

2014/15

Parking Services ~ Annual Report



1. Background

1. Where Local Authorities have taken up Civil Parking Enforcement (CPE) powers, they are required to submit a statistical return to the Department for Transport (DfT) at the end of each financial year. The data relates to parking related activities and Penalty Charge Notices (PCNs) issued during the financial year 2014/15.
1. This is the seventh CPE Annual Report for Dorset County Council. Prior to the implementation of TMA 2004 on 31/03/2008, there was no requirement for local authorities to report on their CPE operation. This is now mandatory and the report must include a financial account.

2. Information

2. For comparison purposes, the Annual Report includes statistics from the previous two financial years (2012/13 and 2013/14).
2. The Annual Report deals with the following issues :
 1. Introduction, setting out the background and purpose of Civil Parking Enforcement (CPE).
 2. Parking Information with links to other parking websites and the Council Parking Policy.
 3. Challenges, Representations and Appeals.
 4. Bailiff services & debt recovery.
 5. Blue Badge Parking.
 6. Operational Statistics : PCNs Issued, Paid & Cancelled.
 7. Operational & Financial Operation.
 8. Parking Account.
 9. Conclusion.

3. Summary

1. The Traffic Management Act requires that the Council take measures in order to achieve self-financing status for the Parking Service so as not to place a burden upon the public purse.
2. On-street Pay & Display parking is currently available in Dorchester, Blandford and Wareham, and was introduced at Swanage in 2013. It must be remembered that on-street parking should not be considered as an income resource, but is one of the many tools used within traffic engineering for pro-active management of the highway.
3. The Parking Service is regularly reviewed to ensure it provides value for money and efficiency savings are implemented where possible.

4. Should there be any surplus revenue generated, it will be allocated as determined within the Road Traffic Regulation Act 1984 s.55 to Environmental or Highways related schemes such as Park & Ride and Pay and Display.

Simon Gledhill
Network Traffic Manager
January 2016

**Civil Parking Enforcement
Annual Report ~ 2014/15**

1. Introduction

1. Dorset County Council (the County Council) has been operating **Civil Parking Enforcement or CPE** across its six District Areas since July 2002. Weymouth & Portland Borough Council manage on street parking on behalf of the County Council whilst Dorset County Council is directly responsible for on street parking in East Dorset, North Dorset, Purbeck, West Dorset and the Borough of Christchurch. In addition, Dorset County Council enforces parking regulations in off street car parks on behalf of North Dorset District Council (NDDC), Purbeck District Council (PDC) and Wareham Town Council (WTC).
2. The **purpose of parking enforcement** is to prevent obstructions in order to reduce traffic congestion and improve the safety of all road users. It encourages compliance with the parking regulations and allows effective management of the on-street parking stock. Enforcement is reviewed regularly to meet demands from the Police, local councils and residents. Increased enforcement in problem areas does increase the number of Penalty Charge Notices (PCNs) issued in those areas but this is balanced out by other areas of Dorset where compliance has improved.



The benefits of controlled parking and waiting restrictions include:

- 1.2.1 Protect visibility at junctions and pedestrian crossings
- 1.2.2 Improve road safety outside or near schools
- 1.2.3 Increase the turnover of short stay spaces in town centers for economic reasons
- 1.2.4 Prevent long term parking around local shops

- 1.2.5 Maintain bus route and bus bay access at all times
 - 1.2.6 Control the loading and unloading of vehicles
 - 1.2.7 Prevent parking on bends, narrow roads and junctions
 - 1.2.8 Clear areas suffering from heavy congestion
 - 1.2.9 Allow tradesmen to park where they need to access their vehicles.
3. **Dorset is a rural county** which attracts many tourists to attractive towns and villages and to its coastline. Residents, businesses, shoppers, commuters and visitors have different parking needs and parking enforcement is required for the benefit of all road users. These needs are reviewed from time to time and some changes are implemented under new Traffic Regulation Orders (TROs) following consultation with the Police, Emergency Services, Elected Members, relevant District, Town and Parish Councils. Public consultation is carried out via notices in the press and on street together with letter drops to local residents and/or businesses as appropriate. Traffic Regulation Orders fall within the remit of the County Council Traffic Manager, with the enforcement being carried out by Parking Services.
 4. **Parking enforcement** has a key part to play in achieving traffic management objectives. It encourages compliance with parking regulations and links in with transport strategies and the corporate priorities, in particular corporate aims 4 and 5:
 - Safeguard and enhance Dorset's unique environment and support our local economy
 - Provide innovative and value for money services.
 5. The County Council Parking Service aims to increase public satisfaction with timely and efficient enforcement whilst providing value for money. It is financed from penalty charges, permits and Pay & Display income. The objective is to achieve a self-financing service that is not a burden on the public purse whilst maintaining the quality and efficiency of a comprehensive parking operation to include civil enforcement and statutory appeals.
 6. Parking enforcement contributes to road safety which is a primary concern for the Council. The Traffic Safety Team's priorities are to:
 - Meet casualty reduction targets
 - Continue to work with all partners to deliver the "no excuse" enforcement/publicity initiative
 - Ensure a smarter evidence led approach to casualty reduction
 - Ensure strong partnership working delivers a co-ordinated programme of education, enforcement and engineering initiatives
 - Focus on specific high-risk road user groups such as motorcyclists, younger and older drivers and business drivers
 - Focus on a route analysis and treatment approach for the highest risk routes
 - Develop a sound methodology for prioritising route management schemes
 - Ensure efficient and effective management and delivery of the School Crossing Patrol Service
 - Enable opportunities for as many drivers as possible to undertake driver refresher sessions
 - Enable regular deployment of Speed Indicating Devices.

2. **Parking Information:**

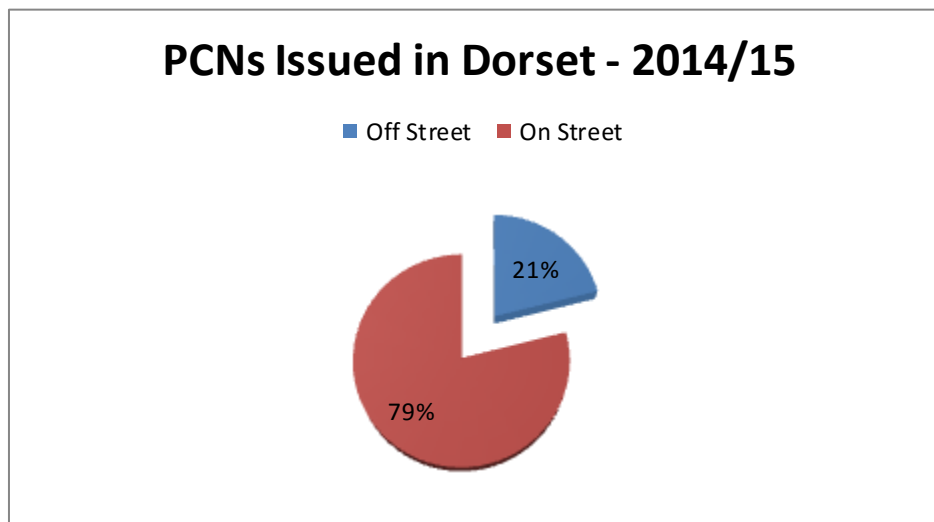
1. Parking information is available to the public on the Council Website at www.dorsetforyou.com/ with links to neighbouring Local Authorities, DVLA, the Traffic Penalty Tribunal and the Department for Transport (DfT). The Council's Parking Policy can also be found on the website at www.dorsetforyou.com/parking/

2. More information about parking regulations and what to do if one receives a PCN can be found at www.patrol-uk.info.
3. The Council email address for parking enquiries and appeals is parking@dorsetcc.gov.uk and the telephone number 01305 228110. The Parking Office is open from 9am to 5pm, Monday to Thursday, 9am to 4pm Friday, excluding Bank Holidays.

3. Enforcement :

1. Uniformed Civil Enforcement Officers or CEOs (formerly known as Traffic Wardens or Parking Attendants) enforce the parking regulations as set out in the Traffic Management Act 2004 (TMA) and the TROs. Parking Services staff are City & Guilds qualified and carry out their duties as set out in the TMA statutory guidelines, the Department for Transport Operational Guidance to Local Authorities : Parking Policy and Enforcement and instructions issued by the Council. Part 1 of the Council's Parking Policy published on the Council Website is the "Enforcement Practice Guide". It sets out the enforcement procedures CEOs are expected to follow in the course of their duties. In addition to their professional qualifications, CEOs undertake 1st Aid, Health & Safety and Driver Development training. CEOs are permanent members of the County Council staff, are not set targets and they are not paid bonuses. Appeals Officers are also directly employed by the County Council and are experts in their field of work, concentrating solely upon parking related matters.
2. The majority of contraventions are recorded in towns and tourist locations. Whilst CEOs visit rural areas, in most cases they will not observe any infringements to the parking regulations. Quite often, drivers will be in or near their vehicles and the CEOs will be able to move the vehicles on without having to issue a PCN.

In 2014/15, 13,631 contraventions resulted in the issue of a Penalty Charge Notice (PCN) by DCC Civil Enforcement Officers. Across the county, 79% of contraventions occurred on street with 21% of Penalty Charge Notice's being issued in car parks.



3. The adoption of additional powers in 2011 saw the prohibitions of **Double Parking** and **Parking across Dropped Footways** being enforced by the County Council. These, along with the ability to serve PCN's by post for

occasions where there is a **Vehicle Drive Away (VDA)**, have enabled Parking Services to address these specific problem areas.



Double Parking, where a vehicle is parked more than 0.5m from the kerb, presents a danger to other road users, vehicles, cyclists and pedestrians alike.

During financial year (FY) 2014/5, 6 PCN's were served for this contravention

Double parking, where a vehicle is parked at more than 0.5m from the kerb presents a potential hazard to other road users. This type of parking is irresponsible and can be the cause of accidents due to vehicles having to swerve to avoid, cyclists being forced to move out into the traffic stream and reduced sight lines for pedestrians crossing.



Parking whilst obstructing a pedestrian dropped kerb creates inconvenience and a potential hazard to pedestrians who are less-abled

During financial year (FY) 2014/15, 185 PCN's were served for this contravention

Parking whilst obstructing a pedestrian dropped kerb is inconsiderate and can cause real problems for pedestrians such as the disabled, wheelchair users, mums with prams and members of the public with mobility problems. There is no excuse for parking across a dropped kerb and this bad practice by drivers is not tolerated by the County Council Parking Service, with Penalty Charge Notices being served whenever this contravention is observed.

A **Vehicle Drive Away (VDA)** is a situation where a Civil Enforcement Officer has started to serve a PCN for a contravention but is prevented from doing so, for example because the driver removes the vehicle from the scene, or there is a real threat of violence against the CEO. In situations such as these, the PCN can be sent Royal Mail First Class to the registered keeper of the vehicle.

During the financial year 2014/15, 116 PCN's were served as VDA's.



4. Challenges, Representations & Appeals :

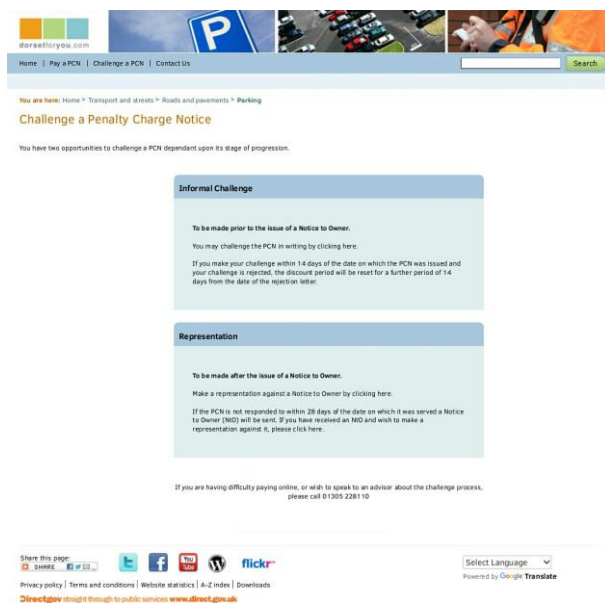
1. TMA sets out the statutory process for drivers and vehicle keepers to make representations against the issue of a PCN and to appeal to the Traffic Penalty Tribunal in due course if initial challenges and formal representations to the Council have not resulted in a satisfactory conclusion. Legislation requires the Council to consider formal representations on statutory grounds against the issue of a PCN, including mitigating circumstances.
2. Appeals Officers consider challenges and representations against PCNs according to council guidelines. These are published as Part 2 of the Council's Parking Policy - "Guidance for the Consideration of Challenges and Representations". The Council does consider challenges at any time during the life of the PCN, including those received before the issue of a Notice to Owner. If a challenge is received within 14 days from the issue of the PCN the period for payment of a Penalty Charge at the discounted rate will be automatically extended. All challenges and representations must be made in writing, either in person, by post, fax or via email, and should include supporting documentary evidence where applicable. Some drivers want to pay the charge at the discounted rate to stop the charge going up to its full original amount whilst they appeal against the issue of PCN. However, as explained on the back of the PCN, they must choose whether to pay or appeal; they cannot do both. Once a PCN has been paid, the case is closed.
3. There is general misconception in the public mind that Civil Enforcement Officers (CEOs) are unfairly targeting drivers without good reason. Drivers also often feel aggrieved that CEOs do not seem to accept their explanations and that they do not "take back" a ticket / PCN which has already been issued. Unfortunately, this view is often reinforced by the media. The reality is that CEOs are carrying out their statutory duties as required under TMA and they do not have the discretion to "take back" a PCN. The discretion rests with the Appeals Officers who are trained to consider appeals and make decisions after considering all aspects of a particular case. This format is essential to assure a fair and even administration of the legislation whilst at the same time affording a measure of protection from undue pressure being put upon the CEO to cancel a PCN.

4. In 2014/15, a total of 13,631 PCN's were issued, of which 1,027 Penalty Charge Notices were cancelled following a challenge, representation or appeal. The total number of all PCN's cancelled was 2,113, the breakdown of which is below. The cancellation rate for 2014/15 equates to 7.5% of PCN's issued

Penalty Charge Notices Cancelled in 2014/15

Accept Informal - Admin Error	5
Accept Informal - Apology General	16
Accept Informal - Blue Badge Holder	324
Accept Informal - Broken Down	8
Accept Informal - CEO Error	117
Accept Informal - Dropped Kerb	2
Accept Informal - General (Mitigating Circumstances)	230
Accept Informal - Lines and Signs	6
Accept Informal - Loading/Unloading	30
Accept Informal - PD Machine Error	9
Accept Informal - PD Motorcycles	3
Accept Informal - PD Telephone Payment	27
Accept Informal - PD Ticket Provided	71
Accept Informal - Permit Holder	54
Cancelled - DVLA No Trace	115
Cancelled - Foreign Driver	92
Cancelled - General	24
Cancelled - PCN Not Issued by Officer	173
Cancelled - Test Notice Imported	17
Cancelled - TPT Appeal Allowed	3
Cancelled - TPT Appeal Not Contested	3
Cancelled - VDA	120
Payment - Accept Part Payment	90
Payment - Full Payment Received	176
Payment - Over Payment Received	2
Post NTO - Cancel Accept Formal Acceptance	119
Write Off - Bailiff Untraceable	187
Write Off - Outstanding Monies	8
Write Off - Untraceable	82
Grand Total:	2,113

5. A challenge, representation or appeal are all mechanisms for the public to contest the issued PCN, but occur at different stages of the process.



This is a screen shot of our web page which enables motorists to challenge their Penalty Charge Notice at either informal or formal stages

6. Traffic Penalty Tribunal appeals occur when a PCN has progressed through an informal challenge and a representation to the County Council but is still outstanding.
7. Very few cases are not resolved by the Council which result in a PCN appeal progressing to the Traffic Penalty Tribunal (TPT) who are specially qualified legal professionals working for the Parking & Traffic Regulations Outside London national Committee (PATROL). This adjudication decision is legal and binding on both parties and brings a final determination as to whether the penalty charge was correctly served or not and therefore whether it should be cancelled or not. For Dorset, 0.24% of PCN's issued are formally appealed compared to a national average of 0.35% (latest TPT figures). These low percentages are indicative of the high and consistent quality of enforcement, from PCN issue to appeal service.

For 2014/15 (latest national figures), of those appeals decided by an Adjudicator, 47% were refused in favour of Dorset County Council (DCC), compared with 56% average in England and Wales. An extract from the Traffic Penalty report is reproduced below for comparison.

Extract – Traffic Penalty Tribunal – April 2013 to March 2014									
Councils	Appeals Received	PCNs Issued	Rate of Appeal per PCN	Not Contested by Council	Allowed by Adjudicator	Total allowed (inc Not Contested by Council)	Refused by Adjudicator (inc Out of Time & Withdrawn by Appellant)	Consent Order	Awaiting Decision
All Councils – England & Wales	15,578	4,490,178	0.35%	4,701	3,964	8,665	6,704	83	126
				30%	25%	56%	43%	1%	1%
				30	39	69	102	3	0

It must be remembered that unlike off-street Pay & Display car parks, whose purpose is for parking and income generation, on-street Pay & Display is fundamentally about traffic management over the Highway network and is just one of the mechanisms used to fulfil the obligations placed upon the County Council under the Traffic Management Act 2004.

- 6.2 A “**pay by phone**” trial was introduced in Dorchester and Wareham in February 2010. Pay by phone was already popular in West Dorset District Council Car parks as well as in Bournemouth and Poole. This method of payment does not generate any additional income for the Council as drivers pay the same parking fee as they would if they purchased a ticket from a machine to display in their vehicle.
- 6.3 This trial proved to be successful in providing a means of cashless parking for the public across most of the County.
- 6.4 A joint tender exercise was carried out between DCC Procurement and participating local authorities, with the awarding of a contract to Bemrose Boothe. Despite the 10p per call processing charge, this method of payment is still popular.



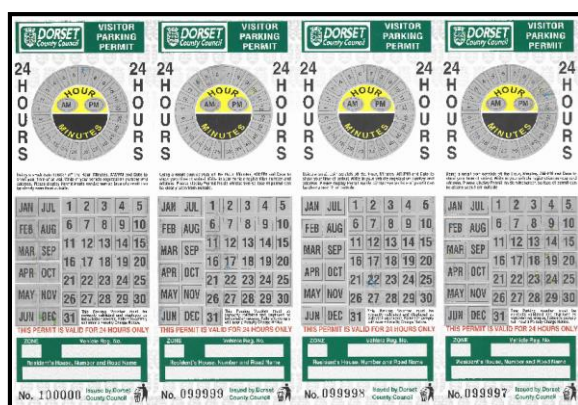
Pay by Phone Figures for 2014/15

Pay for Parking by Phone by month	Total number of sessions paid for	Number of sessions in Dorchester	Number of sessions in Blandford	Number of sessions in Purbeck	Parking Charges paid
April 2014	320	164	7	149	£833.10
May 2014	300	176	4	120	£807.50
June 2014	326	184	6	136	£928.10
July 2014	354	156	8	190	£1,191.00
August 2014	427	158	13	256	£1,487.60
September 2014	318	197	14	107	£665.10
October 2014	357	232	15	110	£714.30

November 2014	266	206	15	45	£340.80
December 2014	316	245	15	56	£357.10
January 2015	326	249	15	62	£429.60
February 2015	334	240	23	71	£386.60
March 2015	405	276	22	107	£485.60
Total	4,049	2,483	157	1,409	£8,626.40

6.5 Permit Parking

The County Council has operated an on-street Residents Parking Scheme for many years and it has proven to be very popular for residential areas.



The following permits have been issued :

	Permit Parking	2012/13	2013/14	2014/15	Explanatory Notes
6.5.1	Residents Permits	1,075	1,155	1,519	Residents Permits are issued free of charge to residents who are Blue Badge Holders
6.5.2	Daily Visitors Vouchers	862 transactions	920 transactions	889 transactions	Pensioners can purchase Visitors Vouchers at half price

6.5.3	Waivers	574	817	1,123	Currently, the Council does not operate a Business Permit Scheme but special waivers can be issued to allow tradesmen to park where parking is restricted if they need access to their vehicles and tools whilst working at an adjacent property.
6.5.4	Health Permits	150	133	144	Health Permits are issued to Health Workers so that they can park near their patient's home to carry out their duties.

6.6 In 2009/10 the Council introduced a new format for **Visitors Vouchers**. Instead of vouchers for individual calendar days, the new vouchers are valid for 24 hours from the date and time of arrival. Visitors no longer need to display 2 separate vouchers if they are staying overnight which is a financial saving for local residents. A daily 24hr voucher costs 75 pence with a 50% reduction for residents over 60.

6.7 Charges to the public for participation in a Residents Parking Scheme have not increased since 2012.

7. **Parking for Blue Badge Holders**

The Blue Badge Scheme is a national initiative designed to give assistance to members of the public with mobility problems. The aim of this scheme is to enable either drivers or passengers who hold a current blue badge to access shops and services wherever possible. It is an on-street scheme but some off-street car parks also participate to varying degrees. This scheme is designed to help combat access difficulty, it is not one to be of financial benefit.

Blue Badge holders must still park responsibly and must not park causing an obstruction or danger for other road users, and where these practices are observed by a Civil Enforcement Officer, a PCN will be served. Similarly, as Blue Badges are a valuable commodity, the CEO's on patrol will inspect badges displayed to ensure they are valid, in date and genuine, with suspect badges being reported to the county blue badge team.

7.1 There are designated disabled parking bays on street in many towns and villages. In most cases, there is no time limit for Badge Holders in Disabled Bays but a few disabled bays are time restricted. Badge Holders must display their Blue Badge and where there is a time restriction; the Time Clock must also be displayed, set at the time of arrival.

7.2 Blue Badge Holders can also park on waiting restrictions (marked by a single or double yellow line) for a maximum of three hours except where there are transverse kerb markings indicating that a loading ban is in force. They are also exempt from payment in on street pay and

display bays and without time limit in residents' bays unless there are signs indicating otherwise.

- 7.3 Off-street car parks do not fall directly under the remit of the County Council, although we do manage several through service level agreements. As such the terms and conditions relating to Blue Badge Holders are different to on-street and are stated on the car park signs. The Blue Badge scheme is primarily one designed to address access issues, financial not being a determining factor, therefore pay and display car parks are not generally free for blue badge holders.



A Blue Badge holder parked on a junction

8. Operational Statistics :

	PCN Statistics	2012/13	2013/14	2014/15	Explanatory Notes
8.1	Higher Rate PCNs issued	6,359	7,865	6,632	Where parking is prohibited or restricted such as on yellow lines, bus stops, taxi ranks, disabled bays.
8.2	Lower Rate PCNs issued	6,828	7,742	6,999	Where parking is permitted but controlled (e.g. in car parks or pay and display bays on street)
8.3	Total PCNs issued	13,187	15,607	13,631	

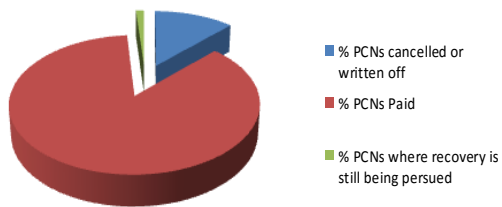
8.4	PCNs paid at discount rate	9,701	12,053	10,446	50% of full rate and is accepted within 14 days of PCN issue or when a challenge has been received during the same 14 day period.
8.5	PCNs paid at full rate	1,299	1,834	950	PCNs paid after expiry of the discount period
8.6	Total PCNs paid	11,000	13,887	11,396	
8.7	Total PCNs unpaid	701	254	234	PCNs still being progressed under the statutory procedure
8.8	PCNs registered as Debts	841	641	641	Where PCNs remain unpaid they are registered as debts at Northampton County Court and eventually, warrants may be issued to bailiffs who pursue the debts on behalf of the Council.
8.9	Appeals/Representations received	3,682	3,904	3,325	Appeals include informal challenges and formal representations
8.10	PCNs cancelled through the use of discretion or due to evidence being supplied	1,057	1,894	1,016	Where the Council has exercised discretion on mitigating circumstances or due to evidence being supplied, such as proof of loading or breakdown etc.
8.11	PCNs cancelled for statutory reasons	264	370	296	Statutory reasons include wrong location, incorrect or missing signage or lines, etc.
8.12	Total PCNs cancelled	1,321	2,093	4,871	
8.13	PCNs going to Adjudication	23	25	26	Cases referred to the Traffic Penalty Tribunal for an independent decision
8.14	PCNs written off (untraceable keepers)	165	168	115	Vehicles not registered at DVLA, foreign drivers, etc.
8.15	Vehicles clamped or removed	0	0	0	Dorset County Council does not operate vehicle clamping or removal but bailiffs may do so to recover the debts on behalf of the Council.

**PCNs Served by DCC by Code & Contravention Group Comparison for FY
2013/14 against FY 2014/15**

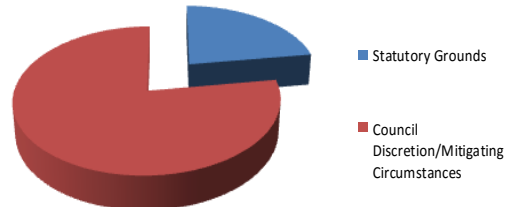
Code	Contravention	2013/14	2014/15
01	Parking in a restricted street	4,468	3,486
02	Parked or (Un) Loading in restricted street	626	508
05	Time expired - pay & display	880	773
06	Unclear display of pay & display ticket	1,030	862
07	Meter feeding	44	37
12	Parked in a residents or shared use parking	341	325
16	Parked in a permit space	32	44
19	Parked in a residents or shared use parking	65	60
21	Parked in a suspended bay	87	38
22	Re-parked in same parking place	24	18
23	Parked in place/area not designated for class	406	468
24	Not parked within bay markings	37	35
25	Parked in a loading place without loading	450	399
26	Double parking in a SEA	16	6
27	Dropped footway in a SEA	344	182
30	Parked for longer than permitted	2,487	2,662
40	Parked in disabled bay without displaying	405	404
42	Police vehicles	11	2
45	Parked on taxi rank	152	161
46	Clearway	8	23
47	Parked on a restricted bus stop/stand	214	194
48	Restricted school area	8	6
49	Parked upon cycle track	5	3
62	Footway parking	1	0
80	Parked longer than permitted	23	16
81	Parked in a restricted area	7	1
82	Parked after the expiry time	1,084	768
83	Parked in a pay & display without displaying	1,952	1,729
84	Feeding the meter	16	13
85	Parked in a permit bay without displaying	20	54
86	Parked beyond the bay markings	95	91
87	Parked in disabled bay without displaying badge	188	167
89	Wrong size of vehicle	1	0
91	Parked in an area not designated for vehicle	8	15
99	Stopped on area marked by zigzags	65	64

	Total :	12,211	13,614
	Less Spoiled PCN's issued :	197	173
	Grand Total :	15,607	13,631

PCN Status - 2014/15



Cancellation Reasons



9. Operational & Financial Information :

- 9.1 Although the majority of parking restrictions apply during week days, there are numerous regulations requiring enforcement at night, at weekends and on Bank Holidays. The Dorset Civil Enforcement Area stretches from Lyme Regis and Bridport in the West to Ferndown and West Moors in the East, Sherborne and Shaftesbury in the North to Wareham and Swanage in the Isle of Purbeck.

Due to the varying demands upon the highway network, the traffic and road space management has to be flexible to accommodate changing priorities. To this end, the County Council Parking Service operate a single service model, as opposed to an area based scheme, which enables demands to be balanced across the whole of the service establishment. This method of delivery is essential for efficient deployment in a county with massively varying population numbers due to seasonal influx.

- 9.2 TMA was introduced on 30 March 2008 to deal with illegally parked cars more effectively. Whilst previously all penalties attracted a charge of £60 regardless of the severity of the infringement, with TMA PCNs issued for contraventions such as parking on a double yellow line which causes congestion or possible danger attract a higher charge of £70 (discounted to £35 on prompt payment) whereas a lesser contravention such as overstaying a parking time period is at the lower charge of £50 (discounted to £25 on prompt payment). These differential penalty charges are fairer than the previous uniform charge but they have resulted in a reduction of the income needed to fund the enforcement.

The 2014/15 Parking Services financial account closed with a balanced budget. Any surplus will be allocated to Environmental or Highways related schemes within Dorset in compliance with the Road Traffic Regulation Act 1984 s.55.

10. Parking Account

Dorset County Council - Parking Services

2011/2012, 2012/2013 & 2013/2014

<u>Expenditure</u>	2012/13	2013/14	2014/15
	£	£	£
Internal Charges	29,621	31,931	22,110
Pay Related Costs	512,593	564,966	525,924
Premises Related Costs	12,700	-7,600	-12,208
Transport Related Costs	20,444	17,875	21,361
Supplies & Services	103,559	127,869	140,445
Third Party Payments	6,710	14,579	19,869
TOTAL	685,626	749,560	717,501
<u>Income</u>			
Internal Charges	-88,656	-300	-380
Fees & Charges	-6,672	-15,363	-15,871
Pay & Display	-229,590	-337,905	-495,528
Fixed Penalty Notices	-418,268	-515,874	-429,625
Residents Permits	-56,615	-62,994	-79,161
Waivers	-10,618	-12,706	-16,942
Visitor Permits	-13,066	-15,851	-16,555
TOTAL	-823,486	-960,992	-1,054,062
Current Budget	-137,771	-211,035	-332,000
Expenditure	685,626	749,560	717,501
Income	-823,486	-960,992	-1,054,062
Underspend	88	397	4,561

11. Conclusion :

Dorset County Council is committed to enable communities in Dorset to thrive now and for the future. Management of parking places and enforcement of the parking regulations are essential tools to control traffic congestion, promote road safety and provide for the different needs of residents, retailers, shoppers and visitors. Enforcement is often seen as a revenue raiser by the public but in reality, it is in place for the benefit of all road users. The Council aims to achieve its objectives by providing a quality service without putting financial pressure on the public purse. Procedures are regularly reviewed in order to achieve efficiency savings and are documented in the Parking Policy published on the Council Website.

The delivery of a comprehensive parking service such as that provided by Dorset County Council is an eclectic mix of elements of road space management tools from on and off street parking space provision enabling a turnover of appropriate space to fulfil the needs of tourism, commerce and trade activities, to the enforcement of parking contravention.

The enforcement element of the service can be challenging both in terms of the Civil Enforcement Officers on patrol and the Appeals Officers dealing with an often disgruntled member of the public. The reputation of the County Council rests with the professional and consistent approach of these experienced and dedicated members of staff.

This Parking Service Annual Report demonstrates the depressed marketplace we are operating in with nationally falling incomes and ever increasing challenges and appeals being made due largely to the accessibility of information through modern media channels such as the worldwide web and the internet. Nonetheless, we did manage to finish the year with a small financial surplus to be used in conjunction with the Road Traffic Regulation Act 1984 s.55 thereby fulfilling our responsibility under the Traffic Management Act of quality service provision without being a drain upon the public purse.

