



**Pembrokeshire County Council**  
**Civil Parking Enforcement**  
**7th Annual Report**

**April 2017 to March 2018**

**Transportation and Environment Directorate**

# **Civil Parking Enforcement – 7th Annual Report 2017/18**

1<sup>st</sup> July 2018

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## **1.0 Introduction**

### **Welcome to Pembrokeshire County Council's Parking Services Annual Report for 2017/18.**

**By Councillor Phil Baker  
Cabinet Spokesperson for Planning and Infrastructure**

**The Council is required to publish this information in accordance with Part 6 of the Traffic Management Act 2004.**

This is the Seventh annual report which we have published, in accordance with the requirements of the Traffic Management Act 2004. Its aim is to provide information about how Pembrokeshire County Council delivers its parking enforcement and associated services and to place the service in context with our other road network management duties and policies.

We continue to enforce parking restrictions both on and off street on all roads in the County and in all car parks owned by the Council. This report covers the period from 1<sup>st</sup> April 2017 to 31 March 2018.

One of our priorities is to ensure that the enforcement of parking restrictions is transparent, consistent and fair. Pembrokeshire County Council recognises that openness and accountability is critical to gaining public support and by publishing our Annual Parking Report, we hope that our customers will be aware of our dedication to improving the parking regime for residents, businesses, and visitors.

The authority is also continually reviewing how we operate our parking services operations and is working on a full cost recovery basis. It is our intention to ensure that we deliver a high standard of service for both on and off street parking provisions. We will continue to evaluate our parking charging policy and ensure we review our whole service as part of our transformation programme

If you have any questions or comments regarding our Parking Annual Report, please let us know by telephoning on 01437 764551 or emailing us at [parking@pembrokeshire.gov.uk](mailto:parking@pembrokeshire.gov.uk).

## **2.0 STRATEGY & POLICY**

### 2.1 Background

The Strategic Vision of the Council emphasises the promotion of an attractive, clean and healthy environment and the Local Transport Plan gives recognition that traffic management plays an important part in ensuring safe, effective and rational use of the highway.

### 2.2 Charging Policy

- The need to encourage retail trade;
- The need to manage traffic, including on-street parking and traffic flows;
- The need to manage demand effectively;
- The nature of parking location and its users, i.e. urban shopper/business, residential, rural town shopper, beach/visitor;
- Comparison with other providers in the locality;
- The need to encourage the use of more sustainable forms of transport, including public transport;
- Charges are not set purely in order to derive income;
- Have regard to the overall revenue budget provision (expenditure and income) for car parks;
- A presumption in favour of improvements being funded by increased tariff.

These principles are applied consistently, which results in different charges from place to place.

### 2.3 Demand Management:

Car parking charges have been considered on a location by location basis. Car parking charges in Pembrokeshire are set to encourage shoppers, and are likely to require short-stay spaces. Where car parking is subject to high demand and/or limited capacity, then parking periods and tariffs are carefully set to optimise turnover

## **3.0 Parking Provision in Pembrokeshire**

### 3.1 Off Street

The Authority manages car parks to provide for both short stay and long stay users. Charges apply in accordance with Council Policy.

Disabled provision is in accordance with the guidance issued by DfT.

### 3.2 On Street

The Authority provides on street parking facilities on the adopted public highway where it is considered appropriate to do so without undue interference with moving traffic. It makes provision for limited waiting, disabled, loading, taxi, motor cycles and residents.

It has developed robust and fair practices to manage the kerb side to cater for the competing demands of the various users. No restrictions have been implemented that do not have a traffic regulation order to support them.

## 4.0 Our Services

### 4.1 Off Street Parking

The Council has both charging and non charging Carparks; Details are on the council website [www.pembrokeshire.gov.uk](http://www.pembrokeshire.gov.uk). Pembrokeshire County Council has 98 car parks of which 36 are pay and display. 18 have charges applying all year round and 14 seasonal charges.

Between 1<sup>st</sup> April 2017 and 31<sup>st</sup> March 2018 the following were issued

- 184 Season tickets
- 109 Reserved bays permits
- 149 Tenby Harbour permits.

A minimum of 6% of spaces have been set aside for blue badge holders. The Council waived charges on certain days in December in the lead up to Christmas in all paying car parks through the County.

### 4.2 On Street

There are currently 1052 limited waiting spaces, 127 disabled spaces, 33 Taxi spaces, 3 Bus bays, 28 bays for Loading / Goods unloading bays, 1 ambulance bay and 1 motorcycle bay. Within the overall spaces there remain 630 spaces for Resident / Business Permit Holders.

### 4.3 Resident Parking

Resident Parking Schemes have been introduced, where practicable, on a number of streets/locations across the County. There are currently 57 schemes in operation, full list on Appendix 1 All schemes on the public highway are operated under the same regulations, one permit to a property to a specific vehicle. Permits are valid for a period of up to 12 months. A cost of a permit is £40.00. Visitor permits are available for periods of up to 7 days at a cost of

£30.00, again one to a property to a specific vehicle. Proof of occupancy, valid insurance and MOT certificate must be provided.

A non-highway scheme is operated in Tenby Harbour where one permit is issued to each property but is not vehicle specific. Cost of a permit is £200, this fee was increased on the 1<sup>st</sup> March 2018.

There were 1039 annual permits issued between 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018 and 269 visitor permits.

#### 4.4 Parking Dispensations

The Council does allow, in certain circumstances, by the issue of a dispensation, a vehicle to park lawfully in contravention of a Traffic Regulation order. It may also suspend parking places for the purposes of reserving those places for particular vehicles and/or applicants.

Dispensations will be issued by way of a temporary permit containing the details of the event, the vehicle registration, date and time of use. The permit must be clearly displayed on the front windscreen of the approved vehicle.

186 dispensations were issued 1<sup>st</sup> April 2017 - 31<sup>st</sup> March 2018.

### 5.0 Civil Parking Enforcement

#### 5.1 Parking and Streetcare Teams

Combining the management and enforcement of both on and off street parking provides considerable operational and community benefits. In April 2013 the Parking service team and streetcare team were combined under one operational manager. Both sections still have their own remit, however, the benefits of this combined service includes:

- Co-ordinated enforcement and control of on and off street parking
- Co-ordinated enforcement of all highway related issues
- Co-ordination of activities on the highway network
- Management and co-ordination of event affecting on street and off street activities
- Co-ordination of third party works on the highway
- Managing all licensed activities on and off street
- More effective implementation of policies

#### 5.2 Running CPE

Pembrokeshire currently employs 13 Civil Enforcement Officers, 2 Technical Clerks and 3 Parking Services Officers; they are all supported by the Streetcare

and Parking Manager. They do not receive any performance related bonuses or incentives.

Penalty charge notices are issued to vehicles that are parking in contravention of restrictions. If a motorist wishes to dispute a PCN they must follow the appeal process which is detailed on the rear of the PCN.

Having operated CPE since February 2011 the Parking Services staff has built up a comprehensive understanding of where and when indiscriminate parking occurs. However, when members of the public are experiencing particular parking problems they can report them to the office.

The parking services team are also responsible for the management of all car parks, Pay and Display machines, financial matters, Resident Permits, Car Park Season and Reserved Tickets, Parking Dispensations and Car Park Licenses.

### 5.3 The Back Office - Wales Penalty Processing Partnership (Wales PPP)

The Wales PPP back office continues to be used to process the issued PCN's. There are quarterly meetings, an officers working group, with representatives from each Partner Authority to discuss operational consistency, shares best practice and strives for continual efficiency savings.

### 5.4 Enforcement Agents

The Council currently uses the services of four Enforcement Agents to recover debts, Excel, Proserve, Swift and A J Enforcement. All have considerable experience in this work and provide similar services to other Wales PPP councils as well as our SWWITCH partners Carmarthenshire County Council, City & County of Swansea and Neath Port Talbot County Borough Council.

## 6.0 Performance Delivery & Statistics

### 6.1 Statistical Performance

The tables below show statistics relating to PCN's issued during the period **1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018**.

### 6.2 PCN's - Progression of Cases

	PCN's Issued	%
<b>Total Number of PCN's issued</b>	<b>14040</b>	
Number of PCN's issued on street	7583	54.01%

Number of PCN's issued off street	6457	45.99%
<i>Number of PCN's paid at discount rate</i>	8787	62.59%
<i>Number of PCN's paid after 14 days</i>	2454	17.48%
<i>Number of PCN's not paid</i>	901	6.42%
<i>Number of PCN's cancelled (see table 6.5)</i>	2277	16.22%

### 6.3 On Street Parking Contraventions

<b>Code</b>	<b>Description</b>	<b>PCN's Issued</b>	<b>%</b>
01	Parked in a restricted street during prescribed hours	2099	14.95%
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.	133	0.95%
12	Parked in a residents or shared use parking place without clearly displaying a permit issued for that place	1897	13.51%
14	Parked in an electric vehicles' charging place during restricted hours without charging	1	0.01%
16	Parked in a permit space without displaying a valid permit	4	0.03%
21	Parked in a suspended bay or part of a bay	99	0.71%
23	Parked in a parking place not designated for that class of vehicle	515	3.67%
25	Parked in a loading place during restricted hours without loading	23	0.16%
26	Vehicle parked more than 50cms from edge of carriageway and not within designated parking place	11	0.08%
27	Parked adjacent to a dropped footway	311	2.22%
40	Parked in a designated disabled person parking place without clearly displaying a valid disabled persons badge	570	4.06%
45	Parked on a taxi rank	129	0.92%
47	Stopped in a restricted bus stop	30	0.21%
48	Stopped in a restricted area outside a school	1	0.01%
49	Parked wholly or partly on a cycle track	1	0.01%
62	Parked with one or more wheels on part of the road other than between two carriageways	1	0.01%
63	Parked with engine running where prohibited	1	0.01%
99	Stopped on a pedestrian crossing or area marked by zigzags.	21	0.15%
04	Parked in a meter bay when penalty time is indicated	1	0.01%
05	Parked after the expiry of paid for time	0	0.00%
06	Parked without clearly displaying a valid pay & display ticket or voucher	9	0.06%
24	Not parked correctly within the markings of a bay/space	17	0.12%
30	Parked for longer than permitted	1709	12.17%



#### 6.4 Off Street Parking Contraventions

Code	Description	PCN's Issued	%
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale goods when prohibited.	2	0.01%
80	Parking for longer than the maximum period permitted	51	0.36%
81	Parked in a restricted area in a car park	50	0.36%
82	Parked after the expiry of paid for time	1438	10.24%
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	3791	27.00%
85	Parked in a permit bay without displaying a valid permit	327	2.33%
86	Parked beyond the bay markings	431	3.07%
87	Parked in a disabled persons parking space without clearly displaying a valid disabled persons badge.	299	2.13%
91	Parked in a car park not designated for that class of vehicle	53	0.38%
94	Parked in a pay and display car park without displaying two valid pay and display tickets when required	2	0.01%
95	Parked in a parking place for a purpose other than the designated purpose of the parking place.	13	0.09%

#### 6.5 PCN's Cancelled

	PCN's Issued	%
NO. of PCN's cancelled as a result of formal representations Challenge Accepted	1262	8.99%
Number of PCN's cancelled for other reasons (e.g. owner untraceable, CEO error, DVLA unable to provide details)	1015	7.23%
<b>Total Cancelled</b>	<b>2277</b>	<b>16.22%</b>

#### 6.6 Comparison

	2016/17	2017/18
Number of PCN issued	<b>14885</b>	<b>14040</b>
Number of PCN's on Street	7651	7583
Number of PCN's off Street	7324	6457
Number of PCN's cancelled as %	11.18%	16.22%

## 6.7 Adjudications decisions made at Traffic Penalty Tribunal hearing

	2016/2017	2017/18
Total Number	14	10
Appeal Dismissed	10 (71%)	6 (60%)
Appeal Accepted	4 (29%)	4 (40%)

## 7.0 Financial Information

### 7.1 Financial Account

Income and expenditure financial data governed by Section 55 of the Road Traffic Regulations Act 1984 is presented below.

#### FINANCIAL SUMMARY

<u>Income</u>	<u>2016/17</u>	<u>2017/18</u>
Resident Parking Permits (Includes Resident and Visitor)	<u>£40,412</u>	£44,089
Parking Dispensations	£6,060	£5,719
Penalty Charges	£454,069	£447,032
Contributions Others LAs	£12,500	£12,500
<b>Total Income</b>	<b>£513,042</b>	<b>£509,340</b>

<u>Expenditure</u>	<u>2016/17</u>	<u>2017/18</u>
Employee Costs	£250,762	£259,216
Premises	£45,280	£44,196
Goods & Services	£18,117	£18,700
Support & Management	£104,852	£127,676
Other Payments	£65,520	£58,494
Capital Charges	£6,487	£0
<b>Total Expenditure</b>	<b>£491,020</b>	<b>£508,282</b>
<b>(Surplus) / Deficit</b>	<b>(-£22,022.00)</b>	<b>(-£1,058)</b>

The financial information provided for this report does not include the off-street activity not governed by the Road Traffic Regulations Act 1984.

## **8.0 Update on 2016 / 2017 Initiatives**

<b>Initiative</b>	<b>Progress</b>
Instigate revamping of Haverfordwest Multi Storey car park	Stake holder engagement has been held and proposals are now in place for a revamp of the current facility
Work collaboratively with PCNPA, supporting them with reviewing and formalising any Parking Order matters, and also developing the potential for closer collaborative working.	This is ongoing. We undertook enforcement in PCNP car parks and continue to develop strong collaborative working
Work with the Transformation team in the review fees and charges and support the cost recovery approach.	All fees and charges were reviewed and approved by Cabinet
Continue to develop asset management approach to car parks – Ensure all works orders are linked to AMX system	Car parks are now been assigned with Unique Street Numbers and loaded into AMX as part of our asset management audit.
Review potential for electric car charging in car parks	Working with other partners to develop a strategic approach to EV charge points
Review current car park concessions considering options for new concessions	The authority has now agreed a new approach to concessions which is being rolled out
Develop on line permit application system and review current processes. Work with Transformation team to develop New permit process	Completed. Ne permit back office system developed and operational
Review all car parking permits, considering more flexibility.	New Permits introduced in March 2018 giving more choice and flexibility

## **9.0 Future Development & Initiatives**

In 2018/19 a number of initiatives will be considered, either following on from last year's activity and issues arising or new initiatives, as follows:

- A Parking Working group will be set up, meeting every quarter, to review parking services operations. The working group will involve officers and elected County Councillors
- Undertake identified remedial and improvement works in Haverfordwest Multi Storey car park
- Roll out cashless payment options at Pay and Display machines
- Progress with EV charging points in our car parks
- Continue to develop the back office system for Parking Permits
- Develop the Parking Asset Management plan by utilising the AMX software
- Review staffing levels within parking services to ensure business continuity, develop asset management approach, continued develop of the service and ensure full cost recovery.
- Continue collaborative working with Pembrokeshire Coast National Parks in relation to Enforcement and management of their parking places
- Continue to review the Parking Services in line with our transformation programme
- Review potential additional concession in our car parks



## Appendix 1: Resident and Shared Parking Schemes

<b>Broad Haven</b> Marine Road -west side
<b>Dale</b> U6006 Dale Fort Road - east side
<b>Fishguard</b> Wallis Street –east side Coronation Avenue
<b>Haverfordwest</b> Bush Row -east side Albany Terrace - parking area Cambrian Place - east Side Cartlett -north side Castle Town Area North Street - west side North Street -east side Holloway -north side Queens Square - central area Crowhill -east side Merlins Hill –north side Hill Street North Crescent - west side Winch Crescent - south side
<b>Milford Haven</b> Robert Street - north and south side
<b>Neyland</b> Neyland Hill -south side
<b>Pembroke</b> Woodbine Terrace - south side
<b>Pembroke Dock</b> Apley Terrace - south side Bush Street - north and south side Church Street – west and east side Gordon Street - west side Gwyther Street -west and east side Laws Street - west and east side Lewis Street – west and east side Pembroke Street - west and east side Upper Laws Street - west and east side Upper Meyrick Street - west and east side
<b>Tenby</b> Augustus Place (serving Nos. 1-10) & (serving Nos. 11-18) Clareston Road - west and south side Culver Park –west and east side

Greenhill Avenue –west and east side
Weston Terrace -west side
Harding Street –north and south side
Harries Street -west side
Heywood Court -west side
Heywood Court - Nos. 74-85 north side Nos.48-64 south side
Lower Frog Street -east side
Park Place -north and south side
Edward Street -south east side
Park Terrace - south east side
Penally Road - east side
Picton Road - west and east side
Picton Terrace - west side
Queens Parade -west side
South Cliff Street -north side
St Florence Parade - east side
St Johns Hill -north side
St Julian’s Street -north west side
Sutton Street - east side
The Croft - east side
The Norton -east side
The Paragon - south side
Trafalgar Road - north west and south east side
Victoria Street - west and east side
Warren Street - south side

**Shared Use Bay (Limited Waiting 1 hour, no return within 1 hour, Mon-Sat 8am-6pm / Permit holders)**

<b>Pembroke Dock</b>
Meyrick Street -west side

**Shared Use Bay (Limited Waiting 1 hour, no return within 1 hour 8am – 6pm / Permit holders)**

<b>Haverfordwest</b>
Holloway - north side
North Street -east side
Queens Square -central area
<b>St Davids</b>
New Street –east side