



**West Berkshire Council
Parking Service
Annual Report
April 2009 to March 2010**

February 2011



Contents

Foreword	Page 3
Section 1 Key Statistical Information	Page 4
Section 2 Implementing Civil Parking Enforcement	Page 6
Section 3 How Civil Parking Enforcement Contributes to other Council Priorities	Page 8
Section 4 Working with Others	Page 11
Section 5 Contributing to Road safety	Page 12
Section 6 Statistical Information	Page 14
Section 7 Financial Information	Page 28
Appendix 1 – Parking Fees and Charges	Page 30
Appendix 2 – Contravention Codes & Times Allowed	Page 37

Foreword

I am pleased to present West Berkshire District Council's first Annual Parking Report covering the municipal year from April 2009 to March 2010.

April 6 2009 marked the start of Civil Parking Enforcement across West Berkshire, with the responsibility for parking enforcement transferred from Thames Valley Police to the Council. Thanks to careful planning, I am pleased to report that this went smoothly. Since then, the Council's Civil Enforcement Officers in their distinctive green uniforms have become a visible presence in the roads and car parks across the area.

We implemented civil parking enforcement as a project titled "***Clear Streets***" and, from the outset, our objective has been to improve road safety and traffic management. I believe we have made a positive impact and examples are shown later in this report.

The Parking Service has adapted quickly to their new roles. The Civil Enforcement Officers have worked well in this past year exercising discretion and common sense when needed and at all times acting as ambassadors for the Council, even in trying circumstances.

I thank you for taking time to read this report. The Parking Service welcomes your views, suggestions and general feedback on parking matters. For more information or to discuss an issue please contact the Parking Service on 01635 519214; visit the parking Service webpage at www.westberks/parking; or e-mail to parking@westberks.gov.uk.

Councillor David Betts

Portfolio Member for Highways, Transport (Operational) and ICT

Section 1

Key Statistical Information

The Parking Service undertakes parking enforcement across the whole of West Berkshire. On-street parking enforcement includes enforcing yellow line restrictions and restrictions in the fourteen Resident Parking Zones to optimise parking available for holders of Resident Permits. With very few exceptions the on-street parking areas are not marked out in individual bays.

The Civil Enforcement Officers ensure that in limited waiting areas there is a regular turnover of parking spaces to provide parking opportunities for incoming motorists; and they ensure that areas of double yellow line, where parking is not permitted at any time, are not abused. The off-street parking enforcement includes the Council's twenty-three pay to park car parks and three free car parks. The pay to park car parks provide a total of some 2,135 parking spaces, including 95 dedicated Blue Badge spaces; and the free car parks provide some 170 parking spaces.

There is a total of twenty-six staff in the Parking Service (twenty-four full-time equivalent posts). The Parking Service is headed by the Parking Manager with the full-time equivalent of seventeen Civil Enforcement Officers who undertake parking enforcement; and the full-time equivalent of six Parking Officers who deal with parking appeals and all other forms of parking administration. All members of the Parking Service hold the City & Guilds Level 2 qualification in parking and the Parking Officers, who deal with all parking communications including appeals, hold a qualification in Parking Notice Processing.

The list below shows the key outputs from the Parking Service in 2009/10.

Total Car Parks Spaces	2,305
Total Disabled Spaces in Car Parks	95
Total Season Tickets Issued for the Car Parks	241
Total No. of Resident Parking Zones	14
Total no. of Roads in Resident Parking Zones	62
Total Resident Permits Issued	1,037
Total Resident Visitor Permits Issued	2,011
Total Other Permits Issued	409
Total Dispensations and Suspensions Approved	85

Total Penalty Charge Notices Issued	10,929
Total of Appeal Correspondence Received	3,913
Total of Correspondence Issued	5,476

Section 2

Implementing Civil Parking Enforcement

The Council undertakes civil parking enforcement through the Traffic Management Act 2004, which was implemented in England and Wales on 31 March 2008. The civil parking enforcement process is decriminalised which means that:

- Parking offences are called “parking contraventions”;
- Parking fines are called “penalty charges”; and
- The word ‘**appeal**’ now specifically applies to cases referred to the Traffic Penalty Tribunal. A communication disputing a penalty charge notice is described as follows:

(a) Challenge: In cases where the Notice to Owner has not been issued;

(b) Representation: In reply to the Notice to Owner;

(c) Appeal: Where a representation has been rejected and the case is referred to the Traffic Penalty Tribunal;

(d) Appellant: The person who makes the appeal.

- Unpaid penalty charge notices do not go to the Magistrates’ Court for resolution. After a Charge Certificate has been issued they now become a civil debt that is registered at the Traffic Enforcement Centre of the Northampton County Court. If the penalty charge notice is unpaid the Council may apply to the Traffic Enforcement Centre of the Northampton County Court for a warrant to be issued and exercised by bailiffs working for the Council.

The Traffic Management Act 2004 introduced a system of differential charging so that more serious parking contraventions incur a higher penalty charge of £70.00, but less serious contraventions incur a lower penalty charge of £50.00. Both these amounts may be reduced by 50% (to £35 and £25 respectively), if the penalty charge is paid within 14 days of issue.

The differential charging levels in West Berkshire are:

Higher level penalty charge - **£70.00**

Lower level penalty charge - **£50.00**

Higher level penalty charge paid within 14 days - **£35.00**

Lower level penalty charge paid within 14 days - **£25.00**

Higher level penalty charge paid after charge certificate issued - **£105.00**

Lower level penalty charge paid after charge certificate issued - **£75.00**

Usually a penalty charge notice is either affixed to the windscreen of the vehicle if the driver is not present, or if the driver is present the Civil Enforcement Officer may hand it to the driver. Such penalty charge notices are issued under part 9 of the Regulations. However, there may be occasions when the Civil Enforcement Officer has substantially completed the penalty charge notice, but is unable to complete issuing it because:

- The Civil Enforcement Officer is prevented by threat of force, obstruction or violence from serving the penalty charge notice, either by affixing it to the vehicle or by giving it to the person who appears to be in charge of the vehicle.
- The Civil Enforcement Officer had started to issue the penalty charge notice but did not have enough time to serve it before the vehicle was driven away.

In these circumstances the penalty charge notice is served by post on the owner or registered keeper (whose identity is obtained from the DVLA), and in these cases it also acts as the Notice to Owner. A penalty charge notice issued in such circumstances is issued under part 10 of the Regulations.

In the period April 2009 to March 2010 the Council issued **10,929** penalty charge notices and all of them were issued under Regulation 9. Of this total of penalty charge notices:

- **4,942** were issued in the car parks (off-street);
- **5,987** were issued on-street;
- **4,358** were issued for higher level contraventions;
- **6,571** were issued for lower level contraventions;

Section 3

How Civil Parking Enforcement Contributes to other Council Priorities

From the very inception of the Clear Streets Project the Council understood that the implementation of civil parking enforcement would benefit other themes and priorities and in particular it would help to achieve:

- A cleaner and greener West Berkshire;
- Better roads and transport;
- Thriving Town Centres;
- Vibrant Villages;
- Value for Money;
- Putting customers first.

It was envisaged that civil parking enforcement would contribute to these priorities by:

- (i) Encouraging optimum use of the off-street car parks;
- (ii) Improving traffic management and road safety;
- (iii) Providing ample parking for shoppers and visitors;
- (iv) Ensuring that residents parking schemes operate successfully;
- (v) Protecting blue badge parking areas;
- (vi) Managing business servicing needs;

The Council's powers to carry out Civil Parking Enforcement have been granted under Section 6 of the Traffic Management Act (TMA) 2004. The main requirements of CPE under the Act are to contribute to the authority's wider transport objectives and have quality-based standards that the public understands and which are enforced fairly, accurately and expeditiously. The aim of CPE is to increase compliance with parking regulations and it should be viewed as a way in which an authority can effectively deliver wider transport strategies and objectives.

These wider transport strategies and objectives are to manage parking in West Berkshire to create clearer streets in order to improve road safety and reduce the impact of traffic congestion. The aim is to:

- (a) Eliminate dangerous and inconsiderate parking on yellow lines;
- (b) Keep main roads clear of illegally parked vehicles;
- (c) Keep roads clear for emergency service vehicles;

- (d) Relieve congestion by keeping unauthorised vehicles out of pedestrianised areas, bus stops, taxi ranks and disabled parking spaces;
- (e) Ensure that only vehicles with a valid permit are parked in residents' parking bays;
- (f) Secure "safer streets" particularly in relation to the roads adjacent to schools.

Have we met these priorities and objectives?

In 2009/10 we have issued:

- **1,212** penalty charge notices to vehicles parked on yellow lines;
- **1,510** penalty charge notices to vehicles parked in restricted streets, parked on loading gaps, parked in a goods vehicle only bay, parked in a loading bay, double parked or parked on footways, and parked on clearways;
- **533** penalty charge notices to vehicles parked on bus stops, taxi ranks and in disabled parking bays;
- **18** penalty charge notices issued in restricted school areas.

These penalty charge notices account for some **55%** of the total number of on-street penalty charge notices issued in 2009/10.

- We issued **1,037** Residents Permits in 2009/10 compared to **654** in 2008/09. An increase of some **59%**; and
- We issued **2,011** Resident Visitor Permits in 2009/10 compared to **897** in 2008/09. An increase of some **124%**.

The increase in the number of permits issued has been achieved by the regular, everyday enforcement of the Resident Parking Zones. This has removed vehicles without permits and optimised the parking availability for permit holders, giving them value for the purchase price of their permit.

It is considered that civil parking enforcement has contributed to achieving the objectives in (a) to (e) above.

However, in regard to (f) above there is an ongoing problem with school parking. It is far too common to find that irresponsible parking is jeopardising the safety of pedestrians and causing obstructions in roads and to residences in the roads around the schools.

There are 85 schools in the area and the team of Civil Enforcement Officers seek to cover one school each school-day morning and afternoon. It is not unusual to find that there are no parking problems at schools and in the surrounding roads on the occasions that enforcement is undertaken, but that the problems re-occur the next day. Effectively the visits by the Civil Enforcement Officers have become "cameo appearances".

The Council's Road Safety team and the Council's Education Service use every endeavour to get sensible and safe parking around schools, but there is still resistance and parking problems remain. The Parking Service must conjoin with other agencies and services to tackle the very serious problems caused by irresponsible parking around many of the schools in the area.

Section 4

Working with Others

The Parking Service often works in conjunction with other services and agencies and this work may involve parking enforcement or providing advice on parking availability. In the past year this has included:

- Working with Thames Valley Police and the Council's Licensing Team on late night patrols in Newbury Town Centre;
- Responding to requests from Parish Councils and schools for additional enforcement at areas with identified parking problems on specific days or at specific times of certain days;
- Providing low-key parking enforcement and parking advice at major events (e.g. Newbury's "Michaelmas Fayre" and Hungerford's "Victorian Extravaganza");
- Assisting with events held at the Northcroft Leisure Centre;
- Providing assistance at major events such as concerts and arts events; Armed Forces Parades; Veteran Car Rallies; races and sports events;
- Throughout the year the Council receives requests for functions and events to be held in car parks. This involves the Parking Service in closing off a car park on a certain day and then providing low key enforcement and parking advice to customers;

The Civil Enforcement Officers do not only undertake parking enforcement. They also:

- (a) Respond to lift emergencies in the Council's car parks and release customers who are caught in the lifts when there is a malfunction;
- (b) Undertake front line repairs to parking equipment e.g. ticket jams and coin jams;
- (c) Manage the main parking office that contains the computers that control the pay on foot car parks and deal with all requests for advice and assistance made via the intercoms;
- (d) Identify and report hazards, defects and incidents that relate to other services of the Council

Section 5

Contributing to Road Safety

Road safety is one of the Council's key priorities and improvements have been made in the number of reported accidents.

The main urban centres of the district see a daily influx of commuters, many of them arriving by car as there is a large rural hinterland to West Berkshire and the public transport infrastructure does not reach every part of the district. While there are private car parks to absorb some of these commuters, others use the Council's car parks and buy season tickets to minimise their parking expenditure or buy daily tickets at the cheaper, slightly out-of-Town centre car parks. However, others park in those unrestricted roads nearest to the Town Centre or their place of work. Some employers, principally Vodafone and West Berkshire Council, have implemented Green Travel Plans aimed at reducing the number of vehicles brought to work each day and they have encouraged car sharing and other travel alternatives and it is known that other employers are in the throes of developing their own Green Travel Plans.

Many of the properties in the central parts of the urban areas of the district do not have off-street parking or the residents choose not to use the off-street parking available and instead they park on street. In these roads the weekday commuter parking adds to the volume of vehicles parked on the roads. It is also increasingly common to find that large residential properties are being sub-divided to provide multiple units of accommodation, adding further to the number of vehicles parked on-street.

In those areas with a school in the vicinity the parking problems are further compounded by a high volume of parking at the start and end of the school day during term time. Where commuter parking has adversely impacted on residential areas the Council has implemented new areas of Resident Parking Zones to provide controls that deter commuter parking, while providing parking for residents and their visitors.

In the period prior to 6 April 2009 there had been at best sporadic parking enforcement as the Police had other higher priorities that demanded their available resources. It was not uncommon to see that yellow line parking restrictions were flouted by many motorists; limited waiting areas were used far beyond the permitted limits; while in the Residents Parking Zones there were many vehicles without permits parking in the bays allocated for permit holders only.

Yellow line parking restrictions are there for reasons of road safety and better traffic management and a vehicle that parks on the yellow line restrictions is potentially compromising both road safety and traffic flows. It is impossible to enforce all of the parking restrictions in the district throughout the day, but the introduction of regular everyday parking enforcement from early morning and into the evening has resulted in a higher rate of compliance as motorists do not wish to chance incurring a penalty charge notice.

This parking enforcement has resulted in fewer impediments to traffic flows on the main roads caused by inconsiderate parking on yellow lines; and the prompt turnover of vehicles parked on sections of limited waiting. In the Residents Parking Zones vehicles without permits were no longer able to park and this optimised the parking opportunities for permit holders and gave them a sense of value for the purchase price of the permit.

Whenever a Civil Enforcement Officer observes a vehicle parked on a yellow line restriction he must allow a five minute observation period to look for evidence of loading or unloading. If this is observed he will allow the time reasonably needed to complete the actions, but if such evidence is not observed he will issue a penalty charge notice. It should be remembered that loading and unloading is confined to those items that cannot reasonably be carried and it excludes items that may be carried in normal shopping bags; popping in to buy coffee, newspapers or cigarettes; waiting for prescriptions. However, other parking contraventions will incur an instant penalty charge notice. The full list of parking contraventions and the time allowed for each is given at Appendix 2 of the report.

While regular parking enforcement has had a positive impact on road safety and traffic management, the problem of school parking remains and on each day of the school terms there is a morning and afternoon influx of vehicles that park outside the schools and in the roads around the schools. We receive many complaints from residents about this parking as it blocks not only safe access and egress from roads and properties, but it obscures sight lines for motorists and for pedestrians wishing to cross the road and this in turn endangers both other road users and pedestrians. We have worked very hard to deal with this school parking problem and we have co-operated with the schools, Police Community Support Officers and residents. However, with 85 schools in the district the problem outstrips the resources that are available and the Civil Enforcement Officers are unable to make regular visits. Therefore, we must seriously reconsider how best to deal with this problem.

Section 6 Statistical Information

Part 1: A Statistical Overview

	On-Street Penalty Charge Notices	Off-Street Penalty Charge Notices	Total Penalty Charge Notices
Higher Level Penalty Charge Notices issued	4,102	256	4,358
Lower Level Penalty Charge Notices issued	1,885	4,686	6,571
Penalty Charge Notices paid at discount	4,191	3,304	7,495
Penalty Charge Notices paid in full or at surcharge	345	378	723
Number of Challenges and Representations received and of this total:	1,849	2,064	3,913
(a) The total of Informal Challenges (before the Notice to Owner is issued)	1,638	1,880	3,518
(b) The total of Representations (after the Notice to Owner is issued)	211	184	395
Number of Penalty Charge Notices cancelled by the Council and of this total:	780	998	1,778
(a) The total of Penalty Charge Notices Cancelled from Informal Challenges (before the Notice to Owner is issued)	727	954	1,681
(b) The total of Penalty Charge Notices cancelled from Representations (after the Notice to Owner is issued)	53	44	97
Number of Cases referred to the Traffic Penalty Tribunal	12	9	21
Number of Cases allowed by the Traffic Penalty Tribunal (includes "no contest" cases)	9	7	16

Number of Cases refused by the Traffic Penalty Tribunal	3	2	5
Number of Charge Certificates Issued	236	389	625
Number of debts registered with the Traffic Enforcement Centre	103	179	282
Total Penalty Charge Notices unresolved at 31 March 2010	484	339	823

Part 2: Penalty Charge Notices Issued by Area

Area	Off-Street PCNs Issued	On-Street PCNs Issued	Total PCNs Issued
Burghfield	0	1	1
Hungerford	472	682	1,154
Lambourn	0	23	23
Newbury	3,307	4,568	7,875
Pangbourne	471	223	694
Purley-On-Thames	0	8	8
Shaw cum Donnington	0	1	1
Stratfield Mortimer	0	24	24
Thatcham	605	159	764
Theale	86	249	335
Tilehurst	0	50	50
Totals	4,942	5,987	10,929

Part 3: Penalty Charge Notices Paid by Area

Area	Total PCNs Issued	Total PCNs Paid	% PCNs Paid	Value of PCNs Paid
Burghfield	1	1	100	£35
Hungerford	1,154	892	77	£26,770
Lambourn	23	17	75	£490
Newbury	7,875	5,949	76	£191,902
Pangbourne	694	532	77	£16,110
Purley-On-Thames	8	3	38	£175
Shaw cum Donnington	1	1	100	£35
Stratfield Mortimer	24	20	83	£765
Thatcham	764	514	67	£14,850
Theale	335	239	71	£7,650
Tilehurst	50	40	80	£1,400
Totals	10,929	8,208	75	£260,182

Part 4: Penalty Charge Notices Cancelled by Area

Area	Total PCNs Issued	Total PCNs Cancelled	% PCNs Cancelled
Burghfield	1	0	0
Hungerford	1,154	205	18
Lambourn	23	2	9
Newbury	7,875	1,218	15
Pangbourne	694	117	17
Purley-On-Thames	8	0	0
Shaw cum Donnington	1	0	0
Stratfield Mortimer	24	1	4
Thatcham	764	167	22
Theale	335	66	20
Tilehurst	50	2	4
Totals	10,929	1,778	16

Part 5: Penalty Charge Notices Issued by Contravention Code

(a) Higher Level On-Street Parking Contraventions (Full value £70.00 and discount value £35.00)

Contravention code	Description of the Parking Contravention	PCNs Issued
01	Parked in a restricted street during prescribed hours	1,212
02	Parked or loading/unloading in a restricted street where waiting and loading /unloading restrictions are in force	19
12	Parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place	596
16	Parked in a permit space without displaying a valid permit	224
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	1
20	Parked in a loading gap marked by a yellow line	11
21	Parked in a suspended bay/space or part of bay/space	4
23	Parked in a parking place or area not designated for that class of vehicle	54
25	Parked in a loading place during restricted hours without loading	1,420
27	Parked adjacent to a dropped footway	1
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	322
45	Parked on a taxi rank;	80
46	Stopped where prohibited (on a red route or clearway)	2
47	Stopped on a restricted bus stop or stand	131
48	Stopped in a restricted area outside a school	18
55	Commercial vehicle parked in a restricted street in contravention of the overnight waiting ban	2
62	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking);	1
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	4
Total	Penalty Charge Notices Issued	4,102

(b) Higher Level Off-Street Parking Contraventions

Contravention code	Description of the Parking Contravention	PCNs Issued
70	Parked in a loading area during restricted hours without reasonable excuse	2
81	Parked in a restricted area in a car park	11
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge in the prescribed manner	90
89	Vehicle parked exceeds maximum weight and/or height/or length permitted in the area	8
91	Parked in a car park or area not designated for that class of vehicle	144
92	Parked causing an obstruction	1
Total	Penalty Charge Notices Issued	256

**(c) Lower Level On-Street Parking Contraventions
(Full value £50.00 and discount value £25.00)**

Contravention Code	Description of the Parking Contravention	PCNs Issued
05	Parked after the expiry of paid for time	87
06	Parked without clearly displaying a valid pay and display ticket or voucher	426
10	Parked without clearly displaying two (or more) valid pay and display tickets when required	2
11	Parked without payment of the parking charge	16
19	Parked in a resident's or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay and display ticket	115
22	Re-parked in the same place within one (or more) hour(s) of leaving	26
24	Not parked correctly within the markings of the bay or space	132
30	Parked for longer than permitted	1,080
63	Parked with engine running where prohibited	1
Total	Penalty Charge Notices Issued	1,885

(d) Lower Level Off-Street Parking Contraventions

Contravention Code	Description of the Parking Contravention	PCNs Issued
73	Parked without payment of the parking charge	148
80	Parked for longer than the maximum period permitted	10
82	Parked after the expiry of paid for time	1,494
83	Parked in a car park without clearly displaying a valid pay and display ticket, voucher or parking clock	2,835
86	Parked beyond the bay markings	197
94	Parked in pay and display car park without clearly displaying two valid pay and display tickets when required	2
Total	Penalty Charge Notices Issued	4,686

Total	All Penalty Charge Notices Issued	10,929
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Part 6: Penalty Charge Notices Paid by Contravention Code

(a) Higher Level On-Street Parking Contraventions (Full value £70.00 and discount value £35.00)

Code	Description of the Parking Contravention	PCNs Issued	PCNs Paid	% Paid	Value
01	Parked in a restricted street during prescribed hours	1,212	920	76	£34,458
02	Parked or loading/unloading in a restricted street where waiting and loading /unloading restrictions are in force	19	8	42	£305
12	Parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place	596	428	72	£16,075
16	Parked in a permit space without displaying a valid permit	224	165	74	£6,620
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	1	1	100	£35
20	Parked in a loading gap marked by a yellow line	11	6	55	£210
21	Parked in a suspended bay/space or part of bay/space	4	2	50	£70
23	Parked in a parking place or area not designated for that class of vehicle	54	46	85	£1,750
25	Parked in a loading place during restricted hours without loading	1,420	1,218	86	£43,527
27	Parked adjacent to a dropped footway	1	1	100	£35
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	322	222	69	£8,555
45	Parked on a taxi rank;	80	54	65	£2,030
46	Stopped where prohibited (on a red route or clearway)	2	1	50	£35
47	Stopped on a restricted bus stop or stand	131	89	68	£3,615
48	Stopped in a restricted area outside a school	18	12	66	£490
55	a commercial vehicle parked in a restricted street in contravention of the overnight waiting ban	2	2	100	£70
62	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking);	1	0	0	£35
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	4	4	100	£140
Total Penalty Charge Notices		4,102	3,179	77%	£118,055

(b) Higher Level Off-Street Parking Contraventions

Code	Description of the Parking Contravention	PCNs Issued	PCNs Paid	% Paid	Value
70	Parked in a loading area during restricted hours without reasonable excuse	2	1	50	£35
81	Parked in a restricted area in a car park	11	8	73	£315
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge in the prescribed manner	90	38	42	£1,470
89	Vehicle parked exceeds maximum weight and/or height/or length permitted in the area	8	2	25	£105
91	Parked in a car park or area not designated for that class of vehicle	144	121	84	£4,480
92	Parked causing an obstruction	1	1	100	£70
Total Penalty Charge Notices		256	171	67%	£6,475

**(c) Lower Level On-Street Parking Contraventions
(Full value £50.00 and discount value £25.00)**

Code	Description of the Parking Contravention	PCNs Issued	PCNs Paid	% Paid	Value
05	Parked after the expiry of paid for time	87	71	82	£1,775
06	Parked without clearly displaying a valid pay and display ticket or voucher	426	297	70	£8,260
10	Parked without clearly displaying two (or more) valid pay and display tickets when required	2	2	100	£50
11	Parked without payment of the parking charge	16	11	69	£310
19	Parked in a resident's or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay and display ticket	115	73	63	£1,910
22	Re-parked in the same place within one (or more) hour of leaving	26	22	85	£525
24	Not parked correctly within the markings of the bay or space	132	106	80	£2,900
30	Parked for longer than permitted	1,080	843	78	£23,725
63	Parked with engine running where prohibited	1	1	100	£25
Total Penalty Charge Notices		1,885	1,426	76%	£39,480

(d) Lower Level Off-Street Parking Contraventions

Code	Description of the Parking Contravention	PCNs Issued	PCNs Paid	% Paid	Value
73	Parked without payment of the parking charge	148	107	72	£3,140
80	Parked for longer than the maximum period permitted	10	9	90	£275
82	Parked after the expiry of paid for time	1,494	1,240	83	£33,966
83	Parked in a car park without clearly displaying a valid pay and display ticket, voucher or parking clock	2,835	1,919	68	£54,482
86	Parked beyond the bay markings	197	156	79	£4,284
94	Parked in pay and display car park without clearly displaying two valid pay and display tickets when required	2	1	50	£25
Total Penalty Charge Notices		4,686	3,432	73%	£96,172

Total Penalty Charge Notices Paid	PCNs Issued	PCNs Paid	% PCNs Paid	Value of PCNs Paid
	10,929	8,208	75	£260,182

Part 7: Penalty Charge Notices Cancelled by Contravention Code

(a) Higher Level On-Street Parking Contraventions (Full value £70.00 and discount value £35.00)

Code	Description of the Parking Contravention	PCNs Issued	PCNs Cancelled	% Cancelled
01	Parked in a restricted street during prescribed hours	1,212	145	12
02	Parked or loading/unloading in a restricted street where waiting and loading /unloading restrictions are in force	19	3	17
12	Parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place	596	95	16
16	Parked in a permit space without displaying a valid permit	224	34	15
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	1	0	0
20	Parked in a loading gap marked by a yellow line	11	4	36
21	Parked in a suspended bay/space or part of bay/space	4	2	50
23	Parked in a parking place or area not designated for that class of vehicle	54	5	9
25	Parked in a loading place during restricted hours without loading	1,420	93	7
27	Parked adjacent to a dropped footway	1	0	0
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	322	57	18
45	Parked on a taxi rank;	80	7	9
46	Stopped where prohibited (on a red route or clearway)	2	1	50
47	Stopped on a restricted bus stop or stand	131	11	8
48	Stopped in a restricted area outside a school	18	3	17
55	Commercial vehicle parked in a restricted street in contravention of the overnight waiting ban	2	0	0
62	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking);	1	1	100
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	4	0	0
Total Penalty Charge Notices		4,102	461	11%

(b) Higher Level Off-Street Parking Contraventions

Code	Description of the Parking Contravention	PCNs Issued	PCNs Cancelled	% Cancelled
70	Parked in a loading area during restricted hours without reasonable excuse	2	1	50
81	Parked in a restricted area in a car park	11	4	36
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge in the prescribed manner	90	36	40
89	Vehicle parked exceeds maximum weight and/or height/or length permitted in the area	8	4	50
91	Parked in a car park or area not designated for that class of vehicle	144	13	9
92	Parked causing an obstruction	1	0	0
Total Penalty Charge Notices		256	58	23%

**(c) Lower Level On-Street Parking Contraventions
(Full value £50.00 and discount value £25.00)**

Code	Description of the Parking Contravention	PCNs Issued	PCNs Cancelled	% Cancelled
05	Parked after the expiry of paid for time	87	13	15
06	Parked without clearly displaying a valid pay and display ticket or voucher	426	113	27
10	Parked without clearly displaying two valid pay and display tickets when required	2	1	50
11	Parked without payment of the parking charge	16	6	38
19	Parked in a resident's or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay and display ticket	115	26	23
22	Re-parked in the same place within one hour of leaving	26	6	23
24	Not parked correctly within the markings of the bay or space	132	13	10
30	Parked for longer than permitted	1,080	139	13
63	Parked with engine running where prohibited	1	0	0
Total Penalty Charge Notices		1,885	317	17%

(d) Lower Level Off-Street Parking Contraventions

Code	Description of the Parking Contravention	PCNs Issued	PCNs Cancelled	% Cancelled
73	Parked without payment of the parking charge	148	29	20
80	Parked for longer than the maximum period permitted	10	1	10
82	Parked after the expiry of paid for time	1,494	165	11
83	Parked in a car park without clearly displaying a valid pay and display ticket, voucher or parking clock	2,835	719	25
86	Parked beyond the bay markings	197	28	14
94	Parked in pay and display car park without clearly displaying two valid pay and display tickets when required	2	0	0
Total Penalty Charge Notices		4,686	942	20%

Total Penalty Charge Notices Cancelled	PCNs Issued	PCNs Cancelled	% PCNs Cancelled
	10,929	1,778	16

Section 7

Financial Information

The West Berkshire Parking Service budget is comprised of income from:

- (a) The parking fees in the pay to park car parks and on-street parking areas (and this includes payments made using the pay by phone service);
- (b) The sale of season tickets;
- (c) The sale of Resident Permits and Resident Visitor Permits;
- (d) The fees for parking suspensions and dispensations; and
- (e) Various rental agreements.

This income is used to meet the running costs of the service and this includes:

- (a) The salaries for the staff within the Parking Service;
- (b) The repair and maintenance of the car parks;
- (c) Essential contractor payments e.g. the contractor who undertakes the collection and banking of cash from the parking machines and payments to the contractor who cleans the car parks;
- (d) The various supplies and services used and consumed by the Parking Service each year.

The information in Table A below shows the items of expenditure and income that make up the Parking Service budget. In 2009/10 the Council made an operating surplus of £926,250 from the Parking Service operating under civil parking enforcement.

Table A: Parking Service Expenditure and Income in 2009/10

Item of Expenditure	Expenditure (£)
Employees	663,817
Premises	430,284
Transport	25,953
Supplies & Services	307,367
Total Expenditure	1,427,421
Income Source	Income (£)
Car Parks ticket sales	1,882,811
Car Parks Ticket sales from pay by phone	33,410
Season Tickets	134,701
Resident Permits & Resident Visitor Permits	29,334
Suspensions	2,492
Dispensations	2,866
Penalty Charge Notices	260,182
Other Income	7,875
Total Income	2,353,671
Total Net Income	926,250

Appendix 1:

Parking Fees and Charges 2009/10

- **Parking Charges in the Newbury Car Parks**

(a) Pay on Foot Car Parks

Kennet Centre & Northbrook Multi-Storey Car Parks	
Time	Charge
Up to 1 hour	£1.00
Up to 2 hours	£2.00
Up to 3 hours	£3.00
Up to 3½ hours	£3.50
Up to 4 hours	£4.00
Up to 4½ hours	£4.50
Up to 5 hours	£5.00
Up to 5½ hours	£5.50
Up to 6 hours	£6.00
Up to 6½ hours	£6.50
Up to 7 hours	£7.00
Up to 7½ hours	£7.50
Up to 8 hours	£8.00
Over 8 hours	£10.00
Evening Charge	£1.00

Central (Both Sections)	
Time	Charge
Up to ½ hour	£0.50
Up to 1 hour	£1.00
Up to 2 hours	£2.00
Up to 3 hours	£3.00
Up to 3½ hours	£3.50
Up to 4 hours	£4.00
Up to 4½ hours	£4.50
Up to 5 hours	£5.00
Up to 5½ hours	£5.50
Up to 6 hours	£6.00
Up to 6½ hours	£6.50
Up to 7 hours	£7.00
Up to 7½ hours	£7.50
Up to 8 hours	£8.00
Over 8 hours	£10.00
Evening Charge	£1.00

Bear Lane	
Time	Charge
Up to ½ hour	£0.50
Up to 1 hour	£1.00
Up to 2 hours	£2.00
Up to 3 hours	£3.00
Up to 3½ hours	£3.50
Up to 4 hours	£4.00
Up to 4½ hours	£4.50
Up to 5 hours	£5.00
Up to 10 hours	£14.00
Evening Charge	£1.00

(b) Pay and Display Car Parks

Northcroft Lane and Wharf	
Time	Charge
Up to ½ hour	£0.50
Up to 1 hour	£1.00
Up to 2 hours	£2.00
Up to 3 hours	£3.00
Up to 4 hours	£4.00
Up to 10 hours	£14.00
Evening Charge	£1.00

8 Bells, Market Street, Pelican Lane & West Street	
Time	Charge
Up to ½ hour	£0.50
Up to 1 hour	£1.00
Up to 2 hours	£2.00
Up to 3 hours	£3.00
Up to 4 hours	£4.00
Up to 5 hours	£5.00
Up to 7 hours	£6.70
Up to 10 hours	£8.60
Evening Charge	£1.00

Football Club, Northcroft Lane West & Market Street (Staff)	
Time	Charge
Up to 2 hours	£1.20
Up to 4 hours	£2.40
Over 4 hours	£4.00
Evening Charge	£1.00

(a) No evening charge in Northcroft Lane West– tariffs operate from 8.00 am to 10.00 pm. This car park is open from 7.15 am to 10.00 pm and it is locked overnight.

(b) The Market Street (Staff) car park operates on Saturdays only

Coach Park	
Time	Charge
Up to 2 hours	£3.00
Over 2 hours	£6.00
Evening Charge	£1.00

Goldwell Park (payment is by mobile phone or buy a ticket from the Leisure Centre Reception)	
Time	Charge
Up to 4 hours	£1.00
Over 4 hours	£2.00

No evening charge in Goldwell Park Car Park – tariffs operate from 8.00 am to 10.00 pm.

Northcroft Leisure Centre (payment is by mobile phone or buy a ticket from the Leisure Centre Reception)	
Time	Charge
Up to 3 hours	FREE
Over 3 hours	£5.00

(c) On-Street Pay and Display Parking

Station Road	
Time	Charge
Up to 2 hours	£1.00
Over 2 hours	£2.00
Evening Charge	£3.50

- **Parking Charges in the Out-of-Newbury Car Parks**

(a) Hungerford

Church Street and Station Road Car Parks	
Time	Charge
Up to 1 hour	£0.50
Up to 2 hours	£0.90
Up to 3 hours	£1.10
Up to 4 hours	£1.20
Over 4 hours	£2.40

High Street	
Time	Charge
Up to 1 hour	£0.50
Up to 2 hours	£0.90
Over 2 hours	£5.40

(b) Pangbourne

River Meadow Car Park	
Time	Charge
Up to 1 hour	£0.50
Up to 2 hours	£0.90
Up to 3 hours	£1.10
Up to 4 hours	£1.20
Up to 8 hours	£2.40
Over 8 hours	£5.40

Station Road Car Park	
Time	Charge
Up to 1 hour	£0.50
Up to 2 hours	£0.90
Up to 3 hours	£1.10
Over 3 hours	£5.40

(c) Thatcham

Kingsland Centre Car Park	
Time	Charge
Up to 1 hour	£0.50
Up to 2 hours	£0.80
Up to 3 hours	£1.00
Over 3 hours	£2.40

Thatcham Station Car Park	
Time	Charge
Off Peak	£1.10
Up to 24 hours	£2.40

(d) Theale

Theale Main	
Time	Charge
Up to 2 hours	£0.50
Over 2 hours	£0.90

Theale West	
Time	Charge
Up to 1 hour	£0.40
Up to 2 hours	£0.70
Over 2 hours	£5.40

- **Season Ticket Prices**

(a) Newbury Car Parks

	Quarterly	Annual
Car Park		
Kennet Centre	£260.00	N/A
Northbrook	£270.00	£850.00
Surface	£270.00	£900.00

(b) Out-of-Newbury Car Parks

	Quarterly	Annual
Car Park		
Hungerford	£90.00	£315.00
Pangbourne	£120.00	£370.00
AND ½ Annual	£235.00	
Theale	N/A	£130.00

Penalty Charge Notices

(a) Higher Level - £70 or £35 if paid within 14 days; and

(b) Lower Level - £50 or £25 if paid within 14 days;

- Resident Permits: £25 per annum;
- Resident Visitor Permits: £0.50 each (valid for one day);
- Parking Suspension: £15.00 for each 5 metres of parking bay or per part thereof for each consecutive three day period;
- Parking Dispensation: £15.00 for each 5 metres of yellow line or per part thereof for each consecutive three day period;

Appendix 2:

Contravention Codes & Times Allowed

On-Street Contraventions			
CV = Commercial Vehicle; PMC = Private Motor Car			
Code	Observation Time	Contravention	Charge Level
01	CV 10 mins* PMC 5 mins*	Parked in a restricted street during prescribed hours. The contravention occurs when a vehicle waits / is parked on single or double yellow lines during the prescribed hours of enforcement.	Higher
02	0 min	Parking or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force. The contravention occurs when a vehicle waits / is parked on single or double yellow lines accompanied by a no loading ban signified by yellow kerb/carriageway markings during the prescribed hours of enforcement.	Higher
12	5 min	Parked in residents' parking space or zone without clearly displaying a valid resident's parking permit. The contravention occurs when a vehicle waits / is parked within the confines of a residents parking bay/space without a residents parking permit being on display within the vehicle.	Lower
16	5 min	Parked in a permit space without displaying a valid permit. The contravention occurs when a vehicle waits / is parked within the confines of a permit bay/space, such as a doctors bay / space, without a valid parking permit being on display within the vehicle.	Higher
20	CV 10 min* PMC 5 min*	Parked in a loading gap marked by a yellow line. The contravention occurs when a vehicle waits / is parked in a loading gap which is marked by a yellow line. The yellow line will run between two marked bays such as residents or doctors permit bays. The two marked bays will only have single white markings to signify the end of each bay. If the end of the marked bays is signified by double white markings the yellow line between the bays is classed as a restricted street and a PCN will be issued for a 01 contravention.	Higher

21	0 min	<p>Parked in a suspended bay/space or part of bay/space. The contravention occurs when a vehicle waits / is parked in any part of a suspended bay or parking space. The suspension will be signified by suspension signage such as a placard and/or cones, post and flags. The signage will be placed within the bay / space to be suspended if at all possible. If this is not possible the signage will be placed as close as is reasonably practicable to the bays / spaces to be suspended.</p>	Higher
22	0 min	<p>Re-parked in the same parking place or zone within one hour (or other specified time) of leaving. The contravention occurs when a vehicle returns to the same parking space within the specified time of leaving the space. This contravention can only be enforced when signage relating to the parking space clearly states that returning within the specified time is not permitted.</p>	Lower
24	0 min	<p>Not parked correctly within the markings of the bay or space. The contravention occurs when one or more wheels of a vehicle are seen to be parked outside of the markings of a parking bay / space. The fact that the wheels of the vehicle are parked outside of the markings of the parking bay / space means that other parts of the vehicle will be encroaching on the available room in adjacent bays / spaces or causing an obstruction</p>	Lower
25	CV 10 min* PMC 5 min*	<p>Parked in a loading place during restricted hours without loading. The contravention occurs when a vehicle waits / is parked within an area / marked bay designated as a loading place without any loading/unloading activity being observed by the CEO.</p>	Higher
26	0 min	<p>Vehicle parked more than 50 cm (or other specified distance) from the kerb and not within a designated parking space. The contravention occurs when a vehicle waits / is parked more than 50cm from the kerbside and not within a designated parking space. This contravention is more commonly known as double parking.</p>	Higher

27	0 min	<p>Parked adjacent to a dropped footway.</p> <p>The contravention occurs when a vehicle waits / is parked adjacent to a dropped footway. Drivers are not permitted to park their vehicles in a manner that will obstruct a dropped footway. A dropped footway often enables easier access to premises and also enables members of the public such as parents with pushchairs or prams, and wheelchair users to cross the carriageway more easily.</p>	Higher
30	10 min	<p>Parked for longer than permitted.</p> <p>The contravention occurs when a vehicle waits / is parked within a free parking bay / space for longer than is permitted. Adjacent signage to the bay / space informs the driver of the vehicle exactly how long they may park for free.</p>	Lower
40	0 min	<p>Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge.</p> <p>The contravention occurs when a vehicle waits / is parked within a designated disabled person's parking bay / space without clearly displaying a valid disabled person's badge. A PCN may be issued for this contravention for the following reasons:</p> <ul style="list-style-type: none"> • No valid disabled person's badge is observed in the vehicle • If the disabled person's badge is illegible / obscured. • The disabled person's badge has expired. • If the clock that accompanies a disabled person badge is not displayed along with the badge (where there is a limit on the amount of time that the badge holder may park). 	Higher
42	0 min	<p>Parked in parking place designated for police vehicles.</p> <p>The contravention occurs when a vehicle waits / is parked within any part of the markings of a designated police bay.</p>	Higher
46	0 min	<p>Stopped where prohibited (on a red route or clearway).</p> <p>The contravention occurs when a vehicle waits / is parked on any part of a clearway. Distinguished by signage visible when entering the clearway.</p>	Higher

45	0 min	<p>Parked on a taxi rank. The contravention occurs when a vehicle waits / is parked within any part of a taxi rank. Taxi ranks are clearly distinguished by the yellow carriageway markings surrounding the rank and the word 'taxi'. Adjacent signage will state the maximum number of taxis that may wait on the rank.</p>	Higher
47	0 min	<p>Parked on a restricted bus stop/stand. The contravention occurs when a vehicle waits / is parked within any part of a restricted bus stop/stand. Bus stops / stands are clearly distinguished by the yellow carriageway markings surrounding the stop / stand and sometimes the words 'bus stop' or 'bus stand' within the markings. Signage adjacent to the bus stop / stand will display the prescribed hours of enforcement.</p>	Higher
61	0 min	<p>A heavy commercial vehicle wholly or partly on a footway, verge or land between two carriageways. The contravention occurs when one or more wheels of a vehicle over 7.5 tonnes waits / is parked on a footway, verge or land between two carriageways. Heavy commercial vehicles parked on the footway can endanger members of the public by forcing them to walk in the carriageway. The weight of these vehicles also results in damage to the footway occurring.</p>	Higher
62	0 min	<p>Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking) The contravention occurs when a vehicle waits / is parked on an urban road with one or more wheels resting on a footway, land between two carriageways, grass verge or space.</p>	
99	0 min	<p>Stopped on a pedestrian crossing and/or crossing area marked by zig-zags. The contravention occurs when a vehicle waits / is parked on a pedestrian crossing and/or crossing area that is marked by zig-zag markings. Parking near to or on pedestrian crossings endangers the lives of pedestrians by obstructing their view and the view of approaching vehicles.</p>	Higher

Off-Street Contraventions (Car Parks)			
CV = Commercial Vehicle;			
PMC = Private Motor Car			
70	CV 10 min* PMC 5 min*	Parked in a loading area during restricted hours without reasonable excuse. The contravention occurs when a vehicle waits / is parked within an area / marked bay designated as a loading area without any loading/unloading activity being observed by the CEO.	Higher
73	5 min	Parked without payment of the parking charge**. The contravention occurs when a vehicle waits / is parked without payment of the relevant parking charge. The parking charge will be clearly displayed on signage within the Car Park.	Lower
74	0 min	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited. The contravention occurs when a vehicle waits / is parked in a parking place within a car park and the vehicle is being used in connection with the sale or offering or exposing for sale of goods. This contravention can only be enforced when signage relating to the parking place clearly states that using the vehicle for this purpose is not permitted.	Higher
80	10 min	Parked for longer than maximum period permitted. The contravention occurs when a vehicle waits / is parked within a free parking bay / space for longer than is permitted. Adjacent signage to the bay / space informs the driver of the vehicle exactly how long they may park for free.	Lower
81	0 min	Parked in a restricted area in a car park. The contravention occurs when a vehicle waits / is parked in a clearly marked restricted area within a car park. There will be surface markings and adjacent signage to signify the restricted area.	Higher

82	5 min	<p>Parked after the expiry of time paid for in a pay & display car park.</p> <p>The contravention occurs when the pay and display ticket seen inside a vehicle shows that the time paid for has expired.</p>	Lower
83	5 min	<p>Parked in a pay & display car park without clearly displaying a valid pay & display ticket**.</p> <p>The contravention occurs when a clearly displayed pay and display ticket cannot be seen inside a vehicle parked in a pay and display car park.</p> <p>A PCN may be issued for this contravention for the following reasons:</p> <ul style="list-style-type: none"> • No pay and display ticket can be seen inside the vehicle. • The details on the pay and display ticket are illegible / obscured. • The pay and display ticket on display is face down resulting in no details being visible to the CEO. • The pay and display ticket has fallen onto the floor of the vehicle resulting in no details being visible to the CEO. 	Lower
84	0 min	<p>Parked with additional payment made to extend the stay beyond time first purchased.</p> <p>The contravention occurs when another pay and display ticket has been purchased and subsequently displayed in the vehicle resulting in the vehicle being parked in the same parking bay / space after the expiry time of the first pay and display ticket purchased. This contravention can only be enforced when signage relating to the parking bay / space clearly states that making additional payment to extend the stay beyond that initially purchased is not permitted.</p>	Lower
85	0 min	<p>Parked in a permit bay without clearly displaying a valid permit.</p> <p>The contravention occurs when a vehicle waits / is parked within the confines of a permit bay/space within a car park without a parking permit being on display within the vehicle.</p>	Higher
86	0 min	<p>Parked beyond the bay markings.</p> <p>The contravention occurs when one or more wheels of a vehicle are seen to be parked outside of the markings of a parking bay / space within a car park. The fact that the wheels of the vehicle are parked outside of the markings of the parking bay / space means that other parts of the vehicle will be encroaching on the available room in adjacent bays / spaces.</p>	Lower

87	0 min	<p>Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge.</p> <p>The contravention occurs when a vehicle waits / is parked within a designated disabled person's parking bay / space within a car park without clearly displaying a valid disabled person's badge. A PCN may be issued for this contravention for the following reasons:</p> <ul style="list-style-type: none"> • No valid disabled person's badge is observed in the vehicle • If the disabled person's badge is illegible / obscured. • The disabled person's badge has expired. • If the clock that accompanies a disabled person badge is not displayed along with the badge (where there is a limit on the amount of time that the badge holder may park). 	Higher
89	0 min	<p>Vehicle parked exceeds maximum weight and/or height permitted in the area.</p> <p>The contravention occurs when a vehicle that is either too heavy or too high is seen to be waiting / parked within a car park. The height and weight restrictions for the car park will be clearly displayed on the entry signage to the car park.</p>	Higher
90	0 min	<p>Re-parked within the specified time of leaving a bay or space in a car park.</p> <p>The contravention occurs when a vehicle returns to the same parking bay / space in a car park within the specified time of leaving the parking bay / space. This contravention can only be enforced when signage relating to the parking space clearly states that returning within the specified time is not permitted.</p>	Lower
91	0 min	<p>Parked in an area not designated for that class of vehicle.</p> <p>The contravention occurs when a vehicle is parked in an area of a car park that is not designated for that class of vehicle. An example of this would be where a car is parked in a motorcycle bay, or a motorcycle is parked within a cycle area.</p>	Higher
92	0 min	<p>Parked causing an obstruction.</p> <p>The contravention occurs when a vehicle waits / is parked within a car park in a manner that is causing obstruction to other users of the car park.</p>	Higher
93	0 min	<p>Parked in a car park when closed.</p> <p>The contravention occurs when a vehicle waits / is parked in a car park outside of the car parks normal hours of operation.</p>	Lower

94	5 min	<p>Parked in a pay and display car park without clearly displaying two valid pay and display tickets when required.</p> <p>The contravention occurs when a vehicle waits / is parked in a car park without two valid pay and display tickets being displayed in the vehicle. An example of this may be where a driver has to purchase two pay and display tickets at the same time - one pay and display ticket to park during the day, and a second pay and display ticket to park overnight.</p>	Lower
95	0 min	<p>Parked in a parking place for a purpose other than the designated purpose for the parking place.</p> <p>The contravention occurs when a vehicle waits / is parked in a parking place within a car park for a purpose other than that designated for the parking place. An example of this may be where a parking place within a car park is designated for the purpose of charging electronic vehicles yet a vehicle is parked in the designated space selling goods.</p>	Lower
96	0 min	<p>Parked with engine running where prohibited.</p> <p>The contravention occurs when a vehicle waits / is parked with the engine of the vehicle running within a car park where leaving the engine running is prohibited. Signage adjacent to the parking place will signify the restriction.</p>	Lower
<p>*CV = Commercial Vehicle - 10 min observation. See 'Commercial Vehicle – Definition of'.</p> <p>*PMC = Private Motor Car including estate cars – 5 min observation.</p> <p>An 'instant' PCN may always be issued in circumstances where the CEO concerned has evidence, other than a period of observation, which supports the action of issuing the PCN without observing the vehicle for the minimum periods indicated.</p>			
<p>** Visitors are not permitted time to obtain change away from the immediate area of the P&D machine or car park. CEOs should observe queues at ticket machines and/or pedestrians who may be seeking change or returning to the vehicle in question, before issuing a Penalty Charge Notice.</p>			