



**MANCHESTER  
CITY COUNCIL**

**Manchester City Council**

**Annual Report**

**Parking Services**

**2017/2018**

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## Welcome to Manchester City Council's 10<sup>th</sup> Annual Parking Report

### 1. Executive Member Foreword



**Councillor Angeliki Stogia**

Welcome to the 10th Annual Parking Report. I am pleased to be able to report the changes and improvements to the delivery of Manchester City Council's Parking Service in Manchester during 2017/2018.

The Parking Service is responsible for the effective and efficient management of the kerbside space throughout Manchester. Parking controls are essential to keep our growing City moving as well as the delivery of an effective parking enforcement service. We aim to make Manchester a safer city in which to drive, improve motoring standards, reduce traffic congestion, and contribute to reducing carbon emissions and improving air quality.

This report provides an overview of parking management, including parking and traffic enforcement in Manchester. It draws together the year on year improvements we have made in our services, and the effect our parking policies and enforcement activity have had in achieving high levels of both parking and traffic compliance.

Manchester City Council's website has proved to help both residents and visitors to access the Council's facilities, request information, make a payment or submit both informal and formal representations to Penalty Charge Notices.

We continue to see improvements to the payment methods available to drivers to pay for their parking requirements. The PaybyPhone system continues to be a popular choice for motorists and this year we trialled a Chip & Pin option.

This year has seen an extension of the Oxford Road Corridor being implemented from September 2017. As a result thousands of people have been encouraged to get on their bikes showing Manchester at its best, as a modern, cycle friendly city, that is an attractive place to live, work, visit and study.

More and more people are choosing to cycle or walk and this, along with significant investment in bus priority schemes such as the Hunts Bank, Portland Street and Oxford Road Corridor Bus Gates along with the Metrolink expansion, it is a real boost for our plans to reduce the city's carbon emissions and improve air quality."

Working with our partners we help to support the development of desirable and sustainable neighbourhoods across the City, contributing to making Manchester an even greater place to live, work and visit.

## 2. Our Manchester

Manchester is the second most populous urban area in the United Kingdom with a total population of approximately 2.5 million people. It is also the third most visited City in the country by tourists after London and Edinburgh.

Manchester has announced its ambitious city-wide plans to drive the development of the City for the next 15 years and will continue to cement Manchester as one of the world's leading Cities. In March 2018 Manchester was ranked a beta- world city, generally considered to be an important part of the global economic system.

The Regional Centre, which includes the City Centre, Eastlands and Central Park has been recognised as some of the most vital areas which will drive the economic development in the City – with Manchester Airport as a secondary hub for growth and international connectivity, with its three international terminals, two CatIII3000m runways and a World Freight Terminal it is in the best place to grow with new routes being introduced each year.

As the City of Manchester’s population and economy increases the reliance on motor vehicles also increases. As traffic levels increase public transport services are impacted and punctuality is affected, this leads to a much less reliable public transport service as well as an increased risk to pedestrian and cyclist safety.

Keeping bus lanes/gates free for their intended use will support the promotion of a sustainable public transport system, specifically targeting bus travel, making it more reliable and helping Manchester to reduce congestion and improve the Air Quality in and around the City, in line with the Our Manchester Strategy.

As a result of the work being done in this area Manchester is planning to bring forward its ambition to become a zero carbon city by 12 years, with a revised target of 2038 – believed to be the first UK Local Authority to make such a commitment.

The City Centre will continue to expand its commercial strengths by providing new retail spaces incorporating a variety of high-quality accommodation types and sizes, for mixed retail, leisure, entertainment and tourism use.

New public realm areas incorporating much of the city centre will create safe pedestrian areas, boosting footfall and helping to encourage visitors through improved transport options and well supported tourism and cultural facilities.

Sir Richard Lees has previously stated “we envisage that the population in Manchester will continue to grow substantially in the next 15 years and this strategy will help the city remain an attractive and popular city, capable of growth, capable of attracting new business and investment and maintain our well-deserved reputation as a world-leading, and Transport for Greater Manchester forward thinking City”

The Council and partners have, and will continue, to implement a package of bus priority measures, supported by Bus Lanes, Bus Gates, Traffic Management Schemes and effective enforcement measures to improve bus journey times and reliability.

### **3. Parking Services Strategy**

Manchester City Councils Parking Services aims and objectives are set out below.

They are aligned to the aspirations of both the Traffic Management Act 2004, Manchester City Councils customer promises and the Our Manchester Strategy.

- a. To have a reasonable and proportionate approach to parking and bus lane enforcement;

- b. To improve the environmental quality of life for Manchester residents and visitors to the City;
- c. To be a progressive and outward facing unit, one that is welcoming of positive change;
- d. To be a Parking Enforcement service that believes in, and delivers excellent customer service;
- e. Joined-up working with other street based services to collectively contribute towards improving the overall quality of life for Manchester's residents, businesses and visitors to the City;
- f. To deliver an equitable neighbourhood-focused parking service based on local priorities.
- g. Our promises to you can be found via the link provided below:  
[https://secure.manchester.gov.uk/info/100004/the\\_council\\_and\\_democrac y/4951/our\\_promises\\_to\\_you/1](https://secure.manchester.gov.uk/info/100004/the_council_and_democrac y/4951/our_promises_to_you/1)

#### 4. **Legislation**

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

The introduction of Parking Penalties based on differential charging, whereby the penalty charge is appropriate to the seriousness of the contravention.

- a. The power to service a Penalty Charge Notice (PCN) by post (Regulation 10) if the Civil Enforcement Officer (CEO) has started to issue the PCN but the driver either drives away before being able to serve it or the CEO is prevented from serving it due to aggressive and/or threatening behaviour.
- b. The power to issue a PCN for parking within a restricted crossing.
- c. The power to enforce double parking and parking across dropped footways subject to signage.
- d. The Parking Adjudicator will have the power to decide cases where procedural impropriety 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 regarding to mitigating circumstances was not exercised when considering an appeal.
- e. An obligation to the Council to publish its policies on enforcement and cancellation of PCNs.
- f. A statutory timeframe for responding to representations.

#### **Additional Legislation we work within to enforce Parking Penalty Charge Notices (PCNs)**

The Civil Enforcement of Parking Contraventions (England) General Regulations 2007  
The Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007

The Civil Enforcement of Parking Contraventions (Guidelines on Levels of Charges) (England) Order 2007

The Traffic Management Act 2004 (Commencement No. 5 and Transitional Provisions) (England) Order 2007

The Civil Enforcement of Parking Contraventions (England) General (Amendment) Regulations 2008

The Traffic Management Act 2004 (Commencement No. 5 and Transitional Provisions) (England) (Amendment) Order 2008

The Local Authorities' Traffic Orders (Procedure) (England and Wales) (Amendment) (England) Regulations 2009

The Civil Enforcement of Parking Contraventions (England) General (Amendment) Regulations 2009

## 5. **Parking Provision**

We manage parking provision in the city centre to ensure there is a regular turnover of parking spaces to enable residents, shoppers, visitors and workers access to the city.

In Manchester city centre there are 4 zones for pay & display parking, which is in excess of 2000 on-street pay and display bays. Payment for parking can be made with cash or by using the PaybyPhone system.

On-street parking is provided by pay and display bays which operate between 8am and 8pm, Monday to Sunday in all Zones. In Zone 4, the same rules apply, except on Saturdays and Sundays when you can pay for parking for the entire weekend.

There are also no charges for using our bays on Bank Holidays and if you are a [Blue Badge holder](#), all on-street parking in the city centre is free.

### **City Centre parking zones**

#### **[Parking Zone 1 - two hour zone](#)**

The maximum stay time in this zone is two hours.

Charges are as follows:

up to 30 minutes	- £1.50
up to 1 hour	- £3.00
up to 1 hour 30 minutes	- £4.50
up to 2 hours	- £6.00

These charges and time restrictions do not apply to [Blue Badge](#) holders.

#### **[Parking Zone 2 - two hour zone](#)**

#### **[Parking Zone 3 - three hour zone](#)**

#### **[Parking Zone 4 - ten hour zone](#)**



### **Parking Zone 2 - two hour zone**

Parking charges in Zone 2 apply Monday to Sunday, 8am till 8pm, with no charge for parking on a Bank Holiday.

The maximum stay time in this zone is two hours.

Charges are as follows:

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

These charges and time restrictions do not apply to [Blue Badge](#) holders.

### **Parking Zone 3 – Charges and Times**

Parking charges in Zone 3 apply Monday to Sunday, 8am till 8pm, with no charge for parking on a Bank Holiday.

The maximum stay time in this zone is three hours.

Charges are as follows:

Up to 30 minutes	- £0.60
Up to 1 hour	- £1.25
Up to 1 hour 30 minutes	- £1.85
Up to 2 hours	- £2.50
Up to 2 hours 30 minutes	- £3.10
Up to three hours	- £3.70

These charges and time restrictions do not apply to [Blue Badge](#) holders.

### **Parking Zone 4 – Charges and Times**

Parking charges in Zone 4 apply Monday to Sunday, 8am till 8pm, with no charge for parking on a Bank Holiday.

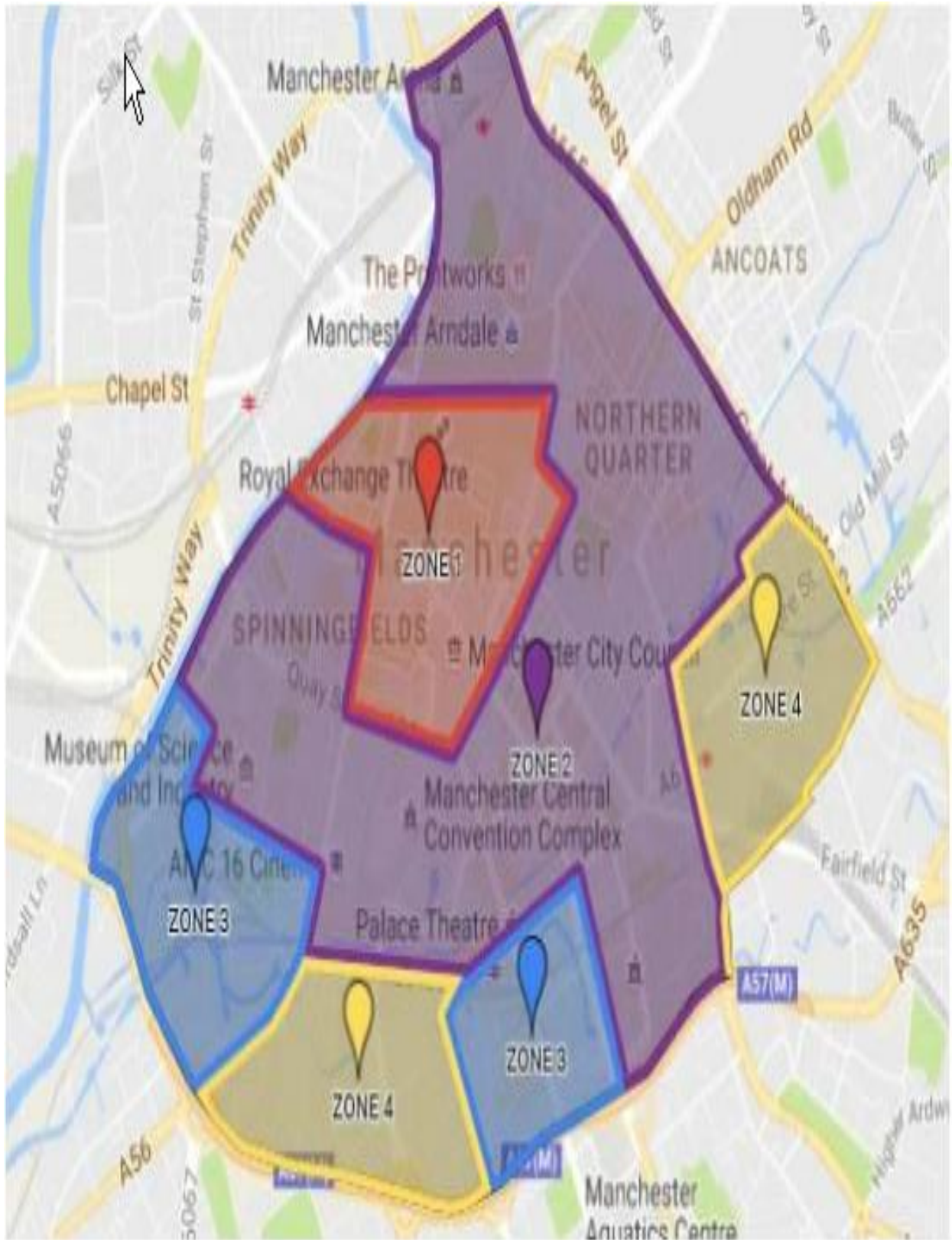
The maximum stay time is ten hours (except weekends).

Charges are as follows:

Up to 30 minutes	- £0.50
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Up to 1 hour	- £1.00
Up to 3 hours	- £2.50
Up to 6 hours	- £5.00
Up to ten hours	- £7.50
All weekend (Sat and Sun)	- £10.00

These charges and time restrictions do not apply to [Blue Badge](#) holders.



## Off Street Parking Provision

Manchester City Council also provide off street parking – many of these facilities are managed as part of a Joint Venture Partnership with NCP. As part of this Partnership there has been improved parking across the City, grown revenue and assisted with financing the City Centre regeneration.

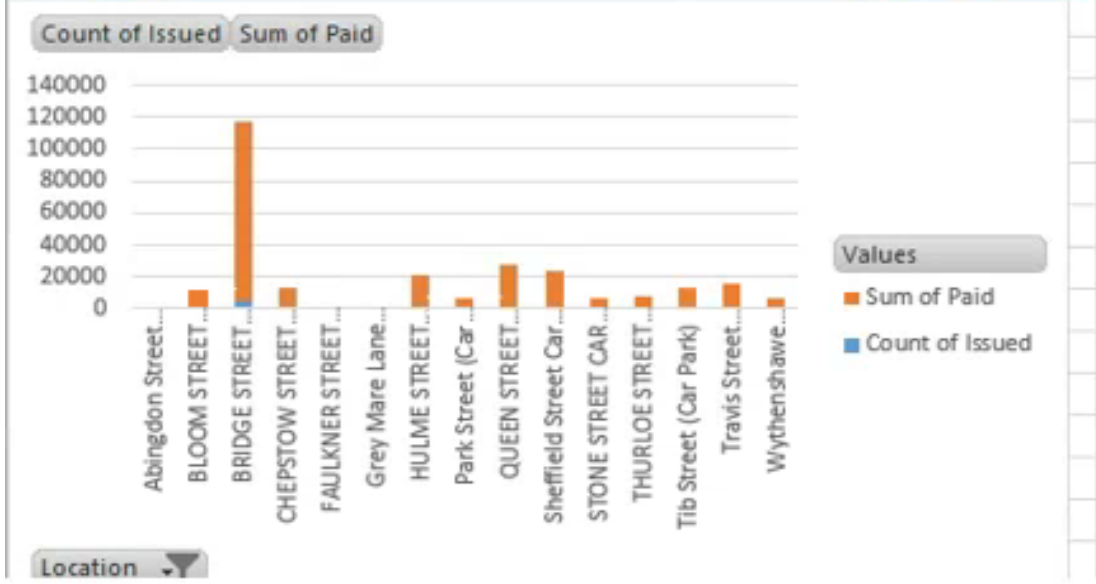
By entering the Joint Venture Partnership we are building a strategy that not only addresses today's parking needs but also the partnerships long term ambitions.

### MCC off Street Car Parks

<b>Car Park</b>	<b>Number of Parking Bays</b>
Abingdon Street Car Park	23
Bloom Street Car Park	64
Bridge Street Car Park	73
<u>Chepstow</u> Street Car Park	10
<u>Hulme</u> Street Car Park	114
Queen Street Car Park	12
Sheffield Street Car Park	160
Stone Street Car Park	12
Travis Street Car Park	125
<u>Thurloe</u> Street	35
Water Street	258
<u>Tib</u> Street	94
Park Street	85

Row Labels	Count of Issued	Sum of Paid
Abingdon Street Car Park	64	1449
BLOOM STREET CAR PARK	542	11691
BRIDGE STREET CAR PARK off bridge st	4797	111565.93
CHEPSTOW STREET CAR PARK OFF CHEPSTOW ST	554	12596
FAULKNER STREET CAR PARK	3	0
Grey Mare Lane Car Park	44	1020
HULME STREET CAR PARK	850	19755.78
Park Street (Car Park)	269	5698
QUEEN STREET CAR PARK	1059	26528
Sheffield Street Car Park	968	22204
STONE STREET CAR PARK	245	6165
THURLOE STREET CAR PARK	331	7389
Tib Street (Car Park)	725	12785
Travis Street (station) Car Park	723	14394.34
Wythenshawe Forum Car Park	243	5801

**Grand Total** 11417 259042.05



## **Commercial Parking in Manchester**

**Coaches** ~ Manchester provides on-street short stay parking for coaches wanting to drop off or pick up visitors close to a number of city centre attractions and venues.

There are also some medium coach stands where coaches can park for longer periods, as well as designated coach parks that offer longer, overnight and weekend coach parking to visitors who pre-book in advance of their arrival.

Please see the list below for further information.

### **Short stay drop-off bays (max. 20 minutes)**

Chorlton Street - 2 bays

Liverpool Road - 2 bays

Whitworth Street - 2 bays

Lower Mosley Street - 2 bays

John Dalton Street - 1 bay

### **Medium stay coach stands (max. 4 hours)**

Byrom Street - 2 bays\*

Charles Street - 2 bays\*

Cheetham Hill Road - 9 bays\*\*

Great Bridgewater Street -1 bay

Great Ducie Street - 3 bays\*\*

Dutton Street - 9 bays\*

Store Street - 6 bays

Water Street - 1 bay\*

Corporation Street - 3 bays

\* Dual use coach bays may be used by buses and goods delivery vehicles/parking bays

\*\* Only between 7pm and 7am

For further information on facilities around the city centre, please see the [Visit Manchester](#) website.

**Lorry parking** ~ There are no designated off-road goods vehicle parking facilities in Central Manchester.

The nearest secure goods vehicle parks are:-

1. To the North of the City in Heywood.
2. At the junction of the M6 and M62, Warrington

## 6. Resident Permit Schemes

We have introduced Resident Parking Schemes in the following areas so local people can park near their homes.

Prior to a Permit Scheme being introduced, Highways would carry out any consultations to scope out the requirements of the Scheme and would then instigate the Traffic Regulation Order (TRO).

The TRO would set out the terms and conditions of the Scheme, including the restrictions to be enforced, the addresses covered by the Scheme and any exemptions to be considered.

Manchester Parking Services would then take over the enforcement of the restrictions contained in the TRO.



On most Schemes (apart from The Etihad) restricted parking was introduced on some streets between 8am and 6pm on weekdays. But mostly, anyone can park anywhere, free, for up to three hours. This means that visitors could park from 3pm to 11am next weekday morning – and anytime at weekend.

### **But:**

Between 8am and 6pm weekdays, you need a permit to park longer than 3 hours

On some streets only, permit holders can park between 8am and 6pm.

The Etihad Scheme is the only scheme which operates on event days at the Etihad campus. We enforce the scheme from two hours before the event until it ends (if the times of the event fall between 10am to 10pm)

During that time only people with permits will be eligible to park in this location.

Outside of these hours anyone can park for any time.

For all schemes the normal rules apply for double yellow lines. Permit holders cannot park on them.

**Types of Permits available:-**

Residents permits (paper)

Residents E-permits

Residential visitor permits (paper)

Residential Visitor E-permits

Business permits (paper)

Business E-permits

Business visitor permits (paper)

Business visitor E-permits

Carers permits (paper version only)

Residents on E-permits can apply online and provide supporting documentation. A Business Support Officer will review the application and supporting evidence and will make a decision on whether it is appropriate to accept or reject the application.

Once approved an E-permit can be managed in real time online by the applicant.

However, you cannot ADD or DELETE a vehicle already on a valid RESIDENT E-PERMIT. A new application will need to be submitted in this instance.

The option of adding or editing vehicles on a valid VISITOR EPERMIT is available to applicants whenever required.

It is envisaged that all permit schemes will eventually be moved online and away from paper permits.

There are useful "How to" Guides and additional support available from Parking Services on the dedicated Permit line ~ 0161 234 5589.

As part of the move to E-permits Digital Champions based at Local Libraries & Housing Offices are being trained to support the local community when applying for new permits and renewals. In addition Parking Services can arrange for an appointment at the Customer Service Centre, Ground Floor, Town Hall Extension, where a Business Support Officer can assist with the application process.



Current numbers of permits authorised ~ 01/04/2017 to 31/03/2018

**ANC**

Ancoats Visitors Permit 1

**Total Permits Issued for ANC** 1

**ARD**

Ardwick Epermit = Business 1

Ardwick Epermit = Business Visitor 1

Ardwick Epermit = Resident 183

Ardwick Epermit = Visitor 31

Ardwick Paper Resident 59

Ardwick Paper Visitor 18

**Total Permits Issued for ARD** 293

**C1**

City Centre - Zone 2 1

Zone 3 C1 (Daytime) Permit 8

Zone3 C2 Permit (Weekend) 1

**Total Permits Issued for C1** 10

**C2**

City Centre - Zone 2 1

Zone3 C2 Permit (Weekend) 8

**Total Permits Issued for C2** 9

**CHRIS BUSVIS**

Christie Business Visitor - Paper Don't Use 2

**Total Permits Issued for CHRIS BUSVIS** 2

**ETIHAD**

Ethiad Carers - Paper 9

Etihad Business Permit 9

Etihad Business Visitor 22

Etihad Residents Permit 1814

Etihad Visitor Permit 1299

**Total Permits Issued for ETIHAD** 3,153

Ethiad Carers - Paper	2
Ethiad Business Permit	4
Ethiad Business Visitor	9
Ethiad Residents Permit	721
Ethiad Visitor Permit	549
<b>Total Permits Issued for ETIHAD1</b>	<b>1,285</b>
<b>ETIHAD2</b>	
Ethiad Carers - Paper	2
Ethiad Business Visitor	1
Ethiad Residents Permit	151
Ethiad Visitor Permit	111
<b>Total Permits Issued for ETIHAD2</b>	<b>265</b>
<b>ETIHAD3</b>	
Ethiad Residents Permit	50
Ethiad Visitor Permit	28
<b>Total Permits Issued for ETIHAD3</b>	<b>78</b>
<b>ETIHAD4</b>	
Ethiad Residents Permit	54
Ethiad Visitor Permit	31
<b>Total Permits Issued for ETIHAD4</b>	<b>85</b>
<b>ETIHAD5</b>	
Ethiad Carers - Paper	5
Ethiad Business Permit	2
Ethiad Business Visitor	2
Ethiad Residents Permit	578
Ethiad Visitor Permit	392
<b>Total Permits Issued for ETIHAD5</b>	<b>979</b>
<b>ETIHAD6</b>	
Ethiad Residents Permit	10
Ethiad Visitor Permit	1
<b>Total Permits Issued for ETIHAD6</b>	<b>11</b>

**ETIHAD7**

Etihad Business Permit	1
Etihad Business Visitor	3
Etihad Residents Permit	2

**Total Permits Issued for ETIHAD7** 6

**ETIHAD8**

Etihad Business Visitor	1
Etihad Residents Permit	99
Etihad Visitor Permit	77

**Total Permits Issued for ETIHAD8** 177

**ETIHAD9**

Etihad Business Permit	2
Etihad Residents Permit	149
Etihad Visitor Permit	110

**Total Permits Issued for ETIHAD9** 261

**FOURACRES**

Fouracres Residents Permit	13
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**Total Permits Issued for FOURACRES** 13

**FOURACRES V**

Fouracres Visitor Permit	2
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**Total Permits Issued for FOURACRES V** 2

**GROVE VILLAG**

Grove Village Residents	89
Grove Village Visitors	35

**Total Permits Issued for GROVE VILLAG** 123

**H2 FAIRLAWN**

H2 Hulme = Resident Permit	3
H2 Hulme = Visitor Permit	1

**Total Permits Issued for H2 FAIRLAWN** 4

**H2 FL BUS**

H2 Hulme = Resident Permit	1
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**Total Permits Issued for H2 FL BUS** 1

<b>H2 HESTER WA</b>	
H2 Hester Walk Resident Permit	4
H2 Hester Walk Visitor Permit	1
Hulme H1 Residents Permit	1
<b>Total Permits Issued for H2 HESTER WA</b>	<b>6</b>
<b>HUL</b>	
Hulme H1 Residents Permit	31
Hulme H1 Visitors Permit	3
<b>Total Permits Issued for HUL</b>	<b>34</b>
<b>HULME</b>	
Hulme Carers Permit	1
<b>Total Permits Issued for HULME</b>	<b>1</b>
<b>HULME AREA 2</b>	
H2 Hulme = Resident Permit	11
H2 Hulme = Visitor Permit	1
<b>Total Permits Issued for HULME AREA 2</b>	<b>12</b>
<b>HULME CARERS</b>	
Hulme - H4 Carers Permit	1
<b>Total Permits Issued for HULME CARERS</b>	<b>1</b>
<b>HULME H4</b>	
Hulme - H4 Residents Permit	48
Hulme - H4 Visitors Permit	25
<b>Total Permits Issued for HULME H4</b>	<b>73</b>
<b>LOX</b>	
Loxford Court Resident	15
<b>Total Permits Issued for LOX</b>	<b>15</b>
<b>LOXCRTVISITO</b>	
Loxford Court Visitor	30
<b>Total Permits Issued for LOXCRTVISITO</b>	<b>30</b>
<b>NMGH CRUMPSA</b>	
Nmgh Crumpsall Resident Permit	17
<b>Total Permits Issued for NMGH CRUMPSA</b>	<b>17</b>

**NMGH VISITOR**

Nmgh Crumpsall Visitor Permit 4

**Total Permits Issued for NMGH VISITOR 4**

**Oxford Road (Hathersage Road To Denmark Road)**

Bus Lane Permit 28

**Total Permits Issued for Oxford Road (Hathersage Road To Denmark Road) 28**

**SMN**

Shadowmoss Business Permit 5

Shadowmoss Business Visitor 5

Shadowmoss Resident Permit 39

Shadowmoss Visitors Permit 5

**Total Permits Issued for SMN 54**

**SOUTH**

\*Christies - Epermit Business Visitor 1

\*Christies - Epermit Resident 279

\*Christies - Epermit Visitor 72

Christie Resident Permit 1

Christie Visitor Permit 1

**Total Permits Issued for SOUTH 354**

**SPT**

Etihad Residents Permit 79

Etihad Visitor Permit 42

**Total Permits Issued for SPT 121**

**ZONEB**

City Centre - Zone 2 3

**Total Permits Issued for ZONEB 3**

**ZONEC**

Zone 3 C1 (Daytime) Permit 1

Zone3 C2 Permit (Weekend) 1

**Total Permits Issued for ZONEC 2**

**Total Permits Issued: 4,368**

## 7. Enforcement outside Schools



Yellow zig-zag markings outside schools indicate the length of road where you should not stop, not even to pick up or set down children or other passengers. Adjacent to the zig zag road markings there will be a sign informing motorists of the restricted times, when stopping is not allowed. The restrictions are provided outside school entrances to ensure there is an unobstructed view by motorists of the school entrance, to increase road safety.

Road safety outside schools is a high priority for us all, and it is clear that through all agencies working together we will have a great opportunity to ensure that our children can travel to and from school safely without the risk of being involved in a road accident. Too many children are still involved in road accidents on their way to or home from school.

A guide was created in partnership with Greater Manchester Police, Manchester City Council and Manchester Schools. The guide covers both enforcement issues and general road safety tips for the school run

The starting point was to ask schools what common problems were being experienced around road safety issues, how they overcame them, and what support they needed from partners to tackle this problem.

Many schools have responded in creative and innovative ways, involving the whole community, teachers, staff, parents, pupils, local businesses and residents.

There has also been an increased focus on school deployment, with the schools and the parking enforcement contractor working together to assist with the free-flow of traffic around the schools.

There is a Quick Guide for schools with road safety problems via Manchester City Councils website:

[https://secure.manchester.gov.uk/info/200082/road\\_safety\\_advice/7320/road\\_safety/5](https://secure.manchester.gov.uk/info/200082/road_safety_advice/7320/road_safety/5)

We support over 70 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.

If appropriate, the School may be included in the Schools Enforcement Action List which consists of a Civil Enforcement Officer (CEO) visiting the school at peak times and issue Penalty Charge Notices to any vehicles parked in contravention. This may involve repeat visits to assist persistent offenders to change their behaviour and to understand how this inconsiderate parking can impact on local residents, businesses and their own children.

If the presence of a CEO does not improve the situation, alternative methods of enforcement may be considered, i.e. a CCTV vehicle, or possibly a fixed camera located nearby.

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.

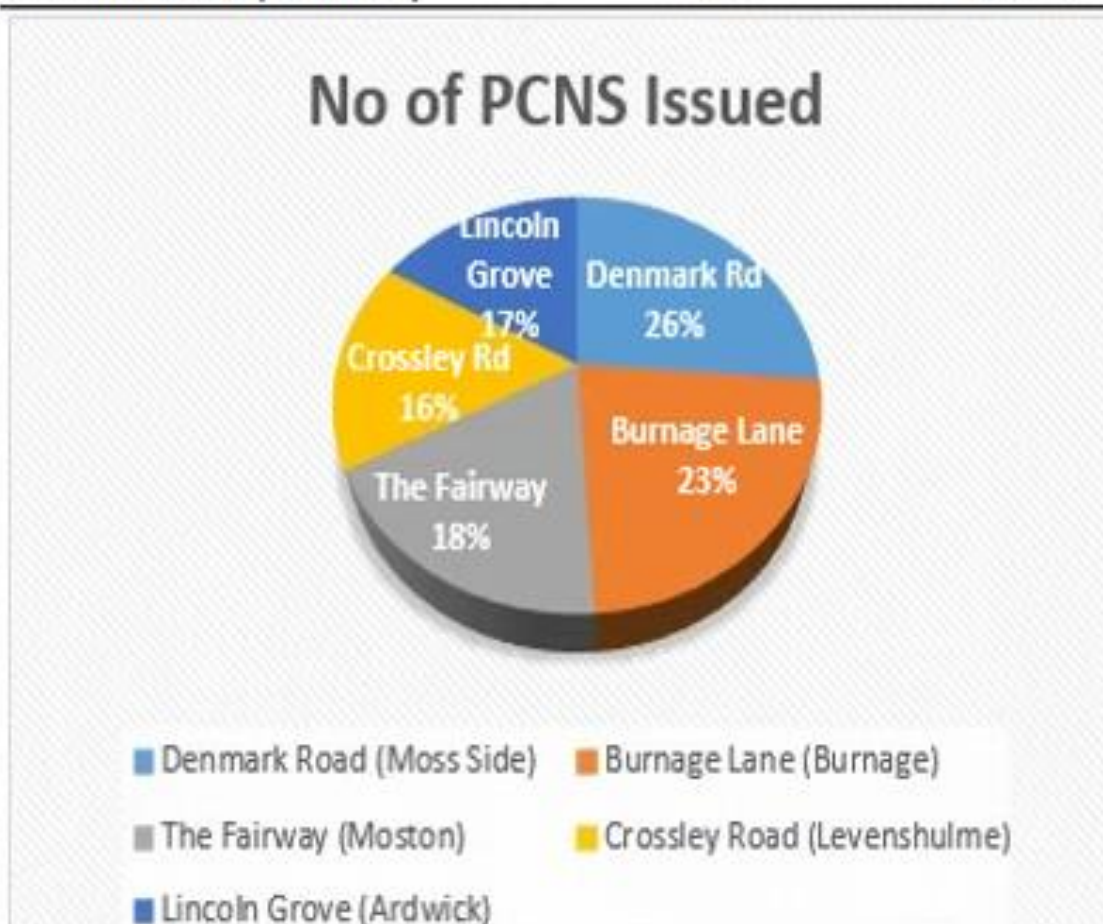
We continue to work closely with these schools to promote road safety and encourage alternative modes of transport, such as walking and cycling and providing advice on the Walk to School, Walking Buses and other initiatives.

Once the problem has been resolved or at least significantly improved the School will be removed from the Enforcement list. Information is then fed back to the Head Teacher for future reference.

If Enforcement does not work and the situation fails to improve or recurs, it may then be necessary for the issue to be formally reported to Greater Manchester Police.

Please see below details of the Top 5 School Enforcement locations

Location of School	No of PCNS Issued	Revenue £
Denmark Road (Moss Side)	108	3,446
Burnage Lane (Burnage)	94	2,585
The Fairway (Moston)	74	2,388
Crossley Road (Levenshulme)	68	1,653
Lincoln Grove (Ardwick)	68	1,968





Month	Mobile School Visits				
	Mobile Visits	No. Schools Enforced	Avg Visits per School	PCNs	PCNs Visit Per
Apr-17	86	22	4	53	0.62
May-17	169	55	3	102	0.60
Jun-17	191	23	8	198	1.04
Jul-17	139	24	6	112	0.81
Aug-17	0	0	0	0	0.00
Sep-17	183	23	8	138	0.75
Oct-17	172	30	6	143	0.83
Nov-17	191	34	6	143	0.75
Dec-17	76	35	2	57	0.75
Jan-18	138	38	4	143	1.04
Feb-18	130	37	4	86	0.66
Mar-18	164	21	8	112	0.68
<b>Total</b>	<b>1639</b>	<b>342</b>	<b>5</b>	<b>1287</b>	<b>0.79</b>

Month	CCTV Car School Visits				
	CCTV Visits	No. Schools Enforced	Avg Visits per School	PCNs	PCNs Visit Per
Apr-17	54	13	4	21	0.39
May-17	92	17	5	76	0.83
Jun-17	110	20	6	113	1.03
Jul-17	62	16	4	72	1.16
Aug-17	0	0	0	0	0.00
Sep-17	88	20	4	31	0.35
Oct-17	74	18	4	102	1.38
Nov-17	83	21	4	133	1.60
Dec-17	54	17	3	97	1.80
Jan-18	82	18	5	63	0.77
Feb-18	48	16	3	76	1.58
Mar-18	46	15	3	26	0.57
<b>Total</b>	<b>793</b>	<b>191</b>	<b>4</b>	<b>810</b>	<b>1.02</b>

Month	Total School Visits				
	Total Visits	No. Schools Enforced	Avg Visits per School	PCNs	PCNs Per Visit
Apr-17	140	35	8	74	0.53
May-17	261	72	8	178	0.68
Jun-17	301	43	14	311	1.03
Jul-17	201	40	10	184	0.92
Aug-17	0	0	0	0	0.00
Sep-17	271	43	12	169	0.62
Oct-17	246	48	10	245	1.00
Nov-17	274	55	10	276	1.01
Dec-17	130	52	5	154	1.18
Jan-18	220	56	8	206	0.94
Feb-18	178	53	7	162	0.91
Mar-18	210	36	11	138	0.66
<b>Total</b>	<b>2432</b>	<b>533</b>	<b>5</b>	<b>2097</b>	<b>0.9</b>

## 8. a) Bus Lane Enforcement

Bus lane (Contravention Code 34) enforcement ensures the free flow of traffic across the City and is mainly used in areas where there is a traffic congestion issue or a problem with bus lane abuse.

Bus lane orders are made under the Traffic Management Act of 2001.

During operational hours, only buses - meaning motor vehicles built or adapted to carry more than eight people (not including the driver), hackney carriages (black cabs) and pedal cycles can use bus lanes. Other vehicles using bus lanes during these times can be issued a Penalty Charge Notice (PCN)

Bus lanes are marked with a white line and the words "Bus Lane" marked on the road. A section of broken white lines in the bus lane means it is permitted for vehicles to cross the bus lane to turn left or into an adjacent loading bay.

Operating times vary from location to location, but a sign displaying the times of operation will be in place ahead of any bus lane.

If no times are stated, then the lane is operational 24 hours a day.

There are instances when you may have no other choice but to move into a bus lane.

For example:

- i. To avoid an obstruction in the road, such as roadworks or a spillage.
- ii. To make way for an emergency services vehicle.
- iii. To avoid an accident.

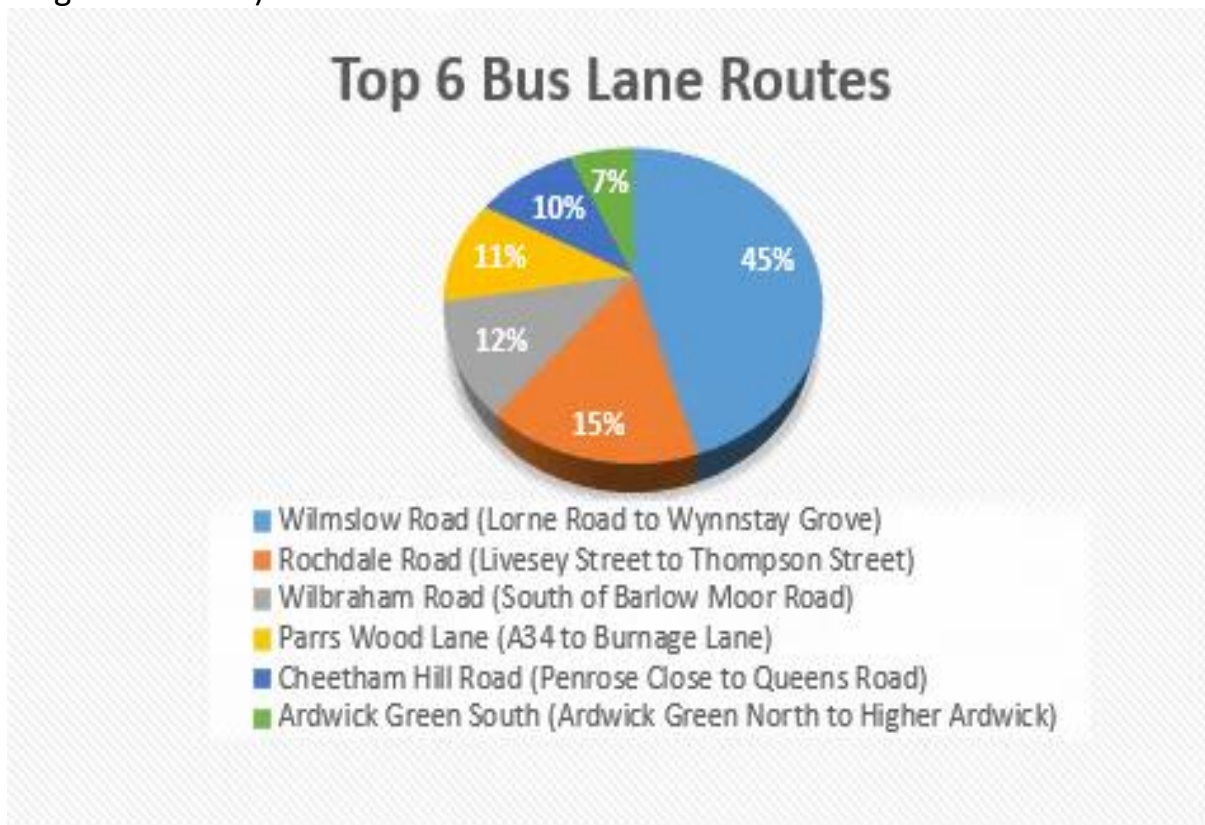
If you have to move into a bus lane, please do so only for as long as is required.

CCTV cameras are used to record vehicles driving or parking in bus lanes. All recordings are checked for mitigating circumstances.

If captured by CCTV using a bus lane during restricted hours, a Penalty Charge Notice (PCN) may be issued.

## PCNs Issued ~ Top 6 Bus Lanes

Location of Bus Lane	No of PCNs Issued	Revenue £
Wilmslow Road (Lorne Road to Wynnstay Grove)	10,000	2,772,44.39
Rochdale Road (Livesey Street to Thompson Street)	3,363	89,043.41
Wilbraham Road (South of Barlow Moor Road)	2,537	67,108.51
Parrs Wood Lane (A34 to Burnage Lane)	2,400	66,702
Cheetham Hill Road (Penrose Close to Queens Road)	2,247	59,975.13
Ardwick Green South (Ardwick Green North to Higher Ardwick)	1,467	31,693



## 8. b) Manchester Bus Gates

Bus gates are stretches of road that are only open to buses, hackney carriages (NOT private hire vehicles) pedal cycles and where appropriate, Permit Holders during operational hours.

By buses we mean motor vehicles built or adapted to carry 8 or more passengers.

By black cabs we mean the hackney carriages you can flag down on the street, not private hire taxis which should be pre-booked with a private hire operator usually through the telephone or an app.

The start of these stretches are marked by standard 'no motor vehicles' signs – a red circle with a picture of a motorbike above a car inside.



Bus Lane & Bus Gate enforcement ensures the free flow of traffic across the City and is mainly used in areas where there is a traffic congestion issue as with Oxford Road

Bus Gates are managed under the same Legislation as Bus Lanes as Contravention Code 34. Although they are different logistically, they are dealt with the same way within Bus Lane Legislation.

If you drive on these stretches of road you could be fined up to £90.

There are three bus gates in Manchester:

The Portland street bus gate



This means that part of the road is only open to buses, black cabs and pedal cycles at all times – 24 hours a day.

By buses we mean motor vehicles built or adapted to carry more than nine people (not including the driver).

This bus gate runs from Minshull Street to Aytoun Street – at the edge of Piccadilly Gardens in the city centre.

If you drive there in any other vehicle you could be fined up to £90

The bus gate is marked by standard 'no motor vehicles' signs – a red circle with a motorbike above a car inside.

## Hunts Bank (Victoria Station)



This means that part of the road is only open to buses, black cabs and pedal cycles at all times – 24 hours a day.

By buses we mean motor vehicles built or adapted to carry more than nine people (not including the driver).

This bus gate runs from Corporation Street to Victoria Street. If you drive there in any other vehicle you could be fined up to £90.

This bus gate is in operation 24 hours a day, 7 days per week.

# The Oxford Road corridor





There are gates between Hathersage Road and Nelson Street, near Whitworth Park, and; between Burlington Street and Cavendish Street, near the Royal Northern College of Music.

There are also sections of road that have bus gates in one direction only.

Whitworth Street West up to Portland Street. This section only covers traffic heading north, towards the city centre.

Cavendish Street up to Hulme Street. This section only covers traffic heading south, away from the city centre.

Devas Street up to Dover Street. This section only covers traffic heading north, towards the city centre.

Bus gates will be marked with standard 'no motor vehicles' signs – a red circle with a motorbike above a car inside.

The Oxford Road bus gates are part of a major investment in city centre infrastructure to ensure buses - the most used public transport - could move efficiently along one of Europe's busiest bus routes. They are reducing congestion, making it safer for those walking, cycling or catching the bus into town.

The restrictions on Oxford Road have been implemented following lengthy consultation and with the intention of improving journey times and reliability of public transport. This investment is intended to increase the use of public transport and supports growth in the City.

The bus gate is in operation 6am to 9pm, 7 days a week. As you enter the bus gate there are signs and road markings to indicate the start of the bus gate and an alternative route should be taken.

The purpose of introducing the Bus Gate on Oxford Road and Oxford Street is to give priority to buses by removing general traffic from the road between the hours of 6.00am and 9.00pm, thus improving bus services by reducing journey times and increasing reliability. These improvements will provide a better service for passengers and ultimately contribute to encouraging greater use.

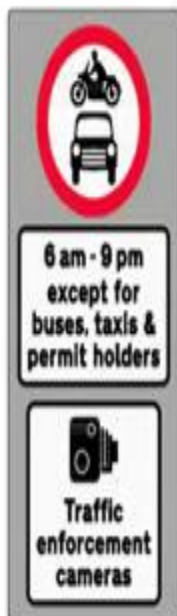
As a Council we are required to follow national regulations regarding the signs that can be used to define Bus Lanes and Bus Gates, and this signage was installed in September 2017. The signage also marks out alternative routes. The number of motorists driving into the prohibited zone is very low compared to the volume of traffic which used this road prior to the introduction of bus gates, which proves their effectiveness.

Although bus restrictions are usually indicated with signs that have a blue background, the need to provide access to permit holders requires that the Prohibition of Motor Vehicles sign be used instead. This sign has been referred to in Case Law by the High Court as the 'flying motorbike' sign.

The Bus Gate is therefore indicated to motorists by the use of yellow or grey backed regulatory signs shown below. Traffic Enforcement camera signs have also been included to indicate to motorists that these signs are being enforced, unlike many other Prohibition of Motor Vehicle signs.

As the Bus Gate at the junction with Hathersage Road is the first restriction motorists will encounter on the Wilmslow Road / Oxford Road corridor when travelling towards the City centre, and therefore likely in high volumes, the sign has been provided with yellow backing to raise its conspicuity.

The grey signs have been proposed at locations where only local servicing traffic is expected to be present and the majority of drivers will be aware of the restrictions.



Grey backed sign

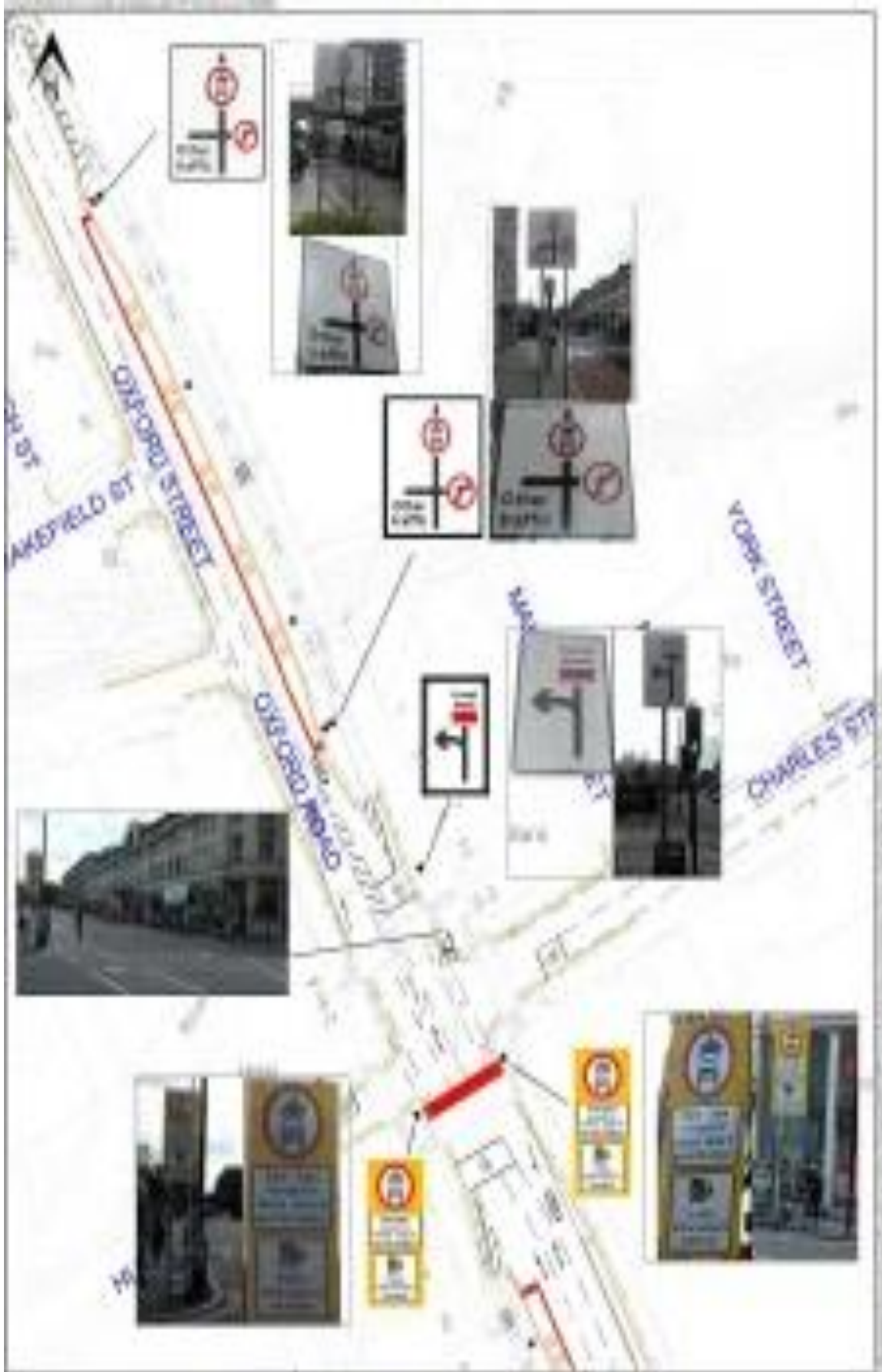


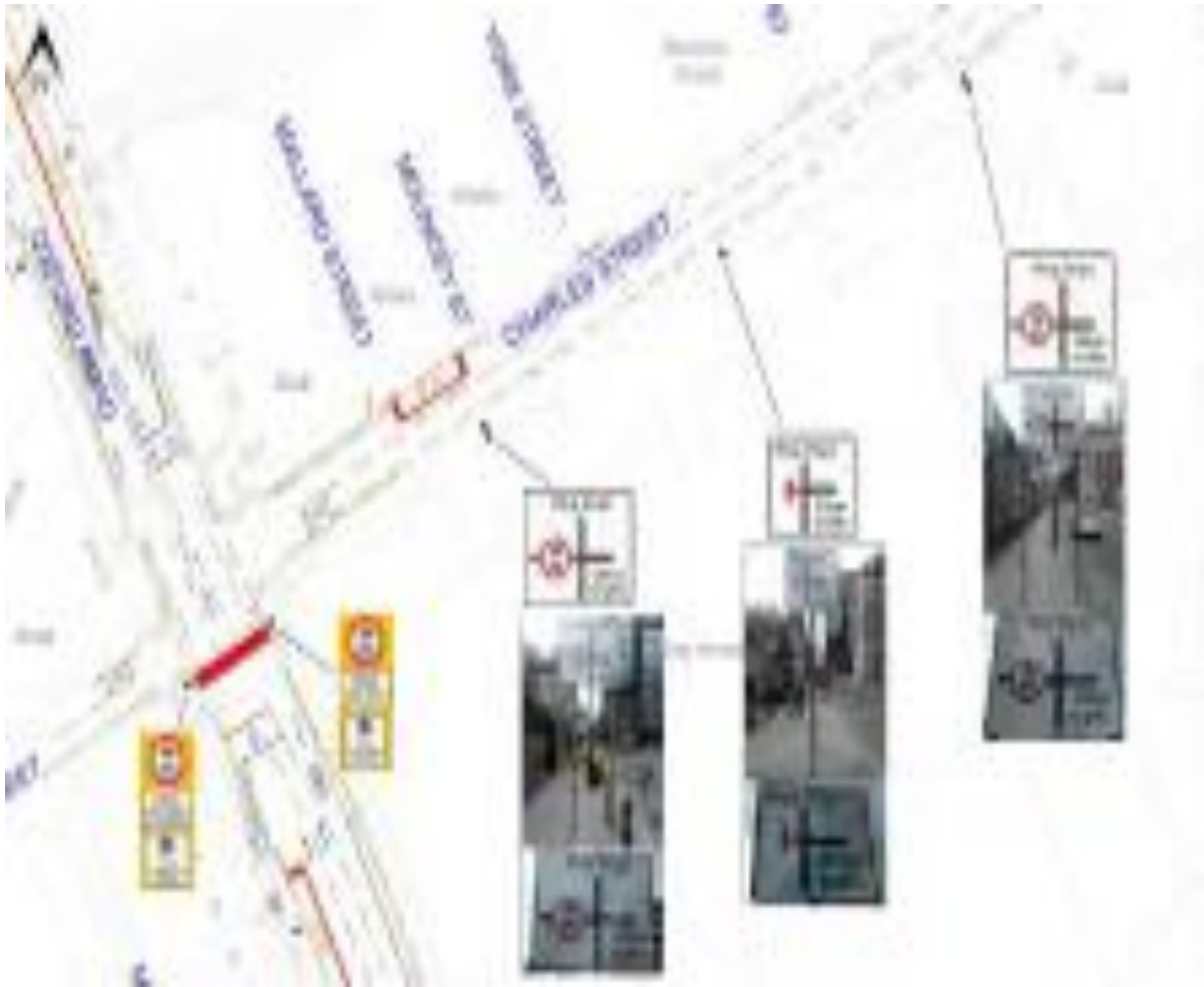
Yellow backed sign

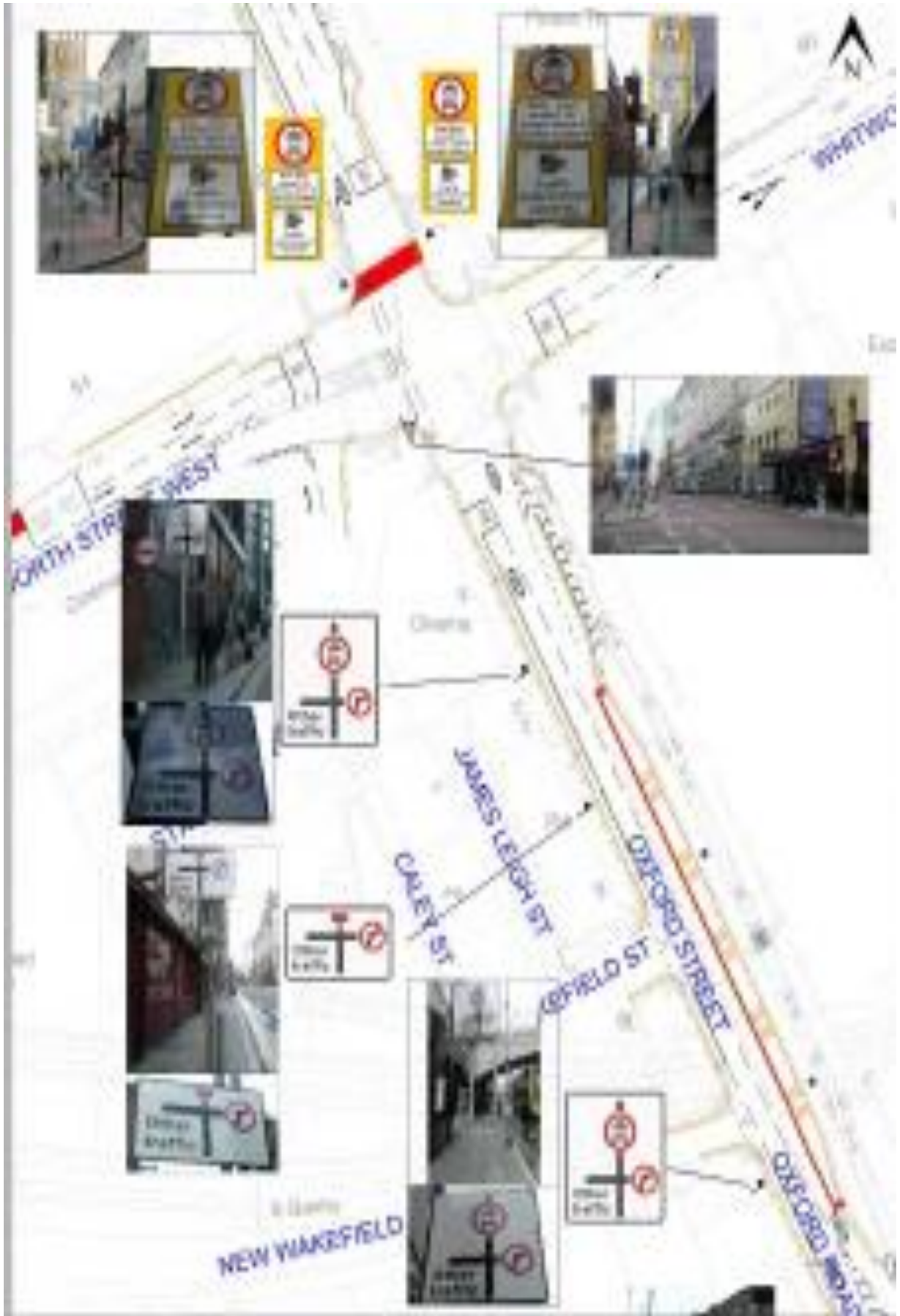
Advanced Warning Signs are located on all streets leading to the Bus Gate Corridor











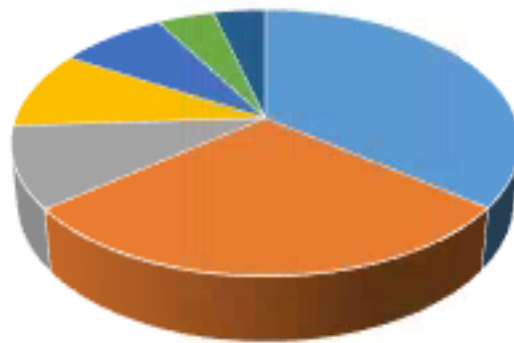




## PCNs issued – Bus Gate Routes

Location of Bus Gate	No of PCNs Issued	Revenue £
Oxford Road (Nelson Street To Hathersage Road)	100,976	1,860,102.79
Oxford Street (Whitworth Street West To Chepstow Street)	81,126	1,883,497.11
Oxford Road (Charles Street To Brancaster Road)	28,032	664,422.13
Portland Street (South-West Bound)	26,977	683,522.69
Oxford Road (Hathersage Road To Denmark Road)	22,956	621,921.85
Hunts Bank (Victoria Station Approach To Walkers Croft)	12,259	319,366.84
Portland Street (North-East Bound)	11,273	314,889.72

### Bus Gate Routes



- Oxford Road (Nelson Street To Hathersage Road)
- Oxford Street (Whitworth Street West To Chepstow Street)
- Oxford Road (Charles Street To Brancaster Road)
- Portland Street (South-West Bound)
- Oxford Road (Hathersage Road To Denmark Road)
- Hunts Bank (Victoria Station Approach To Walkers Croft)
- Portland Street (North-East Bound)

## 9. Abandoned and Untaxed Vehicles

Manchester City Council take their responsibility for managing both Abandoned and Untaxed vehicles on our Streets very seriously.

It is recognised that many untaxed vehicles are also likely to be uninsured and/or without a valid MOT. It is also possible these vehicles may be used to carry out various criminal activities. Manchester works very closely with Greater Manchester Police and does provide them with information relating to these vehicles.

A vehicle will be clamped and/or removed if:-

- a. The Registered Keeper is a persistent offender and evader of Penalty Charge Notices, those with three or more unpaid parking tickets which have not been challenged within the statutory timeframes;
- b. The Registered Keeper continually disregards both parking and bus lane regulations;
- c. A Vehicle is not registered with the Driver and Vehicle Licensing Agency (DVLA);
- d. If a vehicle is untaxed, no SORN registered, on the public Highway;
- e. It has been stationary for a significant amount of time;
- f. Significantly damaged, run-down, or un-roadworthy;
- g. Burned out;
- h. Contains waste;
- i. Lacking one or more of its number plates

Utilising powers provided by the Clean Neighbourhoods and Environment Act 2005 we will remove vehicles which are seen as a nuisance, unsightly and attract vandalism or arson. We work collaboratively with both Greater Manchester Fire Service and Greater Manchester Police to identify hotspots and proactively remove abandoned vehicles before escalating into serious anti-social behaviour.

Reporting an abandoned vehicle is easy it can be reported on the Councils website

See the link below:

[https://secure.manchester.gov.uk/info/100006/environmental\\_problems/1274/abandoned\\_vehicles](https://secure.manchester.gov.uk/info/100006/environmental_problems/1274/abandoned_vehicles)

This method is available 24x7 and will be picked up on the next working day, alternative methods are:

- a. Report to our Corporate Contact Centre on 0161 234 5004 Monday to Friday 9am – 6pm;
- b. Email the Corporate Contact Centre at [contact@manchester.gov.uk](mailto:contact@manchester.gov.uk) the request will be processed on the next working day;
- c. Report to the Vehicle Pound 0161 234 4149 between 8am-9am & 6pm to 7pm Monday to Friday; 8am – 7pm weekends & Bank Holidays.

There is a charge to release a clamped vehicle in addition to the outstanding Penalty Charge Notice (at the discounted amount of either £25 or £35). The total charge needs to be paid before a vehicle is released.

If a vehicle is removed there is a removal fee to be paid instead of the clamp fee, in addition to the outstanding Penalty Charge Notice (at the discounted amount of either £25 or £35).

There is also an additional storage fee for each day a vehicle remains in the vehicle pound. The charge is calculated from midnight on the day after the removal.

If a vehicle is not claimed we may dispose of it.

### Number of vehicles removed 01/04/2017 ~ 31/03/2018

Month	Vehicle Removals				Total Vehicles
	Parking	Untaxed	VOI	Abandoned	
Apr-17	80	95	8	7	190
May-17	78	77	11	7	173
Jun-17	74	76	2	7	159
Jul-17	108	64	9	4	185
Aug-17	55	91	3	1	150
Sep-17	56	63	12	0	131
Oct-17	78	63	10	0	151
Nov-17	74	48	10	1	133
Dec-17	78	55	6	6	145
Jan-18	64	79	5	4	152
Feb-18	63	87	4	1	155
Mar-18	84	58	6	8	156
<b>Total</b>	<b>892</b>	<b>856</b>	<b>86</b>	<b>46</b>	<b>1880</b>

### Number of vehicles clamped 01/04/2017 ~ 31/03/2018

Month	Clamping		Total Clamped
	Untaxed	VOI	
<b>Apr-17</b>	323	15	338
<b>May-17</b>	338	18	356
<b>Jun-17</b>	331	15	346
<b>Jul-17</b>	287	9	296
<b>Aug-17</b>	394	4	398
<b>Sep-17</b>	368	15	383
<b>Oct-17</b>	366	20	386
<b>Nov-17</b>	313	22	335
<b>Dec-17</b>	189	14	203
<b>Jan-18</b>	381	10	391
<b>Feb-18</b>	423	9	432
<b>Mar-18</b>	295	9	304
<b>Total</b>	<b>4008</b>	<b>160</b>	<b>4168</b>

## 10. **Blue Badge Misuse and Abuse**

Approximately 2.4 million disabled people in England have a Blue Badge.

In Manchester a Blue Badge holder can:-

- a. Park for up to 3 hours on a single or double yellow line as long as there are no loading restrictions. The clock on the badge must be set to show the time of your arrival;
- b. Park without time limit at a Pay and Display bay free of charge and, without any time limits on designated on-street accessible bays (this does not necessarily include off street car parks so Blue Badge holders would need to make themselves aware of any parking restrictions before parking);
- c. Park on a resident parking permit bay without a time limit;
- d. The badge can only be used when the holder is a passenger to or from the parking location;
- e. A Blue Badge can be used throughout the European Union;
- f. If a Blue Badge holder moves from Manchester to another Local Authority area the badge is still valid until it expires. Once expired an application needs to be made to the Local Authority where they have moved to.

It is not allowed to hold more than 1 Blue Badge at any given time, or to share a Blue Badge.

In 2017/2018 there were a record number of Blue Badge thefts in the UK, soaring by almost 45%. Manchester City Council are committed to enforcing Blue Badge misuse and abuse at every opportunity.

- a. **Abuse of a Blue Badge** ~ using a fake badge, using an amended/altered badge or a deceased persons badge – this is managed under the Road Traffic Regulation Act 1894 Section 117.
- b. **Misuse of a Blue Badge** ~ using a badge when the registered user is not present. – It is a criminal offence for anybody to copy or amend a Blue Badge and is covered under the Fraud Act 2006 Section 1.

Manchester City Council recognise there are both financial and social impacts to Blue Badge misuse/abuse. It not only affects the benefits of the Blue Badge scheme itself, but also hinders the ability of the Council to manage local traffic enforcement.

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

Greater Manchester Police Officers and Civil Enforcement Officers (CEOs) have the power to inspect a Blue Badge. If either Officer asks to check your Blue Badge it is unlawful to refuse and could lead to a substantial fine.

If either Officer has reasonable grounds to retain a Blue Badge they may do so, this would also include a Blue Badge which has expired or been altered in any way.

Blue badge misuse can be reported via the City Councils website:

[https://secure.manchester.gov.uk/forms/form/406/en/report\\_misuse\\_of\\_a\\_disabled\\_parking\\_badge](https://secure.manchester.gov.uk/forms/form/406/en/report_misuse_of_a_disabled_parking_badge)

### Blue Badge Enforcement Actions

Month	Disabled Badge Cases									Total No. of Cases
	Fraud	Misuse	Vehicles Removed	Funds From Removal	Prosecutions	Funds from Prosecutions	Caution	% Success Rate	NFA	
Apr-17	1	7	0	£0.00	12	£3,898.81	0	100%	2	8
May-17	2	0	1	£280.00	0	£0.00	0	100%	2	7
Jun-17	0	8	0	£0.00	6	£2,816.00	0	100%	0	8
Jul-17	0	9	1	£130.00	1	£655.00	0	100%	2	9
Aug-17	1	3	0	£0.00	1	£0.00	0	100%	0	4
Sep-17	1	8	0	£0.00	0	£0.00	0	100%	0	9
Oct-17	1	12	0	£0.00	0	£0.00	0	100%	2	13
Nov-17	0	10	0	£0.00	1	£751.00	0	100%	1	10
Dec-17	1	16	0	£0.00	2	£160.00	0	100%	2	17
Jan-18	1	4	0	£0.00	1	£0.00	0	100%	0	5
Feb-18	12	0	0	£0.00	2	£1,223.00	0	100%	4	12
Mar-18	6	1	0	£0.00	4	£1,691.00	2	100%	0	7
<b>Total</b>	<b>26</b>	<b>78</b>	<b>2</b>	<b>£410.00</b>	<b>30</b>	<b>£11,194.81</b>	<b>2</b>	<b>1200%</b>	<b>15</b>	<b>109</b>

## 11. Events

Parking Services work with internal and external colleagues on events throughout Manchester; these included:-

### **City Centre**

Conservative Party Conference	01/10/2017 to 04/10/2017
BUPA 10K	28/05/2017
Manchester City Games	Various dates
Manchester Day Parade	18/06/2017
Remembrance Sunday	12/11/2017
Pride	26/08/2017
Sky Ride	10/07/2017
Chinese New Year	28/01/2017
St Georges Day Parade	23/04/2017
St Patricks Day Parade	12/03/2017
Christmas Lights Switch-on	04/11/2017
Christmas Markets	10/11/2017 to 20/12/2017

### **Out of Town**

Manchester City Games	Various dates
Etihad Events	Various dates
Mega Mela	22/07/2017 to 23/07/2017

### **Firework Displays**

(Wythenshawe, Platt Fields & Heaton Park)	05/11/2017
Parklife	10/06/2017 – 11/06/2017
Speedway events	Various dates
Airport Open Days	Various dates
Caribbean Carnival	12/08/2017 to 13/08/2017
Sky Ride	10/07/2017
Eid St Georges Day Parade	23/04/2017
St Patricks Day Parade	12/03/2017

## 12 Civil Enforcement Officers (CEOs)

The Council employs a contractor, NSL Services Ltd, to deliver the on-street & surface level parking enforcement service in Manchester. The CEOs will enforce when vehicles are parked in contravention of local restrictions supported by the relevant Traffic Regulation Order.

Civil Enforcement Officers (CEOs) are deployed with the aim of keeping roads clear of inconsiderate and dangerous parking and to ensure the free flow of Traffic. CEOs also act as ambassadors by providing help and assistance across a wide range of issues, including providing directions and information as well as using their 'eyes and ears' to deal with and report any other issues.

They are one of the most highlighted "faces" of the council, CEOs deal with members of the public face to face, often dealing with difficult and stressful situations. They spend their time outside in all weathers, at all times of the year

A CEO cannot cancel a PCN once issued or part issued. A CEO can still issue a PCN if a vehicle is driven away before being affixed to the vehicle.



There are circa 60 CEOs deployed per day across a number of disciplines including Foot, Mopeds and Cycles over a 24 hour period including Nights



### 13. Contraventions enforced in Manchester

PCNs are issued to vehicles which appear to be parked in contravention. Once a PCN has been issued the Registered Keeper (not necessarily the driver) will be liable for the PCN.

Below is a table that highlights the various contravention codes used by Manchester City Council.

<b>Contravention Code</b>	<b>Contravention Description - On Street</b>	<b>Penalty Charge</b>
1	Parked in a restricted street during prescribed hours.	£70.00
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.	£70.00
04	Parked in a meter bay when penalty time is indicated	£50.00
05	Parked after the expiry of paid for time at a Pay & Display bay.	£50.00
06	Parked without clearly displaying a valid Pay & Display ticket.	£50.00
07	Parked with payment made to extend the stay beyond initial time (meter feeding).	£50.00
11	Parked without payment of the parking charge.	£50.00
12	Parked in a residents or shared use parking place or zone without clearly displaying either a permit or voucher or Pay & Display ticket issued for that place.	£70.00
14	Parked in an electric vehicles charging place during restricted hours without charging	£50.00
16	Parked in a permit space without displaying a permit.	£70.00
19	Parked in a residents or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid Pay & Display ticket.	£50.00
21	Parked in a suspended bay/space or part of bay/space.	£70.00
22	Re-parked in the same parking place within x hour of leaving.	£50.00
23	Parked in a parking place or area not designated for that class of vehicle.	£70.00
24	Not parked correctly within the markings of the bay or space.	£50.00
25	Parked in a loading place during restricted hours without loading.	£70.00
26	Vehicle parked more than 50cm from the kerb, and not then within a designated parking space.	£70.00
27	Parked adjacent to a dropped footway	£70.00

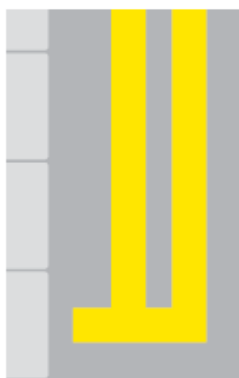
30	Parked for longer than permitted.	£50.00
34	Being in a Bus Lane (also includes Bus Gates)	£70.00
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge.	£70.00
45	Parked on a taxi rank.	£70.00
46	Stopped where prohibited (on a red route or clearway)	£70.00
47	Parked on a restricted bus stop/stand.	£70.00
48	Stopped in a restricted area outside a school.	£70.00
49	Parked wholly or partly on a cycle track or lane	£70.00
61	A heavy commercial vehicle wholly or partly parked on footway, verge or land between two carriageways	£70.00
82	Parked after the expiry of paid-for time	£50.00
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	£50.00
86	Parked beyond the bay markings	£50.00
87	Parked in a disabled person's parking space without clearly displaying a valid Blue Badge	£70.00
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags.	£70.00

## Further explanations & examples

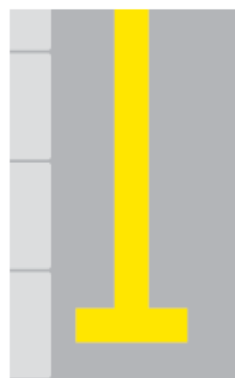
### Yellow line restrictions

A PCN may be issued if a vehicle is parked in a restricted street during prescribed hours, i.e. the vehicle was parked on a yellow line (single or double) or in a street where there are temporary waiting restrictions. '(**Contravention Code 01**)

Disabled badge holders may park on a single or double yellow line, for a maximum of 3-hours, the disabled badge must be visible and the time on the clock set when they arrive.

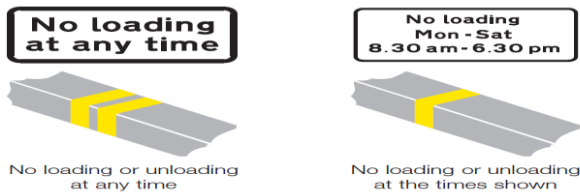


No waiting  
at any time



No waiting  
during times  
shown on sign

Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force, parked where there is a yellow line AND yellow markings on the kerb. (Blips) (**Contravention code 02**) Disabled badge holders are not permitted to park on a 'loading ban' at any time.



### City Centre on-street Pay & Display

In April 2015 changes were made to legislation which included the introduction of a 10 minute grace period which applies to vehicles that are parked in paid for parking spaces. This includes both on and off street bays as well as limited waiting bays which are operated by local authorities.

Conditions apply when parking on street. You should check the nearest machine and all lines & signs when parking and check the tariffs and conditions that apply to that parking place.

If a machine is not working and there are no alternative machines to use it is advisable not to park at this location as it may result in a PCN being issued to your vehicle. If you wish to report the machine out of order you can do so on 0161 234 5004.

### PaybyPhone



The Cashless Service, provided by PaybyPhone, enables motorists to pay for parking using an 'easy payment option' when visiting Manchester. PayByPhone is an easier and more flexible way of paying for residents and visitors.

The first time you use PayByPhone you need to register your vehicle registration and payment card details. You also need the location number that is printed on the PayByPhone sticker affixed to nearest Pay & Display machine.

When paying for parking time it is the driver's responsibility to ensure all the details inputted into the App are correct, for example don't put a zero (0) for the letter O as the CEOs Hand held Machines will not recognise the Vehicle Registration Mark (VRM) and you may receive a PCN.

## **Suspension of parking places**

Parking places can be suspended for a specific purpose, i.e. to enable essential works to be carried out by the public utilities (gas, water and electricity companies). Below are examples why we may suspend a bay:

- special events
- road works
- storing plant and materials
- filming
- temporary structures

Signs and cones will be placed at the suspended bay and the relevant Pay & Display machine to inform motorists that the bay is suspended.

If an unauthorised vehicle is parked in a suspended bay, then a PCN may be issued using Contravention **Code 21**; parked in a suspended bay/space or part of bay/space

## **Dropped Kerb**

Manchester City Council recognises the inconvenience caused to pedestrians and residents when a vehicle is parked adjacent to a dropped kerb. A vehicle is liable to be issued with a PCN in a situation where:

*Where the kerb has been lowered to help wheelchair users and powered mobility vehicles in front of an entrance to a property*

There are two types of dropped kerbs: those outside driveways allowing easy access to residential/business properties, and those used for pedestrian crossovers.

Drivers should not obstruct dropped kerbs, as this can prevent access for residents/businesses, or (in respect of pedestrian dropped kerbs) cause danger to pedestrians, particularly the elderly, disabled and mothers with prams. Even with a disabled badge you should not park on a dropped kerb. If a vehicle is parked on a dropped kerb, a parking ticket may be issued using **contravention code 27**, the vehicle may also be removed.

### Parked 50cm from the kerb

Vehicle parked more than 50cm from the kerb, and not then within a designated parking space. You may not 'double Park'. This applies even if no other vehicle is present and/or you are displaying a disabled badge (**Contravention Code 26**).

### Limited waiting parking



In excess of 2,300 Limited Waiting Bays are located outside of the City Centre. Limited Waiting Bays have white bay markings on the carriageway and have signs, which show the maximum amount of time that you may park in the bay. They will also include a 'No Return' time, which is displayed on the sign.

### Taxis Bays

Taxi ranks are provided to enable hackney carriages to wait for customers and where customers can find taxis. The ranks are marked in yellow with the word 'TAXI' on the road, with yellow signs giving details of the times of the restrictions.



### Wrong Class of Vehicle

Manchester has designated some sections of the highway for a specific purpose or certain class of vehicle. Any other type of vehicle that parks in these bays may be issued with a PCN. Below are the bays where a PCN is issued for Wrong Class of Vehicle, **Contravention 23**.

Only Car Club vehicles are permitted to park in a car club bay, any other vehicles parking in these bay are subject to a parking ticket for 'Wrong Class of Vehicle'.



This contravention code may also be used for Goods Vehicle Only Loading bays and Coach/Bus bays. Only the specific vehicles are permitted to park in the located bays, other types of vehicles will be liable to receive a PCN, using **Contravention code 23**.



A 'Goods vehicle' is a motor vehicle or trailer constructed for the carriage of goods or haulage. A private car cannot be turned into a goods vehicle simply because it is being used to transport goods. Even if the seats have been collapsed down and/or a roof rack has been added.

### **Removal of a vehicle**

A vehicle may be removed, following the issue of a PCN in the following circumstances:

### **Dangerous position**

Parked In a position likely to cause danger to pedestrians or other road users

### **Serious parking contraventions**

- Where a vehicle is parked and preventing access to emergency vehicles
- Effecting the free flow of traffic
- In an operating bus lane causing significant hindrance to the efficient operating of public transport
- Parked at or near a junction
- On a bus stop marked subject to restriction
- On a taxi rank marked subject to restriction
- In a loading bay where no loading/unloading is taking place
- In a restricted street subject to and during hours of a loading ban
- In a suspended parking place
- Unauthorised vehicle in a disabled person's bay
- Unauthorised vehicle in a Car Club Bay
- Causing an obstruction to a dropped footway.

### **Parking contraventions**

- On a footway, verge or central reservation where waiting and/or loading restrictions are in operation
- Where the motorist has five or more unpaid parking returned bailiff warrants (that is a persistent evader)

## 14. The Penalty Charge Notice Process

A Penalty Charge Notice may be issued:

- by a civil enforcement officer (CEO), who will affix the PCN to the vehicle;
- or by being handed to the person appearing to be in charge of it.  
or by post in the following situations:
- enforcement is being undertaken by CCTV camera
- the CEO was prevented from serving the PCN
- the CEO had begun to prepare a PCN but the vehicle was driven away before the PCN could be served.

### Regulation 10 PCN served by post

An enforcement authority may serve a penalty charge notice by post where—

(a) on the basis of a record produced by an approved device, the authority has reason to believe that a penalty charge is payable with respect to a vehicle which is stationary in a civil enforcement area;

(b) a civil enforcement officer attempted to serve a penalty charge notice in accordance with regulation 9 but was prevented from doing so by some person; or

(c) a civil enforcement officer had begun to prepare a penalty charge notice for service in accordance with regulation 9, but the vehicle concerned was driven away from the place in which it was stationary before the civil enforcement officer had finished preparing the penalty charge notice or had served it in accordance with regulation 9.

- Penalty Charge Notice – Either handed to the driver or placed on the windscreen of the vehicle. The Registered Keeper can informally challenge the PCN at this stage.
- If the RK wishes to challenge the PCN formally it is advisable not to pay the PCN.
- Notice To Owner (NTO) - issued by post to the owner of the vehicle if the penalty charge Notice is not paid within 28 days (or informal representations made). Making Representations - formal representations can be made within 28 days from receipt of the notice to owner. The Authority has 56 days in which to formally respond to a representation.
- Notice of Acceptance – if your representations are accepted.
- Notice of Rejection – if your representations are not accepted. A further 14 days discount will be offered at this stage along with a Notice of Appeal - the form sent out with a notice of rejection allowing you to appeal to the independent parking adjudicator



- Charge Certificate – can be issued if you fail to pay the penalty charge notice 28 days after an enforcement notice or refusal of your formal representations or appeal.
- If you ignore the Charge Certificate your case will be registered with the Traffic Enforcement Centre at Northampton Court. You will then receive an ‘Order for Recovery’ letter and a ‘Statutory Declaration’ form. A registration fee will be added to the outstanding charge. The local authority may then recover the penalty through the county court:

On receipt of an application from us, the Traffic Enforcement Centre (TEC) at Northampton County Court will give us authority to issue an Order for Recovery. This notice will be served on you and will inform you of the payment now due.

With the Order for Recovery you will be sent a TE9 form. This form allows you to file a Witness Statement with TEC, challenging the progression of the PCN. You can only make an application based on one of the reasons listed below. The completed form must be submitted to TEC within 21 days of the service of the Order for Recovery.

If the penalty is not paid we may apply to TEC for a warrant, which will then allow us, the enforcement authority, to instruct bailiffs to recover the debt on our behalf. If this happens you will have to pay the debt and the bailiff’s charges.

#### Appealing after the PCN has progressed to the Traffic Enforcement Centre

You can file what is known as a witness statement however there are only 4 legal grounds that you can do this under.

1. I did not receive the Notice to Owner
2. I have made a representation but received no response
3. I made an appeal to the adjudicator but received no response
4. I paid the Penalty Charge Notice in full

#### **Out of time to file a Statutory Declaration/Witness Statement**

After 21 days, you must contact the TEC to get the relevant forms.

There is no prescribed time limit in which you can apply to file the Statutory Declaration/Witness Statement out of time. On receipt of an acceptable application the Traffic Enforcement Centre will notify the Local Authority concerned and give them 19 working days to either accept or reject the application.

If the Local Authority accepts the application it will be treated as an in time Statutory Declaration/Witness Statement and the Court registration will be revoked (cancelled). The matter is referred back to the Local Authority to decide what action they wish to take next.

If the Local Authority rejects the application, it will be referred to a senior officer of the Court at the TEC. This is for an impartial decision on whether the application should be granted or refused. Both parties will be informed of the result.

Following the decision by the Court officer, either party may apply, within 14 days, to have that decision set aside.

The relevant form (N244) and guidance notes to assist can be obtained from the TEC. If this application is accepted then the case will be transferred to the respondent's local County Court and a District Judge will review the case.

### **Submitting an Appeal to the Independent Adjudicator based at the Traffic Penalty Tribunal**

You have the right to appeal to the Traffic Penalty Tribunal (TPT) against penalties you think have been wrongly issued to you.

However, an appeal to TPT is the final stage in the challenge process. The Registered Keeper can appeal once when they have gone **all the way through** the challenge process of the enforcement authority which issued the penalty **and** have had a formal Notice of Rejection of Representations.

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

The Traffic Penalty Tribunal is the final stage of appeal for motorists or vehicle owners against a penalty issued by a council in England (outside London) and Wales.

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

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.
- however if the RK wishes to take the matter to the Independent Adjudicator no further discount will be offered and the full cost of the PCN will be payable if TPT upholds the PCN.

## How to Pay Your PCN

A PCN can be paid using any of the following methods:

1. Using the automated payment line (24hrs) – 0161 954 9010
2. On line at [www.manchester.gov.uk/payticket](http://www.manchester.gov.uk/payticket).
3. By telephone to the call centre – Contact Manchester Tel 0161 234 5000
4. In person using the Barcode method at any Post Office or PayPal

The Council's policy is not to accept underpayment or conditional payments.

You are able to dispute the issuing of a PCN by following the appeals process; we do not accept a conditional payment when you are making an appeal.

Should a part payment inadvertently be made your PCN will progress with the outstanding balance increasing, which may result in your PCN progressing to debt recovery.

## 15. Cancellation Policy

Manchester City Council will deal with all enquiries on their own merit, however Codes of Practice have been agreed for some specific circumstances:

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

In a situation where a driver has purchased a valid Pay & Display ticket/PayByPhone but this has not been seen/recognised by the Civil Enforcement Officer, the driver should send the voucher/evidence to the Council. In a situation where the pay & display ticket had been displayed face down or not at all, we will normally cancel on the first occasion: after that, other parking tickets will be dealt with on their own merit and may not be cancelled. **When cancelling the PCN the motorist will be made aware that if they receive another PCN for the same reason it may not be cancelled.**

- **Disabled Badge Provided**

If a Disabled badge had not been displayed properly at the time the vehicle was parked and a PCN issued, the motorists should send a copy of the Disabled Badge to the Council. Each case will be dealt with on its own merit, however normally the PCN will be cancelled on the first occasion. **When cancelling the PCN the driver will be made aware that if they receive another PCN for the same reason it 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.

On occasions there may be a valid reason why the vehicle has parked in contravention but the motorist cannot provide evidence. The Council will always review each case on its own merit and take a reasonable and proportionate approach, taking into account individual circumstances.

**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.

**CEO Error**

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

We will also consider using our discretion to cancel a PCN in the following circumstances:

- Where there is satisfactory evidence that the vehicle had broken down and reasonable steps were taken to remove it as soon as possible (evidence must be supplied)
- Where the motorist can demonstrate that they have a valid resident's parking permit but failed to display it correctly at the relevant time
- To allow a period for local residents to enable them to renew their expired parking permits
- Where the interests of justice in the Council's opinion require the cancellation of the PCN.

## 16. Frequently asked questions

### i. How do I avoid receiving a PCN?

- When parking always check for road markings and parking signs, which will denote any parking restrictions.
- Do not park on double yellow lines at any time.
- When parking in a bay, denoted by a white line always check the road markings and signs, to confirm that you are allowed to park in the bay and for how long you are allowed to park
- Controlled Parking Zones (CPZ) are identified by boundary signs which state when parking regulations are in force and are denoted within the zone by single yellow lines. Disabled Bays, Loading bays, Taxi bays etc are signed individually and the times they are restricted will be shown on signs adjacent to the bay. Do not park in a taxi bay, unless your vehicle is a Hackney carriage.
- Do not park in a disabled person's bay without displaying a valid blue badge.
- Before loading/unloading, look out for signs (indicating the restricted times) and kerb markings, which may indicate that this is not allowed.
- Do not park in a residents' parking zone without displaying a valid resident's parking permit.
- Check the time when parking is allowed by referring to the time-plate or the times of operation which are indicated on all Pay & Display machines.
- Park fully within the markings of the bay.
- Check that the bay is not suspended – especially if you park there frequently. Bays are often suspended to allow for roadworks, large delivery vehicles or scaffolding.
- Do not park without making payment at the nearest available Pay & Display machine. If the one closest to your vehicle is showing 'out of order', then please use another machine nearby.
- Check that the Pay & Display machine shows the expiry time you require before pressing the green button.
- Do not leave more than one ticket or voucher on display – always remove expired vouchers.
- Check that your ticket, permit or badge is properly displayed before you leave your vehicle.
- Do not park for longer than the maximum time allowed.

**ii. Can I load and unload on double and single yellow lines?**

A vehicle is permitted to stop on a yellow line to deliver/collect goods or loading/unloading goods. The driver may only park for as long as is necessary to load/unload.

A vehicle is not allowed to stop to load/unload where there is a loading ban, this will be evident by single or double kerb markings or on a pedestrian crossing, by white zig-zag markings.

**iii. What if I feel that I been wrongly issued a PCN?**

If you receive a PCN, write to us if you consider it should not have been issued, telling us why and provide any evidence or supporting documentation that will allow us to consider your case.

Email: [representations@manchester.gov.uk](mailto:representations@manchester.gov.uk)

Write: Manchester Parking Services, PO Box 532, Manchester. M60 2LA.

**iv. What happens if I send a payment with a challenge or a representation?**

The option is to either pay the Penalty Charge or make a challenge. If you wish to challenge the notice (Parking Ticket) you should write to us explaining why you believe the PCN should not be paid and enclose any relevant evidence or information that may support your case, including any mitigating circumstances. The address to write to us is also on the reverse of the PCN. Once the PCN is paid the case is closed and there is no further progression.

If you include a payment with your challenge/representation, we will still consider your case. If we agree to cancel your PCN, we will return your payment. If we do not agree to cancel your PCN, we will write to you, confirming that your challenge/representation has been rejected as well as taking your payment.

## 17. PARKING INCOME

Period	Week No	Week Ending Date	P & D Cash Actual 17/18	P & D PBP Actual 17/18	Chip & Pin Trial	Total P & D Income 17/18
1	1	09-Apr-17	67,472	41,000	902	109,374
	2	16-Apr-17	65,304	34,174	1,056	100,534
	3	23-Apr-17	50,750	35,661	726	87,137
	4	30-Apr-17	66,159	46,186	1,008	113,354
2	5	07-May-17	61,297	38,768	1,156	101,220
	6	14-May-17	65,491	45,150	1,345	111,986
	7	21-May-17	65,096	46,221	1,314	112,632
	8	28-May-17	63,240	39,724	1,229	104,193
3	9	04-Jun-17	50,194	36,629	952	87,775
	10	11-Jun-17	66,461	42,112	1,149	109,722
	11	18-Jun-17	69,604	42,098	961	112,663
	12	25-Jun-17	66,188	41,998	1,439	109,624
	13	02-Jul-17	70,653	44,807	1,354	116,814
4	14	09-Jul-17	75,503	43,430	1,455	120,387
	15	16-Jul-17	69,970	45,248	1,617	116,835
	16	23-Jul-17	69,865	43,690	1,506	115,061
	17	30-Jul-17	77,224	44,770	1,535	123,529
5	18	06-Aug-17	69,171	42,910	1,421	113,502
	19	13-Aug-17	67,020	43,301	1,335	111,656
	20	20-Aug-17	69,255	42,786	1,294	113,335
	21	27-Aug-17	77,053	40,379	1,257	118,689
6	22	03-Sep-17	55,505	35,603	911	92,019
	23	10-Sep-17	66,861	45,429	1,094	113,384
	24	17-Sep-17	73,329	47,745	1,453	122,527
	25	24-Sep-17	74,664	46,509	1,344	122,517
	26	01-Oct-17	70,236	47,751	1,021	119,008
7	27	08-Oct-17	77,348	50,363	1,019	128,730
	28	15-Oct-17	68,936	49,571	1,319	119,826
	29	22-Oct-17	69,032	51,150	1,039	121,221
	30	29-Oct-17	76,530	49,221	1,092	126,844
8	31	05-Nov-17	70,710	47,070	1,247	119,028
	32	12-Nov-17	65,908	50,798	1,208	117,914
	33	19-Nov-17	71,546	49,547	1,148	122,242
	34	26-Nov-17	77,629	49,632	1,299	128,560
9	35	03-Dec-17	72,724	50,905	1,211	124,840
	36	10-Dec-17	74,027	49,212	1,174	124,412
	37	17-Dec-17	66,854	50,318	1,067	118,239
	38	24-Dec-17	73,957	47,338	1,130	122,425
	39	31-Dec-17	44,895	23,390	741	69,026
	41	14-Jan-18	52,395	49,004	1,054	102,454
	42	21-Jan-18	69,419	50,269	1,110	120,799
	43	28-Jan-18	61,331	53,186	1,074	115,591

Period	Week No	Week ending date	P&D Cash Actual 17/18	P&D PBP Actual	Chip & Pin Trial	Total P&D Income 2017/2018
11	44	04-Feb-18	66,977	52,678	1,095	120,750
	45	11-Feb-18	71,428	54,203	1,220	126,851
	46	18-Feb-18	59,098	53,882	1,049	114,028
	47	25-Feb-18	64,910	51,256	1,112	117,277
12	48	04-Mar-18	55,643	51,672	1,058	108,372
	49	11-Mar-18	49,661	58,292	974	108,927
	50	18-Mar-18	64,087	54,505	1,068	119,661
	51	25-Mar-18	61,615	55,546	943	118,104
	52	30-Mar-18	53,826	44,445	1,019	99,289
		<b>Total</b>	<b>3,440,439</b>	<b>2,385,637</b>	<b>60,167</b>	<b>5,886,243</b>



## Bus Lane PCN Weekly Income 2017-2018

<b>Period</b>	<b>Wk No</b>	<b>Week Ending</b>	<b>Actual PCNs 2017-18</b>
			<b>£</b>
<b>1</b>	1	07/04/2013	69325
	2	14/04/2013	58357
	3	21/04/2013	57711
	4	28/04/2013	60169
<b>2</b>	5	05/05/2013	55620
	6	12/05/2013	62183
	7	19/05/2013	56392
	8	26/05/2013	52598
	9	02/06/2013	40258
<b>3</b>	10	09/06/2013	48700
	11	16/06/2013	58851
	12	23/06/2013	56634
	13	30/06/2013	59805
<b>4</b>	14	07/07/2013	60580
	15	14/07/2013	58195
	16	21/07/2013	60454
	17	28/07/2013	59084
<b>5</b>	18	04/08/2013	59660
	19	11/08/2013	56440
	20	18/08/2013	47298
	21	25/08/2013	45842
	22	01/09/2013	46563
<b>6</b>	23	08/09/2013	42828
	24	15/09/2013	30724
	25	22/09/2013	36358
	26	29/09/2013	35239

<b>7</b>	27	06/10/2013	30986
	28	13/10/2013	42592
	29	20/10/2013	39034
	30	27/10/2013	74271
	31	03/11/2013	101888
<b>8</b>	32	10/11/2013	120809
	33	17/11/2013	142085
	34	24/11/2013	153626
	35	01/12/2013	163067
<b>9</b>	36	08/12/2013	158143
	37	15/12/2013	132404
	38	22/12/2013	128144
	39	29/12/2013	115373
<b>10</b>	40	05/01/2014	176351
	41	12/01/2014	216935
	42	19/01/2014	220921
	43	26/01/2014	227804
	44	02/02/2014	232565
<b>11</b>	45	09/02/2014	284320
	46	16/02/2014	247566
	47	23/02/2014	180430
	48	02/03/2014	180037
<b>12</b>	49	09/03/2014	218348
	50	16/03/2014	222726
	51	23/03/2014	231462
	52	30/03/2014	301885
	53	31/03/2014	
		Refunds	-1353
		<b>Total</b>	<b>5,718,287</b>

- The Contents of this document are correct at time of publication

## Annual Data Report 2017-18

<b>EXPENDITURE</b>	
Employees	444,477
Premises	27,156
Transport	9,856
Supplies & Services (Inc CEO Deployment)	4,959,112
Internal Charges	640,055
<b>TOTAL EXPENDITURE</b>	<b>6,080,656</b>
<b>INCOME</b>	
Income	12,941,528
Less Central Recharges	664,085
<b>Transfer to Reserve</b>	<b>6,196,418</b>
<b>RESERVE</b>	
Opening Balance at April 2017	2,789,264
<b>INCOME</b>	
Income from Revenue	6,196,418
<b>EXPENDITURE</b>	
Environmental Improvements & Grounds Maintenance (Aboricultural & Neighbourhood Delivery)	5,583,567
<b>Balance of Parking Reserve at 31st March 2018</b>	<b>3,402,115</b>