



**MANCHESTER  
CITY COUNCIL**

# **PARKING SERVICES**

**ANNUAL REPORT 2010/11**



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## Executive Member Foreword



Thank you for taking the time to read Manchester's third Annual Parking Report.

This report details the activities undertaken by Manchester City Council's Parking Service, and I welcome the opportunity to update you on the changes and progress we have made in the last year.

Delivering the aims and objectives of a Parking Service is a continual challenge, as we strive to deliver services that meet the demands of a busy, 24hour and vibrant city. Our focus remains on our Green City Agenda, and making sure that parking management is integral to the Council's transport plans.

We have been proactive in applying the additional enforcement legislation provided under the Traffic Management Act 2004, including the enforcement of dropped kerbs, to ensure that pedestrian safety is improved and residents have access to their properties. We have also undertaken camera enforcement at schools: this activity - using mobile CCTV cameras - has been instrumental in our approach to improving road safety. We have worked closely with schools throughout the city who had identified that the safety of their children was being compromised by a minority of drivers. Consultation was undertaken with the schools, school governors, parents and local residents, and CCTV was only used where normal enforcement had proven ineffective in improving compliance.

The Parking Service continues to utilise powers devolved from the DVLA to deal with untaxed vehicles on our roads. Statistics show that these are likely to be uninsured, unroadworthy or have no MOT. We always remove untaxed vehicles and – if they're not claimed by the owner within a certain time period - crush them. This ensures safer streets for our residents.

Finally, I am particularly proud of our continuing work in dealing with fraudulent use, and misuse of Blue Badge permits: our proactive approach has resulted in over 90 convictions in the past year, demonstrating Manchester's commitment to ensuring that parking spaces for genuine badge holders remain accessible.

Councillor Nigel Murphy

## 1.0 Introduction

Manchester City Council's Parking Service is responsible for the management of parking spaces and the enforcement of parking restrictions, and makes a significant contribution to ensuring the 'free flow' of traffic in Manchester. This Annual Report provides details of Traffic Management on Manchester's roads during 2010/11.

## 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 that believes in and delivers customer service excellence
- To work jointly 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. It is, therefore, 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/or 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 deal with and report other issues which may 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 any reward relating to the number of Penalty Charge Notices (Parking Tickets) that are issued.

The Council's parking enforcement contractor is NSL Services Ltd, who undertake parking enforcement and employ CEOs with the aim of improving parking compliance.

### **4.2 Customer Services (back office)**

Every piece of correspondence received in relation to the challenge of a Penalty Charge Notice is reviewed carefully by a Customer Service Officer. Officers are empowered to use discretion when investigating a customer's mitigation and evidence. To ensure that we deliver a transparent service, all officers are encouraged to challenge the manner in which services are delivered, and work closely with all colleagues to ensure the delivery of a 'First time right' principle.

We continually assess the way in which customers perceive our service and undertake regular Customer Satisfaction Surveys. In addition to this we are working on new initiatives which will deliver easier ways for customers to access our services.

In the past year we have introduced online access to images so that motorists who have received a Penalty Charge Notice can view the images taken at the time of the issue of the notice. We have also introduced barcodes on all our enforcement stationery, so that payments can be made more easily at any Post Office.

### **4.3 Blue Badge Abuse**

Manchester City Council continues to enforce against the misuse of Blue Badge parking permits. We continue to support the Department for Transport with Blue Badge reforms which include sharing our work and processes with other Local Authorities. Our approach to enforcing Disabled Badge fraud and misuse has been recognised as 'best practice' and we have been awarded Centre of Excellence status: the methods we use have been used to help determine how the revised Blue Badge scheme will operate in the future.

In the last year, over 90 cases have been heard in the Magistrates and Crown Courts leading to convictions and fines in excess of £43,000. We continue to receive support from disability groups and the local community, who have assisted in highlighting the work we have undertaken, although the majority of reports relating to Blue Badge misuse and fraud originate from our own Civil Enforcement Officers.

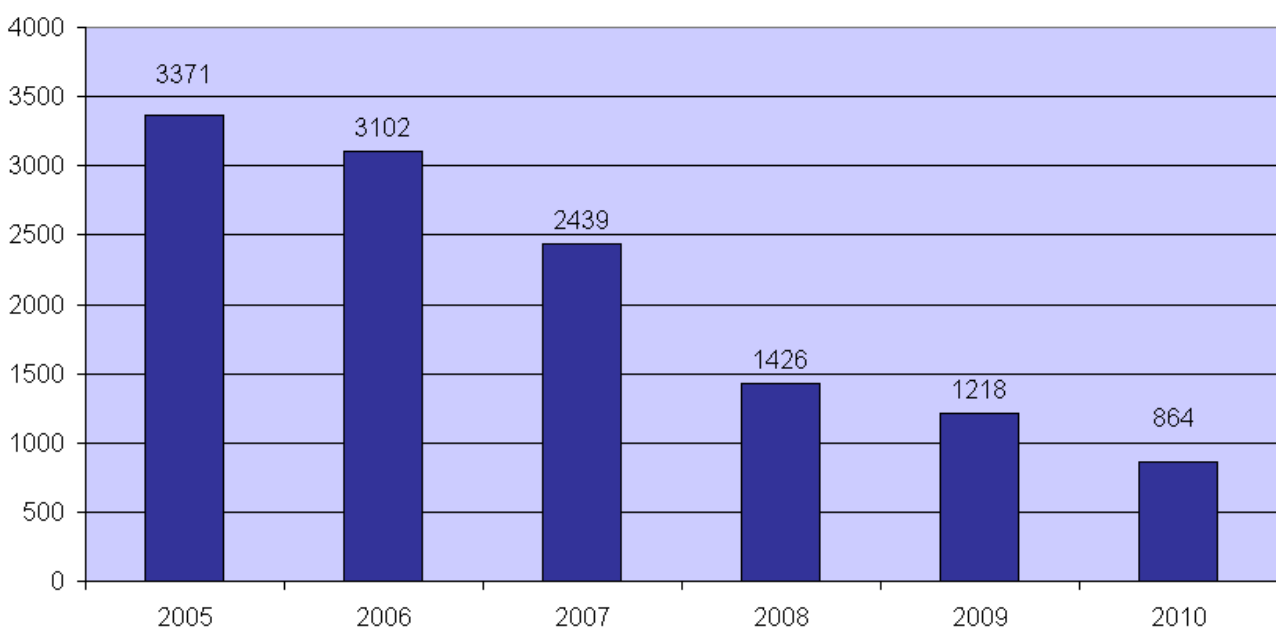
#### 4.4 Untaxed or Abandoned Vehicles

Manchester City Council continues to deal with the removal of untaxed and abandoned vehicles. Utilising devolved powers adopted from the DVLA since 2004 we have removed over 12,000 untaxed vehicles from the streets of Manchester. It is recognised that, while these vehicles are untaxed, many are likely to be uninsured or without a valid MOT and - on occasion - used in criminal activity. We work closely with the Police and other agencies, and will provide them with information relating to these vehicles.

We have also developed processes with our bailiff contractors to assist in the identification of untaxed vehicles, using Automatic Number Plate Recognition (ANPR) technology. The number of vehicles removed year on year has decreased, demonstrating that the efforts of Manchester City Council and the DVLA is having a positive effect and reducing the number of untaxed vehicles on our roads.

In addition to vehicles with no tax we also remove vehicles that have been abandoned. These vehicles are seen as a nuisance, are unsightly and can attract vandalism or arson. We work with Greater Manchester Fire Service to identify any hotspots and proactively remove any vehicle before it becomes a problem.

Untaxed Vehicle Removals



Unclaimed vehicles that are due to be crushed are also used to support and assist Greater Manchester Fire Service, by providing vehicles for Road Traffic Accident training.



## **5.0 Making a Difference**

### **5.1 School Enforcement**

During 2010/11 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 Unit (TPU) and the school to implement sustainable travel plans which encourage parents to change their driving habits.

Where normal methods of enforcing illegal parking at schools has not worked, we use CCTV enforcement to improve compliance with the parking restrictions, and this has resulted in improved road safety at schools. Feedback from both schools and parents has been 100% positive with recognition that the work undertaken has made a real difference to the safety of pupils and parents alike.

We continue to work closely with these schools to promote road safety and encourage alternative ways of getting children to school, such as advice on Walk to School, Walking Buses and other initiatives.

### **5.2 Event management:**

Parking Services play a key role in supporting events throughout Manchester, ensuring traffic management is used to support the free flow of traffic and the safety of all road users during events in the city.

During 2010/11 we supported and assisted in managing the events that took place in Manchester, including the definition and agreement of specific Traffic Management Plans for each one.

Our actions included ensuring that the city centre was completely clear of cars for the route of the annual Skyride cycle event, which offers cyclists the opportunity to ride in a car free city, as well as actively supporting the following events:

- Annual Bupa run
- Annual Pride Event
- Remembrance Sunday
- Eid celebrations
- Music festivals in Platt Fields Park
- Political Party Conferences

During the football season, we effectively manage parking around Sportcity, which includes signage for the residents parking scheme. This ensures that residents are not inconvenienced during football matches and events at the stadium or Sportcity.

## **6.0 Traffic Penalty Tribunal**

The Traffic Management Act sets out a clear appeal process, for cases where the motorist believes that the Penalty Charge Notice should not be paid.

In situations where the Parking Service rejects a motorist's challenge, we will always make it clear what the motorist needs to do next, to either pay or appeal.

In the last year we have continued to improve how we deal with appeals: Manchester's Parking Service was one of the first local authorities in the country to adopt 'telephone appeals', giving the appellant more options when having a case heard by the independent Adjudication Service.

We now also transmit all cases to the Adjudication Service electronically, ensuring we further adhere to the Green Agenda by cutting down on paper and being more environmentally friendly.

Year on year we have achieved an increase in the number of cases upheld, which have been heard by an Independent Adjudicator. This demonstrates that our 'Get it Right First Time' principle is working, thereby supporting our commitment to the correct issue of Penalty Charge Notices and the training of our staff and our contractors.

Parking Authority	PCNs Appealed	PCN's issued	Rate of appeal per PCN	Not Contested by council	Allowed by Adjudicator	Total allowed including not contested by council	Refused by Adjudicator incl. out of time and withdrawn by appellant	Consent order	Stat dec no appeal	Awaiting decision Incl. other decided
<b>Manchester</b> Apr 10 - Mar 11	477	125,811	0.38%	56 12%	148 31%	204 42%	247 51%	15 3%	0 0%	10 2%
<b>Leeds</b> Apr 10 - Mar 11	134	112,355	0.12%	20 15%	40 30%	60 45%	66 48%	3 2%	2 1%	3 2%
<b>Liverpool</b> Apr 10 - Mar 11	154	72,474	0.21%	40 26%	32 21%	72 47%	67 44%	3 2%	2 1%	10 6%
<b>Brighton &amp; Hove</b> Apr 10 - Mar 11	722	109,275	0.66%	127 18%	216 30%	343 48%	336 47%	5 1%	34 5%	4 1%
<b>Birmingham</b> Apr 10 - Mar 11	723	129,763	0.56%	224 31%	120 17%	344 47%	304 42%	9 1%	48 7%	14 2%

## 7.0 Parking Information Technology system:

In April 2010 the Parking Service implemented a new, state-of-the-art IT system to enable us to deal with motorists' challenges more efficiently and effectively, thereby improving our Customer Service. This new system has meant we've been able to implement a number of innovative solutions, including:

- Online viewing of images
- Online permit application for residents
- Ability to respond more efficiently to customers' enquiries

The screenshot shows the 'Penalty Charge Images' page on the Manchester City Council website. The page has a dark purple header with the council's logo and name. Below the header is a navigation menu with links to Home, Parking, travel and roads, Parking, Street parking - enforcement and parking tickets, and A-Z of council services. A search bar is located in the top right corner. The main content area contains a form for searching for penalty charge images, with fields for 'Penalty Charge Notice reference' and 'Vehicle registration mark', and a 'View images' button. A note below the form states: 'Please note that it may take up to 30 seconds to look up the penalty charge details and to display any images that are available.' The footer contains a 'Top' link, a list of navigation links (Emergency numbers, Find your Councillor, News, Public consultations, Council meetings, Complaints), the Manchester City Council logo, a 'Contact us' link, and social media icons for Directgov, RSS, Twitter, Facebook, and YouTube.



## 8.0 Manchester Parking Services Annual Statistics 2010/11

### Annual statistics 1st Apr 10 - 31st Mar 11

	Total	On Street	Off Street
Number of higher level PCN's issued	57064	56746	318
Number of lower level PCN's issued	70434	61720	8714
<b>Total PCN's issued</b>	<b>127498</b>	<b>118466</b>	<b>9032</b>
Number of PCN's paid	94127	87962	6165
Number of PCN's paid at discount rate	70240	65591	4649
Number of PCN's against which an informal or formal representation was made	25862	23490	2372
Number of PCN's cancelled as a result of an informal or formal representation	10369	8891	1478
Number of PCN's written off	0	0	0
Number of vehicles immobilised	0	0	0
Number of vehicles removed	3130	3127	3
<b>Number of appeals to adjudicators</b>	<b>383</b>	<b>365</b>	<b>18</b>
Number of appeals refused	218	214	4
Number of appeals non-contested	40	36	4
Number of appeals allowed	125	115	10
Percentage of higher level PCN's issued	44.76%	47.90%	3.52%
Percentage of lower level PCN's issued	55.24%	52.10%	96.48%
Percentage of PCN's paid	73.83%	74.25%	68.26%
Percentage of PCN's paid at discount rate	55.09%	55.37%	51.47%
Percentage of PCN's against which an informal or formal representation was made	20.28%	19.83%	26.26%
Percentage of PCN's cancelled as a result of an informal or formal representation	8.13%	7.51%	16.36%
Percentage of PCN's written off	0.00%	0.00%	0.00%
	0.30%	0.31%	0.20%
Percentage of appeals to adjudicators	56.92%	58.63%	22.22%
Percentage of appeals refused	10.44%	9.86%	22.22%
Percentage of appeals non-contested	32.64%	31.51%	55.56%
Percentage of appeals allowed	<b>383</b>	<b>365</b>	<b>18</b>

## 9.0 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 costs 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 2010/11

<b>Expenditure</b>	
Employees	904,355
Premises	94,783
Transport	277,158
Supplies & Services (Inc CEO Deployment)	3,864,175
<b>Total Expenditure</b>	<b>5,140,471</b>
<b>Income</b>	
Income	(7,627,121)
Less Central recharges	383,924
<b>Transfer to Reserve</b>	<b>(2,102,726)</b>
<b>Reserve</b>	
Opening balance at 01 April 2010	(1,846,831)
<b>Income</b>	
Income from revenue	(2,102,726)
<b>Expenditure</b>	
Paris Real Time Module Server Licence	15,000
Metro Shuttle	523,342
<b>Balance of Reserve at 31st March 2011</b>	<b>(3,411,215)</b>

## 10. Investment



During 2010/11 a total of £523,342 was invested in Manchester's Metroshuttle - a free bus service provided as a major expansion to central bus provision. Manchester's Metroshuttle comprises three routes that traverse the city centre, linking the major thoroughfares, rail and bus stations, and car parks, with the city's main commercial, financial and cultural districts.