



**PARKING SERVICES
ANNUAL REPORT 2008/09**



MANCHESTER
CITY COUNCIL



Executive Member Foreword

A safe and sustainable transport system is central to the achievement of Manchester City Council's wider social, economic and environmental objectives.

Combined with initiatives to improve public transport, we have also been working to ensure that the City remains accessible for people who choose to come to Manchester, by providing safe and convenient car parking, which we recognise as being vital to achieve competitiveness and sustaining growth of the City.

Manchester City Centre is a major Regional Centre and a destination for both social and business users, along with a thriving residential community. The City offers many amenities and places to visit and our aim is to make driving and parking an experience, which is trouble-free.

Manchester City Council adopted Decriminalised Parking Enforcement in 1999 and from 31 March 2008, has operated under the new parking legislation contained in the Traffic Management Act 2004. Manchester had already adopted many of the aims and objectives of this Act prior to its introduction and was the first Authority to cease clamping back in 2004. Our aim of delivering a reasonable and proportionate parking service is mirrored in this Act and we openly welcomed its intention of providing a fairer system for the motorist.

We are also committed to ensuring that disabled people have easy access to Manchester and that misuse and abuse of Blue Badges is dealt with. As a result in 2009 we received national recognition as a Centre of Excellence, for dealing with Blue Badge abuse.

Other positive impacts which I am pleased to note, are a significant improvement in Bus Journey times, which the Council's Parking Service has contributed to. Furthermore a notable achievement is the increase in Compliance with parking restrictions, which has increased from 83.9% in 2007-2008 to 87.1% during 2008-2009

We acknowledge that the delivery of a World Class City is reliant on people wanting to live, work and socialise in the City and the Council's Parking Service has a lead role to play in facilitating this

Richard Cowell
Executive Member for Environment

1.0 Introduction

Manchester City Council's Parking Services are responsible for the management of parking restrictions and contribute to ensuring the free flow of traffic, whilst maintaining a reasonable and proportionate approach towards parking enforcement using the powers provided by Traffic Management Act 2004 (TMA).

This Annual Report provides details of Traffic Management on Manchester's roads during 2008/9.

2.0 The Role of Parking Services.

The Parking Service aims and objectives are set out below and are aligned with the aspirations of the Traffic Management Act:

Aims

To have a reasonable and proportionate approach to parking enforcement.

To improve the environmental quality of life for Manchester's citizens

To be a unit that is progressive, outward facing, and welcoming of positive change.

Objectives

To be a parking service which believes in and delivers customer excellence.

To join up with front line enforcement services to collectively contribute towards improving the overall quality of life for Manchester's citizens

To deliver an equitable neighbourhood focussed parking enforcement service based on local priorities

To deliver Ward parking and environmental action plans based upon the priorities of local communities.

3.0 Traffic Management

As demand for travel increases so to does the pressure on existing highway and kerb space. It is vital therefore that we manage parking to help our economy, reduce the harmful impact of vehicles and meet our environmental objectives.

Manchester is serious about becoming a Green City. Our bid to be England's "Sustainable Travel City" demonstrates the Council's commitment.

The management of our On Street and Off Street Parking Provision fits both with the emerging City Centre Strategic Plan, as well as stakeholder's needs.

Parking is an integral part of the Regional Centre Transport Strategy (RCTS), which forms part of the Greater Manchester Integrated Transport Authority. Which seeks to transform the Manchester City Region to ensure transport provision in the regional centre will support further economic growth and meet additional travel demand.

4.0 The Parking Service

4.1 Parking Enforcement

Civil Enforcement Officers (CEO's) are deployed to enforce parking restrictions with the aim of keeping roads clear of inconsiderately and dangerously parked vehicles and thereby ensure the free flow of Traffic. CEO's also act as ambassadors by providing help and assistance across a wide range of issues, including providing directions and information as well as using their 'eyes and ears' to deal with and report other issues ie environmental crime.

Manchester CEO's wear high visibility red uniforms, which are easily visible to motorists and the public. They receive no reward for the number of Parking Tickets (Penalty Charge Notices) they issue, they are paid a fixed salary independent of the number of tickets they serve.

The Council employs a contractor NSL Services Ltd, to undertake parking enforcement and who employ CEOs. Deployment of CEO's is managed by both the council and the contractor in a manner which aims to improve compliance. We are proud to report that compliance with parking restrictions improved during 2008/09.

	Compliance Percentages											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
07/08	86.2	71.6	77.3	82.8	85.7	86.9	85.0	86.0	88.2	86.8	84.5	86.1
08/09	85.7	85.4	84.4	85.8	87.3	86.7	86.1	90.6	89.0	90.4	85.3	88.3

CEO's also take action in relation to drivers who leave their engines idling, polluting the air and effecting the environment, as well as issuing Fixed Penalty Fines for dropping litter and Distributing Flyers without a Licence.

4.2 Customer Service (back office)

The Council's Customer Services Team deal with all challenges, representations and appeals made by motorists who receive a Penalty Charge Notice and who wish to challenge the notice. Every case is dealt with on its own merit and is reviewed individually and personally by a member of this team. Trained Officers base decisions on the evidence presented and using their knowledge and experience to take decisions based on our overall reasonable and proportionate approach. Our Service Standard is to deal with and respond to all correspondence within ten working days of receipt.

4.2.1 Customer Liaison Team

The Parking Service has Liaison Officers whose job it is to represent our customers and to be the customer within our Service. They are empowered to challenge every aspect of the parking service to ensure that customer's needs are at the forefront of everything we do. They undertake customer satisfaction surveys to find out what our customers want, and analyse our service from Pay and Display bay locations to adjudication hearings to ensure we are listening to our customers.

The Liaison team also works closely with schools throughout Manchester to improve road safety, and identify and implement changes to ensure roads around schools are as safe as possible for our children.

4.3 Blue Badge Abuse

A dedicated Blue Badge Enforcement Team is deployed every day, to deal with the Misuse and Fraudulent Use of Disabled Badges and to prosecute offenders. The success of this team has resulted in the achievement of receiving 'Centre of Excellence' status from the Department for Transport.

To date 186 successful prosecutions have been made in both the Magistrates' and Crown Courts, receiving widespread media coverage

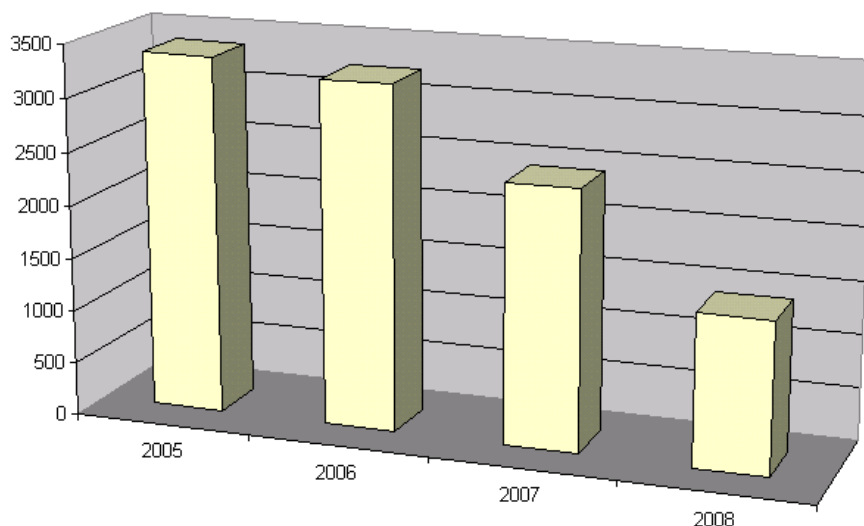


4.4 Untaxed or Abandoned Vehicles

We are proud of our successes in removing untaxed vehicles from Manchester Streets. Our service standard is to remove these vehicles from the streets of Manchester within two hours. Since January 2004, over 12,000 untaxed vehicles have been removed, many ending their lives in the 'crusher'.

These Untaxed vehicles are often uninsured, with no MOT and as a consequence will be unroadworthy and a danger to other road users. Some of these vehicles will also have been used for criminal activity. By removing these vehicles we are having a positive effect disrupting crime. We work closely with the Police and other agencies, on dedicated Neighbourhood Respect days removing such vehicles.

The number of untaxed vehicles has declined year on year, in 2005 we removed 3371 vehicles, in 2008 we removed 1426. This is evidence of our continuous improvement in achieving a reduction in untaxed vehicles on the streets of Manchester.



We also work hard to keep the streets of Manchester clear of abandoned vehicles that cause distress to residents and encourage anti social behaviour, any abandoned vehicle will be removed to our vehicle pound and subsequently be disposed of.

5.0 Making a difference.

5.1 School Enforcement

During 08/09 we supported over 50 schools in Manchester with reducing dangerous parking during the school run.

The images below taken from the same location, show St James’s School in Manchester. They are an example of the results delivered by Manchester Parking in creating a safer environment around the schools in our city.

Before



After



5.2 Bus Journeys

Bus journeys across Greater Manchester have increased year on year since 04/05, so too have reliability and punctuality rates. Our Parking Service has

played its part in this achievement by ensuring that the main arterial routes into our city are kept clear of inconsiderately parked vehicles.

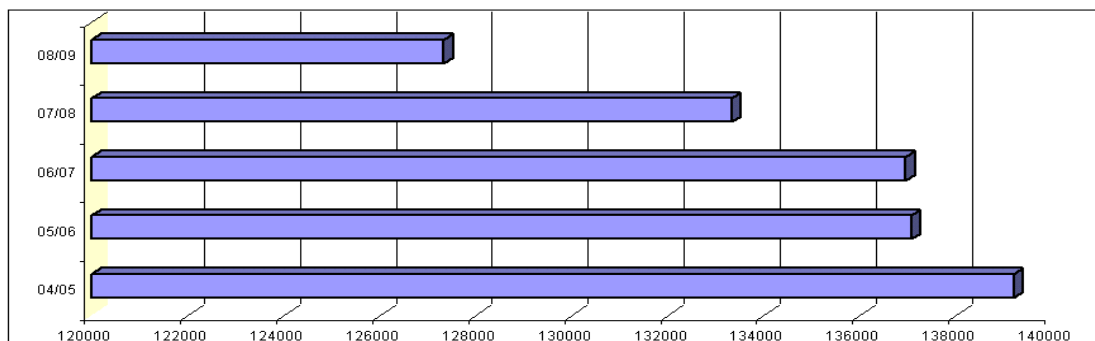
Bus Statistics



	2004/05	2005/06	2006/07	2007/08
Annual journeys	218m	219.4m	223.3m	224.4m
Punctuality	76.1%	78.2%	85.0%	84.0%

5.3 Compliance

During 08/09 we issued 127,342 Penalty Charge Notices in Manchester, the graph below shows how the need to issue tickets is reducing year on year.



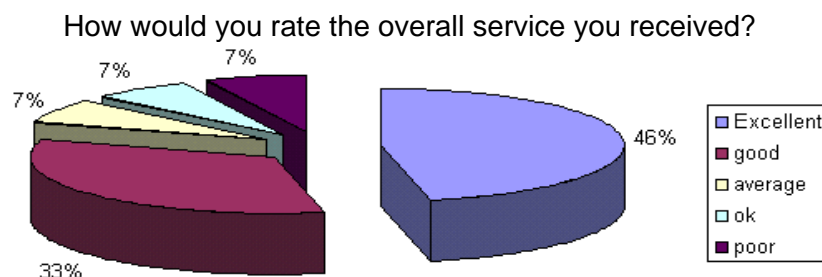
5.4 Customer Satisfaction

5.4.1 Customer Satisfaction Surveys

We aim to deliver equitable and consistent enforcement throughout Manchester. To ensure we achieve this we undertake on street surveys with our customers, carry out a mystery shopper exercise which includes using vehicles to ensure our Civil Enforcement Officers are delivering an effective, fair and consistent service throughout Manchester.

We periodically evaluate the service provided by our correspondence team to gauge the customers experience and use feedback to improve service delivery.

A Customer Satisfaction survey conducted when customers were retrieving their cars from the vehicle pound showed that overall 79% of customers were satisfied with the service they received of which 46% felt we were Excellent.



6.0 Manchester Parking Services Annual Statistics 2008/09

	Total PCN's	On Street	Off Street
Number of higher level PCN's issued	63961	63790	171
Number of lower level PCN's issued	63381	55279	8102
Total PCN's issued	127342	119069	8273
Number of PCN's paid	94483	89325	5158
Number of PCN's paid at discount rate	76350	72244	4106
Number of PCN's against which an informal or formal representation was made	28301	25465	2836
Number of PCN's cancelled as a result of an informal or formal representation	12829	10707	2122
Number of PCN's written off	3065	2871	194
Number of vehicles immobilised	0	0	0
Number of vehicles removed	3162	3162	0
Number of appeals to adjudicators	335	330	5
Number of appeals refused	151	148	3
Number of appeals non-contested	90	89	1
Number of appeals allowed	94	93	1
Percentage of higher level PCN's issued	50.23%	53.57%	2.07%
Percentage of lower level PCN's issued	49.77%	46.43%	97.93%
Percentage of PCN's paid	74.20%	75.02%	62.35%
Percentage of PCN's paid at discount rate	59.96%	60.67%	49.63%
Percentage of PCN's against which an informal or formal representation was made	22.22%	21.39%	34.28%
Percentage of PCN's cancelled as a result of an informal or formal representation	10.07%	8.99%	25.65%
Percentage of PCN's written off	2.41%	2.41%	2.34%
Percentage of appeals to adjudicators	0.26%	0.28%	0.06%
Percentage of appeals refused	45.07%	44.85%	60.00%
Percentage of appeals non-contested	26.87%	26.97%	20.00%
Percentage of appeals allowed	28.06%	28.18%	20.00%

7.0 Parking income and expenditure

Income and expenditure in connection with parking places is governed by section 55 of the Road Traffic Regulations Act 1984 and amended by section 95 of the Traffic Management Act 2004. This defines that any surplus income after meeting operational cost is spent on parking facilities, if further off-street parking accommodation is unnecessary then the surplus can be used for the purpose of highway and environmental improvements.

The table below summarises financial information for the period of 2008/9

Expenditure

Employees	1,075,764
Premises	498,672
Transport	274,250
Supplies & Services (Incl CEO deployment)	4,581,024
Total Expenditure	6,429,710

Income

Income	8,294,068
Less central recharges	292,895

Transfer to Reserve	1,571,463
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Reserve

Opening balance at 01 April 2008	2,633,726
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Income

Income from revenue	1,571,463
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Expenditure

Metro shuttle	355,299
Highway Projects and Environmental Improvements	1,674,000

Balance of Reserve at 31 March 2009	2,175,890
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Investment



During 08/09 £355,299 was invested in the Manchester Metro Shuttle, a completely free service launched in September 2002 as a major expansion to central bus provision. Manchester's Metro shuttle consists of three routes numbered 1, 2 and 3 that traverse the city centre, linking the city's major thoroughfares and stations with its main commercial, financial and cultural districts.