



**Manchester City Council**  
**Parking Annual Report 2016/17**



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# Welcome to Manchester City Council's 9<sup>th</sup> Annual Parking Report

## 1. Executive Member Foreword

Welcome to our 9<sup>th</sup> Annual Parking Report. I am pleased to be able to report the changes and improvements to the delivery of Parking Services in Manchester during 2016/17.

Manchester City Council's Parking Service is responsible for the efficient management of the kerb side space throughout Manchester, including delivering an effective parking enforcement service.

Over the past 12 months Parking Services have worked closely with colleagues, Transport for Greater Manchester and other stakeholders to support changes to the Cities transport infrastructure. This is to continue as the City grows and changes.

The service is committed to delivering high quality services to the people of Manchester. The manner in which the service manages the Parking Strategy provision within the City ensures Residents, visitors and those commuting to the City are able to access parking.

## About Manchester

Manchester is the 6th largest city in the United Kingdom with an estimated population of 530,300 and has the third largest economy in the United Kingdom. It is also the third most visited city in the country by tourists after London and Edinburgh.

An ambitious city-wide plan to drive development in the city for the next 15 years has been drawn up by the council and will cement Manchester as one of the world's leading cities.

The Regional Centre, including the city centre, Eastlands and Central Park, is recognised as a vital area to drive economic development in the city - with Manchester Airport as a secondary hub for growth and international connectivity.

A focus for visitors, the city centre will expand its commercial strengths through around 75,000sqm of new retail space, incorporating a variety of high-quality accommodation types and sizes, for mixed retail, leisure, entertainment and tourism use.

New public realm areas incorporating much of the city centre, including St Peter's Square and Victoria Street, will create safe pedestrian areas, boosting footfall and helping to encourage visitors through improved transport options and well supported tourism and cultural facilities.

Sir Richard Leese has stated: "We envisage that the population in Manchester will grow substantially in the next fifteen years and this strategy will help the city remain an attractive and popular city, capable of growth, capable of attracting new business and investment and maintain our well-deserved reputation as a world-leading, forward thinking city."

## 2. Parking Services: Strategy

Parking Services aims and objectives are set out below. They are aligned to the aspirations of the Traffic Management Act.

- To have a reasonable and proportionate approach to parking enforcement.
- To improve the environmental quality of life for Manchester's residents and visitors to the city.
- To be a progressive and outward facing unit, and one that is welcoming of positive change.

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

### **3. Traffic Management Act 2004**

The Traffic Management Act 2004 was introduced on 31 March 2008 and the main elements of the changes were:

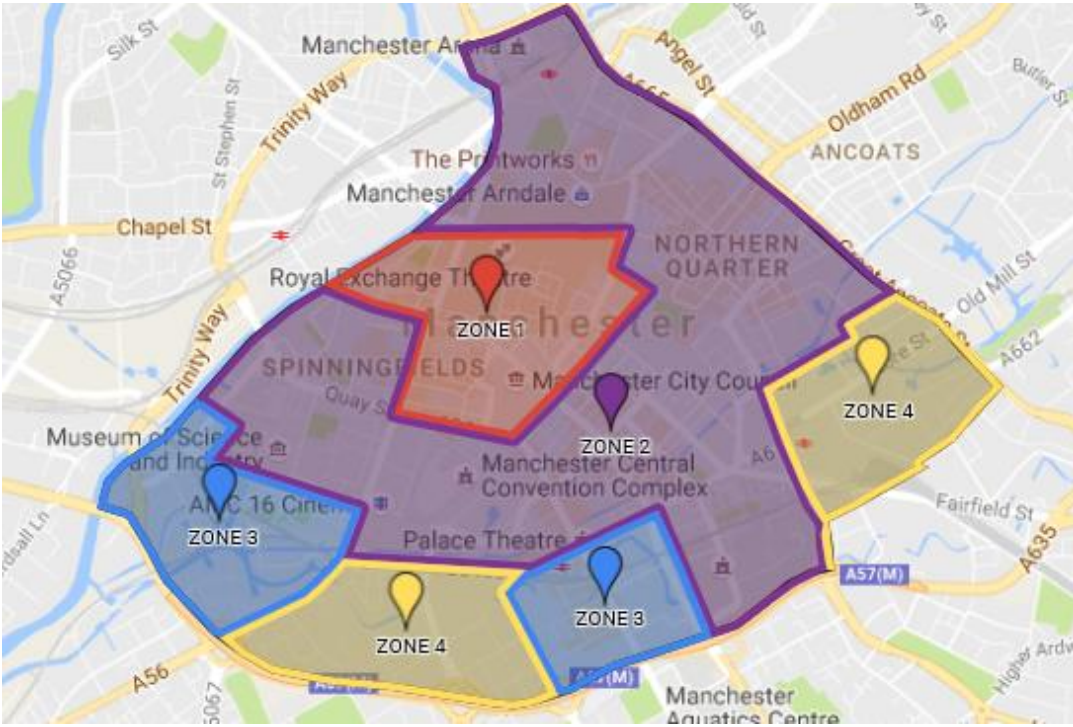
- Parking Attendant title changed to Civil Enforcement Officer (CEO).
- The introduction of parking penalties based on differential charging, whereby the penalty charge is appropriate to the seriousness of the contravention.
- The power to serve a Penalty Charge Notice (PCN) by post if the CEO has started to issue the PCN but the driver either drives away before it can be served or the CEO is prevented from serving it due to aggressive or threatening behaviour.
- The power to issue a PCN for parking within a restricted crossing.
- The power to enforce double parking and parking across dropped footways subject to signage
- The Parking Adjudicator will have the power to decide cases where procedural irregularity has taken place, and to refer appeals back to the local authority via the Chief Executive's office if he or she considers that suitable discretion with regard to mitigating circumstances was not exercised when considering an appeal.
- An obligation to the Council to publish its policies on enforcement and cancellation of PCNs.
- A statutory timeframe for responding to representations.

### **4. Parking Provision**

In Manchester city centre there are 4 zones for pay & display parking, which is in excess of 2000 on-street pay and display bays. Payment for parking can be made with cash or by using the PaybyPhone system.

Since 2011 PaybyPhone has been in operation in Manchester city centre as a method of service providing motorists with an 'easy and more flexible' option to pay for parking when visiting Manchester, this service has grown from being 12% of the transactions to 26%

In all the zones parking applies Monday to Sunday, 8am till 8pm, with no charge for parking in a pay and display bay on a Bank Holiday and the charges and time restrictions do not apply to Blue Badge holders.



**Zone 1 - charges and times**

The maximum stay time in this zone is two hours.

Charges are as follows:

- up to 30 minutes - £1.50
- up to 1 hour - £3.00
- up to 1 hour 30 minutes - £4.50
- up to 2 hours - £6.00

**Zone 2 - charges and times**

The maximum stay time in this zone is two hours.

Charges are as follows:

- up to 30 minutes - £1.45
- up to 1 hour - £2.90
- up to 1 hour 30 minutes - £4.30
- up to 2 hours - £5.80

**Zone 3 - charges and times**

The maximum stay time in this zone is three hours.

Charges are as follows:

- up to 30 minutes - £0.60
- up to 1 hour - £1.25
- up to 1 hour 30 minutes - £1.85
- up to 2 hours - £2.50
- up to 2 hours 30 minutes - £3.10
- up to three hours - £3.70

**Zone 4 - charges and times**

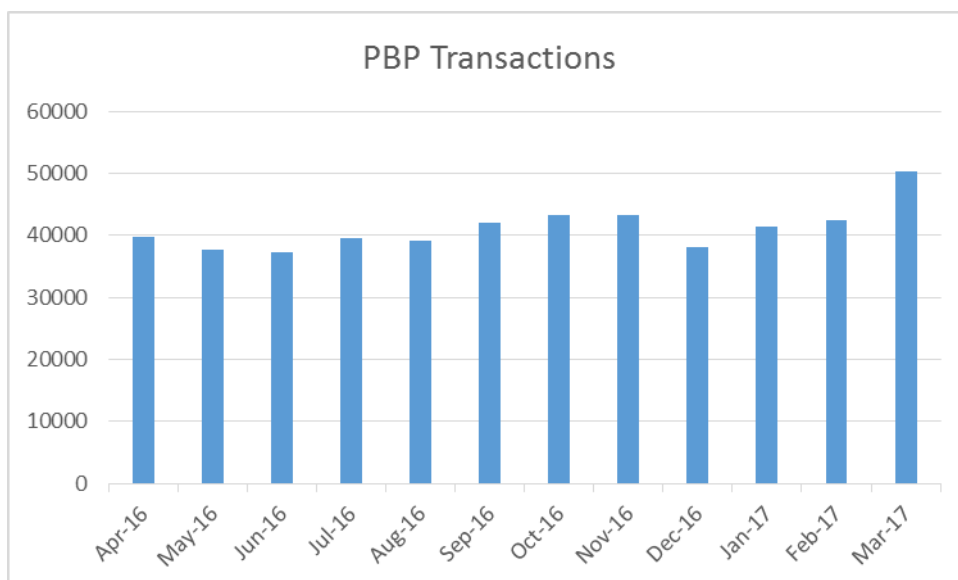
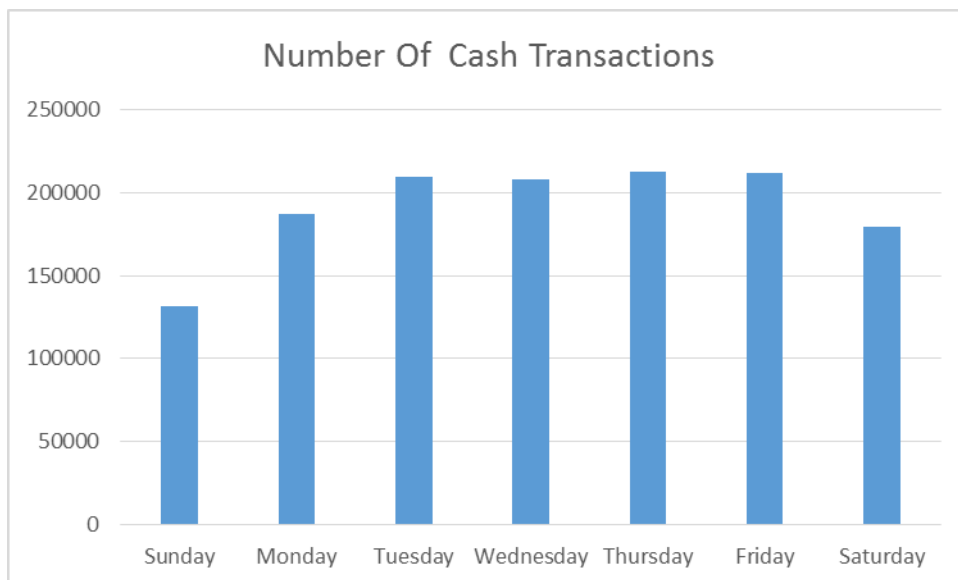
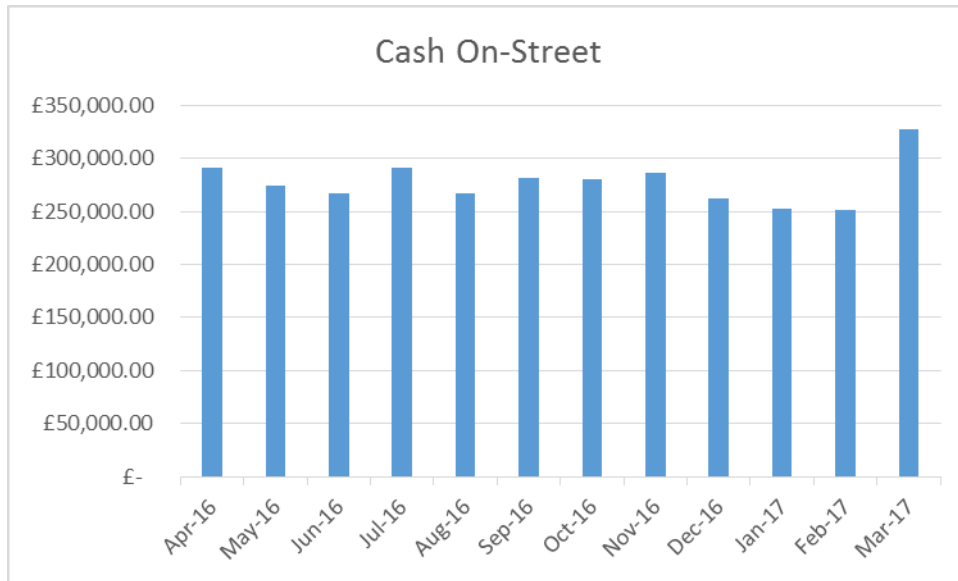
The maximum stay time is ten hours (except weekends).

Charges are as follows:

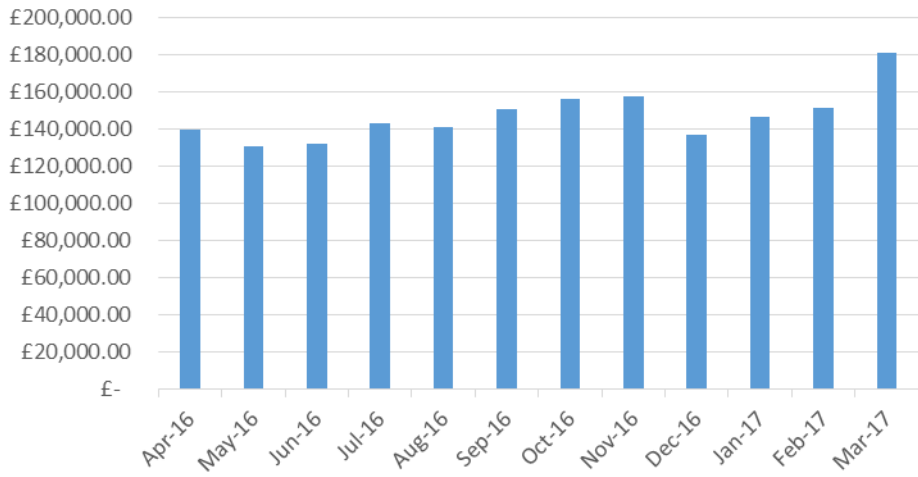
- up to 30 minutes - £0.50
- up to 1 hour - £1.00
- up to 3 hours - £2.50
- up to 6 hours - £5.00
- up to ten hours - £7.50
- all weekend (Sat and Sun) - £10.00

## Pay and Display and Cashless Parking transactions

The tables below highlight the number of cash transactions there have been each month and also the number of transactions per day throughout the year.



### PBP On-Street





## 5. Off Street Car Parks



The Council enforced 16 car parks in 2016/17; the table below highlights the number of PCNs issued in each car park

Off-street parking	PCNs issued
Abingdon Street Car Park	404
BLOOM STREET CAR PARK	611
BRIDGE STREET CAR PARK off bridge st	4833
CHEPSTOW STREET CAR PARK OFF CHEPSTOW ST	634
Grey Mare Lane Car Park	29
HULME STREET CAR PARK	840
Park Street (Car Park)	160
QUEEN STREET CAR PARK	1214
School Lane (North Carpark)	289
School Lane (South Carpark)	509
Sheffield Street Car Park	883
STONE STREET CAR PARK	281
THURLOE STREET CAR PARK	336
Tib Street (Car Park)	3284
Travis Street (station) Car Park	737
Wythenshawe Forum Car Park	427

The table below shows the total number of transactions completed for off-street parking;

<b>Car Park</b>	<b>Transactions completed</b>
Abingdon Street Car Park	8154
Bloom Street Car Park	8573
Bridge Street Car Park off bridge st	70542
Chepstow Street Car Park - Off Chepstow Street	8442
Hulme Street Car Park	26046
Park Street (Car Park)	18827
Queen Street Car Park	13129
School Lane (North Carpark)	33503
School Lane (South Carpark)	29809
Sheffield Street Car Park	38448
Stone Street Car Park	9718
Tib Street (Car Park)	53911
Travis Street (station) Car Park	17291
Wythenshawe Forum Car Park	1059

### **Contravention Descriptions – Off Street**

<b>Contravention Code</b>	<b>Contravention Description – Off Street</b>	<b>Penalty Charge</b>
82	Parked after the expiry of paid-for time	£50.00
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	£50.00
86	Parked beyond the bay markings	£50.00
87	Parked in a disabled person's parking space without clearly displaying a valid Blue Badge	£70.00

## 7. Civil Enforcement Officers

To ensure that the parking restrictions of Manchester are enforced, our team of Civil Enforcement Officers (CEOs) patrol all areas of the city, as shown in the map.



Civil Enforcement Officers will issue PCNs to vehicles which do not comply with parking regulations.

We are committed to training our staff and encourage CEOs to gain a National Vocational Qualification which includes skills in customer relations.

CEOs are not just there to issue PCNs - they will provide directions and advice on places to visit in the city. They also act as the 'eyes and ears' of the Council across a range of services, from reporting defective pavements and environmental issues to 'meeting and greeting' visitors.

The Civil Enforcement Officers are employed by NSL Services Group, and work for Manchester City Council. They wear the distinctive City Council uniform, and are Ambassadors for the City. CEOs are paid a salary and do not receive any payment relating to the number of PCNs they issue. Officers are not given targets or quotas in relation to the number of PCNs issued.

The number of CEOs deployed

<b>Mobiles</b>	<b>Foot</b>	<b>Cycles</b>	<b>CEO HOURS</b>
2943	6120	2247	<b>11310</b>
2835	5995	2156	<b>10987</b>
2808	6431	1944	<b>11182</b>
3105	6577	1753	<b>11435</b>
3006	6289	1770	<b>11065</b>
3373	6128	1581	<b>11082</b>
3070	6858	1580	<b>11508</b>
3000	7291	1142	<b>11433</b>
2386	6847	1110	<b>10343</b>
2243	6754	1193	<b>10190</b>
2251	5670	1405	<b>9326</b>
2990	6436	1352	<b>10779</b>

Top ten streets for most PCNs issued

<b>On-street location</b>	<b>PCNs issued</b>
Stockport Road (Longsight)	2565
Deansgate	1977
Lloyd Street	1808
King Street	1805
Liverpool Road	1767
St John Street	1579
King Street West	1421
Spring Gardens	1409
Queen Street	1385
Major Street	1335

## 8. Contravention Codes

PCNs are issued to vehicles which appear to be parked in contravention. Below is a table that highlights the various contravention codes used by Manchester City Council.

### Contravention Descriptions – On Street

Contravention Code	Contravention Description - On Street	Penalty Charge
1	Parked in a restricted street during prescribed hours.	£70.00
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.	£70.00
05	Parked after the expiry of paid for time at a Pay & Display bay.	£50.00
06	Parked without clearly displaying a valid Pay & Display ticket.	£50.00
07	Parked with payment made to extend the stay beyond initial time (meter feeding).	£50.00
11	Parked without payment of the parking charge.	£50.00
12	Parked in a residents or shared use parking place or zone without clearly displaying either a permit or voucher or Pay & Display ticket issued for that place.	£70.00
16	Parked in a permit space without displaying a permit.	£70.00
19	Parked in a residents or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid Pay & Display ticket.	£50.00
21	Parked in a suspended bay/space or part of bay/space.	£70.00
22	Re-parked in the same parking place within x hour of leaving.	£50.00
23	Parked in a parking place or area not designated for that class of vehicle.	£70.00
24	Not parked correctly within the markings of the bay or space.	£50.00
25	Parked in a loading place during restricted hours without loading.	£70.00
26	Vehicle parked more than 50cm from the kerb, and not then within a designated parking space.	£70.00
27	Parked adjacent to a dropped footway	£70.00
30	Parked for longer than permitted.	£50.00
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge.	£70.00
45	Parked on a taxi rank.	£70.00
47	Parked on a restricted bus stop/stand.	£70.00
48	Stopped in a restricted area outside a school.	£70.00

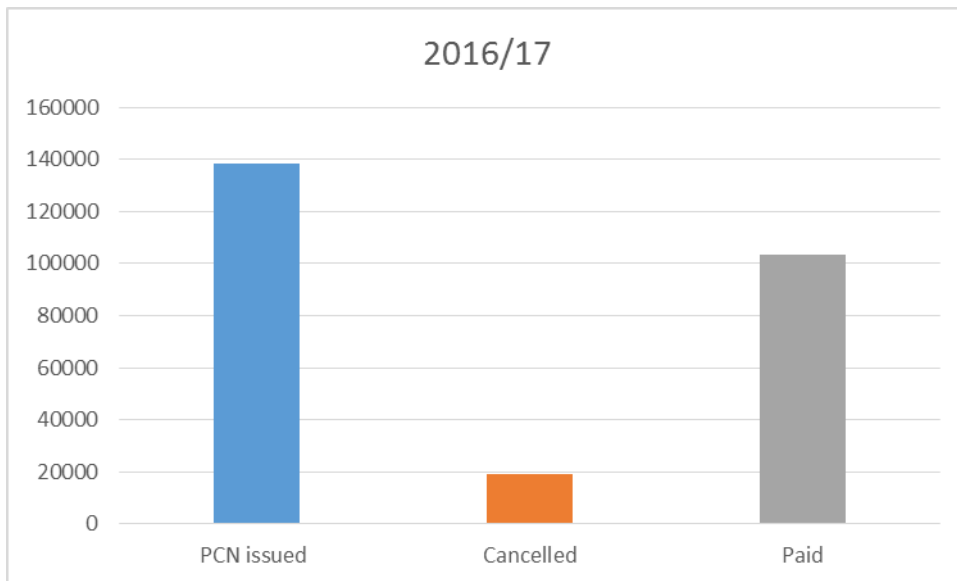
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags.	£70.00
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#### PCNs Issued – On-Street Parking

Contravention	PCNs issued	% of total issued
1	36977	30.074%
2	3512	2.856%
5	19111	15.543%
6	33266	27.056%
7	25	0.020%
11	5	0.004%
12	5953	4.842%
16	312	0.254%
19	45	0.037%
21	608	0.494%
22	4	0.003%
23	6413	5.216%
24	1272	1.035%
25	1705	1.387%
26	503	0.409%
27	782	0.636%
30	5644	4.590%
40	3695	3.005%
45	1348	1.096%
46	214	0.174%
47	264	0.215%

48	1193	0.970%
99	103	0.084%

## PCN Comparison

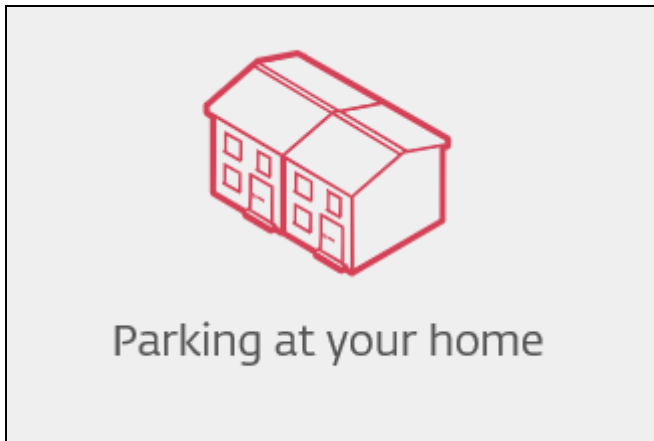


## Changes to Parking Legislation

In April 2015 changes were made to the Traffic Management Act 2004.

A 10 mins 'grace' period was also introduced. Requiring Civil Enforcement Officers to observe a vehicle for 10 mins after the pay and display ticket expires before issuing a Penalty Charge Notice.





### **Introduction of electronic permits (E-permits)**

In January 2016 Manchester City Council introduced “E-Permits”, in newly promoted residents parking schemes. This offers residents and businesses, as well as their visitors a system where they can apply for their permits on-line and do not have to display a paper permit. The vehicle registration number is visible on the Civil Enforcement Officers hand-held computers. This system gives residents and businesses the freedom to log on to the system and issue their visitor with a permit as and when required.

### **Resident Parking Schemes**

Manchester City Council provides resident parking schemes, where residents are able to apply for a permit that enables residents and visitors to park near their home. The schemes do not provide dedicated parking places exclusively for permit holders, but permit holders may park in any of the streets within their designated zone. The schemes provide priority to residents, their visitors and businesses located in the zone. Parking services, in connection with Highway services have created a new scheme for residents “Shadowmoss”, where the new E-permit system was introduced.

The Council also have the following resident schemes:

- **Grove Village**
- **Sport City.**
- **Fouracres Road - Wythenshawe**
- **Hulme**
- **Loxford Court**
- **Ardwick**
- **George Leigh Street**
- **City Centre**

- **Crumpsall Hospital (North Manchester)**

### Permits Issued

The table below highlights the number of live permits issued by Manchester City Council.

<b>Residents scheme</b>	<b>Live Permit</b>
Ancoats Resident Permit	12
Ancoats Visitors Permit	19
Ardwick Resident Permit	456
Ardwick Visitors Permit	52
Ardwick Resident E-Permit	50
Ardwick Visitors E-Permit	13
Ardwick Business E-Permit	1
Christies Resident Permit	309
Christies Visitor Permit	97
Christies Business Permit	2
Christies Business Visitor	3
Christies Carers Permit	6
Christies Resident E-Permit	85
Christies Visitor E-Permit	28
Christies Business Visitor E-Permit	1
City Centre Zone 2 Permit	10
City Centre Zone 3 C1 permit	21
City Centre Zone 3 C2 permit	13
Etihad Carers Permit	9
Etihad Residents E-Permit	1573

Etihad Visitor E-Permit	1055
Etihad Business E-Permit	4
Etihad Business Visitor E-Permit	28
Fouracres Residents Permit	64
Fouracres Visitor Permit	18
Fouracres Business Visitor	10
Grove Village Residents	399
Grove Village Visitors	58
H2 Fairlawn Close Resident Permit	10
H2 Fairlawn Close Visitors Permit	5
H2 Hester Walk Resident Permit	11
H2 Hester Walk Visitor Permit	4
Hulme - H4 Business Permit	34
Hulme - H4 Business Visitor Permit	60
Hulme - H4 Carers Permit	2
Hulme - H4 Residents Permit	321
Hulme - H4 Visitors Permit	78
Hulme Residents Permit	120
Hulme Visitors Permit	52
Hulme Business Permit	2
Hulme Business Visitor Permit	41
Hulme Carers Permit	2
Jackson Crescent Residents Permit	6
Loxford Court Resident Permit	102
Loxford Court Visitor Permit	137
NMGH Crumpsall Resident Permit	263

NMGH Crumpsall Visitor Permit	5
NMGH Crumpsall Carer Permit	6
NMGH Crumpsall Business Permit	1
NMGH Business Visitor Permit	5
Shadowmoss Resident Permit	28
Shadowmoss Visitor Permit	8
Shadowmoss Business Permit	4
Shadowmoss Business Visitor Permit	7

## 10. School Enforcement

We recognise the importance of road safety especially at schools and we deploy to schools daily to enforce parking restrictions including school keep clears to assist with the free-flow of traffic and safety of pupils and other road users.

We support over 70 schools in Manchester to minimise dangerous parking during the school drop off and pick up times, working closely with colleagues and the schools to implement sustainable travel plans to encourage motorists who pick up/drop off children at schools to consider other options/improve their driving behaviour.

We enforce with both mobile Civil Enforcement Officers as well as utilising CCTV enforcement to increase compliance of parking restrictions.

The use of CCTV has improved driver behaviour and increase compliance. We ask for feedback from both schools and parents, which has been positive and acknowledges that the work we have undertaken has made a real difference to the safety of pupils and parents.

We continue to work closely with these schools to promote road safety and encourage alternative modes of transport, such as walking and cycling and providing advice on the Walk to School, Walking Buses and other initiatives, such as using homework to promote changes in behaviour.

1 April 2016 to 31 March 2017	
	PCNs Issued
CCTV Cars	1824

## 11. Abandoned and Untaxed Vehicles

April 2016 to March 2017	Removed	Clamped Dec 2016 to Mar 2017
Untaxed Vehicles	1192	1261
Abandoned vehicles	48	0

Manchester City Council continues to deal with the removal of untaxed and abandoned vehicles. Utilising devolved powers from the DVLA, since 2004 we have removed over 14,500 untaxed vehicles from the streets of Manchester. It is recognised that, while these vehicles are untaxed, many are also likely to be uninsured or without a valid MOT and even used in criminal activity. We work closely with the Police and other agencies, and will provide them with information relating to these vehicles.

We use our CCTV vehicles to assist in the identification of untaxed vehicles, utilising Automatic Number Plate Recognition (ANPR) technology. This demonstrates that the efforts of Manchester City Council and the DVLA to reduce the number of untaxed vehicles on our roads.

In addition to vehicles with no tax we also remove vehicles that have been abandoned using powers provided by the Clean Neighbourhoods and Environment Act 2005. These vehicles are seen as a nuisance, are unsightly and can attract vandalism or arson. We work with Greater Manchester Fire Service and the police to identify any hotspots and proactively remove any vehicle before it becomes a problem, supporting the Council's drive against grime and crime.

We use the following criteria to consider is a vehicle has been abandoned:

- (a) Untaxed,
- (b) No current vehicle keeper on the Driver and Vehicle Licensing Agency's (DVLA) record
- (c) Stationary for a significant amount of time
- (d) Significantly damaged, run down or unroadworthy
- (e) Burned out
- (f) Lacking one or more of its number plates
- (g) Containing waste

## 12 Blue Badges

### Abuse and misuse of blue badges

There are two offences in relation to the blue badge scheme:

- Misuse - see the Road Traffic Regulation Act 1984 section 117 - this covers anyone who misuses a valid blue badge. An example might be a person who misuses their relative's badge, by parking a vehicle without the badge-holder being present; or
- Abuse - see the Fraud Act 2006 section 1 - this relates to anyone who uses a blue badge which is not genuine or where the badge has been altered.

### The Blue badge enforcement team

Officers patrol the city observing vehicles and enforcing against motorists who abuse or misuse the Blue Badge scheme.

### Why do we enforce?

There are over two million disabled people's parking badges (otherwise known as Blue Badges) in the UK. Abuse of the scheme by those who are not entitled to its concessions can undermine the scheme's credibility. This can impact on the mobility of disabled people, who have a genuine requirement and are unable to make use of parking spaces which are being used illegally.

### Enforcement Cases

We deploy 1 full time officer to enforce against Blue Badge misuse/fraud who gathers evidence against drivers who misuse a genuine badge and also prosecute individuals who use a fake blue badge.

#### Blue Badge Fraud

April 2016 to March 2017	Totals
No. of Cases	97
No. of Misuse Cases	89
No. of Fraud Cases	8
No. of Cases where Vehicles Removed	2
Funds from Removals	£130.00
No. of R.I.P.A Authorised	0
Average No. of Days - NSL to MCC	19
Average No. of Days - MCC to Legal	7
Number of Prosecutions (Court Case)	58
Funds From Prosecutions	£19,101.87
Cautions Signed	4
No Further Action	30
Total funds from Removals and Court	£19,231.87

## What counts as misuse of a blue badge?

Some forms of misuse are against the law. These include:

- allowing someone else to use your blue badge
- using a fake or altered blue badge while your vehicle is being driven
- using a fake or altered blue badge while your vehicle is parked
- any other kind of dishonesty or deception in obtaining or using a blue badge
- parking in an on-street blue badge parking bay without displaying a badge
- failing to produce a blue badge when you are asked for it by a traffic warden or police officer
- disobeying UK parking regulations, such as parking in a clearway or on a zebra crossing

## What can happen if a blue badge is misused?

Blue badges are the property of local councils. Your local authority can take your blue badge away or withdraw an existing one if you are found to be misusing it.

If you have committed an offence relating to a blue badge, you may also be fined up to £1000 plus any additional penalty for any related parking offence.

## Fraudulent use of a Blue Badge

Previously, Blue Badges were made from card and handwritten but from the 2013 badges are now electronically printed, much like a driving licence. The new badge has security features such as a unique hologram, digital photo and serial number allowing parking attendants to check for genuine badges more easily through the windscreen.

Blue Badge fraud is estimated to cost the UK £46 million a year. The new badge is part of a wider crackdown on misuse of the scheme to ensure disabled parking spaces can only be used by those most in need.

Manchester City Council's enforcement team undertake regular compliance checks on disabled badges.

## Who Can Apply for a Blue Badge?

Manchester residents, depending on their situation, may qualify for a badge automatically, or subject to further assessment.

Some people qualify for a badge under the "**automatic**" criteria:

- anyone with proof that they are receiving the higher rate mobility component of the disability living allowance;
- an individual with proof that they are registered blind (severely sight impaired);
- those in receipt of a War Pensioners Mobility Supplement;
- Service personnel and veterans with proof that they are in receipt of a lump sum benefit under tariffs 1-8 of the Armed Forces Compensation Scheme and certification of having a permanent and substantial mobility difficulty.

The Blue Badge Scheme handbook explains the rules in full, but here are the main rules about

using a disabled badge:

- **Meters and Pay & Display bays, Disabled Parking Bays:** Blue Badge holders may park here for an unlimited time provided the Blue Badge is clearly displayed.
- **Bays signposted 'Loading only':** Blue Badge holders may only park here if loading or unloading continuously.
- **Bays signposted 'Taxis only':** No parking here at any time.
- **Single or double yellow lines with stripes on the kerb:** the white 'No loading' signs mean that parking at certain hours (the signs show which hours) is not permitted - even to load or unload.
- **Single or double yellow lines without stripes on the kerb:** Blue Badge holders can park here for up to three hours provided the Blue Badge is clearly displayed with the 'clock' (showing time of arrival).

### 13. Events

Parking services work with internal and external colleagues on events throughout Manchester these include:

#### **Out of Town -**

Manchester City Games  
Etihad Events  
Mega Mela  
Fireworks (Wythenshawe, Platt Fields, Heaton Park)  
Parklife  
Speedway Events  
Airport Open Days  
Caribbean Carnival  
Sky Ride  
Eid St Georges Day Parade  
St Patricks Day Parade

#### **City Centre -**

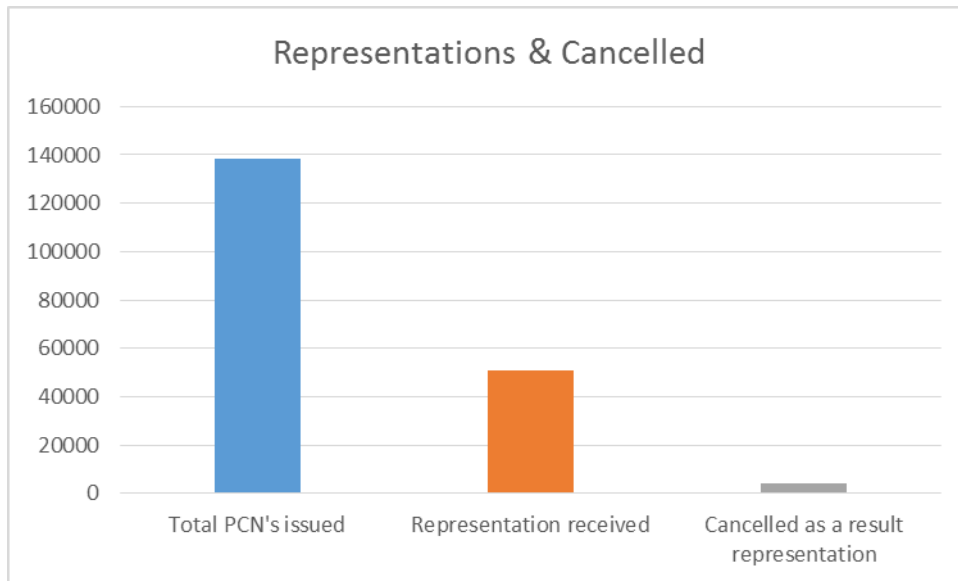
Conservative / Labour party conferences  
Bupa 10K  
Manchester City Games  
Manchester Day Parade  
Remembrance Sunday  
Pride  
Sky Ride  
Chinese New Year  
Christmas Markets  
Olympic Parade  
St Georges Day Parade  
St Patricks Day Parade  
Christmas Lights Switch on  
City / Utd Victory Parade



#### 14. PCN stats

Annual statistics 1st Apr 16 - 31st Mar 17			
	Total	On Street	Off Street
Number of higher level PCN's issued	63757	63663	94
Number of lower level PCN's issued	74863	59347	15516
<b>Total PCN's issued</b>	<b>138620</b>	<b>123010</b>	<b>15610</b>
Number of PCN's paid	103380	93440	9940
Number of PCN's paid at discount rate	71701	64861	6840
Number of PCN's against which an informal or formal representation was made	50807	46895	3912
Number of PCN's cancelled as a result of an informal or formal representation	4334	3734	600
Number of PCN's written off	0	0	0
Number of vehicles immobilised	0	0	0
<b>Number of vehicles removed</b>	<b>289</b>	<b>288</b>	<b>1</b>
Number of appeals to adjudicators	514	482	32
Number of appeals refused	161	148	13
Number of appeals non-contested	116	110	6
Number of appeals allowed	237	224	13
Percentage of higher level PCN's issued	45.99%	45.93%	0.07%
Percentage of lower level PCN's issued	54.01%	42.81%	11.19%
Percentage of PCN's paid	74.58%	75.96%	63.68%
Percentage of PCN's paid at discount rate	69.36%	69.41%	68.81%
Percentage of PCN's against which an informal or formal representation was made	36.65%	38.12%	25.06%
Percentage of PCN's cancelled as a result of an informal or formal representation	3.13%	3.04%	3.84%
Percentage of PCN's written off	0.00%	0.00%	0.00%
Percentage of appeals to adjudicators	0.37%	0.39%	0.20%
Percentage of appeals refused	31.32%	30.71%	40.63%
Percentage of appeals non-contested	22.57%	22.82%	18.75%
Percentage of appeals allowed	46.11%	46.47%	40.63%

The chart below shows the split between representations received and cancellations after a representation was received



## 16. Income and Expenditure

### Annual Data Report 2016-17

<b><u>EXPENDITURE</u></b>	
Employees	413,029.47
Premises	3,609.08
Transport	7,748.69
Supplies & Services (Inc CEO Deployment)	3,644,472.04
Internal Charges	685,845.43
<b>TOTAL EXPENDITURE</b>	<b>4,754,704.71</b>
<b><u>INCOME</u></b>	
Income	10,716,760.33
Less Central Recharges	647,951.67
<b>Transfer to Reserve</b>	<b>5,307,619.95</b>
<b><u>RESERVE</u></b>	
Opening Balance at April 2015	3,238,743.66
<b><u>INCOME</u></b>	
Income from Revenue	5,307,619.95
<b><u>EXPENDITURE</u></b>	
Environmental Improvements & Grounds Maintenance (Aboriginal & Neighbourhood Delivery)	5,757,100.00
<b>Balance of Parking Reserve at 31st March 2017</b>	<b>2,789,263.61</b>