



ANNUAL PARKING REPORT 2009/10

Introduction

Leeds City Council parking services carries out a number of functions relating to car parking in the City.

We provide 65 car parks throughout the district. Our main physical asset is Woodhouse Lane Multi Storey car park in the City centre, which offers 1300 spaces. We have a further 16 pay car parks with 2027 spaces, and 2407 on street pay and display spaces. Our 48 free car parks offer a further 3400 spaces.

We also carry out Parking enforcement, issuing Penalty Charge Notices to vehicles parked in contravention of the rules. In addition, we are responsible for related duties such as suspending parking to allow building works and coning off areas for events.

The service employs 110 people. 75 of them are uniformed staff and supervisors. With shifts at different times and working 7 days a week, this means that there are about 35 uniformed staff on duty in the district during the day.

Leeds City Council carries out Parking enforcement in line with regulations produced by the Government in the Traffic Management Act 2004. One of the requirements of the Act is that we produce an Annual report about the Parking Service. This is the second report and it covers the financial year 2009/10 (1.4.09 – 31.3.10).

The aim of Leeds City Council is to improve the quality of life in Leeds in a number of specific ways. These improvements are called Strategic Outcomes. The Council is organised so that each department is responsible for contributing towards the Strategic Outcomes. The Parking Service is part of the Health and Environmental Action Service (HEAS), which in turn is part of the Environment and Neighbourhoods directorate. The Strategic Outcomes that are most relevant to us are :

Strategic outcome: Increased accessibility and connectivity through investment in a high quality transport system and through influencing and changing behaviours

How we will contribute: Achieving a reduction in parking offences through effective enforcement. Improve traffic flow across the city by fully implementing the Traffic Management Act and enforcing against perpetrators.

How we will measure performance : We carry out a detailed illegal parking survey every year, and we monitor offence levels through the number of Penalty Charges issued.

Strategic outcome: Increased entrepreneurship and innovation through effective support to achieve the full potential of people, business and the economy

How we will contribute: Manage on street and off street parking in the city centre and district centres to enhance the economy and support local employment, using effective pricing and restrictions to encourage the most effective use of available parking spaces.

How we will measure performance : We measure how many people use our car

parks. If the restrictions and the prices are set correctly the usage should rise.

This report comprises commentary and statistical information in 3 key areas :

- 1) Illegal parking survey
- 2) Penalty Charge Notice information
- 3) Financial information

1) Illegal parking survey

Although the reduction of illegal parking is key aim for the service, this is a difficult thing to measure. The number of tickets issued is not always a reliable measure as this may reflect enforcement levels, deployment, additional restrictions and so on rather than how many offences are being committed.

In Leeds, an illegal parking survey is carried out on the same spaces in the city every year. The survey is always carried out in the last week of November so that seasonal factors do not distort the results (for example, there is less traffic in school half term or University holidays).

Three areas are chosen to try and reflect the variety of areas across the district. The number of vehicles parked illegally is noted down by the assessor. Assessors are experienced traffic surveyors who are completely independent of the service. The three areas chosen are :

- Commuter area (Clarendon Road)
- Disabled parking area (Wormald Row)
- City centre shopping area (Greek Street)

	2009	2008	2007	2006	2005	2004
Commuter area	40	64	59	46	77	198
Disabled parking area	12	42	47	42	87	178
City centre shopping area	61	82	90	59	56	255
Total	113	188	196	147	220	631

The shows a significant reduction in offences for the fourth year in succession . The number of offences has reduced by 40 % since the last survey, and by 82% since the Council took over enforcement powers in 2005.

KEY PERFORMANCE INDICATORS 2009-2010

Parking 2009-2010				
Ref.	Performance Indicator	2009/10	2008/09	% change
	PCN ISSUE			
i)	Number of higher level PCNs issued (£70 ticket)	122493	127137	- 4%
	Number of lower level PCNs issued (£50 ticket)	72369	74807	- 3%
	PCNs paid	85262	89794	- 5%
	PCNs paid at discount rate	71725	74243	- 4%
ii)	PCNs challenged	36391	35907	1%
	PCNs challenged as % of total	30%	28%	7 %
iii)	PCNs cancelled	9386	15281	- 39%
iv)	Vehicles immobilised / removed	6	0	
	ADJUDICATION (TPT)			
	Total no of adjudicated cases	137	120	12%
v)	No of successful cases at Adjudication (Council decision upheld)	76	50	34%
	No of unsuccessful cases at Adjudication	61	70	13%
	Success rate overall – % of cases won by Council	56%	42%	25%
	CORRESPONDENCE			
	Total items of correspondence received	36935	35907	3%

Parking 2009-2010

Ref.	Performance Indicator	2009/10	2008/09	% change
	No of items of correspondence answered within 10 days	83%	84%	1%
	% of correspondence dealt with by electronically	51%	39%	24%
	TELEPHONE ENQ			
	No of calls offered	57793	53293	8%
	No of calls answered	98%	98%	No change

4) Financial information (vi)

	2009/10	2008/09
On street fee income	£3,306,292	£3541865
Off street fee income	£3,785,446	£4712588
PCN income	£3631146	£4048887
Other income	£1,287,874	£517675
Total income	£12,010,758	£12821015
Total expenditure	£3853800	£3903898
Total surplus	£8156958	£8917117

Notes

i) The number of PCNs issued has reduced and the numbers paid have reduced in turn.

ii) The number of challenges to PCNs has gone up slightly, but as the number of tickets has reduced this represents a sizeable increase in the rate. Analysis of the figures shows that this increase is entirely due to a much greater use of email to appeal against tickets. It appears that the greater ease of using email has improved access considerably.

iii) The Council now has the right to issue postal tickets to vehicles that drive away which has reduced the number of cancelled tickets significantly. This also reflects an increase in the number of weak appeals received, presumably due to the ease of sending an email appeal as shown in the correspondence statistics above.

iv) The Council has begun the clamping of vehicles used by persistent offenders. These are defined as untraceable vehicles (DVLA have no keeper details) with more than 6 tickets outstanding. The initiative has recovered nearly £10,000 so far.

v) The success rate at formal appeal has risen and now stands at over 50%. This is a significant improvement on last year and is significantly above the national average of 35%.

vi) The reduction in income across the board is due to the reduction in traffic caused by the economic downturn.