

Annual Parking Services Report 2021 – 2022



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Introduction

Welcome to Oxfordshire County Council's Annual Parking Report for the financial year 1 April 2021 to 31 March 2022. This report provides an overview of the service, together with key service performance outcomes, statistics, and analysis.

Oxford is an historic and thriving city and as such demand for the limited-on street parking is high. Parking regulations are therefore essential in order that the needs of the residents and businesses of Oxford are met. The enforcement of these regulations ensures that they are effective and that they meet their intended purpose. Such enforcement provides the following benefits:

- It keeps the traffic flowing on main roads and reduces delays to public transport vehicles.
- It ensures that narrow streets don't become impassable to larger vehicles.
- It makes for a safer environment for all road users by ensuring good visibility of moving traffic and protection of crossing points
- Where on-street parking is possible it shares out the available kerb space fairly. This means that short stay parking is more available.
- It gives priority to people living in residential areas within the city by enforcing the residents parking scheme zones to discourage parking by motorists who do not possess residents or visitors parking permits.
- It ensures that areas set aside for specific purposes, such as disabled parking, loading bays, bus stops and taxi ranks are kept available for those drivers who need them.
- It reduces traffic congestion at key times of the day by restricting the availability of all day parking in the city, thereby encouraging those working in the city to use park & ride or other means of travelling to work i.e. cycling or walking.

Background to Oxfordshire County Council's Parking Enforcement

Oxfordshire County Council has been responsible for the on-street parking enforcement within the city of Oxford since February 1997 when the Secretary of State for Transport granted orders allowing the decriminalisation of on-street parking (i.e., it is no longer the responsibility of the police). Decriminalised Parking Enforcement (DPE) was carried out under the Road Traffic Act 1991.

From 31st March 2008 the Traffic Management Act (TMA) 2004 came into effect replacing the Road Traffic Act 1991. DPE became known as Civil Enforcement.

An application to create new special enforcement areas (SEAs) in partnership with Cherwell, South Oxfordshire and Vale of White Horse District Councils was submitted to the Department for Transport. This means parking offences in those areas typically be enforced by the police also become the responsibility of Oxfordshire County Council. This was approved and enforcement in the 'Districts' commenced from November 2021.

In order to achieve maximum value from the delivery of enforcement within Oxford, Oxfordshire County Council has used the services of a parking enforcement contractor since 1997. Following a competitive tender in 2019 the current contract was awarded to Conduent.

The contract incorporates the following services: -

- On Street Parking Enforcement
- CCTV Bus Lane Enforcement
- Pay & Display Machine Maintenance
- Provision of the IT System

The contract does not include any incentives for Conduent to issue Penalty Charge Notices (PCNs). However, it does include penalties where PCNs have been issued incorrectly.

In order to maintain the desired quality of service the council set Key Performance Indicators (KPIs) for Conduent to adhere to. These include:

KPI 1: Service Commencement

This was to ensure that the IT System, Documentation, Pay & Display tickets and the training of the Civil Enforcement Officers (CEOs) were all complete and in place prior to the commencement of the contract – Conduent met this target.

KPI 2: On street Resource, Supply and Deployment

This performance criterion relates to the quality of the enforcement operation and the provision of the agreed numbers of staff and enforcement patrols.

KPI 3: Responsiveness to County Council instructions and rapid response requests

This performance criterion relates to the rapid response for enforcement attendance

from the client during core hours of 7am – 4pm. Also includes prompt response for information relating to complaints or FOI's.

KPI 4: On street CEO performance & Customer Service

This performance criterion relates to CEO training and to PCNs cancelled or voided due to CEO errors. Also includes responses to complaints regarding conduct of CEOs to the Councils Parking team.

KPI 5: ANPR

This performance criterion refers to progressing alerts from the 3rd party ANPR system from the date of capture to operator progression. Also includes updating the ANPR whitelist for urgent requests during core hours.

KPI 6: Contract Management

This performance criterion refers to the attendance of monthly meetings and provision of monthly reports.

KPI 7: Training & Innovation

This performance criterion relates to provision of monthly updates on staff training, welfare & achievements. Also included is the provision of monthly updates on innovation.

KPI 8: IT & Software support

This performance criterion relates to response times for reported problems/issues with Sidem, the bespoke parking IT system

West Oxfordshire

In 2010, Oxfordshire County Council worked closely with West Oxfordshire District Council in obtaining authorisation from the Secretary of State to carry out Civil Enforcement throughout West Oxfordshire. The county council has delegated this function to the district council who operate the function with in-house staff to the same policies and service levels that the county council maintain.

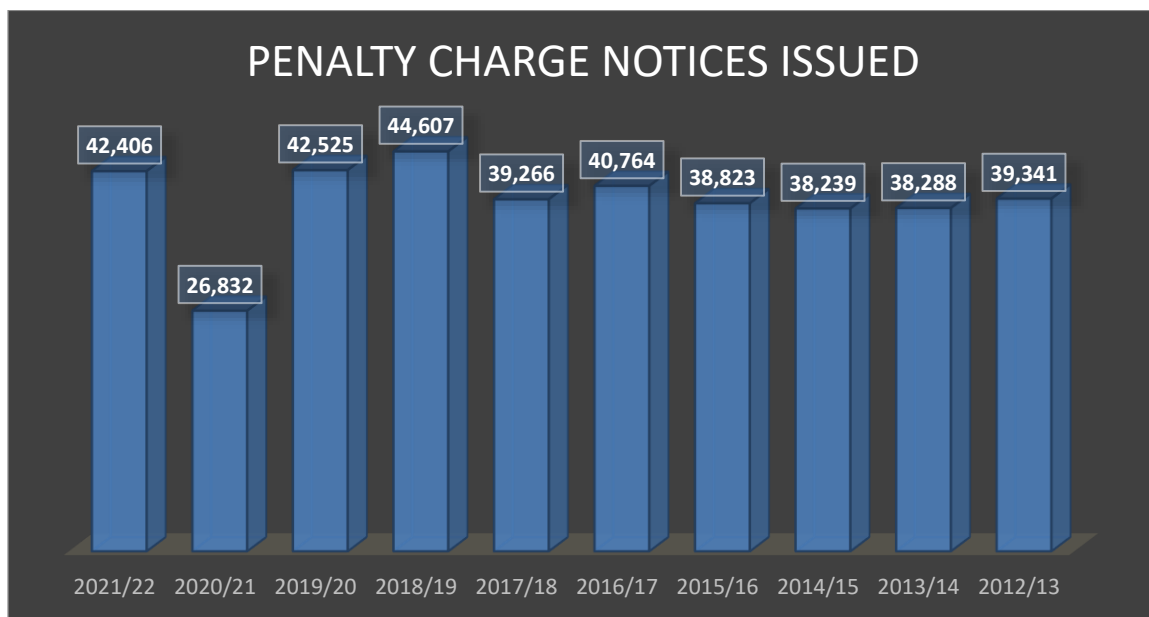
Penalty Charge Notices

Penalty Charge Notices (PCNs) issued in 2021/2022

Oxford

42,406 PCNs were issued during 2021/2022.

The chart below shows the number of PCN's issued from 1 April 2021 to 31 March 2022. Previous years have also been included for comparison.



The 5 most common reasons for vehicles being issued a PCN for a parking contravention in 2021/2022 were:

Contravention type	PCNs issued
16-Parked in a residents parking bay without a valid permit	13,168
01-Parked on waiting restrictions shown by a single or double yellow line	7,225
30-Staying in a time limited free parking bay for longer than allowed	6,753
06-Parked in a pay & display bay without a valid ticket clearly displayed	4,926
40-Parked in a designated disabled persons parking place without displaying a disabled badge	2,409

Enforcement in the Districts commenced on 1st November 2021 and for the initial 2-week period Warning PCNs were issued.

Cherwell

584 Warning PCNs

2,720 live PCNs

The 5 most common reasons for vehicles being issued a PCN for a parking contravention

Contravention type	PCNs issued
01-Parked on waiting restrictions shown by a single or double yellow line	2,345
40-Parked in a designated disabled persons parking place without displaying a disabled badge	526
23-Parked in a parking place or area not designated for that class of vehicle	157
30-Staying in a time limited free parking bay for longer than permitted	83
99-Stopped on a pedestrian crossing or crossing area marked by zigzags	52

South Oxfordshire

407 Warning PCNs

1,398 live PCNs

The 5 most common reasons for vehicles being issued a PCN for a parking contravention

Contravention type	PCNs issued
01-Parked on waiting restrictions shown by a single or double yellow line	1,177
30-Staying in a time limited free parking bay for longer than permitted	240
40-Parked in a designated disabled persons parking place without displaying a disabled badge	112
06-Parked in a pay & display bay without a valid ticket clearly displayed	101
47-Stopped on a restricted bus stop or stand	39

Vale of White Horse

188 Warning PCNs

951 live PCNs

The 5 most common reasons for vehicles being issued a PCN for a parking contravention

Contravention type	PCNs issued
01-Parked on waiting restrictions shown by a single or double yellow line	733
30-Staying in a time limited free parking bay for longer than permitted	95
40-Parked in a designated disabled persons parking place without displaying a disabled badge	94
25-Parked in a loading place during restricted hours without loading	55
12-Parked in a residents or shared use parking place or zone without clearly	52

In 2008, as part of secondary legislation under the Traffic Management Act 2004, in an effort to make PCNs fairer and more acceptable differential penalty charge rates were introduced. This meant that a higher penalty charge is incurred for contraventions where on street parking is not allowed during certain times for safety or traffic flow reasons (for example, parking on a yellow line, zebra crossing or bus bay) than those where parking is allowed but is being abused (for example overstaying in a pay & display bay or parking in a resident's bay without displaying a permit). The higher charge is £70.00 discounted to £35.00 if paid within 14 days and the lower charge is £50.00 discounted to £25.00 if paid within 14 days. The number of PCNs issued for both the higher and lower contraventions are shown below.

Oxford

Level	Number of PCNs issued
Higher	27,663
Lower	14,743

Cherwell

Level	Number of PCNs issued
Higher	3,220
Lower	84

South Oxon

Level	Number of PCNs issued
Higher	1,414
Lower	391

Vale of White Horse

Level	Number of PCNs issued
Higher	1000
Lower	139

What happened to the PCN's Issued?

Where a PCN has been issued, the Local Authority is bound to accept the half penalty if it is paid within 14 days of the issue of the PCN. At this stage the recipient can make a challenge and if accepted, the PCN will be cancelled. If the challenge is rejected the option to pay the reduced amount is given again as well as information explaining how to contest the notice at the next stage.

If the full penalty has not been paid within 28 days, the local authority will request information from the Driver and Vehicle Licensing Agency at Swansea to find out who the registered owner/keeper of the vehicle was at the time of the PCN was issued. This person will be sent a Notice to Owner. The Notice to Owner gives a further 28 days either to pay the full penalty charge or make representations to the Council on the appropriate section of the form. If having considered the representation and the council reject it, they will issue a Notice of Rejection enclosing an appeal form which gives the owner/keeper the right to appeal to an independent Adjudicator at the Traffic Penalty Tribunal.

Below is a breakdown showing the number of challenges, representations and appeals received and the outcomes.

Challenges (informal representations)

	Oxford	Cherwell	South Oxfordshire	Vale of White Horse
Number of challenges received	3,660	212	170	102
Number Accepted	1,722	76	54	32
Number Rejected	1,741	120	109	62
Awaiting decision	197	16	7	8

Representations (formal representations)

	Oxford	Cherwell	South Oxfordshire	Vale of White Horse
Number of representations received	1440	113	51	36
Number Accepted	881	70	25	20
Number Rejected	365	28	13	10
Awaiting decision	194	15	13	6

Appeals made to the Traffic Penalty Tribunal

	Oxford	Cherwell	South Oxfordshire	Vale of White Horse
Number of appeals made	31	-	-	-
Not contested by Council	6	-	-	-
Allowed by Adjudicator	8	-	-	-
Refused by Adjudicator	11	-	-	-
Statutory Declaration - Enforce	2	-	-	-
Statutory Declaration - Cancel	3	-	-	-
Appeal withdrawn by Appellant	1	-	-	-

* A 'Statutory Declaration is when the appellant has made a Witness Statement/Out of Time Witness Statement against the debt registration. This is a legal document and there are four grounds on which this statement can be made. The grounds are:

1. I did not receive the Notice to Owner
2. I made representation about the penalty charge to the enforcing authority concerned within 28 days of the service of the Notice to Owner but did not receive a rejection notice.
3. I appealed against the local authority's decision to reject my representation, within 28 days of service of the rejection notice, but have had no response to my appeal.
4. The penalty charge has been paid in full.

If the appellant has indicated any Ground from 2-4 the document is, as per legislation, sent to the Traffic Penalty Tribunal. They would then decide if the documentation is to be logged as an appeal or not.

Paid PCN's

	Oxford	Cherwell	South Oxfordshire	Vale of White Horse
Paid at Discounted Rate	28,137	2,105	1,294	823
Paid at Full PCN Amount	4,209	277	199	113

Other statistics

	Oxford	Cherwell	South Oxfordshire	Vale of White Horse
Number of Notice to Owners issued	9,179	890	364	222
Number of Charge Certificates issued	5,008	543	153	97
Number of Cases referred to the County Court	3,134	-	-	-
Number of Cases referred to the Enforcement Agents	1,195	-	-	-
Number of Vehicles removed for parking contraventions	4	-	-	-
Number of PCNs written off for other reasons (e.g., CEO errors or driver untraceable)	1,094	61	57	30

Permits

Residential parking schemes were introduced for the benefit of local residents in order to protect them from commuter parking and to give priority over limited spaces available to them and their visitors. Oxfordshire County Council is responsible for the Controlled Parking Zones.

Oxfordshire County Council offer a range of permits for parking, these include:

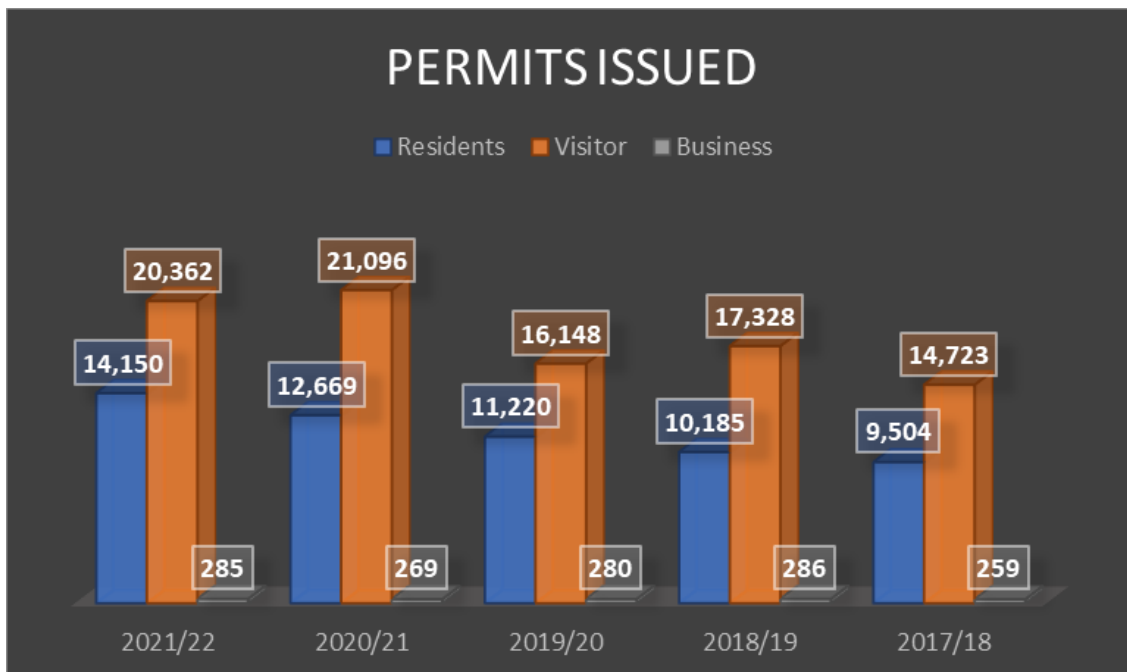
- Resident's parking permits
- Visitor's parking permits
- Business permits
- Contractors permits

Oxford has a mobile population and in view of this a pro-rata based charging system is in place to allow residents to purchase permits for the period they need them.

In the financial year 2021/2022 we issued:

- Resident's parking permit 14,150
- Visitor parking permits 20,362
- Business parking permits 285

For comparison, the chart below shows the number of residents, visitors and business permits issued for the last 5 years.



Financial

Financial information

Each year the council is required to provide a parking account showing expenditure and income. The parking account for the financial year 2021/22 is shown here. There are strict controls on how the surplus from a parking account can be spent.

The 2021/22 parking account is as follows:

	Oxford City On Street Pay & Display	Oxford City Special Parking Area	Oxford City Designated Parking Places	Totals
INCOME				
Pay & Display income	£ 2,385,873			£ 2,385,873
Penalty Charge Notices	£ 142,009	£ 593,677	£ 366,276	£ 1,101,962
Residents' permits			£ 1,166,390	£ 1,166,390
Other	£ 373,542	£ 115,820	£ 1,000	£ 490,362
TOTAL INCOME	£ 2,901,424	£ 709,497	£ 1,533,666	£ 5,144,587
EXPENDITURE				
Equipment purchase	£	£	£	£
Contract costs	£ 266,807	£ 891,989	£ 241,732	£1,400,528
Council Staff costs	£ 107,378	£ 116,816	£ 322,092	£ 546,286
Other	£ 133,814	£ 420,694	£ 187,001	£ 741,509
TOTAL EXPENDITURE	£ 507,999	£ 1,429,499	£ 750,825	£2,688,323
BALANCE	£ 2,393,425	-£ 720,002	£ 782,841	£2,456,264

	Cherwell	South Oxon	Vale	Totals
INCOME				
Pay & Display income	£	£93,341	£30,829	£ 124,170
Penalty Charge Notices	£ 68,530	£ 38,792	£ 25,845	£ 133,167
Residents' permits		£12,000	£ 3,560	£ 15,560
Other	£ 400	£	£	£ 400

TOTAL INCOME	£ 68,930	£ 144,133	£ 60,234	£ 273,297
EXPENDITURE				
Equipment purchase	£	£	£	£
Contract costs	£ 35,943	£ 112,836	£ 82,940	£ 231,719
Other	£	£	£	£
TOTAL EXPENDITURE	£ 35,943	£ 112,836	£ 82,940	£ 231,719
BALANCE	£ 32,987	£ 31,297	-£ 22,706	£ 41,578

The above tables separate the various streams of income received through parking enforcement as required by legislation. A description of each stream is given below to provide greater clarity.

On Street Pay & Display – This is the income derived from collection of parking fees and enforcement against abuse of pay & display bays.

Special Parking Areas - This relates to the enforcement of waiting restrictions, bus bays and zebra crossing zig zag markings etc both within and outside of controlled parking zones.

Designated Parking Places – This relates to the enforcement of parking places reserved for residents, businesses, disabled bays, loading bays both inside and outside of controlled parking zones.

What happens to surpluses made on parking income?

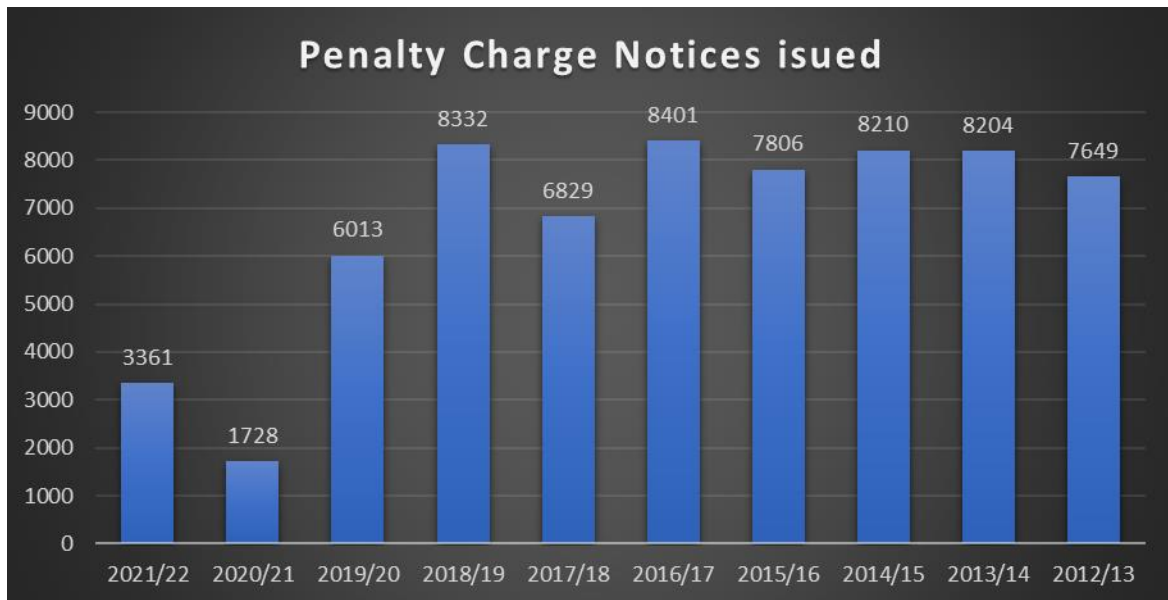
Legislation requires that surplus's derived from enforcement are reinvested into environmental or traffic schemes or operations. The Council seeks to ensure that as far as practicable the management of residents parking zones breaks even and does not create a surplus. Surpluses are therefore typically only generated by on street pay and display charges.

West Oxfordshire District Council

Penalty Charge Notices (PCNs) issued in 2021/2022

In the financial year April 2021 to the end of March 2022 3,361 PCNs were issued for parking contraventions.

The chart below shows the number of PCNs issued from 01 April 2021 to 31 March 2022. The previous years have also been included for comparison.



The 5 most common reasons for vehicles being issued a PCN for a parking contravention in 2021/2022 were:

Contravention type	PCNs issued
Parked longer than permitted	1,026
Parked in disabled parking bay	919
Parked on waiting restrictions shown by a single or double yellow line	779
Parked beyond the bay markings (On Street parking place)	152
Parked/loading where parking & loading is restricted	132

The number of PCNs issued for both the higher and lower contraventions are broken down in the table below.

Level	Number of PCNs issued
Higher	2,360
Lower	1,975

Challenges (informal representations)

Number of challenges received	694
Number Accepted	393
Number Rejected	301

Representations (formal representations)

Number of representations received	43
Number Accepted	19
Number Rejected	24

Appeals

Number of appeals made to the Traffic Penalty Tribunal	7
Not contested by Council	3
Allowed by Adjudicator	2
Refused by Adjudicator	2
Consent Order	-
Statutory Declaration no appeal*	-
Awaiting decision	-

Paid PCNs

Paid at Discounted Rate	2,360
Paid at Full PCN Amount	1,975

Other statistics

Number of Notice to Owners issued	509
Number of Charge Certificates issued	244
Number of Cases referred to the County Court	-
Number of Cases referred to the Bailiffs	247
Number of Vehicles immobilised	-
Number of Vehicles removed for parking contraventions	-
Number of PCNs written off for other reasons (e.g., CEO errors or driver untraceable)	32

Financial information

The 2021/22 parking account is as follows:

	West Oxfordshire On Street Parking	West Oxfordshire Off Street Parking	Totals
INCOME			
Penalty Charge Notices	£ 70,522	£ 28,082	£ 98,604
Other Income	£	£ 120,285	£ 120,285
TOTAL INCOME	£ 70,522	£ 148,367	£ 218,889
EXPENDITURE			
Premises Costs	£ 0	£ 135,965	£ 135,965
Transport Costs	£ 417	£ 0	£ 417
Supplier & Services Costs	£ 11,581	£ 14,190	£ 25,771
Contractor costs	£ 179,475	£ 82,257	£ 261,732
Support Services costs	£ 64,465	£ 55,470	£ 119,935
Capital charges	£	£ 184,305	£ 184,305
TOTAL EXPENDITURE	£ 255,938	£ 472,187	£ 728,125
Balance	-£ 185,416	-£ 323,820	-£ 509,236

Park & Ride

There are 5 Park & Ride locations on the outskirts of Oxford, but Oxfordshire County Council is only responsible for the management of two of these, Thornhill and Water Eaton. Park and Ride is the easiest way to get into Oxford and visit Oxford's hospitals by car. The maximum stay is 72 hours at both of these sites.

Opening hours and charges

Whilst both sites are open 24/7, the buildings are open from:

Thornhill - Mon-Sat 5:30am – 11:30pm Sunday 8:30am – 7:30pm

Water Eaton - Mon-Sat 7am – 7.30pm

Charges at both sites are:

- Up to 1 hour – Free
- Up to 11 hours (including the first hour) - £2
- More than 11 hours, but less than 24 - £4
- More than 24 hours, but less than 48 hours - £8
- More than 48 hours but less than 72 hours - £12

A range of payment methods are available, including on-site payment machines as well as online and mobile phone payment options.

Disabled Blue Badge holders are exempt from the parking charges.

Height Restrictions

Water Eaton and Thornhill both have a height restriction of 2.1 metres (6ft 11 inches). However high-sided vehicles can be parked at Water Eaton between 7am and 7.30pm Monday to Saturday. A Customer Care Officer will open the barrier to allow vehicles in and out during these times.

Peartree, Redbridge and Seacourt Park & Rides

The Peartree, Redbridge and Seacourt Park & Rides are managed by Oxford City Council. There is a charge to park at these sites; however, there is no maximum stay at these sites as you can pay for multiple days' parking. Further information regarding these sites and the charging can be found on Oxford City Councils website at: http://www.oxford.gov.uk/PageRender/decTS/Park_and_Ride_occw.htm

Financial information

The 2021/22 financial account is as follows:

WATER EATON INCOME

Pay & Display income	£ 132,283.51
Excess Charge Notices	£ 1,869.17
Other	£
TOTAL INCOME	£ 134,152.68

THORNHILL INCOME

Pay & Display income	£ 259,509.69
Excess Charge Notices	£ 6,599
Reserves	£ 17,000
TOTAL INCOME	£ 283,108.69

EXPENDITURE

Equipment purchase	£ -
Contract costs	£
Council Staff costs	£ 31,275.21
Other	£ 102,877.58
TOTAL EXPENDITURE	£ 134,152.79
BALANCE	£ 7,695

EXPENDITURE

Equipment purchase	£ -
Contract costs	£
Council Staff costs	£ 31,275.21
Other	£ 32,5429.47
TOTAL EXPENDITURE	£ 356,704.68
BALANCE	-£ 73,595.99

Blue Badges

To apply or renew a Blue Badge you can do so by one of the following options:-

- You can apply online at the GOV UK website by the following web address <https://www.gov.uk/apply-blue-badge>
- By telephoning Oxfordshire County Council on 0845 050 7666 and completing the form with a member of staff or asking for an application form to be sent to you
- By downloading and completing this application form from <http://www.oxfordshire.gov.uk/cms/content/blue-badge-scheme> and posting it to Blue Badge Administration, PO Box 873, Oxford OX1 9NY

Parking for blue badge holders

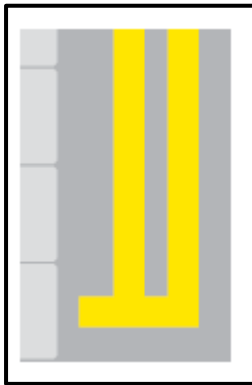
In Oxford blue badge holders may park in the following:

- Any on-street disabled person's parking spaces.
- As long as no loading/unloading restrictions apply badge holders may park for up to 3 hours on single or double yellow lines, the badge and clock showing the arrival time must be displayed.
- In residents parking bays, without a time restriction
- In any on street pay & display bays without time restriction or payment

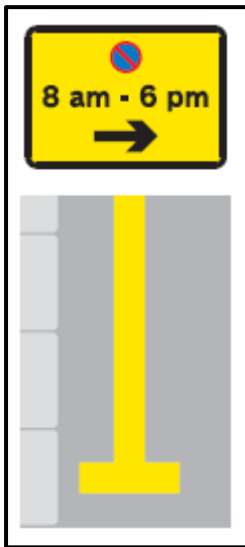
General Information

Parking Regulations

There are many different types of parking contraventions that we enforce. The following are some of the most common.



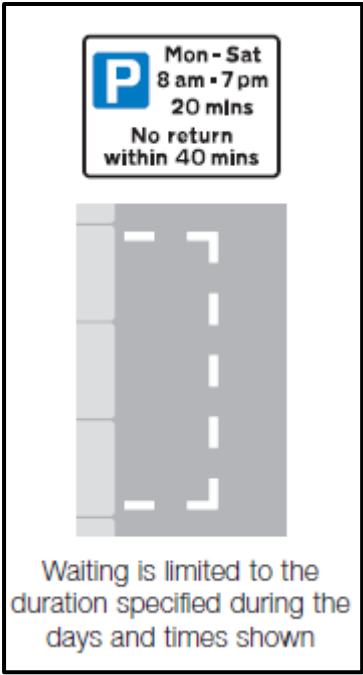
Double yellow lines – these mean no waiting at any time and do not require additional signage unless there are seasonal restrictions in place (however, we do not have seasonal restrictions in Oxford)



Single yellow lines – these are always accompanied by a time plate to indicate when the restriction is in force. The sign could be situated nearby or at a zone entry point



Yellow marks on the kerb indicate that loading/unloading is prohibited at the times indicated on the time plates.



Marked white bays indicate parking for the designated time and date shown.

Waiting is limited to the duration specified during the days and times shown



Parking space reserved for vehicles named

Marked white bays indicate parking space for named vehicles only such as; disabled, doctor and street trader.



Parking restricted to permit holders

Permit holders only sign indicates parking for permit holders only.



No stopping during times shown except for as long as necessary to set down or pick up passengers

Urban Clearway sign indicates no stopping during times shown except for emergency vehicles.



Entrance to controlled parking zone

Controlled zone sign indicates entrance to controlled parking zone.



Zone Ends sign indicates that a controlled parking zone has ended.



Loading bay indicates parking for vehicles loading and unloading. Bays may have signs specifying times loading is permitted.

More information regarding parking regulations and the legislation and guidelines governing their enforcement can be found at <http://www.patrol-uk.info>

Useful Information

Civil Enforcement Team

Tel: 0345 337 1138 or 01865 815649

Email: parking@oxfordshire.gov.uk

Web: www.oxfordshire.gov.uk/cms/public-site/parking

Applying for, or renewing a Disabled Blue Badge

Tel: 0845 050 7666

Web: www.oxfordshire.gov.uk/cms/content/blue-badge-scheme

The Parking Penalty Charge Notice process

http://www.patrol-uk.info/downloads/Process_Map.pdf

Conduent

Tel: 0345 337 1138

oxfordpcnenquiry@nslservices.co.uk

Oxford City Council – Car Parks

Tel: 01865 252489

Email: carparks@oxford.gov.uk

Web: http://www.oxford.gov.uk/PageRender/decTS/Parking_occw.htm

West Oxfordshire Parking Services

Tel: 01993 861060

Email: parking@westoxon.gov.uk

Web: <http://www.westoxon.gov.uk/environment/fixedpenaltynotices.cfm>