



MANCHESTER
CITY COUNCIL

PARKING SERVICES

ANNUAL REPORT 2009/10



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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 in 2009 we received national recognition as a Centre of Excellence for tackling with Blue Badge abuse.

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.

Councillor Nigel Murphy

1.0 Introduction

Manchester City Council's Parking Service is responsible for the management of parking restrictions and contributes to ensuring the free flow of traffic throughout the city.

This Annual Report provides details of Traffic Management on Manchester's roads during 2009/10.

2.0 The Role of Parking Services.

The Parking Service's aims and objectives are set out below. They 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 and visitors to the city.
- To be a progressive and outward facing unit and one that is welcoming of positive change.

Objectives

- To be a parking service which believes in, and delivers, customer excellence.
- To join up with other street based services to collectively contribute towards improving the overall quality of life for Manchester's citizens and visitors to the city.
- To deliver an equitable neighbourhood-focused parking service based on local priorities.

3.0 Traffic Management

As the number of vehicles on the road increases so too does the pressure on existing highway and kerb space. Therefore, it is vitally important 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

Parking is an integral part of the Regional Centre Transport Strategy (RCTS), which forms part of the Greater Manchester Integrated Transport Authority. This seeks to transform the Manchester City region to ensure that 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 (CEOs) are deployed to enforce parking restrictions. The aim is to keep roads clear of inconsiderately and dangerously parked vehicles and ensure the free flow of traffic. They also act as ambassadors by providing help and assistance across a wide range of issues, including providing directions and information. They also use their 'eyes and ears' to deal with and report other issues; which impact on the quality of the local environment.

Manchester CEOs wear high visibility red uniforms, which are easily recognisable to motorists and the public. They are salaried and do not receive a reward relating to the number of Parking Tickets (Penalty Charge Notices) issued.

The Council's contractor is NSL Services Ltd who undertake parking enforcement and employs CEOs with the aim of improving compliance. We are proud to report that again compliance with parking restrictions improved during 2009/10

	Compliance Percentages												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Annual Average
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	83.9
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	87.1
09/10	87.1	87.5	86.2	88.7	92.9	88.9	82.6	84.8	87.1	85.5	87.7	88.4	87.3

4.2 Customer Services (back office)

All correspondence received by the Council, where motorists wish to challenge the issue of a Penalty Charge Notice, are dealt with by Council Officers, working within the Customer Service section of Parking Services. The Customer Service Officers will review every case individually and will assess each case based on the evidence and any mitigating circumstances provided. Officers are empowered to challenge every aspect of the parking service to ensure that customer's are at the forefront of everything we do and that our aim of delivering quality customer service is maintained . They do this by undertaking customer satisfaction surveys to find out what our customers want and by analysing our service, from the locations of Pay & Display bays to adjudication hearings, to ensure we are listening to our customers.

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

4.3 Blue Badge Abuse

Manchester City Council is proud of the successes we have achieved in the enforcement of Blue Badge misuse and abuse. Our dedicated Enforcement Team are deployed every day to ensure compliance with the Blue Badge rules

We have received excellent support from Disability Groups, members of the public, Councillors and the press for our work in this area, which includes 272 successful prosecutions.



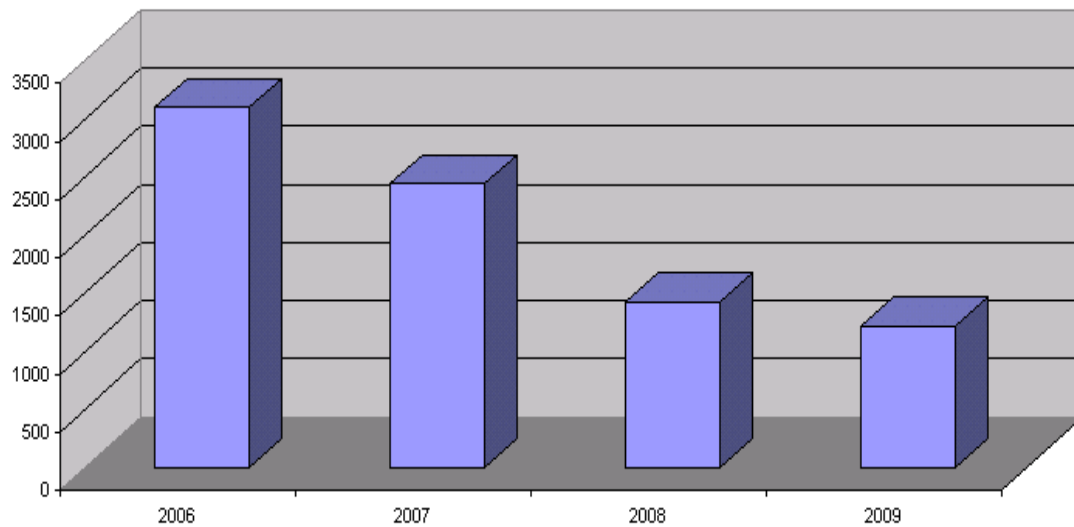
4.4 Untaxed or Abandoned Vehicles

We are proud of our success in removing untaxed vehicles from the streets of Manchester within two hours. Since January 2004, over 12,000 untaxed vehicles have been removed, many of which ended up in the 'crusher'.

Such vehicles are often uninsured and without an MOT and as a consequence may be unroadworthy and a danger to other road users. Some may also have been used for criminal activity. So by removing these vehicles we are having a positive effect on disrupting crime. We work closely with the Police and other agencies, removing such vehicles on dedicated Neighbourhood Respect days.

The number of untaxed vehicles has declined year on year. In 2006 we removed 3,102 vehicles, in 2010 we removed 1,218. This is evidence of our continuous improvement in achieving a reduction in untaxed vehicles on the streets of Manchester.

Untaxed Vehicle Removals



We also work hard to keep the streets of Manchester clear of abandoned vehicles. We recognise that they can cause distress to residents and can also encourage anti-social behaviour and so any abandoned vehicle will be removed to our vehicle.



Unclaimed vehicles that are due to be crushed are also used to support Greater Manchester Fire Service by allowing them to use the vehicles to train staff to deal with Road Traffic Accidents.

5.0 Making a difference.

5.1 School Enforcement

During 2009/10 we supported over 50 schools in Manchester with reducing dangerous parking during the 'school run'.

When we are asked by a school to provide support we work closely with colleagues in our Transport Policy and the school themselves to implement sustainable travel plans to encourage parents to change their driving habits.

5.2 Event management:

Parking Services work hard to support events within the City, to ensure parking restrictions are used to support the free flow of traffic and the safety of all road users including visitors to Manchester.

In June 2009 we supported the Oasis event, held at Heaton Park. Our officers attended, supporting police by keeping the area free of vehicles and allowing residents easy access to their properties during a very busy event.

We also enforce all events that take place at Sportcity, both football and other events. Our presence allows residents to park freely near to their homes in an area that attracts lots of visitors.

Manchester has more recently attracted large conferences, especially Political Party Conferences with us playing a supporting role in suspending bays and adding to the uniformed presence near to the conference.

5.3 Parking Information Technology system:

We are excited that our new state of the art IT system will deliver innovative enhancements and solutions to the service, which will include:

- Web viewing of images
- Online permit application for residents
- Ability to Efficiently respond to customers enquiries

6.0 Manchester Parking Services Annual Statistics 2009/10

Annual statistics 1st Apr 09 - 31st Mar 10			
	Total	On Street	Off Street
Number of higher level PCN's issued	62657	62475	182
Number of lower level PCN's issued	68658	60087	8571
Total PCN's issued	131315	122562	8753
Number of PCN's paid	98935	93038	5897
Number of PCN's paid at discount rate	80974	76192	4782
Number of PCN's against which an informal or formal representation was made	18239	16396	1843
Number of PCN's cancelled as a result of an informal or formal representation	9073	7735	1338
Number of PCN's written off	1050	992	58
Number of vehicles immobilised	0	0	0
Number of vehicles removed	3964	3963	1
Number of appeals to adjudicators	552	533	19
Number of appeals refused	188	184	4
Number of appeals non-contested	104	99	5
Number of appeals allowed	163	157	6
Percentage of higher level PCN's issued	47.72%	50.97%	2.08%
Percentage of lower level PCN's issued	52.28%	49.03%	97.92%
Percentage of PCN's paid	75.34%	75.91%	67.37%
Percentage of PCN's paid at discount rate	61.66%	62.17%	54.63%
Percentage of PCN's against which an informal or formal representation was made	13.89%	13.38%	21.06%
Percentage of PCN's cancelled as a result of an informal or formal representation	6.91%	6.31%	15.29%
Percentage of PCN's written off	0.80%	0.81%	0.66%
Percentage of appeals to adjudicators	0.42%	0.43%	0.22%
Percentage of appeals refused	34.06%	34.52%	21.05%
Percentage of appeals non-contested	18.84%	18.57%	26.32%
Percentage of appeals allowed	29.53%	29.46%	31.58%

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 legislation defines that any surplus income after meeting operational cost is spent on parking facilities. If additional or enhanced parking facilities are not required, then any surplus can be used for the purpose of highway and environmental improvements. The table below summarises financial information for the period of 2009/10

Expenditure	
Employees	987,941
Premises	219,311
Transport	247,402
Supplies & Services (Inc CEO Depolyment)	4,518,611
Total Expenditure	5,973,265
Income	
Income	8,075,213
Less Central recharges	307,719
Transfer to Reserve	1,794,229
Reserve	
Opening balance at 01 April 2009	2,175,890
Income	
Income from revenue	1,794,229
Expenditure	
Metro Shuttle	449,288
Highways Projects & Environmental Improvements	1,674,000
Balance of Reserve at 31st March 2010	1,846,831

Investment



During 2009/10 £449,288 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 major thoroughfares and stations with its main commercial, financial and cultural districts.