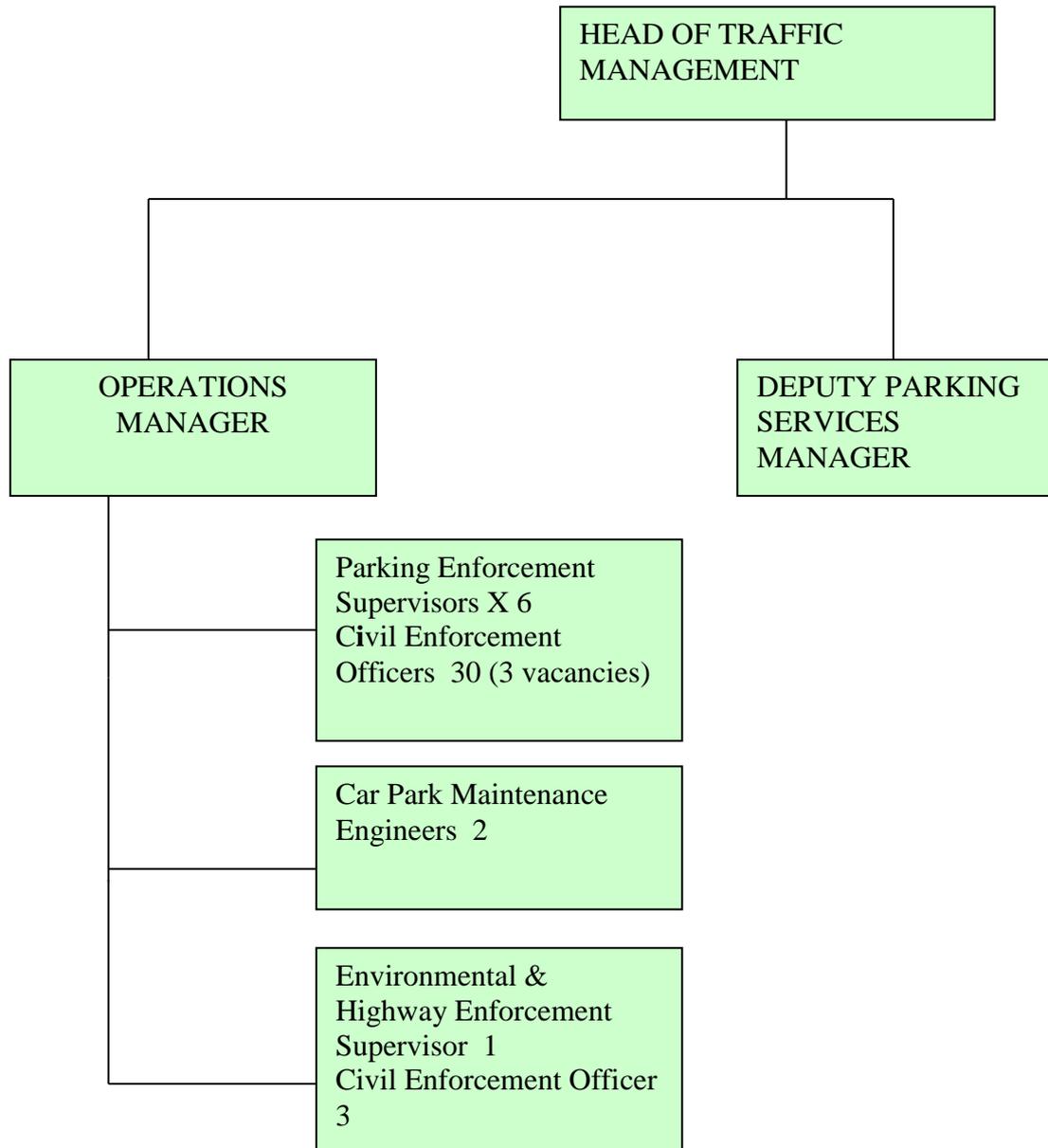
The Local Transport Plan

- Support Economic Growth (LTP1)
- Tackle Climate Change (LTP2)
- Better Safety, Security and Health (LTP3)
- Equality of Opportunity (LTP4)
- Improved Quality of Life (LTP5)

Parking and Environmental Management and Enforcement Objectives	Corporate Plan Objective	Local Transport Plan Objective
<i>In managing parking within the Borough we will</i>	See above	See Above
Reduce traffic congestion resulting from illegally parked vehicles	IE3	LTP1, LTP2
Contribute to road safety	IE3	LTP3
Reduce congestion, to contribute towards improvement in air quality	IE3	LTP3, LTP4
Assist the timely operation of public transport	IE3	LTP1, LTP3, LTP4,
Facilitate access and response times for emergency service vehicles		LTP3
Manage kerb space and access to parking places in support of commuter, shopping and leisure parking	IE3	LTP1, LTP3, LTP4
Enforce disabled parking facilities to maintain access for disabled		LTP4
Support the local economy through loading and unloading facilities to businesses.	IE3	LTP1, LTP3, LTP4
Reduce Anti Social Behaviours	AC5	

Structure of Service

Enforcement & Parking Services Structure (2014/15)



Enforcement Methodology

The service is delivered by a team of 44 front line staff. The back office function is managed through a Service Level Agreement with Customer Services who provide Notice Processing and Administration functions on behalf of Parking. The effectiveness and efficiency of the operation is further supported by key contractors for cash collections and banking services, security services, payment facilities and IT systems for Penalty Charge Notice enforcement.

Parking Enforcement is undertaken 7 days a week between the hours of 0830 and 2100 hours daily, extending to 2200 during the summer months and with occasional additional hours worked to address specific issues. Civil Enforcement Officers have discretion to decide whether to issue a Penalty Charge Notice or where appropriate to invite the driver to move the vehicle.

The primary aim of parking enforcement is traffic management and within that the overarching aim of the service seeks to focus on the objectives listed above. The enforcement service is delivered in a fair, consistent and robust manner, reflecting the needs of all our customers.

We consider all challenges, representations and appeals in line with our published enforcement and cancellation policies. We ensure that

each case is considered on its own facts, taking into account all the evidence available and any mitigating circumstances.

When considering each case we will

- ▲ Recognise that each case is different and consider any exceptional circumstance
- ▲ Check whether any other Penalty Charge Notices have been issued to the vehicle or indeed other vehicles owned by the motorist.
- ▲ Consider whether any previous cases have been paid promptly
- ▲ Check whether the motorist has made the same challenge /representation previously. For example the ticket fell off, did not receive PCN, forgot to display disabled badge etc.
- ▲ Consider any documentary evidence provided by the motorist to support the challenge/representation.
- ▲ Consider the notes made by the Civil Enforcement Officer and observations made at the time
- ▲ Check that there is a valid Traffic Regulation Order in place
- ▲ Obtain a report from the Civil Enforcement Officer or make a site visit where appropriate depending on the nature of the challenge/representation.
- ▲ Respond within Legislative and operational guidance timescales
- ▲ Give full consideration to the above, cancel the penalty if appropriate, or write with a full explanation why the appeal is not allowed.

WHAT WE HAVE DONE

Parking Outside Schools

Working with the Road Safety Section we have begun a campaign to address the ongoing problem of motorists stopping on school keep clear markings.

Source Sustrans Survey Report 2014: Some 44% said road safety was their biggest concern, compared with 28% whose main worry was strangers

Source BBC News Report May 2014: Over two fifths (41%) of parents in a survey for a transport charity say their child has had a near-miss traffic accident going to or from school.

Source National Highway and Transportation Network Satisfaction Survey 2015: Safety of children walking to school 64.2% (ranked no 2 in participating local authorities)

Source Annual Report 2014/15 Bournemouth Council Penalty Charge Notices issued for parking on school keep clear zig zags decrease by 32%

Despite a drop in the number of Penalty Charge Notices issued this year and efforts to educate children and parents of the dangers around school entrances the problem remains that some parents will still put the lives of their children and others at risk by stopping and parking where they shouldn't near schools.

The campaign has started with an article in the Council's BHLife magazine which is circulated to all homes in Bournemouth. It will be followed by a bus back campaign and leaflets and posters in school. Our Civil Enforcement Officers and CCTV camera car will continue to enforce the restrictions.

We want people to show RESPECT and think of others before stopping on the zig zag markings.



Our school crossing patrollers do a great job in assisting pedestrians but it is made more difficult with inconsiderate, antisocial parking. Civil Enforcement Officers and School Crossing Patrollers have been the subject of verbal and sometimes physical abuse when trying to carry out their duties.



We aim to make people think and RESPECT everyone's safety by always parking considerately in the vicinity of schools.

The proposed bus back and poster include cartoon characters to engage with primary and junior school children. This approach rather than

shocking images is aimed at raising awareness in children to put pressure on their parents. Education will continue in schools through our Child Road Safety Coordinators.

We will continue to enforce but most importantly will, through our Child Road Safety Coordinators, Road Safety Team, and publicity campaign educate drivers of the risks and

danger they cause to other road users by not following the parking rules around schools.

Procurement

To deliver parking services involves the procurement of services from a number of outside organisations. Such services include car park machines, phone and pay/cashless parking, cash collection, Enforcement Agents, tickets and other stationery supplies, Notice Processing Software and 24 hour telephone and on line payment of Penalty Charge Notice facilities.

Contracts are in place, varying in length depending on the service delivered.

Richmond Gardens – Purchase of Pay on Foot Equipment, ANPR and Intercom systems

We are currently in the process of purchasing new equipment for our flagship car park at Richmond Gardens. This car park is situated straight off the Wessex Way and is ideally situated for both visitors and residents visiting the town to shop or spend longer enjoying Bournemouth's attractions.

The car park has temporarily been operating under the pay and display system but it is recognised that residents and traders prefer to pay when they leave. The new system means people don't need to rush back to their car or risk getting a Penalty Charge Notice. The new equipment is planned to be installed

and fully operational before Christmas.

We will be working with the supplier to deliver additional benefits such as flexible permits, draw down cards for regular users and offers to attract customers to use the car park. The existing pay and display machines will be re used and re sited in other car parks in the town to replace out of date equipment.

Joint Working with all Councils in Dorset

We work with other neighbouring Councils where it is recognised there will be benefits to go out to tender jointly. We worked with Poole Council this year on a new contract to appoint Enforcement Agents (previously known as Bailiffs) to recover unpaid Penalty Charge Notices. Two companies were awarded the contract commencing April 2015. The benefits of joint procurement in this instance, in addition to financial and resource savings made through joint procurement are that the service providers can allocate resources specifically in the BH Postcode area to target recovery of outstanding Penalty Charge Notice debt. Performance indicators have been set up to monitor the service delivered.

New Council Web Site

The Council's web site has undergone a revamp. Pages have been rewritten and the style is now clean and modern using simple language to inform our service users. Where we are able to link to other sites, for example the Traffic Penalty Tribunal, a link has been included to avoid duplication of information and help motorists wishing to take their case to appeal. This format has reduced the number of pages and reduced the number of clicks before you land on the page required.

Parking information can be found directly from the front page and users can then navigate to the specific topic they require. For example there are sections on car parks to assist motorists planning their journey to Bournemouth, Penalty Charge Notice information and permits.

Searching for a car park is easy. By clicking on the map pin information on parking charges at that site can be found

An important part of the revamp has been to locate similar information together even though the service may be delivered by different sections of the Council. An example is permit information where you will now find information on Disabled Blue Badges, Contractor Dispensations and Resident Permits on the same page as other car parking permits.

We will continue to review and improve the content of the information. This will include making information on parking restrictions (The On Street Traffic Regulation Order) available using map based information. We will improve how you can apply for permits and provide more information on attractions and facilities available near our car parks. In the long term we hope to link to live traffic information and occupancy information in car parks to assist in journey planning.



Car Parks

Find out where to park in Bournemouth, how much charges are in different car parks, and how to buy a Rover ticket.

Paying for Parking in a Car Park

You can pay for parking using cash, Phone and Pay or Rover ticket

Civil Enforcement Officer (CEO) Patrols

We have revised the beats and priorities of Civil Enforcement Officers. This means more attention has been given to limited waiting areas, for example in Westbourne thus encouraging a turn around of

spaces ensuring that there are free short stay parking spaces available for shoppers. The new Restricted Parking Zone introduced as part of the Three Towns Travel Project aimed at improving travel journeys

across the conurbation have also received regular enforcement including during the evening. Further information on Restricted Parking Zones can be found later in the report.

There has also been an increase in Penalty Charge Notices issued off street which is primarily down to Richmond Gardens operating under pay and display.

Traffic Penalty Tribunal Web Portal



Bournemouth Council Parking Services was pleased to be one of a small number of Councils asked to work with the Tribunal and the system developers to develop a web portal for appeals.

The site has been designed to be simple and easy to use for both appellants (the motorist) and Councils and to enable all parties to submit evidence which can be viewed by not only the adjudicator but also the Council and the appellant. The system has enabled the adjudicator to send messages to either the Council or appellant when necessary to speed up the decision process. Evidence can quickly be uploaded, which may include, correspondence, photos, supporting evidence and copies of the traffic regulations order.

It has negated the need for the Council to write long supporting evidence statements and also avoided copying sometimes quite large quantities of documents to send to the appellant.

Historically only a very small number of motorists decide to appeal to the Adjudication Service and one aim of the web portal is to make it easier for the motorist to submit their appeal, making the process as quick and informal as possible.

Initial feedback obtained by the Adjudication Service from appellants has been positive. The Service is now in the process of a gradual roll out to other authorities throughout the country with further improvements to the system ongoing. Bournemouth Council hosted a visit from another authority who wanted to see the system being used.

It is important for motorists to have an easily accessible appeals process and we continue to support the Traffic Penalty Tribunal as the system is further developed and assist any other Council by providing advice on our experience as the system is rolled out.

Parking On and Off Street

Phone and Pay Parking

The number of people paying using a phone to pay to park continues to grow. On average around 1000 transactions a day are made using the cashless service.

This year has seen a significant growth in booking by the Phone and Pay App which has increased to over 30% from only 5% of transactions the previous year. (April – June 2014 = 5% of total phone transactions. April – June 2015 = 37% of total phone transactions).



PHONE AND PAY

On average there are around 450 transactions per month of monthly permits.

The growth of this method of payment will allow us to consider, when replacing pay and display machines, whether it is possible to reduce the number of machines and thus make savings on equipment purchase, maintenance and operating costs.

Replacement of Pay and Display Machines

A significant number of pay and display machines in our car parks require replacement. Although budgets are extremely limited we continue a gradual replacement of older machines, prioritising busier car parks. Where newer machines have been installed such as in Pavilion Car Park these machines have included credit and debit card payment facilities. The decision to return Richmond Gardens Car Park to a pay on foot (departure) car park will mean

that the machines currently in the car park can be relocated thus increasing the speed in which old machines are replaced.

Refurbishment Works

Leslie Road car park has been resurfaced this year as part of an ongoing maintenance programme. As part of this programme we consider reconfiguring the spaces to make the spaces slightly larger where we can, recognising today's cars are larger. The beginning of the new financial year saw part of Bath Road South Car Park resurfaced and relined and this year it is also planned to resurface Durley Chine, Cotlands and Winter Gardens. We will be installing a small number of larger vehicle parking bays in Winter Gardens Car Park for our customers with larger vehicles including small motorhomes.



Bath Road South Disabled Parking Spaces

As part of these works and also when replacing machines we will look at the area around the pay stations and remove any kerbs currently in place to enable our customers in wheelchairs easy access to the machines.

Three Towns Travel – Shared Space Schemes

During 2014/15 major highway works have continued at Old Christchurch Road and Richmond Hill. The Three Towns Travel schemes were born out of the government funding awarded through the Local Sustainable Travel Fund.

The schemes have seen improvement to a range of travel options which have included bus, cycle and walking facilities on key commuter routes, to infrastructure development at travel interchanges. The aim is to make travelling between Bournemouth, Poole and Christchurch easier, safer and more attractive. Along with the highway improvement new parking restrictions in the form of Restricted Parking Zones have been introduced along with the associated Traffic Regulation Orders.

The Old Christchurch Road scheme has benefited residents, businesses and visitors alike and includes

- New walking and cycling routes
- Shared space between Horseshoe Common and Old Christchurch Road and introduction of a non signalised junction
- Creation of an improved public open space at Horseshoe Common
- Removal of unnecessary signs, barriers and railings
- Relocation of taxi and bus stops
- Extension of 20mph zone to Old Christchurch Road, Dean Park Crescent and Madeira Road
- Implementation of a night time road closure



The Richmond Hill scheme has seen

- New segregated cycle lanes and cycle stands
- New crossing facilities
- Landscaping
- Introduction of a 20mph zone
- New loading bay
- New pick up and drop off bay outside Richmond House.

The schemes have not been without problems as motorists get used to the shared space and also the new signs informing them of the parking restrictions within the zones. Repeater signs have been put up to better inform the public and amendments made to the schemes to ensure the restrictions are only where needed.

Some motorists still seem to not fully understand the new arrangements, believing no lines mean that they can park when they should only park within the marked parking bays.

We will place an article in the BHLife Magazine to help people understand the new signs and waiting restrictions associated with the Restricted Parking schemes. We will continually review the need for additional signs and road markings.

Local Transport Plan

The Local Transport Plan (3) contains seven 'Strategy Measures': Reducing the need to travel; Strategic infrastructure improvements; Managing and maintaining the network effectively; Public transport alternatives; Active travel and 'greener' choices; Traffic safety measures; Car parking measures.

Parking policy and effective civil enforcement play a vital role in supporting many of the above measures. Parking regimes, particularly in busy built up areas of the town enable traffic and in particular buses to keep moving, helping to address issues of congestion as well as promoting greater use of public transport. Effective parking enforcement in key locations such as around schools, provides a safer environment for school children and other vulnerable

users, particularly those who elect to travel sustainably either on foot or by bike.

The location of off-street car parks and charging tariffs also play an important role in the management of the highway network. Around key shopping areas such as the town centre, Westbourne, Winton, Charminster, Boscombe, Boscombe (East), Kinson, Southbourne and Tuckton it is vital that there is adequate off-street parking provision, to encourage traffic to park away from the main transport corridors. The Council's off-street parking assets are currently under review and it will be important to retain off-street parking provision commensurate with current and future predicted demand, particularly if it is desirable to remove on-street parking.

National Highways and Transport Network Survey 2015

Bournemouth Council participates in the NHT Survey which is a public satisfaction survey collecting public perspectives on, and satisfaction with, highway and transportation services in local authority areas. The results of the survey shows comparative performance of Key Benchmark Indicators (KBI's) compared to last year with other

Unitary Authorities. 43 Unitary Authorities participated in the survey. Bournemouth Council was the best performer for tackling illegal on street parking. Bournemouth performed particularly well against the following KBI's. The full survey results can be found at <http://www.nhtnetwork.org/nht-public-satisfaction-survey/findings/> .

	Satisfaction Score	Peer Average (Unitary Authority)	Ranking	Diff from Average	Year on Year
KBI26 Highway Enforcement/Obstructions	54.8	50.6	1	4.2	2.0
WCBI07 Pavements being kept clear of obstructions	51.6	44.8	1	6.8	4.3
TCBI11 Tackling illegal on-street parking	49.5	44.3	1	5.2	0
TCBI12 Restrictions of parking on busy roads	58.1	51	1	7.1	4.1
RSBI06 Safety of children walking to school	64.2	58.4	2	5.8	2.7
HMBI14 Deals with obstructions on pavements	50.0	44.8	1	5.1	3.3
HMBI16 Deals with illegally parked cars	48.3	43.3	1	5	

KBI = Key Benchmark Indicator
 WCBI = Walking and Cycling Benchmark Indicator
 TCBI = Tackling Congestion Benchmark Indicator
 RSBI – Road Safety Benchmark Indicator
 HMBI = Highway Maintenance Benchmark Indicator

WHAT WE PLAN TO DO

Richmond Gardens

Having appointed WPS UK to supply and install the equipment we expect the car park to return to pay on foot operation before the end of the year. We plan to be able to offer more flexible payment arrangements for our regular customers and offer payment using debit/credit cards. Having modern, reliable equipment on site in our car park which is very conveniently placed just off the Wessex Way will, it is hoped, increase use and customer satisfaction.

Updating and Rationalisation of Pay Machines

We will investigate the procurement of new pay machines either as part of a capital project which has the advantage of delivering up to date services within a short period of time, or if this is not possible, look to the ongoing replacement of outdated machines over a period of years.

Joint working with all Councils in Dorset

We will continue to work with other Councils throughout Dorset. Where appropriate we will look at consistency of parking policies such as concessions for blue badge holders and when considering procurement fully evaluate the best method either through using an existing Framework or a separate tender. Through utilising each other's experience we will look at all service areas, where joint working could deliver efficiency savings.

Parking Focus Group

A group has been set up consisting of Councillors, Council managers, and traders groups to consider parking in Bournemouth and how we can

market our sites to encourage use working with tourism during event planning so that the management of traffic is promoted through providing up to date information on car parking facilities.

Asset Management Plan

We will develop an Asset Management Plan for car parks (structure, surfaces and supporting equipment) and payment machines. This will be used to forecast future maintenance budgets.

Parking Charges Review

We will continue to review both off and on street parking charges and to structure these to ensure a turnover of spaces in short stay car parks and deter long stay parking in on street locations. Income from parking charges is used to support other transport services. See Financial Report section of this report.

Map Based Traffic Regulation Orders

We will make the map based Traffic Regulation Orders available on line to enable anyone to view the parking restrictions.

New Technology

We will consider how we can, utilising new technology such as parking apps provide journey planning information to people planning to visit Bournemouth. We will look how various separate systems could link to commonly available apps to provide comprehensive information to customers.

What We Plan To Do Ctd

Car Park Permits

We will review the types of permits available and rationalise these to offer more choice and less restrictions on where permit holders can park. This will focus the management of permits by area thus managing the traffic in the town centre by offering less expensive permits on the outskirts of the town centre.

Respect Campaign

We will continue with our RESPECT (Respect Everyone's Safety Parking Every time Carefully Think) initiative through a campaign to encourage motorists to park safely away from school entrances using advertising on bus backs.

STATISTICAL INFORMATION

Income and Expenditure

For financial year 2014/15 the Council's parking operation generated a gross income of £7,439,771.00 against an operating expenditure of £4,783,318.00 this equates to a net surplus of £2,656,453.00. The net surplus was invested into supporting services provided by the Council.

The main variances from last year are that there has been an increased demand for permits including monthly parking permits due to increased employment opportunities in Bournemouth and an increase in licence fee income due to the resurgence in the building activities. Income from Penalty Charge Notices On Street has increased this year partly due to Richmond Gardens operating as a pay and display rather than pay on exit car park. Income from bus lane enforcement has fallen due to a higher level of compliance. Expenditure on transport this year has increased due to the purchase of two replacement vans. There was also a one off expenditure on the account due to the revaluation of Madeira Road car park which was funded by a budget allocated to cover this.

The table below gives a breakdown of income, expenditure and surplus. Produced as per Chapter 18 of Traffic Management Act 2004, as it relates to the financial provisions contained within Chapter 55 of Road Traffic Regulation Act 1984, as amended for financial year ended 31st March 2015.

ON STREET CAR PARKING	2014/15
Income	
Parking Fees On Street	
Dispensation and Waivers	£ 6,980.00
Meter Income On Street	£ 847,870.00
Resident Permits	£ 19,267.00
Health Exemption Badges	£ 1,260.00
Highway licences (skips, scaffolding etc)	£ 29,484.00
Misc	
PCN Fees	
Environmental Enforcement	£ 795.00
PCN Income On Street	£ 681,277.00
PCN Income Bus Lanes	£ 96,663.00
TOTAL INCOME	£ 1,683,596.00
Expenditure On Street	
Employees	£ 763,870.00
Premises	
Transport	£ 30,576.00
Supplies and Services	£ 85,818.00
Third Party Payment	£ 27,780.00
Support Services	£ 218,020.00
Depreciation	£ 46,387.00
TOTAL EXPENDITURE	£ 1,172,451.00
ON STREET (SURPLUS)	£ 511,145.00

OFF STREET CAR PARKING	
Income	
Parking Fees Off Street	
Staff Permits	£ 3,346.00
Contract Standing Income	£ 33,753.00
Permits	£ 282,968.00
Phone and Pay Permits	£ 155,056.00
Rented Space	£ 35,398.00
Clamping Charges	
Pay and Display	£ 4,793,573.00
Apcoa Fees	£ 123,000.00
Bottle Bank Rental	£ 4,600.00
Service Provision To External Organisations	£ 90,302.00
Misc	£ 198.00
PCN Fees	
PCN Income Off Street	£ 211,481.00
Recharges	
Recharges Managed Car Parks	£ 22,500.00
TOTAL INCOME	£ 5,756,175.00
Expenditure Off Street	
Employees	£ 595,941.00
Premises	£ 1,274,510.00
Transport	£ 120,874.00
Supplies and Services	£ 360,061.00
Third Party Payment	£ 21,637.00
Support Services	£ 322,815.00
Depreciation*	£ 915,029.00
TOTAL EXPENDITURE	£ 3,610,867.00
OFF STREET (SURPLUS)	£ 2,145,308.00
On Street Surplus	£ 511,145.00
Off Street Surplus	£ 2,145,308.00
TOTAL SURPLUS	£ 2,656,453.00

*There was an additional charge of £3,769,309.00 following the revaluation of the Madeira Road Car Park site. There was a budget to cover the funding of this.

Spending on Surplus Income

The expenditure of income derived from parking places is made strictly in accordance with the provisions of Section 88 to Part 6 of the Traffic Management Act 2004 and Section 55 (4) of the Road Traffic Regulation Act 1984, in relation to on street surplus.

The legislation sets out provision for accounting for deficits or surpluses in the account at the end of the financial year. Any deficit is to be made good out of the authority's general fund, whilst a surplus can either be carried forward in the account to the next financial year, or it can be appropriated to a specific project for one of the following areas.

- The making good of the general fund of any amount charged to it for the making good of a deficit in the account in the 4 years preceding the financial year in question.
- Meeting all or any part of the cost of provision or maintenance of off street car parks
- Facilitating the provision of public passenger transport
- Highway improvements within the Borough

The table above provides details of the Council's parking account over the last twelve months.

Income from off street parking charges and expenditures on purchase, maintenance and repair of off-street sites is not subject to section 55 of the 1984 act (although some of those expenditures can be funded from an end of year surplus in the Section 55 account). The Council's performance with regard to the off-street parking over the last twelve months is shown above.

Any actual year end car parking surplus is re-invested and forms part of the Council overall budget and medium term financial plan approved by the Council during February each year.

This budget and financial plan shows how the Council plans to spend the resources it has available to it to deliver services to the public including car parks.

Resources available to the Council come in the main from Government Revenue Support Grant, Council Tax and fees and charges. Any car parking surplus income will contribute to:-

- a) Maintaining Council tax at as low a rate as possible
- b) Helping to deliver services. for example Transport, Social Care or Education
- c) Minimise cuts required to balance the budget.

Penalty Charge Notices Issued

YEAR	2012/13	2013/14	2014/15
On Street	20,886	20,809	20,519
01 Restricted parking	6,112	6336	7307
02 Waiting Loading/Unload	1,230	1257	1599
05 Expiry Pay & Display Bay	579	798	1117
06 Failing to Display	1,479	1956	2467
07 Meter Feeding	4	0	1
12 No Residents Permit	595	580	504
18 Sale/Offer of goods	1	0	0
19 Invalid permit ticket	24	7	3
22 Returning within 1 hour	19	24	31
23 Non Designated Parking	61	110	58
24 Incorrect Parking	125	149	183
25 On Street Loading Bays	560	538	701
27 Dropped Footway	174	218	338
30 Exceeding Time	3,163	3452	4121
40 Parked in Disabled Bay	1,358	1396	1485
42 Police Parking Space	2	5	4
45 Taxi Rank	256	194	396
47 Bus Stands	152	153	137
48 School Parking	20	11	11
99 Pedestrian Crossings	50	44	56
CCTV Camera Car Total	4,922	3,581	1,298
Stopped in a bus stop	1,195	860	362
School parking	94	97	62
Stopped on Ped Crossing	9	9	0
Waiting Loading/unloading	3,597	2595	868
Taxi Rank	27	20	6
Off Street	6,839	6,310	9,411
80 Parking Maxi permitted	274	320	332
81 Restricted Area Parking	2	22	14
82 Time Expired Parking	1,704	1303	2164
83 No Display Valid Ticket	4,152	3774	5950
85 Permit Bay Fail to Display	112	266	293
86 Out of Bay	438	415	424
87 Disabled Parking Bay	130	154	162
89 Exceed Max Height/Weigh	1	0	0
91 Parking Non Designated	7	24	35
90 Re-parked within time	11	23	31
95 Not designated purpose	8	9	6
CCTV Bus Lane –Being in a bus lane	1,207	7366	3296
All Contraventions	28,932	34,485	34,524

Number of Penalty Charge Notices Cancelled at each stage

	2012/13	2013/14	2014/15
Cancelled before NtO issued	4310	4457	4982
Percent Cancelled before NtO issued	14.68%	12.92%	14.23%
Cancelled after NtO issued	946	1063	1066
Percent Cancelled after NtO issued	3.22%	3.08%	3.05%
Cancelled after Charge Certificate issued	136	138	92
Percent Cancelled after Charge Certificate issued	0.46%	.40%	.26%
Cancelled after Debt Reg issued	75	50	33
Percent Cancelled after Dept Reg issued	0.26%	.14%	.09%
Cancelled after Warrant issued	80	171	188
Percent Cancelled after Warrant issued	0.27%	.49%	.54%
Not Cancelled	23806	28606	28643
No of PCN issued	28932	34485	34524

Correspondence and Parking Appeals

Correspondence	Total 2014/15
Incoming	15819
Outgoing	39068
Total All Correspondence	54887
Informal Challenge/Formal Representation	
Challenge or Representation Accepted	3302
Challenge Rejected	2456
Notice of Rejection	618
Total Considered	6376
Traffic Penalties Tribunal	
Appeals Allowed	44 (32%)
Appeals Not Contested by Council	23 (17%)
Appeals Refused	58 (43%)
Witness Statement No Appeal Lodged (Refused)	6 (4%)
Withdrawn	3 (2%)
Consent Order	2 (2%)
Total Appeals (logged against tickets issued during 2014/15)	136 (.4%)

Most Common Reasons for Cancellation 2014/15

Valid Ticket/Permit	681
Foreign Vehicle	655
Valid Blue Badge Holder	502
Gone Away/unable to trace	471
Valid Pay by Phone Session	249
Bus Lane	207
Management	162
CEO Errors	155
Loading/Unloading	96
Signs and Lines	87
Breakdown	68
Foreign Driver	54
Pay and Display Machine Fault	51
IT Errors	52
Medical Reasons	46
Emergency Non Medical	32
Adjudication Allowed	26
Picking Up or Dropping Off Passenger	22
Crime/In Prison/Stolen Vehicle	19
Insolvency	13

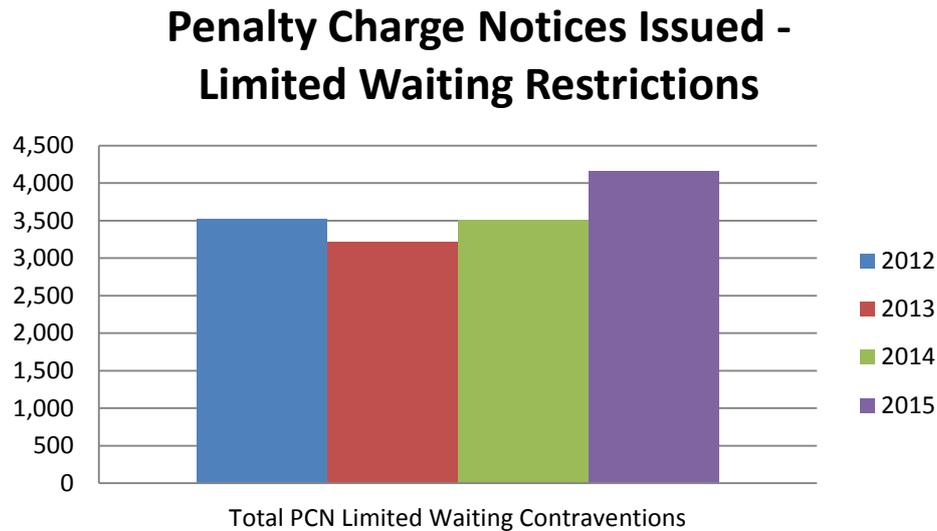
Penalty Charge Notice Recovery Analysis

Periods	Total April 12 to March 13	Total April 13 to March 14	Total April 14 to March 15
On Street			
PCN issued	15964	17228	20550
Closed Part or Full Payment Received	12336	12928	15596
% Paid	77%	75%	.76%
Bus Lane			
PCN issued	584	7366	3296
Closed Part or Full Payment Received	499	6102	2612
% Paid	85%	83%	.79%
CCTV Bus Stops and School Entrances and Waiting Loading/Unloading restrictions			Note change in legislation CCTV enforcement not allowed for loading and unloading contravention
PCN issued	4922	3581	1298
Closed Part of Full Payment Received	3964	2759	1038
% Paid	80.5%	77%	.80%
Off Street			
PCN issued	6839	6310	9380
Closed Part or Full Payment Received	4924	4372	6507
% Paid	72%	69%	.69%
Total PCN Issued	28932	34485	34524

Parking outside schools, in limited waiting areas, over dropped kerbs and also bus lane contraventions update

The following graphs show information on the above contraventions and a brief explanation of the trends

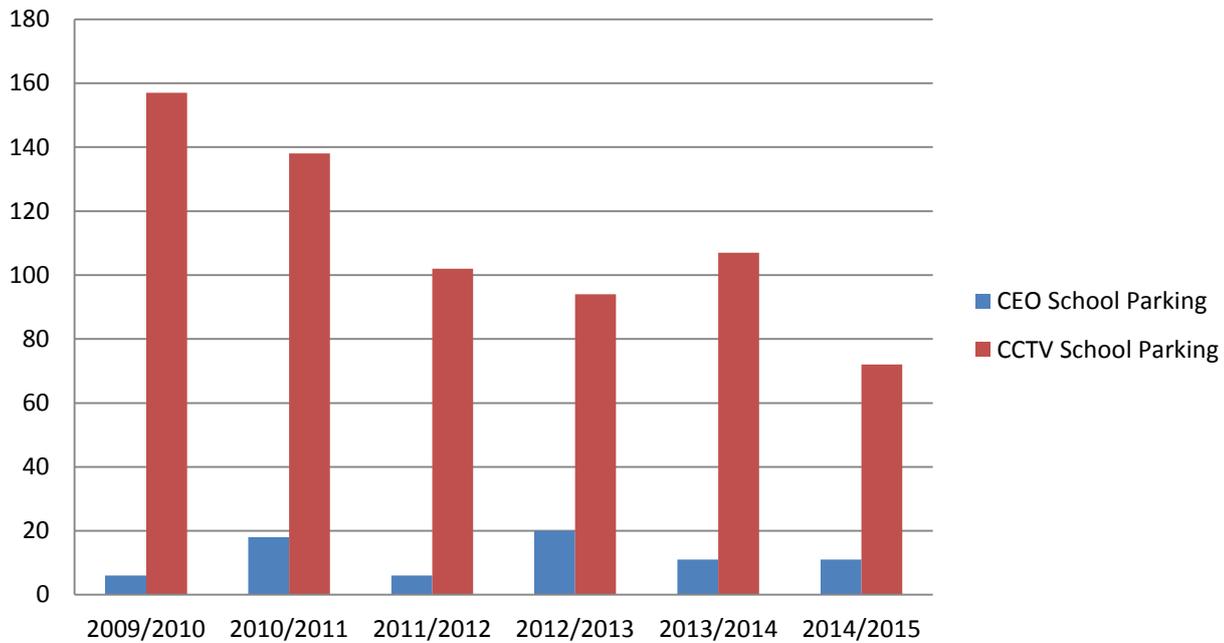
Limited waiting



The table below shows the number of Penalty Charges issued for exceeding the permitted time in limited waiting areas or returning too soon. We have prioritised these areas in response to requests for example from traders who want to see a turnover of spaces to enable their customers to be able to easily find a parking space close to their destination. Enforcing these areas requires a high resource commitment due to the need to inspect the car more than once to establish the contravention has occurred before issuing a PCN. Increased enforcement accounts for the increase in the number of PCN issued this year and we will continue to focus patrol beats to cover areas of limited waiting with the aim to discourage motorists from staying longer than they should in these areas.

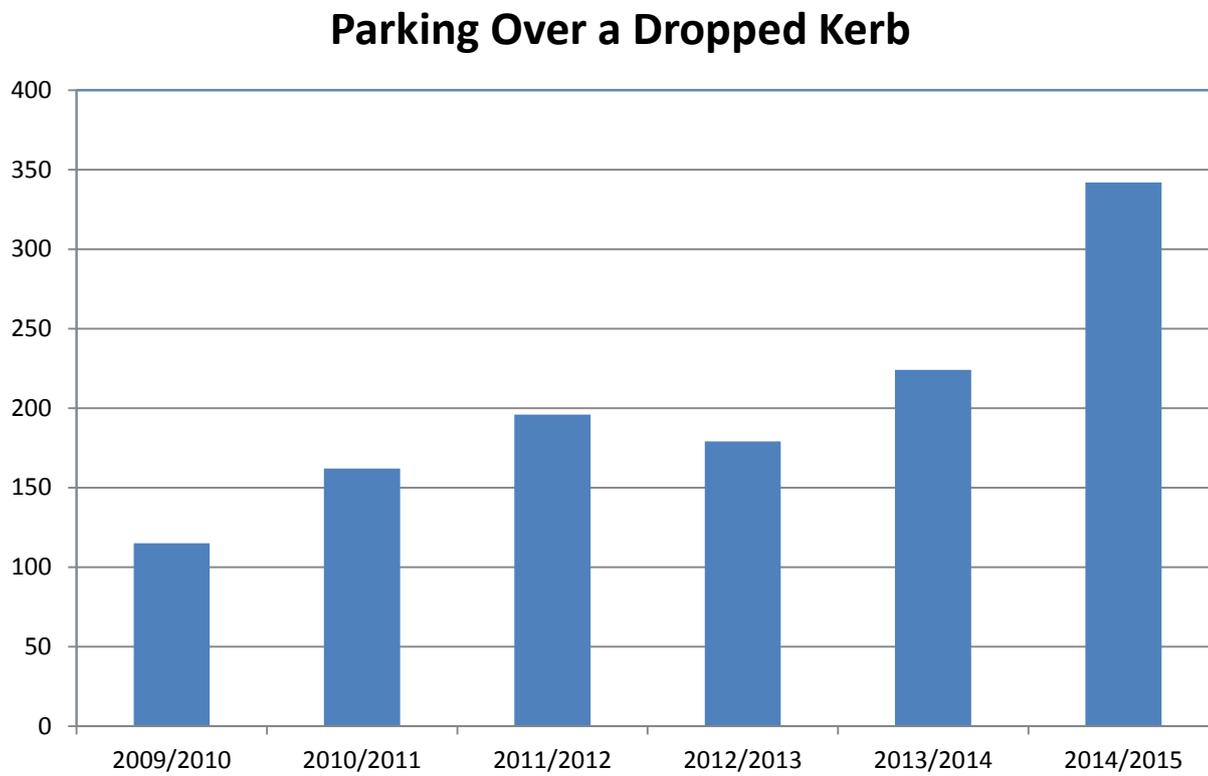
School Parking

Penalty Charge Notices Issued for Parking on School Keep Clear Markings



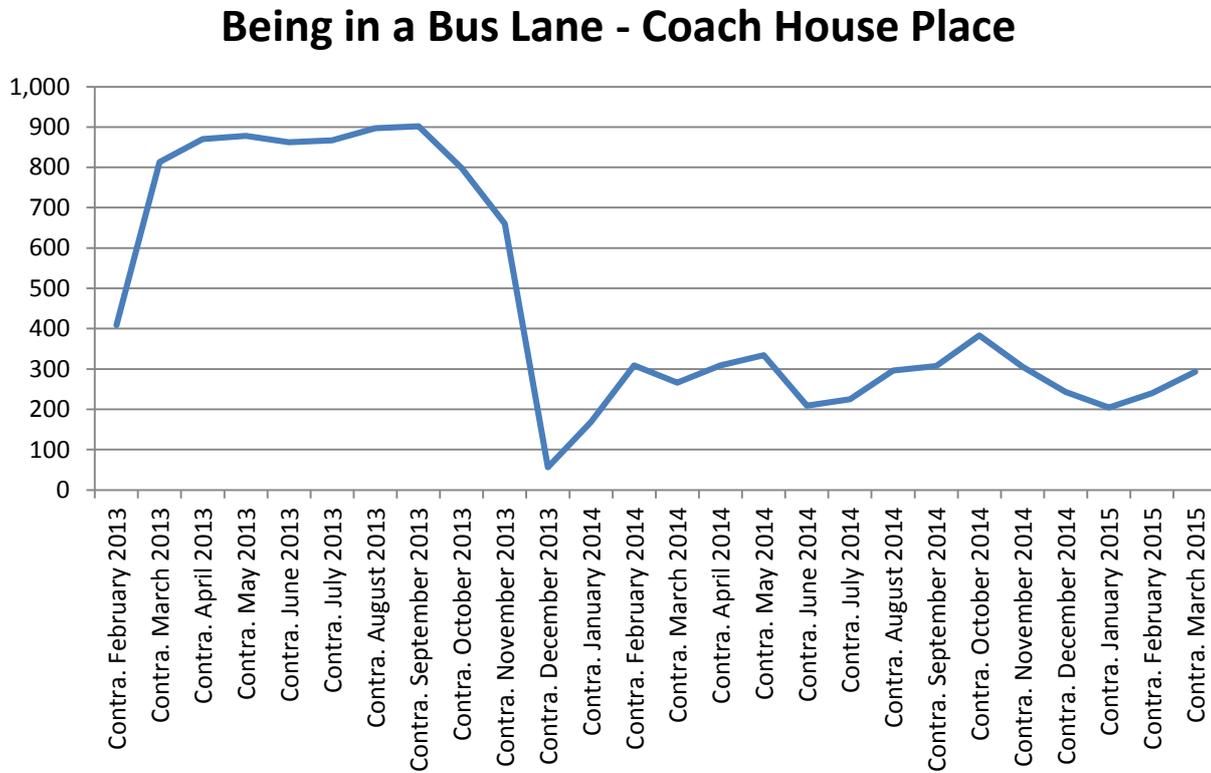
The table above shows the number of Penalty Charge Notices issued by Civil Enforcement Officers and also the number of Penalty Charge Notices issued following the CCTV camera car detecting a vehicle parked on the school keep clear markings. Compliance is improving but a number of motorists continue to park outside schools potentially endangering lives despite knowing that a Penalty Charge may be issued.

Parking over a dropped kerb



The chart above shows the increasing problem of inconsiderate parking over dropped kerbs either at junctions or over a dropped kerb leading to a property. This is thought to be not due to an increase in antisocial parking but due to more people being aware that they can report a vehicle obstructing their driveway. Parking over dropped kerbs at junctions causes difficulties to people in wheelchairs or people with pushchairs.

Bus Lane contraventions



The chart above shows the number of Penalty Charge Notices issued to vehicles for being in a bus lane.

Since the commencement of enforcement the number of vehicles going through the bus lane now remains at between 200-300 vehicles per month. A significant increase in compliance.