

# Parking and Transport Infrastructure Team

Finance and Statistics 2020/21

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## Aims and Objectives

### **Aim: Improve Road Safety**

Objective: Improve road safety by enforcing school keep clear restrictions and areas marked by zig zags

Number of PCNs issued on School keep clear restrictions and pedestrian crossing zig zags (contravention codes 48 & 99)	2018/19	2019/20	2020/21
	204	261	116

Objective: Improve road safety and the local environment by educating drivers about the implications of their actions

	2018/19	2019/20	2020/21
Number of challenges and representations rescinded on the first occasion (inc. blue badges, invalid scratchcards and valid P&D tickets produced only)	3,222	2,715	1,016
Number of advice letters issued for contravening the Road User Charge, rather than live PCNs being issued	1,208	147	504

### **Aim: Improve the quality and accessibility of public transport**

Objective: Increase passenger journeys on the Durham Park and Ride service by continuing to provide a high-quality accessible service

Number of passenger journeys on the P&R service	2018/19	2019/20	2020/21
	994,561	892,482	137,703

Objective: Improve quality and accessibility of public transport through the enforcement of bus stop clearway markings, taxi ranks and bus lanes

Number of PCNs issued on bus stop clearways and taxi ranks (contravention codes 45 & 47)	2018/19	2019/20	2020/21
	279	391	169

Number of PCNs issued for contravening a bus lane	2018/19	2019/20	2020/21
	0	2,613	25,315

Objective: Improve the accessibility of public transport by delivering improvements to transport infrastructure

	2018/19	2019/20	2020/21
Bus station improvements	Working towards installation of further CCTV cameras at Stanley bus station to provide a full coverage, to reduce the level of anti-social behaviour reported	Additional CCTV camera's installed at Stanley bus station to provide increased coverage and enhanced imaging for DCCs CCTV control room to monitor the facility and alert Police of anti-social behaviour occurring. Improved image quality to enable Police to identify perpetrators	The additional CCTV cameras have provided increased coverage and they have assisted the Police in identifying some of the people causing anti-social behaviour (ASB) in Stanley Bus Station. ASB has decreased slightly, however, it is still an issue. It is proposed to install an additional camera to resolve this

**Aim: Fulfil the transport role in the delivery and support of a vibrant and efficient economy by managing traffic flow**

Objective: Ensure expeditious movement of traffic through the enforcement of waiting and loading restrictions

Number of PCNs issued on waiting and loading restrictions (contravention codes 01 & 02)	2018/19	2019/20	2020/21
	4,006	4,146	1,489

Objective: Support economic growth by assisting in the organisation of festivals and special events

	2018/19	2019/20	2020/21
Number of festivals and special events where the P&R service was used.	5 (Tour Series Cycle Race, Miners Gala, Durham City Run, Kynren, Christmas Festival)	6 (Tour Series Cycle Race, Miners Gala, Durham City Run, Streets of Brass, Lumiere, Christmas Festival)	0 (As a result of COVID-19)

Objective: Support the local economy through the enforcement of limited waiting bays

Number of PCNs issued in limited waiting bays (contravention codes 22 & 30)	2018/19	2019/20	2020/21
	377	417	151

**Aim: Build liveable streets and neighbourhoods by managing and reconciling the competing demands for kerb space**

Objective: Build liveable streets and neighbourhoods through the introduction and effective management of CPZs and CPAs

	2018/19	2019/20	2020/21
Number of permits issued within controlled parking zones and areas	9,746	9,963	7,122
Number of PCNs issued for vehicles parked in a permit space without a valid permit or displaying an invalid permit (contravention codes 16 & 19)	1,765	2,139	1,136

### **Aim: Improve the local environment**

Objective: Preserve the historic environment of Durham City through the enforcement of the Historic Core Zone (HCZ)

Number of PCNs issued within the 'Historic Core Zone' (Market Place, Silver St, Framwellgate Bridge, Elvet Bridge, Saddler St, North Bailey, South Bailey, Owengate, Bow Lane, Dun Cow Lane)	2018/19	2019/20	2020/21
	649	487	369

### **Aim: Meet the needs of people with disabilities**

Objective: Meet the needs of people with disabilities by ensuring legitimate use of designated blue badge holder bays

Number of PCNs issued in Blue Badge holder bays (contravention codes 40 & 87)	2018/19	2019/20	2020/21
	2,453	2,785	1,199

Objective: Meet the needs of people with disabilities by prosecuting those who abuse the blue badge scheme

Number of successful blue badge prosecutions	2018/19	2019/20	2020/21
	4	5	0

## Financial Performance – Parking

We aim for a cost neutral package of services where all costs are met from revenue generated through on and off-street P&D, PCNs, and P&R fares.

Income from on-street parking charges and PCN payments (whether for on-street or off-street enforcement) must only be used in accordance with section 55 of the Road Traffic Regulation Act 1984 (RTRA 1984). Any income remaining after enforcement costs have been met must be used for transport provision for the benefit of road users.

### Parking Services account

The tables below show the income and expenditure for parking over the last three financial years.

	2018/19		2019/20		2020/21	
<b>Administration</b>	<b>Income</b>	<b>Expenditure</b>	<b>Income</b>	<b>Expenditure</b>	<b>Income</b>	<b>Expenditure</b>
Staffing	£0	£343,530	£0	£126,422	£0	£138,061.11
Operation of Parking Shop	£0	£327,858	£0	£325,661	£0	£334,421.87
Other administrative costs	£0	£66,217	£0	£83,010	£0	£162,936.22
<b>Total</b>	<b>£0</b>	<b>£737,605</b>	<b>£0</b>	<b>£535,093</b>	<b>£0</b>	<b>£635,419.20</b>

	2018/19		2019/20		2020/21	
<b>Enforcement</b>	<b>Income</b>	<b>Expenditure</b>	<b>Income</b>	<b>Expenditure</b>	<b>Income</b>	<b>Expenditure</b>
Penalty Charge Notices	£702,616	£30,601	£826,528	£22,618	£867,099.36	£117,575.19
Civil Enforcement Officers	£0	£586,456	£0	£625,547	£0	£626,621.63
<b>Total</b>	<b>£702,616</b>	<b>£617,057</b>	<b>£826,528</b>	<b>£648,165</b>	<b>£867,099.36</b>	<b>£744,196.82</b>

	2018/19		2019/20		2020/21	
<b>On &amp; Off Street Parking</b>	<b>Income</b>	<b>Expenditure</b>	<b>Income</b>	<b>Expenditure</b>	<b>Income</b>	<b>Expenditure</b>
<b>On-Street Parking</b>	£1,132,758	£81,829	£1,132,562.05	£90,585	£650,015.43	£131,465.51
<b>Off-Street – Durham</b>	£487,001	-	£250,140	-	£62,850.01	-
<b>Off-Street – Ch-le-St</b>	£302,236	-	£320,527	-	£115,461.39	-
<b>Off-Street – Bishop Auckland</b>	£76,076	-	£86,835	-	£41,690.46	-
<b>Off-Street – Barnard Castle</b>	£206,918	-	£216,020	-	£107,344.43	-
<b>Off-Street – Free car parks</b>	£0	-	£0	-	£0	-

<b>Off Street - rates, electricity, gritting, minor maintenance, street lighting</b>	-	£377,175	-	£389,418	-	£452,289.96
<b>Total</b>	<b>£2,204,989</b>	<b>£459,004</b>	<b>£2,062,627</b>	<b>£480,003</b>	<b>£977,361.72</b>	<b>£583,755.47</b>

	2018/19		2019/20		2020/21	
<b>Road User Charge &amp; Access Management</b>	<b>Income</b>	<b>Expenditure</b>	<b>Income</b>	<b>Expenditure</b>	<b>Income</b>	<b>Expenditure</b>
	£3,212	£25,088	£2,008	£32,360	£6,452.00	£25,008.00
<b>Total</b>	<b>£3,212</b>	<b>£25,088</b>	<b>£2,008</b>	<b>£32,360</b>	<b>£6,452.00</b>	<b>£25,008.00</b>

	2018/19		2019/20		2020/21	
<b>Park &amp; Ride</b>	<b>Income</b>	<b>Expenditure</b>	<b>Income</b>	<b>Expenditure</b>	<b>Income</b>	<b>Expenditure</b>
Park & Ride service	£730,916	£1,040,702	£849,326	£1,237,966	£299,157.55	£1,324,477.15
Park & Ride advertising	£9,254	£0	£11,775	£0	£729.17	£0
<b>Total</b>	<b>£740,170</b>	<b>£1,040,702</b>	<b>£861,101</b>	<b>£1,237,966</b>	<b>£299,886.72</b>	<b>£1,324,477.15</b>

	2018/19		2019/20		2020/21	
<b>Electric Vehicle Charging Infrastructure</b>	<b>Income</b>	<b>Expenditure</b>	<b>Income</b>	<b>Expenditure</b>	<b>Income</b>	<b>Expenditure</b>
	£1,316	£4,803	£673	£10,055	£1,666.95	£8,107.14
<b>Total</b>	<b>£1,316</b>	<b>£4,803</b>	<b>£673</b>	<b>£10,055</b>	<b>£1,666.95</b>	<b>£8,107.14</b>

Parking Services total income of £2,152,466.75, minus expenditure of £3,320,963.78 leaves a total loss of £1,168,497.03. This is as a result of the COVID-19 pandemic which has affected our pay and display parking income and Park and Ride usage.

## Financial Performance – Bus Stations

The bus stations produce income from rent and advertising, and expenditure from the maintenance of the premises and various supplies and services.

Income and expenditure are as follows:

Bus Station	2018/19		2019/20		2020/21	
	Income	Expenditure	Income	Expenditure	Income	Expenditure
Durham	£7,111	£142,177	£7,207	£163,422	£1,063.39	£123,760.28
Stanley	£41,462	£126,020	£38,957	£129,808	£14,842.75	£111,210.47
Consett	£7,486	£76,292	£6,909	£82,930	£6,060.50	£85,714.65
Bishop Auckland	£3,050	£33,070	£3,000	£44,019	£2,050.00	£37,591.46
Peterlee	£5,000	£89,208	£5,000	£81,002	£5,819.68	£61,737.00
<b>Total</b>	<b>£64,109</b>	<b>£466,767</b>	<b>£61,073</b>	<b>£501,181</b>	<b>£29,836.32</b>	<b>£420,013.86</b>

The bus stations resulted in a deficit of £390,177.54. This shortfall is partially funded by bus station departure charges paid by bus operators to our Sustainable Transport section.

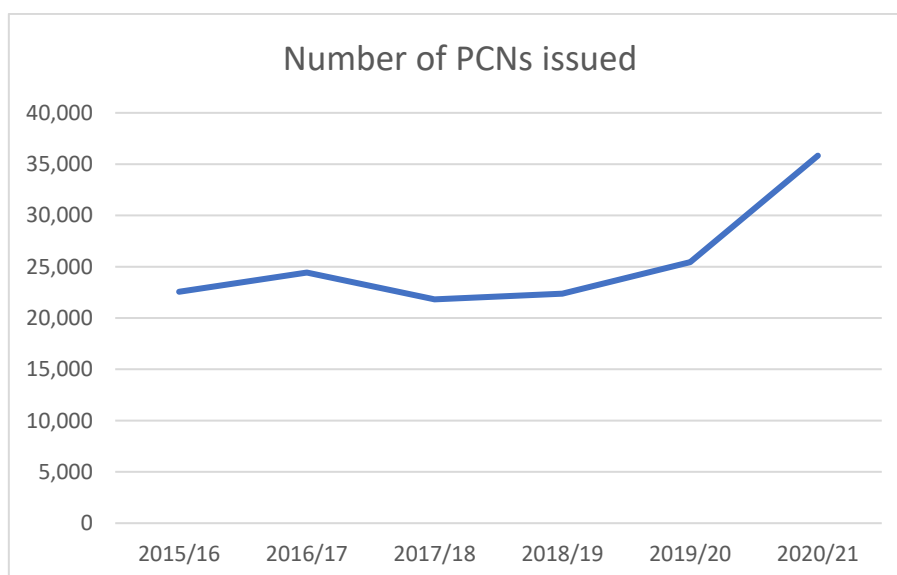


## Statistical Performance

### Penalty Charge Notices (PCNs)

A total of 35,827 on and off-street PCNs were issued from 1 April 2020 - 31 March 2021. The total number of PCNs for each contravention can be found at the end of this report.

	2018/19	2019/20	2020/21
Number of on-street PCNs issued	15,882 (71%)	17,004 (67%)	7,586 (21% of all PCNs)
Number of off-street PCNs issued	6,498 (29%)	5,830 (23%)	2,926 (8% of all PCNs)
Number of Bus Lane PCNs issued	-	2,613 (10%)	25,315 (71% of all PCNs)
<b>Total</b>	<b>22,380</b>	<b>25,447</b>	<b>35,827</b>



### Payment stage (PCNs)

When a PCN is issued, payment of the charge may be made at various stages of representation and appeal in accordance with relevant primary legislation and regulations. Early payment results in a discounted charge being accepted. Late payment generally results in higher charges being payable.

	2018/19	2019/20	2020/21
PCNs paid within 14 days (discounted)	12,905 (58%)	14,724 (58%)	17,266 (48%)
PCNs paid before Charge Certificate served (within 56 days)	1,681 (8%)	2,073 (8%)	3,065 (9%)

PCNs paid after Charge Certificate served	425 (2%)	368 (1%)	533 (1%)
PCNs with an amount outstanding	1,497 (7%)	1,822 (7%)	536 (1%)
Charge Certificates registered	2,940 (13%)	2,872 (11%)	4,422 (12%)
Warrants of Control issued	2,311 (10%)	1,685 (7%)	486 (1%)
PCNs written off (unrecoverable and foreign vehicles)	536 (2%)	192 (1%)	2,440 (7%)
PCNs cancelled	5,336 (24%)	4,957 (19%)	6,483 (18%)

## PCN challenges, representations and appeals

A PCN may be contested at various stages in accordance with relevant primary legislation and regulations.

- An informal challenge can be made before the issue of an NtO
- A formal representation can be made after the issue of the NtO but before the issue of a Charge Certificate
- An appeal to the TPT can be made following the service of a Notice of Rejection of representation.

<b>Challenges</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
PCNs resulting in informal challenge	7,259 (32% of all PCNs)	6,093 (24% of all PCNs)	3,780 (10% of all PCNs)
PCNs resulting in cancellation	4,895 (67% of all challenges)	4,168 (68% of all challenges)	2,742 (73% of all challenges)
PCNs resulting in rejection of challenge	2,364 (33% of all challenges)	1,925 (32% of all challenges)	1,038 (27% of all challenges)

<b>Reasons for cancellation of PCN at challenge stage</b>	<b>2020/21</b>
Processing error	85
Machine fault	0
Vehicle broken down	0
Valid ticket produced	2
Signs/lines error	1
Blue Badge holder	0
First invalid scratch card	1
General reason	1
Valid permit produced	857
Spoiled before issue	21
Error in ticket issue	578
VRM error	819
Avoiding accident / medical emergency	377
Vehicle stolen	0
<b>TOTAL</b>	<b>2,742</b>

<b>PCNs written off</b>	<b>2020/21</b>
DVLA no trace	2,330
Foreign vehicle	70
Not in England or Wales	40

<b>Representations</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
PCNs resulting in a formal representation	1,231 (6% of all PCNs)	2,070 (8% of all PCNs)	6,756 (21% of all PCNs)
Representations resulting in cancelled PCN	441 (36% of all representations)	1,059 (51% of all representations)	3,722 (55% of all representations)
Representations resulting in new NtO being issued (hire companies and changes in registered keepers)	486 (39% of all representations)	625 (30% of all representations)	1,816 (27% of all representations)
Representations resulting in Notice of Rejection	304 (25% of all representations)	386 (19% of all representations)	1,218 (18% of all representations)

<b>Reasons for cancellation of PCN at representation stage</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
1 <sup>st</sup> Invalid Scratch card	2 (0%)	3 (0%)	5 (0%)

56+ Days Elapsed	1 (0%)	19 (1%)	537 (14%)
Accept Representation	192 (16%)	242 (12%)	2495 (67%)
Blue Badge Holder	98 (8%)	73 (4%)	25 (1%)
Loading Exemption	14 (1%)	40 (2%)	22 (1%)
Machine Fault	0 (0%)	2 (0%)	0 (0%)
P&D Ticket Produced	40 (3%)	46 (2%)	14 (0%)
CEO Error (error in ticket issue)	3 (0%)	18 (1%)	12 (0%)
Processing Error	7 (1%)	21 (1%)	111 (3%)
Resident Permit Produced	10 (1%)	6 (0%)	5 (0%)
Vehicle Broken Down	4 (0%)	9 (0%)	3 (0%)
Lines/Signs	22 (2%)	25 (1%)	4 (0%)
Statutory Exemption	0 (0%)	189 (9%)	146 (4%)
Avoiding accident/medical emergency	-	-	12 (0%)
Vehicle stolen	-	-	4 (0%)
VRM error	-	-	26 (1%)
General reason	-	-	114 (3%)
Private hire (first occasion)	-	-	187 (5%)

<b>Appeals</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
Number of Appeals registered at the Traffic Penalty Tribunal	21 (0.09% of all PCNs)	8 (0.03% of all PCNs)	51 (0.15% of all PCNs)
Of which resulted in cancellation of PCN	6 (29% of all appeals)	2 (25% of all appeals)	19 (37% of all appeals)

Total number of PCNs by contravention code

Code	Contravention (on-street)	Observation period	Penalty	No. of PCNs 18/19	No. of PCNs 19/20	No. of PCNs 20/21
01	Parked in a restricted street during prescribed hours	5 mins	£70	2,657	2,775	898
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	0 mins	£70	1,349	1,371	591
05	Parked after the expiry of paid for time	5 mins	£50	1,773	1,612	472
06	Parked without clearly displaying a valid pay & display ticket or voucher	5 mins	£50	3,585	3,236	1,969
14	Parked in an electric vehicle's charging place during restricted hours without charging	0 mins	£70	12	17	10
16	Parked in a permit space without displaying a valid permit	5 mins	£70	1,413	1,855	950
17	Use of a vehicle on a road in the charging area to which a charging scheme applies without payment of the appropriate charge	0 mins	£50	162	497	66
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	5 mins	£50	352	284	186
21	Parked in a suspended bay or space or part of bay or space	0 mins	£70	91	325	75
22	Re-parked in the same parking place or zone within one hour (or other specified time) of leaving	0 mins	£50	0	2	2
23	Parked in a parking place or area not designated for that class of vehicle	0 mins	£70	106	113	19
24	Not parked correctly within the markings of the bay or space	0 mins	£50	145	170	77
25	Parked in a loading place during restricted hours without loading	Private car - 5 mins Commercial - 20 mins	£70	1,332	1,503	701

26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	0 mins	£70	0	0	0
27	Parked in a special enforcement area adjacent to a dropped footway	0 mins	£70	0	0	0
30	Parked for longer than permitted	5 mins	£50	377	415	149
34	Being in a bus lane	-	£60	0	2,613	25,315
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	0 mins	£70	1,989	2,367	1,126
42	Parked in a parking place designated for police vehicles	0 mins	£70	8	15	9
45	Parked on a taxi rank	0 mins	£70	4	6	4
46	Stopped where prohibited (on a red route or clearway)	0 mins	£70	42	30	8
47	Stopped on a restricted bus stop or stand	0 mins	£70	275	385	165
48	Stopped in a restricted area outside a school when prohibited	0 mins	£70	59	77	25
49	Parked wholly or partly on a cycle track or lane	0 mins	£70	0	0	1
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	0 mins	£70	6	9	4
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	0 mins	£70	145	184	91
w01	Warning Notice - General on street	-	-	955	1,074	638
w40	Warning Notice - Blue Badge	-	-	87	91	54
34w	Being in a bus lane (warning)	-	-	-	1,039	9,522
			TOTAL	16,924	18,413	43,127

Code	Contravention (off street)	Observation period	Penalty	PCNs issued 2018/19	PCNs issued 2019/20	PCNs issued 2020/21
70	Loading restriction	0	£70	7	10	0
71	Vehicle not charging	0	£70	85	35	11
73	Parked without payment of the parking charge	5 mins	£50	0	0	0
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	0 mins	£70	1	0	0
80	Parked for longer than the maximum period permitted	5 mins	£50	24	45	20
81	Parked in a restricted area in a car park	0 mins	£70	10	91	11
82	Parked after the expiry of paid for time	5 mins	£50	929	653	225
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	5 mins	£50	4,102	3,366	2,307
86	Parked beyond the bay markings	0 mins	£50	299	414	52
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	0 mins	£70	464	418	73
89	Vehicle parked exceeds maximum weight or height or length permitted in the area	0 mins	£70	0	0	176
91	Parked in a car park or area not designated for that class of vehicle	0 mins	£70	153	235	0
92	Parked causing an obstruction	0 mins	£70	1	1	17
93	Parked in car park when closed	0 mins	£50	79	79	0

95	Parked in a parking place for a purpose other than the designated purpose for the parking place	5 mins	£50	342	415	1	
w02	Warning Notice - General off street	-	-	112	132	17	
w87	Warning Notice - Blue Badge off street	-	-	73	53	115	
				TOTAL	6,681	7,663	3,034