

Bath & North East
Somerset Council

Parking Services

Annual Report 2014/2015



Bath and North East Somerset
- *The place to live, work and visit*

Contents

Introduction - Councillor Anthony Clarke – Executive Member for Transport	3
Service Overview – Andrew Dunn, Team Manager Parking Services	4
1. Local Picture	9
2. Parking Provision	10
3. Events	13
4. The Blue Badge Scheme	13
5. Parking Enforcement	14
6. Bus Gate/Lane Enforcement	16
7. The Penalty Charge Notice appeals process	17
8. Annual Accounts	18
Annexes	
A – Penalty Charge Notices Issued By Contravention Code	19
B1 – Car Park space count	21
B2 – Residents Parking – Parking demand and Pressure	22
C1 – Annual Accounts – Income & Expenditure	23
C2 – Annual Accounts – Car park income	24
D – PCN Challenges, Representation & Appeals	25



Introduction

Councillor Anthony Clarke – Executive Member for Transport



Welcome to the Parking Services Annual Report 2014/15.

As the new Cabinet Member for Transport following the elections in May 2015, it gives me pleasure to introduce the first Parking Services Annual Report under my term.

The Cabinet is committed to placing residents who elected us at the forefront of all decisions taken. Whilst nobody can fail to recognise that times are challenging for Local Government we, like all others, have to continue to innovate to protect our front line services ensuring that those residents most in need of our support can access it when it's required.

As this report is both a reflection of the service delivered and a look forward to the next steps you can be assured that as an Authority we are making every effort to improve and deliver the best Parking Services possible.

I know first-hand from my relatively short time working with the Team that they will continue to maintain the high standards and commitment that was reflected in the accolade of being shortlisted for the Annual Report awards in 2013/14 and the Team will again be aspiring to achieve this recognition.

Cllr Anthony Clarke

Service Overview

Andrew Dunn – Team Manager Parking Services



The publication of this 2014/15 Annual Report is in line with the expectation placed on Local Authorities that are engaged in civil parking enforcement by the Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions (2015).

I have retained the same approach and format for this second report as the 2013/14 Annual Report, which has been shortlisted for the PATROL Annual Report Awards for the best Concise Report. This informal approach allows us to engage with our residents and customers so they can understand what we are trying to achieve; how we achieve it; and gain insight into the direction and challenges we face now and in the future.

As a front line service, the customer experience must be the focus of the work that we deliver and the Annual Report plays an important role in communicating our messages and benchmarking against other Council's. We, in line with all businesses, don't always get it right first time and we must be upfront and transparent with our customers.

Most peoples experience of Parking is queuing at a machine to pay for their ticket, and for a small number of people, coming back to their car to find a ticket stuck to their windscreen. Working within parking is therefore not an ambition that many people have. Often the public perception of those that work in parking is of jobsworths that lie in wait for unsuspecting and innocent motorists who are just trying to go about their day. This negative view, which the media frequently use to generate headlines, presents a challenge for us as a service when the reality is very different.

This has been especially evident in recruiting new

Civil Enforcement Officers (CEOs) where we have worked with partners to change how we advertise and recruit for this role so we attract not just any candidates, but the right candidates. The role of a CEO is more than the stereotypical image of a Parking Warden that the media often present. Our CEOs spend most of their working day as a highly approachable presence representing the Council as an Ambassador.

A significant part of providing a good customer service is about ensuring that our service is accessible so that motorists can go about their daily lives easily as if we weren't there; after all, no one takes their family out for the day to park their car. Whilst we can't ensure that a space will always be available where a motorist wants it, we can ensure that parking legitimately is made easy through good communication, the provision of reliable technology and investment in new solutions which innovate and improve the service we offer.

We have continued to build on the developments over the last three years by increasing the availability of online and virtual services from permit applications and car park tickets to the submission of PCN appeals, allowing the customer to access our service when they want to, not when office opening hours dictate.

The use of technology allows us to monitor our service so that our CEOs are in the right place at the right time ensuring they act as a visible deterrent to inconsiderate parking and support the free movement of traffic. The deployment of CEOs in this way provides assurance that our CEOs do not work to targets for the number of Penalty Charge Notices (PCNs) issued.

Technology has an increasingly important role to play in the gathering of data allowing us to support transport strategies and influence the behaviour of motorists so that people have improved access to community facilities; leisure activities; and local businesses through charging policies and the improved turnover of spaces.

This Annual Report therefore provides an opportunity for us to look back on the achievements we delivered and to highlight developments to

come. It also has a significant part to play both locally within Bath & North East Somerset, but also nationally in collaboration with other Local Authorities and their reports in challenging the long held negative stereotypes within the parking.

Christmas Market Coach permits

Over 1,000 individual coach visits are made to the Bath coach park during a three week period in Nov/Dec each year bringing visitors from all over the country to the Bath Christmas Market. To ensure the safety of visitors and manage the coaches visiting Bath during this busy period we are required to operate a permit system for arrivals at the coach park. This allows each coach 30 minutes to drop off passengers and a further 30 minutes to collect them later in the day with the allocation of reserved parking for the coach at one of four locations in Bath, each with varying facilities.

For the 2014 market we introduced a new self-serve booking process via our virtual permit provider. This provided slot availability to coach operators in real time, allowing them to choose and confirm the times they wanted and pay online to guarantee their booking with no further delay. This allowed the operators to manage their bookings and update their vehicle registration number, even changing it if required. This significantly simplified the process which had previously relied upon paper applications and payment via telephone.

Following negotiations with First Bus, the Council is now able to provide coach operators with a secure parking area close to the city centre for coaches booking their Christmas Market visit with us. This provides free return travel to the city centre for the coach driver as well as welfare facilities.

As part of our commitment to continuous improvement and following feedback from a survey conducted after the event, we have identified further significant improvements for the booking process to be developed in time for the 2015 Christmas Market. These will include the ability for the coach operator to specify the parking location they require. As the facilities and operational hours of each location vary, this provides more control for the operator.

The fully managed electronic booking process has also allowed us to accept bookings much earlier in the year allowing coach operators greater certainty and time to promote their tour.

ANPR vehicle surveys

Last year we purchased an Automatic Number Plate Recognition (ANPR) vehicle to be used at locations such as schools. During 2014/15 we worked with our contractor to successfully adapt and test the vehicle for surveying work. This vehicle was subsequently used to gather data on the length of stays and journey origin of vehicles within the Weston and Newbridge areas of Bath, including around the busy Bath Royal United Hospital as part of the Councils review of Residents Parking in the area. This was the first time that data of this quality had been gathered and analysed to support the consultation work of a Residents Parking Zone in Bath.

Back Office improvements

The new Information Technology applications introduced ensured that the relocation of the Back Office team to new more energy efficient accommodation as part of a wider change programme within the Council went largely unnoticed by our customers. Customers were still able to purchase permits, activate parking and submit challenges to PCNs via the self-serve systems.

All back office staff have achieved the City & Guilds award (Level 3) in Notice Processing. This ensures that all staff who can come into contact with members of the public are familiar with the legislation and guidance regarding the Penalty Charge Notice process, ensuring that customers queries are dealt with appropriately and to a consistently high standard of service.

To ensure that the service provided to our customers is fair and to the highest standard, the last months of 2014/15 saw the development of a new post of Service Delivery and Compliance Officer, designed to act as a critical friend to Parking Services through complaints handling and internal auditing of our service to ensure that all our processes remain compliant with relevant legislation and that our standards of customer

service are maintained. This role is key to ensuring that we engage with our customers so that new technology and service developments suit not only the business needs, but also the needs of our customer's, helping to change the negative perceptions where they exist.

This role is being seen within the Council as an example of good practice and used as a model that may be adopted by other services where the service being delivered is unable to be as adaptable to the needs of its customers.

Keynsham Car Park reopens

Pressure on parking in Keynsham was eased when the multi storey car park adjacent to the new Civic Centre development was reopened. The site has been extended providing an additional 51 spaces to the public during weekdays.



CEO Recruitment

All CEOs within the Enforcement Team are directly employed by the Council. After increasing the salary of our officers to be in line with neighbouring Local Authorities we continued to experience difficulties attracting the right candidate which saw the number of CEOs employed by the Council fall to almost 50% by the end of the year.

To appeal to a wider audience and improve our recruitment success two approaches were taken. Firstly, a cross service working group comprising Parking Services; HR; IT; and Business Support staff worked with the Department of Work and Pensions (DWP) and universities and colleges within Bath on a project aimed at helping the long term unemployed back to work. This focused

on Job Centres and received the interest of 12 individuals. They were supported through 6 weeks of classroom learning at a local college in subjects including customer service and conflict management before a placement allowed them to shadow a CEO for a week to experience the role first hand. Those completing the course were then guaranteed an interview upon application. Two candidates were offered positions within Parking in early 2015/16.

The second approach reviewed the Council's method of recruitment and resulted in a 'day in the life' video being produced (<http://www.bathnes.gov.uk/services/jobs/recruitment-spotlight/civil-enforcement-officers>). This resulted in applications from individuals who would not have otherwise considered the role. As of summer 2015, interviews are now underway.

Training for new CEOs is currently run in house by our team of Senior CEOs with plans in 2015/16 to procure training for a recognised qualification, in line with previous commitments, that is equivalent to that provided to back office staff.

Mystery Shopper

The Mystery Shopper exercise compliments the new role of the Service Delivery and Compliance Officer; however it takes an independent and dispassionate look at our service through the eyes of a customer and parking professional. This process identifies what we do well and also areas for improvement or concern.

Following the success of this biannual exercise, commitments have been made to deliver it each year.

Moving into 2015/16

Following a restructure in 2014, the Parking Service Management Team has undergone significant changes which have impacted on the delivery of key service improvements. The consolidation which has occurred during 2014/15, after the changes of the previous three years, will allow Parking Services to utilise the data captured from our new systems to make further improvements and efficiencies to customer satisfaction and challenge long held stereotypes. This will be tested when

the Service is part of a corporate application for Customer Service Excellence in the Autumn of 2015.

Permit virtualisation

Following the move to a new permit system in 2013, only residents' permits were virtualised. In order to benefit from further efficiencies and provide significantly reduced permit application times for business customers, all remaining permit types will begin the transition to a virtual permit. This will further reduce permit abuse and benefit residents and business alike through the increased availability of spaces within the Residents Parking Zones. Preventing misuse will continue to be a high priority as permit uptake continues to increase within the majority of our zones (see figure 1.)

Reporting of defects

Poorly maintained lines and signs and out of order equipment is a source of frustration for both residents and CEOs alike. Residents often suffer when motorists park inconsiderately on faded or missing lines and this can cause conflict situations for CEOs who are unable to take enforcement action where the Council does not meet its legal duty to adequately inform motorists of restrictions.

Previously these have been reported by radio and then recorded resulting in a delay and potential for error. We will develop a feature in our enforcement software which allows us to record, with images, where defects occur so that they can be reported on immediately and prioritised.

Increased self service

The set-up of our enforcement system and the Council's payment system does not enable motorists to pay a PCN on the same day it's been issued without contacting Parking Services. This is a weak link in our move towards more complete self-serve processes and we will implement a process which will resolve this.

Longer term is the desire to provide more feedback via the online portal to customers who have challenged a PCN online. This will allow a motorist to determine if their challenge has been dealt with addressing the concerns many have regarding the discount period and not fully appreciating that the

process is placed on hold as soon as the challenge is received.

Improved communications

Whilst the Highway Code outlines the requirements for all motorists, few retain familiarity beyond their driving test. As part of our move towards improved engagement with our customers we aim to produce a series of infographic videos providing information on key subjects.

Our back office team frequently has to manage difficult conversations with residents who have moved into a new property within a Residents Parking Zone only to discover upon application that they are not entitled to a permit. The purpose of controls on the eligibility of permits is to prevent new developments and redevelopments where properties are subdivided from increasing the demand on parking to the detriment of all residents.





We are able to identify this eligibility to individual properties using the Unique Property Reference Number (UPRN) and are committed to working with our planning and development control departments to ensure this information is more widely published to the benefit of those looking for accommodation in Bath.

Efficient patrol of Residents Parking Zones

Our ANPR vehicle will be configured to allow the vehicle to check vehicle registration numbers against those held within our permit database in near real time. In accordance with the Deregulation Bill 2015, the vehicle will not be used to issue a PCN. This will be served by a CEO directly to the vehicle, with the ANPR system being used to more efficiently identify which vehicles may or may not have a valid permit or stay.

Riverside Coach Park developments

The Bath Quays Waterside Project will begin in late 2015 and deliver flood risk mitigation to over 100 properties in Bath city centre and will facilitate the next stage of major regeneration for the city centre.

The project construction includes a necessary diversion of Green Park Road and requires a new highway to be constructed through the existing Riverside Coach Park. This will permanently reduce the space available for coach parking and necessitate a change in the operation and management of the coach park to a short term facility.

If you have any comments or would like further details on any of the content in this Annual Report, please write to the following address;

Email: Parking@Bathnes.gov.uk

Parking Services

P.O. Box 5197

Bath

BA1 0UF

1. Local Picture

Bath & North East Somerset is home to nearly 180,000 people and this increased by 4% between the 2001 and 2011 census.

Bath is the main urban area situated in the heart of the West Country and home to around 50% of the population in Bath & North East Somerset. It is recognised as a place of international cultural significance, being designated a UNESCO World Heritage Site. The city itself contains many aspects representing the history of England. Primary visitor attractions are the Roman Baths (including Celtic Presence), Bath Abbey where the first King of England (Edgar) was crowned in 973, the Royal Crescent, designed by John Wood the younger and built between 1767 and 1774, and the world famous Thermae Spa. These attractions alone ensure thousands of visitors each year.

Other major towns and areas within the Bath and North East Somerset Authority are Keynsham (an historic Market Town listed in the Domesday Book, believed to be named after Saint Keyne), Radstock (one of the best preserved coal-mining towns in England which is the basis of its conservation area status), Midsomer Norton (a Market Town, with close historic links with the local area's coal-mining heritage, characterised by the River Somer which runs the length of the town centre) and the Chew Valley Area (an area of rich arable and dairy farmland, located to the south-west of the Authority, interspersed with a number of historic villages).



The city is situated on or close to all major road and rail transport links and is 13 miles from Bristol. Other cities in the region include Gloucester, Salisbury, Wells, Bournemouth, Taunton, Exeter and Plymouth.

Civil Parking Enforcement in Bath & North East Somerset: Service Summary

The introduction of the Road Traffic Act of 1991 (RTA 1991) decriminalised the contravention of parking restrictions, with the Police no longer enforcing parking restrictions. This became the responsibility to the Local Authority (the Enforcement Authority).

Following the creation of Bath & North East Somerset Council in 1996 the Authority applied to take up new civil enforcement powers introduced for parking and the Parking Services Team was established. Overall the team is part of the combined Transport and Parking Group, within the Authority's Environmental Services division.

With a large population and an increasing number of visitors, the effective management of parking is an integral part of the networked management duty of this Council.

Parking Services comprises a series of teams that work seamlessly together and across other services to ensure that residents, visitors and other road users can move around freely with as little congestion as possible caused by inconsiderate or poor parking, ensuring that all are able to access the services and attractions that Bath and North East Somerset holds. To do this and protect our local heritage, Parking Services makes use of all the necessary powers granted to the Authority. This includes bus lane and bus gate enforcement as well as other restrictions that reduce the impact of vehicles especially in Bath's city centre.

The 2011 census reported that the number of cars and vans owned by residents has increased by 6,958 since 2001 to 92,628; this means that there are now 125 cars and vans per 100 households. This is greater than the average figure of 116 cars and vans per 100 households for England.

The Parking Services team manages the residents parking schemes across the authority ensuring that permits can be obtained by eligible residents and non-residents allowing parking in a controlled zone during restricted hours; the processing of appeals to PCNs; and the administration and issue of Blue Badges. Parking Services is a multi-disciplined team incorporating CEOs and Supervisors who patrol the streets and car parks, provide help to the public, and ensure traffic flow. Additionally, our front line patrol officers are supported by experienced maintenance staff. To facilitate the Authority's green parking and transport strategy Parking Services also has team members located at each of Bath's three Park & Ride sites.

2. Parking Provision

Within Bath & North East Somerset we provide both on and off street parking facilities to help meet a range of different parking needs within a locality. This includes pay and display parking in car parks and on street and smaller off street facilities which provide residential permit parking or free time restricted sites for local shoppers. We also have a dedicated coach park in the centre of Bath, which is due to undergo redevelopment in 2015/16, and 3 Park & Rides on the outskirts of the City. Annex B1 provides a of these locations and the number of spaces available.

We are committed to improving our car parks and as part of this we participate in the British Parking Association's Safer Parking Scheme with a number of our facilities having been assessed and awarded the Park Mark standard. 'The Park Mark' Safer Parking Scheme is an initiative aimed at reducing both crime and the fear of crime in parking facilities.

Parking fees in urban centres are always a hot topic for discussion by businesses and residents. However, it is important to realise that charges must reflect the needs of the city. Bath has limited and narrow roads compounded by the fact that it is a major tourist centre; if parking charges are set too low, this results in extra congestion. The Council,

under its environmental policy, has a responsibility to ensure that parking tariffs direct drivers towards sustainable habits. In that aim, Park & Ride services are actively promoted with attractive pricing; parking and a return bus fare starts from £2.60.

We regularly monitor how Bath's parking charges compare to other similar sized cities across the country and our charges continue to compare favourably with the average tariff within our comparative sample. Bath & North East Somerset has focussed on avoiding increasing parking charges within our car parks to help balance budgets in the face of cuts to Local Government income as this can have a direct impact on local businesses and their customers. A breakdown of the income received from each car park where charges are payable is shown in Annex C2.

In January 2014 we increased the charges at 24 premium on street pay and display locations, following a freeze in charges since 2010. This change was in line with the 'Getting around Bath' transport strategy and was designed to establish a change in motorist's behaviour and balance the charges across the city centre. The aim was to encourage motorists to use the Park and Ride service and off street car parks where prices are more attractive. The lack of any reduction in footfall data and the decrease in use of these 24 locations suggest that the intended behavioural change occurred and customers not willing to pay this increased charge are finding more alternative, or sustainable, ways of visiting the city centre.

Brown Bays

Due to existing and planned developments in Bath, which include the loss of a central short stay car park for the development of a new casino and the continued development of the Bath Enterprise Area affecting the second largest Council car park in Bath and the Coach park, the decision was taken not to investigate the inclusion of Brown Bays within our car parks at this time. The focus has remained on improvements to existing equalities provision and funding has been awarded to make further enhancements in 2015/16 which include lighting improvements, installation of tactile paving and an increase in the number of disabled bays.

Reduced Evening Charge

A review is underway, due to be completed in early 2015/16, to develop additional charging options within Charlotte Street car park to allow shorter stays at a reduced cost after 6pm to help support local business and events in the city centre.

Park and Ride

The receipt of funds from central government to deliver the Bath Transport Package enabled the creation of an additional 800 parking spaces at the Lansdown and Odd Down sites. Our third site in Newbridge was due to see an increase in capacity of 50% (an additional 250 spaces), however the completion and opening of this extension was delayed until 2015/16 following the loss of the contractor engaged in the works.

Our Park and Ride option continues to offer visitors and commuters the best value for money, with parking and travel to the city centre on low emission diesel/electric buses. Our service runs 7 days a week.

At this time ongoing discussions regarding the development of a fourth park and ride facility to the east of the city continue, but as yet no site has been identified. Parking Services will continue to be a stakeholder within the development processes.

Residents Parking and Permits

Bath has 20 Resident Parking Zones which are restricted for use primarily for residents only. The first zone was introduced in 2000 and due to the compact urban areas in the city with a high density of properties, capacity issues can often exist and many of our Residents Parking Zones experience very high parking demand which discourages further car ownership. The provision of residents and business permits within each zone and its associated parking demand is shown in Figure 1 which indicates that further reviews of some zones are necessary due to extremely low demand. The Cabinet Member for Transport has confirmed that there is a commitment for these reviews to be taken forward. Annex B2 covers this data in more detail.

Zone	Parking Demand and Pressure (permits issued vs spaces available)	% change in permit uptake from 2014
Central	142.09%	8.2%
Zone 1	132.27%	12.6%
Zone 2	69.79%	6.8%
Zone 3	55.50%	12.2%
Zone 4	61.11%	6.7%
Zone 5	50.17%	8.5%
Zone 6	104.14%	15.4%
Zone 7	90.94%	6.0%
Zone 8	47.48%	4.8%
Zone 9	11.14%	-4.4%
Zone 10	30.19%	5.0%
Zone 11	46.39%	5.3%
Zone 12	72.00%	-5.3%
Zone 14	7.58%	-30.4%
Zone 15	115.77%	1.3%
Zone 16	115.45%	3.3%
Zone A	26.96%	-3.1%
Zone B	37.19%	-2.2%
Zone C	55.00%	2.3%
Crown Hill	60.00%	50.0%

Figure 1 – Provision of Residents and Business permits within each controlled parking zone and associated parking demand

*Data is based on bays only during controlled hours and does not factor in availability of Single Yellow Line parking after the controlled hours end.

The cost of a first permit in Bath is £100 with a second permit costing £160. Residents may purchase either 100 days, or 1000 hours, worth of visitor parking up to a maximum of £100 in any one year. Residents living within the Central zone are not able to purchase a second permit or visitors permits due to parking demand, see Figure 1 and Annex B2. These prices reflect the Authority's requirement to make all zones self-financing by reflecting the true cost of implementation and control.

To ensure that the Residents parking zones within the city continue to meet the needs of residents they are regularly reviewed according to a published timetable, which also includes new restrictions and parking zones, to ensure that the resources required to implement changes to Traffic Regulation Orders are applied in a fair and transparent way. Work is currently underway reviewing the central zone which seeks to identify additional parking capacity to help ease the significant pressure shown in Figure 1, however due to Bath's historic features this is likely to be limited. Hopefully the fact that these residents are living in the centre of one of the most prestigious cities in the world, with many attractions and facilities that such a position offers, the necessity to own a car is negated by excellent public transport links.

In early 2014 we published two documents designed to provide clear information on the *Purpose of Residents Parking Schemes* and *Guidance on the Introduction of Residents Parking Schemes*. Both these documents have been published electronically and in print and are readily available from our website at www.bathnes.gov.uk/services/parking-and-travel/.

Active permits in circulation

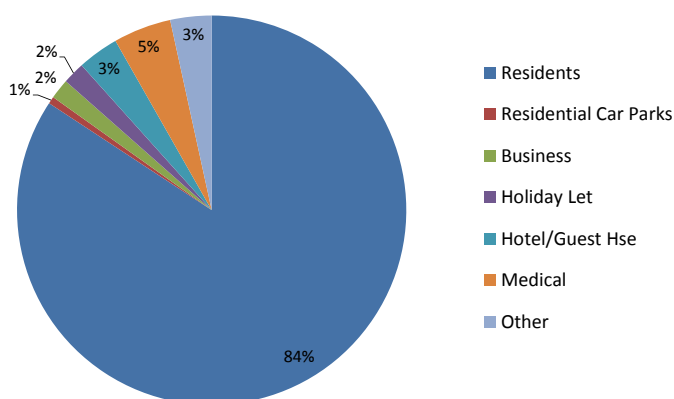


Figure 2 – Permits issued to allow parking within a Residents parking zone in Bath 2014/15

In order to provide support to local business, medical and social care services within Bath & North East Somerset we provide additional permits that allow a holder to park within a Residents Parking Zone. A breakdown of permits issued by type is shown in Figure 2. We also operate a 'pay and stay' trade permit which operates as a cashless parking transaction to allow registered

traders such as building contractors, plumbers, estate agents, the ability to park in these zones.

Purchasing a permit and paying for parking

Customers can purchase their residents permits or activate their pay and display parking from the convenience of their own home via our online portal at <http://www.wanttopark.com/bathnes>; mobile smartphone app; text service; or via a local rate telephone number.

The use of cashless parking ensures that our customers no longer have to queue for a busy pay and display machine in the rain or have the right amount of change, instead activating their stay from the comfort of their own car. Digital cashless transactions now account for 23% of all permit and pay and display purchases made by our customers.

Parking Suspensions

We provide a comprehensive parking suspension service across Bath & North East Somerset serving residents, businesses and contractors. A typical suspension includes those for house moves, utility works and special events (Figure 3). Following DfT approval in 2012 the Council uses a highly visible and easily identifiable parking suspension sign for all requests, including special events. This service provides essential enhanced access to already congested streets particularly in the centre of Bath for our customers.

Parking suspensions by reason

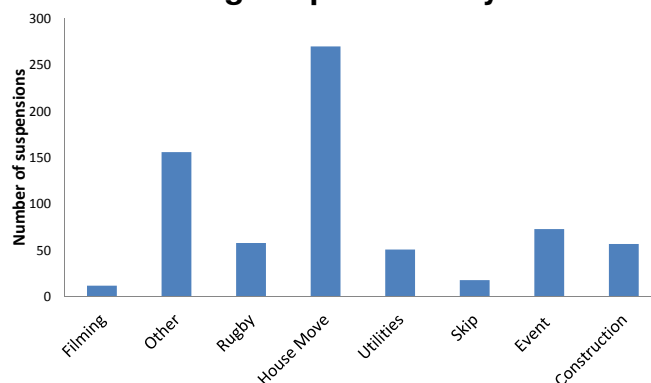


Figure 3 – Total number of suspensions by customer activity

This service regularly receives praise from customers who are pleasantly surprised that such

a service is offered by the Council at a reasonable price. We expect this service to continue to grow given the challenging parking environment particularly in the city centre. A consistent approach to this service ensures that motorists are provided with clear and concise information on signs which are familiar and clearly recognisable to local motorists and visitors alike, therefore reducing the chances that a motorist will contravene these temporary restrictions.

Total parking suspension revenue this year was £157,600, a 10% increase on last year highlighting how successful this popular service has become (Figure 4). A full breakdown of the Annual Accounts is in section 8 along with associated income & expenditure for Parking Services referenced in Annex C1 & C2.

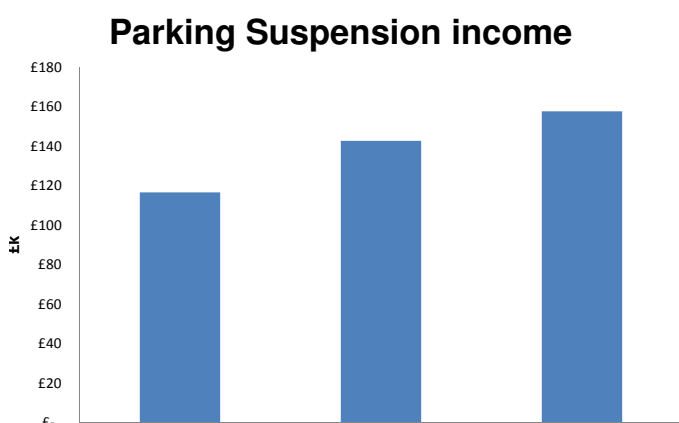


Figure 4 – Total income generated from parking suspensions

3. Events

The parking suspension service supports a variety of successful events that take place in Bath each year which in 2014 included; the Tour of Britain, which started stage 6 at the historic Royal Crescent; the Bath Christmas Market; and the 33rd annual Bath Half Marathon, in addition to many smaller local events.

The Parking Services team works closely with the event organisers and other partners including Bath Tourism Plus, to ensure the safety of the event participants, spectators and other visitors to Bath during the event is assured by helping to keep event areas free of vehicles. A consistent approach and the use of clear notices installed a minimum of

4 weeks in advance of the event allow us to remove vehicles which may otherwise compromise the event taking place on the day.

All major events must be assessed by the Councils Safety and Advisory Group for Events (SAGE), which Parking Services is a member. This group meets regularly and for each event to ensure that the organisers adhere to the strict standards required by the Council.

Even small local events have the capacity to generate a significant number of visitors and therefore impact on the availability of parking and movement of vehicles within Bath.

New Event – Bristol to Bath Marathon

This event will be run for the first time in 2015/16. Starting at Bristol the race will cross into South Gloucestershire and finish in the centre of Bath on the Royal Avenue. Much like the Olympic torch relay which occurred in 2012, this event will cross multiple Local Authority boundaries, each with different requirements for events management and parking control and only the collaborative approach to events within the Council can the safety of the event and its participants be assured.

4. The Blue Badge Scheme

Bath & North East Somerset Council remains committed to its policy of ensuring that residents within the Authority’s area who have mobility problems are supported to enable them to live full and active lives. The scheme entitles a badge holder to obtain free parking and an exemption from time limits at certain on street locations; additionally time limited stays of up to 3 hours are also permitted on double and single yellow lines.

Where an applicant with mobility needs does not meet the criteria for a Blue badge, as described in The Blue Badge Scheme Local Authority Guidance (England) issued by the DfT, following a desk based assessment we have a policy of inviting the

applicant for an Independent Mobility Assessment. Currently 44% of applications are referred to a qualified physiotherapist for assessment. This ensures that all applications are treated fairly based upon the individuals own needs. To further enhance the standards of this service, unsuccessful applicants are provided with two separate opportunities to appeal where the application is refused.

In 2014/15 we issued a total of 2,689 Blue Badges and rejected 385 applications which led to 75 first stage appeals and 13 second stage appeals (Figure 5). 39 of the 88 appeals received last year resulted in the original decision being overturned with 80% of these happening at the first stage.

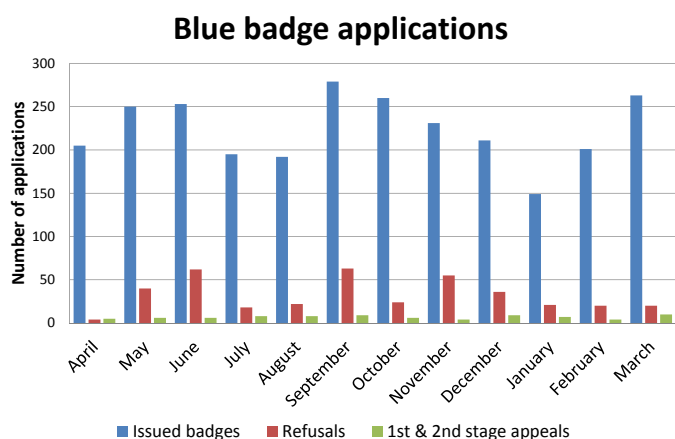


Figure 5 – Numbers of blue badge applications processed and the outcomes in 2014/15

In our car parks it is the Council's policy to levy a charge for Blue Badge holders that use either a disabled or standard bay and this requirement is clearly displayed on all our tariff boards. In total there are 149 disabled parking bays across our car parking estate. This is equivalent to 1.9 spaces per every 100. Whilst this figure is below the recommended national average of 6%,



the utilisation and need for disabled parking is consistently monitored on a car park by car park basis. Therefore within some of our car parks the ratio between standard parking bays and disabled bays is higher than 1.9, which demonstrates our strategy to target car parks with the greatest need for disabled parking on an individual basis.

Blue Badge enforcement

The Council continues to take a zero tolerance approach regarding fraudulent use of a Blue Badge and where identified badges are seized. Last year we seized 31 blue badges from individuals misusing a Blue Badge not issued to them and we continue to prosecute where appropriate. In all cases the Blue Badge is returned to the rightful holder.

Whilst prosecution may be seen by some as an excessive measure, this Council recognises that there is increasing evidence to suggest this fraud is a continuing issue as identified by the increase in the number of seizures we continue to make. With 24 prosecutions in 2014/15, the Council maintains a 100% success rate with guilty verdicts through the courts which reinforces the high standard that our enforcement team maintains when enforcing a scheme which is essential to almost 8,000 of our residents, based on the number of active Blue Badges in circulation within Bath & North east Somerset.

5. Parking Enforcement

Our approach to enforcement is simple; our outcomes are measured by deployment and not by the number of PCNs issued. CEOs on the ground encourage good behaviour by motorists to park in legitimate areas rather than in contravention; this helps prevent congestion and ultimately reduces the delay to other drivers. To educate and increase compliance from drivers, our on street staff must be deployed in the right areas at the right time.

Obviously we do issue PCNs to vehicles in contravention (Figure 6). However, this does

not happen if a driver is with a vehicle and is reasonable to a request from a CEO to move the vehicle. To help with this visual deterrent, we have introduced a new CEO uniform to ensure our officers are readily recognisable by the general public. Our full time officers work 7 days a week between 7am and 8pm and at other times as dictated by need or public request.

The issue of PCNs is only approximately 10% of an individual Officer's duty time each day, the remaining time is spent as an Ambassador of the Council by acting as front line Customer Service Agents. This role has been historically overlooked and can make a difference to the many visitors and tourists to the area, as officers provide an encyclopaedic knowledge of the many sites of interest in the locality. As a UNESCO World Heritage site, Bath receives over 5 million visitors each year and for many of these, the only representative of the Council that many will see are our CEOs.

As part of this customer service role we have made sure that our officers are highly visible when on patrol. This also serves to address concerns that we are actively seeking to entrap motorists. We also take every step possible to ensure that warning notices are used to alert motorists when a restriction changes or a new one introduced as we recognise that as individuals we are creatures of habit and will often not take notice of new signs or road marking as part of our daily routine.

Grace Periods

This Authority implements a common sense approach to enforcement and this is reflected by the grace periods used. Such timings are in the main set by contravention code by the handheld

Figure 6 – Summary of PCNs issued by location and contravention level. A more detailed breakdown is available in Annex A.

	Number of PCNs issued	% of PCNs	Number issued at the Higher Level	% of issued Higher Level PCNs	Number issued at the Lower Level	% of issued Lower Level PCNs
Off-Street	9,279	15.4%	498	5.4%	8,781	94.6%
On-Street	19,789	32.9%	14,849	75.0%	4,940	25.0%
Bus Lane	31,042	51.6%	31,042	100%	0	0%
ANPR vehicle	5	0%	5	100%	0	0%
Total	60,115		46,394	77.2%	13,721	22.8%

computer software carried by enforcement staff; this approach removes the uncertainty of manual timing and thus provides consistency towards enforcement.

Going forward to 2015/16 our minimum grace period will be extended to 10 minutes as a result of the introduction on new government regulations and DfT statutory guidance effective from 6 April. However it is often the case that the period after paid time is far longer.

The minimum 5 minute observation period is used for Double and Single Yellow Line contraventions; this period is used to allow the Civil Enforcement Officer the opportunity to confirm whether a vehicle is exempt from the restriction in place due to loading or unloading or any other exemption. In addition this period is extended to at least 10 minutes for commercial vehicles due to the likelihood that a permitted exemption is being used.

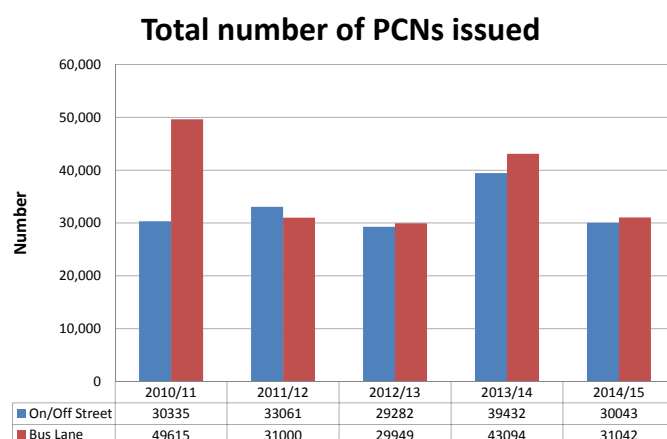


Figure 7 – Total number of PCNs issued across the last five years. Note this excludes ANPR vehicle PCNs due to their low number. Further details are in Annex A

It should also be recognised that even with observation periods it is possible that whilst a vehicle is exempt a PCN is issued. In such circumstances the legislation in place requires the vehicle keeper to comply with the written appeals procedure to challenge its issue; this

process eliminates the on street pressure for Civil Enforcement Officers to cancel a ticket.

6. Bus Gate/Lane Enforcement

The Bus Lane Contraventions (Penalty Charges, Adjudication and Enforcement) (England) Regulations 2005 provides for the civil enforcement of bus lane contraventions through the use of approved devices. At the beginning of 2014/15 there were seven approved devices in operation across the city of Bath.

Each year around 13 million trips are made by people travelling around Bath & North East Somerset on buses and the purpose of the bus lanes are to improve the traffic management within the historic core of the city of Bath where the intrusion of motor vehicles has an adverse effect on the economy and quality of life.

The enforcement of bus lanes, or bus gates, allows us to keep some roads in the city centre free from unauthorised traffic which improves bus journey times helping to support more sustainable travel and improving air quality.

Bus lanes in some form or another can be in force 24/7; however the majority are only during specific times, for example 10am to 6pm.

The cameras will only record vehicles that are not permitted to be in the bus lanes during the times of operation of the restrictions. These recordings are then reviewed by an Officer to ensure that only those contravening the restriction are issued with a PCN.



Bus Gate/Lane PCNs issued by location

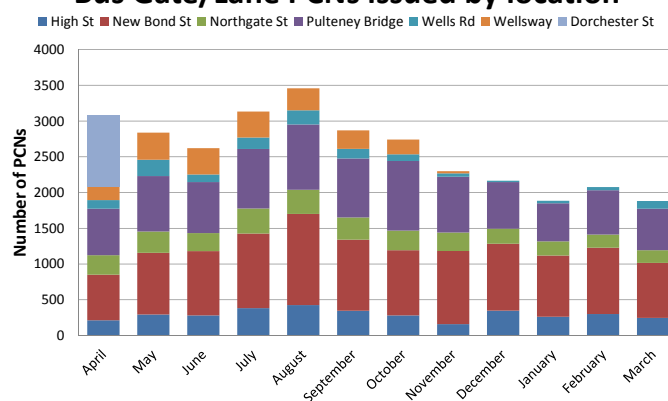


Figure 8 – Total number of PCNs Bus Gate/Lane issues by location in 2014/15

Experimental Bus Lane – Dorchester Street

In late 2013/14, in response to requests from public transport operators, the Council installed an experimental bus lane restriction on a key route across the city of Bath to make Dorchester Street safer for pedestrians; improve air quality; reduce passenger bus journeys; and make it easier for buses to keep to the timetable.

In April 2014 the Council acknowledged that some motorists found it difficult to adjust to the changes and alter their normal travel patterns. In response to concerns from the public about this experimental restriction the Council was able to complete the trial earlier than anticipated having gathered sufficient information due to the large number of contraventions that occurred in the months of operation. In total almost 15,000 PCNs were issued in the period between 11 March to 23 April, equivalent to 345 per day, with 38% to motorists with local BA1 or BA2 postcodes. The Council received a further 8,500 representations related to this restriction.

As part of this decision the Council undertook to refund all those motorists who had paid PCNs received for this location.

This experiment served to highlight the importance of junction design and signage when considering such restrictions. In order for a bus lane to be enforceable and acceptable to the Traffic Penalty Tribunal, it's essential that an escape route be readily available to avoid leaving motorists with

little option but to pass through a restriction. Furthermore, where existing junction design is complex, considerations should be given to remodelling and ensuring installed signage goes beyond what is required to meet the legal requirements.

7. The Penalty Charge Notice Appeals process (Challenges, Representation & TPT Appeals)

There are three fundamental stages to appeal a PCN and these have all been designed so the motorist can represent themselves without the need for legal counsel;

Informal Challenge – this must be made within 28 days of the PCN service date

Formal Representation – if the Penalty Charge is not paid within 28 days a Notice to Owner (NTO) is sent to the registered keeper of the vehicle. If the recipient wishes to make a Representation it must be submitted within 28 days.

Appeal – if a Representation is rejected by the Authority and the appellant is unhappy with the decision, an appeal can be made to the independent adjudication service – the Traffic Penalty Tribunal (TPT). This must be made within 28 days from the date of service of the rejection.

Each appeal is considered on its own merits and the Authority will always consider carefully the details provided by the appellant and relevant mitigating circumstances, in a sympathetic way. If a member of staff feels that there is justification in accepting an appeal, then they should do so at the earliest opportunity.

Annex D details the correspondence received by Parking Services for different stages of the PCN within the PCN process. Whilst it would be expected that the correspondence would decrease in volume as the stages progress, the larger

number of Representations reflect that 51% of all our PCNs relate to Bus Lane contraventions, which result in the service of the Notice to Owner to the vehicle keeper as the first stage in the process.

Of the appeals that were submitted by motorists to the TPT, it's positive to note that there twice as many upheld in the Authority's favour as there were allowed. This emphasises the high standard that we as an Authority place on the training and support of our back office staff and the quality of the decisions they make. The high number of no contests reflect the submission of additional evidence by the appellant during the appeal process.

To ensure consistency and professionalism and a thorough understanding of the PCN process we now require as a minimum that all back office staff obtain a City & Guilds (Level 3) Notice Processing qualification. This commitment is being extended to include the City & Guilds (Level 2) Civil Enforcement Officers (Parking) qualification for all enforcement staff.

As part of our ongoing drive to improve access and response times for our customers we continually promote the use of our own online appeals process via our website as this ensures the correspondence is actioned automatically by our IT software, immediately placing the PCN on hold. We have also nominated our Authority to take part in the second round of trials for the new TPT online appeals portal, BECK. This will allow appellants the opportunity to register their appeal with TPT the same day they receive our Notice of Rejection and in turn we can submit our evidence as soon as we've received electronic notification that an appeal has been submitted.

8. Annual Accounts

Bath & North East Somerset Council parking account as required by S.55 of the Road Traffic Act 1984 (as amended)

	2012/13	2013/14	2014/15
	£,000	£,000	£,000
ON STREET			
Income			
Pay & Display	837	1,132	1,088
Residents & Visitors Permits	423	746	747
Other Permits	432	36	45
Other non-PCN Income	87	124	107
PCN income	699	804	681
Total income	2,478	2,841	2,668
Expenditure			
Employees	722	809	717
Other	343	344	349
Total Expenditure	1,066	1,153	1,066
Surplus/(Deficit)	1,412	1,688	1,602
OFF STREET			
Income			
Pay & Display	4,947	5,444	5,766
Permits	659	473	367
Other non-PCN Income	26	13	44
PCN income	167	199	181
Total income	5,800	6,129	6,358
Expenditure			
Employees	432	449	437
Other	1,182	1,130	1,094
Total Expenditure	1,614	1,578	1,531
Surplus/(Deficit)	4,185	4,551	4,827
BUS LANE ENFORCEMENT			
PCN income	736	784	849
Total income	736	784	849
Expenditure			
Employees	221	285	281
Other	198	226	240
Total Expenditure	419	512	521
Surplus/(Deficit)	317	272	328
TOTAL ON / OFF STREET & BUS LANE			
Income	9,013	9,755	9,875
Expenditure	3,099	3,243	3,118
Surplus/(Deficit)	5,914	6,512	6,757

Annex A

Penalty Charge Notices Issued By Contravention Code

On Street

Code	Description	PCNs	% issued On Street	% issued all PCNs	Charge Level
1	Parked in a restricted street during prescribed hours	6,415	32.4%	10.7%	Higher
2	Parked or loading/unloading in a restricted street where loading/unloading restrictions are in force	196	1.0%	0.3%	Higher
5	Parked after the expiry of paid time at a P&D bay	1,159	5.9%	1.9%	Lower
6	Parked without clearly displaying a P&D ticket	1,127	5.7%	1.9%	Lower
12	Parked in a resident's or shared use parking place without clearly displaying either a permit or pay & display ticket	6,453	32.6%	10.7%	Higher
16	Parked in a permit space without displaying a valid permit	78	0.4%	0.1%	Higher
19	Parked in a resident's or shared use parking space displaying an invalid permit or pay & display ticket	18	0.1%	0.0%	Lower
21	Parked in a suspended bay or space	388	2.0%	0.6%	Higher
22	Re-parked in the same parking space within one hour (or other specified time) of leaving	30	0.2%	0.0%	Lower
23	Parked in a parking place or area not designated for that class of vehicle	474	2.4%	0.8%	Higher
24	Not parked correctly within the markings of the bay or space	118	0.6%	0.2%	Lower
25	Parked in a loading place during restricted hours without loading	220	1.1%	0.4%	Higher
26	Double parked in a special enforcement area	22	0.1%	0.0%	Higher
27	Parked in a special enforcement area adjacent to a dropped footway	181	0.9%	0.3%	Higher
30	Parked for longer than permitted	1,991	10.1%	3.3%	Lower
40	Parked in a designated person's place without clearly displaying a valid disabled badge	497	2.5%	0.8%	Higher
45	Parked in a taxi rank	108	0.5%	0.2%	Higher
46	Parked in a clearway	14	0.1%	0.0%	Higher
47	Parked in a restricted bus stop or stand	165	0.8%	0.3%	Higher
48	Parked in a restricted area outside a school	19	0.1%	0.0%	Higher
49	Parked wholly or partly on a cycle track	1	0.0%	0.0%	Higher
61	A heavy commercial vehicle parked wholly or partly on a footway, verge or between two carriageways	11	0.1%	0.0%	Higher
62	Parked wholly or partly on a footpath	2	0.0%	0.0%	Higher
99	Stopped on a pedestrian crossing and/or crossing area marked by zigzags	102	0.5%	0.2%	Higher
Total	On Street	19,789	100%	32.9%	
Total	Off & On Street	29,068		48.4%	

Off Street

Code	Description	PCNs	% issued Off Street	% issued all PCNs	Charge Level
80	Parked longer than permitted	156	1.7%	0.3%	Lower
81	Parked in a restricted area	95	1.0%	0.2%	Higher
82	Parked after payment expiry	2,407	25.9%	4.0%	Lower
83	Parked without clear display of a valid pay & display ticket	5,712	61.6%	9.5%	Lower
85	Parked in a permit holders only bay	233	2.5%	0.4%	Higher
86	Parked beyond the bay markings	438	4.7%	0.7%	Lower
87	Parked in a disabled person's parking space	163	1.8%	0.3%	Higher
89	Vehicle parked exceeds max weight and or height permitted in the area	2	0.0%	0.0%	Higher
90	Re-parked in the same place within one hour (or other specified time) of leaving a bay or space in a car park	1	0.0%	0.0%	Lower
91	Parked in an area not designated for that class of vehicle	67	0.7%	0.1%	Lower
92	Parked causing an obstruction	5	0.1%	0.0%	Higher
Total	Off Street	9,279	100%	15.4%	

Bus Gate/Lane

	Description	PCNs	% issued Bus gate/lane	% issued all PCNs
34	Being in a bus lane	31,042	100%	51.6%

ANPR Camera Car

	Description	PCNs	% issued Bus gate/lane	% issued all PCNs
Total	PCNs issued for contraventions incurred whilst parked within a Restricted School Area, Restricted Bus Stop or Stand, or Taxi Rank	5	100%	0.0%

Total All Contraventions	60,115
---------------------------------	---------------

Annex B1

Car Park Space Count

Car Park Overview By Area

Bath

Central Pay & Display	Total Spaces 2202	Disabled Bays 54
Charlotte Street	1056	24
Avon Street	630	
- Multi storey	425	
- Open surface	205	8
Manvers Street	159	5
Kingsmead Square	88	5
Saw Close	24	2
Broad Street	51	3
Cattle Market/Walcot St	38	0
Claverton Street	11	1
Sports & Leisure Centre	128	6
Guildhall (Sat Only)	17	0

Park & Ride	Total Spaces 2650	Disabled Bays 45
Lansdown	860	16
Odd Down	1320	26
Newbridge	470	3

Coach Parking	Total Spaces 43	Disabled Bays 0
Riverside	43	0

Local Shoppers Free - Time Restricted	Total Spaces 128	Disabled Bays 131
Caledonian Road	17	0
Church Road	9	0
Dafford Street	11	0
Dorset Street	8	0
Larkhall Square	18	2
Batheaston/London Rd	33	1
South View Road	20	0
Weymouth Street	12	0

Residential Permit Holders Only	Total Spaces 67	Disabled Bays 128
Lorne Road	5	0
Bedford Street	12	0
James Street West	11	0
London Street	23	0
Brougham Hayes	16	0

Keynsham

Pay & Display	Total Spaces 683	Disabled Bays 18
The Labbotts	68	1
Bath Hill East	160	4
Station Road	37	0
Fox & Hounds	26	0
Ashton Way	232	10
Ashton Way East	39	0
Civic Centre	121	9

Keynsham Free	Total Spaces 72	Disabled Bays 0
Station Road Free	44	0
The Picnic Site	28	0

Rural

Free	Total Spaces 951	Disabled Bays 23
Midsomer Norton		
South Rd/Excelsior Terrace	243	9
Leisure Centre	69	5
Pows Orchard	9	0
The Hollies	76	0

Radstock	Total Spaces	Disabled Bays
Victoria Hall	10	1
Victoria Square	46	2
Waterloo Road	190	0
The Street	68	5

Saltford	Total Spaces	Disabled Bays
Wedmore Road	29	0
The Shallows	41	0

Chew Magna - The Pelican	32	1
--------------------------	----	---

Paulton - High Street	56	0
-----------------------	----	---

Timsbury - High Street	12	0
------------------------	----	---

Peasedown - Greenlands	25	0
------------------------	----	---

Wellow - Station Road	45	0
-----------------------	----	---

Annex B2

Residents Parking - Parking demand and Pressure

Zone	Total Spaces (see note 2)	Residents Permits	2 nd Residents Permits	% Holders with 2 nd Permit	Business Permits (see note 3)	Total	Parking Demand and Pressure (see note 4)	Residential Properties	Commercial Properties	Total	% Properties with 1 Permit (see note 5)	% Properties with 2 Permits (see note 6)	Potential Demand (see note 7)
Central	936	1219	0	0.00%	111	1330	142.09%	2912	2298	5210	41.86%	0.00%	311.11%
Zone 1	629	527	111	21.06%	194	832	132.27%	1673	340	2013	31.50%	6.63%	398.97%
Zone 2	470	235	56	23.83%	37	328	69.79%	537	56	593	43.76%	10.43%	171.38%
Zone 3	564	229	59	25.76%	25	313	55.50%	556	109	665	41.19%	10.61%	147.87%
Zone 4	234	108	22	20.37%	13	143	61.11%	297	39	336	36.36%	7.41%	190.38%
Zone 5	584	221	49	22.17%	23	293	50.17%	631	164	795	35.02%	7.77%	162.07%
Zone 6	338	237	33	13.92%	82	352	104.14%	700	125	825	33.86%	4.71%	310.65%
Zone 7	695	458	121	26.42%	53	632	90.94%	853	152	1005	53.69%	14.19%	184.10%
Zone 8	278	69	29	42.03%	34	132	47.48%	147	8	155	46.94%	19.73%	79.32%
Zone 9	386	33	10	30.30%	0	43	11.14%	231	6	237	14.29%	4.33%	89.77%
Zone 10	699	153	51	33.33%	7	211	30.19%	410	4	414	37.32%	12.44%	87.98%
Zone 11	388	134	42	31.34%	4	180	46.39%	188	59	247	71.28%	22.34%	72.68%
Zone 12	150	79	25	31.65%	4	108	72.00%	132	13	145	59.85%	18.94%	132.00%
Zone 14	211	11	5	45.45%	0	16	7.58%	75	0	75	14.67%	6.67%	53.32%
Zone 15	279	258	62	24.03%	3	323	115.77%	530	0	530	48.68%	11.70%	284.95%
Zone 16	110	101	13	12.87%	13	127	115.45%	273	0	273	37.00%	4.76%	372.27%
Zone A	115	25	6	24.00%	0	31	26.96%	81	0	81	30.86%	7.41%	105.65%
Zone B	121	36	9	25.00%	0	45	37.19%	141	0	141	25.53%	6.38%	174.79%
Zone C	80	36	6	16.67%	2	44	55.00%	112	9	121	32.14%	5.36%	210.00%
Crown Hill	5	0	0	0.00%	3	3	60.00%	0	4	4	0.00%	0.00%	0.00%
Average				23.51%			66.56%				36.79%	9.09%	176.96%

Notes:

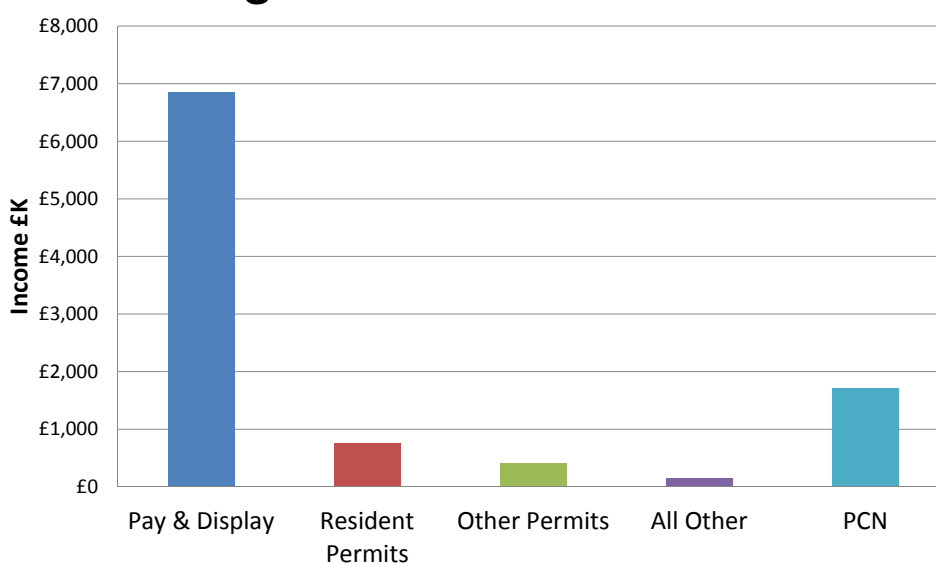
1. Data is based on bays only during controlled hours and does not factor in availability of Single Yellow Line parking after the end of controlled hours
2. Total spaces: Estimate based on 5m kerb per space
3. Business Permits: Include Hotel/Guest House, Holiday Let & Travel Plan Permits
4. Parking Demand & Pressure: Permits issued divided by spaces available
5. % of Residential Properties with at least 1 permit held
6. % of Residential Properties with a 2nd permit held
7. Potential Demand: Assumes 2nd permit take up at 50%. Visitor permits, Business Permits or ineligible properties are not accounted for

Annex C1

Annual Accounts – Income & Expenditure

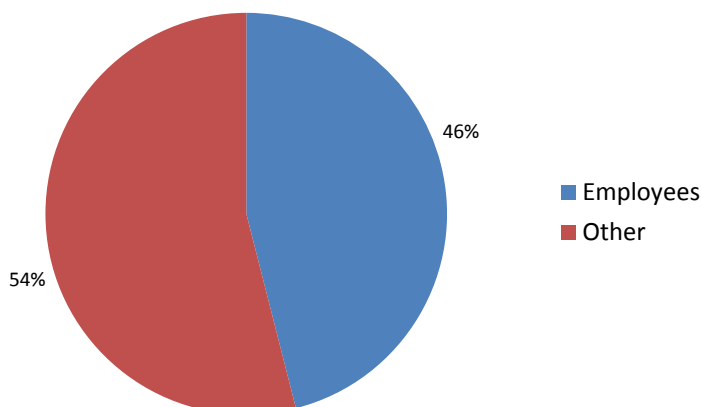
Income	£K
Pay & Display	£6,854
Resident Permits	£747
Other Permits	£412
All Other	£151
PCN	£1,711
	£9,875

Parking Services income 2014/15



Expenditure	£K
Employees	£1,435
Other	£1,683
	£3,118

Parking Services expenditure 2014/15



Annex C2

Annual Accounts – Car park income

All income in £k

Bath car parks

Avon Street	£1,366
Sports Centre	£254
Manvers Street	£623
Charlotte Street	£1,891
Riverside Coach Park	£140
Broad Street	£195
Kingsmead	£434
Sawclose	£82
Claverton Street	£7
Cattlemarket	£191
Total	£5,184

Bath On Street

£1,479

Keynsham car parks

Bath Hill East	£33
Civic Centre	£13
The Labbotts (South)	£19
Ashton Way	£86
Ashton Way East	£14
Station Road	£15
Fox and Hounds	£18
Total	£199

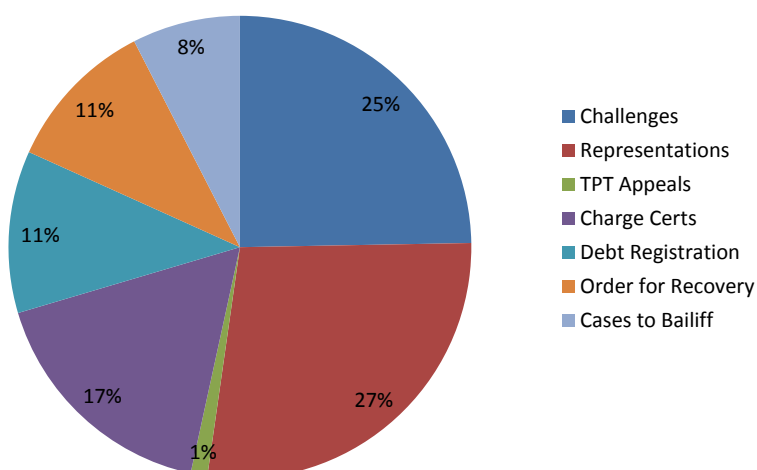
Note – minor differences between the totals in C2 and in C1 are due to accounting variations

Annex D

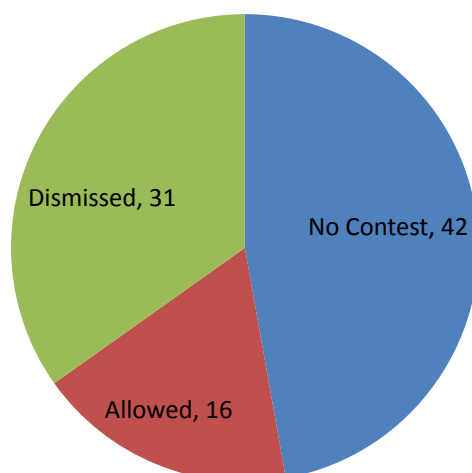
PCN Challenges, Representation & Appeals

	Correspondence received
Challenges	8,977
Representations	10,002
TPT Appeals	425
Charge Certs	6,171
Debt Registration	4,115
Order for Recovery	3,888
Cases to Bailiff	2,744

PCN Correspondence



Appeals to the Traffic Penalty Tribunal



Note - The large number of No Contests are a result of further information becoming available to Council Officers during the Appeal



Contacts and Further information

Parking Services, P.O. Box 5197, Bath, BA1 0UF

Email: parking@bathnes.gov.uk Telephone: 01225 477133/4