



WORCESTER CITY COUNCIL  
**PARKING AND ENFORCEMENT SERVICES**

Annual Report  
**2017-2018**

# Contents



## Section One: General information

1.1	Introduction.....	3
1.2	Management.....	3
1.3	Enforcement.....	3
1.4	Electric vehicle charging points.....	3
1.5	Complaints.....	3

## Section Two: Worcester City Council car parks

2.1	Tariff scales.....	4
2.2	Annual income.....	5
2.3	RingGo income.....	5
2.4	Season ticket prices.....	5
2.5	Season ticket income.....	5

## Section Three: On-street enforcement

3.1	Short stay tariff scales.....	6
3.2	On-street bay income.....	6
3.3	On-street parking dispensation scheme.....	6
3.4	Residents' permit schemes.....	6

## Section Four: Operational Overview

4.1	Summary of parking income.....	7
4.2	Summary of penalty charge notice income.....	7
4.3	Summary of penalty charge notices (PCNs) issued.....	7
4.4	Penalty charge notice cancellations.....	8
4.5	Abandoned vehicles.....	8



## Section One: General information

### 1.1 Introduction

**This report covers the activity of the Parking and Enforcement team for the 2017/2018 financial year.**

### 1.2 Management

Worcester City Council manages 14 car parks; 13 surface car parks and one multi-storey car park, St. Martin's Gate. Worcester City Council also manages three on-street parking locations on behalf of Worcestershire County Council. Off street enforcement powers are contained within the Worcester City General Car Parks Order 2011 and the Croft Road Car Park Order 2011. On street enforcement powers are contained within the Traffic Regulation Orders set by the Highways Authority which is Worcestershire County Council.

### 1.3 Enforcement

Worcester City Council carries out parking enforcement on the public highway by way of formal agency agreement with the highways authority, Worcestershire County Council. This agency agreement is common to all six Worcestershire districts.

A team of Civil Enforcement Officers are employed to uphold standards. Parking events are classed as 'contraventions' rather than the previous 'criminal offences' and are administered under civil law. Contravention codes are listed on the City Council [website](#). Penalty Charge Notices (PCNs) are issued to vehicles with a financial penalty being incurred for a contravention.

The level of penalty for infringements will be £70 for the higher band, and £50 for the lower band. If you pay within 14 days the charge will be discounted by 50%, making the charge £35 or £25 respectively.

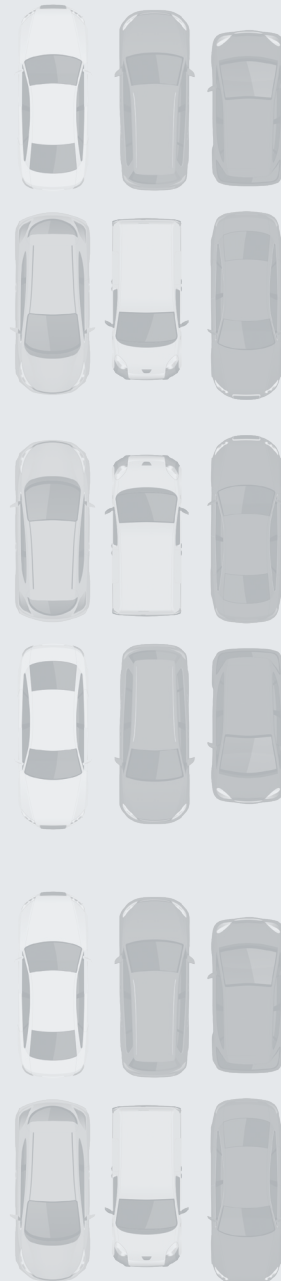


### 1.4 Electric vehicle charging points

There are two trickle charge points and one rapid charge point located at St. Martins Gate car park. No charge is made to the customers for the supply of electricity; drivers only pay the appropriate tariff when parking. 265 recharges were recorded during the year with a total 3,527.10 of kWh used from 79 unique users.

### 1.5 Complaints

During the year there were 36 complaints received through the Council's complaints system of which 10 were upheld, seven were partially upheld and 19 were not upheld.





# Section Two: Worcester City Council car parks

## 2.1 Tariff scales

Worcester City Council provided and operated 14 car parks, which are quality assured through the national Park Mark scheme, in the heart of the City in 2017/2018. They are divided into three distinct zones – Red, Amber and Green with the tariffs being set on the proximity of the car park to the city centre. Parking charges have remained frozen at the same level and have not risen since 2009. Worcester City Council also manages three on-street parking locations on behalf of Worcestershire County Council.

Worcester City Council car parking charges from 1 April 2017.

Zone	Car Park Location	No. of Spaces	Hours							
			Scale of Charges Monday - Sunday 7.00am - 9.00pm							
			Up to 30 mins	Between 7pm & 9pm	Up to 1 hour	Up to 2 hours	Up to 3 hours	Up to 4 hours	Up to 6 hours	Up to 24 hrs
RED	Copenhagen Street	161 cars + 3 disabled	£0.60	£1.00	£1.20	£2.40	£3.60	£5.00	£7.50	£10.00
	Cornmarket	80 cars + 5 disabled	£0.60	£1.00	£1.20	£2.40	£3.60	£5.00	-	£10.00
	Providence Street	58 cars + 3 disabled	£0.60	£1.00	£1.20	£2.40	£3.60	£5.00	£7.50	£10.00
AMBER	Cattle Market	186 cars + 24 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
	King Street	108 cars + 3 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
	Newport Street	138 cars + 3 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
	St Martin's Gate	780 cars + 16 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	-	-	£3.60
	Clare Street	48 cars + 3 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
	Commandery Road	40 cars + 3 disabled	£0.40	£1.00	£0.90	£1.80	£2.70	£3.60	£5.00	£6.00
GREEN	Pitchcroft/The Moors	435 cars + 6 disabled	N/A	N/A	£0.60	£1.20	£1.80	£2.40	£3.00	£3.50
	Tallow Hill	105 cars + 3 disabled	N/A	N/A	£0.60	£1.20	£1.80	£2.40	£3.00	£3.50
	Tybridge Street	70 cars + 3 disabled	N/A	N/A	£0.60	£1.20	£1.80	£2.40	£3.00	£3.50
	Croft Road	231 cars + 3 disabled	N/A	N/A	£0.60	£1.20	£1.80	£2.40	£3.00	£3.50
	Croft Road Coaches/Lorries	8 Coach/lorry spaces	N/A	N/A	£5.00 per 12 hours (no maximum stay)					

**2,480 regular spaces + 78 Blue Badge spaces + eight coach/lorry spaces**



## 2.2 Annual income

Motorists using our car parks can pay with coins at a pay and display machine and, since November 2010 with cashless parking provider RingGo.

The following table shows the off-street income (including RingGo) received across the 14 car parks in the past year:

	Car Park	2017/2018
<b>RED ZONE</b>	Copenhagen Street	£399,522
	Cornmarket	£343,443
	Providence Street	£137,468
<b>AMBER ZONE</b>	Cattle Market	£401,511
	King Street	£277,945
	Newport Street	£209,325
	St Martin's Gate	£744,838
	Clare Street	£78,733
	Commandery Road	£65,924
<b>GREEN ZONE</b>	Pitchcroft/The Moors	£216,585/£1,561
	Tallow Hill	£82,262
	Tybridge Street	£51,636
	Croft Road	£214,204
	<b>Total</b>	<b>£3,224,957</b>

## 2.3 RingGo income

The following table shows the amount of income generated by RingGo per month in relation to the total income received per month and the percentage amount:



Month	Total	RingGo Total	%
April	£243,818	£45,941	18.8
May	£266,799	£53,219	19.9
June	£255,311	£52,825	20.7
July	£283,480	£55,059	19.4
August	£275,663	£54,053	19.6
September	£270,481	£58,580	21.7
October	£276,410	£61,882	22.4
November	£288,639	£65,889	22.8
December	£312,680	£65,745	21.0
January	£264,287	£65,587	24.8
February	£238,042	£62,049	26.1
March	£249,349	£68,607	27.5
<b>Total</b>	<b>£3,224,957</b>	<b>£709,435</b>	<b>22.0</b>

## 2.4 Season ticket prices

<b>AMBER ZONE</b> Cattle Market, King Street, Newport Street, Clare Street and Commandery Road				
Months	x 3	x 6	x 9	x 12
7 days a week/ 24 hours a day	£225	£390	£600	£720
<b>GREEN ZONE</b> Pitchcroft, The Moors, Tallow Hill, Tybridge Street, Croft Road and St. Martin's Gate*				
Months	x 3	x 6	x 9	x 12
7 days a week/ 24 hours a day	£180	£330	£480	£600

\* for the purposes of Season Tickets, St Martin's Gate is included in the Green zone.

## 2.5 Season ticket income

Car Park Zone	2017/2018
Green Zone	£55,083
Amber Zone	£25,088
Overnight Permits/ One-off Permits	£46/£225
<b>Total Income</b>	<b>£80,442</b>



## Section Three: On-street enforcement

The City Council carries out enforcement on behalf of Worcestershire County Council on the public highways, including the three on-street bays in the city centre. An informal and formal appeals process is in place.

### 3.1 Short stay tariff scales

Location	Up to 30 minutes	Up to 1 hour	Up to 1 hour 30 minutes max stay with no return within 2 hours
Silver Street	£0.30	£0.70	£1.20
Severn Street	£0.30	£0.60	£1.00
College Precincts	£0.30	£0.60	£1.00

### 3.2 On-street bays income

On-street pay and display parking bay	Income 2017/2018
Silver Street	£64,022
Severn Street	£26,475
College Precincts	£13,476
<b>Total</b>	<b>£103,973</b>

### 3.3 On-street parking dispensation scheme

A one-day dispensation allows a vehicle to remain in areas where parking is normally either restricted or prohibited, up until midnight on the day of issue. These dispensations are issued on request at no charge.

A seven-day dispensation allows a vehicle to remain for a maximum of seven days, where there is a clear and genuine need to do so. These dispensations can be extended on application. We charge and administration fee of £50 for issuing a seven-day dispensation.

### 3.4 Residents' permit schemes

The Parking and Enforcement Service manages and monitors existing residents-only parking permit schemes. There are currently 10 residents-only parking schemes in operation throughout the City which generated a combined income of £19,462.



Dispensations	Income 2017/2018
Seven-day dispensations	£6,045

## Section Four: Operational Overview

### 4.1 Summary of parking income

Income	2017/2018
City Council car parks (includes RingGo)	£3,224,957
City Council season tickets	£80,442
County Council car parks	£103,973
Seven-day dispensations	£6,045
<b>Total</b>	<b>£3,415,417</b>

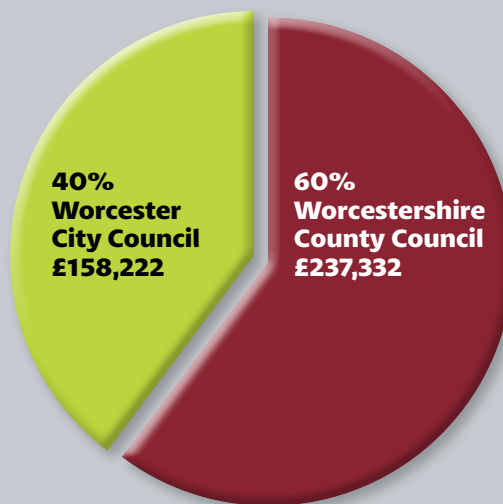
### 4.3 Summary of penalty charge notices (PCNs) issued

	2017/2018
PCNs issued	12,966
PCNs On street	8,582
PCNs off street	4,384
Higher level PCN	5,325
Lower level PCN	7,641
PCNs paid (discharged)	10,165



### 4.2 Summary of penalty charge notice income

The total Penalty Charge Notice income collected for 2017/2018 was £395,554. This income is, in accordance with the formal agency agreement, split between Worcester City Council and Worcestershire County Council on a 60%/40% ratio basis, as opposite.



2017-2018	
Total PCN Income	£395,554
40% Worcester City Council	£158,222
60% Worcestershire County Council	£237,332



## 4.4 Penalty charge notice cancellations

PCN cancellations	2017/2018
Spoiled PCNs	140
PCNs cancelled	1,405
PCNs cancelled - foreign vehicle	104
PCNs cancelled DVLA no trace	230
PCNs written off from bailiff	909

## 4.5 Abandoned vehicles

During the year, the Parking and Enforcement Team received a total of 429 reports of abandoned vehicles in the City which resulted in 11 vehicles being removed by the contractor.

