

# **Annual Report 2016/17**

## Parking and Traffic Enforcement

## 1. Service Performance

### 1.1 Penalty charge issue statistics

Table 1.1.1 – Valid penalty charge issue comparison

Year	Higher level parking	Lower level parking	Bus lane	Moving traffic	Total issued
2014/15	130,110	18,353	2,107	16,843	167,413
2015/16	96,192	11,854	9,388	23,475	140,909
2016/17	107,548	12,704	6,775	28,796	155,823

### 1.2 Recovery Performance

Table 1.2.1 – Recovery rate comparison

Year	Bus lane	CCTV parking	Moving traffic	On/off street	Overall
2014/15	47.6%	53.5%	69.0%	69.2%	62.8%
2015/16	79.1%	81.4%	71.7%	70.7%	71.8%
2016/17	70.5%	74.9%	67.0%	68.5%	68.6%

### 1.3 Representations and associated correspondence

Table 1.3.1 – Informal challenges and formal representations comparison

Year	Number of informal challenges	% of PCNs receiving informal challenges	Number of formal representations	% of PCNs receiving formal representations
2014/15	16,112	9.6%	19,269	11.5%
2015/16	16,365	11.6%	12,548	8.9%
2016/17	16,950	10.8%	12,618	8.1%

### 1.4 Appeals to the Parking and Traffic Appeals Service

Table 1.4.1 – On/off street parking appeal statistics comparison

Year	Total appeals completed	Appeals allowed	% of appeals allowed
2014/15	3,271	1,672	51%
2015/16	2,589	1,277	49%
2016/17	1,817	788	43%

Table 1.4.2 – Bus lane statistics comparison

Year	Total appeals completed	Appeals allowed	% of appeals allowed
2014/15	21	9	43%
2015/16	56	38	68%
2016/17	73	43	58%

Table 1.4.3 – Moving traffic statistics comparison

Year	Total appeals completed	Appeals allowed	% of appeals allowed
2014/15	279	151	54%
2015/16	176	62	35%
2016/17	357	194	54%

## 1.5 Removals

Table 1.5.1 – Removal statistics

Year	Total removals	Removals from formal disabled bays	Removal truck hours
2014/15	6,658	171	9,276
2015/16	8,325	236	9,212
2016/17	8,832	172	10,587

## 1.6 Cancellations

Table 1.6.1 – Cancellation rate comparison

Year	Percentage of PCNs cancelled (cancellation rate)
2014/15	13.5%
2015/16	6.3%
2016/17	5.7%

## 1.7 Pay and display

Table 1.7.1 – Pay and display income by residential controlled parking zone

Residential parking zone	2016/17 (£)
East Ham	538k
Forest Gate	88k
Little Ilford	44k
Manor Park	77k
Ruskin	34k
Stratford	447k
Upton Park	414k
East Village	13k
Eggs Bridge	3k
Plaistow	6k
Prince Regent	0
<b>Total</b>	<b>1,664k</b>

## 1.8 Car parks

Table 1.8.1 – Income by car park

Car Park	2016/17 (£)
Madge Gill	127k
Queen's Market	176k
St. John's (East and West)	250k
Settle Point	12k
Shaftesbury Road	307k
Stratford multi-storey	741k
Stratford Old Town Hall	26k
<b>Total</b>	<b>1,639k</b>

## 1.9 Permits

Table 1.9.1 – Permit issue statistics

Permit type	Number issued in 2016/17
Resident 1 <sup>st</sup>	41,660
Resident 2 <sup>nd</sup>	9,578
Resident 3 <sup>rd</sup>	1,852
Disabled courtesy	38
Resident courtesy	1,374
Disabled resident	1,716
Carer	616
Staff Business	1,085
Business (quarter)	280
Business (half)	153
Business (annual)	2,178
Business courtesy	37
Trade (daily)	406
Trade (weekly)	1,304
Resident Access	3
Business Access	23
Visitor - 6 hour books (10 cards)	58,371
Visitor – 10 hour books (5 cards)	10,068
Visitor – 24 hour books (5 cards)	1,467
Visitor – Free Mayor's Promise (30 cards)	11,711
<b>Total</b>	<b>143,920</b>

## 2. Financial Summary

### 2.1 Income – 2016/17

Table 2.1.1 – Parking and traffic enforcement income

Item	Income (£)
Penalty Charge Notice (PCN)	8,589,846
On Street Pay and Display	1,663,594
Off Street Pay and Display	1,639,310
On Street Permits and Vouchers	3,294,620
Miscellaneous	0
<b>Total Income</b>	<b>15,187,470</b>

\*\* NB For 2016/17 Car Park Season Ticket have been included as part of the overall Off Street P&D income

### 2.2 Expenditure – 2016/17

Table 2.2.1 – Parking and traffic enforcement expenditure

Item	Expenditure (£)
Employee Costs	-1,303,256
Premises	-364,041
Transport	-1,556
Supplies and Services	-800,514
Third Party Payments	-3,915,581
Support Services	-2,237,935
Capital Financing	-63,000
<b>Total Expenditure</b>	<b>-8,685,882</b>
<b>Surplus</b>	<b>6,501,588</b>

### 2.3 Application of surplus and balance – 2016/17

Table 2.3.1 – Parking and traffic enforcement application of surplus

Item	Expenditure (£)
School Crossing Patrols	-421,257
Roads Maintenance	-6,080,331
<b>Total expenditure</b>	<b>-6,501,588</b>
<b>Balance</b>	<b>0</b>