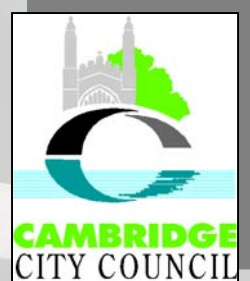


Cambridge City Council

Parking Services

**Civil Enforcement
Annual Report 2008 - 2009**



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FOREWORD

Welcome to Cambridge City Council's Civil Parking Enforcement Annual Report of 2008/2009.

Since November 2004 Cambridge City Council, acting on behalf of Cambridgeshire County Council has been undertaking Civil Parking Enforcement (CPE), enforcing the various restrictions in place within the City. The Council has employed the services of Legion Parking to undertake this enforcement both on and off street. The contract in place is monitored by a separate section of Parking Services, ensuring that both the quality of the Penalty Charge Notices (PCNs) served are of the highest standard and that our Customers i.e. the motorist, receive fair and consistent treatment at all times.

People who live, work and travel in Cambridge may not be so interested in reading about the facts and figures of our enforcement but in how CPE affects going about their daily business. In Cambridge we have always set our main goal of striving to ensure that motorists comply with the parking restrictions in place and how best to avoid a PCN being served in the first instance. Many argue that compliance in parking can be measured by the number of PCNs served each year, whether there has been a rise or a fall. However we argue that compliance can be measured by looking at how different groups of people affected by inconsistent parking may define and see compliance during their journeys. One of the purposes of this annual report is to outline the various methods that we have used to meet the expectations of those affected by our enforcement actions.

Compliance in one aspect can be seen as the correct vehicles in the right places at the right times. In this report we have explained how information is made available on how to avoid ever being served a PCN.

Disabled drivers and passengers depend on being able to make the most of the parking benefits that they are entitled to with a Blue Badge. We pride ourselves on responding quickly to enforcement requests, undertaking frequent Blue Badge checks on street when the opportunity arises and providing convenient access to our multi storey car parks through automatic number plate recognition (ANPR).

Residents expect to be able to make use of their resident permit bays when parking as close to their homes as possible. Enforcement patrols have been tailored to meeting resident's requests and the removal of persistent vehicles has targeted those vehicles that park in bays without a valid permit. Table 9 demonstrates to residents that their bays were patrolled with 5993 PCNs served last year to vehicles parked in a resident bay without displaying any form of permit.

We hope that you find this Annual Report both informative and helpful.

1 BACKGROUND

Authority and Funding of Local Authority Parking Enforcement

- 1.1 The City Council carries out Local Authority Parking Enforcement (LAPE) under an Agency Agreement with the County Council. Under LAPE (also referred to as Civil Parking Enforcement), the County Council retains the funds received from penalties to fund enforcement activities. LAPE is intended to generate sufficient income from penalty and other charges to cover the costs of enforcing and administering the scheme. Any surpluses arising from LAPE are ring fenced for expenditure on transport-related projects. The financial position of LAPE is reported annually to the Area Joint Committee (AJC).
- 1.2 On 31st March 2008 the Traffic Management Act 2004 (TMA04) replaced the Road Traffic Act 1991. Key features of TMA04 included:
- 1.2.1 A new regime of charges for parking contraventions, with two rates – a higher charge of £70, for more ‘serious’ contraventions and a lower charge of £50 replacing the single penalty charge of £60.
 - 1.2.2 New guidance regarding the treatment of those motorists identified as persistent evaders.
 - 1.2.3 Clear instructions on the aims of effective parking enforcement.
 - 1.2.4 A more open provision of information and an expectation of greater attention to the use of discretion when considering appeals and challenges to penalty charge notice.
 - 1.2.5 A new requirement of local authorities to report on all key aspects of the service at the end of each financial year.

Objectives

- 1.3 The key objective of LAPE is to ‘keep Cambridge moving’ through improving:
- Protection and enforcement of loading restrictions, bus stops, cycle lanes and traffic routes
 - Enforcement of designated parking spaces, including disabled bays, taxi bays, and resident parking spaces
 - Compliance with existing parking regulations
 - Utilisation of parking spaces
 - Emergency vehicle access
 - Links to integrated transport strategies and policies.

Revenue

- 1.4 Revenue into the LAPE account comes from:
- Income from penalty charge notices (PCNs), suspensions and dispensations
 - Contributions made towards LAPE operating costs from funds previously allocated to the City Centre Access Team
 - Savings from previous traffic wardens costs.

Expenditure

1.5 Expenditure falls into the main headings of:

- Costs of processing PCNs and the administration of representations and appeals against PCNs
- Contract management and monitoring
- Enforcement costs

Funding principles

1.6 Under the Agency Agreement between the County and City Councils, the County Council has contributed around £400,000 per annum (index linked) to the LAPE account, since its inception in October 2004. A LAPE account was set up to pay costs in the early stages of enforcement and ticket processing until income was received from enforcement activity. Any deficit on the LAPE account would be met from annual contributions from both the County and the City on a pre-determined basis. Since April 2008 arrangements between the two authorities for funding the LAPE account and for dealing with surpluses and deficits have been amended and are as follows:

- Annual contributions: From 1st April 2008 the City Council accepted the reduction in the original Police/Traffic Warden subsidy from £250K to £110K for the financial year 2008/09 (subject to RPI increases).
- In the event of a deficit on the LAPE account the County Council are liable for the first £100,000 of any deficit in 2008/09, with the City Council being liable for the next 50,000 of any deficit, and the County Council underwriting any further deficit over £150,000.
- Proposed share of surpluses: when the LAPE account's initial accumulated costs have been paid, the subsequent surpluses will be shared equally between the County and the City Councils.

2. FINANCIAL POSITION

2.1 **Appendix A** shows the financial position of the LAPE account at the end of 2008-09 and the forecast position for 2009-10.

2.2 The forecast for this year (2009-10) is presented in a summarised format, for ease of analysis. Enforcement will remain highly visible in Cambridge, continuing to tackle inappropriate and inconsiderate parking in the city. The current economic climate makes already difficult assessment of potential activity inexact but estimates are based on previous experience and in the light of constantly evaluating and reassessing current trend data. Original estimates for 2008-09 were based on an environment of potential recession and 'credit crunch', and took a prudent view of the potential effect differential charges could have had on income. In reality we have not yet seen evidence of these factors impacting. Fortunately staff turnover and associated costs were avoided last year.

On current performance, and based on historical data relating to patterns of contraventions, income is expected to be sufficient to cover the costs of operation for the next financial year.

3. PERFORMANCE INFORMATION

- 3.1 **Appendix B** sets out the key activities and performance indicators for the LAPE operations.
- 3.2 In the period to 31 March 2009, 43,372 PCNs were issued, a 2 % increase on 2007-08 (see **Table 1**). 84% of motorists are paying at the discounted rate (£25 or £35), a 2 % increase from 2007/2008. 12% of motorists are paying at the full rate (£50 or £70), a fall in 3% from 2007/2008 (**Table 1**).
- 3.3 The facility for customers to have access online to view supporting photographs was introduced during 2006-07 with the option to make payment along with the facility to enquire and challenge a PCN. **Table 2** demonstrates the value to customers of these 'self-service' facilities with an increase annually of those motorists making payment using the Internet. This in turn has seen a drop of 5% in customers sending in payment by cheque/cash/postal order or visiting the cashier's office in Mandela House. This is a positive measure giving customers the option to make payment without having to pay for postage or to find time to make payment in person.
- 3.4 **Figure 1** shows the sources of requests and enquiries for parking enforcement in Cambridge. As in last year's report there is a decline in the number of requests made. This suggests that the service is addressing the major public perceptions of where enforcement is most required. This also reflects the compliance monitoring information detailed later in this report.
- 3.5 There has been a rise to 13% (compared to last year's 10%) in the percentage of PCNs cancelled at any stage. This is the expected product of significant improvement to online customer information and of processes to give the public easier access to the appeals procedure. The service has also continued to develop a more sympathetic approach to cases where it is possible to exercise more discretion (**Table 3**).
- 3.6 There has been a rise to 23% (compared to last years 16%) in the percentage of all representations resulting in a PCN being cancelled. This too is a product of the development mentioned in 3.5. (**Table 3**)
- 3.7 There has been a drop by 1% in the percentage of PCNs cancelled before write off, where it has not been possible to trace the vehicle owner or where the DVLA do not have a record of the keeper's current address. This drop, whilst small, has been the result of the introduction of removing persistent evaders and the improved services of our bailiff companies. (**Table 3**).
- 3.8 **Table 4** highlights the city's 'hotspots' in terms of the different kinds of parking contraventions and how this picture has changed in the past twelve months. The figures show increased compliance in much of the city centre but they also suggest that some of the contraventions are being displaced into the surrounding areas.

3.9 The most recent data on appeals comes from the annual report of the Traffic Penalty Tribunal (TPT) for the period 2007/2008 - formerly known as the National Parking Adjudication Service (NPAS). **Table 6** demonstrates how few appeals are received in Cambridge, compared with many other authorities operating civil parking enforcement. The national average rate of appeal per PCN in 2007/2008 was 0.29%. Cambridge achieved an average rate of 0.16%, again demonstrating the continued high quality of PCNs issued. Taken in conjunction with continuing high levels of payments made at the discount stage the evidence suggests that there is widespread public acceptance of the enforcement arrangements, and particularly that Penalty Charge Notices are issued fairly and proportionately in Cambridge.

4. SERVICE DEVELOPMENTS AND THE USE OF SURPLUSES IN 2008-09

Table 7 shows those transport-related projects that the City Council has funded during 2008-09 using its share of LAPE surpluses over the past year and those schemes that remaining surpluses are committed for 2009-10. Members agreed to consider future bids to spend LAPE surpluses on the basis of their respective business merits.

5. INTRODUCTION OF REMOVAL OF PERSISTENT EVADERS

A 1-year trial of removing those vehicles identified as persistent evaders commenced in September 2008. Adhering to the TMA 04, those vehicles identified as persistent evaders (i.e. with 5 or more outstanding PCNs) were removed on street by the City's contractor WFL when parked in contravention. On arrival at the vehicle pound the owner was required to pay for the release of the vehicle and also the PCN issued at time of removal. The owner was also required to supply acceptable proof of ownership, including an up-to-date address. These details allow further processing of outstanding Penalty charges. Since the scheme's introduction eight vehicles have been removed on-street and in excess of £5,000 in outstanding PCNs has been reclaimed.

6. COMPLIANCE MONITORING

Compliance monitoring is an important measure of the effectiveness of parking enforcement. 54 streets are monitored throughout Cambridge. Each street is monitored quarterly to record the percentage of vehicles parking in contravention. The street is visited twice in the morning and twice in the afternoon to give a representative average. The very first compliance monitoring figures under LAPE showed 92% compliance i.e. 92% of all vehicles monitored were observed to be parking in accordance with the regulations. The latest figures show that compliance has improved to nearly 94%. The greatest improvement has been in resident permit holder bays, which had a low of 95% compliance but now are 98% compliant. This assessment is at its early stages and will provide more substantial information when comparisons can be made with previous records. The full figures as at 31st March 2009 are outlined in **Table 8**.

7. TAILORING OUR SERVICE TO MEET THE CUSTOMER'S NEEDS.

7.1 Website Improvements

Extensive work has been undertaken to develop and improve the LAPE website and to make available information designed to improve customers understanding of the aims and policies of LAPE. An enforcement manual is available to download informing customers of the instructions given to Civil Enforcement Officers (CEOs) and a case manual describing in detail policies and the process of dealing with appeals and representations depending on the circumstances of the appeal. In addition customers can access the Off Street Traffic Regulation Order (TRO) and when necessary any amendments to the Off Street TRO are posted on the site for advertisement.

7.2 Enforcement Patrols

Responding to customers' requests in a timely manner has always been at the forefront of the service in Cambridge and those areas where frequent enforcement requests have been made are highlighted as priority areas. Patrols are monitored daily to ensure they take place by Legion Parking management and the Council's Contract Monitoring Team. Consistent monitoring is considered to account in part for a reduced level of enforcement requests made.

A number of requests have been received requesting enforcement outside the normal hours of operation. For example a number of cyclists have requested patrols to be undertaken before 8am in Regent Street and St Andrews Street to address the problem of those vehicles loading and unloading during the morning peak period on the 'no loading' restriction. Amendments were made to CEO patrolling hours and these patrols have met with success and positive feedback.

7.3 Closer working with the Police

Enhancing communication links with the Police has always been of great importance in delivering a high quality service. During the year LAPE worked closely with the police in addressing problems caused as a result of inconsiderate parking in those streets around various special events, e.g. Strawberry Fair. Late night patrols up to midnight at the weekend that in the past have not been possible due to the serious threat of CEOs receiving unwarranted confrontation are now possible by having CEOs accompanied on street by a PCSO.

7.4 Educating the Motorist

Leaflets have been produced and are available to download on the website answering those frequent queries received from taxi drivers and those motorists who drop or collect young children from schools located in the City. The focus has been to educate motorists about best parking practice and to avoid them receiving a Penalty Charge Notice in the first place. Copies of these leaflets are available on the website.

7.5 Disabled Blue Badge Checks

Legalisation provides the opportunity for CEOs to inspect Disabled Blue Badges on street to ensure that the badge is valid and is being used by the person for whom the badge has been issued to. This has offered the opportunity to educate those Blue Badge holders who may be unsure about the parking benefits they are entitled to in Cambridge. On occasions where deliberate misuse of a Blue Badge has been suspected, communications with the County Council (which issues Blue Badges and runs the Blue Badge scheme), had led to investigations and further contact with the badge holder.

7.6 Freedom of Information Requests.

A total of 13 Freedom of Information requests were made in 2008/2009 with all responded to within the permitted timescales. The vast majority of this information was already available to the public in our reports/website. These have ranged from information regarding the parking facilities provided for motor homes and caravan users, the identifying of 'hotspot' locations where the most PCNs are issued and the total number of appeals upheld or rejected by TPT/NPAS.

7.7 Car Club (Street Car)

The Department for Transport fully supports and recognises the benefits that a Car Club can provide to the motorist. A Car Club gives people the choice of a fleet of vehicles parked in various of our off street car parks and gives them access to a car whenever they need it but without the high fixed costs of individual car ownership. Car Club members are able to mix and match their travel, using a car when that is the best option but travelling by public transport or cycling or walking at other times. A contribution of £6,000 was provided from the surplus generated from CPE during the set up of Cambridge's Car Club with a further £6,000 allocated for undertaking an expansion of the scheme in 2009/2010.

7.8 Improving Access to our Car Parks

Automatic Number plate recognition (ANPR) was installed in the Queen Anne, Park Street, Grafton East and Grafton West multi storey car parks in November 2008. The new system allows more convenient, automatic 'ticket-free' entry and exit for the car parks for registered customers, including disabled drivers. By using technology that recognises the number plate of a vehicle, access will become much easier for some of our regular customers. We currently have 1381 customers from the East Anglia region who are registered on the scheme.

8. COUNTY WIDE PROGRESS WITH CIVIL PARKING ENFORCEMENT

8.1 The County Council has given notice to terminate its Agency Agreement with the City Council as of the 1st April 2010. From 1 April 2010 LAPE is expected to be a wholly County Council operated service. At this time, County and City Officers are working towards a seamless transition.

- 8.2 The parking enforcement contract with Legion Parking will expire in October 2009. An extension up to the 31st March 2010 has been agreed between the Council and Legion Parking subject to County and City agreement.
- 8.3 The County Council continues to engage with the rural District Councils to assess support for extending civil parking enforcement across the remainder of the County and the options available to take forward any extension.

9. CONCLUSION - FINANCIAL MODELLING/PROJECTION

It would seem that differential PCN pricing is starting to influence the parking contraventions that are occurring with a distinct, noticeable swing from higher to lower tariff contraventions.

This may very well be a welcome extra indicator of parking compliance, along with a healthy high PCN collection rate and accompanying low appeal rate. Our enforcement contract, in similar fashion to the new BPA model contract, is consciously based on deployed enforcement hours and is intentionally unincentivised. Qualitative measures of deployment and parking compliance are used as the basis for payment to the enforcement contractor, leaving the Authority with the very real issue of balancing untargeted and largely unpredictable forecast PCN income against the very real and rising “fixed costs” of operating C.P.E.

Operating margins are at best wafer thin and the current economy slow-down/recession is beginning to show some adverse signs of willingness/ability to pay-likely impacting on PCN collection rates, actual PCN income and the very real “bottom line” on overall operating surplus/deficit. Just a few % fall in payment rates/and or increasing emphasis on lower tariff contraventions can easily swing the balance to deficit, just as RPI, currently in temporary flux, can do. We have also had to absorb the recent TPT price increases in our overall operating costs.

If enforcement authorities are to be properly and effectively funded and recognised for best practice in encouraging and influencing motorist behaviour towards considerate and compliant parking then due recognition needs to be made of the fact that the balance between on-street parking charges and old, outdated PCN prices needs readjustment, with a much overdue upward revision to PCN prices.

There is a very real deterrent nature to the enforcement process, fundamental to which must be a sensible PCN price; it is time this was increased to a much more realistic level; indeed not to do so may lead to a situation where unavoidably rising overheads cause an enforcement authority to seriously consider their priorities when balancing the real aim of parking enforcement –parking compliance – against the very real need of raising the finance necessary to support the whole enforcement operation.

APPENDIX A

FINANCIAL POSITION OF LAPE ACCOUNT (2008-09)

	1st April 2007 - 31st March 2008	1st April 2008 - 31st March 2009	Original Forecast 2008-09	Forecast 2009-10
Income (Cumulative)	£1,611,342	£1,509,598	£1,376,058	£1,545,180
Expenditure (Cumulative)	£1,322,693	£1,397,429	£1,446,300	£1,490,000
Operating (Surplus)/Deficit	£288,649	£112,169	-£70,242	£55,180

LAPE ACCOUNT

Operating Surplus for the year to date	£288,649	£112,169	-£70,242	£55,180
Due to/(from) County	£144,325	£56,085	-£70,242	£27,590
Due to/(from) City	£144,325	£56,085	£0	£27,590

Expenditure

Employee Costs	£376,702	£393,253	£421,300	£427,600
Supplies & Service Costs	739,182	801,029	807,400	858,660
Recharges	£206,809	£203,147	£217,600	£203,740

TOTAL EXPENDITURE

£1,322,693	£1,397,429	£1,446,300	£1,490,000
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INCOME FROM COUNTY COUNCIL

City Access Team contribution (<i>Subject to inflation</i>)	£165,910	£164,100	£170,058	170,660
Constabulary staff contribution (<i>Subject to inflation</i>)	£253,000	£113,000	£113,000	117,520
Total Income from County Council	£418,910	£277,100	£283,058	£288,180

Income

Dispensations	£2,940	£2,870	£0	£2,500
Suspension - Residents Parking	£2,475	£4,817	£2,500	£4,000
Suspension - Meter Bays	£400	£245	£500	£500
Medical Permits	£2,580	£2,258	£0	£0
Penalty Charge Notices	£1,184,037	£1,222,308	£1,090,000	£1,250,000

Parking Enforcement Income

£1,192,432	£1,232,498	£1,093,000	£1,257,000
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TOTAL INCOME

£1,611,342	£1,509,598	£1,376,058	£1,545,180
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KEY ACTIVITIES REPORT

Table 1 - Overview	2007/8	2008/9
Number of Penalty Charge Notices issued	42,495	43,372
Number of Higher Level PCNs Issued (£70)	N/A	23941
Number of Lower Level PCNs Issued (£50)	N/A	19431
Number of 8hr Patrols undertaken	4,319	4,818
Number of enforcement requests received	147	123
Number of Notice to Owners issued	10,572	9,796
% of PCNs paid within 6 months at year end	73%	74%
% of PCNs paid within 12 months at year end	75%	75%
Percentage of payments made at the discounted rate	82%	84%
Percentage of payments made at the full rate	15%	12%
Percentage of payments made after a Charge Certificate is issued	3%	4%
Percentage of PCNs where informal representations are made (<i>note these figures now include challenges made via phone</i>)	38%	35%
Percentage of PCNs where Formal Representations are made	4%	4%
Percentage of PCNs taken to Court Order	4%	8%
Number of vehicles removed	0	8

Table 2 - Method of Payment of PCNs	2007/8	2008/9
Telephone payment taken by Customer Services/Cashiers	7%	7%
Internet	29%	35%
Touchtone (Automated telephone payment)	23%	22%
Cheque/Cash/ Postal Order	41%	36%

Table 3 - Back Office		
Cancellations	2007/8	2008/9
Percentage of PCNs cancelled at any stage (PCNs cancelled after any type of representation is received etc)	10%	13%
Percentage of PCNs cancelled before write off (e.g. unable to trace owner, bailiff unable to collect debt, DVLA have no record of owner etc)	7%	6%
Percentage of PCNs that the Council cancelled because it agreed the appellant wasn't liable, or decided it couldn't discharge the burden of proving liability. (PCNs cancelled because additional evidence was received proving that an exempt activity was taking place, the driver was given the benefit of any doubt, a problem with lines or signs etc)	2%	3%
Percentage of PCNs cancelled as a result of the Council exercising discretion (mitigating circumstances etc)	7%	10%
Percentage of PCNs cancelled because they were issued in error (i.e. the Civil Enforcement Officer made a mistake)	0.5%	0.5%
Percentage of PCNs that go to appeal (representations made after NTO is issued that are rejected and the driver/keeper appeals to NPAS/ TPT)	0.08%	0.08%
Percentage of PCNs where an appeal is allowed (i.e. NPAS/TPT decide in favour of the driver/keeper)	0.05%	0.03%
Percentage of PCNs where an appeal is dismissed (i.e. NPAS/TPT decide in favour of the Council)	0.03%	0.05%
Representations viewed as a whole		
PCNs cancelled because additional evidence was received proving that an exempt activity was taking place, the driver was given the benefit of any doubt, a problem with lines or signs etc <i>(note that these figures now include challenges made by phone)</i>	4%	4%
Percentage of representations which were allowed as a result of the Council exercising discretion (mitigating circumstances etc) <i>(note that these figures now include challenges made by phone)</i>	11%	17%
Percentage of representations allowed because they were issued in error (i.e. the Civil Enforcement Officer made a mistake) <i>(note that these figures now include challenges made by phone)</i>	1.5%	1.2%
Percentage of all representations resulting in a PCN being cancelled <i>(note that these figures now include challenges made by phone)</i>	16%	23%
Percentage of formal representations that go to appeal (representations made after a Notice to Owner issued that are rejected and the driver/keeper appeals to Traffic Penalty Tribunal)	2.4%	1.8%

Table 4 – Top Twenty Parking Hotspots

	PCNs issued	Increase / decrease over previous year	Parked on yellow lines	Parked in a permit bay without a valid permit	Parked in a Pay and Display bay without a valid ticket	Parked in Pay and Display bay after the expiry of time	Parked in a Disabled Bay	Parked in a Loading Bay	Parked on a Bus Stop	Parked in a Taxi Rank	Parked in a bay reserved for another type of vehicle	Parked on Pedestrian Crossing Zig Zags	Others
Cambridge Total	43,372	877	26.9%	23.0%	15.6%	18.6%	3.1%	1.3%	0.5%	0.3%	1.3%	0.4%	9.0%
Trumpington Street	1,706	169	40.9%		23.0%	30.4%	3.3%				0.6%	1.7%	0.2%
Park Terrace	1,668	418	3.4%	4.4%	31.1%	60.2%							0.8%
King Street	1,649	370	16.3%	17.3%	27.0%	33.5%		3.6%					2.2%
Chesterton Road	1,477	298	11.7%	13.1%	31.2%	26.1%			1.4%		14.3%		2.2%
Queen's Road	1,273	272	14.2%		22.5%	37.0%					24.9%	0.5%	0.8%
Jesus Lane	1,087	-515	6.7%	5.0%	20.0%	38.4%	24.0%						5.7%
Pound Hill	723	-54	26.4%	9.0%	25.6%	38.6%							0.4%
Norfolk Street	704	184	4.3%	36.5%	28.4%	29.5%							1.3%
Regent Terrace	702	-37	33.8%	66.1%									0.1%
Harvey Road	699	53	2.4%	45.1%	20.6%	31.0%							0.9%
Parkside	676	24	2.5%	56.7%	13.0%	21.2%			1.5%	1.6%		3.3%	0.3%
Sun Street	660	536	3.9%		27.7%	63.3%							5.0%
St Andrew's Street	642	-1326	41.6%				25.9%	12.1%	6.5%	13.2%			0.6%
Tenison Road	614	-636	22.3%	26.2%	31.3%	19.7%							0.3%
King's Parade	607	-284	27.5%	42.3%		0.0%	24.1%	5.1%					1.0%
Brookside	574	59	22.8%	8.4%	20.9%	47.7%							0.2%
Glisson Road	556	106	11.7%	41.0%	24.3%	22.3%							0.7%
Hobson Street	520	-232	8.3%			0.0%	52.7%	36.3%	2.1%				0.6%
St Paul's Road	485	111	0.6%	12.2%	40.8%	45.8%							0.6%
Regent Street	480	-180	68.1%		6.0%	8.1%		10.4%	2.1%			3.1%	2.1%



That restriction or prohibition is not present in the street

Table 5 - Appeals Analysis		
Reasons given by Appellants	2007/8	2008/9
The Alleged Parking Contravention did not occur	80%	81%
When the vehicle was parked it had been taken without my consent	0%	0%
I was not the owner at the time the alleged parking contravention occurred	0%	0%
We are a vehicle hire firm and have supplied the name and address of the hirer	0%	0%
The Penalty Charge exceeded the relevant amount	3%	0%
The Traffic Regulation Order was invalid	8%	0%
Other mitigating Circumstances	9%	0%
There has been a procedural impropriety by the Council (<i>new ground for appeal introduced by TMA 04</i>)	N/A	17%
The Notice to Owner should not have been sent because the PCN had already been paid (<i>new ground for appeal introduced by TMA 04</i>)	N/A	2%

Table 6 – Appeals Rate Comparisons (6 Councils closest for PCNs issued in 2007/2008)				
Authority	PCNs issued		% rate of appeal per PCN	
	2006	April 07 – Mar 08	2006	April 07 – Mar 08
All Areas	3,568,462	3,832,322	0.28%	0.29%
Southend on Sea	40,910	43,358	0.64%	0.51%
Luton	43,812	43,087	0.22%	0.16%
Trafford	37,645	42,343	0.24%	0.46%
Cambridge	46,223	42,282	0.13%	0.16%
Northamptonshire	42,458	41,710	0.25%	0.17%
Plymouth	46,966	41,244	0.43%	0.44%
Medway	40,775	41,161	0.36%	0.95%

Source: Traffic Panel Tribunal (England & Wales) Annual Report 2007/2008

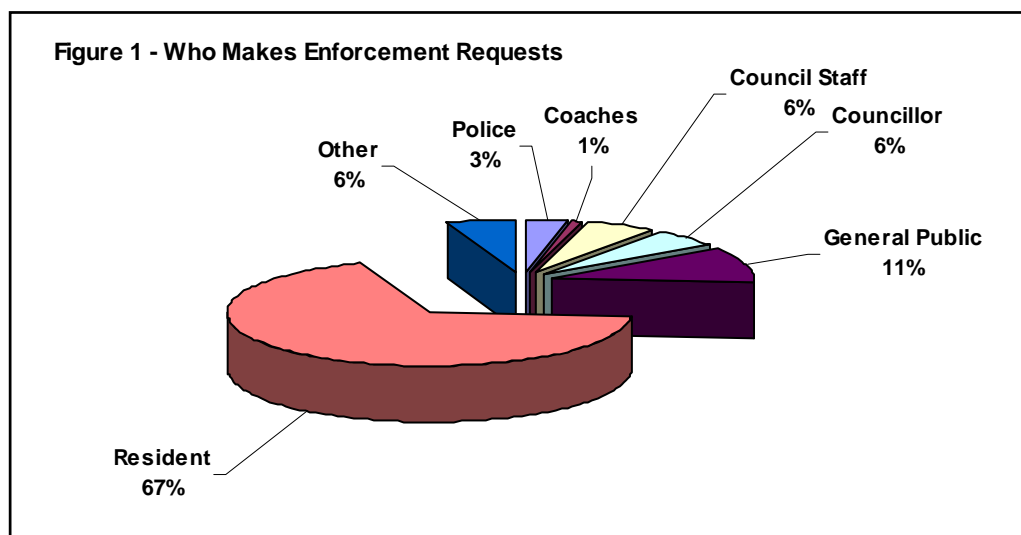


Table 7 Cambridge City Council use of LAPE surpluses in 2006/07-07/08 - 08/09, and commitments for 2009-10

	Schemes	2006/07	2007/08	2008/09	2009/ 2010
1	Contribution to the additional costs of the 2006-07 Concessionary Fare Scheme	£88,510			
2	Provision of Sunday Park and Ride services	£5,325			
3	Purchase of emergency rescue vehicle for Grand Arcade car park		£13,000		
4	Purchase of surface cleaning machine for Grand Arcade car park		£28,000		
5	Provision of green parking bays and charging units		£5,000		
6	Dial-a-ride bus		£17,000		
7	Feasibility study on scheme to encourage use of low emission vehicles		£2,500		
8	Start up costs for Car Club		£6,000		
10	Electric vehicle charging			£12,000	
11	Free car park signage/lines			£3,000	
12	Traffic Management Act implementation			£10,000	
13	Consultancy for review of shop mobility			£7,500	
14	Repair and Renewal of Pedestrian Paving at entrance to Queen Anne Car Park				£3,620
15	Energy Service Innovation Fund				£50,000
16	Car Club location expansion				£6,000
17	Low emission car discount scheme setup and consultation				£25,000
18	LED car park lighting installation				£10,000
19	Grand Arcade Balustrades				£10,000
20	One off contribution towards the installation of smart card readers on Stagecoach buses				£15,000
21	Installation of a Corrosion Monitoring system into Park Street Car Park				£47,000
	Totals	£93,835	£71,500	£32,500	£166,620

Table 8 Compliance Monitoring Survey Data as of March 31st 2009

All Restrictions Total	93.84%
Resident Bays	98.10%
Pay + Display	88.46%
Other Permit bays	86.49%
Disabled bays	93.18%
Yellow lines	70.35%
All others	87.83%

Table 9 Top 5 Contraventions On Street for Higher/Lower Level Penalty Charge Notices Served 2008/2009

Higher	
Contravention	PCNs Served
Parked on Yellow Lines	9328
Parked in a Resident bay without a Valid Permit	5993
Parked on a No Loading Ban	2347
Parked in a Disabled Bay without a valid Blue Badge	1341
Parked in a Loading bay without Loading/Unloading	584

Lower	
Contravention	PCNs Served
Expired Pay & Display Ticket	8082
No Pay & Display on Display	6627
In a Resident Bay Displaying an Invalid Permit	3519
Parked for Longer then Permitted	324
Feeding the Pay & Display Meter	149