

Annual Report 2019/20

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
2016/17	107,548	12,704	6,775	28,796	155,823
2017/18	120,525	17,784	9,107	73,911	221,327
2018/19	120,517	25,164	20,554	67,396	233,633
2019/20	136,631	35,350	18,858	81,208	272,047

1.2 Recovery Performance

Table 1.2.1 – Recovery rate comparison

Year	Bus lane	CCTV parking	Moving traffic	On/off street	Overall
2016/17	70.5%	74.9%	67.0%	68.5%	68.6%
2017/18	68.4%	74.4%	70.6%	65.6%	67.6%
2018/19	54.2%	69.2%	63.3%	63.4%	62.7%
2019/20	56.2%	70.4%	62.1%	58.9%	59.8%

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
2016/17	16,950	10.8%	12,618	8.1%
2017/18	17,557	7.9%	18,031	8.1%
2018/19	19,761	8.4%	20,008	8.5%
2019/20	34,329	18.2%	25,656	9.4%

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
2016/17	1,817	788	43%
2017/18	1,149	590	51%
2018/19	1,376	674	49%
2019/20	1,037	476	46%

Table 1.4.2 – Bus lane statistics comparison

Year	Total appeals completed	Appeals allowed	% of appeals allowed
2016/17	73	43	58%
2017/18	38	20	53%
2018/19	86	56	65%
2019/20	123	63	51%

Table 1.4.3 – Moving traffic statistics comparison

Year	Total appeals completed	Appeals allowed	% of appeals allowed
2016/17	357	194	54%
2017/18	577	273	47%
2018/19	772	373	48%
2019/20	468	249	53%

1.5 Removals

Table 1.5.1 – Removal statistics

Year	Total removals	Removals from formal disabled bays	Removal truck hours
2016/17	8,832	172	10,587
2017/18	7,427	47	10,214
2018/19	7,479	59	10,500
2019/20	7,624	297	12,240

1.6 Cancellations

Table 1.6.1 – Cancellation rate comparison

Year	Percentage of PCNs cancelled (cancellation rate)
2016/17	5.7%
2017/18	4.8%
2018/19	5.2%
2019/20	4.9%

1.7 Permits

Table 1.7.1 – Permit issue statistics

Permit type	Number issued in 2019/20
Resident 1 st	56,097
Resident 2 nd	12,606
Resident 3 rd	2,406
Disabled courtesy	47
Resident courtesy	2,175
Disabled resident	1,955
Carer	961
Staff Business	1,010
Business (quarter)	254
Business (half)	182
Business (annual)	1,660
Business courtesy	53
Trade	1,597
Care Home	2
Business Access	0
Visitor - 6 hour books (10 cards)	54,111
Visitor – 10 hour books (5 cards)	16,597
Visitor – 24 hour books (5 cards)	2,700
Visitor – Free (All Zones)	28,568
Visitor - Free	15,215
Industrial (quarter)	30
Industrial (half)	19
Industrial (annual)	36
Total	198,281

2. Financial Summary

2.1 Income – 2019/20

Table 2.1.1 – Parking and traffic enforcement income

Item	Income (£)
Penalty Charge Notice (PCN)	11,001,166
Removals	1,627,953
On Street Pay and Display	1,659,985
On Street Permits and Vouchers	4,785,708
Suspensions	2,223,608
Other Income	152,400
Total Income	21,450,820

2.2 Expenditure – 2019/20

Table 2.2.1 – Parking and traffic enforcement expenditure

Item	Expenditure (£)
Employee Costs	3,547,669
Premises	46,534
Transport	141,338
Supplies and Services	3,236,631
Third Party Payments	1,782,628
Support Services	3,303,270
Capital Financing	0
Total Expenditure	12,058,070
Surplus	9,392,750

2.3 Application of surplus and balance – 2019/20

Table 2.3.1 – Parking and traffic enforcement application of surplus

Item	Expenditure (£)
School Crossing Patrols	365,026
Roads Maintenance	9,027,724
Total expenditure	9,392,750
Balance	0

2.4 Off Street Parking Income and Expenditure

Table 2.4.1 – Parking and traffic enforcement off street income

Item	Income (£)
Off Street Pay and Display	1,704,572

Table 2.4.2 – Parking and traffic enforcement off street expenditure

Item	Expenditure (£)
Premises	420,183
Supplies and Services	59,257
Third Party Payments	123,166
Support Services	3,500
Capital Financing	118,500
Total expenditure	724,606
Surplus	979,966