



Parking Services Annual Report 2009 - 2010





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Member Forward

I am pleased to present Wrexham County Borough Council's Parking Services Annual Report for 2009 - 2010. This is the second Annual Report that we as a Council have issued, in line with the requirements of the Traffic Management Act 2004.

The report highlights the challenges faced by the Council when trying to undertake parking management across Wrexham County Borough. With a developing Town Centre, now ranked as third in Wales as a desirable shopping destination, a Borough steeped with a rich industrial and cultural heritage, recently enhanced by the Pontcysyllte Aqueduct and canal being awarded World Heritage Status, the challenges for managing the highway network effectively and safely are considerable.



Demand for parking in Wrexham County Borough, particularly in Wrexham Town Centre, far outstrips the supply of kerb-space available and the Council seeks to maintain an active balance between the different demands – from residents, their visitors, businesses and their deliveries and customers, alongside suitable provision for disabled people who use the Blue Badge Scheme. This also needs to be balanced with the duty on the Council to keep traffic moving, avoiding unsafe and obstructive parking, and making sure there is good access for pedestrians, cyclists, buses and vehicles of all sorts.

The report provides details about the Council's parking service itself, what Civil Parking Enforcement is and how the Council operates its administration system and procedures. In addition, the report also outlines some of the less obvious aspects of work that parking services undertakes such as specific enforcement of blue badges and enforcement at schools.

The Council welcomes the opportunity to be able to present clear information that helps to inform the public and engage with our stakeholders on a wide range of parking issues.

It therefore gives me great pleasure to present this report, with the expectation that Civil Parking Enforcement and the Council's parking service will continue to produce positive benefits for Wrexham County Borough now and into the future.

I thank you for taking the time to read our second Parking Services Annual Report.

Councillor David A Bithell

Lead Member for the Environment and Transport



One of the biggest transport revolutions began with the advent of the motorised car in 1885. Motoring in its early days was the privilege of the wealthy but as cars became more affordable and readily available so began the public's love affair with the car. Over the decades, car ownership has increased to over 31 million vehicles on the highway today. Managing the demands created by this volume of traffic is challenging. That is why parking controls and restrictions play an important role in the Council's transport strategy by regulating the amount of traffic within the County Borough and encouraging use of public transport.

Demand for parking often outweighs the supply of kerb-space available and the Council seeks to maintain a balance between the different demands – from residents, businesses and visitors, whilst ensuring there is good access for pedestrians, cyclists, buses and other vehicles. Our general policy is to provide the maximum number of car parking spaces while allowing the satisfactory and safe movement for traffic and the maintenance of a good quality residential environment.

This is the Council's second annual parking report which aims to inform as to how the Council delivers its parking services, provide useful information about how parking enforcement is completed in Wrexham County Borough, clearly demonstrates why parking restrictions are in place and what those restrictions aim to achieve.

It is hoped that year on year, as the parking service develops, the annual report will demonstrate clear improvements in the County Borough's traffic management and highway safety and will continue to demonstrate that the Council provides a high quality and professional parking service.



The Council's Parking Service

Wrexham County Borough Council provides in excess of 1300 pay & display parking spaces, of which 70 are reserved for Blue Badge holders, in off-street car parks in Wrexham Town Centre and 600 free parking spaces located in rural car parks across the County Borough.

The town centre car parks are split into short stay and long stay use. Those nearest the shopping centre provide predominantly short stay parking (up to a maximum of 3 hours) with the charges reflecting this. Motorists wishing to stay for longer periods are encouraged to use long stay car parks where the charges for over 3 hours are usually lower.

The "Pay and Display" charges for respective car parks are displayed on the tariff boards in each car park. Each car park is served by a minimum of 2 Metric Aura pay and display machines that were installed in March 2009. They are all Disability Discrimination Act (DDA) compliant, offer a Welsh language option, are fully networked and utilise up-to-the minute technology. The machines accept 5p, 10p, 20p, 50p, £1 and £2 coins but the machines do not give change.

Season tickets are available and can provide regular car park users with a modest saving against the daily rate. It also means that the regular user can avoid having to carry change to purchase pay and display tickets.

In addition to the off-street car parks, "Limited Waiting Bays" are provided on-street throughout the authority in order to provide additional short-term parking. The limited waiting bays are shown by bay markings and signs that indicate the maximum amount of time that you may park in the bay. The limited waiting restrictions increase the availability of space for customers and visitors to shops and businesses in the area and allows for the loading and unloading of heavy goods and other purposes.

To meet the operational demands of this service, 9 staff are employed (3 office based and 6 Civil Enforcement Officers). The Civil Enforcement Officers (CEO's) complete random but regular patrols to all restrictions across the County Borough to ensure parking restrictions are being adhered to. A mobile patrol is available to visit the rural locations and respond effectively to reports of illegal parking throughout the Borough.

Wrexham Council provides information about its parking service using a number of communication methods;

- Civil Enforcement Officers and administration staff are 'experts' in this field of work and can advise about all aspects of the service being provided.
- Published telephone number (01978 292042) and published email (parking@wrexham.gov.uk). These are covered by a member of staff Monday to Friday between the hours of 8.30am – 5.30pm.
- Dedicated web pages which include information about season tickets, town centre parking facilities, how to appeal a PCN and so on and can be found at

www.wrexham.gov.uk . Within the site there are also a number of links to other relevant sites such as the British Parking Association, PATROL and the Department for Transport.

- Various publications and leaflets are produced detailing the parking service, town centre car parks and where the public can park if they hold a blue badge. These publications are also available in other accessible formats such as large print or audio-cassette on request.
- Tariff boards within each car park which detail the individual car park tariffs, charging hours, contact information and other relevant notices.
- Press releases and articles are produced regarding specific initiatives.

It is very important that the public have access to up-to-date and accurate information about the Council's parking service as this ensures that they are able to make informed parking choices.

Parking services welcomes any feedback on any aspect of the service it provides and is more than happy to answer any specific queries that members of the public may have.



Traffic Management Act 2004 & Civil Parking Enforcement

On 31 March 2008, Part 6 of the Traffic Management Act (TMA) 2004 came into effect replacing the Road Traffic Act (RTA) 1991 as the primary legislation covering parking enforcement in England and Wales.

The Act introduced the following changes to parking services in Wrexham County Borough:

- Decriminalised Parking Enforcement (DPE) became Civil Parking Enforcement (CPE);
- Parking Attendants (PA's) are now known as Civil Enforcement Officers (CEO's);
- Ability to issue a Penalty Charge Notice (PCN) to a vehicle parked on pedestrian crossings;
- Previously, all PCNs were £60 (£30 if paid within 14 days) for all types of contravention, now;
 - Higher rate of £70 (£35 if paid within 14 days), for more serious offences like parking in a bus stop or in a designated disabled bay when not entitled to do so.
 - Lower rate of £50 (£25 if paid within 14 days) for less serious offences like overstaying in a pay and display car park.
- The Council must respond to 'formal representations' within 56 days and challenges within 14 days;
- The National Parking Adjudication Service (NPAS) became the Traffic Penalty Tribunal (TPT).

The Act also changed the way in which a PCN must be served. Under the Traffic Management Act, a PCN that is in the process of being served when a vehicle is driven away or the CEO is prevented from serving the PCN for any reason can subsequently be served by post on the motorist.

In the future, Civil Enforcement Officers are likely to issue PCN's for double parking and parking against dropped kerbs. The Welsh Assembly Government will be confirming the type of signage required (if any) for these contraventions in due course so that the Council, along with other local authorities who have CPE powers, will be able to enforce these contraventions.

Wrexham County Borough Council took on the powers of Civil Parking Enforcement (CPE) with effect from 1 March 2008. Prior to this a parking ticket could either be issued in a Council car park by a Parking Attendant with the income generated from the parking tickets retained by the Council, or could be issued by a Police Officer or Traffic Warden for parking against on-street parking restrictions such as double yellow lines which was a criminal offence. The money raised from these fines went to the Treasury in London. It did not go to our local Police force nor was it retained within our own area. If the fine was not paid it was recoverable through the Magistrates Courts and the driver's licence could also be endorsed.

Under CPE, Wrexham County Borough Council became responsible for enforcing the majority of on-street waiting, loading and parking restrictions across the County Borough. Under this system such offences are no longer criminal offences but are now classed as civil contraventions. They are still serious, however, and will be dealt with accordingly.

An important point to clarify is why Wrexham County Borough Council took on these parking enforcement powers from the Police. The main reason to appreciate is policing priorities were changing therefore the time the police had available to focus on parking enforcement was reducing, so it was with their full support that Wrexham Council applied to the Welsh Assembly Government for the civil parking enforcement powers.

Despite suggestions in the media, CPE is not about raising revenue for the Council. There are a number of reasons for completing parking enforcement, all of which benefit people living in, working in and visiting the County Borough. Parking enforcement;

- Encourages safe and sensible parking;
- Improves safety for pedestrians and drivers;
- Improves the general flow of traffic and regularises journey times through the County Borough;
- Reduces the potential for emergency and public service vehicles finding their routes blocked;
- Improves the general environment by reducing damage to pavements and grass verges;
- Frees the Police to concentrate their resources on issues felt by the public to be more directly their responsibility.



Parking Policy

In the absence of hard hitting demand management measures like congestion charging, parking management is seen as an affordable and effective means of achieving a wide range of economic, social and environmental transport objectives.

In combination with an effective parking enforcement regime, the availability and affordability of on and off-street parking has been identified as having a significant role to play in not only addressing existing network management issues, but also in the delivery of Wrexham's future transport aspirations.

As part of an integrated approach to parking and network management, the focus for future policy development will include options to provide for:

- a more flexible and responsive approach to the management and operation of off-street car parking in Wrexham Town Centre.
- the accurate dissemination of car park information through the application of innovative intelligent communication transport systems.
- an area wide approach to the management of commuter parking in residential areas.



Wales Penalty Processing Partnership

The Wales Penalty Processing Partnership (WPPP) is a partnership established to administer Penalty Charge Notices (PCN's) for those local authorities who have introduced Civil Parking Enforcement. The WPPP partnership currently comprises of four Local Authorities:

- Denbighshire County Council;
- Gwynedd Council;
- Isle of Anglesey County Council;
- Wrexham County Borough Council.

The four authorities entered into the Partnership to obtain the benefits of;

- Economies of Scale for PCN processing;
- Reduced overheads from centralisation of staff and office space;
- Improved purchasing power from the joint procurement of software and support for the processing of notices;
- Consistent application of practices relating to parking enforcement across North Wales;
- Improved implementation of systems and transfer of knowledge relating to the enforcement functions;
- Improved productivity and staff performance.

In addition to the initial benefits, an officer working group with representatives from each Partner Authority has been established that meets quarterly to discuss operational consistency, shares best practice and strives for continual efficiency savings but not at the expense of a professional and quality service provided to public.

The WPPP received 'commended status' in 2008 - 2009, in the Sub Regional Collaboration Category at the 'Excellence Wales Awards', known as the 'Welsh Council Oscars'. 'Excellence Wales' is about recognising good practice and improvements that have been made when delivering public services.

The web site www.wppp.org.uk contains further information about the processing partnership.



Administration Process of Penalty Charge Notices

The procedures for service of Penalty Charge Notices, Notice to Owners, Notice of Rejection and Charge Certificates and the information which must be contained in each of these documents are now contained in the Civil Enforcement of Parking Contraventions (Representations and Appeals) (Wales) Regulations 2008, the Civil Enforcement of Parking Contraventions (Penalty Charge Notices, Enforcement and Adjudication) (Wales) Regulations 2008 and the Civil Enforcement of Parking Contraventions (General Provisions) (Wales) (No.2) Regulations 2008.

This section aims to present the entire statutory process that Wrexham County Borough Council follows when delivering its CPE regime. The PATROL website www.patrol-uk.info provides a chart indicating the full process.

Civil Enforcement Officers will issue a Penalty Charge Notice to any vehicle if they believe it is parked in contravention of the parking, loading and/or waiting restrictions that are in place in a given location at the time.

If you have received a Penalty Charge Notice, you can either pay it in full straight away which then closes the case, or if you feel it should not have been issued, you have the right to challenge it. You can make a formal representation when you receive the Notice to Owner (NtO). This is sent if the parking ticket has not been paid within 28 days from the date it was issued.

You can, however, write and informally challenge a Penalty Charge Notice before you receive a Notice to Owner:

- If you write **within** the 14 day discount period, this will be taken into account when you receive a reply. If it is not agreed that the ticket should be cancelled, a further 14-day discount period will be offered;
- If you write **after** the discount period has expired, you will be liable for the full Penalty Charge if the PCN is upheld.

If you have challenged a PCN before receiving an NtO, and we have not agreed that it should be cancelled, you can still make representations when you receive the NtO. "Representation" is the term used for a formal challenge to a PCN. The Notice to Owner form lists the grounds on which you can make a challenge.

If you want to continue to challenge your PCN, it is important that you complete your representations form when you receive it, and return it promptly. If you do not do this, you will lose your chance to refer the case to the Independent Adjudicator (Traffic Penalty Tribunal). We will respond to your representation by either cancelling the PCN or by sending you a letter "Rejection of Representation".

With the Notice of Rejection of Representations letter the council will send you a Traffic Penalty Tribunal "Appeal" form. You may either pay the charge at this stage or you must use this form to make your appeal within 28 days. If it is later than 28 days you must explain why.

You should decide which of the legal grounds of appeal applies in your case. These are listed on the appeal form and are the same as those listed on a Notice to Owner:

The PCN was issued incorrectly because;

<p>1. The contravention did not occur</p>	<p>The signs and lines were wrong The PCN was not served The events alleged did not happen The vehicle was entitled to park Loading/unloading was taking place A passenger was boarding/alighting A valid disabled person's badge was displayed A valid pay-and-display ticket or permit was displayed</p>
<p>2. The penalty charge exceeded the amount applicable in the circumstances of the case.</p>	<p>This means that the council has asked for more than it was entitled to under the relevant regulations</p>
<p>3. The relevant Traffic Regulation Order (TRO) is invalid.</p>	<p>This means that the TRO (supported by signs and lines) was invalid or illegal</p>
<p>4. There has been a procedural impropriety by the council.</p>	<p>This means that the council has not complied with the Traffic Management Act (TMA) 2004 or the relevant regulations. For example;</p> <ul style="list-style-type: none"> • The PCN or some other document did not contain the required information, or; • The council did not respond to a challenge or responded too late
<p>5. In the case of a PCN served by post on the basis that someone / something prevented the CEO from serving the PCN where the CEO was not so prevented.</p>	

The appellant is not liable to pay a penalty because;

<p>6. The appellant did not own the vehicle when the alleged contravention occurred.</p>	<ul style="list-style-type: none"> • They never owned it • They sold it before or bought it after the date of the contravention, in such cases the appellant should provide information about the transaction including the new or former owner's name and address, if known • Some long-term leasing arrangements have the effect of transferring keepership from the registered keeper to the hirer
<p>7. The owner is a vehicle hire firm and:</p>	<p>i. The vehicle was on hire under a qualifying hiring agreement; and</p> <p>ii. The hirer had signed a statement of liability for any PCN issued during the hire period</p> <p>** This ground applies only to formal hire agreements where the hirer has signed an agreement accepting liability for penalty charges. The requirements are specific. They are contained in Schedule 2 to the Road</p>

	Traffic (Owner Liability) Regulations 2000 and section 66 of the Road Traffic Offenders Act 1988. The appellant should provide the hirer's name and address and a copy of the agreement
8. The vehicle was taken without the owner's consent.	This ground covers stolen vehicles and vehicles used without the owner's consent. It could apply, for example, to a vehicle taken by "joy-riders". It does not generally apply to vehicles in the possession of a garage or borrowed by a relative or friend. If possible, the appellant should supply a Crime Reference Number from the police.
9. The penalty has already been paid.	(i) In full; or (ii) At the discount rate and in time .

The Traffic Penalty Tribunal

The Traffic Penalty Tribunal is an independent body whose impartial, independent Adjudicators consider appeals by motorists and vehicle owners whose vehicles have been issued with 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.

The Traffic Penalty Tribunal (TPT) took over from the National Parking Adjudication Service (NPAS) from 31 March 2008. This change was made to allow for the new Traffic Regulations introduced from 31 March 2008 under the terms of the Traffic Management Act 2004 and to create more accessible online access to the Tribunal.

If an appeal is received by the TPT it will be considered by an independent adjudicator. Each case is considered on its own individual merits. Once the Adjudicator makes a decision it is legally binding on both the Council and the Appellant.

If the Adjudicator's decision is that the appeal should be accepted then the Penalty Charge Notice will be cancelled by the Council. However, if the appeal is dismissed then the Penalty Charge Notice must be paid. The appellant can either pay the charge at this stage as directed and the case will then be closed. If no payment is made, then 28 days later the Council will issue a Charge Certificate. At this stage the penalty increases by 50%. If the charge certificate is not paid, then 14 days later the Council will register the debt at the Traffic Enforcement Centre (TEC). TEC is a bulk enforcement processing centre for debts based in Northampton. It is a fast track debt registration process.

Once the debt has been registered at TEC, a warrant is issued to an external bailiff company who has the authority to collect the outstanding debt on behalf of the issuing Council. Wrexham County Borough Council utilises Bailiff Services and is committed to pursuing every outstanding PCN.

Further information may be obtained on the Traffic Penalty Tribunal or PATROL (Parking And Traffic Regulations Outside London) websites about any aspect of the appeal process. Go to www.trafficpenaltytribunal.gov.uk or www.patrol-uk.info for further details.



Wrexham Council is committed to providing a quality parking service for the County Borough. The Council wants to make sure that its approach to enforcement is fair and consistent and of the highest possible operational standards. To do this the Council has developed the following Parking Charter.

Quality

- Civil Enforcement Officers to only issue valid Penalty Charge Notices in the first place.
- Reply quickly to challenges to Penalty Charge Notices whilst considering all comments raised by the appellant.
- Introduce improved systems and procedures to make interaction with the Council's parking service easier for all users.
- To deal with members of the public in a polite and professional manner at all times.

Firm

- Pursue each Penalty Charge Notice to ensure that all debts owed to the Council are recovered.
- Actively support and protect the Council's Civil Enforcement Officers against any abuse and violence.

Fair

- To deal with each Penalty Charge Notice individually, on its own merits.
- Monitor and replace any incorrect signs or lines on roads to ensure information is clear and easily understood by the road user.
- To ensure that consistent enforcement action is completed at all times in all locations.

Wrexham County Borough Council is constantly reviewing its systems and procedures, to ensure that the parking service it delivers is of a consistently high standard at all times. It also ensures that the Council takes advantage of any developments in the parking industry that may benefit the service and customer.

A future aspiration of the parking service is to undertake a customer satisfaction survey. This will enable the Council to engage with its customers and to see if the Council is successful in meeting the public's expectations. It will also help the Council develop meaningful service improvements.



Enforcement Approach & Civil Enforcement Officers

Enforcement enables the Council, in consultation with local people, to introduce meaningful policies on parking, decide how and when any enforcement is to be applied and then carry out that enforcement.

Enforcement enables drivers to find a parking space on the street more easily, and with a fairer distribution of parking space more vehicles can be parked each day - a definite bonus for shops and other businesses. Public transport operators will see better movement of their vehicles that will ultimately result in more predictable journey times, again benefiting those coming into the County Borough. There will be significantly less illegal parking on single and double yellow lines and in other restricted parking areas that currently serve to frustrate other road and footpath users. Environmental conditions will be improved through the reduction in illegally parked vehicles that currently force others to circulate in their search for a parking space. Enforcement has an important part to play in supporting the Council's priority of reducing carbon emissions.

Under CPE, there is a single enforcement regime that will give the general public a simpler and more effective perception of parking enforcement. For a more detailed document regarding the Council's enforcement approach go to www.wppp.org.uk

Within the County Borough of Wrexham, the Council directly employ the Civil Enforcement Officers. By keeping this function 'in-house' the Council is better able to ensure that all aspects of its parking enforcement operation is completed by well trained and high quality staff whose performance can be effectively monitored against the standards and guidelines which the Council has set them to follow.

The primary objective of Wrexham County Borough Council's Civil Enforcement Officers (CEO's) is to ensure that parking controls are observed and enforced in a fair, accurate and consistent manner.

CEO's complete a comprehensive programme of training which is supported by a CEO 'Code of Practice' manual which has clear instructions on how to complete the duties of the job, which is reviewed on a regular basis.

Whilst the Council monitors the performance of its CEO's, it does not set any PCN targets. The CEO's are salaried employees of the Council who are not paid any form of incentive or bonus for the number of PCN's that they issue. If a CEO issues a PCN it is because a parking contravention has occurred.

In order to protect the CEO's from allegations of inconsistency or favouritism, once a CEO has issued a PCN, they do not have the discretion to either cancel or withdraw it. CEO's are expected to conduct their enforcement duties in a thorough, fair and professional manner and to treat all motorists without showing favour, bias or prejudice.

The Council deploys its CEO's in such a way as to provide comprehensive coverage of all parking restrictions across the County Borough, although it is necessary to

prioritise those areas where the most parking problems are experienced such as in and around Wrexham Town Centre.

Since commencing CPE in 2008, parking services staff has built up a comprehensive understanding of when and where indiscriminate parking occurs. However, should members of the public be experiencing particular parking issues, they should not hesitate to contact parking services to highlight their concerns and discuss the problems they are facing.



Residents Parking Schemes

Residents Parking Schemes (RPS) are designed to prioritise on street parking spaces for local residents, especially where they are having difficulties parking near their homes. Schemes are intended to deter non-residents like commuters and shoppers from parking on residential streets. Residents would need to display a permit to enable them to park on a street within a designated parking zone. Signs and road markings would be used to define the entrances to each Residents Parking Zone and to indicate the areas where residents can park.

Several residents had contacted the Council expressing an interest in Residents Parking Schemes. Recent parking surveys identified the residential areas which were under parking pressure as the most appropriate location to offer a Residents Parking Scheme, however results of an initial consultation with residents and key stakeholders in these residential areas received less than a 30% response rate and less than half of those responses were in support of the scheme.

These results were reported to the Council's Executive Board and it was decided that a pilot Residents Parking Scheme should NOT progress at this time due to a lack of public support.

On-street parking pressures have not gone away. Residents Parking Schemes are one method of parking control which may still form part of Wrexham's wider parking strategy, which also includes Traffic Regulation Orders, off-street parking places and car parks. The Council's Environment and Regeneration Scrutiny Committee will consider all of these aspects as part of the Council's parking strategy in the coming months.



Schools Enforcement

The enforcement of parking restrictions outside or near schools is a key priority for parking services. Five schools now have 'School Keep Clear' restrictions in front which are enforceable by the Council and this is increasing year on year. These schools receive regular visits by the CEO's, both in the morning and afternoon during the school week. The CEO's offer advice to the parents regarding appropriate parking but will not hesitate to issue a PCN should anyone park on the restrictions in front of a school. The safety of the children attending the Borough's schools is of paramount importance to the Council.

There are a number of primary and secondary schools across the County Borough, which do not have restrictions in place. Therefore, the Council cannot enforce in these locations. However, the CEO's will patrol these schools in response to any specific complaints.

Quite often the CEO's will undertake joint visits with the Police/Police Community Support Officer's (PCSO's) as this allows all types of incorrect parking at schools to be tackled such as obstruction and pavement parking which remain the responsibility of the Police.

During 2009 – 2010, over forty visits were completed by the CEO's to schools across the County Borough. Only a small amount of PCN's were issued, but a great deal of advice was provided to parents. The CEO's act as a deterrent in most cases. Many vehicles move on as soon as the CEO's appear without the need to issue a PCN. Council Members fully support parking enforcement at schools across the County Borough and aspire to increase the level of enforcement in the future.

Parking Services receives a lot of positive feedback from parents and the teachers about the school visits that we undertake, however the CEO's have experienced some resistance and negative comments about the enforcement activities. We hope to work more closely with the schools in the future to raise awareness of the importance of parking safely near schools.



Blue Badge Enforcement



The Blue Badge Scheme is a national arrangement of parking for people with severe walking difficulties who travel as drivers or passengers. The scheme allows badge holders to park close to their destination. It is important to note that the national concessions apply on-street parking only, however most parking operators, including the Council, make concessions for blue badge holders in off street car parks.

A dedicated team of staff based in the Council's Contact Centre are responsible for the receipt and processing of all blue badge applications. They use Welsh Assembly guidelines to make decisions on eligibility to join the scheme. Blue badges are valid for 3 years, which means that there are usually over 8,000 valid blue badges issued by the Council in circulation at any one time. For further information, contact the Council's blue badge team on 01978 298054.

Details of the scheme, the concessions applicable and the responsibilities of blue badge holders can be found in the WAG booklet, "The Blue Badge Scheme" which can be found at;

<http://wales.gov.uk/docs/det/publications/100108bluebadgeschemeen.pdf>

or a copy can be obtained from your issuing authority. Parking Services can also provide a copy of the guidance booklet on request.

It is very important that badge holders do read and understand the guidance booklet before using their badge, whilst the scheme does offer some concessions for parking, the scheme does not provide a blanket exemption from all parking restrictions. Badge holders must adhere to the parking restrictions that are in place at a given location.

At the present time, Wrexham County Borough Council does not impose a charge, or time limit, upon vehicles that correctly display a valid blue badge in our pay & display car parks. However, there are some on-street restrictions that badge holders need to be aware of and adhere to within Wrexham Town Centre and across the County Borough.

Since the commencement of CPE in 2008, Wrexham County Borough Council has enforced the Blue Badge Scheme and regularly monitors for mis-use and fraudulent abuse of the scheme. The Council believes that the scheme provides positive benefits for people who genuinely need it and we pride ourselves on trying to ensure that genuine badge users have access to the locations at all times.

To that end, the Council not only completes blue badge enforcement as part of our routine enforcement duties, but regularly completes focussed enforcement of blue badges at various locations within the Town Centre. The CEO's will remain in a given location and will ask any person parking using the blue badge concessions to allow the CEO's to verify the badge details. Since 2006, the Councils CEO's have

had the authority to ask to verify a badge. It is actually a criminal offence to refuse without a reasonable excuse.

During 2009 – 2010, nineteen focussed enforcement sessions were completed. The sessions that have been completed to date, have all found blue badges being used by the actual badge holders. However, whilst this is positive, there is anecdotal evidence that abuse and mis-use does occur. The Council is committed to continue to work in this area to ensure that mis-use and fraudulent abuse does not increase.

DFT and WAG are currently reviewing the Blue Badge Scheme which was first introduced in 1971 to bring the scheme up to date for the 21st century. It is hoped that the review will result in some positive changes to how the scheme is administered, and will reduce the opportunities for mis-use and fraudulent abuse.

If you are suspicious that a Blue Badge is being used fraudulently, or have cause for concern, please contact parking services on 01978 292042.



Developments 2009 - 2010

2009 - 2010 was an exceptionally busy year for Wrexham's parking service. It was the second full year of operating CPE, therefore staff have become more experienced in the legislation and have built up a clear picture of when and where indiscriminate and often anti-social parking occurs. This allows the Council to provide a more responsive service, focussing on problem times and locations more effectively.

Links to the local Police have been improved resulting in greater partnership working, which means that a range of parking issues can be tackled together. In addition, our partnership working with the Wales Penalty Processing Partnership (WPPP) continues to go from strength to strength.

The service is completed using a range of transport modes such as a dedicated van, use of public transport and on foot. It was felt that another appropriate transport method would be by the use of bicycles. This would allow greater coverage of the town centre routes. Therefore, two bicycles were purchased during this year which also helps reduce the Service's carbon footprint.

The Council agreed to a programme of introducing 20 mph zones outside schools that meet a set of approved criteria. In addition to the 20 mph zones, 'school keep clear' restrictions have also been introduced at the same time. The Council progressed from only having two schools with enforceable restrictions to having five schools during 2009 – 2010 which can be effectively enforced. It is anticipated that in the future the number of schools which can be enforced will continue to grow.

Each year the Council completes a consolidation order which in effect increases the number of TRO's, particularly where there have been parking problems identified. In 2009 – 2010, approximately fifty additional locations with new TRO restrictions were introduced across the County Borough. A number of restrictions were close to the town centre, which coupled with the reduction of the all day parking charge in the Council's People's Market multi storey car park, was aimed at trying to tackle the commuter parking issue in residential streets close to the Town Centre. It is hoped that in the future, we will be able to report on the success of this work.

Unfortunately, after a public consultation exercise, it was decided that a pilot Residents Parking Scheme would not proceed due to the majority of local residents not supporting the proposals. On-street parking pressures have not gone away, so other options will be considered in the coming months.

It is important to acknowledge that the parking services team has continued with all of the routine enforcement work whilst introducing improvements in many areas, a clear commitment towards providing a quality service to the public.



Financial Accounts

Section 55 of the Road Traffic Regulation Act 1984 as amended by the Traffic Management Act (TMA) 2004 provides the guidance and regulations for parking services financial management.

Civil Parking Enforcement ideally should be self-financing however it is acknowledged that for smaller authorities who are operating CPE, this is not easy to do. It has been recognised that the differential in Penalty Charge Notice levy's has had an impact on the financial balance of some operations. The money raised from the parking enforcement operation pays for the Civil Enforcement Officers, the costs of processing the penalties, maintenance of the car parks, their signs and lines and so on. The service is not used by the Council to generate revenue. After these costs have been absorbed, any surplus funds from on-street PCN revenue must be ring-fenced by law and has to be transferred to the local highways authority (this is Wrexham Council itself). The highways authority, in turn, is only permitted to use that money to finance transport-related improvements within the local area.

In contrast, any money collected from off-street parking (from both PCN's and pay and display revenue) is NOT ring-fenced. The Council may use this money for any purpose it chooses.

The parking services expenditure and income budget is shown overleaf. The budget headings clearly show expenditure on employees, premises, transport and supplies and the income shows the various revenue streams. It is important to highlight that within the Council's overall cash limited budget there is a requirement for the parking service to generate a surplus of £559k. In 2009-2010 the actual surplus generated was £489k. The surplus funds contribute to the delivery of other core services within the Environment Department (formerly Transportation and Asset Management Department).

Parking Services
Income and Expenditure Account 2009 - 2010

	£	£	£
Pay	205,511		
Training	1,965		
Total Employee Costs	207,476		
Grounds Maintenance	19,061		
Electricity	25,069		
Business Rates	69,740		
Fixtures & Fittings	395		
Waste Removal	7,282		
Total Premises Costs	121,547		
Fuel costs	1,382		
Vehicle costs	2,018		
Staff travel	1,553		
Total Transport Costs	4,953		
Equipment	21,509		
Materials	1,418		
Staff Uniforms	3,057		
Printing/Photocopying	3,414		
Fees	30,391		
Telephone costs	4,674		
Computer costs	1,939		
Subscriptions	700		
Advertising	8,032		
Total Supplies & Services	75,134		
Works costs	27,382		
Cleaning	12,000		
CCTV	12,702		
Other Local Authorities	40,095		
Private contractors	9,148		
Total Third Party Payments	101,327		
TOTAL EXPENDITURE			510,437
Pay & Display Income	-756,692		
Off-Street PCN's	-2,077		
Season Ticket Income	-15,795		
On-Street PCN's	-191,694		
Rents	-1,018		
Other Income	-3,257		
Contribution from Balances	-29,451		
TOTAL INCOME			-999,984
TOTAL			-489,547



Statistics and Performance

As part of the Council's commitment to promoting improvements in the provision of public information about parking enforcement, this section aims to provide detailed statistics and performance data for the period 1 April 2009 to 31 March 2010. It covers a range of topics which are considered to be of interest to the general public.

As this is the second full year that Wrexham County Borough Council has completed CPE activities, it is now possible to show some year on year comparisons on performance in this report.

	2008 - 2009	2009 - 2010
Issued Penalty Charge Notices		
Total number of PCN's issued	7,324	6748
Number of PCN's issued – on street	4,470	3578
Number of PCN's issued – off street	2,847	3170
Paid Penalty Charge Notices		
Total Number of PCN's paid	6,888	5257
Number of PCN's paid at discounted level (within 14 days)	3,694	4089
Number of PCN's paid at non-discounted level	*3,194	*907
Number of PCN's paid after Charge Certificate was issued	245	261
Challenged Penalty Charge Notices		
Number of PCN's against which an informal challenge was made	1,545	1762
Number of PCN's against which a formal representation was made	184	203
Number of PCN's cancelled as a result of an informal challenge or formal representation	996	966
Number of PCN's written off for other reasons i.e. DVLA unable to provide registered keeper details	*1,291	*152
Appeals to the Traffic Penalty Tribunal (TPT)		
Number of formal representations that go to appeal	10	18
Number of PCN's allowed by the adjudicator at appeal	3	3
Number of PCN's dismissed by the adjudicator at appeal	4	11
Number of appeals to TPT that are not contested by the Council	3	4
Charge Certificates		
Number of charge certificates registered at Traffic Enforcement Centre (TEC)	752	639

*The differences in the data are due to it being compiled differently in 08/09 to 09/10.

It is noteworthy to highlight that the number of Penalty Charge Notices actually issued in 2009 – 2010 has reduced. This is a really positive result as this in effect means that fewer vehicles are being parked incorrectly, which means the highway network is operating more safely and efficiently than in the previous year. It should not be seen as a reflection on the CEO's performances.

The Welsh Assembly Government and Department for Transport (DfT) state that authorities should deal with motorists promptly and professionally. Authorities are encouraged to set time and quality targets for dealing with queries, in addition to any statutory time limits and those set out in any statutory guidance. The WPPP use first class postage on all correspondence and continues year on year to respond to 95% of **all** incoming correspondence (challenges, representations, queries etc) on the day of receipt.

All Penalty Charge Notices that are issued contain information about how to pay or how to make an appeal should you think that a Penalty Charge Notice has been incorrectly issued. Each informal/formal challenge is judged on its own individual merits. The number of informal/formal challenges received for issued PCN's has increased in 2009 – 2010, however the data indicates that the number of cancellations that were made during 2009 – 2010 has reduced to 966. Penalty Charge Notices were cancelled for various reasons, such as loading/unloading evidence was provided, or circumstances occurred beyond the driver's control or there was a medical emergency. It is important that such mitigating circumstances are fully considered.

If the Council rejects a formal challenge, the registered keeper of the vehicle can appeal to an independent adjudicator based at the Traffic Penalty Tribunal (TPT). During 2009 – 2010, eighteen cases were referred to the TPT. The adjudicator will consider any other mitigating reasons as to why the vehicle was parked in contravention of a parking restriction. The Council was successful in that eleven cases were dismissed (appeals not allowed) which suggests that the Council is issuing quality Penalty Charge Notices and is considering any challenges fairly and in a sensible manner.

In the 2009 – 2010 '*Joint Report of the Parking Adjudicators with regards to Appeals from Welsh Enforcement Authorities*', they indicate that the 'softly softly' approach demonstrated by Welsh CPE authorities is proving beneficial for the public and the WPPP partnership is producing quality appeal evidence bundles and a consistent approach to appeals which is very positive.

It is hoped that this report will provide a comprehensive overview of local parking enforcement in Wrexham County Borough, with year on year comparisons in service delivery possible from each year. It is hoped that this data may provide indicators of the success of CPE and the quality of the service being delivered within Wrexham County Borough.



Future Developments

In the current economic climate, there is no doubt that the times ahead are going to be challenging for the Council. As part of dealing with the situation, the Council is undertaking a 'transformation' review. This involves an entire review of the Council's structure and the services it delivers. Parking Services are likely to be impacted by this review, perhaps involving a change of reporting department. However, it is anticipated that any change will provide opportunities to link with other sections more closely, improve communication and improve the service being delivered.

The demand for enforcement at schools is likely to increase as more 'school keep clear' restrictions are put in place. Coupled with continued focussed blue badge enforcement, the role of the Civil Enforcement Officers will continue to develop and evolve. There may also be an opportunity to explore if there is an opportunity for the CEO's to complete other enforcement duties.

As more local authorities take on civil parking enforcement powers, so the potential increases for more authorities to consider joining the WPPP. Increased membership of the partnership will bring not only financial benefits to partner authorities but will also ensure a consistent parking enforcement approach throughout Wales.

The Council anticipates that the Welsh Assembly will finalise the legislation changes needed which will allow the Council to enforce dropped kerbs. It is expected these changes will be in place towards the end of 2010 or early 2011. Once the legislation is in place, the Council will consider how to progress this area of work to provide the maximum benefits for the public.

In order to provide more accurate and timely information, Wrexham Council is in the process of installing real-time monitoring equipment in all its Town Centre car parks. The information obtained will be used to ensure that the Council is able to effectively respond to short term changes in demands and plan appropriately for the future. New and innovative intelligent communication systems will play a fundamental role in the future management and operation of the transport network in Wrexham, particularly in areas subject to congestion and heavy demands for parking.

Whilst the future is going to be challenging, the Council's parking service aims to continue to produce positive benefits for Wrexham County Borough now and into the future.



Conclusion

Parking enforcement is never going to be popular because, in today's society, we want to park where we want, for as long as we want and preferably at no cost. With over 31 million cars on the UK roads, this is just not feasible. However, following the Highway Code and adhering to parking restrictions will help vehicle users to park safely, sensibly and in a way that doesn't cause inconvenience to other members of the public.

The Council hopes that the report has given an insight into the Council's parking activities and has provided sufficient information for the public to understand our services and procedures, understand why restrictions are put in place and why they are enforced in the manner that they are. We hope it has demonstrated the wide variety and complexity of work undertaken by staff in parking services to meet the requirements of motorists and the general public.

The Council is committed to making its parking operation fairer and being open about its parking policies and enforcement activities. This report will be published each year to keep the local community and other interested parties abreast of the changes the Council has made and the ones it is considering for the future. We will continue to look at ways to improve our service provision, but as mentioned throughout this report, we are genuinely interested in any comments, suggestions or queries you may have and welcome your feedback at all times.




Appendices




Appendix One Car Park Information

WATERWORLD	
Car Park Description This is the largest surface area car park in the town centre and is divided into two areas. The largest section, in front of Waterworld and adjacent to Holt Street, is devoted to long stay parking with the area adjacent to Chester Street maintained as short stay only, and; Crown Buildings - Private use on weekdays, Pay & Display at weekends only	
No of spaces	337 including 16 disabled
Charges	0 - 2 hours – £1.00 0 - 3 hours - £1.50 Over 3 hours - £3.00
No of Metric Aura Machines	5 in main car park 1 in Crown Buildings
CCTV Coverage	Surveillance by town centre cameras situated on Holt Road roundabout and Chester Street with cameras located on Crown Buildings itself
Additional Information	Crown Buildings car park is a private car park Monday to Friday for use by WCBC and Courts staff only At the rear of the car park are the Waterworld Leisure Centre, the Law Courts and the Memorial Hall Temporary permits are issued to staff for maternity and health reasons Specific area provided for Motorcycle parking
ParkMark® Safer Parking Award 	First accredited in 2007 with on-going re-accreditation since.




PEOPLES MARKET MULTI-STOREY	
Car Park Description The car park is a four storey, split level car park located above one of the Councils indoor markets.	
No of spaces	335 including 9 disabled
Charges	0 - 1 hour – 50p 1 - 3 hours - £1.50 Over 3 hours - £2.00
No of Metric Aura Machines	8
CCTV Coverage	30 dedicated cameras for car park surveillance – however no surveillance in 2 of the 4 stairwells
Additional Information	Levels 1/1a short stay only (maximum stay of 3 hours) There is a shared interest in the multi-storey building with the market occupying the ground floor and the car park the upper 4 floors. The building is maintained by Wrexham County Borough Council, the stairwells/lift areas/arcades are cleaned by the Market Attendants with the car park decks being swept by the Civil Enforcement Officers. Staff parking permits issued for levels 4 and 4a
ParkMark® Safer Parking Award 	First accredited in 2001 with on going re-accreditation since.




ST GEORGE'S CRESCENT	
Car Park Description The car park is located in the centre of a gyratory system within the town centre.	
No of spaces	70 including 4 disabled
Charges	0 - 1 hour – 50p 1 - 3 hours - £1.50
No of Metric Aura Machines	2
CCTV Coverage	Surveillance by town centre camera situated on Salop Road/Smithfield Road roundabout
Additional Information	Short stay car park only (maximum stay of 3 hours) 3 spaces specifically reserved for Doctors parking for surgery on St Georges Crescent
ParkMark® Safer Parking Award 	First accredited in 2000 with on going re-accreditation since.




ST GILES	
Car Park Description The car park is located on the southern side of the town centre at the rear of St Giles Church	
No of spaces	69 including 4 disabled
Charges	0 - 1 hour – 50p 1 - 3 hours - £1.50
No of Metric Aura Machines	2
CCTV Coverage	Surveillance by town centre camera situated on Brook Street and on the car park itself
Additional Information	Short stay car park only (maximum stay of 3 hours) Specific area provided for Motorcycle parking
ParkMark® Safer Parking Award 	First accredited in 2000 with on going re-accreditation since.



LIBRARY	
Car Park Description The car park is located in the centre of the town immediately outside the Library building	
No of spaces	99 including 15 disabled
Charges	0 - 1 hour – 60p 1 - 2 hours - £1.20
No of Metric Aura Machines	2
CCTV Coverage	Surveillance by town centre camera situated on Chester Street and car park itself
Additional Information	Short Stay car park only (Maximum stay of 2 hours) At the rear of the Library is a private staff car park with access from Rhosddu Road which is for use by WCBC staff and for loading of the mobile library vans. (not controlled by Parking Services)
ParkMark® Safer Parking Award 	First accredited in 2007 with on going re-accreditation since.



GUILDHALL	
Car Park Description The car park is located at the rear of the Lambpit Street offices and is accessed from Chester Street	
No of spaces	67 including 4 disabled
Charges	0 - 1 hour – 60p 1 - 2 hours - £1.20
No of Metric Aura Machines	2
CCTV Coverage	Surveillance by town centre camera situated on Llwyn Isaf and building cameras situated on the rear of Lambpit Street offices
Additional Information	Short Stay car park only (Maximum stay of 2 hours) The car park is private Monday - Friday for staff, members, BBC and is only available for public use on Saturdays and Sundays
ParkMark® Safer Parking Award 	First accredited in 2007 with on going re-accreditation since



MARKET STREET

Car Park Description	
The car park is located in the centre of the town immediately adjacent to the Peoples Market multi storey and is accessed from Market Street	
No of spaces	73 including 9 disabled
Charges	0 - 1 hour – 60p 1 - 2 hours - £1.20
No of Metric Aura Machines	2
CCTV Coverage	Surveillance by town centre camera situated on the top of the People's Market Multi Storey
Special Circumstances	Short Stay car park only (Maximum stay of 2 hours) The car park provides access to the rear of a number of properties / businesses on Charles Street and Market Street and the marked loading bay for businesses in the People's Market Specific area provided for Motorcycle parking
ParkMark® Safer Parking Award	First accredited in 2007 with on going re-accreditation since.



RHOSDDU ROAD

Car Park Description

The car park is located in the centre of the town at the rear of the library accessed from Rhosddu Road. It is solely for use by Blue Badge holders


No of spaces	8 disabled spaces
Charges	No parking charges apply for this car park
No of Metric Aura Machines	n/a
CCTV Coverage	Surveillance by town centre camera situated on Rhosddu Road
Additional Information	Disabled only parking permitted
ParkMark® Safer Parking Award	Currently not accredited



CRESCENT ROAD

Car Park Description

The car park is located on the outer perimeter of the town centre at the top end of Crescent Road near Mecca Bingo

No of spaces	146 spaces
Charges	0 - 3 hours - £1.00 Over 3 hours - £1.50
No of Metric Aura Machines	2
CCTV Coverage	Surveillance by dedicated car park camera
Additional Information	Controlled by automated bollards to restrict access after 7.00pm
ParkMark® Safer Parking Award 	First accredited in 2004 with on going re-accreditation since





Appendix 2

Penalty Charge Contraventions

Higher level Penalty Charge Parking Contraventions

Code	Charge	Legal Description	Information
01	£70.00	Parked in a restricted street during prescribed hours	Parked on yellow lines (single/double) or in a pedestrian zone
02	£70.00	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Parked where there are yellow lines and yellow markings on the kerb
12	£70.00	Parked in a residents' or shared use parking place without clearly displaying either a permit or voucher issued for that place	Parked in a residents' zone
20	£70.00	Parked in a loading gap marked by a yellow line	A yellow line between two parking spaces
21	£70.00	Parked in a suspended bay/space or part of bay/space	Where/when a parking place has been suspended – signage will be in place
23	£70.00	Parked in a parking place or area not designated for that class of vehicle	Only certain vehicles may park in some places – as detailed on a sign adjacent to the parking place
25	£70.00	Parked in a loading place during restricted hours without loading	Loading places are for the purpose of loading and unloading only
26	£70.00	Vehicle parked more than 50cm from the edge of the carriageway and not within a designated parking place	'Double parking' applies even if there are no other vehicles, can also apply if a vehicle is parked at an angle/end on and one set of wheels is more than 50cm from the edge of the carriageway
27	£70.00	Parked adjacent to a dropped footway	Partially or fully parked blocking a dropped kerb be it be for vehicles or pedestrians
40	£70.00	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	Bays specifically for disabled badge holders only
45	£70.00	Parked on a taxi rank	Bays used specifically for taxis. Other vehicles may not park, even to pick up
46	£70.00	Stopped where prohibited (on a clearway)	A clearway is a restriction without markings only signs
47	£70.00	Stopped on a restricted bus stop/stand	Non permitted buses/other vehicles are only allowed to drop off or pick up passengers they must not wait
48	£70.00	Stopped in a restricted area outside a school	A zig-zag yellow marking outside or adjacent to an entrance to a school
49	£70.00	Parked wholly or partly on a cycle track or lane	
55	£70.00	A commercial vehicle parked in a restricted street in contravention of the Overnight waiting ban	
61	£70.00	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	No part of a large commercial vehicle must be on the footway etc
62	£70.00	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)	No part of a vehicle should be on the footway (unless signs/markings state otherwise)
81	£70.00	Parked in a restricted area in a car park	Not Parked within a marked bay
85	£70.00	Parked in a permit bay without clearly displaying a valid permit	Parked in a permit bay within a car park without displaying a permit valid for that location/vehicle
87	£70.00	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	Bays specifically for disabled badge holders only within a car park
91	£70.00	Parked in a car park or area not designated for that class of vehicle	For example: Parking in an area designated for coaches/buses only
99	£70.00	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	Pedestrian crossing marked with white zig-zag markings

Lower level Penalty Charge Parking Contraventions

Code	Charge	Legal Description	Information
05	£50.00	Parked after the expiry of paid for time	Vehicles should not be parked after the pay and display ticket/voucher has expired
06	£50.00	Parked without clearly displaying a valid pay & display ticket or voucher	Pay and display tickets/vouchers must be clearly displayed
07	£50.00	Parked with payment made to extend the stay beyond initial time	Extra time cannot be purchased to extend the pay and display ticket already purchased or vouchers already displayed
09	£50.00	Parked displaying multiple pay and display tickets where prohibited	More than 1 pay and display ticket on display
19	£50.00	Parked in a residents' or shared use parking place displaying an invalid permit or invalid voucher	Permit out of date or not valid for that zone
22	£50.00	Re-parked in the same parking place within 2 hours of leaving (or other specified time)	No return of the same parking place within a specified period (see signs)
24	£50.00	Not parked correctly within the markings of the bay or space	All the wheels must be within the parking space
30	£50.00	Parked for longer than permitted	'Limited Waiting Bays' – length of stay is denoted by the signs
82	£50.00	Parked after the expiry of paid for time	In a car park a vehicle must be moved before the pay and display ticket expires
83	£50.00	Parked in a car park without clearly displaying a valid pay & display ticket	Pay and display ticket must be clearly displayed
86	£50.00	Parked beyond the bay markings	All wheels must be within the bay markings



Appendix 3

Abbreviations & Glossary of Terms

	Cancellation	A Penalty Charge Notice is cancelled when the Council believes that it would not be right to pursue the case.
CEA	Civil Enforcement Area	This is the area that the enforcement area applies to.
CEO	Civil Enforcement Officer	This is the name given to officers who were formally known as parking attendants.
	Challenge	This is an objection made against a Penalty Charge Notice before a Notice to Owner is issued.
CPE	Civil Parking Enforcement	This is the name given to the enforcement of parking regulations by Civil Enforcement Officers under the Traffic Management Act 2004.
	Contravention	This is when the motorist fails to comply with the traffic or parking regulation in a given location.
	Decriminalised	This means that it is not a <u>criminal offence</u> to park in contravention of parking regulations. Enforcement of the regulations within a special parking area is the sole responsibility of the Local authority not the Police. Parking is a civil offence rather than a criminal offence. Unpaid charges are pursued through debt collection agencies and not through the courts.
DfT	Department for Transport	This is the Government Department responsible for the transport network in England and transport matters across the UK which are not devolved.
	Differential parking penalties	This is the different levels of charges. Higher level contraventions are £70 and lower levels are at £50. The different charges reflect the seriousness of the offence.
DVLA	Driver and Vehicle Licensing Authority	
NtO	Notice to Owner	This is a statutory notice that is served by the issuing authority to the registered keeper of the vehicle that was issued with the Penalty Charge Notice. This will be served when the Penalty Charge Notice is unpaid for 28 days.
PCN	Penalty Charge Notice	This is issued to a vehicle that is believed to be

		parked in contravention of the local traffic regulation order.
	Registered Keeper	The person who is deemed to be the legally responsible owner of the vehicle and who is legally responsible for payment of the PCN.
	Representation	This is the challenge against the PCN after the Notice to Owner is issued.
RTA 1991	Road Traffic Act 1991	This is the previous legislation that local authorities operated under when completing DPE.
TEC	Traffic Enforcement Centre	The Traffic Enforcement Centre (TEC) is a bulk enforcement processing centre for debts based in Northampton. It is a fast track debt registration process.
TMA 2004	Traffic Management Act 2004	This is the legislation that local authorities operate under when completing CPE.
TPT	Traffic Penalty Tribunal	The traffic penalty tribunal decides appeals against parking penalties issued by Civil Enforcement Authorities in England (outside London) and Wales. Any decisions made by the TPT are binding on both the Council and the member of the public making the appeal.
TRO	Traffic Regulation Order	This is the statutory legal document necessary to support the enforceable traffic or highway measures.
WAG	Welsh Assembly Government	This is the devolved government for Wales.