

# **PARKING SERVICES**



**ANNUAL REPORT**  
**2010-2011**

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## **Executive Summary**

This is the 4<sup>th</sup> Annual Report published by Sunderland City Council it covers the period 1<sup>st</sup> April 2010 to 31<sup>st</sup> March 2011. The aim of this report is to demonstrate that the council is operating a civil parking enforcement scheme satisfactorily and transparently and will aide the public's understanding of and confidence in the council's approach to parking enforcement. This report contains information relating to:

### **Sunderland Council Plans and Policies**

Covering the Local Transport Plan, Sunderland Economic Master Plan, the councils transport policies, parking policies, parking restrictions and the councils Parking Charter.

### **The Parking Services Team**

This section outlines the parking services team covering the roles and responsibilities of parking services staff, the services they deliver, including enforcement activities, training, service developments in 2010/2011 and partnership working to deliver a more effective and efficient service in accordance with the Traffic Management Act 2004 (TMA).

### **Performance and Financial Information**

Measuring parking enforcement, performance activities and evaluating these measures in conjunction with other Local Authorities who operate Civil Parking Enforcement.

Explains how car parking restrictions are managed, enforced and monitored, car parking information and performance. Details income and expenditure relating to parking activities and enforcement in relation to the services we provide across the City.

### **Statistical Information**

Including the number of PCN's issued, types of contraventions, the appeals process, number of PCN's paid and appealed against and the outcomes of those appeals, and information and statistics from the Traffic Penalty Tribunal.

The regulations accompanying TMA 2004 urges greater communication by local authorities of their parking policies, guidelines and performances. It is important that our stakeholders appreciate what we do, why we do it and how these actions contribute to achieving improvements for our local communities, businesses and residents, this Annual Report contributes to this aim.

## Introduction

From the 31<sup>st</sup> March 2008 the council has operated parking under the Civil Parking Enforcement legislation in accordance with the Traffic Management Act 2004. Under the new Act decriminalised parking enforcement became Civil Parking Enforcement, Permitted Parking Areas and Special Parking Areas became Civil Parking Areas and Special Enforcement Areas and Parking Attendants were re-named Civil Enforcement Officers.

The rationale behind this report is that it helps to make clear that the council is operating the scheme satisfactorily and more openness enables the public to see that this is the case, which in turn helps to increase understanding of Civil Parking Enforcement at a local level.

The provision and management of council controlled parking in Sunderland is a very important function undertaken by the council. Parking can be the subject of intense public interest including attracting both local and national media. The council's primary aims related to parking management are to support the economic activity and viability of the city centre and other local shopping areas and to reduce congestion in the interests of all highway users.

The current economic climate and the impact of the Government's Public Spending cuts has made it all the more important for councils to review the services they provide to ensure they are achieving effective and efficient services in the best possible way.

To achieve this aim Sunderland City Council introduced the "Sunderland Way of Working" which is about working together for a common purpose and about recognising everyone's unique contribution. The new operating model is a framework and standard to support the council's approach to become more efficient and flexible. It will allow the council to become more customer focused and responsive to changing circumstances by placing the right people in the right places doing the right things.

There have been a number of projects undertaken in Sunderland City Centre which has resulted in the reduction in the number of car parking spaces. The period of the works, the reduction in the number of bays and the present economic climate has had a negative effect on car parking income.

During the later part of the year demolition of Central Area Car Park commenced and it is proposed to be replaced by a 56 space permit holders only car park that is programmed to open in December 2011. Sunnyside Realm highway works have taken place over the last 12 months which has resulted in a 15% reduction in the number of City Centre on street parking bays.

Tavistock Place car park closed on the 27<sup>th</sup> January 2011 to make way for the new Software City development resulting in the loss of 143 car park spaces. However Software City has the potential to create many jobs and improve business opportunities for the City.

## Local Transport Plan

Sunderland is situated on England's North East coast and is the largest city between Leeds and Edinburgh.



The City of Sunderland has a population of 281,700 and is a city with a difference - a modern, bustling centre that is balanced with a relaxing green environment, stunning coastal scenery and a refreshing attitude to life.

In Sunderland, quality of life and quality of environment go hand in hand. The rapidly improving city centre has an enviable location, set right on the mouth of the River Wear next to a [beautiful coastline](#) and surrounded by easily accessible [countryside](#). Add to that a range of outstanding [heritage](#), [cultural](#) and [sporting](#) attractions.

Sunderland's economy, once based on coal mining and shipbuilding, has become much more diverse, comprising a variety of manufacturing enterprises (including the Nissan plant), and an increasing range of service activities.

## **Sunderland Economic Master plan**

The Economic Master plan sets the direction for the city's economy over the next 15 years and the proposed vision that Sunderland will become 'An entrepreneurial University City at the heart of a low carbon regional economy'. The vision will be achieved with five aims and one of these is for Sunderland to become 'A national hub of the low carbon economy'.

Sunderland City Council has in line with the Economic Master plan and their sustainable transport policies introduced 30 electric charging points across the whole of the city (details outlined in "the services we provide" section of this report (page 34), or by logging onto the council website (link below):

<http://www.sunderland.gov.uk/index.aspx?articleid=5014>

During 2011/2012 it is proposed to provide additional electrical charging points covering a further 13 points or 20 parking spaces.

## **Transport Network Information**

**Car Availability** – Car ownership in Sunderland remains relatively low with 60% of households with at least one car or van, compared to 73% in England and Wales. Consequently, there is potential for significant future growth in car ownership.

**Connectivity** – Improving accessibility, movement and connectivity with the city centre and with the adjacent areas is an important part of the transformation of Sunderland and aims to make the city more attractive to residents, visitors existing businesses and their employees and private investors.

## **Statistics on Transport Modes**

The Tyne and Wear Household Survey statistics indicates that 50% of journeys into Sunderland City Centre are made by private vehicles, 30% by walking or cycling and 20% by public transport.

## **Reducing Travel Demand and Congestion**

The council will continue to implement measures with the objective of encouraging travel by more sustainable modes, such as public transport, cycling and walking and reducing demand to travel as the sole occupant of a private motor vehicle. These measures will include:

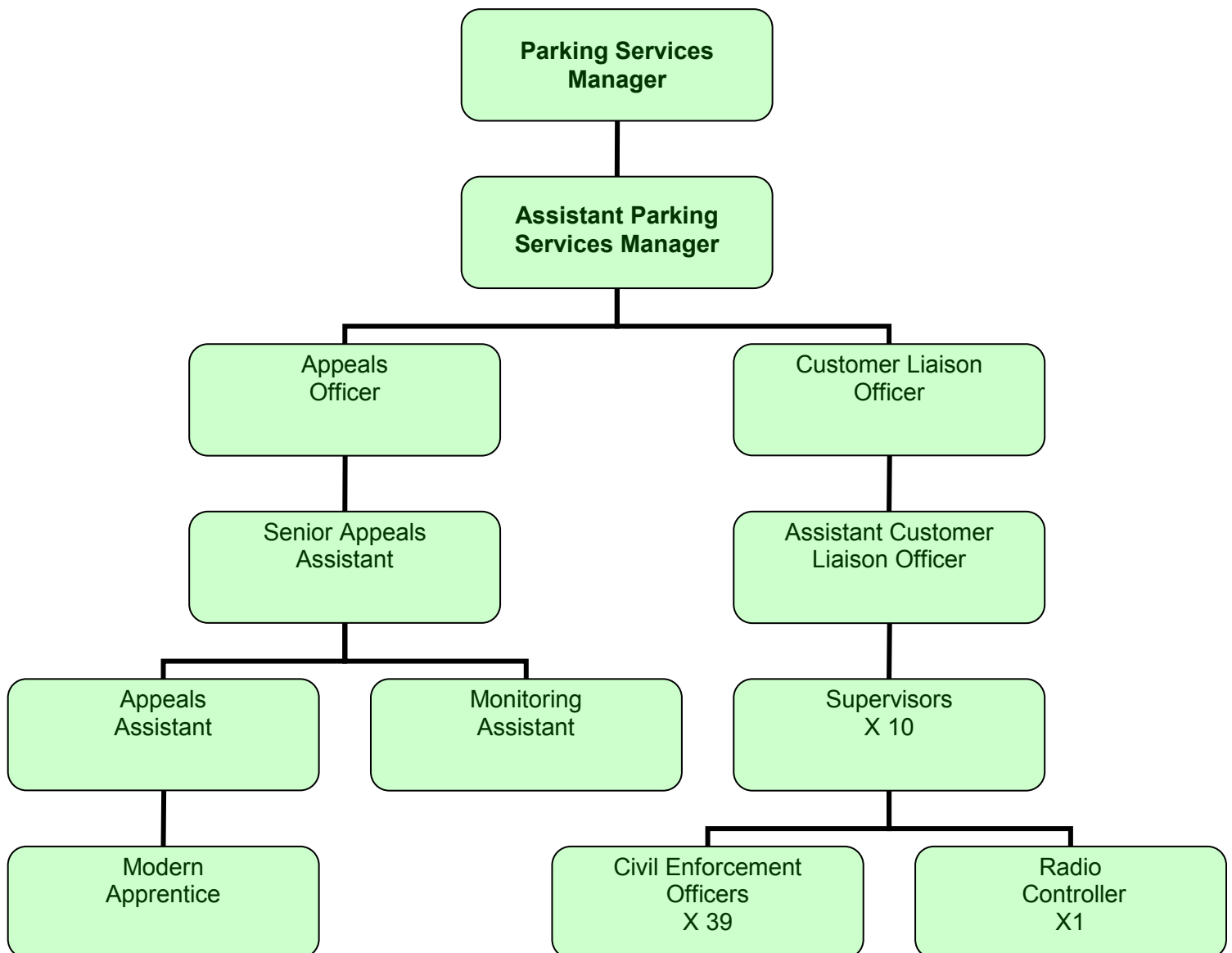
- Bus priority improvements (to assist in reducing journey times)
- Developing school and workplace travel plans
- Measures to assist cyclists and pedestrians (such as cycle lanes and cycle parking facilities)
- Parking control schemes
- Improvements to address safety and security issues on walking routes

## The Parking Services Team

The success of our parking operation depends largely on the commitment, professionalism, expertise and dedication of our staff. To this end it is vital that we have in line with the Sunderland Way of Working a fit for purpose service that can respond to the challenges it faces and deliver better services by becoming more customer-focused and responsive to local needs by having the “right people in the right places”.

Parking Enforcement and the processes and systems related to it can be extremely complicated and technical. However by putting the right people in the right places we hope to ensure the parking staff have the most up to date training, skills, experience, qualifications and technical knowledge to deliver the best possible service to our stakeholders, businesses, visitors and residents.

### The Parking Services Team





## **Management and Back Office Staff**

There are 5 members of back office staff who deal with all correspondence from the first challenge, to ultimately, a case being referred to a bailiff.

All management and back office staff have received full training in the Traffic Management Act 2004 in addition to training on all relevant legislation, guidelines and statutory processes in accordance with the legislation and council policies and procedures in relation to enforcement and appeals.

Staff also receive full training in order to assist them in providing accurate, fair and consistent information and to deal with all challenges/representations in a fair and consistent manner in accordance with the legislation and the councils parking charter. This ensures that the process for recovering outstanding penalties, the way challenges, representations and appeals to the Parking Adjudicator are dealt with are fair, efficient, effective and above all impartial.

Staff who deal with appeals have a framework that provides guidance on how to deal with the various contraventions to ensure fairness and consistency and all appeals are considered on their own merits. A list of mitigating circumstances is included in the council's Parking Charter which can be viewed at:

<http://www.sunderland.gov.uk/CHttpHandler.ashx?id=770&p=0>

or is available by contacting the Parking Services team on 0191 5611521

The council aims to deal with appeals in a timely fashion and reply to correspondence within 7 working days whilst ensuring that the points raised are investigated and addressed accordingly.

## **Civil Enforcement Officers**

The council currently employ 39 Civil Enforcement Officers who patrol both on and off street parking locations.

Civil Enforcement Officers (CEO) undergo 5 days of induction training and then shadow a more experienced staff member until they are familiarised with their role and management is satisfied that an appropriate level of competency is established. All patrolling staff have received training for the City and Guilds Level 2 Certificate for Parking Enforcement.

The council encourages parking staff to be customer focussed and to act as ambassadors for the city. A CEO may be the first person a visitor sees when arriving in the city and the aim is to make a good first impression even in what may be difficult circumstances.

CEO's are suitably uniformed and are equipped with a mobile radio and mobile telephones that keeps them in constant contact with the control room that is based in the Civic Centre. They have electronic handheld equipment that can issue a PCN via a printer and also a camera to record photographic evidence.

## Uniforms

Civil Enforcement Officers must wear the correct uniform whilst on duty. The Department for Transport has published Operational Guidance which sets out various operational procedures that Local Authorities must follow. Chapter 8 of the Guidance covers Enforcement Activities. Paragraph 8.4 sets out Uniform requirements.

## Photo Identity Cards

The Operational Guidance also recommends that CEOs carry a photo-identity card. Sunderland City Council CEO's comply with this recommendation and motorists can request sight of this to verify their identity.

## Our Customer Promise

In addition, Civil Enforcement Officer's in Sunderland also carry a "Parking Matters" card which they will give to any member of the public they come into contact with, when appropriate. This card outlines our Customer Promise and also details the appeals procedure in relation to the issue of a Penalty Charge Notice as shown below



## Enforcement

Sunderland City Council enforces approximately 110km of waiting restrictions across the whole of the city. The area is patrolled through 10 enforcement beats or rotas as follows:

- 4 are deployed in the City Centre
- 1 in North Sunderland,
- 1 in West Sunderland,
- 1 in South Sunderland,
- 1 in Houghton, Hetton and Washington,
- 1 that sweeps around the outskirts of the city centre
- 1 mobile operator who deals with discrete issues such as school keep clear markings and acts on any incident reports.

In addition all of the city centre pay on foot and pay and display car parks are patrolled on a regular basis.

The council operates Civil Parking Enforcement (CPE) under Part 6 of the Traffic Management Act 2004 (TMA). The council's in-house parking team enforce on and off street restrictions.

CPE operates using two differential parking penalties (higher and lower charges) depending on the seriousness of the contravention. For example, parking in a place where it is always prohibited, such as on double yellow lines, is considered to be more serious than overstaying where parking is permitted, such as in a parking place. Details of each contravention and the band which applies to each one are shown in Appendix 1 (page 49-51).

There are two band levels which local authorities can apply either. Band 2 comprises of £70 (higher) and £50 (lower) charges. Band 1 comprises of £60 (higher) £40 (lower) charges. During 2010/2011 the council operated under band 2 charges.

In due course it is intended that local authorities will also be given the power to enforce certain moving offences such as contravention of bus only lanes, one way street contraventions, no entry restrictions, prohibited turns, yellow boxes, pedestrian zones and prohibition of certain vehicles. In the meantime the police will continue to be responsible for enforcement of these offences.

The police remain responsible for enforceable offences such as dangerous parking, obstruction, failure to comply with police "no parking" signs placed in emergencies, and any vehicle where security or other traffic policing issues are involved, including the need to close roads or set up diversions.

### **Frequency of Patrols**

The city centre is where most congestion occurs and we aim to make three visits to each location in the morning and the afternoon. Other areas such as primary routes into the city and local shopping centres are visited twice during a morning and afternoon with other areas on a lesser and "as and when" basis. Car parks are patrolled at regular intervals throughout the day. A mobile patrol is also employed to patrol locations such as school keep clear and bus stop clearway markings and to attend to reports of inconsiderate parking.

In addition, all surface car parks are patrolled regularly throughout the day. Sunnyside Multi Storey car park is manned 24 hours a day, 7 days a week except Christmas Day and St Marys Multi Storey car park is manned between 8am – 11.30pm Monday to Saturday and 10am – 6pm on a Sunday, except some Bank Holidays.

### **Observation Periods**

Civil Enforcement Officers are given guidance on what the minimum length of observation time that vehicles must be given before a PCN can be issued. The electronic handset is set up such that the minimum period of time must elapse before it will issue a PCN. The observation periods are also included in the council's Parking Charter which can be viewed at:

## Types of Contraventions

There are over 70 contraventions that could be enforced (as can be seen in Appendix 1) depending on what is contained within relevant traffic regulation orders. These range from enforcing yellow lines on the street to vehicles being parked outside bay markings in a car park.

## Most Common Contraventions

The most common contravention in Sunderland is code 01 for being parked on a restricted street during prescribed hours i.e. parking on a yellow line. Approximately 44% of PCN's were issued for this contravention. Other most repeated types of contravention for the last four years are shown below;

Contravention Code and Description	2007/08 %	2008/09 %	2009/10 %	2010/11 %
01 - Parked in a restricted street during prescribed hours	38%	42%	47%	44%
02 - parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	11%	10%	15%	18%
83 - parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	10%	11%	10%	9%
25 - parked in a loading place during restricted hours	7%	7%	7%	6%
82 - parked after the expiry of paid for time	8%	8%	6%	5%

## **Service Developments in 2010/11**

The Traffic Management Act 2004 gives power to Civil Enforcement Officers to issue Penalty Charge Notices for parking on dropped kerbs and double parking. The Department for Transport has removed the requirement to sign dropped crossings.

### **Dropped Footway**

In a special enforcement area there are areas where the footway has been lowered (or the carriageway has been raised) to create a dropped footway to assist pedestrians. Parking in such an area is likely to create a road safety hazard or an obstruction particularly for the blind, disabled and those pushing prams or buggies, therefore vehicles are not permitted to park on a dropped footway at anytime. As mentioned above there is no requirement to sign the existence of a dropped crossing.

### **Double Parking**

The Traffic Management Act part 6 section 86 also sets out the legislation in relation to the enforcement of double parking in accordance with the Department for Transport. This legislation enables any authority with civil enforcement powers to enforce in a Special Enforcement Area (SEA) prohibitions of double parking. The purpose of these powers is to help prevent inconsiderate and selfish parking causing congestion and road safety problems to other road users and pedestrians.

In a special enforcement area parking more than 50cm from the edge of the carriageway may cause problems for vehicles and pedestrians, but can also obstruct the passage of ambulances, fire engines, buses, waste collection vehicles and other essential vehicles. The contravention of double parking applies when a vehicle parks on any part of the carriageway and no part of the vehicle is within 50cm of the edge of the carriageway. Vehicles parking in contravention may receive a Penalty Charge Notice.

### **TPT – Appeal on line facility introduced**

The Traffic Penalty Tribunal offer councils the opportunity to set up a facility that allows appellants the opportunity to appeal to TPT on line. Sunderland City Council has now adopted this system and it is now available to motorists who wish to appeal to TPT on receipt of Sunderland's Notice of Rejection.

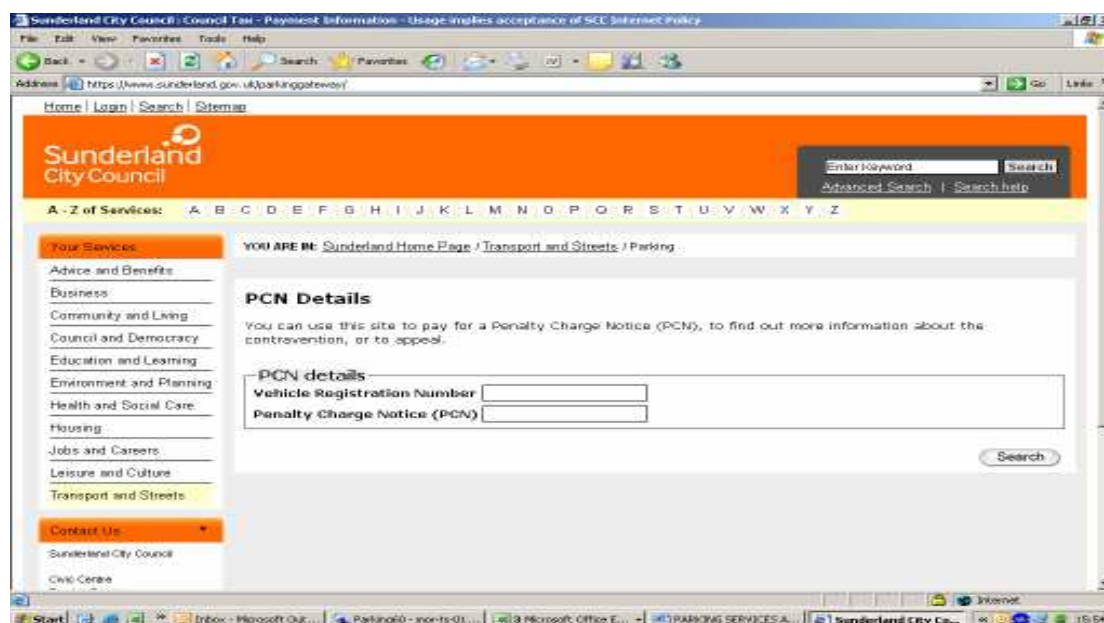
The "How to Appeal" section of the Notice of Rejection has a personal identification number (pin) which is needed to complete the TPT on line appeal. TPT on-screen guidance assists appellants to complete and transmit the appeal form to TPT. On receipt of the appeal TPT will send an automatic confirmation email confirming that the appeal has been received.

## Council - On Line Facility

The council has now introduced an on line facility which allows motorists to view any photographic evidence that is available in relation to a PCN, appeal against or pay for a PCN. The website link is

[www.sunderland.gov.uk/parkinggateway/](http://www.sunderland.gov.uk/parkinggateway/)

In order to use this facility the motorist must have the PCN number and the vehicle registration details. The log on page view is shown below:



## New Software System

The council's notice processing software contract expired in 2010 and as a result the council procured a new software system through the appropriate tender process which resulted in four companies submitting tenders to provide the required services. Thereafter ICES were awarded the contract to provide the Notice Processing Software to the council with the council hosting the system through their own ICT services.

It was essential that the information held on the existing system was transferred onto the new system to ensure continuity of service, as parking enforcement rests entirely on notice processing software and it was essential the transition was seamless.

The council worked closely with ICES and the council's ICT department to ensure that the transfer of the data and the implementation of the new system was achieved with minimum disruption to the service and this was successfully achieved.

As part of the above procurement process the council also purchased 22 Casio hand held electronic devices which have an incorporated camera and automatic number plate recognition. In addition 22 printers were purchased to align with the hand held devices.

## **Partnership Working**

The Parking Services Team understands that collaborative working is vitally important to meeting our aims and objectives in addition to those of our partners to achieve excellent service delivery for all stakeholders.

During this year the Parking Services team have worked closely with many partners with an aim to deliver the best possible service.

### **Northumbria Police**

The Parking Services team work in partnership with Northumbria Police on a number of projects, events and areas across the City. For example:

- Events Management
- Collaborative working
- Assisting in the easing of congestion in and around the City
- Crime assessments, reports and statistics
- Eyes and ears on the street (i.e. reporting goods left in view in vehicles)

### **Sunderland Association Football Club**



The Stadium of Light is the home of Sunderland Association football club. It was opened in July 1997 and currently has a capacity of 49,000. In addition to hosting Sunderland AFC games the stadium has also hosted international football games and has now become a very popular venue for some of the countries most famous bands to hold concerts and have recently seen Oasis, Take That, Pink and The Kings of Leon perform at the Stadium.

As a result it is vitally important that the Parking Services Team work in partnership with the club and provide staff to assist in marshalling and patrolling the area when events are taking place in order to reduce congestion and ease traffic movement around the Stadium both before, during and after events to ensure traffic flow is as smooth as possible and the area is as safe as possible for all highway users.



## Take That visited the Stadium of Light



## Sunderland International Air Show



The Sunderland International Air Show is organised by Sunderland City Council and is the largest free, two-day air show in Europe. The Air show takes place in July each year and attracts in excess of 1 million visitors into Sunderland.

Due to the large numbers of people visiting the area during this event it is vital that the council ensure that there are effective traffic flow and parking control measures in place, that public transport links are well organised and park and ride facilities are available to the public in the interests of all residents, visitors, businesses and stakeholders. The Parking Services team work closely with event organisers and other agencies in order to meet these aims.



## The Facilities and Services We Provide

### Car Parking Information

The council currently manages 3,367 parking spaces spread throughout the city. They consist of 3 Multi Storey car parks, 6 chargeable off street car parks, 9 locations where there are chargeable on street bays and 25 free off street car parks.

Our car parking facilities are used every day by thousands of people coming into Sunderland to shop, work, and study or visit the city. The availability of car parking facilities is one of the main factors people consider in determining if they choose to travel by car. The table below shows the total number of spaces for each type of car park or on street facility.

Key facts 2010/2011 Sunderland City Council's parking operation	Total number of Spaces	% of Total Spaces 2010/2011	% of Total Spaces 2009/2010
Pay on foot Car Parks	1133	34%	32%
Multi Storey Car Parks	585	17%	17%
Off Street car park spaces	321	10%	13%
On Street car park spaces	77	2%	3%
Free on and off street parking spaces	1,251	37%	35%
<b>Total</b>	<b>3367</b>		

A City Centre map is shown in Appendix 2 (page 49) which shows places of interest in the City Centre in addition to the car parking facilities that are available. Each car park is numbered for ease of identification.

### City Centre Car Parks

A breakdown of the City Centre chargeable car parks are shown overleaf. Please note that the income from parking permits is not included in the figures for each individual car park but is included in the operational and financial statistics table shown later in this report (page 40).

## Pay on Foot Car Parks

There are four car parks within the City Centre that operate a pay on foot system. These are the St Mary's and Sunnyside multi-storey car parks which are council operated car parks and the Bridges multi-storey car park and the Bridges Roof Top car park which are privately owned.

The income taken (excluding VAT) for the council controlled pay on foot car parks and usage figures are shown below.

### St Mary's Car Park



No of Spaces	Tariff
480	£1.10 - 8am – 6pm 50p - 6pm – 8am Sunday – 50p per hour up to a maximum of £1 all day (reintroduced in January 2011) Lost Ticket £12

Year	Income exc VAT	Tickets purchased
2007/08	£778,185	429,550
2008/09	£786,731	443,581
2009/2010	£822,638	481,576
<b>2010/2011</b>	<b>£733,216</b>	<b>454,860</b>

## Sunniside Car Park



No of Spaces	Tariff
653	90p - 8am – 6pm 50p - 6pm – 8am Sunday – 50p per hour up to a maximum of £1 all day (reintroduced in January 2011) Lost Ticket £12

Year	Income exc VAT	Tickets issued
2007/08	£224,716	300,697
2008/09	£214,068	332,052
2009/2010	£207,002	377,772
<b>2010/2011</b>	<b>£146,902</b>	<b>402,767</b>

## Multi-Storey Car Parks Operating Pay and Display

There is one other multi storey car park in the City Centre, which operates a pay and display method of parking, which is located adjacent to the Civic Centre.

The income taken (excluding VAT) for the Civic Centre pay and display multi storey car park and usage figures are shown below;

### Civic Centre Car Park



No of Spaces	Tariff
585	80 pence per hour or part thereof

Year	Income exc VAT	Tickets purchased
2007/08	£296,477	169,502
2008/09	£213,420	149,483
2009/2010	£208,447	133,998
<b>2010/2011</b>	<b>£178,905</b>	<b>96,261</b>

## City Centre Off Street Car Parks

The council has 7 chargeable off street car parks located in the City Centre which operate a pay and display system.

Name of Car Park	Type of Car Park	Number of Spaces
Boughton Street	Surface	56
Charles Street	Surface	28
Gorse Road	Surface	54
Nile Street	Surface	49
Tatham Street	Surface	94
Tavistock Place	Surface	143 <b>(Closed 27/01/2011)</b>
West Wear Street	Surface	40

The income taken (excluding VAT) for each of the off street pay and display car parks and usage figures are shown below;

### Boughton Street Car Park



No of Spaces	Tariff
56	90 pence per hour or part thereof

Year	Income exc VAT	Tickets purchased
2007/08	£71,893	55,768
2008/09	£77,351	59,122
2009/2010	£80,944	57,891
<b>2010/2011</b>	<b>£73,406</b>	<b>52,466</b>

## Charles Street Car Park



No of Spaces	Tariff
28	60 pence per hour or part thereof

Year	Income exc VAT	Tickets purchased
2007/08	£15,526	11,348
2008/09	£14,703	11,082
2009/2010	£15,657	11,150
<b>2010/2011</b>	<b>£12,777</b>	<b>9,847</b>

## Gorse Road Car Park



No of Spaces	Tariff
54	40 pence per hour or part thereof

Year	Income exc VAT	Tickets purchased
2007/08	£15,047	13,529
2008/09	£16,611	14,832
2009/2010	£16,473	14,279
<b>2010/2011</b>	<b>£14,536</b>	<b>14,782</b>

### Nile Street Car Park



No of Spaces	Tariff
49	80 pence per hour or part thereof

Year	Income exc VAT	Tickets purchased
2007/08	£43,782	34,278
2008/09	£38,829	29,911
2009/2010	£48,700	34,991
<b>2010/2011</b>	<b>£45,326</b>	<b>35,648</b>

### Tatham Street Car Park



No of Spaces	Tariff
94	60 pence per hour or part thereof

Year	Income exc VAT	Tickets purchased
2007/08	£45,552	41,550
2008/09	£38,669	37,609
2009/2010	£36,436	30,769
<b>2010/2011</b>	<b>£36,458</b>	<b>31,634</b>

### Tavistock Place Car Park (closed 27/01/2011)



No of Spaces	Tariff
143	80 pence per hour or part thereof

Year	Income exc VAT	Tickets purchased
2007/08	£128,869	93,098
2008/09	£150,236	104,395
2009/2010	£167,939	107,209
<b>2010/2011</b>	<b>£124,601</b>	<b>75,796</b>

### West Wear Street Car Park



No of Spaces	Tariff
40	60 pence per hour or part thereof

Year	Income exc VAT	Tickets purchased
2007/08	£33,393	26,991
2008/09	£31,478	28,561
2009/2010	£36,995	30,515
<b>2010/2011</b>	<b>£33,387</b>	<b>29,905</b>



## Prince Street and South Street Car Parks

In addition to the above public off street car parks there are also two city centre off street car parks that are reserved specifically for permit holders only and are located immediately behind Jacky Whites Market. Permit holders are allocated a specific bay number that is for their sole use.

Name of car park	Type of car park	No of Spaces
Prince Street	Surface	19
South Street	Surface	12

### Prince Street Car Park

No of Spaces	Tariff
19	£360 per quarter

Year	Income exc VAT	Permits purchased per annum
2007/08	£25,905	19
2008/09	£24,168	18
2009/2010	£24,520	16
<b>2010/2011</b>	<b>£21,600</b>	<b>15</b>

### South Street Car Park

No of Spaces	Tariff
12	£360 per quarter

Year	Income exc VAT	Permits purchased per annum
2007/08	£16,361	12
2008/09	£14,875	11
2009/2010	£15,486	10
<b>2010/2011</b>	<b>£17,015</b>	<b>9</b>

Anyone interested in purchasing a permit for Prince Street/South Street car parks should contact the Parking Services team on 0191 561 1433.

Please note the permit holders of Prince Street car park were re located from May 2010 due to the demolition works of Central car park, this work is currently still ongoing with an estimated completion date of September 2011.

## Chargeable On Street City Centre Car Parking

The council has 77 chargeable on street parking bays located in the City Centre which operate a pay and display system of parking as shown in the tables below:

On Street Parking Place	Number Of Spaces
Foyle Street	12
Frederick Street	13
Norfolk Street	3
West Sunnyside	11
St Thomas Street	(Closed 07/02/2010)
Bridge Street	4
Laura Street	11
Charles Street	10
Villiers Street	8
High Street	5

Income at some of the on street locations has been significantly affected this year due to footway and carriageway works associated with the Public Realm Scheme that was programmed for completion in late 2010 which has resulted in some of the bays in certain locations being out of use for a considerable amount of time (i.e. Villiers Street), the number of bays being reduced in some locations (i.e. Norfolk Street and West Sunnyside) or alternatively the permanent removal of bays in St Thomas Street this has greatly affected car parking income in these areas.

The locations affected by the Public Realm works are detailed in this section of the Annual report.

### Foyle Street

No of Spaces	Tariff
12	70 pence per 30 minutes or part thereof

Year	Income exc VAT	Tickets purchased
2007/08	£22,121	16,143
2008/09	£19,634	14,057
2009/2010	£18,889	12,569
<b>2010/2011</b>	<b>£21,860</b>	<b>14,684</b>

### Frederick Street

No of Spaces	Tariff
13	70 pence per 30 minutes or part thereof

Year	Income exc VAT	Tickets purchased
2007/08	£17,451	12,377
2008/09	£25,990	19,606
2009/2010	£28,436	19,966
<b>2010/2011</b>	<b>£26,275</b>	<b>19,966</b>

### Norfolk Street

No of Spaces	Tariff
3	70 pence per 30 minutes or part thereof

Year	Income exc VAT	Tickets purchased
2007/08	£10,433	7,341
2008/09	£8,961	6,559
2009/2010	£3,462	2,477
<b>2010/2011</b>	<b>£2,710</b>	<b>2,473</b>

Due to Public Realm development works in this location the pay and display bays in Norfolk Street were out of use from 12<sup>th</sup> September 2009 to week commencing the 6<sup>th</sup> September 2010 (approx 29 weeks) this also resulted in the number of bays being reduced from 7 to 3 bays in this location.

### West Sunnyside

No of Spaces	Tariff
11	70 pence per 30 minutes or part thereof

Year	Income exc VAT	Tickets purchased
2007/08	£23,247	17,086
2008/09	£30,608	20,716
2009/2010 **	£13,921	9,321
<b>2010/2011</b>	<b>£13,388</b>	<b>9,882</b>

Due to Public Realm development works in this location the pay and display bays in West Sunnyside were out of use from week ending 6<sup>th</sup> September 2009 to week commencing 6<sup>th</sup> September 2010 (approx 23 weeks of this financial year) which also resulted in the number of bays in this location reducing from 13 to 11 bays.

### St Thomas Street

No of Spaces	Tariff
0	70 pence per 30 minutes or part thereof

Year	Income exc VAT	Tickets purchased
2007/08	£12,842	9,571
2008/09	£15,696	11,076
2009/2010 **	£13,623	9,226
<b>2010/2011</b>	<b>£0.00</b>	<b>0</b>

Due to Public Realm development works in this location the pay and display bays in St Thomas Street were taken out of use from week ending 7<sup>th</sup> February 2010.

## Bridge Street

No of Spaces	Tariff
4	70 pence per 30 minutes or part thereof

Year	Income exc VAT	Tickets purchased
2007/08	£6,171	5,142
2008/09	£6,376	5,332
2009/2010	£6,890	5,262
<b>2010/2011</b>	<b>£5,363</b>	<b>4,300</b>

## High Street West

No of Spaces	Tariff
5	70 pence per 30 minutes or part thereof

Year	Income exc VAT	Tickets purchased
2007/08	£10,178	8,111
2008/09	£10,085	8,076
2009/2010	£9,040	6,917
<b>2010/2011</b>	<b>£4,717</b>	<b>3,944</b>

Due to Public Realm development works in this location the pay and display bays in High Street West were out of use from week ending 24<sup>th</sup> January 2010 until 27<sup>th</sup> September 2010 (approx 27 weeks) when the bays were reinstated

## Laura Street

No of Spaces	Tariff
11	90 pence per hour or part thereof

Year	Income exc VAT	Tickets purchased
2007/08	£15,188	11,465
2008/09	£15,771	11,591
2009/2010	£17,521	11,955
<b>2010/2011</b>	<b>£18,330</b>	<b>13,454</b>

## Villiers Street

No of Spaces	Tariff
8	50 pence per hour or part thereof

Year	Income exc VAT	Tickets purchased
2007/08	£5,931	5,113
2008/09	£7,492	6,019
2009/2010	£6,625	5,563
<b>2010/2011</b>	<b>£4,192</b>	<b>3675</b>

Due to public realm development works in this location the pay and display bays in Villiers Street were unavailable during week 22 and weeks 36-41 of this financial year (approx 7 weeks). They were reinstated week commencing 3<sup>rd</sup> January 2011.

## Occupancy figures in 2010 - 2011

In order to arrive at the occupancy figures for 2010/2011 surveys of the cars parked have been undertaken on a typical weekday and a Saturday. Occupancy figures include all different types of vehicles including pay on foot, pay and display, permit holders and blue badge parking. The occupancy figures are shown overleaf (page 31).

Car Park Type And Location	Typical Weekday %Age	Peak Time Weekday Between 11am – 2pm %Age	Typical Saturday %Age	Peak Time Saturday Between 11am – 2pm %Age
<b>PAY ON FOOT</b>				
<b>St Mary's</b>				
Ground	36.1	46.7	54.5	83.7
Level 1	25.4	51.9	53.8	89.4
Level 2	48.4	75.4	65.9	98.3
Level 3	13.8	32.6	35.8	74.8
<b>Sunniside</b>				
Level 1	86.2	93.1	78.4	87.9
Level 2	67.7	75.0	63.4	69.5
Level 3	90.7	100	85.9	94.9
Level 4	60.5	64.6	48.9	56.8
Level 5	83.5	100	59.3	97.4
Level 6	78.9	99.6	59.5	99.8
Level 7	67.3	98.9	48.0	99.0
Level 8	65.8	90.2	29.8	56.5
Level 9	17.7	32.0	2.3	3.7
Level 10	18.0	27.9	1.2	2.0
<b>MULTI STOREY</b>				
<b>Civic Centre</b>				
Level 2	44.3	62.8	22.1	37.0
Level 3	35.6	45.8	4.3	8.2
Level 4	93.2	92.7	32.6	51.9
Level 5	77.8	91.6	5.7	11.8
<b>OFF STREET</b>				
Boughton Street	55.9	74.6	59.3	79.0
Charles Street	12.5	19.6	21.1	42.0
Gorse Road	33.2	47.2	8.2	9.3
Nile Street	35.1	50.8	26.7	37.8
Tatham Street	37.8	57.3	39.1	57.0
Tavistock Place	49.3	73.6	46.7	96.9
West Wear St.	42.3	58.1	40.1	65.0
Prince Street	79	79	79	79
South Street	73	73	73	73
<b>ON STREET</b>				
Foyle Street	69.7	95.8	29.1	52.08
Frederick Street	73.4	94.2	66.2	80.8
Norfolk Street	48.6	71.4	40.0	60.7
West Sunniside	52.1	59.6	50.1	65.4
Bridge Street	81.9	100.0	93.2	100
Laura Street	61.2	84.1	72.6	97.5
Villiers Street	22.5	25.0	5.0	12.5
High Street	69.1	100.0	73.0	77.5

## Car Parks with the Safer Parking Award



There are five car parks in Sunderland city centre that have achieved the Safer Parking Award. These are St Mary's multi-storey, Sunnyside multi-storey, Nile Street, Tatham Street and West Wear Street surface car parks.

There are also two privately operated pay on foot car parks in the City Centre which has attained the safer parking award namely the Bridges and the Roof Top car parks.

The Safer Parking Award aims to raise security standards within car parks and effectively reduce car related crime.

To be awarded the safer parking status a stringent set of standards has to be met, including patrolling security patrols, good levels of lighting and closed circuit television.



## Free Off Street Car Parks City Wide

The council also manage 25 free car parks that are located throughout the city

<b>Central Area</b>	
<b>Car Park Name</b>	<b>No of Spaces</b>
Booth Street	15
Brookside Terrace	19
Commercial Road	64
Morgan Street	38
Ocean Road	21
Ocean Park	211
Silksworth Road	6
Wreath Quay Road	19
Marine Walk	60
Harbour View	129
<b>Total</b>	<b>582</b>

<b>Houghton Area</b>	
<b>Car Park Name</b>	<b>No of Spaces</b>
Brinkburn Crescent	86
Fatherley Terrace	25
Eden Terrace	16
Station Road	90
Westbourne Terrace	30
<b>Total</b>	<b>247</b>

<b>Hetton Area</b>	
<b>Car Park Name</b>	<b>No of Spaces</b>
Barnes Street	38
Barnes Street Church	8
Market Street	31
Railway Street	8
Park View	5
Elemore Lane	5
<b>Total</b>	<b>95</b>

<b>Washington Area</b>	
<b>Car Park Name</b>	<b>No of Spaces</b>
Coach Road Estate	56
Manor Road	78
Speculation Place	151
Village Lane	42
<b>Total</b>	<b>327</b>

## Electrical Charging Points



One of the five aims of the Economic Master plan, launched in October last year, was to position Sunderland as ‘a national hub of the low-carbon economy’ and this is a good opportunity to look at the many things that we do as a council to lead the way in this aim, all year round.

March last year saw the announcement that Nissan was to build its electric vehicle, the Leaf, in Sunderland from 2013 – great news for the city. Since then, the council placed a successful bid for matched grant funding to install electric vehicle charging points, and plans for 30 to be in place by the end of 2010 which was achieved.

As one of the city’s biggest employers, and an organisation that works closely with Nissan, it’s important that we embrace the use of Electric Vehicles and promote this to residents and businesses alike. To this end, employees in Parking Services and Development Control can now make use of two electric pool vehicles – with estimated savings of over £3,500 on running costs for each vehicle over a three year period.

The bays are located across the City of Sunderland as detailed in the table below. Further information is also available on the council website at:

<http://www.sunderland.gov.uk/index.aspx?articleid=5014>

Location	Address	Post Code	Bays
Civic Centre - (multi-storey)	Cowan Terrace, Sunderland	SR2 7DN	6
St. Mary’s - (multi-storey)	St Marys Way, Sunderland,	SR1 2HN	4
Sunniside - (multi-storey)	William Street, Sunderland	SR1 1UL	4
Tatham Street - (surface)	Tatham Street, Sunderland	SR3 2QY	2
Station Rd, Houghton (surface)	Station Road, Houghton	DH4 5HB	2
Spout Lane/Speculation Place (surface)	Vermont, Washington	NE37 2AL	2
Boughton Street (surface)	Tunstall Road, Sunderland	SR1 3ZZ	2
Ocean Park, Seaburn (surface)	Lowry Road, Seaburn, Sunderland	SR6 8ZZ	3
Harbour View, Roker (surface)	Marine Walk, Roker, Sunderland	SR6 0ZZ	2
Nile Street (surface)	Nile Street, Sunderland	SR1 1ZZ	2
Barnes Street, Hetton (surface)	Barnes Street, Hetton	DH5 9ZZ	1

## City Centre Residents Parking Scheme

The council currently operate a city centre residents parking scheme which allows residents who live within the area bounded by Stockton Road, St Michael's Way, Livingstone Road, St Mary's Way, Wearmouth Bridge, Bridge Street, West Wear Street, Sans Street, Borough Road, Toward Road and Park Road, and are eligible, to purchase a permit that will allow parking at any time (subject to availability) in any of the council controlled multi storey and off street car parks (except Prince/South Street car parks which are reserved for private permit holders).

Currently the cost of a permit is £155 per quarter or £545 per annum. These figures are subject to review from time to time.

Applicants should be registered for council tax at a property within this city centre area and produce DVLA documentation of vehicle ownership. If the vehicle is leased or is a company vehicle letter headed correspondence to confirm identity and eligibility must be provided for verification purposes.

The car parks involved in the scheme are as follows: St Mary's, Sunnyside, Civic Centre, Boughton Street, Nile Street, West Wear Street, Charles Street, Tatham Street and Gorse Road.

Anyone wishing to apply for a City Centre residents permit should contact the Parking Services team on 0191 561 1433 or email [parking@sunderland.gov.uk](mailto:parking@sunderland.gov.uk)

## The Appeals Process

### Penalty Charge Notices

A Penalty Charge Notice may be issued to any vehicle parked in contravention of the parking and waiting restrictions. As mentioned earlier the TMA 2004 introduced differential sums of £70/£50 and £60/£40, a 50% discount amount is applied to both charge amounts if it is paid not later than the last day of the period of 14 days beginning with the date on which the PCN is served. In March 2009 the council adopted penalty charge levels of £70 and £50 respectively, again the 50% discount amount is applied to both charges within the 14 day discount period.

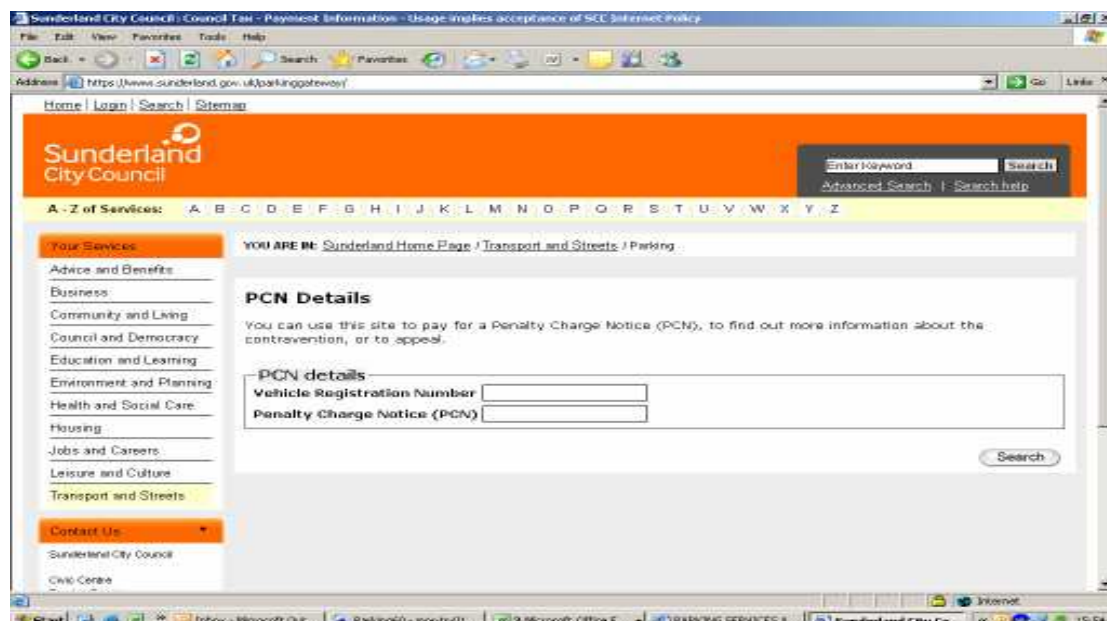
During the period 1<sup>st</sup> April 2010 to 31<sup>st</sup> March 2011 Sunderland City Council issued 11,783 Penalty Charge Notices and from that number 1588 notices were cancelled as a result of an appeal.

The Income generated from PCN's for the same period was £358,609.

All Penalty Charge Notices issued contain details about how to pay or how to make an appeal and all appeals must be made in writing either by letter, email or on line in accordance with the legislation. Sunderland City Council Parking Services team deal with responding to correspondence at all stages of the appeals process

The council publishes clear information on its website about the appeals process and ensures that any correspondence is informative about the appeals process, whilst ensuring any correspondence meets the necessary legal requirements.

In addition, the council has now introduced the facility to view any photographic evidence that is available in relation to a PCN, appeal against or pay for a PCN on line at [www.sunderland.gov.uk/parkinggateway/](http://www.sunderland.gov.uk/parkinggateway/). In order to use this facility the motorist must have the PCN number and the vehicle registration to hand. The log on screen is shown below:



Our parking team are committed to being firm but fair, transparent and consistent in our approach to Penalty Charge Notice challenges, representations and appeals.

The council is legally obliged to consider and respond to correspondence at any stage in the process. The Traffic Management Act requires responses to be sent in a timely fashion. We aim to respond to all initial challenges within 14 days and all representations must, by law, be responded to within 56 days as laid out in the legislation.

## **Challenges, Representations and Appeals**

Anyone who feels that a penalty charge notice has been incorrectly served may challenge it in writing by letter, email, and fax or on line as detailed on the Penalty Charge Notice. Each stage of the appeals process is explained below:

### **Informal Written Challenge**

Anyone wishing to challenge a penalty charge notice may appeal. Such an appeal must be made in writing either by letter, email or on line to the City Council's Parking Services team within 28 days of the date of service of the penalty charge notice. The address is on the back of the penalty charge notice. If a challenge is made within 14 days of the ticket being served and the appeal is rejected the appellant will receive a letter explaining the reasons why the penalty charge notice is not being cancelled and will also be given another opportunity to pay the discounted amount. If the appeal letter is received outside of the 14 day discount period and the appeal is rejected the discounted rate will no longer apply.

### **Notice to Owner**

If after a period of 28 days beginning with the date the PCN was served and the amount owed remains outstanding the Council obtains the registered keeper's details from the DVLA at Swansea and sends out a "Notice to Owner" (NtO) to the registered keeper. Regardless of who was driving at the time it is the registered keeper who is responsible. The notice requests the registered keeper to either pay the outstanding amount or make a formal written representation to challenge the issue of the PCN. At this stage the opportunity to pay the discounted sum is no longer available.

The Notice to Owner will advise that there are 28 days beginning with the date on which the Notice to Owner is served to either:

- pay the penalty charge notice in full; or
- make a formal written representation to the council based upon the grounds detailed in the Notice to Owner

### **Formal Written Representation**

On receipt of the formal representation the council will carefully consider all the relevant facts and mitigating circumstances and all information relating to the contravention held on our computer records and in the Civil Enforcement Officer's pocket book.

If the representation is accepted the owner/keeper of the vehicle will be notified that the penalty charge notice has been cancelled and no further action will be taken.

Otherwise, a formal Notice of Rejection will be forwarded to the registered owner/keeper of the vehicle together with a Traffic Penalty Tribunal appeal form. The Notice of Rejection will advise the registered owner/keeper to either pay the penalty charge notice in full or to appeal to an independent adjudicator on the form supplied with the Notice of Rejection.

Late representations will normally not be accepted unless there are mitigating circumstances that the council may wish to take into consideration.

Anyone who requires advice on how to challenge a penalty charge notice or has any other queries should contact Parking Services on 0191 561 1521.

### **Appeal to an Independent Adjudicator**

You may only appeal to an independent adjudicator on receipt of the Notice of Rejection. Appeals at this stage should be forwarded to the Traffic Penalty Tribunal using the appeal form provided with the Notice of Rejection letter. The adjudicator may only consider appeals on the grounds listed in the Notice to Owner. The decision of the adjudicator is final and binding on both parties.

Appeals may be heard either in person, by telephone or by post, depending on the appellant's preference or arranged by the Traffic Penalty Tribunal. Appeals in person can take place in various locations throughout the UK depending on the motorist's preference. The current locations can be viewed on the Traffic Penalty Tribunal website by using the following link:

<http://www.parking-adjudication.gov.uk/olappeals/hearingvenues.asp>

The Traffic Penalty Tribunal has a facility for motorists to appeal to them on line. This year Sunderland City Council has introduced this process to allow motorists to appeal to the Traffic Penalty Tribunal on line via its website at [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk). If they so wish.

In order to appeal on line a personal identification number is required, this is provided on the Notice of Rejection which is issued by the council when a formal representation is unsuccessful and an example is shown in the text box below:

18TH123
---------

TPT also provide on-line assistance to motorists as they complete the appeal form.

The Traffic Penalty Tribunal (TPT) is an adjudication service made up of qualified solicitors with a minimum 5 years experience in road traffic law. They are independent of the council and arrive at decisions based on evidence placed before them.

**Traffic Penalty Tribunal contact details are as follows:**

Traffic Penalty Tribunal  
Barlow House  
Minshull Street  
Manchester  
M1 3DZ

**Telephone:** 0161 242 5252

**Fax:** 0161 242 5265

**Email:** [info@trafficpenaltytribunal.gov.uk](mailto:info@trafficpenaltytribunal.gov.uk)

**Website:** [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk)

## Financial Statistics and Data

### Operational and Financial Statistics

The operational and financial statistics for 2010/2011 are as follows:

	On Street	Off Street	Parking Services/ CPE	Total
<b><u>Income</u></b>	£	£	£	£
Pay on Foot & Pay and Display PCN's	100,834	1,408,301		1,509,135
Permits		140,768	358,609	358,609
	100,834	1,549,069	358,609	2,008,512
<b><u>Direct Costs</u></b>				
Employees	300,911	716,116	301,451	1,318,478
Premises	880	519,334	388	520,602
Transport	182	35,509	11,425	47,116
Supplies and Services	400	115,460	190,036	305,896
	302,373	1,386,419	503,300	2,192,092
<b><u>(Deficit)/ Surplus</u></b>	(201,539)	162,650	(144,691)	(183,580)
In addition, indirect costs are incurred as follows;				
Support Services Charges				264,437
Capital Charges (notional)				254,079
Capital Charges (other)				297,838

### PCN's Issued in Area and Location

The total number of PCN's issued in 2010/2011 was 11,783 a breakdown of the PCN's issued in each zone is as follows:

Area	No of PCN's Issued	% of Total PCN's Issued
City Centre	6772	58%
South Sunderland	1012	9%
North Sunderland	2379	20%
West Sunderland	1099	9%
Houghton and Hetton	367	3%
Washington	154	1%
	<b>11,783</b>	



## PCN Comparisons from Previous Years

Area	2007/2008	2008/2009	2009/2010	2010/2011
City Centre	7,730	7595	7294	6772
South Sunderland	1,836	2107	2485	1012
North Sunderland	720	976	1069	2379
West Sunderland	239	748	936	1099
Houghton and Hetton	129	371	349	367
Washington	54	59	159	154
<b>Totals</b>	<b>10,708</b>	<b>11,856</b>	<b>12,292</b>	<b>11,783</b>

The 10 locations in the city where most PCN's have been issued in 2010/2011 are;

1. Frederick Street
2. Tavistock Place Car Park
3. High Street West
4. Boughton Street Car Park
5. Station Street
6. Henderson Road
7. Kayll Road
8. West Street
9. John Street
10. Derwent Street and Thornhill Crescent

## Payment of PCN'S

To encourage prompt payment, the regulations provide discount if the penalty is paid within 14 days of the service of the PCN. This discount is currently 50%. The PCN amounts payable in Sunderland according to the time within which it is paid are shown in the table below:

Level of PCN	Paid within 14 days	Paid between 15 days and service of a Notice to Owner	Paid between issue of Notice to Owner and services of Charge Certificate	Paid after service of the Charge Certificate
PCN £50	£25	£50	£50	£75
PCN £70	£35	£70	£70	£105

## Payments Received

9414 (80%) payments were received which is a 4% increase on the figure for 2009/2010 and a 7% increase on 2008/2009

Number Paid	Status
48	Paid at £20
1317	Paid at £25
35	Paid at £30
6335	Paid at £35
12	Paid at £40
4	Paid at £45
211	Paid at £50
9	Paid at £60
35	Paid at £65
704	Paid at £70
47	Paid at £75
8	Paid at £80
13	Paid at £90
179	Paid at £95
180	Paid at £105
13	Paid at £110
264	Paid other amount

## Method of Payment

9414 PCN's were paid using the following methods:

Number Paid	% Paid	Method Of Payment
5345	57%	Debit/Credit Card Payment
2004	21%	Cheque Payment
1134	12%	Cash Payment
880	9%	Postal Order/Other Payment
51	1%	On Line

## Method of Payment Comparisons for Previous Years

Area	2007/2008	2008/2009	2009/2010	2010/2011
Debit/Credit Card	58%	58%	56%	57%
Cheque Payment	27%	26%	23%	21%
Cash Payment	14%	14%	13%	12%
Postal Order/Other	1%	2%	7%	9%
On Line	n/a	n/a	1%	1%

The council introduced an online payment and appeal facility late in the 2010/2011 financial year in order to give motorists an additional payment and appeal option.

### Cancellations

#### **Cancellations Due to Appeal**

All appeals must be made in writing detailing their mitigating circumstances. Because the council adopt a firm but fair approach, appeals are considered on their own merits and inevitably there are a number of cancellations for various reasons. It is important that the decisions which are made are consistent, supported by firm evidence, not only to assist the notice processing staff to arrive at the correct decision but also to confirm to the council's auditor that we are operating a fair, proportionate and consistent regime.

The council cancelled 1588 PCN's as a result of appeals being received. The most frequent reason for cancellations and writing off are as follows:

Reasons for Cancellation	No. Cancelled of Total PCN's Issued	% of total PCN's Issued
Blue Badge Holder	559	5%
Valid Ticket Produced	484	4%
Mitigating Circumstances	283	2%

**PCN's Written Off (Total number of PCN's issued 11,782)**

<b>Reasons for Writing Off</b>	<b>Number of PCN's Written Off of Total Tickets Issued</b>	<b>%</b>
Processing Error/Spoilt	341	3%
Driver Untraceable	169	1%
Machine Fault	19	0.16%
Foreign Vehicle	3	0.025%

**Recovery of Debts**

If the registered keeper fails to pay the outstanding charge it will ultimately be referred to the Traffic Enforcement Centre at Northampton County Court and the outstanding charge is registered as a debt to the council and thereafter bailiffs may be employed to recover the debt. In 2010/2011 1039 warrants were issued from the 11,783 tickets issued. The current status of the 1039 warrants issued is as follows;

<b>No of Cases</b>	<b>Status as at August 2011</b>
337	Pending
170	Paid
170	No Trace
362	Cancelled unable to levy (additional evidence provided not previously submitted)

## Correspondence

In 2010/2011 the Parking Services team dealt with, 21,375 items of incoming and outgoing correspondence as detailed below:

No of items received and sent	Correspondence Type
2567	Informal Representations
1494	Accepted Informal Representations
1073	Dismissed Informal Representations
3467	DVLA Requests
2639	Notice To Owners
348	Formal Representations
254	Notice of Rejections
94	Notice of Acceptance
71	TPT Requests for evidence
54	TPT Appeals Submitted
17	TPT No Contest
1693	Charge Certificates
995	Statutory Declarations
1235	Warrants
1743	Non-Statutory Correspondence
1668	Payments received by post
1963	Misc

## **The Joint Report of the Parking Adjudicators for England and Wales 2010/2011 – Statistical Information**

The Traffic Penalty Tribunal's (TPT) most recent published report quotes figures for the periods April 2010 to March 2011. The report provides statistical information on every authority outside of London that has adopted Civil Parking Enforcement. During the period April 2010 to March 2011 TPT dealt with 14,708 appeals.

The report shows that in 2010/2011 there were 242 authorities outside of London operating CPE.

### **Sunderland's Statistics**

When considering Sunderland's position it should be borne in mind that some authorities dealt with a relatively low number of appeals therefore the statistics can be misleading. Some authorities received low numbers of appeals because not all of their administrative area is subject to enforcement or enforcement was introduced part way through the year. The figures shown in Table 1 do not include those authorities that have recently introduced Civil Parking Enforcement and have yet to have any appeals decided by the Traffic Penalty Tribunal.

For comparison purposes, Table 2 shows the statistics taken from the report relating to other north east authorities that were operating DPE during 2010/2011.

Sunderland has had 71 appeals heard by the adjudicator. The figures indicate that the council's parking management team provide robust, quality representations to TPT, including comprehensive evidence, which has resulted in the majority of appeals being refused. The council is placed in the first quartile for the most important indicator which clearly demonstrates that the council is among one of the top performers. The TPT adjudicator only allowed 10 cases (14%) which is one of the lowest percentage of appeals allowed throughout the country. The figures indicate that the council's parking management team provide robust, quality representations to TPT, including comprehensive evidence.

The Parking Adjudicators for England and Wales recommends an Authority publishes in its Annual Report information relating to 10 specific statistics. These are shown in the table on page 45 of this report.

Sunderland's rate of appeals per penalty charge notice is high (0.60%), however it should be borne in mind that the Council has been subject to a prolonged campaign by a local resident who has set up a business defending parking appeals.

Since the objective of the councils parking management regime must be compliance with the regulations, this is a clear indication of the success of the council's parking management regime.

**Table 1**

	All Councils	Sunderland's Performance	Position In Overall Table	Position In Table Of Authorities In Excess Of 50 Appeals
Appeals Received	14,708			
PCN'S Issued	4,207,013	11,783		
Rate of Appeal per PCN	0.35%	0.60% (1.05%)	226th 4 <sup>th</sup> Quartile	64 <sup>th</sup> 4 <sup>th</sup> Quartile
Not contested by Council	3864 26%	17 (24%)	132 <sup>nd</sup> 3 <sup>rd</sup> Quartile	37th 3 <sup>rd</sup> Quartile
Allowed by Adjudicator	3509 24%	10 (14%)	35 <sup>th</sup> 1 <sup>st</sup> Quartile	8th 1 <sup>st</sup> Quartile
Total allowed including not contested by Council	7373 50%	27 (38%)	56th 1 <sup>st</sup> Quartile	14 <sup>th</sup> 1 <sup>st</sup> Quartile
Refused by Adjudicator Including Out Of Time and Withdrawn by Appellant	6173 42%	36 (51%)	74th 2 <sup>nd</sup> Quartile	19th 2 <sup>nd</sup> Quartile
Awaiting decision including other decided	17 2%	1 (1%)		

Table 2 below show the statistics taken from the TPT report relating to north east authorities that were operating DPE during 2010/2011.

**Table 2**

<b>Authority</b>	<b>Number of Cases</b>	<b>Allowed by Adjudicator</b>	<b>Total Allowed Including Not Contested by Council</b>	<b>Refused by Adjudicator Including Out of Time and Withdrawn by Appellant</b>
<b>All Councils</b>	<b>14,708</b>	<b>3,572 (29%)</b>	<b>7,742 (62%)</b>	<b>4,325 (35%)</b>
Gateshead	63	12 (19%)	27 (42%)	33(52%)
Hartlepool	18	4 (22%)	12 (67%)	6 (33%)
Middlesbrough	28	4 (14%)	8 (29%)	13 (46%)
Newcastle	377	55 (15%)	114 (30%)	199 (53%)
Redcar and Cleveland	32	10 (31%)	23 (72%)	8 (25%)
South Tyneside	17	3 (18%)	7 (41%)	10 (59%)
Stockton	7	1 (14%)	2 (29%)	5 (71%)
<b>Sunderland</b>	<b>71</b>	<b>10 (14%)</b>	<b>27 (38%)</b>	<b>36 (51%)</b>

The Parking Services Annual Report can also be made available in large print, Braille, audio and other languages. Please contact Parking Services on 0191 561 7832 or email [parking@sunderland.gov.uk](mailto:parking@sunderland.gov.uk) for further information.



**Appendix 1**

**Standard PCN Codes v6.5.1**

**On-Street**

CODE	GENERAL SUFFIX(ES)	DESCRIPTION	DIFFERENTIAL LEVEL	NOTES
01	EOYZ	PARKED IN A RESTRICTED STREET DURING PRESCRIBED HOURS	HIGHER	SUFFIXES Y & Z FOR BBH ONLY
02	AEJO	PARKED OR LOADING/UNLOADING IN A RESTRICTED STREET WHERE WAITING AND LOADING/UNLOADING RESTRICTIONS ARE IN FORCE	HIGHER	
04	CS	PARKED IN A METER BAY WHEN PENALTY TIME IS INDICATED	LOWER	
05	CPSUV	PARKED AFTER THE EXPIRY OF PAID FOR TIME	LOWER	
06	CIPV	PARKED WITHOUT CLEARLY DISPLAYING A VALID PAY & DISPLAY TICKET OR VOUCHER	LOWER	
07	CMPRSV	PARKED WITH PAYMENT MADE TO EXTEND THE STAY BEYOND INITIAL TIME	LOWER	'METER FEEDING'
08	C	PARKED AT AN OUT-OF-ORDER METER DURING CONTROLLED HOURS	LOWER	ELECTRONIC METERS ONLY
09	PS	PARKED DISPLAYING MULTIPLE PAY & DISPLAY TICKETS WHERE PROHIBITED	LOWER	SOME BOROUGHES ONLY
10	P	PARKED WITHOUT CLEARLY DISPLAYING TWO**** VALID PAY AND DISPLAY TICKETS WHEN REQUIRED	LOWER	SOME BOROUGHES ONLY
11	U	PARKED WITHOUT PAYMENT OF THE PARKING CHARGE	LOWER	
12	RSTWXY	PARKED IN A RESIDENTS' OR SHARED USE PARKING PLACE OR ZONE WITHOUT CLEARLY DISPLAYING EITHER A PERMIT OR VOUCHER OR PAY AND DISPLAY TICKET ISSUED FOR THAT PLACE	HIGHER	
13		---- RESERVED FOR TFL USE (LOW EMISSION ZONE) ----	N/A	
14		PARKED IN AN ELECTRIC VEHICLES' CHARGING PLACE DURING RESTRICTED HOURS WITHOUT CHARGING	HIGHER	
16	BDHQSTWXYZ	PARKED IN A PERMIT SPACE WITHOUT DISPLAYING A VALID PERMIT	HIGHER	SUFFIX "S" ONLY FOR USE WHERE BAY IS COMPLETELY NON-RESIDENT
17		---- RESERVED FOR TFL USE (CONGESTION CHARGING) --- -	N/A	
18	BCDFHMPSV	USING A VEHICLE IN A PARKING PLACE IN CONNECTION WITH THE SALE OR OFFERING OR EXPOSING FOR SALE OF GOODS WHEN PROHIBITED	HIGHER	
19	IRSWXYZ	PARKED IN A RESIDENTS' OR SHARED USE PARKING PLACE OR ZONE DISPLAYING AN INVALID PERMIT, AN INVALID VOUCHER OR AN INVALID PAY & DISPLAY TICKET	LOWER	
20		PARKED IN A LOADING GAP MARKED BY A YELLOW LINE	HIGHER	
21	BCDFHJLMRQSUV	PARKED IN A SUSPENDED BAY OR SPACE OR PART OF BAY OR SPACE	HIGHER	
22	CFLMNOPSV	RE-PARKED IN THE SAME PARKING PLACE OR ZONE WITHIN ONE HOUR* OF LEAVING	LOWER	
23	BCDFGHJKLPSV	PARKED IN A PARKING PLACE OR AREA NOT DESIGNATED FOR THAT CLASS OF VEHICLE	HIGHER	
24	BCDFHMPQRSV	NOT PARKED CORRECTLY WITHIN THE MARKINGS OF THE BAY OR SPACE	LOWER	
25	JN	PARKED IN A LOADING PLACE DURING RESTRICTED HOURS WITHOUT LOADING	HIGHER	ON-STREET LOADING BAYS
26	E	PARKED IN A SPECIAL ENFORCEMENT AREA MORE THAN 50 CM† FROM THE EDGE OF THE CARRIAGEWAY AND NOT WITHIN A DESIGNATED PARKING PLACE	HIGHER	
27	JO	PARKED IN A SPECIAL ENFORCEMENT AREA ADJACENT TO A DROPPED FOOTWAY	HIGHER	

30	FNOU	PARKED FOR LONGER THAN PERMITTED	LOWER	
31	J	Entering and stopping in a box junction when prohibited	N/A	LONDON ONLY
32	JDTW	Failing to drive in the direction shown by the arrow on a blue sign	N/A	CODE SPECIFIC SUFFIXES APPLY. LONDON ONLY
33	JBCEFGHIKQRS	Using a route restricted to certain vehicles	N/A	CODE SPECIFIC SUFFIXES APPLY. LONDON ONLY
34	J0	Being in a bus lane	N/A	
35		PARKED IN A DISC PARKING PLACE WITHOUT CLEARLY DISPLAYING A VALID DISC	LOWER	
36		PARKED IN A DISC PARKING PLACE FOR LONGER THAN PERMITTED	LOWER	
37	J	FAILING TO GIVE WAY TO ONCOMING VEHICLES	N/A	LONDON ONLY
38	JLR	FAILING TO COMPLY WITH A SIGN INDICATING THAT VEHICULAR TRAFFIC MUST PASS TO THE SPECIFIED SIDE OF THE SIGN	N/A	CODE-SPECIFIC SUFFIXES APPLY. LONDON ONLY.
40	N	PARKED IN A DESIGNATED DISABLED PERSON'S PARKING PLACE WITHOUT DISPLAYING A VALID DISABLED PERSON'S BADGE IN THE PRESCRIBED MANNER	HIGHER	
41	J	PARKED IN A PARKING PLACE DESIGNATED FOR DIPLOMATIC VEHICLES	HIGHER	
42	J	PARKED IN A PARKING PLACE DESIGNATED FOR POLICE VEHICLES	HIGHER	
45	N	PARKED ON A TAXI RANK	HIGHER	
46	JN	STOPPED WHERE PROHIBITED (ON A RED ROUTE OR CLEARWAY)	HIGHER	
47	JN	STOPPED ON A RESTRICTED BUS STOP OR STAND	HIGHER	
48	J	STOPPED IN A RESTRICTED AREA OUTSIDE A SCHOOL WHEN PROHIBITED	HIGHER	
49	J	PARKED WHOLLY OR PARTLY ON A CYCLE TRACK OR LANE	HIGHER	
50	JLRU	PERFORMING A PROHIBITED TURN	N/A	CODE SPECIFIC SUFFIXES APPLY. LONDON ONLY
51	J	FAILING TO COMPLY WITH A NO ENTRY SIGN	N/A	LONDON ONLY
52	JGMSVX	FAILING TO COMPLY WITH A PROHIBITION ON CERTAIN TYPES OF VEHICLE	N/A	CODE SPECIFIC SUFFIXES APPLY. LONDON ONLY
53	J	FAILING TO COMPLY WITH A RESTRICTION ON VEHICLES ENTERING A PEDESTRIAN ZONE	N/A	LONDON ONLY
54	J	FAILING TO COMPLY WITH A RESTRICTION ON VEHICLES ENTERING AND WAITING IN A PEDESTRIAN ZONE	N/A	LONDON ONLY
55		A COMMERCIAL VEHICLE PARKED IN A RESTRICTED STREET IN CONTRAVENTION OF THE OVERNIGHT WAITING BAN	HIGHER	
56		PARKED IN CONTRAVENTION OF A COMMERCIAL VEHICLE WAITING RESTRICTION	HIGHER	NON- OVERNIGHT WAITING RESTRICTION
57		PARKED IN CONTRAVENTION OF A COACH BAN	HIGHER	NON- OVERNIGHT WAITING RESTRICTION
58		USING A VEHICLE ON A RESTRICTED STREET DURING PRESCRIBED HOURS WITHOUT A VALID PERMIT	N/A	LONDON LORRY BAN ONLY
59		USING A VEHICLE ON A RESTRICTED STREET DURING PRESCRIBED HOURS IN BREACH OF PERMIT CONDITIONS	N/A	LONDON LORRY BAN ONLY
61	124CGJ	A HEAVY COMMERCIAL VEHICLE WHOLLY OR PARTLY PARKED ON A FOOTWAY, VERGE OR LAND BETWEEN TWO CARRIAGEWAYS	HIGHER	CODE SPECIFIC SUFFIXES APPLY.
62	124CGJ	PARKED WITH ONE OR MORE WHEELS ON OR OVER A FOOTPATH OR ANY PART OF A ROAD OTHER THAN A CARRIAGEWAY	HIGHER	CODE SPECIFIC SUFFIXES APPLY.
63	C	PARKED WITH ENGINE RUNNING WHERE PROHIBITED	LOWER	THIS CONTRAVENTION OCCURS IN CERTAIN COACH BAYS.

67		---- RESERVED FOR VEHICLE EMISSIONS ----	N/A	
68		---- RESERVED FOR VEHICLE EMISSIONS ----	N/A	
99	JO	STOPPED ON A PEDESTRIAN CROSSING OR CROSSING AREA MARKED BY ZIGZAGS	HIGHER	PEDESTRIAN CROSSINGS

\* = or other specified time

\*\*\*\* = or other number

† = or other specified distance

### Off-Street

70		PARKED IN A LOADING AREA DURING RESTRICTED HOURS WITHOUT REASONABLE EXCUSE	HIGHER	OFF-STREET LOADING AREAS
73	U	PARKED WITHOUT PAYMENT OF THE PARKING CHARGE	LOWER	OFF-STREET CAR PARKS
74	PRS	USING A VEHICLE IN A PARKING PLACE IN CONNECTION WITH THE SALE OR OFFERING OR EXPOSING FOR SALE OF GOODS WHEN PROHIBITED	HIGHER	OFF-STREET CAR PARKS
77		--- RESERVED FOR DVLA USE ---	N/A	
80		PARKED FOR LONGER THAN THE MAXIMUM PERIOD PERMITTED	LOWER	OFF-STREET CAR PARKS
81	O	PARKED IN A RESTRICTED AREA IN A CAR PARK	HIGHER	OFF-STREET CAR PARKS
82	PUV	PARKED AFTER THE EXPIRY OF PAID FOR TIME	LOWER	OFF-STREET CAR PARKS
83		PARKED IN A CAR PARK WITHOUT CLEARLY DISPLAYING A VALID PAY & DISPLAY TICKET OR VOUCHER OR PARKING CLOCK	LOWER	OFF-STREET CAR PARKS
84		PARKED WITH ADDITIONAL PAYMENT MADE TO EXTEND THE STAY BEYOND TIME FIRST PURCHASED	LOWER	OFF-STREET CAR PARKS
85	BTRW	PARKED IN A PERMIT BAY WITHOUT CLEARLY DISPLAYING A VALID PERMIT	HIGHER	OFF-STREET CAR PARKS
86	PRS	PARKED BEYOND THE BAY MARKINGS	LOWER	OFF-STREET CAR PARKS
87		PARKED IN A DESIGNATED DISABLED PERSON'S PARKING PLACE WITHOUT DISPLAYING A VALID DISABLED PERSON'S BADGE IN THE PRESCRIBED MANNER	HIGHER	OFF-STREET CAR PARKS
89		VEHICLE PARKED EXCEEDS MAXIMUM WEIGHT OR HEIGHT OR LENGTH PERMITTED IN THE AREA	HIGHER	OFF-STREET CAR PARKS
90	PSV	RE-PARKED WITHIN ONE HOUR* OF LEAVING A BAY OR SPACE IN A CAR PARK	LOWER	OFF-STREET CAR PARKS
91	CG	PARKED IN A CAR PARK OR AREA NOT DESIGNATED FOR THAT CLASS OF VEHICLE	HIGHER	OFF-STREET CAR PARKS
92	O	PARKED CAUSING AN OBSTRUCTION	HIGHER	OFF-STREET CAR PARKS
93		PARKED IN CAR PARK WHEN CLOSED	LOWER	OFF-STREET CAR PARKS
94	P	PARKED IN A PAY & DISPLAY CAR PARK WITHOUT CLEARLY DISPLAYING TWO**** VALID PAY AND DISPLAY TICKETS WHEN REQUIRED	LOWER	OFF-STREET CAR PARKS
95		PARKED IN A PARKING PLACE FOR A PURPOSE OTHER THAN THE DESIGNATED PURPOSE FOR THE PARKING PLACE	LOWER	OFF-STREET CAR PARKS
96	C	PARKED WITH ENGINE RUNNING WHERE PROHIBITED	LOWER	OFF-STREET CAR PARKS - THIS CONTRAVENTION MAY OCCUR IN CERTAIN COACH BAYS.

\* = OR OTHER SPECIFIED TIME

\*\*\*\* = OR OTHER NUMBER

Appendix 2

