



MANCHESTER
CITY COUNCIL

Parking Services – Annual Report

2012/13

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Corporate Services
September 2013

www.manchester.gov.uk

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Executive Member – Councillor Nigel Murphy



Welcome to our 5th Annual Parking Report. I am pleased to be able to report so many changes and improvements to the delivery of Parking Services in Manchester during 2012/13.

The introduction of the Paybyphone system, in November 2011, has become very popular where the number of users has increased by over 60% since the scheme started. Drivers no longer need to worry about having the right change: now they can pay for their parking using their mobile phone, with the convenience of remotely topping up their parking to the maximum stay allowed. This has realised savings in our cash collection process and has been a real success in the City Centre.

Parking Services have worked closely with Highways and local residents to introduce more residents only parking schemes. Grove Village and Four Acres have been introduced, and there are also changes to the City Centre permit scheme and more proposed schemes for the Hulme area to make it more convenient for residents and their visitors to park.

The new look Manchester City Council website will help both residents and visitors to access the Council's facilities, request information, make a payment or appeal a Penalty Charge Notice.



We are proud of Manchester's status as the original modern city centre. As the birthplace of the Industrial Revolution Manchester has a grounded heritage with a wealth of historic influence. The city centre attracts an average of 140,000 shoppers, 150,000 workers and 75,000 night time users every day.

Manchester City Council's aim is to make Manchester a place where people choose to live, and where businesses want to invest. Our values underpin the way we operate

as an organisation: they influence our choices and our behaviours, and are the threads running through everything we do.

Our district centres and out of town areas receive equitable enforcement and regular, deployed visits by Civil Enforcement Officers to enable them to thrive and grow. Working with our partners we support the development of desirable and sustainable neighbourhoods across the City, encouraging investment and making them places where residents want to live and work. This report details how Parking Services contribute to making our streets, neighbourhoods and city an even greater place to live, work and visit.

Introduction

Manchester City Council's Parking Service is responsible for the effective and efficient management of the kerb side space throughout Manchester, as well as delivering an effective parking enforcement service.

This is the 5th Annual Report provides details of performance and initiatives undertaken in 2012/13

Parking Services: Aims & Objectives

Parking Services aims and objectives are set out below. They are aligned to the aspirations of the Traffic Management Act:

Aims:

- To have a reasonable and proportionate approach to parking enforcement.
- To improve the environmental quality of life for Manchester's residents and visitors to the city.
- To be a progressive and outward facing unit, and one that is welcoming of positive change.

Objectives:

- To be a parking service that believes in, and delivers, customer excellence.
- To join up with other street based services to collectively contribute towards improving the overall quality of life for Manchester's residents and visitors to the city.
- To deliver an equitable neighbourhood-focused parking service based on local priorities.

Traffic Management Act 2004

The Traffic Management Act 2004 was introduced in 31 March 2008 and the main elements of the changes were:

- Parking Attendant title changed to Civil Enforcement Officer (CEO).

- The introduction of parking penalties based on differential charging, whereby the penalty charge is appropriate to the seriousness of the contravention.
- The power to serve a PCN by post if the CEO has started to issue the PCN but the driver either drives away before it can be served or the CEO is prevented from serving it due to aggressive or threatening behaviour.
- The power to issue a PCN for parking within a restricted crossing.
- The power to enforce double parking and parking across dropped footways subject to signage
- The Parking Adjudicator will have the power to decide cases where procedural irregularity has taken place, and to refer appeals back to the local authority via the Chief Executive's office if he or she considers that suitable discretion with regard to mitigating circumstances was not exercised when considering an appeal.
- An obligation to the Council to publish its policies on enforcement and cancellation of PCNs.
- A statutory timeframe for responding to representations.

Penalty Charge Notices (PCNs)

PCNs are issued to vehicles which appear to be parked in contravention.

MANCHESTER CITY COUNCIL

PENALTY CHARGE NOTICE (PCN)
The Traffic Management Act 2004, s.78; Civil Enforcement of Parking Contraventions (England) General Regulations 2007; Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007.

PCN Number:

Served On
 by Civil Enforcement Officer
 who had reason to believe that the following contravention had occurred and that a penalty charge is now payable:
 Parked after the expiry of paid for time

Date of contravention:
 Time of contravention:
 Location:
 Vehicle Registration
 Make:
 Colour:
 Tax Disc: Expiry:
 At

A penalty charge of £6. is now payable and must be paid not later than the last day of the period of 28 days beginning with the date on which this PCN was served, i.e.

The penalty charge will be reduced by a discount of 50% to £3. if it is paid not later than the last day of the period of 14 days beginning with the date on which this PCN was served, i.e. not later than

SEE REVERSE FOR:
 How to pay. What happens if no payment is made. How to challenge this

PAYMENT SLIP
 PCN No.:
 Served on:
 Time:
 Vehicle Registration:
 Contravention:

The penalty charge is £6. or £3. if paid not later than the last day of the period of 14 days beginning with the date on which this PCN was served.

PCNs are issued either in the higher level or lower level Penalty Charge band. The higher level PCNs are issued to vehicles parked in contravention, where the vehicle is deemed to be contravening the most serious contravention. The higher level penalty charge is £70.00 (£35.00 if paid with 14 days). The lower level penalty charge is £50.00 (£25.00 if paid within 14 days).

Civil Enforcement Officers

To ensure that the parking restrictions of Manchester are enforced, our team of Civil Enforcement Officers (CEOs) patrol the city.

Our CEOs are easily recognised by their uniforms, which have recently changed to black and purple. Officers have powers to issue PCNs to vehicles which do not comply with parking regulations.

We are committed to training our staff and encourage CEOs to gain a National Vocational Qualification that includes skills in customer relations.

CEOs are not just there to issue parking tickets - they will provide directions and advice on places to visit in the city. They also act as the 'eyes and ears' of the Council across a range of services, from reporting defective pavements and environmental issues to 'meeting and greeting' visitors.

The Civil Enforcement Officers are employed by NSL Services Group, and work for Manchester City Council. They wear the distinctive City Council uniform, are ambassadors for the city. Each Officer is responsible for a defined area of the City and will manage the kerb side space throughout their Beat. Officers are paid a salary and do not receive any payment relating to the number of PCNs they issue. Officers are not given targets or quotas in relation to the number of PCNs issued

The table below shows the average number of officers deployed per week for each year.

Since 2011	CEO deployed numbers
From April 2011 to March 2013	345
Before April 2011	375

The number of CEOs deployed to each City Council ward will on occasions vary depending on competing priorities, however the map below provides an indication of the average number of CEOs deployed in the North, East, Central and South of the City.

Areas and Localities



	Localities
North	Higher Blackley, Charlestown
	Crumpsal, Cheetham
	Hampurhey, Moston
East	Miles Platting & Newton Heath, Ancoats & Clayton, Bradford
	Gorton North & South
City Centre	City Centre
Central	Hulme, Moss Side
	Ardwick, Longsight, Rusholme
South	Didsbury East & West
	Whalley Range, Chorlton, Chorlton Park
	Fallowfield, Old Moat, Withington
	Levenshulme, Burnage
Wythenshawe	Brooklands, Northenden, Baguley
	Sharston, Woodhouse Park

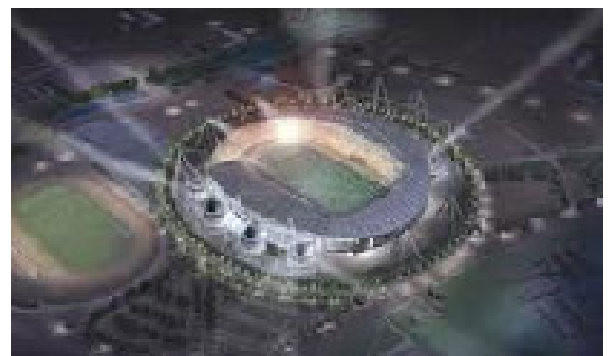
Resident Parking Schemes

Manchester City Council provides resident parking schemes, where residents are able to apply for a permit that enables residents and visitors to park near their home. The schemes do not provide dedicated parking places exclusively for permit holders, but permit holders may park in any of the streets within their designated zone. The schemes provide priority to residents, their visitors and businesses located in the zone.

When parked in a resident parking scheme, resident or visitor permits must be displayed at all times.



- **Grove Village** - The residents parking bays operate, Monday to Friday 8am to 6pm. Limited waiting bays with a maximum stay of 3 hours, no return within one hour, are also provided. The single yellow lines restrict parking to 'No Waiting Monday to Friday 11am to 3pm'
- **Sport City** - The Etihad Stadium, Manchester City's football ground, is at the centre of the Sport City residents parking zone, although other venues such as the Cycling Velodrome will dictate whether the Residents Scheme is operational. At the entry points to each zone is an entry sign, see example below, which is updated when the next event or



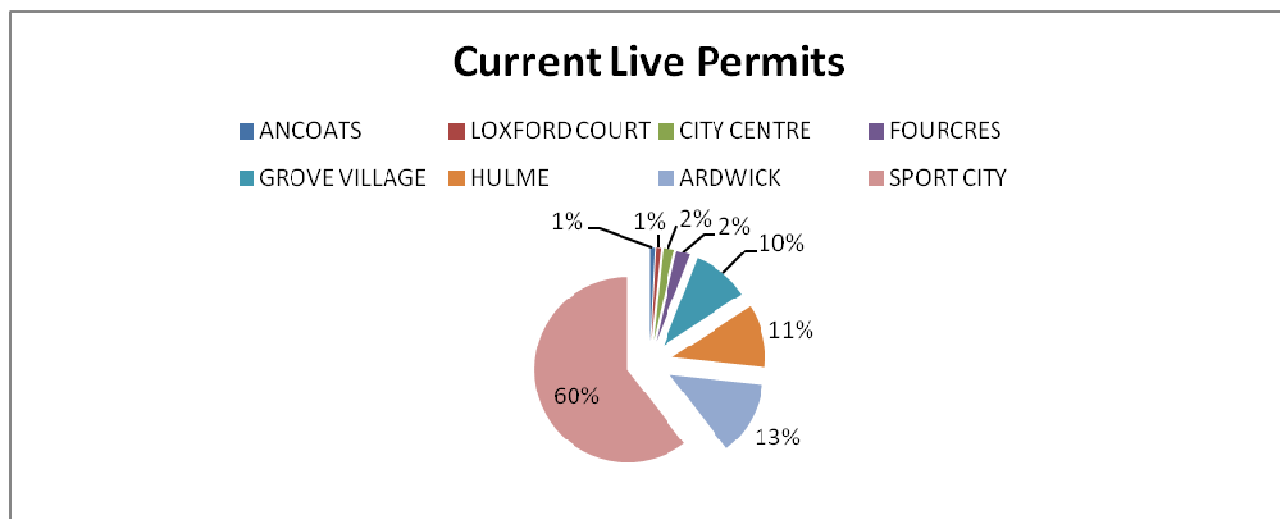
match is taking place within Sportcity. During these hours only vehicles displaying a resident's or visitor's permit are permitted to park in the zones.



- **Fouracres Road - Wythenshawe** - The parking restrictions will apply every day from, 8am - 7.30pm. Outside these hours there is no limit to how long people can park.
- **Hulme** - The parking restrictions apply from Monday to Friday, 8am-6pm. Outside these hours there is no limit to how long people can park.
- **Loxford Court** - Is operational at all times.
- **City Centre** - City Centre permits are available to residents within the City Centre and apply 8am-9am, 5pm-8pm and weekends. This has currently changed in August 2013, please see table below for details (the map on page 14 highlights the individual zones)

Zone	Hours	No of Permits	3 month permit	6 month permit	Annual permit
1	Mon-Fri 8am-9am & 5pm-8pm Sat-Sun 8am-8pm	10	£195	£357.50	£650
2	Mon-Fri 8am-9am & 5pm-8pm Sat-Sun 8am-8pm	50	£150	£275	£500
3	Mon-Fri 8am-9am & 5pm-8pm Sat-Sun 8am-8pm	100	£75	£137.50	£250
	Mon-Sun 8am-8pm	50	£225	£412.50	£750

- **Ardwick** - The parking restrictions will apply from Monday to Friday, 8am-6pm. Outside these hours there is no limit to how long people can park.
- **George Leigh Street** - This scheme is limited to residents of 23-57 George Leigh Street and is there to make it easier for residents to park near their home, and to reduce the number of cars being left by other drivers who don't live in the area.



Area	Current Live Permits	Permits Issued 2012/13
ANCOATS		
Ancoats Resident Permit	15	9
Ancoats Visitors Permit	30	9
TOTAL	45	18
ARDWICK		
Ardwick Resident Permit	666	312
Ardwick Visitors Permit	61	34
TOTAL	727	346
CITY CENTRE		
City Centre Zone A Permit	2	0
City Centre Zone C Permit	3	0
Zone 2 Permit A	47	0
Zone 3 Permit C1	50	12
Zone 3 Permit C2	7	3
TOTAL	109	15
FOURCRES		
Fouracres Residents Parking B1	104	94
Fouracres Visitor Permit	30	30
TOTAL	134	124

GROVE VILLAGE		
Grove Village Residents	492	233
Grove Village Visitors	63	30
TOTAL	555	263
HULME		
Hulme Area 1 Residents Permit	17	17
Hulme Area 1 Visitors Permit	3	3
Hulme Area 2 Residents Permit	42	42
Hulme Area 2 Visitors Permit	11	11
Hulme Residents Permit	302	65
Hulme Visitors Permit	239	86
TOTAL	614	224
LOXFORD COURT		
Loxford Residents Permit	17	11
Loxford Visitors Permit	29	19
TOTAL	46	30
SPORT CITY		
Sport City Visitors Permit	2,258	869
Sports City Business Permit	15	6
Sports City Residents Permit	1,129	394
TOTAL	3,402	1,269
TOTALS	5632	2289

School Enforcement



We support over 50 schools in Manchester to minimise dangerous parking during the school run.

When we are asked by a school to provide support we work closely with colleagues in our Transport Policy Unit and the school to implement sustainable travel plans which encourage those motorists who pick up/drop off children at schools to consider other options/improve their driving behaviour.

Where normal methods of enforcement at schools has not resulted in a significant improvement, we will utilise CCTV enforcement to increase compliance with parking restrictions. The use of

CCTV has proven to improve driver behaviour and increase compliance. Feedback from both schools and parents has been positive with recognition that the work we have undertaken has made a real difference to the safety of pupils and parents.

We continue to work closely with these schools to promote road safety and encourage alternative modes of transport, such as walking and cycling and providing advice on the Walk to School, Walking Buses and other initiatives.



The table below shows the number of Penalty Charge Notices issued to vehicles parked on the school keep clear markings.

CCTV PCNs 2012/13	Total PCNs Issued
School Entrance Marking - Briarfield Road (Burnage)	1
School Entrance Marking - College Road	7
School Entrance Marking - Crab Lane	12
School Entrance Marking - Eaton Road	4
School Entrance Marking - Mauldeth Road (Burnage)	2
School Entrance Marking - Oswald Road	2
School Entrance Marking - Wadeson Road	7
Totals	35

A total of 146 Penalty Charge Notices was issued to vehicles parking in contravention outside a school, below is a breakdown of the locations where these PCNs were issued.

Parking tickets issued for Stopped in a restricted area outside a school 2012/13				
Street Name	Issued	Paid	Cancelled	Outstanding
Bazley Road	1	1	0	0
Beaver Road	1	0	0	1
Blue Moon Way	1	1	0	0
Briarfield Road (Burnage)	1	1	0	0
Broadhill Road	5	4	1	0
Burnage Lane (Burnage)	13	8	1	4
Chapel Street (Levenshulme)	1	1	0	0
Claremont Road (Moss Side)	1	1	0	0
Clitheroe Road	8	6	0	2
College Road	9	7	2	0
Cotton Lane (Withington)	1	0	1	0
Crab Lane	14	8	3	3
Cromwell Range	2	2	0	0
Denmark Road (Hulme)	10	8	0	2
Eaton Road	4	4	0	0
Elm Grove (Didsbury East)	1	1	0	0
Firbank Road	1	0	1	0
French Barn Lane (Crumpsall)	4	2	2	0
French Barn Lane (Higher Blackley)	1	1	0	0
Howden Road	1	0	0	1
Lincoln Grove	2	1	0	1
Livesey Street (Ancoats)	3	1	1	1
Longford Road	10	8	1	1
Loxford Street	5	4	0	1
Mauldeth Road (Burnage)	2	2	0	0
Middleton Road (Crumpsall)	1	1	0	0
Oswald Road	2	2	0	0
Plymouth Grove West	3	3	0	0
Rostron Avenue	3	3	0	0
School Lane (Didsbury East)	1	0	1	0
St Pauls Road	18	16	2	0
Sudell Street (Anc&Clay)	3	3	0	0
SUTCLIFFE AVE	1	1	0	0
Talbot Road	1	1	0	0

Victoria Avenue (Higher Blackley)	2	2	0	0
Wadeson Road	7	5	1	1
Whitman Street	1	0	0	1
Wilbraham Road (Whalley Range)	1	1	0	0
Totals for Contravention	146	110	17	19

Controlled Parking Zone (CPZ)

A controlled parking zone, often referred to as a CPZ, is an area where the Council have introduced restrictions on parking during certain times.

When you enter a controlled parking zone you will see a CPZ entry sign. These signs are erected at all entry points to that zone. The sign tells you the days and the hours that the restrictions apply.

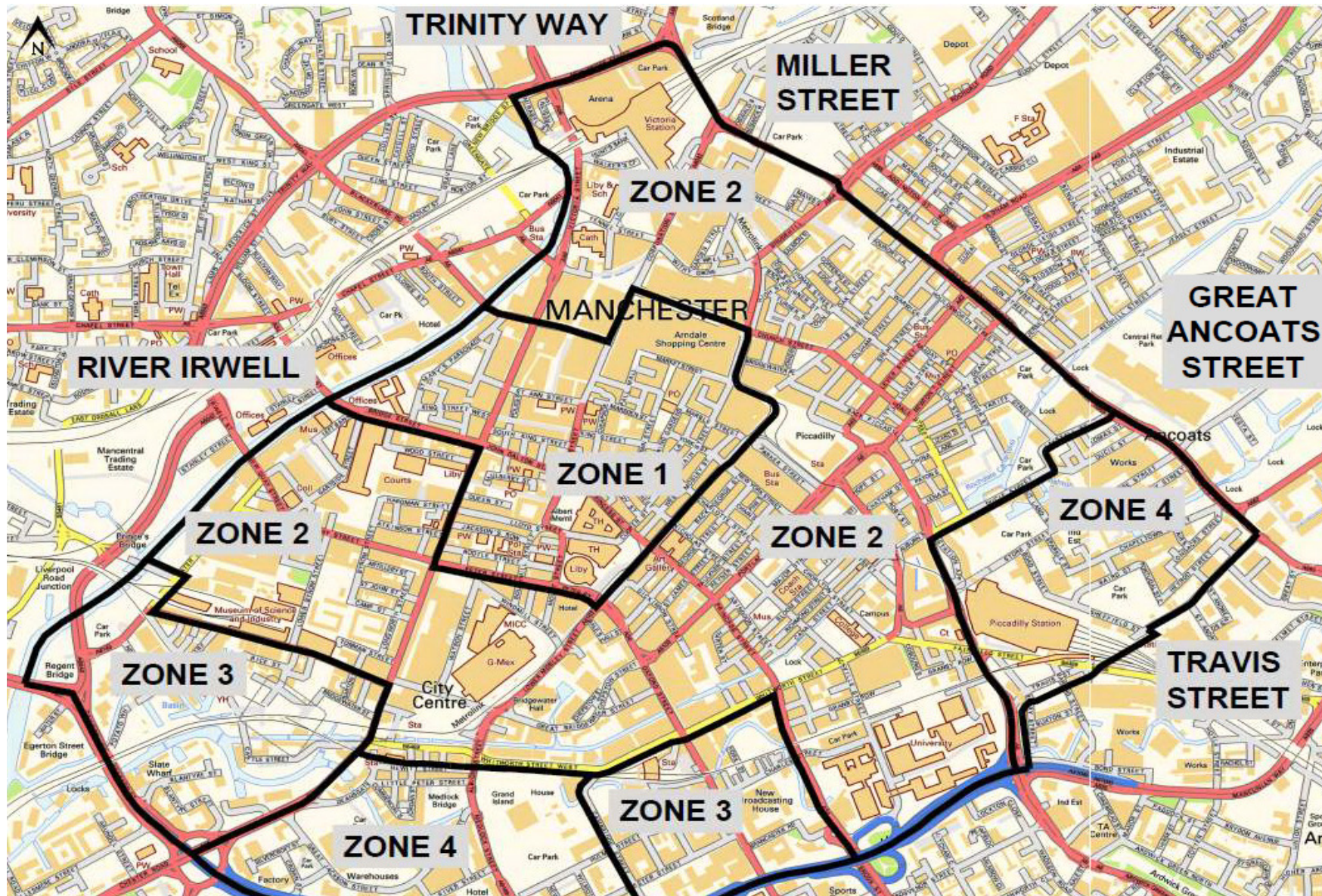
Pay and display machines will also tell you the restricted hours for the zone you are in.

The following map details the area covered by the City Centre CPZ. The zones and the tariffs changed in the City Centre CPZ in August 2013. The City Centre is now divided into 4 zones, which includes a weekend tariff and a 10-hour tariff in Zone 4 to provide residents and visitors the option to park for longer if required.

The new tariffs are set out below along with the maximum length of stay for each zone.

Outside of the City Centre there are other CPZs, including

- Miller Street CPZ operational Monday to Friday 8am to 6pm and Saturday 8am to 12:30
- Ancoats CPZ operational Monday to Saturday 8am to 6pm
- Hulme CPZ operational Monday to Saturday 8am to 6pm



City Centre tariffs, applicable from 27 August 2013.

Zone 1

MAXIMUM STAY 2 HOURS

PAY & DISPLAY
Mon-Sun 8.00am - 8.00pm
2 hours maximum stay

TARIFF CHARGES:

Up to 30min	£1.50
Up to 1 hour	£3.00
Up to 1 hour 30min	£4.50
Up to 2 hours	£6.00

Bank Holidays - No Charge
OR

Resident permit **A** holders
displaying permits
Permitted Hours:
Mon - Fri 8.00am - 9.00am
5.00pm - 8.00pm
Sat & Sun 8.00am - 8.00pm

Resident permit **A** holders
displaying convenience ticket
with permit.
Permitted Hours:
Mon - Fri 9.00am - 1.00pm
1.00pm - 5.00pm

MACHINE No 2000

Zone 2

MAXIMUM STAY 2 HOURS

PAY & DISPLAY
Mon-Sun 8.00am - 8.00pm
2 hours maximum stay

TARIFF CHARGES:

Up to 30min	£1.45
Up to 1 hour	£2.90
Up to 1 hour 30min	£4.30
Up to 2 hours	£5.80

Bank Holidays - No Charge
OR

Resident permit **A** or **B** holders
displaying permits
Permitted Hours:
Mon - Fri 8.00am - 9.00am
5.00pm - 8.00pm
Sat & Sun 8.00am - 8.00pm

Resident permit **A** or **B** holders
displaying convenience ticket
with permit.
Permitted Hours:
Mon - Fri 9.00am - 1.00pm
1.00pm - 5.00pm

MACHINE No 2005

Zone 3

MAXIMUM STAY 3 HOURS

PAY & DISPLAY
Mon-Sun 8.00am - 8.00pm
3 hours maximum stay

TARIFF CHARGES:

Up to 30min	60p
Up to 1 hour	£1.25
Up to 1 hour 30min	£1.85
Up to 2 hours	£2.50
Up to 2 hours 30min	£3.10
Up to 3 hours	£3.70

Bank Holidays - No Charge
OR

Resident permit **AB** or **CI** holders
displaying permits. Permitted Hours:
Mon - Fri 8.00am - 9.00am
5.00pm - 8.00pm
Sat & Sun 8.00am - 8.00pm

Resident permit **C2** holders
displaying permits. Permitted Hours:
Mon - Sun 8.00am - 8.00pm

Resident permit **AB** or **CI** holders
displaying convenience ticket with permit.
Permitted Hours:
Mon - Fri 9.00am - 1.00pm
1.00pm - 5.00pm

MACHINE No 3002

Zone 4

MAXIMUM STAY 10 HOURS
EXCEPT WEEKEND STAY

PAY & DISPLAY
Mon-Sun 8.00am - 8.00pm
10 hours maximum stay
Except WEEKEND STAY

TARIFF CHARGES:

Up to 30min	50p
Up to 1 hour	£1.00
Up to 3 hours	£2.50
Up to 6 hours	£5.00
Up to 10 hours	£7.50

WEEKEND STAY Sat & Sun
8.00am - 8.00pm inclusive
TARIFF CHARGE £10.00

Bank Holidays - No Charge
OR

Resident permit **AB** or **CI** holders
displaying permits. Permitted Hours:
Mon - Fri 8.00am - 9.00am
5.00pm - 8.00pm
Sat & Sun 8.00am - 8.00pm

Resident permit **C2** holders
displaying permits. Permitted Hours:
Mon - Sun 8.00am - 8.00pm

Resident permit **AB** or **CI** holders
displaying convenience ticket with permit.
Permitted Hours:
Mon - Fri 9.00am - 1.00pm
1.00pm - 5.00pm

MACHINE No 1014

Yellow Lines

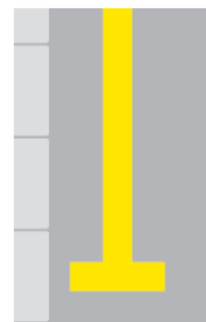
Double yellow lines restriction is “no waiting at any time” and does not require a time plate

Single yellow lines require a time plate unless they are in a Controlled Parking Zone

- Where there are double yellow lines, this means no parking at any time.
- You may not park on a Single Yellow Line during restricted hours. Please refer to the nearby timeplate or boundary sign when parking in a CPZ
- If you only stop on a yellow line to load and unload, this must be a continuous activity
- If you are a Disabled Badge holder you are allowed to park on a yellow line, where there is no loading ban, for up to 3 hours when displaying your disabled badge and timeclock.



No waiting
at any time



No waiting
during times
shown on sign

Outside the Controlled Parking Zone



No loading or unloading
at any time



No loading or unloading
at the times shown

Pay and Display and Cashless Parking

Manchester has in excess of 2500 on-street pay and display bays in the City Centre.



Cashless parking has now been in operation in Manchester since November 2011, where the service was launched to enable easy access to on street parking in Manchester City Centre. This has provided the motorists with an 'easy and more flexible' option to pay for parking when visiting Manchester.

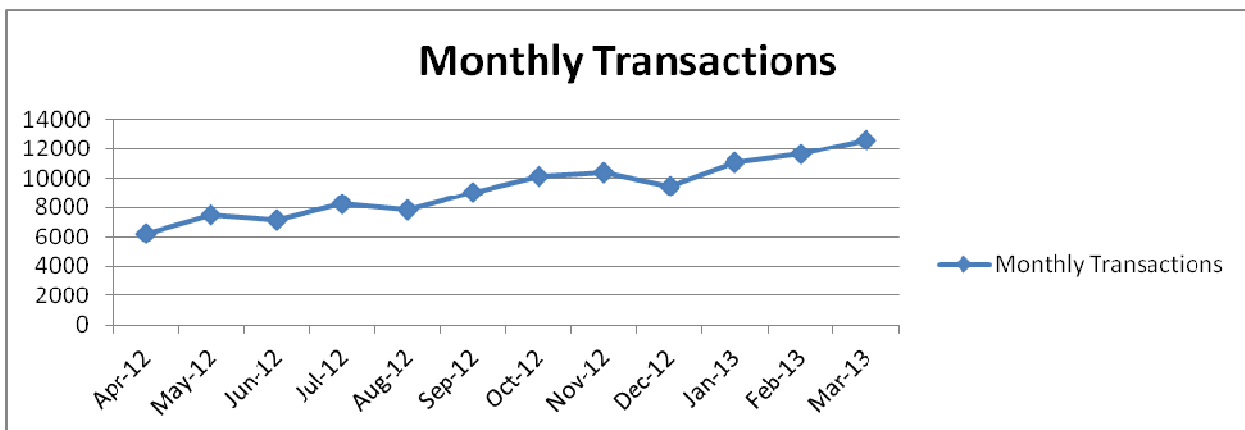
Between April 2012 and March 2013 there was a 66% increase in the number of customers using this method of service.

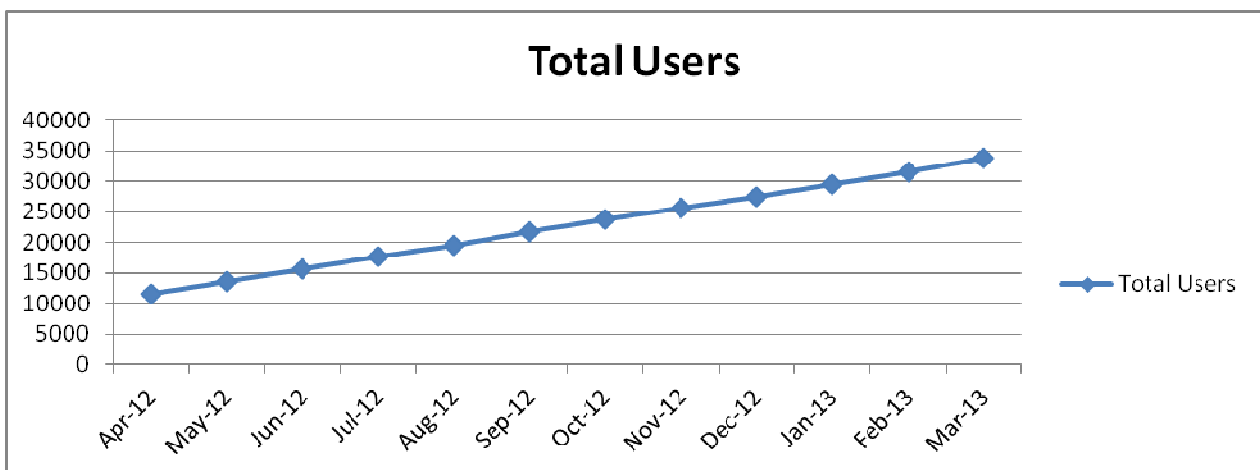
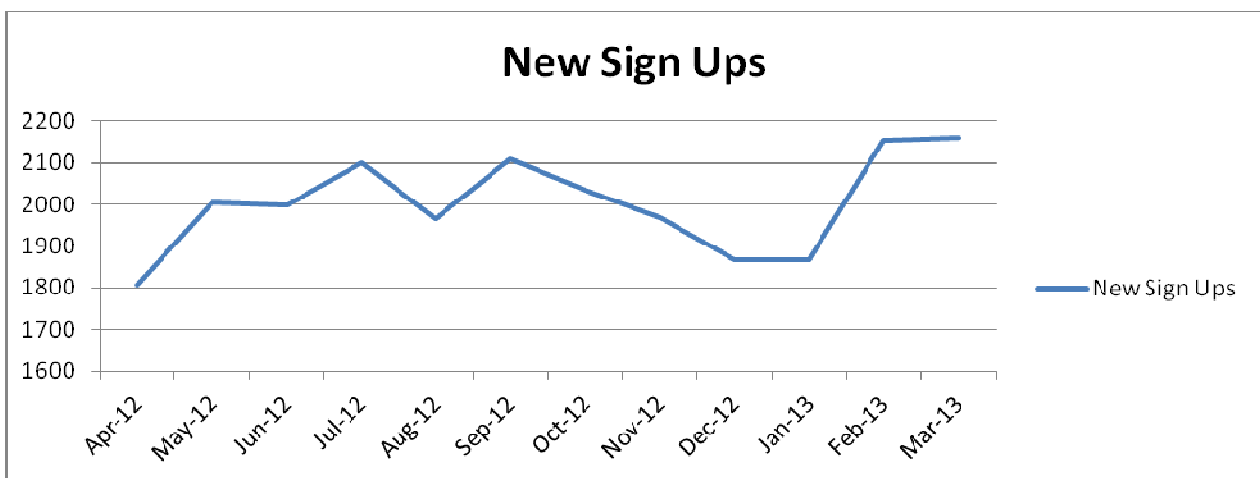
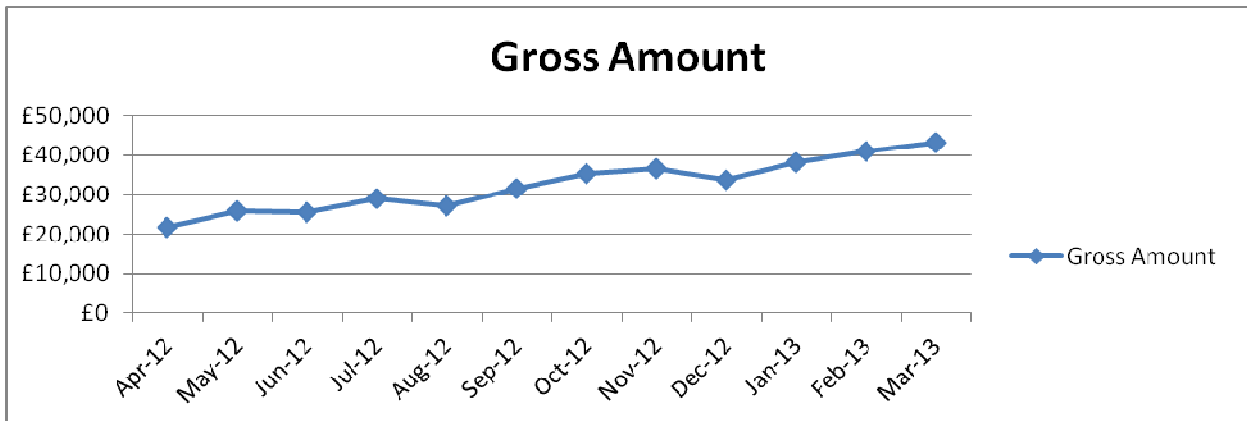


PayByPhone tops the premier league

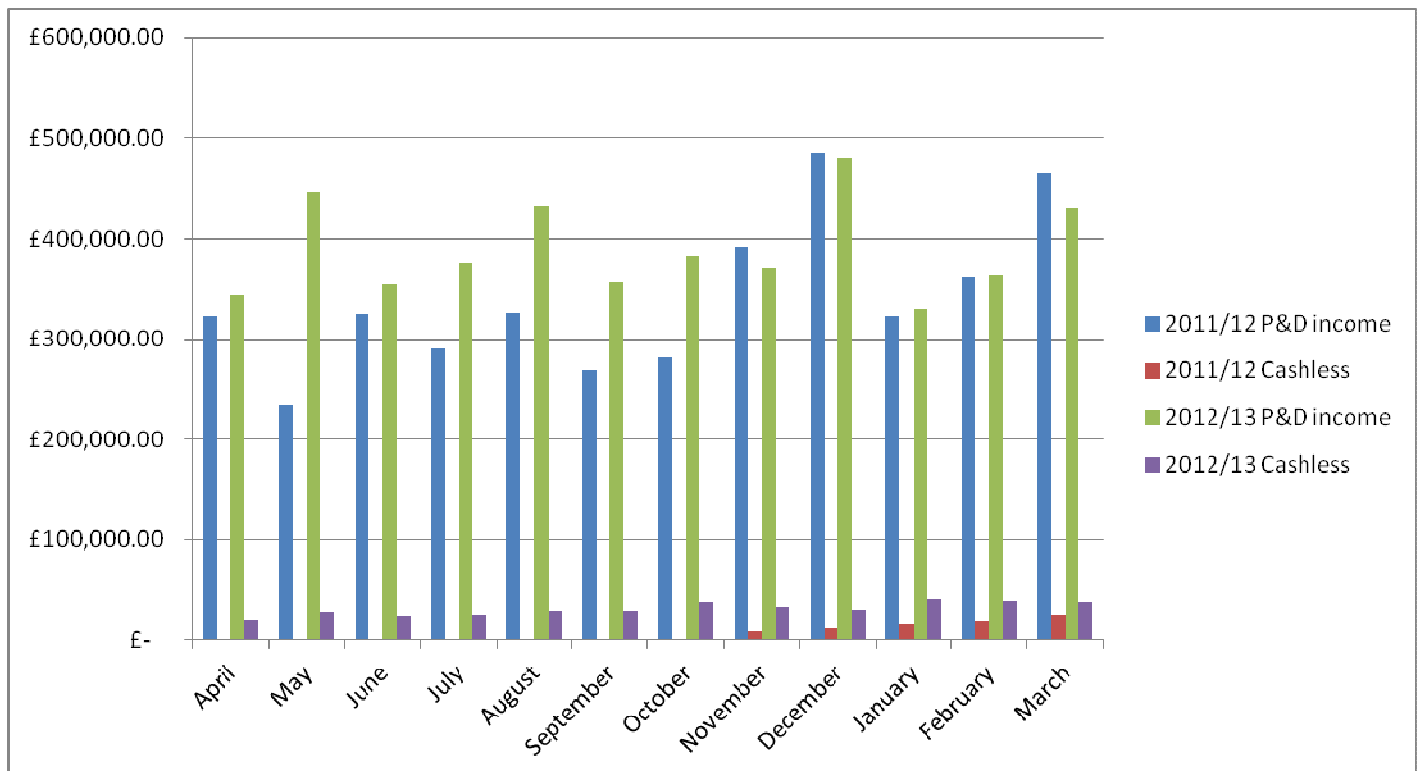
Manchester City Council and PayByPhone join forces to launch cashless parking

The following graphs show the transactions, income, new users and total users throughout 2012/13, in relation to Cashless parking.





The following graph details the Pay & Display income over the past two financial years, showing the increase in the usage of cashless parking.



Parking with Shopmobility

[Shopmobility](#) is a nationally registered charity, assisting and supporting people in the community into gaining access to shopping facilities.

Free parking for Shopmobility members is available in the Arndale High Street Car Park

All you need to do is take your car park entry ticket to Shopmobility and they will stamp it so that you can obtain free parking on the day of your visit.

Shopmobility membership is free for more information contact

Shopmobility Manchester
Arndale Centre
MANCHESTER
M4 2HU



What is Shop Mobility?

Shop Mobility helps anyone with a permanent or temporary disability to get around the shops and use the other facilities of the city centre of Manchester.

We provide a fleet of powered scooters, powered wheelchairs and manual wheelchairs.

We also have services for those who might require assistance - for example, you may want someone to take a scooter to you when you arrive in Manchester, or simply to help you with your shopping.

Disabled Badge

Who Can Apply for a Blue Badge?

Manchester residents, depending on their situation, may qualify for a badge automatically, or subject to further assessment.

Some people qualify for a badge under the "**automatic**" criteria:

- anyone with proof that they are receiving the higher rate mobility component of the disability living allowance;
- an individual with proof that they are registered blind (severely sight impaired);
- those in receipt of a War Pensioners Mobility Supplement;
- Service personnel and veterans with proof that they are in receipt of a lump sum benefit under tariffs 1-8 of the Armed Forces Compensation Scheme and certification of having a permanent and substantial mobility difficulty.

The Blue Badge Scheme handbook explains the rules in full, but here are the main rules about using a disabled badge:

- Meters and Pay & Display bays, Disabled Parking Bays: Blue Badge holders may park here for an unlimited time provided the Blue Badge is clearly displayed.
- Bays signposted `Loading only`: Blue Badge holders may only park here if loading or unloading continuously.
- Bays signposted `Taxis only`: No parking here at any time.
- Single or double yellow lines with stripes on the kerb: the white `No loading` signs mean that parking at certain hours (the signs show which hours) is not permitted - even to load or unload.
- Single or double yellow lines without stripes on the kerb: Blue Badge holders can park here for up to three hours provided the Blue Badge is clearly displayed with the `clock` (showing time of arrival).

Coach Parking

We offer parking facilities for the large number of coach operating companies visiting the city centre, from all parts of the UK, Europe and farther afield.

Manchester provides on-street short stay coach bays for unloading/loading and medium stay bays for parking up to 4 hours. Longer-term/overnight parking facilities are available in the city centre and at sporting/tourist venues around the city - see list below:

Short Stay Drop Off Bays - Max 20 minutes

- Chorlton Street - 2 bays
- Cross Street - 3 bays
- Liverpool Road - 2 bays
- Lower Mosley Street - 3 bays

- Oxford Street - 2 bays
- Princess Street - 1 bay

Medium Stay Coach Stands - Max stay 4 hours

- Byrom Street - 2 bays (6.00pm - 8.00am)
- Charles Street - 2 bays (4.00pm-8.00am)
- Cheetham Hill Road - 9 bays (6.30pm-8.00am)
- Great Bridgewater Street - 1 bay (4.00pm-8.00am)
- Great Ducie Street - 3 bays (7.00pm-4.00am)
- Miller Street - 9 bays (6.30pm-8.00am)
- Store Street - 6 bays (4.00pm - 8.00am)
- Water Street - 2 bays (4.00pm - 8.00am)

Longer Stay/Overnight -

- Etihad Stadium Car Park
- Owen Street Euro Car Parks
- Imperial War Museum North

Untaxed or Abandoned Vehicles

Manchester City Council continues to deal with the removal of untaxed and abandoned vehicles. Utilising devolved powers from the DVLA, since 2004 we have removed almost 13,500 untaxed vehicles from the streets of Manchester. It is recognised that, while these vehicles are untaxed, many are also likely to be uninsured or without a valid MOT and even used in criminal activity. We work closely with the Police and other agencies, and will provide them with information relating to these vehicles

We have also developed processes with our bailiff contractors to assist in the identification of untaxed vehicles, using Automatic Number Plate Recognition (ANPR) technology. The number of vehicles removed has decreased from 583 vehicles in 2011/12 to 445 in 2012/13, continuing the year on year trend. This demonstrates that the efforts of Manchester City Council and the DVLA is having a positive effect and reducing the number of untaxed vehicles on our roads.

In addition to vehicles with no tax we also remove vehicles that have been abandoned using powers provided by the Clean Neighbourhoods and Environment Act 2005. These vehicles are seen as a nuisance, are unsightly and can attract vandalism or arson. We work with Greater Manchester Fire Service to identify any hotspots and proactively remove any vehicle before it becomes a problem, supporting the Council's drive against grime and crime.

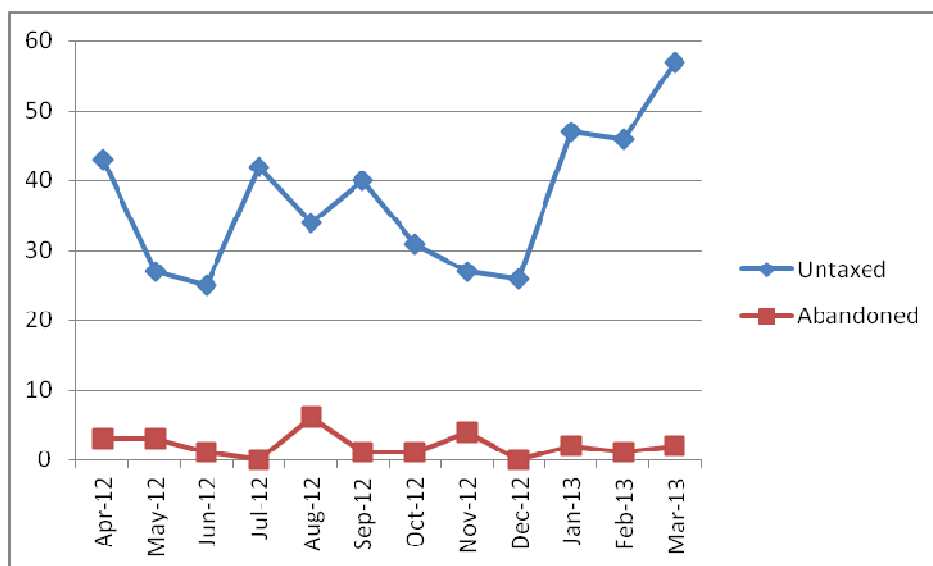
Where it appears to a local authority that a vehicle in its area is abandoned, it will be its duty to remove the vehicle. This duty applies to all land in the open air or any land forming part of a highway.

The following characteristics are generally common to abandoned vehicles and one or a combination of the following could assist a local authority officer in making a decision on abandonment.

- (a) Untaxed,
- (b) No current vehicle keeper on the Driver and Vehicle Licensing Agency's (DVLA) record
- (c) Stationary for a significant amount of time

- (d) Significantly damaged, run down or unroadworthy
- (e) Burned out
- (f) Lacking one or more of its number plates
- (g) Containing waste

This chart shows the number of vehicles removed for having no road tax and also the number of vehicles removed as they were abandoned between April 2012 and March 2013.



Disabled Badge misuse and fraudulent use.

Abuse and misuse of blue badges

There are two offences in relation to the blue badge scheme:

- Misuse - see the Road Traffic Regulation Act 1984 section 117 - this covers anyone who misuses a valid blue badge. An example might be a person who misuses their relative's badge, by parking a vehicle without the badge-holder being present; or
- Abuse - see the Fraud Act 2006 section 1 - this relates to anyone who uses a blue badge which is not genuine or where the badge has been altered.

The Blue badge enforcement team

Officers patrol the city observing vehicles and enforcing against motorists who abuse or misuse the Blue Badge scheme.

Why do we enforce?

There are over two million disabled people's parking badges (otherwise known as Blue Badges) in the UK. Abuse of the scheme by those who are not entitled to its concessions can undermine the scheme credibility. This can impact on the mobility of disabled people, who have a genuine requirement and are unable to make use of parking spaces, which are being used illegally.

We have a dedicated team who gather evidence against drivers who misuse a genuine badge and also prosecute individuals who use a fake blue badge.

What counts as misuse of a blue badge?

Some forms of misuse are against the law. These include:

- allowing someone else to use your blue badge
- using a fake or altered blue badge while your vehicle is being driven
- using a fake or altered blue badge while your vehicle is parked
- any other kind of dishonesty or deception in obtaining or using a blue badge
- parking in an on-street blue badge parking bay without displaying a badge
- failing to produce a blue badge when you are asked for it by a traffic warden or police officer
- disobeying UK parking regulations, such as parking in a clearway or on a zebra crossing

Your local authority can also deem you to have misused your badge, even if you haven't committed an offence, if any of the following apply:

- you stayed in a vehicle with the badge displayed
- you caused an obstruction while parking with your blue badge, such as blocking an entrance to a hospital
- you caused a dangerous situation while parking with your blue badge, such as parking on a junction and restricting the view of drivers

What can happen if a blue badge is misused?

Blue badges are the property of local councils. Your local authority can take your blue badge away or withdraw an existing one if you are found to be misusing it.

If you have committed an offence relating to a blue badge, you may also be fined up to £1000 plus any additional penalty for any related parking offence.

Fraudulent use of a Blue Badge

Previously, Blue Badges were made from card and handwritten but from the 2013 disabled drivers will be able to apply for an electronically printed badge, much like a driving licence. The new badge will have security features such as a unique hologram, digital photo and serial number allowing parking attendants to check for genuine badges more easily through the windscreen.

Blue Badge fraud is estimated to cost the UK £46 million a year and it is generally accepted that reform is urgently needed. The new badge is part of a wider crackdown on misuse of the scheme to ensure disabled parking spaces can only be used by those most in need.

Manchester City Council's enforcement team undertake regular compliance checks on disabled badges and the table below provides the compliance percentage.

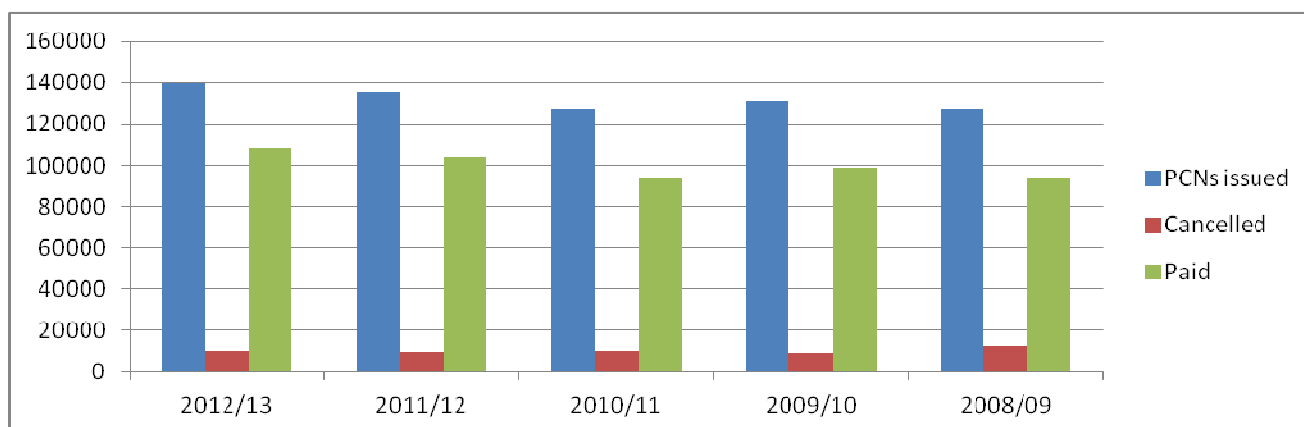
Percent compliance of disabled badge checks				
	Q1 12/13	Q2 12/13	Q3 12/13	Q4 12/13
	97.9%	93.8%	92.9%	91.1%

Parking Enforcement

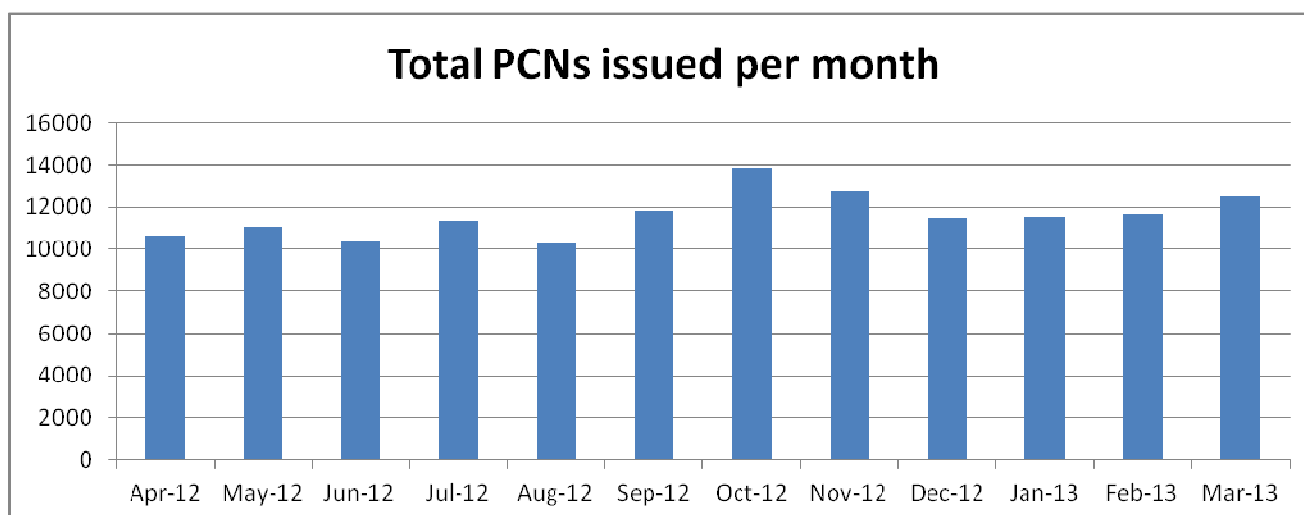
The information below is a breakdown of the PCNs issued in this financial year, showing whether the PCN has been paid, cancelled or appealed through the Traffic Penalty Tribunal.

Annual statistics 1st Apr 12 - 31st Mar 13			
	Total	On Street	Off Street
Number of higher level PCNs issued	47704	47600	104
Number of lower level PCNs issued	91765	79732	12033
Total PCNs issued	139469	127332	12137
Number of PCNs paid	107915	99710	8205
Number of PCNs paid at discount rate	86790	80283	6507
Number of PCNs against which an informal or formal representation was made	25845	22446	3399
Number of PCNs cancelled as a result of an informal or formal representation	10420	8202	2218
Number of PCNs written off	0	0	0
Number of vehicles immobilised	0	0	0
Number of vehicles removed	2779	2766	13
Number of appeals to adjudicators	1084	1027	57
Number of appeals refused	508	495	13
Number of appeals non-contested	101	89	12
Number of appeals allowed	475	443	32
Percentage of higher level PCNs issued	34.20%	37.38%	0.86%
Percentage of lower level PCNs issued	65.80%	62.62%	99.14%
Percentage of PCNs paid	77.38%	78.31%	67.60%
Percentage of PCNs paid at discount rate	62.23%	63.05%	53.61%
Percentage of PCNs against which an informal or formal representation was made	18.53%	17.63%	28.01%
Percentage of PCNs cancelled as a result of an informal or formal representation	7.47%	6.44%	18.27%
Percentage of PCNs written off	0.00%	0.00%	0.00%
Percentage of appeals to adjudicators	0.78%	0.81%	0.47%
Percentage of appeals refused	46.86%	48.20%	22.81%
Percentage of appeals non-contested	9.32%	8.67%	21.05%
Percentage of appeals allowed	43.82%	43.14%	56.14%

The graph below gives a comparison to previous years for PCNs issued, paid and cancelled.



This graph breaks the PCNs issued in 2012/13 into months, highlighting when the PCNs were issued.



Two tables have been provided to indicate where the PCNs were actually issued, providing the top 10 issuing locations for on-street parking and also how many PCNs have been issued in each of the joint venture car parks.

Car Park	PCNs Issued	Number of Bays
BRIDGE STREET CAR PARK off bridge street	1313	73
Travis Street (station) Car Park	325	125
Wythenshawe Forum Car Park	284	
QUEEN STREET CAR PARK	250	12
HULME STREET CAR PARK	240	114
CHEPSTOW STREET CAR PARK OFF Chepstow Street	234	10
SHEFFIELD STREET COACH PARK	234	160
Abingdon Street Car Park	179	23

THURLOE STREET CAR PARK	124	35
STONE STREET CAR PARK	122	12
BLOOM STREET CAR PARK	91	64

Location	Number of PCNs issued
Liverpool Road	2485
St John Street	2392
King Street	2066
Stockport Road (Longsight)	2045
Deansgate	1801
Chester Street	1766
Thomas Street (City Centre)	1720
Lloyd Street	1704
George Street	1626
Byrom Street (City Centre : ZONEA)	1606


Below is a breakdown of the parking contraventions and the percentage against the total issued

Contravention Reason	% of total issued
Parked in a restricted street during prescribed hours	21.35%
Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.	3.25%
Parked after the expiry of paid for time	24.36%
Parked without clearly displaying a valid pay and display ticket or voucher	21.90%
Parked with payment made to extend the stay beyond initial time	0.79%
Parked without payment of the parking charge	0.02%
Parked in a residents' or shared use place/zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place	1.68%
Parked in a permit space without displaying a valid permit	0.23%
Parked in a residents' or shared use parking place/zone displaying an invalid permit, an invalid voucher or invalid pay and display ticket	0.04%
Parked in a suspended bay/space or part of bay/space	0.19%
Re-parked in the same parking place/zone within one hour (or other specified time) of leaving	0.00%
Parked in a parking place or area not designated for that class of vehicle	3.54%
Not parked correctly within the markings of the bay or space	2.68%
Parked in a loading place during restricted hours without loading	1.20%
Vehicle parked more than 50cm (or other specified distance) from the edge of the carriageway and not within a designated parking place	0.24%
Parked adjacent to a dropped footway	0.36%
Parked for longer than permitted	5.47%
Parked in a designated disabled person's parking place without clearly	2.04%

displaying a valid disabled person's badge.	
Parked on a taxi rank	1.29%
Stopped where prohibited (on a red route or clearway)	0.16%
Stopped on a restricted bus stop/stand	0.36%
Stopped in a restricted area outside a school	0.10%
Parked after the expiry of paid for time	3.67%
Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	4.57%
Parked beyond the bay markings	0.38%
Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge.	0.07%
Stopped on a pedestrian crossing and/or crossing area marked by zigzags	0.06%

How to pay your PCN

Of the PCNs issued in this financial year 76.56% have been paid, with 61.52% paying at the discounted rate.

How to Pay
<p>Debit/Credit/Online Payments</p>  <p>ALL OF THESE DEBIT/CREDIT CARDS are accepted by the automated telephone payment line 0161 954 9010 (24 hours).</p> <p>Online at www.manchester.gov.uk / payticket</p> <p>By telephone Credit/Debit card payments only. Use our automated payment line 0161 954 9010 (24 hours, 7 days a week). Please have vehicle details and PCN Number ready</p> <p>By post to: Manchester City Council, PCN Payments, Town Hall, PO Box 532, Manchester, M60 2LA. Allow 2 working days for 1st class post and 5 for 2nd class post. If making payment by cheque or postal order make payable to Manchester City Council and write the PCN number on the reverse.</p> <p>In person at a branch of the Post Office, or at any outlet displaying the Paypoint logo, using the Barcode overleaf.</p>

There are various ways in which a PCN can be paid:

1. Using the automated payment line – 0161 954 9010
2. On line at www.manchester.gov.uk/payticket.
Approximately 85% of all payments made are completed using the self service method (using the automated payment line or the website).
3. By telephone to the call centre – Contact Manchester
4. In person using the Barcode method
5. By Post



Barcode Payments

Following the implementation of Barcodes on all Penalty Charge Notices in August 2011, customers are now able to make payments in cash at any Post Office or at one of thousands of

Newsagents and other outlets displaying the PayPoint Logo. The Post Office/Paypoint outlet simply scans the barcode and takes the payment. The council's system is notified within 24 hours that the payment has been made and that the PCN can be closed.

This method of payment brings the convenience of making a payment locally to customers, ensuring that a visit to the Town Hall to pay in cash is a thing of the past.

Pay or Appeal

Motorists who receive a Penalty Charge Notice, have 2 choices, either pay the Penalty Charge, details of How to pay are detailed above, or appeal

How to appeal your PCN

A Penalty Charge Notice can be challenged, either using the PCN that was issued to the vehicle (informal challenge) or by using a statutory notice (formal challenge) that will have been posted to the registered keeper.

Of the PCNs issued in Manchester 19.16% were challenged.

The specified grounds on which representations against a PCN may be made:

- *"The alleged contravention did not occur"*. Please explain why you think no contravention took place.
- *"I was not the owner of the vehicle at the time"*. If you sold the vehicle before the date of the contravention or bought it after the date, you must tell us the name and address of the person who sold it to you, or bought it from you, if you know it. Please supply evidence of the sale / purchase (e.g. a sales receipt).
- *"The vehicle was being driven without the consent of the owner and has been allowed to remain at rest in the place in question by the person who was in control of it"*. Please show evidence (e.g. police crime report, insurance claim).
- *"We are a hire firm and the vehicle in question was at that time being used under a hire agreement; and the person hiring it has signed a statement accepting liability"*. Please supply a copy of the signed agreement including the name and address of the hirer.
- *"The penalty charge exceeded the amount applicable in the circumstances of the case"*. If you think you are being asked to pay more than you should legally pay.
- *"The Traffic Order was invalid"*. If you believe the parking restriction in question was invalid or illegal.
- *"There has been procedural impropriety on the part of the enforcement authority"*. Please describe the alleged impropriety.
- *"The penalty charge has already been paid in full, or has been paid at the reduced amount within the specified period"*. Please provide details of the payment method, date and

amount.

- *Other grounds* - if there are any other reasons why you believe the Council should cancel the penalty charge notice and refund any sum already paid.

If you are dissatisfied with our response at the Notice to Owner stage, you can appeal to an independent adjudicator of the Traffic Penalty Tribunal which acts as an independent appeals adjudication service for PCNs. Local hearings are held for those who wish to attend in person. Visit the [Traffic Penalty Tribunal](#) website which provides information on the whole process.

The adjudicator will consider all of the information provided by both the motorist and the Council and make a decision on whether or not the charge should be paid. The adjudicator's decision is final.

The adjudicator has powers to award costs against either party if the adjudicator finds they have been "frivolous, vexatious or wholly unreasonable". Such instances are very rare.

Correspondence/Back Office

We aim to deal with each and every case on the basis of a First Time Right principle. This requires that all our Customer Service Officers review each case on its own merit, with the emphasis being on reasonableness and proportionality. This applies to both informal and formal representations

Cancellation Reasons Summary

- **Pay & Display Ticket/PaybyPhone Evidence Provided**

The driver will get one chance to provide a valid Pay & Display ticket. Whether the driver displayed the pay & display ticket face down or not at all, we will only cancel one parking ticket per vehicle for this reason: after that, other parking tickets will be dealt with on their own merit and not necessarily cancelled. When cancelling the parking ticket the driver must be made aware that if they receive another parking ticket this may not be cancelled.

- **CEO Error**

A PCN will be cancelled if the Civil Enforcement Officer has made a mistake when issuing the PCN.

- **Reasonable Grounds/Mitigating Circumstances**

On occasions where the PCN was correctly issued, but there are mitigating circumstances, the Council will take into consideration mitigation when reaching a decision. The Council has a duty to act fairly and proportionately and will exercise discretion sensibly and reasonably.

- **Disabled Badge Provided**

This means we will provide the motorist with one chance to provide a valid disabled badge if a parking ticket has been issued for not displaying one. Each case will be dealt

with on its own merit, however the general rule is that the driver will be given one opportunity to provide their disabled badge if they had not displayed it at the time the parking ticket was issued. When cancelling the parking ticket the driver must be made aware that if they receive another parking ticket this may not be cancelled.

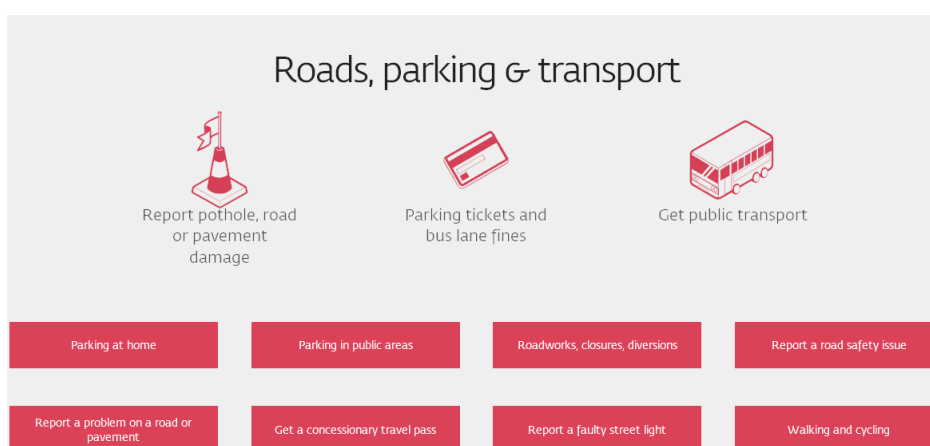
- **Loading/Unloading**

To be entitled to the loading exemption a motorist must demonstrate that the vehicle was parked only for so long as was necessary to load goods, which by reason of their size, volume or weight could not reasonably be transported. The act of actually purchasing the goods is not included in the act of loading. Goods may be moved from the shop to the vehicle but they should be purchased first and made ready for immediate collection. A receipt, delivery note or invoice must be provided to claim this exemption.

This table shows the top 10 cancellation reasons;

Cancellation reason	Number cancelled	% of total issued
P&D provided	4699	3.37%
Reasonable/mitigation	1291	0.93%
Paid by Phone	1098	0.79%
CEO Error	723	0.52%
Loading Evidence	721	0.52%
Disabled Badge provided	573	0.41%
APPEAL ACCEPTED	234	0.17%
FOREIGN DRIVER	176	0.13%
2 PCNS FOR SAME OFFENCE	140	0.10%
VEHICLE BROKEN DOWN	126	0.09%

Contact Manchester & the new and improved Manchester Council web site.



The new look website has been designed to make it easier for the user.

Through this website you can;

- Appeal your PCN
- Pay the PCN
- View the images of the vehicle parked in contravention
- Apply for a residents permit
- Apply for a suspension/dispensation

The Web Site can be used to report:

- abandoned vehicles
- untaxed vehicles
- poor road markings/signs
- to request enforcement in a particular area where vehicles are parked in contravention
- resident permits or enquiry about the implementation of a new scheme

Alternatively there is Contact Manchester which is Manchester City Council's corporate contact centre, and provides a fast and responsive single point of contact for customers. Customer queries and requests are received via multiple access channels including telephone, e-mail, web form, text message, fax and letter.

Statutory Notices

Notice to Owner

The table below highlights the number of PCNs that have had statutory notices, also showing the percentage sent against the total PCNs that were issued in this financial year.

Statutory Notice	Number sent	% of total issued
Notice to Owner	31001	22%
Charge Certificate	18484	13%
Order For Recovery	8611	6%
Warrant of Execution	6470	5%

The Notice to Owner is a statutory notice served by the council on the person appearing to be the owner of a vehicle issued with a penalty that remains unpaid after 28 days. The Notice to Owner requires the owner either to:

- make payment of the full penalty charge; or
- challenge the penalty by making written representations to the council.

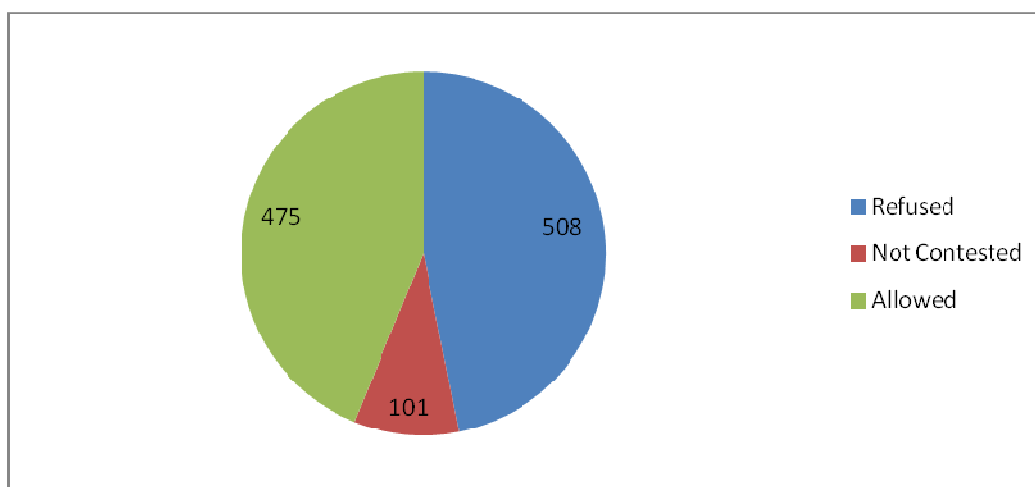
Once a Representation has been made the Council will either cancel the PCN or issue a Notice of Rejection. Once a Notice of Rejection has been issued the Registered Keeper can appeal to the Traffic Penalty Tribunal

The Traffic Penalty Tribunal decides appeals against parking, bus lane and moving traffic penalties issued by Civil Enforcement Authorities in England (outside London) and Wales.

The Traffic Penalty Tribunal is an independent tribunal whose impartial, independent Adjudicators consider appeals by motorists and vehicle owners whose vehicles have been:

- issued with parking a Penalty Charge Notice (PCN) - or have been removed (towed away) or immobilised (clamped) - by a council in England (outside London) and Wales that enforces parking contraventions under the Traffic Management Act 2004.
- issued with a bus-lane Penalty Charge Notice (PCN) by a council in England (outside London) that enforces bus-lane contraventions under the Bus Lane Contraventions (Penalty Charges, Adjudication and Enforcement) (England) Regulations 2005.
- issued with a bus lane Penalty Charge Notice (PCN) or moving traffic PCN by a council in Wales that enforces bus lane or moving traffic contraventions under the Traffic Management Act 2004.

1084 appeals were made against PCNs issued by Manchester City Council to the Traffic Penalty Tribunal, the table below shows the results, showing 47% of the appeals were refused.



Charge Certificate

- A notice issued to a motorist who has received a Penalty Charge Notice and subsequent Notice to Owner but has not paid within the statutory time limits. A Charge Certificate increases the full penalty charge by 50% and requires payment within 14 days of service if registration of the debt is to be avoided.
- The Charge Certificate increases the penalty charge by 50% and allows 21 days for payment, beginning with the date of posting.

- If payment has not been received after 21 days, we may register the charge with the Traffic Enforcement Centre (TEC) at Northampton County Court to recover the unpaid charge. The TEC is part of the County Court based at Northampton that deals with the registration of debts from England and Wales for all unpaid Penalty Charge Notices. See Her Majesty's Courts Service website for more details.
- After the TEC has sent confirmation to the council that they may proceed to recover the charge, we have 15 days to prepare and serve the following forms on you:

Order for the Recovery of Unpaid Penalty Charge

- What can I do now?
- Once you have received an Order for Recovery you can either:
- pay the outstanding amount which will consist of the penalty charge and a court registration fee of £7 to the council within 21 days, or
- complete the Witness Statement and return it to the TEC.
- What is the 'Witness Statement' form?
- The Witness Statement is a legal declaration to say that you did not receive either a Notice to Owner, or a Notice of Rejection from the council, or a Notice of Refusal from the Traffic Penalty Tribunal, or that you paid the penalty charge within 28 days of receiving it.
- You must then send the completed Witness Statement to the Traffic Enforcement Centre (not to the council).
- If you complete a Witness Statement it does not mean that the Penalty Charge Notice is cancelled. We may go back to the stage of the process where you said that you did not receive notification. If you state that you did not receive a Notice to Owner, we may take your case back to the Notice to Owner stage and send you a Notice to Owner. If you state that you made representations to the council or an appeal to the Traffic Penalty Tribunal then we may refer your case to the traffic Penalty Tribunal.
- It is a criminal offence to make a false Witness Statement and proceedings for contempt of court may be brought against you if you make a false statement without an honest belief in its truth.
- On what grounds could I make a Witness Statement?
- There are four grounds on which a Witness Statement may be made:
- I did not receive the 'Notice to Owner' - If you did not receive a 'Notice to Owner', you will not have had an opportunity to make formal representations against the issue of the

Penalty Charge Notice. If a valid Witness Statement is made on this ground, we will reissue a 'Notice to Owner'.

- I made representations about the penalty charge but did not receive a rejection notice - If you made representations after receiving the 'Notice to Owner' that were rejected by the council, but you did not receive our response in the form of a Notice of Rejection of Representations, you could not have exercised your right to appeal. If a valid Witness Statement is made on this ground, we will treat the case as a formal appeal and forward all documentation to the Traffic Penalty Tribunal. Liability for the penalty charge will then be decided by an adjudicator.
- I appealed to the Traffic Penalty Tribunal but have had no response to my appeal - If you made a formal appeal to the Traffic Penalty Tribunal but did not receive notification of the outcome, you might have missed the opportunity to pay the full penalty charge. If a valid Witness Statement is made on this ground, the case will be regarded as a formal appeal. If we haven't already done so, we will forward all documentation to the Traffic Penalty Tribunal. Liability for the penalty charge will then be decided by an adjudicator.
- I paid the penalty charge notice in full within 28 days - You must provide details of the date payment was made, the method of payment i.e. cash, cheque, debit/credit card and who the payment was made to, and you may be asked to provide proof of payment on request. If a valid Witness Statement is made on this ground and the council disputes the statement the case will be referred to the Traffic Penalty Tribunal for a decision to be made by an adjudicator.
- What happens when the TEC receive my completed Witness Statement?
- When the TEC receives your Witness Statement it will place the penalty charge on hold. A notice of this is produced and sent to you and the council.
- We can then decide to close the case or, depending on your grounds for making a Witness Statement, revert back to the stage in the procedure where you stated you did not receive the necessary document, or refer the case to the Traffic Penalty Tribunal for an adjudicator to make a decision on the case.
- What happens if I do not pay the outstanding amount or make a Witness Statement?
- If the outstanding amount has not been paid and a Witness Statement has not been filed after 21 days from service of the Order for Recovery, we can request authority from the TEC to use a certificated bailiff to recover the outstanding penalty charge. Service is deemed to have been made three days after posting of the Order for Recovery.
- This is done with a legal document called a Warrant of Execution.
- The Warrant of Execution is sent to one of the two Bailiff Companies that Manchester City Council use, Equita Ltd and Marston Group.

Events

Events - last year, Manchester once again hosted some phenomenal events and activities. Frequently, such high-profile and large scale events like the Bupa Great Manchester Run, BT Great City Games, the Pride Festival and the Great Manchester Cycle need road closures and parking restrictions in and around the city centre, to help them run smoothly.

Whenever any such restrictions have to take place we will update the web site pages in advance of the event. This way you can have all the most up to date information of where you can and can't drive or park in the city whilst major events are on.

The following list highlights the events that Manchester Parking assisted with, provided suspensions, enforcing temporary traffic regulation orders and ensuring the traffic was free flow and no vehicles were causing a nuisance or obstructing at any of the events:

1. Stone Roses Heaton Park
2. Diwali Melor Platt Fields
3. Mega Melor Platt Fields
4. Ashurra Muhurrum Rusholme
5. Sky Ride Etihad and City
6. Etihad Summer Concerts
7. Etihad Home Games
8. Firework Displays, Platt Fields, Wythenshawe Park and Heaton Park
9. Park Life Platt Fields
10. Park Life Heaton Park
11. Remembrance Sunday City Centre
12. Chinese New Year City Centre
13. BUPA City Centre
14. City Ganes City Centre
15. Labour Party Conference City Centre
16. Conservative Conference City Centre
17. GMP Funerals City Centre
18. Manchester's fantastic Christmas Markets City Centre
19. Pride March



Parking Income and Expenditure

Income and expenditure in connection with parking places is governed by Section 55 of the Road Traffic Regulations Act 1984 and amended by Section 95 of the Traffic Management Act 2004. This legislation defines that any surplus income after meeting operational costs is spent on

parking facilities. If additional or enhanced parking facilities are not required, then any surplus can be used for the purpose of highway and environmental improvements.

The table below summarises financial information for the period of 2012/13.

Expenditure	
Employees	369311
Premises	3840
Transport	840
Supplies & Services (Inc CEO Deployment)	4951972
Internal Charges	729445
TOTAL EXPENDITURE	6055408
Income	
Income	11754156
Less Central Recharges	533956
Transfer to Reserve	5164792
Reserve	
Opening Balance at April 01 2012	2755215
Income	
Income from Revenue	5164792
Expenditure	
Environmental Improvements & Grounds Maintenance (Arboricultural & Neighbourhood Delivery)	4646082
Balance of Reserve at 31st March 2013	3273925