



working



Produced by Mandy Ainsworth  
Parking Services Manager  
Worthing Borough Council

**WBC -  
Performance Management Report  
May 2014**

## Contents

Title	Page Number
1. <a href="#">Introduction</a>	2
2. <a href="#">Executive Summary</a>	2
3. <a href="#">Finance Report</a>	4
4. <a href="#">Compliance</a>	7
5. <a href="#">Complaints and Customer Care</a>	7
6. <a href="#">PCN Statistics</a>	8
7. <a href="#">PCN Appeals</a>	9
8. <a href="#">Pay on Exit / Pay and Display</a>	11
9. <a href="#">Season Tickets</a>	12
10. <a href="#">Environment</a>	12
11. <a href="#">Finance Report</a>	12
<a href="#">Appendix One: Contravention Codes</a>	15
<a href="#">Appendix Two: Glossary of Terms</a>	16

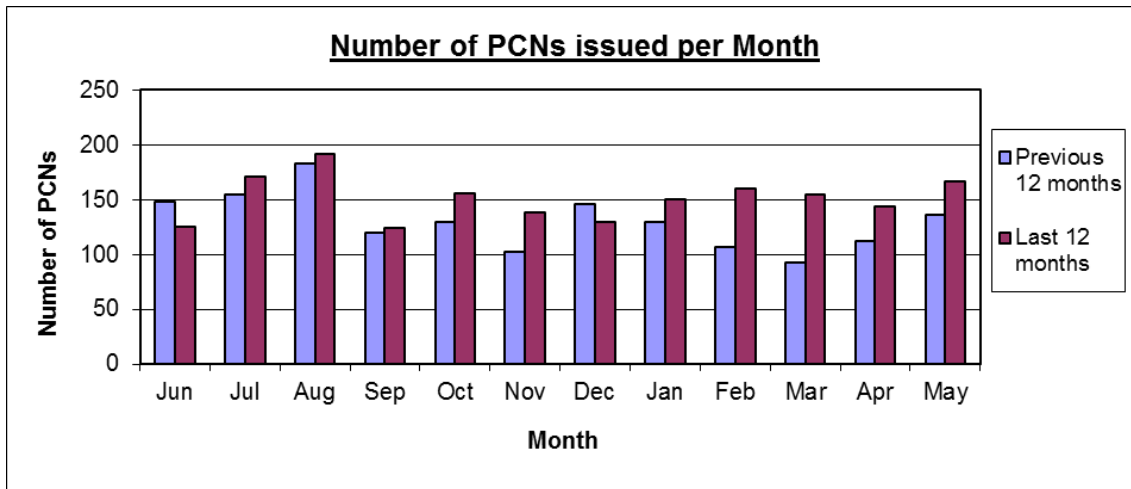
### 1. Introduction

- 1.1 This monitoring report has been produced to inform the relevant personnel from Worthing Borough Council (WBC) and NSL Services Group (NSL) of performances under their management in all Off-Street Parking operations within the Department for Transport's (DfT) approved Civil Parking Area (CPA).
- 1.2 The report is based upon Civil Parking Enforcement (CPE) and performance monitoring data that the Parking Services Manager (PSM), the Car Parks Operations Officer (CPOO), and the Principal Parking Officer (PPO) have collated through May 2014, and the key performance indicators have been agreed between all parties in the formal agreement. This monitoring report is also an audit tool for senior managers to ensure standards are being maintained, or as a means of identifying areas where performances could be improved.

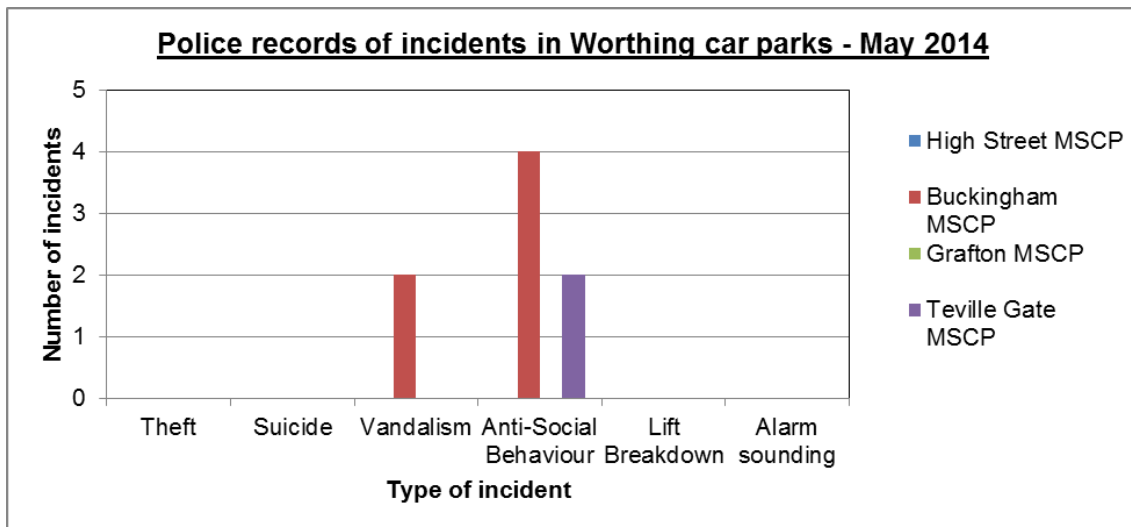
### 2. Executive Summary

- 2.1 As the following graph indicates, the number of PCNs issued under the UW prefix for WBC owned car parks in the Borough in May 2014 was 167;

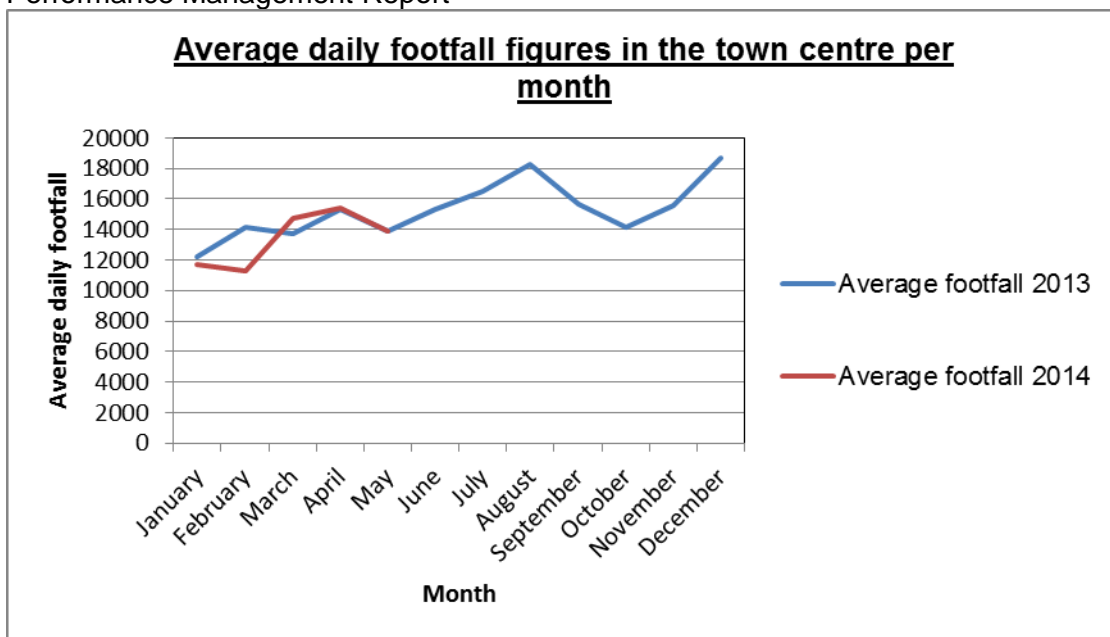
an increase of 23 from the previous month and 31 from the same month in the previous year. The annual monthly average also shows an increase (of 21). Staffing levels continue to be monitored.



2.2 The following graph shows the incidents by type which have occurred in the Worthing car parks during May 2014. As this indicates, most incidents have been caused by youths showing anti-social behaviour.



2.3 The following graph shows the town centre footfall compared to last year. This indicated that the footfall rose from March to May 2014, compared to the same months of the previous year.



### 3. Finance Report

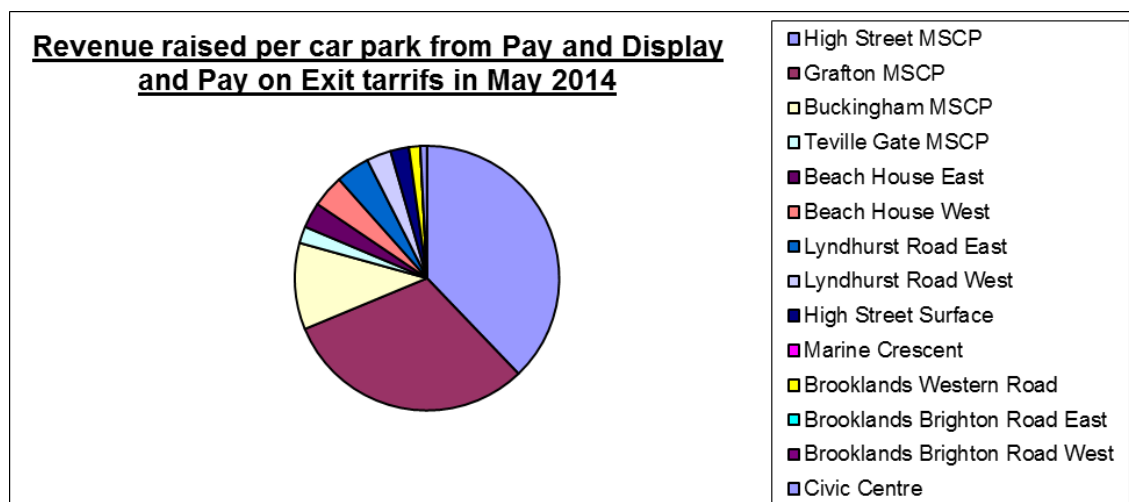
3.1 The table below indicates the income received against costs incurred for the Off-Street account per month.

Month	Income received	Total costs	Surplus recorded
<b>Apr-14</b>	£229,128.07	£369,520.81	- £140,392.74
<b>May-14</b>	£204,477.72	£41,607.34	£162,870.38
<b>TOTAL</b>	£433,605.79	£411,128.15	£22,477.64

The deficit in April 2014 above is due to having to pay the annual rates on all sites (£328,603). These costs will not appear again in this financial year.

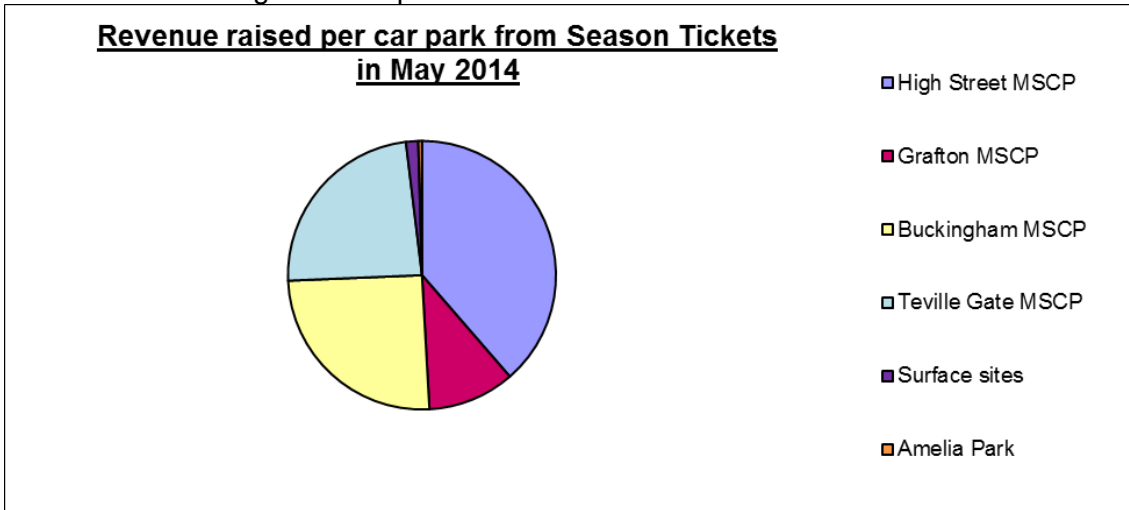
3.2 The following graph and table show a break-down of the income from the sale of pay on exit tariffs / pay and display during May 2014. As this illustrates, most of the revenue came from High Street MSCP and Grafton MSCP this month (38% and 31% respectively).

Car Park	Revenue
High Street MSCP	£61,809
Grafton MSCP	£50,454
Buckingham MSCP	£17,286
Teville Gate MSCP	£3,337
Beach House East	£5,089
Beach House West	£6,455
Lyndhurst Road East	£6,753
Lyndhurst Road West	£4,893
High Street Surface	£3,696
Marine Crescent	£0
Brooklands Western Road	£2,275
Brooklands Brighton Road East	£0
Brooklands Brighton Road West	£0
Civic Centre	£1,306
<b>TOTAL</b>	<b>£163,353.00</b>



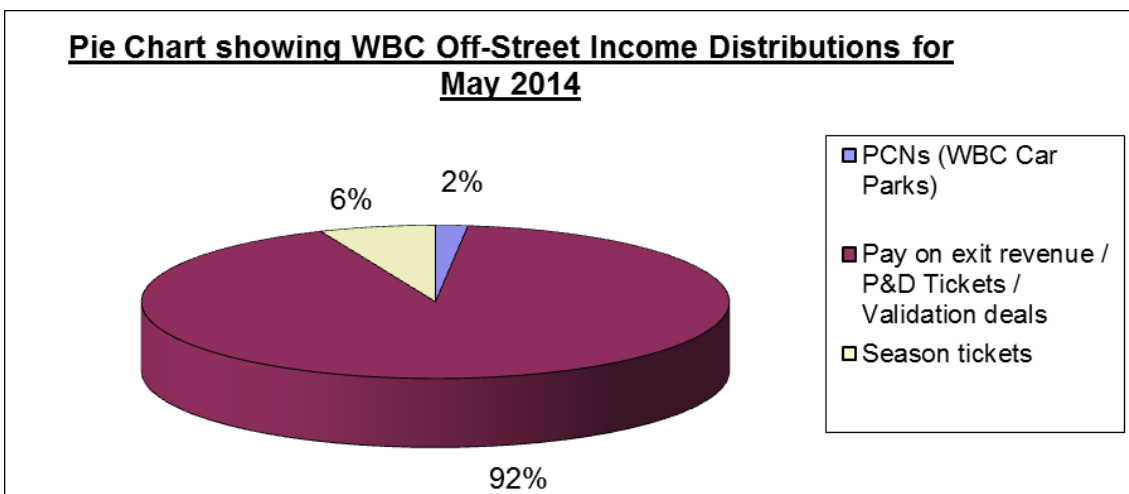
3.3 The following graph and table show a break-down of the income from the sale of season tickets during May 2014. As this illustrates, most of the revenue came from High Street MSCP this month (39%).

Car Park	Revenue
High Street MSCP	£4,939
Grafton MSCP	£1,341
Buckingham MSCP	£3,228
Teville Gate MSCP	£3,035
Surface sites	£191
Amelia Park	£56
<b>TOTAL</b>	<b>£12,790.02</b>

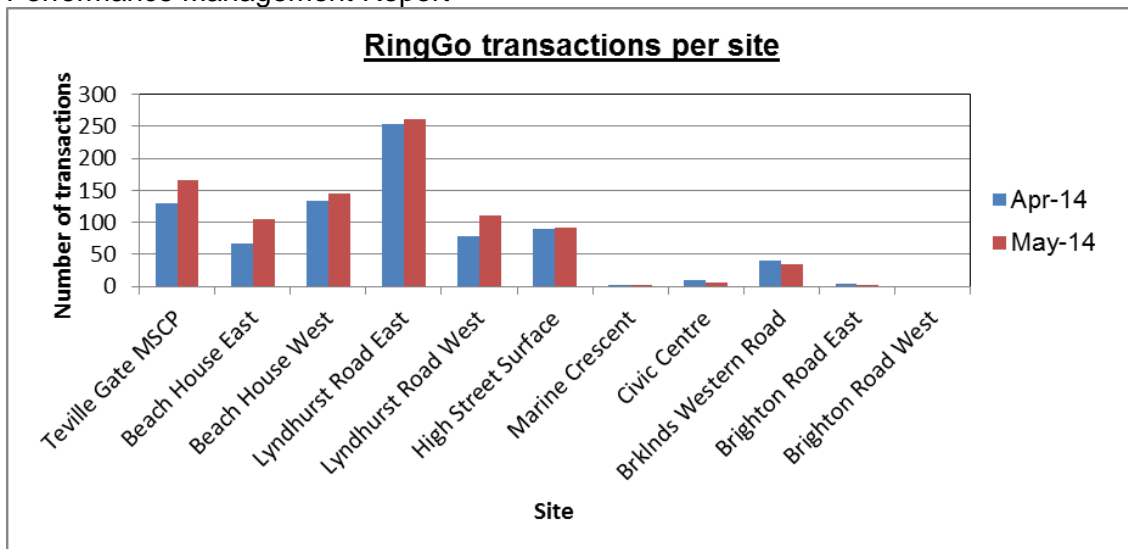


3.4 The following graph and table indicate where the majority of income came from in this month. During May 2014, most of the income came from Pay on Exit revenue and Pay and Display tickets (92%).

Income Source	Income
PCNs (WBC Car Parks)	£3,546.00
Pay on exit revenue / P&D Tickets / Validation deals	£183,964.85
Season tickets	£12,790.02
<b>TOTAL</b>	<b>£200,300.87</b>



3.5 The following graph shows the sales through RingGo (may totalled £4,177) – our pay by phone provider. As this shows, most RingGo users again parked in Lyndhurst Road during May 2014.



#### 4. Compliance

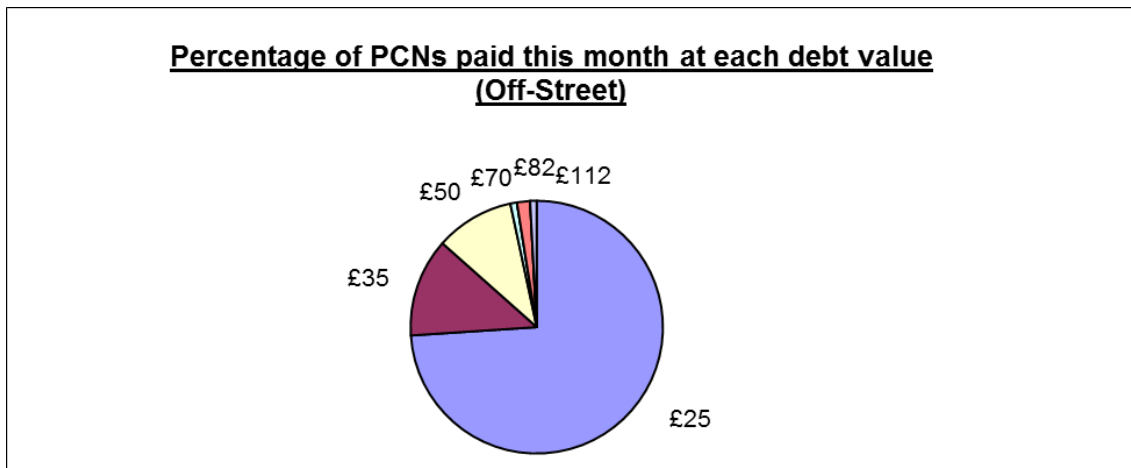
4.1 In May 2014, one full compliance test was carried out by the Parking Services Team (PST) of some of the car parks. The target is 90% compliance and the overall score achieved was 98.4%. This is a very pleasing achievement and indicates that CPE in Worthing is having the desired effect on compliance.

#### 5. Complaints and Customer Care

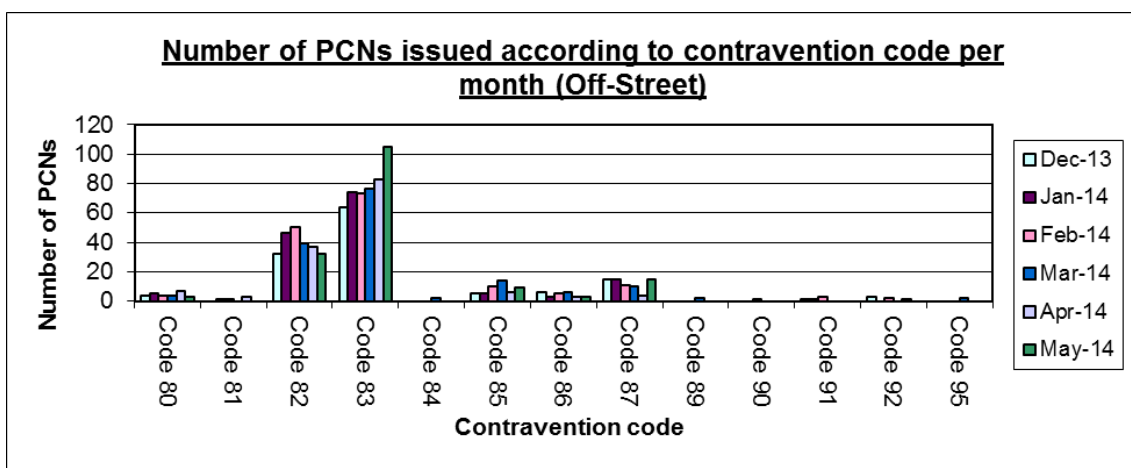
- 5.1 There were 2 new written complaints received this month, regarding season ticket management and disabled parking provision. Of course, there will have been negative comments raised within PCN appeal letters but these are treated as appeals and addressed in this method, and are not seen by either the PSM, CPOO or the PPO, although it is agreed that any matters requiring attention in these letters will be referred to the appropriate Manager.
- 5.2 In fact, only 5 written complaints have been received in the last 6 months. These were responded to within agreed timescales and were quickly resolved.
- 5.3 There were 5 written compliments in May 2014; most of which referred to the reduction in charges at the MSCPs. The PST continues to receive mixed comments from phone calls too, as well as occasional enquiries regarding the cost of parking.

## 6. PCN Statistics

6.1 A total of 167 PCNs were issued in WBC Car Parks during May 2014. Of the PCNs that were paid in the last month, 87% were paid at the reduced rate, 11% paid the full rate, and the remaining 2% paid the increased rate from Charge Certificate onwards. Total income cleared from these PCNs was £3,546 in May 2014. The following pie chart indicates the number of PCNs which have been paid at each price level during this time.

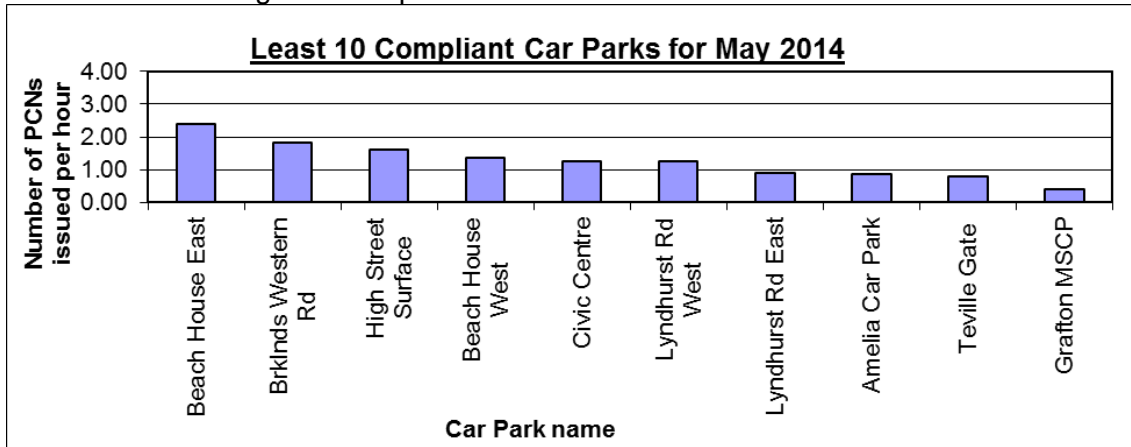


6.2 The graph below indicates the reasons for PCN issue. The majority of drivers continue to receive their PCNs for parking without clearly displaying a valid pay and display ticket or for parking after the expiry of the paid for time. ([Appendix Two](#) illustrates the contravention codes).

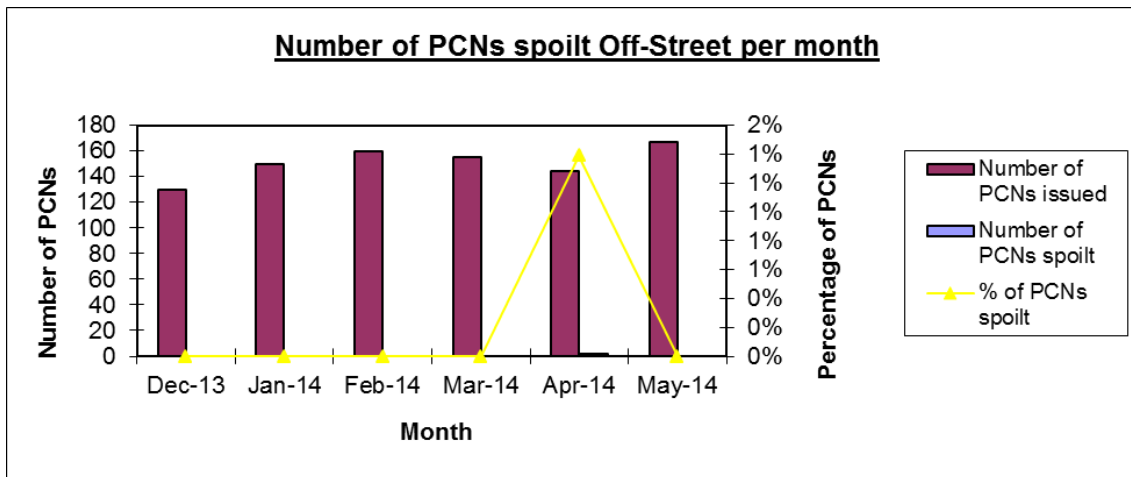


6.3 The graph below shows the 10 car parks across Worthing Borough with the least compliance. As this shows, the car park which saw least compliance was Beach House East at this time.





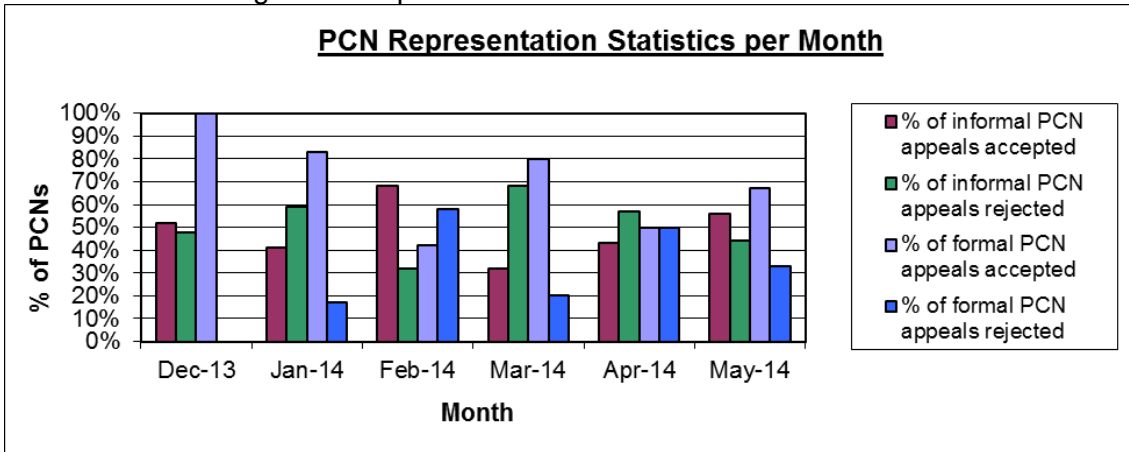
6.4 During May 2014, there were no Off-Street PCNs spoilt. The target level for the quantity of PCNs spoilt in the fourth year is just 0.5%. This KPI has therefore been met.



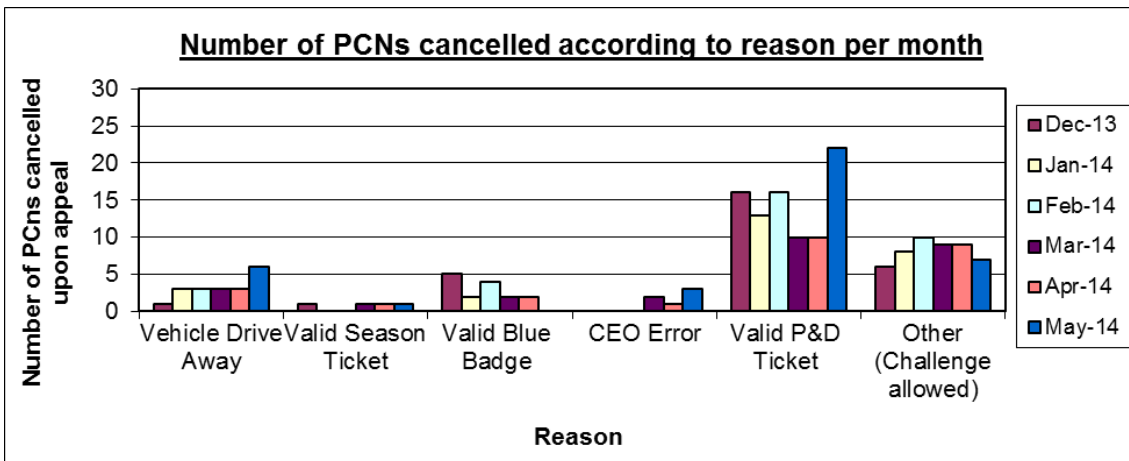
## 7. PCN Appeals

7.1 There were a total of 48 informal (1<sup>st</sup> stage with NSL) challenges against PCNs this month, which is 11 more than the previous month and 16 more than the same month in the previous year. Of these informal challenges received, 56% have currently been accepted and 44% have been rejected.

7.2 WBC received 9 formal (2<sup>nd</sup> stage) representation this month, which is 1 more than the previous month and 8 more than the same month in the previous year. The statistics can be seen in the following graph. Of these formal representations received, 67% have been accepted and 33% were rejected.

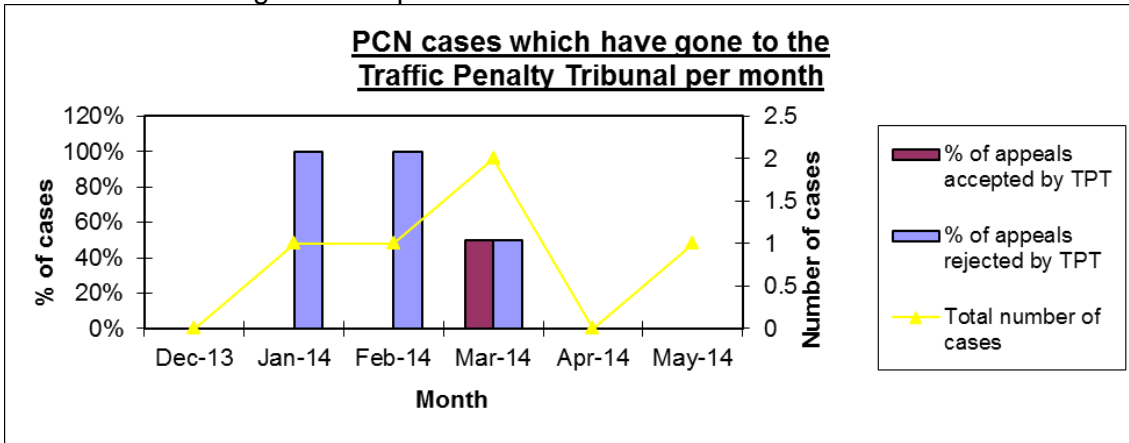


7.3 Three PCNs were cancelled because of CEO error this month, which is shown in the following graph. The target for this is to be less than 0.5% - although this was just three CEO errors, the target has not been met, due to a 1.80% error rate.

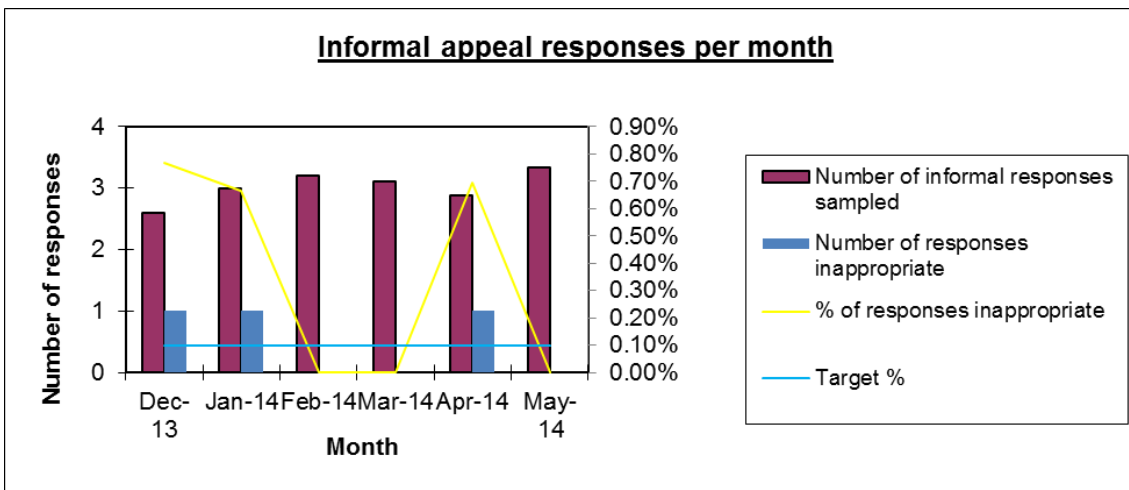


7.4 May 2014 saw 1 new appeal received through the Independent Parking Adjudication Service (known as Traffic Penalty Tribunal). In the last 6 months, 5 cases have gone to the adjudicator – a total of 0.55% of all PCNs issued in the same period.

7.5 The following graph shows the results of TPT cases per month over the last 6 months. As this shows, TPT has rejected 60% of cases in favour of WBC, accepted 20% in favour of the appellant, and all other decisions are still currently awaiting decisions.

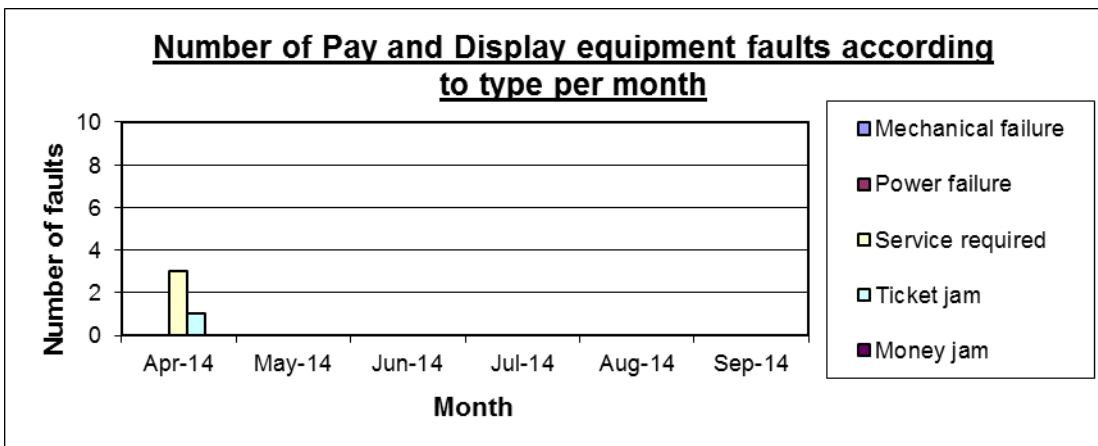
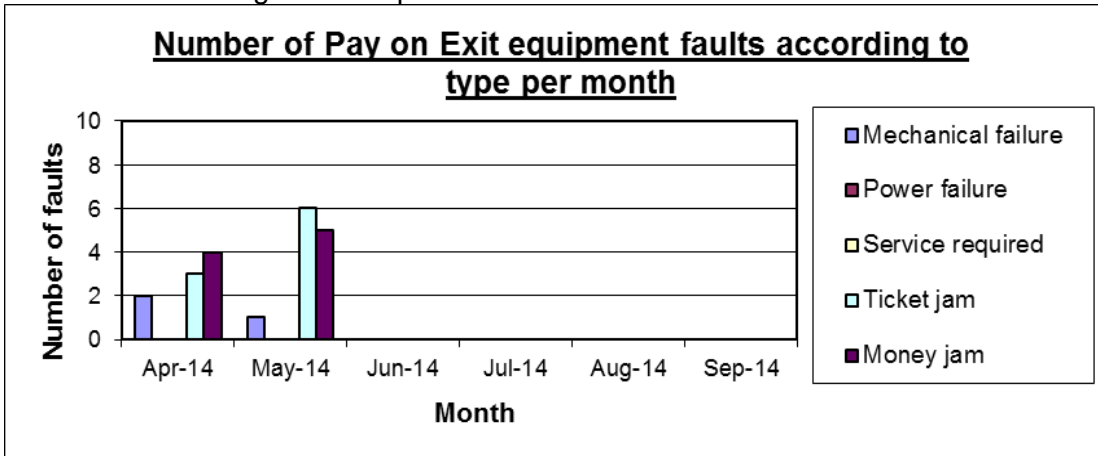


7.6 The PSM monitors first stage appeal responses through an additional KPI. This looks to ensure that the quality of responses to informal challenges is appropriate in terms of content and decision made. Of all PCNs issued, the target is to have to cancel no more than 0.1% of PCNs because of inappropriate responses to challenges which would otherwise have been pursued. This KPI has been met this month, with no inappropriate responses.



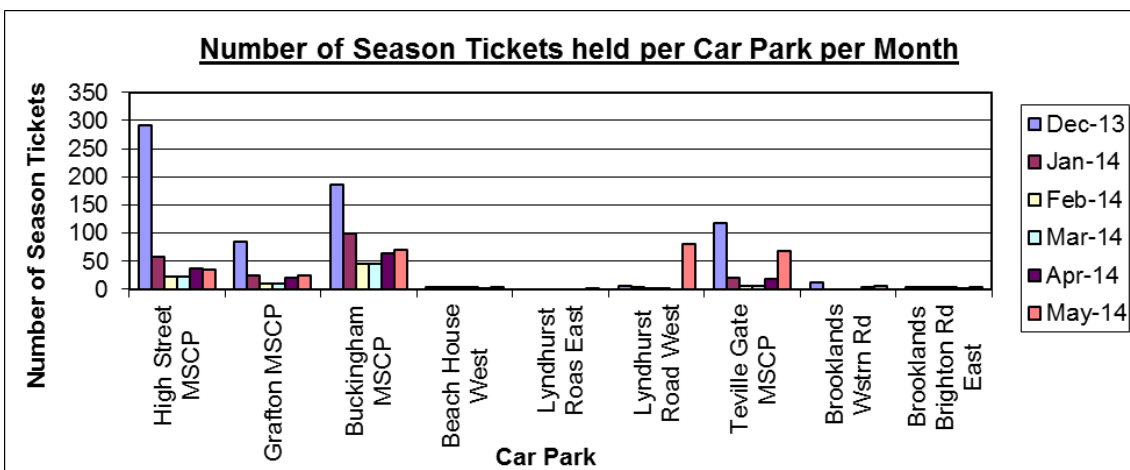
**8. Pay on Exit / Pay and Display**

8.1 The following graphs show that there were 12 suspected faults with the Pay on exit machines, not no faults with the P&D equipment in this month, all of which were fixed the same day. The pay on exit machines are being replaced throughout June / July and the pay and display machines are currently being monitored as they are at the end of their life.



## 9. Season Tickets

9.1 There were 294 season tickets held in WBC Car Parks in May 2014 as follows:



9.2 Income from season tickets this month totalled £12,790 .

## **10. Environment**

- 10.1 There were no new lining errors or signing errors identified across WBC Car Parks in May 2014, although the PSM is scheduled to complete a full site audit in June 2014 with the CPOO.

## **11. Finance Report**

- 11.1 The following pages show a breakdown of income taken per day for Season Tickets, PCNs, plus Pay on Exit / Pay and Display income for May 2014.

**PARKING SHOP REVENUE BREAKDOWN**

DATE	Season tickets			Amelia Scratch Cards			PCN's (UW)			REFUNDS	Totals			Grand Total
	Cash	Cheque	PDQ	Cash	Cheque	PDQ	Cash	Cheque	PDQ		Cash	Cheque	Card	
01/05/2014	£0.00	£0.00	£15.00	£0.00	£0.00	£0.00	£0.00	£0.00	£50.00	£0.00	£0.00	£0.00	£65.00	£65.00
02/05/2014	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£50.00	£0.00	£0.00	£0.00	£0.00	£50.00	£50.00
03/05/2014	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
04/05/2014	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
05/05/2014	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
06/05/2014	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£25.00	£0.00	£0.00	£0.00	£0.00	£25.00	£0.00	£25.00
07/05/2014	£0.00	£0.00	£0.00	£6.00	£0.00	£0.00	£35.00	£0.00	£35.00	£0.00	£41.00	£0.00	£35.00	£76.00
08/05/2014	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
09/05/2014	£0.00	£0.00	£0.00	£6.00	£0.00	£0.00	£25.00	£0.00	£0.00	£0.00	£31.00	£0.00	£0.00	£31.00
10/05/2014	£0.00	£0.00	£0.00	£12.00	£0.00	£0.00	£0.00	£25.00	£70.00	£0.00	£12.00	£25.00	£70.00	£107.00
11/05/2014	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
12/05/2014	£0.00	£0.00	£0.00	£2.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£2.00	£0.00	£0.00	£2.00
13/05/2014	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
14/05/2014	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£70.00	£0.00	£0.00	£0.00	£70.00	£0.00	£0.00	£70.00
15/05/2014	£0.00	£0.00	£0.00	£2.00	£0.00	£0.00	£0.00	£25.00	£0.00	£0.00	£2.00	£25.00	£0.00	£27.00
16/05/2014	£0.00	£0.00	£0.00	£2.00	£0.00	£0.00	£25.00	£0.00	£0.00	£0.00	£27.00	£0.00	£0.00	£27.00
17/05/2014	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£25.00	£0.00	£0.00	£0.00	£25.00	£25.00
18/05/2014	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
19/05/2014	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
20/05/2014	£15.00	£0.00	£0.00	£6.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£21.00	£0.00	£0.00	£21.00
21/05/2014	£15.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£60.00	£0.00	£15.00	£0.00	£60.00	£75.00
22/05/2014	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
23/05/2014	£22.50	£0.00	£0.00	£2.00	£0.00	£0.00	£0.00	£0.00	£25.00	£0.00	£24.50	£0.00	£25.00	£49.50
24/05/2014	£15.00	£0.00	£0.00	£2.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£17.00	£0.00	£0.00	£17.00
25/05/2014	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
26/05/2014	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
27/05/2014	£0.00	£0.00	£0.00	£2.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£2.00	£0.00	£0.00	£2.00
28/05/2014	£0.00	£0.00	£0.00	£6.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£6.00	£0.00	£0.00	£6.00
29/05/2014	£0.00	£0.00	£48.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£48.00	£48.00
30/05/2014	£15.00	£0.00	£15.00	£6.00	£0.00	£0.00	£0.00	£0.00	£25.00	£0.00	£21.00	£0.00	£40.00	£61.00
31/05/2014	£15.00	£0.00	£15.00	£2.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£17.00	£0.00	£15.00	£32.00
<b>TOTALS</b>	<b>£97.50</b>	<b>£0.00</b>	<b>£93.00</b>	<b>£56.00</b>	<b>£0.00</b>	<b>£0.00</b>	<b>£180.00</b>	<b>£100.00</b>	<b>£290.00</b>	<b>£0.00</b>	<b>£333.50</b>	<b>£100.00</b>	<b>£383.00</b>	<b>£816.50</b>

DATE	EXTERNAL PAYMENTS					TOTAL
	Web	Phone	BAILIFF	Bacs	P&D Income	
01/05/2014	£100.00	£50.00	£0.00	£0.00	£12,624.00	£12,774.00
02/05/2014	£25.00	£75.00	£0.00	£0.00	£1,157.35	£1,257.35
03/05/2014	£0.00	£25.00	£0.00	£0.00	£0.00	£25.00
04/05/2014	£0.00	£60.00	£0.00	£0.00	£0.00	£60.00
05/05/2014	£75.00	£0.00	£0.00	£0.00	£0.00	£75.00
06/05/2014	£60.00	£0.00	£0.00	£0.00	£31,829.25	£31,889.25
07/05/2014	£25.00	£25.00	£0.00	£0.00	£0.00	£50.00
08/05/2014	£175.00	£0.00	£0.00	£0.00	£8,981.30	£9,156.30
09/05/2014	£25.00	£75.00	£0.00	£0.00	£3,836.55	£3,936.55
10/05/2014	£110.00	£25.00	£0.00	£0.00	£0.00	£135.00
11/05/2014	£50.00	£25.00	£0.00	£0.00	£0.00	£75.00
12/05/2014	£50.00	£75.00	£0.00	£0.00	£18,584.40	£18,709.40
13/05/2014	£125.00	£35.00	£0.00	£0.00	£0.00	£160.00
14/05/2014	£50.00	£110.00	£0.00	£0.00	£7,573.10	£7,733.10
15/05/2014	£0.00	£0.00	£0.00	£0.00	£11,539.00	£11,539.00
16/05/2014	£0.00	£75.00	£0.00	£0.00	£1,043.40	£1,118.40
17/05/2014	£25.00	£25.00	£0.00	£0.00	£0.00	£50.00
18/05/2014	£100.00	£0.00	£0.00	£0.00	£0.00	£100.00
19/05/2014	£25.00	£100.00	£0.00	£0.00	£26,266.15	£26,391.15
20/05/2014	£100.00	£25.00	£0.00	£0.00	£0.00	£125.00
21/05/2014	£110.00	£0.00	-£82.00	£0.00	£0.00	£28.00
22/05/2014	£50.00	£0.00	£0.00	£0.00	£18,429.95	£18,479.95
23/05/2014	£50.00	£60.00	£0.00	£0.00	£0.00	£110.00
24/05/2014	£50.00	£0.00	£0.00	£0.00	£0.00	£50.00
25/05/2014	£82.00	£0.00	£0.00	£0.00	£0.00	£82.00
26/05/2014	£100.00	£0.00	£0.00	£0.00	£0.00	£100.00
27/05/2014	£95.00	£0.00	£0.00	£0.00	£29,784.30	£29,879.30
28/05/2014	£50.00	£0.00	£164.00	£0.00	£0.00	£214.00
29/05/2014	£172.00	£75.00	£0.00	£0.00	£11,693.35	£11,940.35
30/05/2014	£0.00	£25.00	£0.00	£0.00	£0.00	£25.00
31/05/2014	£25.00	£25.00	£0.00	£0.00	£622.75	£672.75
<b>TOTALS</b>	<b>£1,904.00</b>	<b>£990.00</b>	<b>£82.00</b>	<b>£0.00</b>	<b>£183,964.85</b>	<b>£186,940.85</b>

**Appendix One: Contravention Codes**

**On Street Offence Codes**

Higher / Lower	Offence Code	Offence Name (Long Legal Description)
Higher	01	Parked in a restricted street during prescribed hours
Higher	02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force
Lower	05	Parked after the expiry of paid for time
Lower	06	Parked without clearly displaying a valid pay & display ticket or voucher
Lower	07	Parked with payment made to extend the stay beyond initial time
Lower	11	Parked without payment of the parking charge
Higher	12	Parked in a residents' or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place
Higher	16	Parked in a permit space without displaying a valid permit
Lower	19	Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket
Higher	21	Parked in a suspended bay or space or part of bay or space
Lower	22	Re-parked in the same parking place or zone within one hour* of leaving
Higher	23	Parked in a parking place or area not designated for that class of vehicle
Lower	24	Not parked correctly within the markings of the bay or space
Higher	25	Parked in a loading place during restricted hours without loading
Higher	26	Parked in a special enforcement area more than 50cm from the edge of the carriageway and not within a designated parking place
Higher	27	Parked in a special enforcement area adjacent to a dropped footway
Lower	30	Parked for longer than permitted
Higher	40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner
Higher	42	Parked in a parking place designated for police vehicles
Higher	45	Parked on a taxi rank
Higher	46	Stopped where prohibited (on a red route or clearway)
Higher	47	Stopped on a restricted bus stop or stand
Higher	48	Stopped in a restricted area outside a school when prohibited
Higher	49	Parked wholly or partly on a cycle track or lane

**Off Street Offence Codes**

Higher / Lower	Offence Code	Offence Name (Long Legal Description)
Lower	73	Parked without payment of the parking charge
Higher	74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited
Lower	80	Parked for longer than the maximum period permitted
Higher	81	Parked in a restricted area in a car park
Lower	82	Parked after the expiry of paid for time
Lower	83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock
Lower	84	Parked with additional payment made to extend the stay beyond time first purchased
Higher	85	Parked in a permit bay without clearly displaying a valid permit
Lower	86	Parked beyond the bay markings
Higher	87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner
Higher	89	Vehicle parked exceeds maximum weight or height or length permitted in the area
Lower	90	Re-parked within one hour* of leaving a bay or space in a car park
Higher	91	Parked in a car park or area not designated for that class of vehicle
Higher	92	Parked causing an obstruction
Lower	93	Parked in car park when closed
Lower	95	Parked in a parking place for a purpose other than the designated purpose for the parking place
Lower	96	Parked with engine running where prohibited



**Appendix Two: Glossary of Terms**

<b>WBC</b>	-	Worthing Borough Council
<b>NCP</b>	-	NCP Limited
<b>NSL</b>	-	NSL Services Group
<b>CPE</b>	-	Civil Parking Enforcement
<b>Dft</b>	-	Department for Transport
<b>CPA</b>	-	Civil Parking Area
<b>TPT</b>	-	Traffic Penalty Tribunal
<b>PSM</b>	-	Parking Services Manager
<b>PST</b>	-	Parking Services Team
<b>CPOO</b>	-	Car Parks Operations Officer
<b>PPO</b>	-	Principal Parking Officer
<b>PCN</b>	-	Penalty Charge Notice
<b>P&amp;D</b>	-	Pay and Display
<b>PCN</b>	-	Penalty Charge Notice
<b>KPI</b>	-	Key Performance Indicator
<b>FOI</b>	-	Freedom of Information
<b>HHC</b>	-	Hand Held Computer
<b>VRM</b>	-	Vehicle Registration Mark
<b>RTA</b>	-	The Road Traffic Act 1991 (Part 6) – applies to PCNs issued prior to 31/03/08.
<b>TMA</b>	-	The Traffic Management Act 2004 – applies to PCNs issued from 31/03/08.
<b>MSCP</b>	-	Multi-Storey Car Park