

Parking Service Annual Report: Financial Year 2023 - 2024

A report to provide information about on-street parking enforcement within Surrey during the 2023/24 financial year



SURREY
COUNTY COUNCIL

Surrey County Council

On Street Parking and Traffic Enforcement

Annual Report 2023/24

Introduction

Welcome to the Annual Parking Report for 2023/24. This is the first annual report since Surrey County Council took over direct management of on-street parking enforcement from the various boroughs and districts on 1st April 2023. As such the aim of this year's report is primarily to give an overview of parking enforcement for the year and establishing a baseline by which future years can be assessed.

Additionally, this report is an excellent opportunity to provide general information you may not know about our parking team and how Penalty Charge Notices (PCN) work, the legislation that governs parking enforcement and what you should do if you do get a PCN.

Moving traffic enforcement also comes under Surrey County Council's remit and we have started enforcing two bus lanes in Guildford during the year, and this report will also provide information about this aspect of on-street enforcement.

We hope you find our report helpful and informative.

The Surrey Parking Team

In April 2023 Surrey County Council started a contract with Marston (Holdings) Ltd (aka NSL) for the supply and provision of parking and traffic enforcement services. We have an in-house Parking Team whose responsibilities include managing the new on-street enforcement contract with Marston Holdings (NSL) as well as responding to queries received from residents, members of the public and councillors across Surrey and representing the council at the Traffic Penalty Tribunal. The team additionally works with a range of other internal and external stakeholders to help co-ordinate events and parking related activity across the highway network as well as ensuring that the correct legislation (TROs) and traffic signs are in place to allow the efficient and effective enforcement of parking restrictions.

Parking Enforcement Liaison Officers

There are three Liaison Officers within the team and one Senior Liaison Officer. The team deal with all aspects of managing and operating our on-street parking enforcement service, and below are a few examples.

- Freedom of information requests.
- Responding to a wide range of queries from the public and colleagues about parking problems and helping to them to find information or apply for council services.
- Provide parking advice and help to other teams and departments within the Council and its contractors to co-ordinate NSLs activities with other workstreams and events on the highway network. Ensuring requests for enforcement are prioritised and responded to within appropriate timescales.
- Representing the Council at the Traffic Penalty Tribunal.

As a result, the Liaison Officers are usually the first point of contact for help, advice and support for Councillors and other departments within the council.

Contract Monitoring

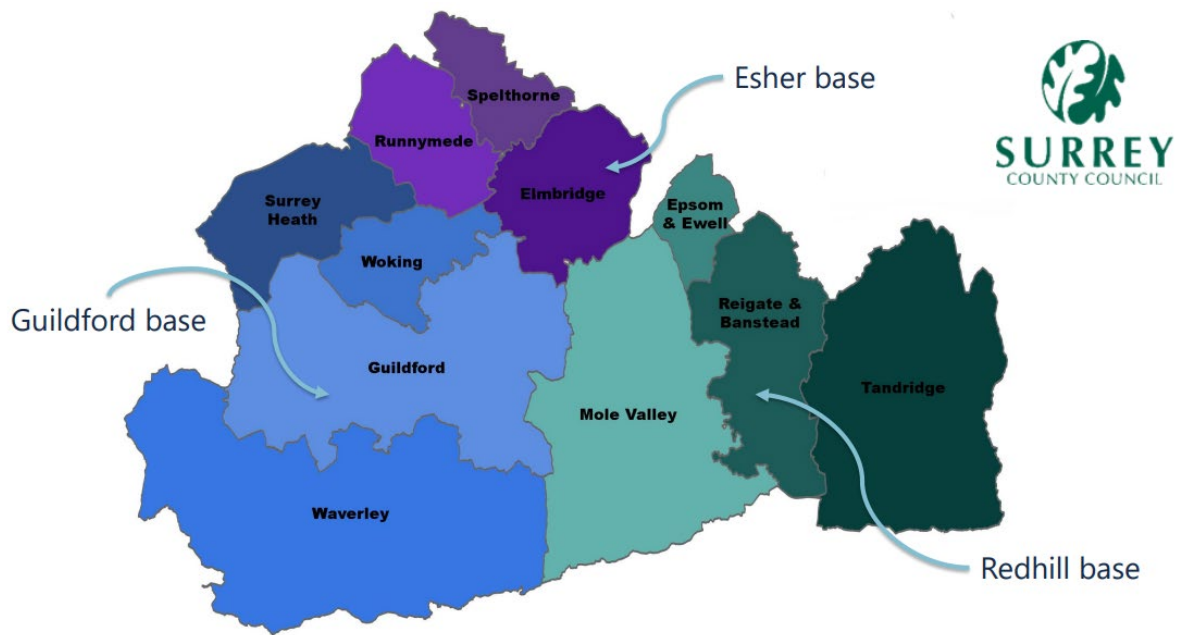
The Contract Monitoring Officers' main responsibilities are to help ensure through regular meetings, reporting and data analysis that NSL are meeting their contractual obligations to maintain a high quality service for road users and Surrey residents.

NSL

NSL provide a range of enforcement services for the Council including:

- Provision of Civil Enforcement Officers and their equipment/transport
- Penalty Charge Notice Processing (processing parking fines etc)
- Parking permit management
- Telephone answering service for permit and PCN inquiries
- Management and maintenance of Pay & Display machines
- Supply and management of fixed Moving Traffic Enforcement cameras

They employ approximately 80 FTE staff across three main bases in Surrey as well as others based in Oldham and Inverness who deal with various back office functions such as PCN processing.



Parking Enforcement 23/24

As mentioned above, SCC took over direct management of on-street parking enforcement across the county in April 2023. Previously on-street enforcement has been carried out on our behalf by nine of the eleven district and borough councils in the county. Some of the staff who were previously working with the district or borough councils transferred to either Surrey CC or NSL at the start of the contract.

Over the first year of the contract Surrey and NSL have also been able to recruit key staff to help develop and deliver the service. This has been particularly successful in terms of Civil Enforcement Officer (CEO) recruitment where we now have over 80 trained full and part time CEOs employed by NSL. Staff are rapidly gaining more experience and knowledge of the varied mix of urban and rural parking issues around the county.

Other highlights of the year include:

- A countywide change from paper permits to a virtual permit system
- Deployment of a fully electric fleet of vehicles, lowering the service's carbon footprint in line with Surrey and the UK's net zero ambition



- Further green policies being implemented across the contract including the use of recycled fabric and yarn in all Officer uniforms, with the uniforms themselves being recycled at end of life



- Working in partnership with Fedcap through the DWP to help the unemployed back into work
- A focus on local employment resulting in over 75% of all contract staff being Surrey residents



Bus Lanes

Bus lanes are enforced for a number of reasons, including to increase the reliability of bus services in the area and improve journey times for bus passengers. This in turn encourages the use of public transport, cutting down on traffic pollution and congestion.

Surrey County Council started to enforce two bus lanes at Onslow Street and Woking Road, both in Guildford during 2023. These bus lanes are separated from other lanes of traffic on the road by boundaries are marked with a solid white line and the words `Bus Lane` on the ground along each lane, as well as the lane itself being a different colour to the rest of the carriageway. Signs are in place prior to the start of the bus lanes at both locations to warn motorists as they approach.

The charge for driving in a bus lane is £70, reduced to £35 if paid within the 21-day discount period starting from the date of issue of the postal PCN. The fines are the same for other moving traffic contraventions (e.g. stopping on a yellow box junction marking) however we do issue warning notices in the first instance for up to 6 months at new traffic enforcement sites to help drivers get used to the new arrangements.

The life of a Penalty Charge Notice (PCN)



You may find yourself walking back to your car one day only to find a Penalty Charge Notice (PCN) attached to your windscreen.

- Why has this been issued?
- Doesn't the Civil Enforcement Officer (CEO) know I've just popped into the bank?
- I left a note in my windscreen saying where I am, and no one came to find me?
- I paid for a virtual parking session, and I've still received a PCN?

These are some of the common questions running through a motorist's mind upon receipt of a Notice. In this section we will explain the process of why a PCN has been issued as well as what happens if you ignore one and how to make a challenge.

A Civil Enforcement Officer (CEO) is required to issue a PCN to any vehicle they see that is contravening any active parking restrictions in place. The CEO will enter some details into their Hand-Held Computer (HHC). These may include the vehicle registration number, the location it's parked, what make and colour the vehicle is, as well as what contravention code the PCN is being issued for. The CEO will also check the vehicle for any permit, pay and display ticket or blue badge that may be on display. If a pay and display ticket or permit is virtual this is checked using the CEO's HHC.

Many parking restrictions (but not all) require an observation period before a PCN can be issued. If the motorist returns to the vehicle before this observation period has finished, they will still have the opportunity to move the vehicle without a PCN being issued. Examples of contraventions that do not require an observation or grace period include being parked in a bus stop, on a school keep clear marking, in a disabled bay with no blue badge, or parked on yellow lines where there are loading restrictions in place.

It's important to note that there are some details the CEO will not know. These include who the vehicle belongs to, where they may be, why they've parked where they've parked or even what kind of day they might be having. Please keep these in mind if speaking with one of our CEOs.

It is also worth bearing in a mind that a CEO does not have the authority to withdraw a PCN once issued, even in the case that they personally agree it should be.

If your vehicle has been issued a PCN you have the right to make a challenge against it. This must be done in writing - challenges cannot be accepted over the phone. You can make your challenge online via our website or by email. You can also make a written challenge and post it to the issuing authority using the information shown on the reverse of the Notice itself. If making a challenge, it's important to give as much information as possible explaining why the vehicle was parked where it was and why you think that the PCN should be cancelled. To ensure your appeal is considered in full as quickly as possible please also ensure you include any supporting evidence that is relevant to your challenge at the first point of contact. This may include receipts for goods or the recovery of the vehicle, medical notes, pay and display tickets or anything else that might help us understand why the vehicles was parked there and support your grounds for appeal.

The most important thing is not to ignore a PCN! If not paid or challenged the PCN will progress, and the charge will increase.

If you want to pay the PCN you can do this at the discounted rate of 50% of the charge if paid within 14 days. Depending on the contravention the Notice is issued for the discounted rate will be £25 or £35. After the aforementioned 14 days the charge will increase to the full amount of £50 or £70.

After 28 days a Notice to Owner will be posted to the registered keeper allowing a further 28 days to pay the full amount and providing the final opportunity to appeal directly to the issuing authority.

If not paid or challenged after this, a Charge Certificate will be issued which increases the charge by a further 50% (Either £75 or £105). At this point there is no further opportunity to challenge or appeal the PCN directly to the issuing authority.

If the PCN is still not paid, then an Order for Recovery will be made to register the debt at Northampton County Court (also known as the Traffic Enforcement Centre or TEC) which increases the outstanding charge again.

If it is still not paid at this stage a warrant will be applied for and issued to an Enforcement Agent, which will mean further charges being applied and action taken to recover the debt.

So, again, please do not ignore a PCN should you be issued with one!

What is a Traffic Regulation Order (TRO) and why are they important?



TROs are legal documents that are important to manage traffic and where you can park. They are made to control or restrict the use of the highway for some or all users, including pedestrians, and they aim to improve road safety, traffic flow and access to facilities. TROs are either temporary, permanent or experimental. They are made under the provisions of The Road Traffic Regulation Act 1984. There are two other important pieces of legislation for traffic orders:

1. The Traffic Management Act 2004 covers enforcement.

2. The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996 describes the procedures needed to propose and introduce new traffic orders and amendments to existing ones.

TROs can be used to specify parking restrictions and other conditions under which vehicles may park and they can be enforced by law. The process of making a TRO must go through a specific legal process before it can be sealed and become enforceable.,

The majority of the TROs are either permanent or temporary. Temporary TROs are used when there are scheduled short term works such as resurfacing or utility works. For most other changes permanent TROs are used. Some examples of these changes are shown below:

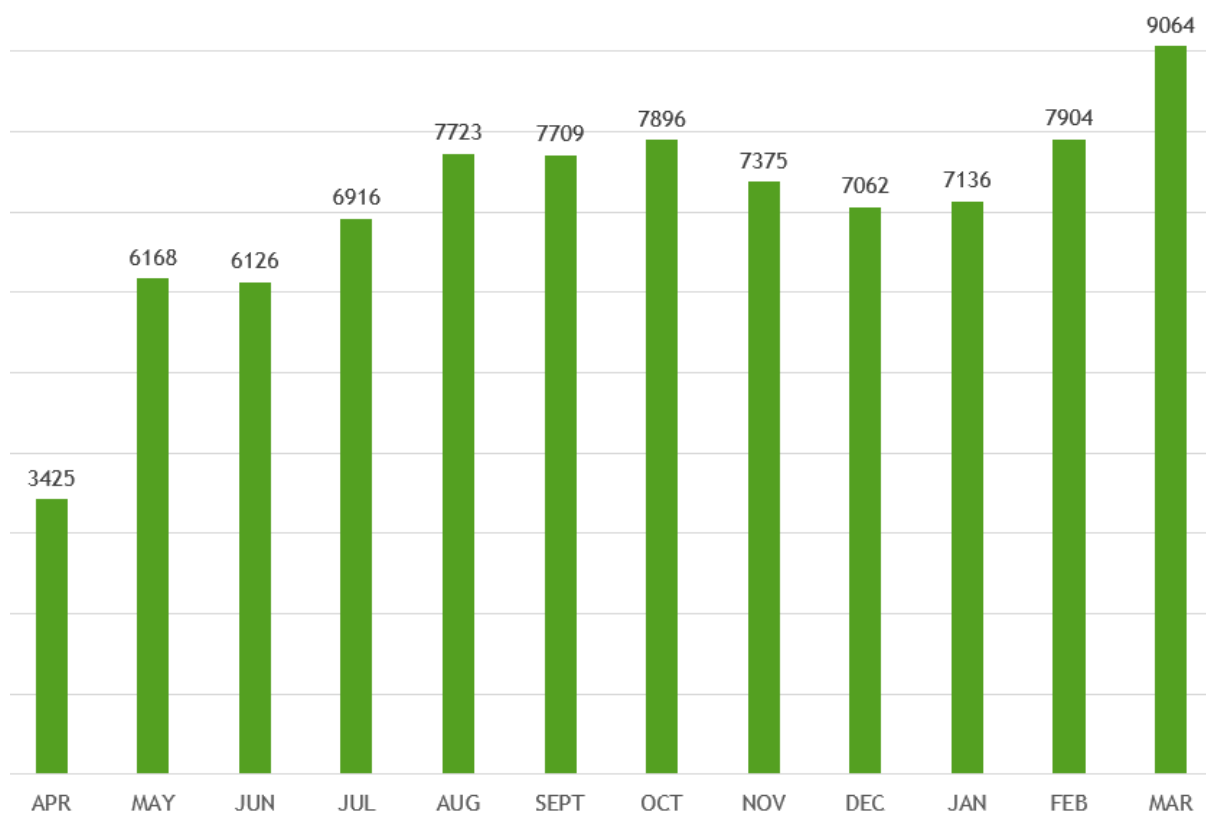
- parking bays
 - waiting restrictions (yellow lines)
 - weight restrictions
 - bus lanes
-

Penalty Charge Notices

As this is the first year of Surrey County Council administering on-street parking enforcement, we are unable to provide the comparison figures regarding PCN issuance in previous years and as such the below figures may be lacking a certain amount of context, but subsequent annual reports will be able to include this information and provide a clear picture of any differences or fluctuations in the issue of PCNs over a full year

On-Street PCNs issued per Month	PCNs
April	3425
May	6168
June	6126
July	6916
August	7723
September	7709
October	7896
November	7375
December	7062
January	7136
February	7904
March	9064
Grand Total	84,504

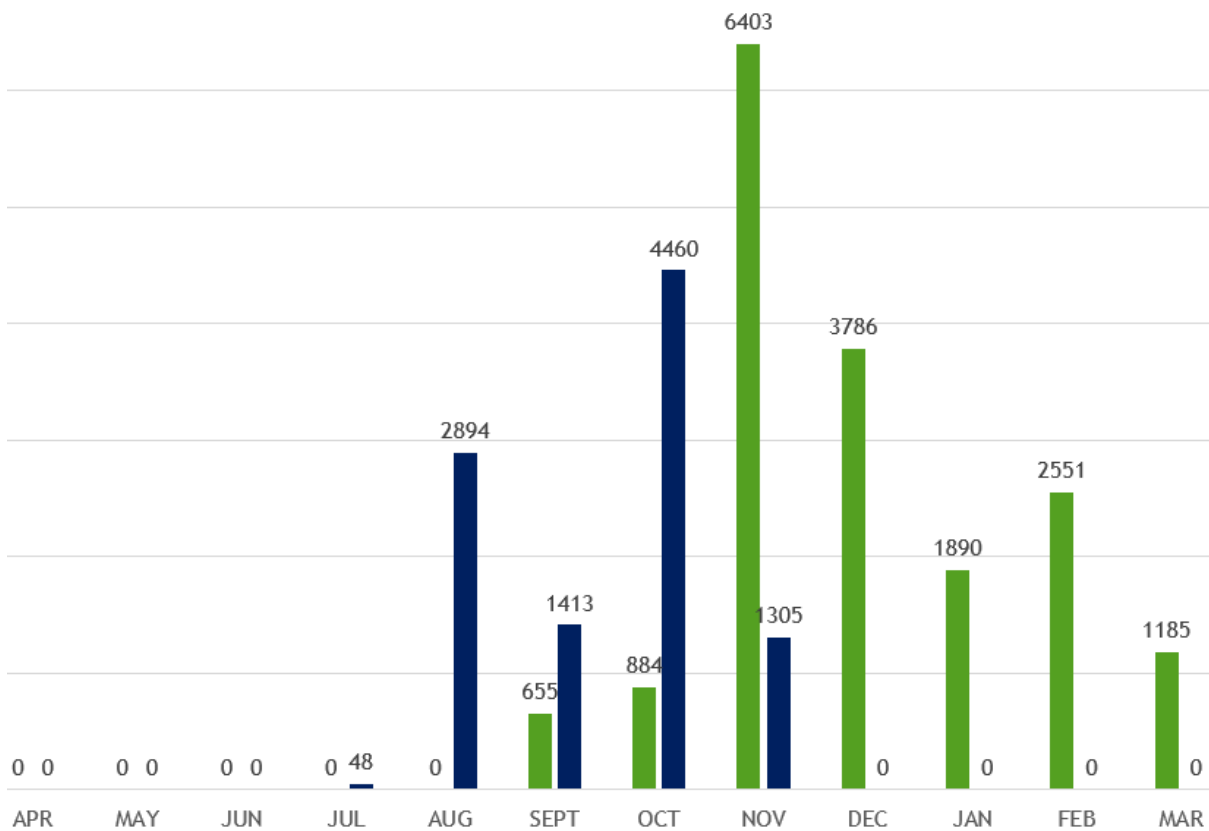
ON-STREET PCNs ISSUED PER MONTH:



Bus lane PCNs per month	PCNs	Warning Notices
April	0	0
May	0	0
June	0	0
July	0	48
August	0	2894
September	655	1413
October	884	4460
November	6403	1305
December	3786	0
January	1890	0

Bus lane PCNs per month	PCNs	Warning Notices
February	2551	0
March	1185	0
Total	17,354	10,120

BUS LANE PCNs ISSUED PER MONTH:

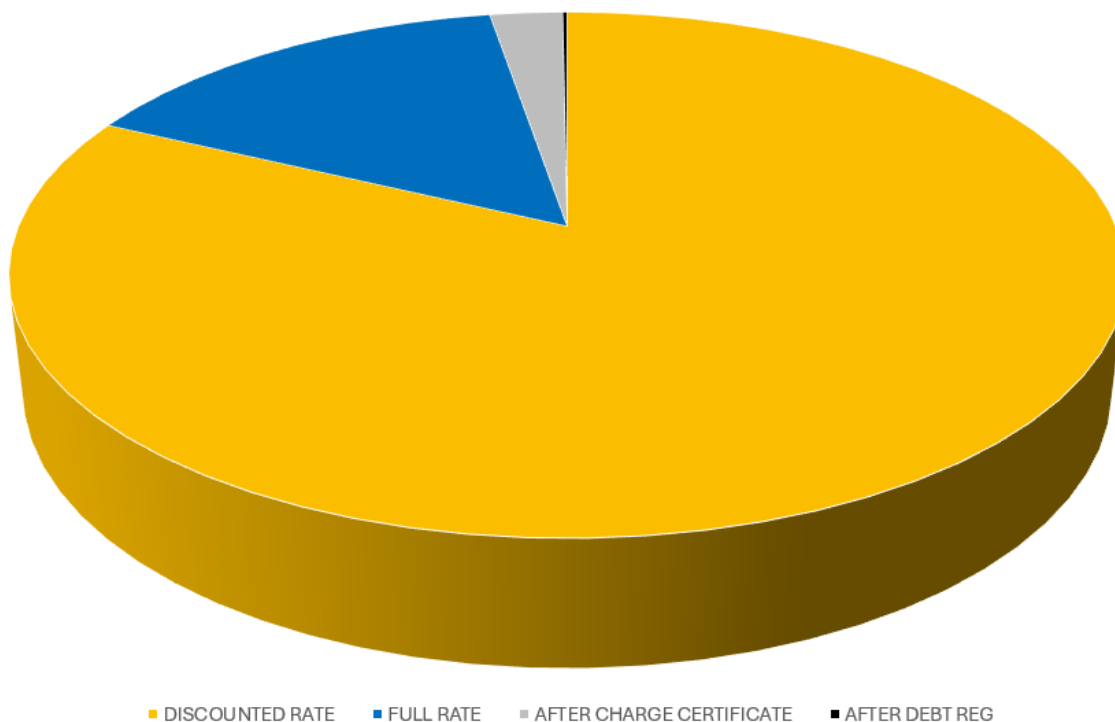


(PCNs/WARNING NOTICES)

PCN Payment Breakdown:

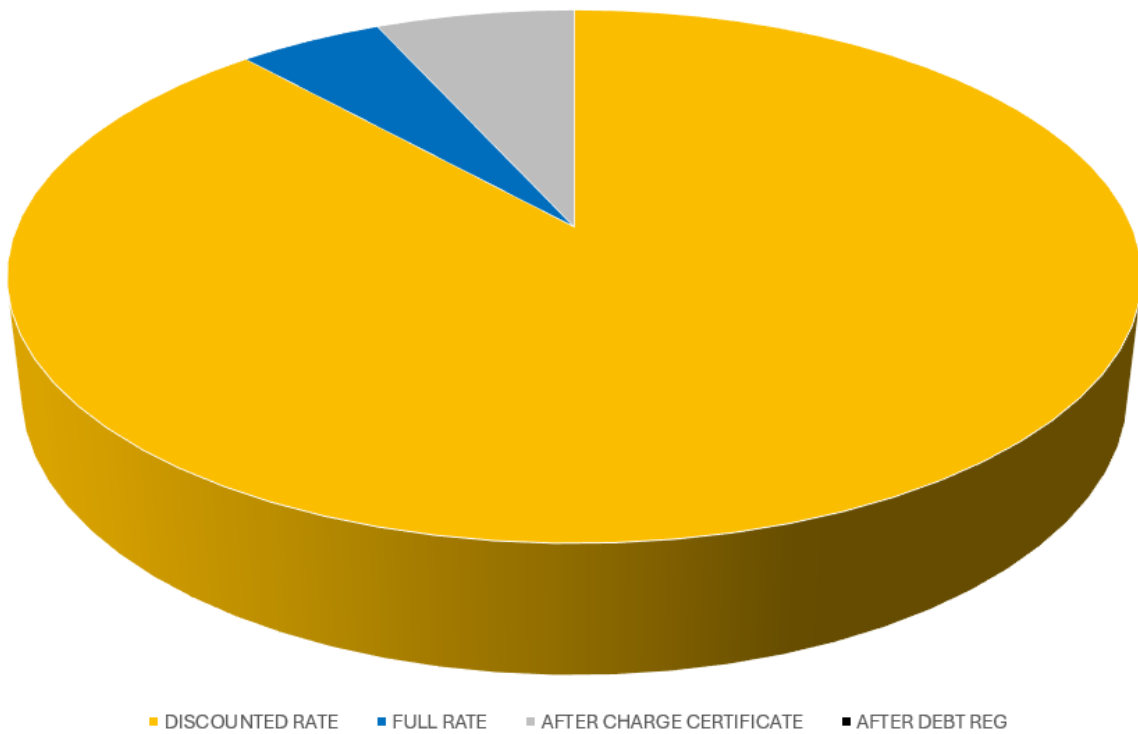
Summary of On-Street PCN Payments	Total
Paid	60,216
At Discounted Rate (£25)	10,988
At Discounted Rate (£35)	38,425
At Full Rate (£50)	2,142
At Full Rate (£70)	7,051
After Charge Certificate (£75)	349
After Charge Certificate (£105)	1,167
After debt registration (£84)	24
After debt registration (£114)	70

ON-STREET PCN PAYMENTS



Summary of Bus Lane PCN Payments	Total
Paid	9,750
At Discounted Rate (£35)	8,609
At Full Rate (£70)	480
After Charge Certificate (£105)	661
After debt registration (£114)	0

BUS LANE PCN PAYMENTS

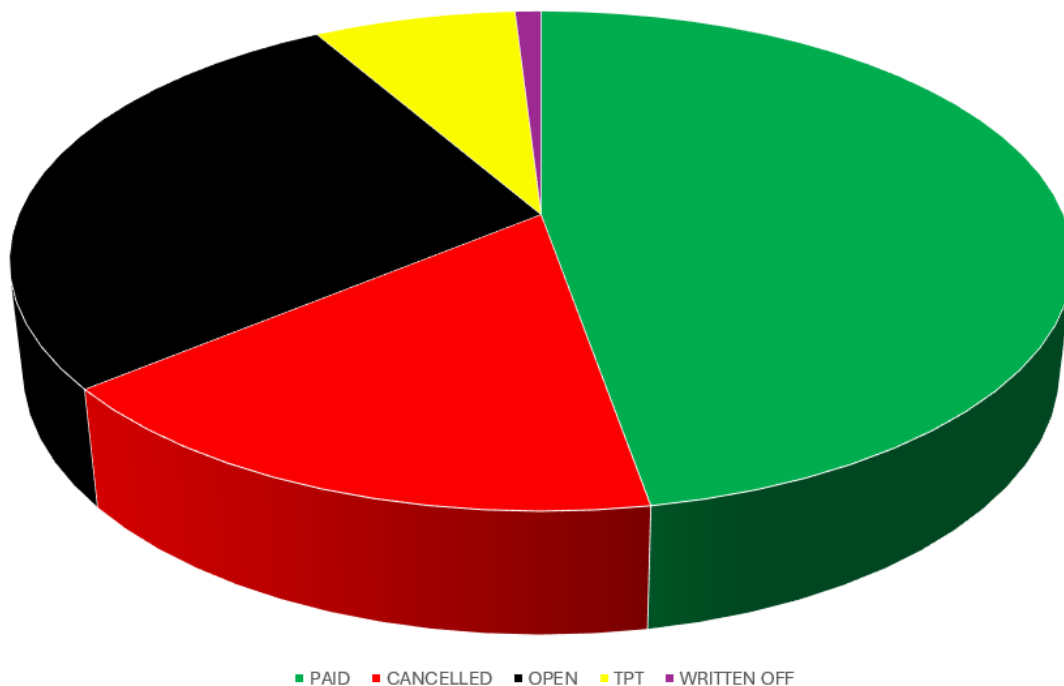


Challenges and appeals

Out of the **84,504** on-street PCNs issued for parking contraventions we received a total of **15,348** challenges and appeals against them.

- **7,253** were paid
- **2,566** were cancelled
- **4,254** were written off
- **1,130** are still open
- **145** were appealed to the Traffic Penalty Tribunal (TPT)

ON-STREET PCN APPEAL OUTCOMES



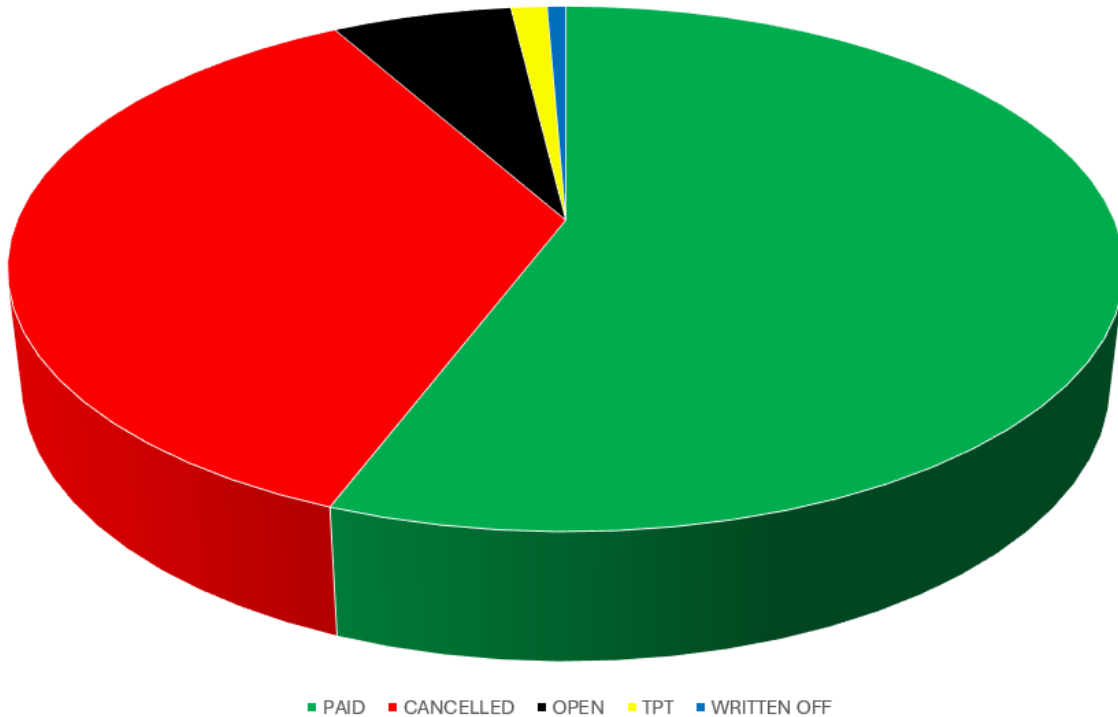
Bus lane PCNs

Out of the **17,354** PCNs issued for entering a bus lane/gate, we received a total of **3,419** challenges and appeals against them.

- **1,907** were paid
- **1,234** were cancelled
- **22** were written off

- 213 are still open
- 43 were appealed to the Traffic Penalty Tribunal (TPT)

BUS LANE PCN APPEAL OUTCOMES



Permits

We have a range of permits available within our various residential parking schemes across Surrey. Applicants for permits must meet specific criteria to be eligible – these can include being a resident within a permit zone, medical and/or care needs or operational requirements for NHS and council employees. More information about the permits available to residents and motorists in Surrey can be found on our website: [Parking permits - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/parking-permits)



Financial Out-turn 2023/24

On Street Parking Income	2023/24
Permits	£1,189,181
On street Parking Charges	£1,115,762
On-Street PCNs	£2,398,962
Parking Suspensions and Waivers	£288,477
Total Income	£4,992,382
On Street Parking Enforcement Costs	2023/24
Enforcement Contractor	£4,205,623
One-off contract establishment costs	£174,915
Permit refunds (transitional costs)	£23,215
Total Costs	£4,403,753
Surplus	£588,629
Income – Bus Lane Enforcement	2023/24
PCNs	£331,380
Total Income	£331,380
Expenditure – Bus Lane Enforcement	2023/24
Enforcement Contract	£130,927
Camera equipment & maintenance	£2,329
Total Expenditure	£133,256
Surplus	£198,124