



City of Westminster

City  
for  
All

# Westminster Annual Parking Report

2018/19

# Foreword

As Cabinet Member for Environment and City Management, I am pleased to present Westminster City Council's Annual Parking Review for 2018/19.

Westminster's approach to Parking Services is underpinned by a commitment to fairness: we want to make it as fair, easy, and safe as possible for residents, businesses and visitors to park in our city.

I am pleased to report that parking compliance remains high with an average of 98% throughout the city across all parking zones. We are also ensuring parking charges remain fair and competitive with our commitment to reviewing pay-to-park tariffs annually and permit and kerbside permissions biennially.

Air quality remains the top concern among our residents and we are continuing with a number of initiatives to tackle this issue. Following a successful trial in 2018, the council rolled out a city-wide diesel surcharge, which aims to reduce the numbers of older more polluting diesel vehicles using our roads. Our '#DontBeldle' campaign has gained even more momentum, with the council now focusing on getting support from businesses. So far, Deliveroo, National Express and MyTaxi have pledged their support to stop idling and make our air cleaner.

Westminster City Council now has over 400 electric vehicle charging points, with plans to roll out even more. Electric Vehicle (EV) use is one of the obvious methods by which pollutants can be reduced and thus air quality can be improved. With adequate charging facilities available it is hoped that further take-up of EVs will occur that in turn will result in an improvement in air quality in the city.

As ever, we are keen to hear any suggestions to improve our Parking Services. If you have any suggestions or comments, please e-mail them to [fairparking@westminster.gov.uk](mailto:fairparking@westminster.gov.uk). A summary of submitted comments and suggestions is published every quarter, together with a description of how the council is addressing them.



*Tim Mitchell*

**Cllr Tim Mitchell**

Cabinet Member for Environment  
and City Management

# Introduction

Westminster's Parking Service is the largest in Europe providing over 47,000 parking spaces, catering for all road users and vehicle types. It is responsible for providing, managing and enforcing on-street parking facilities and controls throughout the whole of Westminster that includes 1,990 streets and some 600 miles of kerbside.

This annual report provides information on the activities of the Westminster Parking Service during 2018/19. It details achievements in delivering innovative and sustainable improvements as well as looking ahead to any future developments and opportunities.

The report also includes parking and enforcement statistics, plus financial information with comparative data from previous years.

Westminster City Council's Parking Service aims to be at the forefront of new and relevant parking initiatives. We aim to promote best practice and continual quality improvement across the service and within the parking industry as a whole.



## Fair Parking

Our commitment to our residents, businesses and visitors is to make it fair, easy and safe to park in Westminster.

- We will seek to make it as easy as possible for those who need to park in Westminster to find and pay for their parking space.
- We will continue to be open and transparent about how much income is generated from the Parking Service, where we invest the surplus, and how much on-street Parking Services cost.
- We will seek to limit fraud and take appropriate action against those who use disabled badges or residents parking permits fraudulently.
- We know that around 98% of people who park in Westminster comply with the parking rules. Our Marshals are there to help and not just ensure that people park legally. They will advise on where to park and how to pay.
- Through our White Badge Scheme, we remain committed to helping residents or workers who have a disability to park without charge or time limit in on-street parking bays.
- We know that the city, particularly the West End, is a uniquely busy place and, with our partners, we shall continue to seek ways to manage parking in a way that keeps the city moving.
- Our Marshals will continue to monitor vehicles parked on Westminster streets and will report any suspicious behaviour, vandalism or theft to the local police.



# Compliance

Over the last few years, the introduction of simpler ways for motorists to pay-to-park has resulted in a higher level of compliance throughout the city. On average, around 2% of drivers do not comply with the rules, which demonstrates a better understanding of restrictions on street.

The average overall compliance throughout Westminster stands at 98.06%; which represents a 0.5% decrease from the previous year (98.56%). Compliance is at its lowest during the daytime, with the majority of contraventions occurring within parking bays. There are some daytime variations by zone: compliance within zones A, D, E and G is below average. This is to be expected, as the majority of these zones (E, F and G) are central, where demand for parking is extremely high.

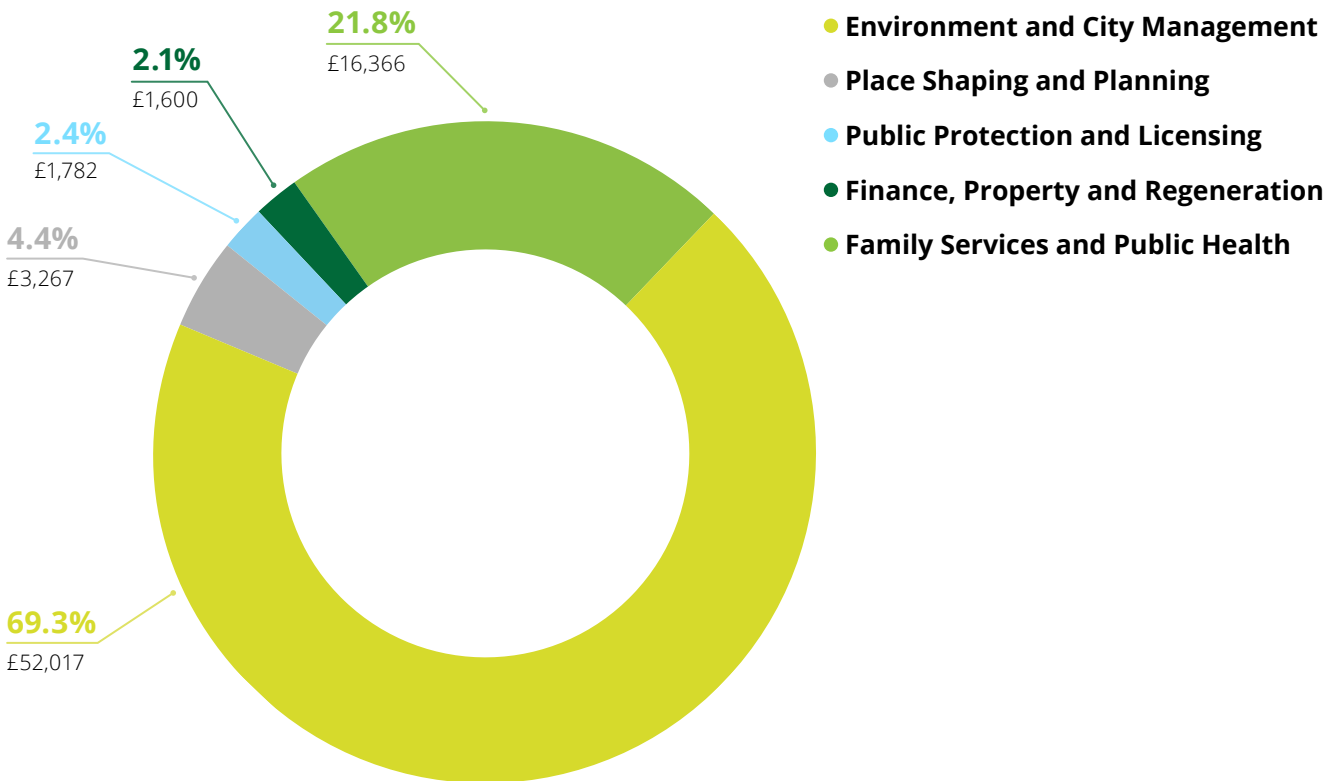
Zone	Daytime	Evening	Overnight	Sunday	Average
A <a href="#">Knightsbridge, Belgravia, Pimlico</a>	94.30%	99.78%	100%	99.55%	98.41%
B <a href="#">Bayswater and Maida Vale (S)</a>	97.40%	99.35%	100%	99.11%	98.97%
C <a href="#">Harrow Road, Queens Park, St John's Wood, Maida Vale (N)</a>	99.60%	99.21%	100%	99.14%	99.49%
D <a href="#">Victoria, Westminster, Millbank</a>	90.08%	96.37%	100%	99.68%	96.53%
E <a href="#">Mayfair and St. James</a>	93.76%	97.19%	100%	98.28%	97.33%
F <a href="#">Hyde Park, Marylebone, Fitzrovia</a>	97.68%	98.15%	100%	99.35%	98.80%
G <a href="#">Soho, West End, Covent Garden</a>	93.25%	98.24%	100%	96.07%	96.89%
<b>Average</b>	<b>95.15%</b>	<b>98.33%</b>	<b>100%</b>	<b>98.75%</b>	<b>98.06%</b>

# How we reinvest the income

The council is bound by legislation to re-invest any surplus made from Parking Services in prescribed transport related activities only through the Parking Places Reserve Account (PPRA).

The overall net surplus income (the amount generated as an indirect result of the council's policies to keep Westminster moving) has been reinvested in ways as illustrated below.

## What the PPRA Contributed to in 2018/19 (£,000)



In 2018/19 the majority of contributions from the PPRA were shared between the portfolios of Environment & City Management and Family Services & Public Health. Detailed below is a high-level table giving examples of actual expenditure.

PPRA Spend by Cabinet Portfolio	2018/19 Actual £'000	Example of Expenditure
● Environment and City Management	52,017	Bridges and Structures / Street Environment
● Place Shaping and Planning	3,267	Highways Planning / Transport Strategy
● Public Protection and Licensing	1,782	Street Management
● Finance, Property and Regeneration	1,600	Off Street Parking Expenditure
● Family Services and Public Health	16,366	Concessionary Fares / Home to School Transport

# Parking Initiatives 2018/19

## Diesel Surcharge Expansion

Westminster is committed to becoming a greener city with the Parking Service playing a key role in tackling air pollution through the implementation of policies and initiatives that support the improvement of air quality.

Following the successful trial of our pay-to-park diesel surcharge scheme in the Marylebone Low Emission Neighbourhood (MLEN), a consultation exercise was carried out from July to September 2018 to garner opinion about how the scheme could be best rolled out to the rest of the city. Based in part on the feedback received, the scheme has been expanded city-wide from August 2019.

The scheme applies a 50% surcharge to pre-2015 diesel vehicles when paying to park. The purpose of the surcharge, which is added automatically onto the standard hourly parking charge at the point of purchase, is to discourage the use of the heaviest polluting vehicles. The trial proved very successful in the aim, reducing the amount of older diesel vehicles paying to park in the MLEN by 16%, without obvious displacement to other nearby parking zones.

Westminster residents have continually indicated that air quality is one of their main concerns and the surcharge is one way in which the council aims to meet its commitment to improving the air we breathe and to improve health and well-being.

Following city-wide roll-out, a portion of the additional revenue generated from the scheme goes to the schools' clean air fund which aims to reduce the number of vehicles travelling on the roads around schools at the beginning and end of the school day.

## Enforcement of Westminster Housing Estates

We are undergoing a programme of installing Traffic Management Orders (TMOs) on the council's housing estates to enable effective parking enforcement in a bid to control unauthorised and non-compliant parking for the benefit of estate residents.

Rules and regulations on the estates differ from standard 'on-street' areas and previously, parking on the estates was controlled by a private contractor through the issue of non-statutory 'parking notices'. However, this arrangement was unsustainable so in 2018 both Housing Services and City Management jointly decided to proceed with the implementation of TMOs to control parking on council owned housing estate land.

Formal consultation for the proposals commenced in early 2019, and a phased implementation programme is occurring across all estates over the course of 2019/20.

The revenue generated from the issue of PCNs on Housing Estates will be available to be invested in parking/highways activities through the PPRA.

## Online Suspensions Booking Facility (OLS)

The rise in the number of parking suspensions experienced in the last few years has led the development of a new online system for suspension bookings (OLS). A joint initiative between the Westminster City Council and London Borough of Camden, OLS has been developed in order to provide a bespoke, self-service online facility, for customers to easily book and pay for parking bay suspensions themselves.

The initial 'beta' version was made available to the suspensions team for the processing of bookings within the back office only in June 2018 with full online rollout commencing in May 2019.

Customers are now be able to book and pay for their own suspensions without any direct interaction with the Parking Service back office. Users can see in real time if the bays/dates they require are available and then complete the booking themselves, without filling out an application form and waiting for it to be processed. OLS also gives customers the ability to view, amend or cancel any suspension associated with their own account, again without any time consuming intervention being required from the back office. Allowing users to have this level of control over managing their own suspensions reduces the level of back office resources that are required to administer suspension applications. The majority of self-serve customers are also required to pay for their suspensions at the time of booking, leading to a reduction in the level of outstanding suspension debt.

In addition to the self-serve functionality, OLS is used to complete all suspension bookings that are still processed by the back office team and internal customers. OLS provides the Westminster Parking Service with easier access to real time data: in particular map based reports can be utilised to monitor suspension activity throughout the borough and identify any areas where there may be parking stress or a need to intervene and either revoke/limit suspensions or provide alternative resident parking.



## Westminster Car Club

The Westminster Car Club was launched in 2009 to provide alternative modes of transport in response to the growing pressure on resident parking and to help tackle congestion and poor air quality. It offers 'pay as you go cars' to those who only use their car occasionally or don't want the expense of owning and running their own vehicle. In 2016 a quarter of the fleet was converted to electric power, presenting the car club as an even greener alternative, and the vehicles have been met with enthusiasm by members, with utilisation levels in well in excess of key performance targets.

The contract for round trip car sharing, where cars are picked up from a dedicated bay and returned at the end of the hire, was re-let and awarded to Zipcar in July 2018 for two years. At the same time, two year contracts were also awarded to Drive Now and Zipcar, for the provision of flexible car sharing services in Westminster. Flexible car sharing allows the driver to start their hire from one location and end it at another, including in different participating boroughs, removing the need for a dedicated car club parking space. This is the first time the flexible model has operated in the city and there were concerns that the flexible model would be difficult to manage and result in vehicle clustering in popular areas of the city, notably the West End. However, this hasn't proved to be the case, with vehicles remaining relatively evenly spread throughout the city and car volumes maintaining a consistent level despite entering and leaving Westminster. Therefore, flexible car sharing has allowed us to double the size of the fleet in the city without having to make significant, and costly, provision for it by adjusting parking allocation. In addition, the flexible car club also provides an approximate 25-30% fully electric vehicle (EV) representation and we have seen significant increases in membership since the new model started last year, with a 30% increase to over 16,000 members in Westminster.

## Expansion of On-Street Electric Vehicle (EV) Charging

Across Westminster, there are now in excess of 400 on-street EV charge points (incorporating lamp column points, fast charge points and rapid chargers for taxis), from five different competing suppliers. In addition to this there is provision to charge 44 Westminster Car Club EVs in their own dedicated bays. As of April 2019, there were 1,997 registered EVs in the city and that number will grow dramatically over the next few years according to TfL estimates. The Westminster Air Quality Action Plan supports the further uptake of EVs in the city as a means of reducing airborne pollutants in an area and this was echoed in the council's most recent Air Quality Manifesto (March 2018). An increased take-up of EVs will in turn result in an improvement in air quality in the city.

In 2019, six rapid chargers were installed in taxi rest ranks to support the move towards a zero emission capable black cab fleet. The roll-out programme is continuing, and more rapid chargers will be introduced in 2020, including up to six available for the wider public, which is scheduled to increase the total to just under 20. There will also be a further expansion in the number of residential lamp column charge points. The priority remains to increase both the numbers and range of charging types to accommodate demand and provide assurance in charging availability that vehicle owners expect. The charge point request form for residents which is available on the council's website provides data which helps the council provide charging points according to areas of highest demand.



## Vehicle Relocations Service

The Westminster vehicle relocations service provides a dedicated relocation vehicle between 08.30am – 2pm on Monday to Saturday. This can be used to relocate vehicles parked in contravention or in such a way that it is preventing access to the kerbside.

In 2018/19, 1,233 vehicles were relocated within Westminster by our relocation service.

The vehicle relocation service also supports other Westminster City Council departments with their on-street activities such as the City Promotions, Events and Filming, and Highways and Horticulture teams, relocating 361 vehicles on their behalf in 2018/19.

## Parking Fraud

The Corporate Anti-Fraud Service (CAFS) is responsible for looking into all types of internal or general fraud perpetrated against the council, including parking-related fraud.

CAFS continue to investigate the misuse of disabled parking badges, and for the period 1 April 2018 to 31 March 2019 have successfully prosecuted 96 offenders. A number of cases are currently lodged with the council's solicitors awaiting court dates. From the successful prosecutions secured to date, fines totalling £20,551 were imposed, and defendants ordered to pay the council a total of £32,196 in costs and victim surcharges.

42 investigations into the misuse of resident parking permits were completed which led to the cancellation of 23 permits. Positive outcomes include action taken against fraudulently obtained permits, height restricted vans and permits issued to commercial addresses.

The Westminster City Council remains committed to eliminating fraud to ensure that those with genuine needs are not disadvantaged.

## Cycle Parking

As part of Westminster's Cycling Strategy, adopted in 2014, the council aims to install as many cycle parking stands per year as possible. The level of the current pavement provision is at a point where it is becoming difficult to find additional suitable locations where demand is highest.

The council continues to look at various methods of increasing provision, including space allocation in public realm projects and safe residential storage. There are currently 30 secure cycle parking facilities, such as bike hangars and cages, on housing estates within Westminster and additional 17 sites have been identified for potential installation in the 2019/20 Financial Year.

14 of the 15 cycle hangars as part of the 2018/19 expansion were to be installed across the city in summer 2019. Of the hangars installed 98% occupancy of the hangars has been observed and at least a further 15 will be installed in during 2019/20. We will also look to install 150 cycle stands and at least 50 cycle hoops in 2019/20. Cycle stands and hoops are installed as part of all Public Realm projects where possible.





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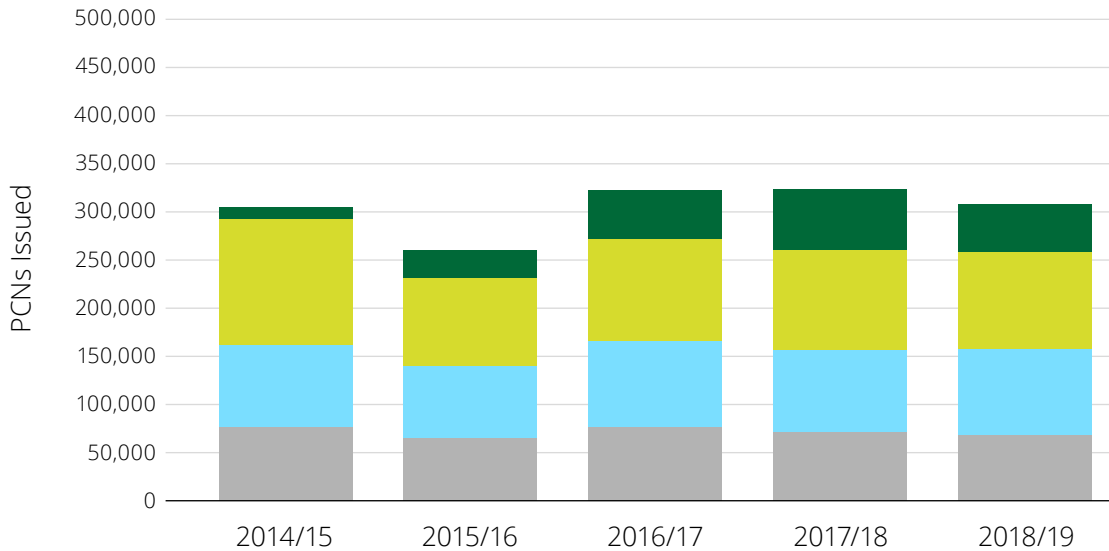
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## Penalty Charge Notices (PCNs)

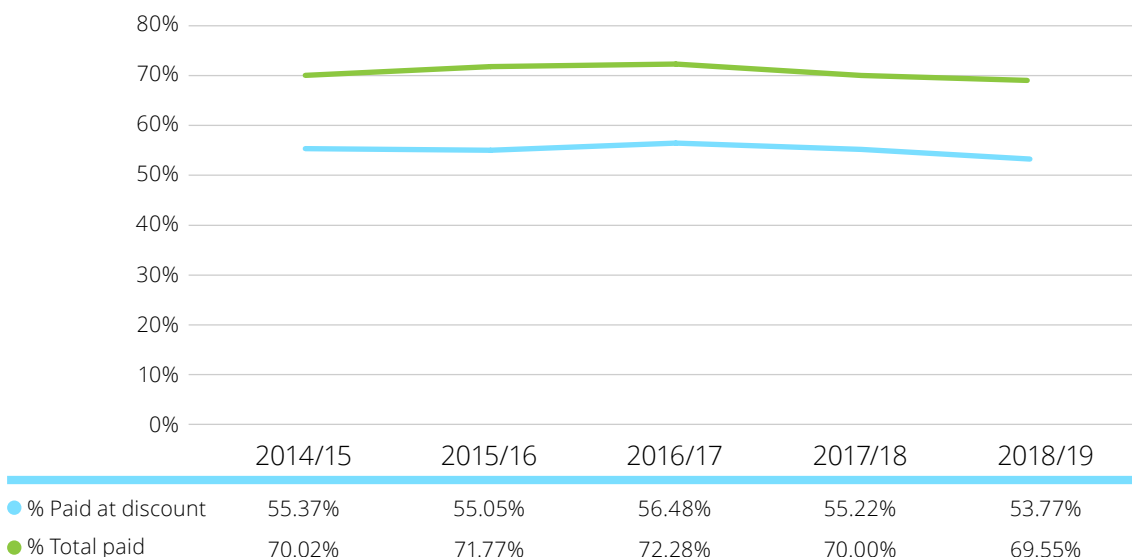
PCNs issued on-street by Marshals within Westminster are set at either £80 or £130 depending on the severity of the alleged contravention. All Moving Traffic Contravention (MTC) PCNs issued via traffic enforcement cameras are £130.

### PCNs Issued by Contravention



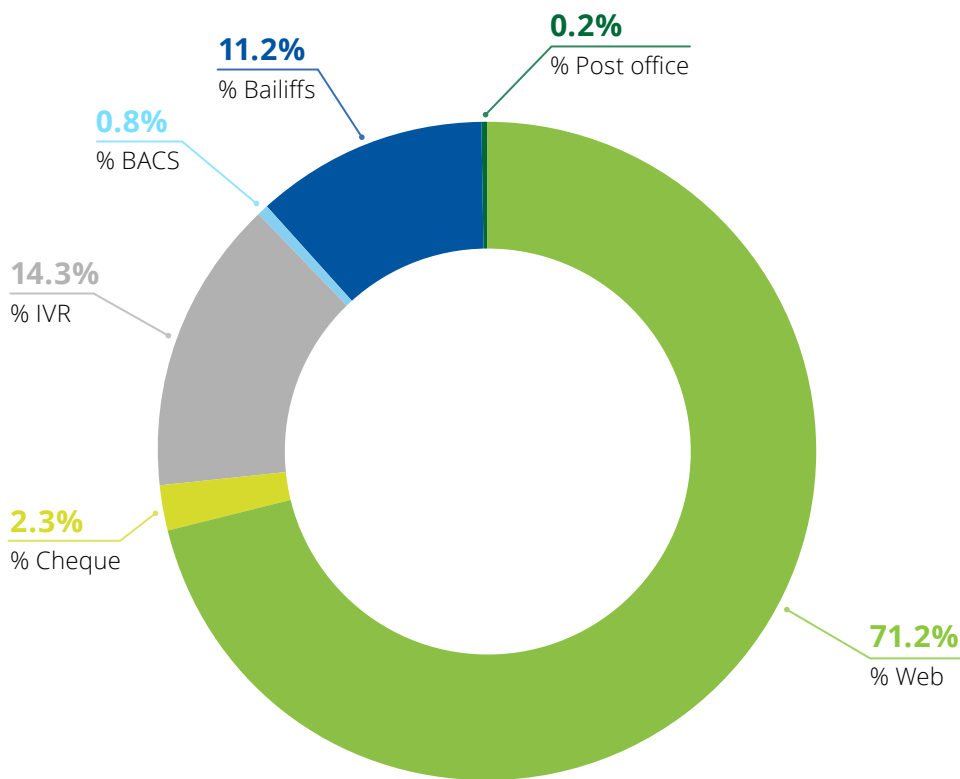
	2014/15	2015/16	2016/17	2017/18	2018/19
● <b>Moving Traffic</b>	12,151	29,161	50,921	63,482	49,727
● <b>Yellow Lines</b>	130,954	91,816	105,322	103,966	100,983
● <b>Resident Bay</b>	85,325	74,467	90,167	85,289	91,942
● <b>Paid for Parking</b>	76,145	64,919	76,044	70,950	66,055

Improvements in the quality of service delivered, changes in policy and increased compliance have all contributed to a decline in PCN issue in recent years. Overall 2018/19 ticket issue was down 4.6% on previous year levels. Ticket issue has fallen in the majority of contravention areas, most noticeably Moving Traffic which saw a reduction for the first time in a number of years. This was attributed to the fact that the bulk of Westminster's camera estate has been in situ for some time and the standard trajectory for PCNs issued by cameras sees levels tail off as the camera's presence encourages compliance. Westminster continues to promote the current Marshalling concept and its on-going aim to make parking fairer and easier for motorists.



## PCN Payments

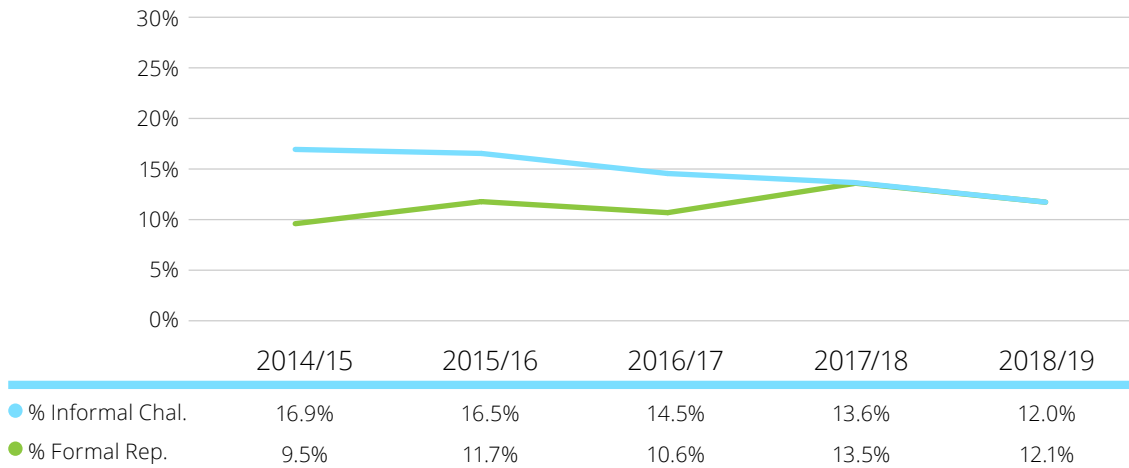
To encourage prompt payment all PCNs are offered at a 50% discounted rate for the first 14 days of issue, after which they will need to be paid at the full charge. Figures for 2018/19 show that 54% of motorists still opt to pay within the discounted period which is has seen a small decrease on the previous year.



The quickest and most convenient way of paying for a PCN is by debit/credit card via the online parking portal on the Westminster website. This is evident by it accounting for 71.2% of all payments received. Telephone IVR accounts for the other largest method with 14.3%. Although still an accepted payment channel, there are currently very few payments now made by cheque and through post offices, as customers prefer to use more instantaneous and convenient ways to pay.

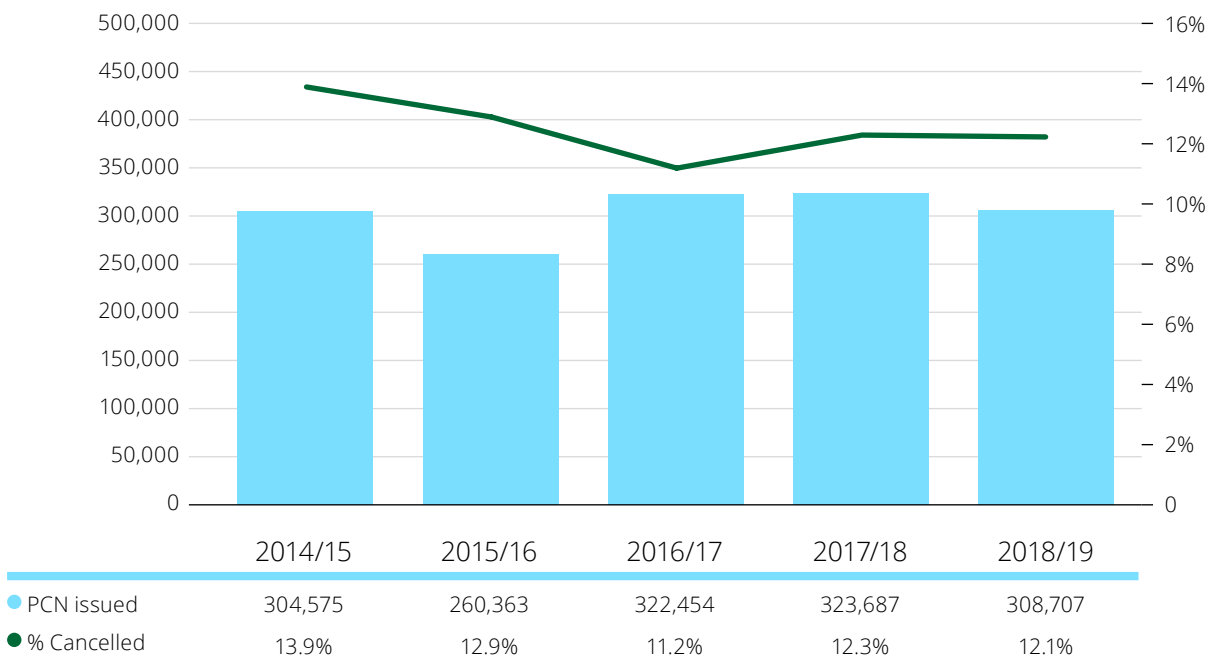
The average overall recovery rate for 2018/19 was 71.2%, which is a drop on the previous year, while the average value per PCN has risen to £78 mainly due to traffic camera enforcement, which are only issued at the £130 higher level. Although PCN revenue has fallen, Westminster continues to make improvements in the quality of tickets issued and in the collection of outstanding debt.

## PCN Challenges



If a PCN issued on-street by a Marshal is contested, an 'informal' representation can be submitted prior to the issue of a formal Notice to Owner, which can be issued no sooner than 28 days after PCN issue. The percentage of PCNs subjected to informal challenges has continued to fall since 2010/11, reducing to 12% by 2018/19. The reduction in traffic camera enforcement PCNs, which can only be challenged at formal representation stage, contributed to the decline in formal representations during 2018/19.

## PCN Cancelled vs Issued

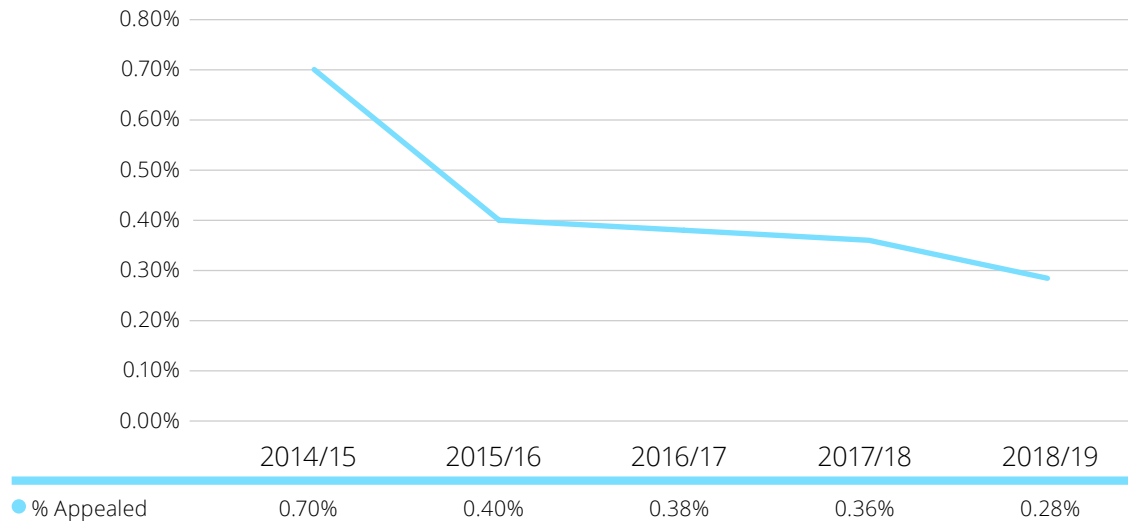


The percentage of PCNs cancelled against total issued slightly decreased on the previous year to 12.1%. Reviewing and communicating the council's approach to handling cases of mitigation where the motorist has made a genuine mistake plus continual improvement in the quality of tickets issued have both led to a reduction in PCN cancellations. The back office team also continues to take positive steps in providing officer feedback to drive the number of cancellations down.

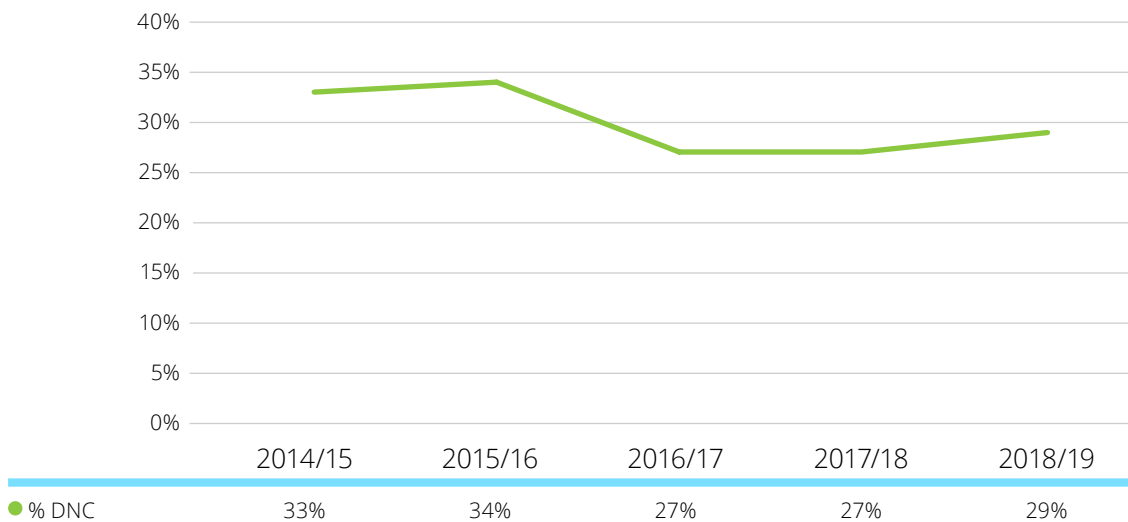
## Appeals

The volume of appeals heard at London Tribunals (formally known as the Parking and Traffic Appeals Service) saw a significant 24% decrease in 2018/19 over the previous year (864 in 2018/19 from 1,138 in 2017/18). The number of appeals as a percentage of PCNs issued also has continued to fall year on year to 0.28% in 2018/19. This is due, in part, to consideration of genuine mistakes and Westminster's continued vigilance in addressing potential issues on-street.

### PCN Appeals

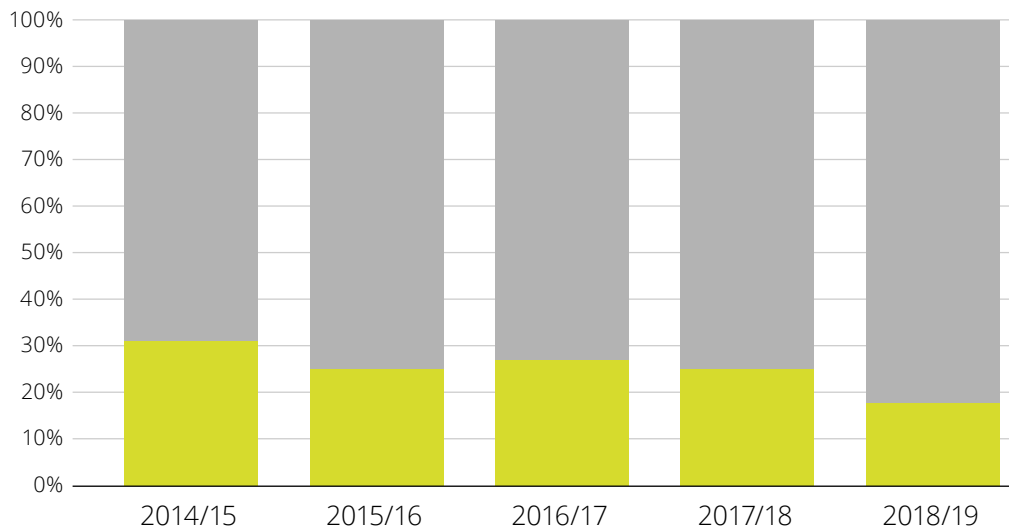


### Appeals (% Do Not Contest)



The volume of cases not contested (DNCs) by the council increased to 29% in 2018/19. The Parking Back Office robustly applies general consideration principles throughout the PCN lifecycle, resulting in more PCNs being cancelled upon evidence from the motorist prior to going to appeal stage.

## Appeal Outcome



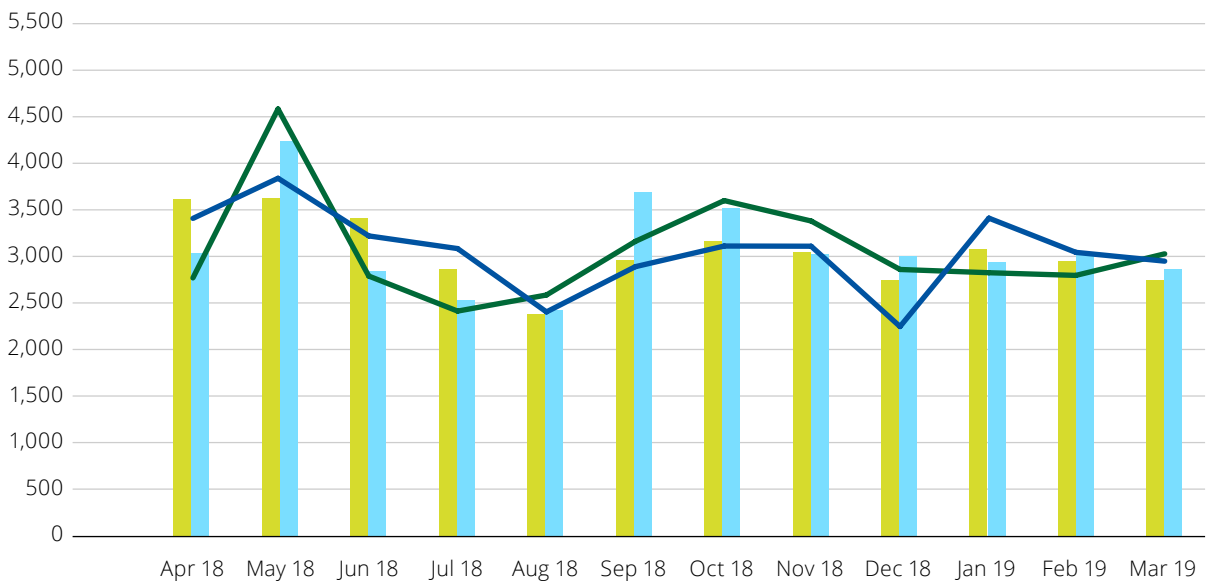
	2014/15	2015/16	2016/17	2017/18	2018/19
● % Refused	69%	75%	73%	75%	82%
● % Allowed	31%	25%	27%	25%	18%

The percentage of cases where adjudicators found in favour of the council (Refused) saw another increase in 2018/19 to 82%, which is a clear indication of Westminster’s commitment to providing quality, robust evidence presented at appeal stage.

## Service Performance

Throughout 2018/19, we strived to meet our aims of responding promptly to all correspondence whilst ensuring we provide a quality service. The following graphs show performance against our key indicators.

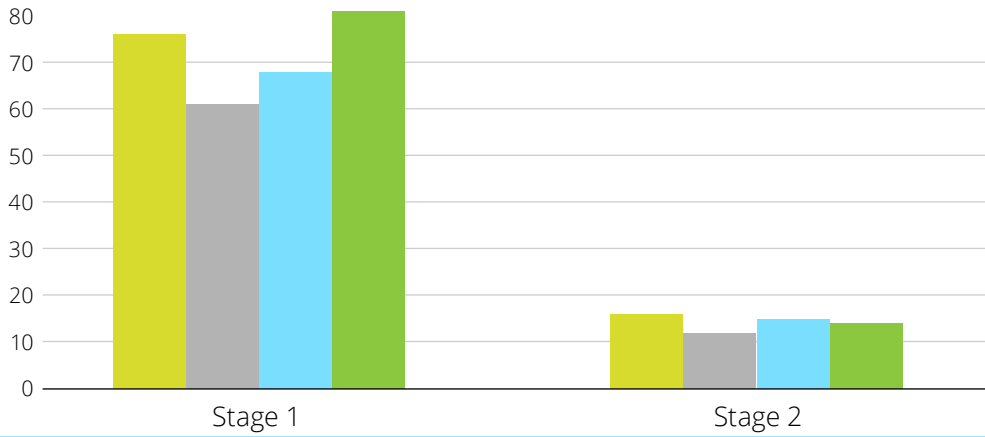
## Correspondence Received/Completed 2018/19



● Informal Reps Received	3,651	3,675	3,468	2,878	2,399	2,987	3,272	3,057	2,721	3,108	2,967	2,788
● Formal Reps Received	3,028	4,391	2,808	2,534	2,450	3,711	3,555	3,050	3,009	2,936	3,038	2,800
● Informal Reps Cleared	3,475	3,746	3,332	3,140	2,445	2,822	3,162	3,157	2,342	3,446	3,009	2,977
● Formal Reps Cleared	2,781	4,590	2,757	2,403	2,670	3,249	3,647	3,432	2,849	2,829	2,822	3,032

The graph above displays the number of cases where we have responded to both informal and formal PCN challenges against those received. Where possible they were completed within five days for informal representations and 8 days for formal as stipulated by our key performance indicators.

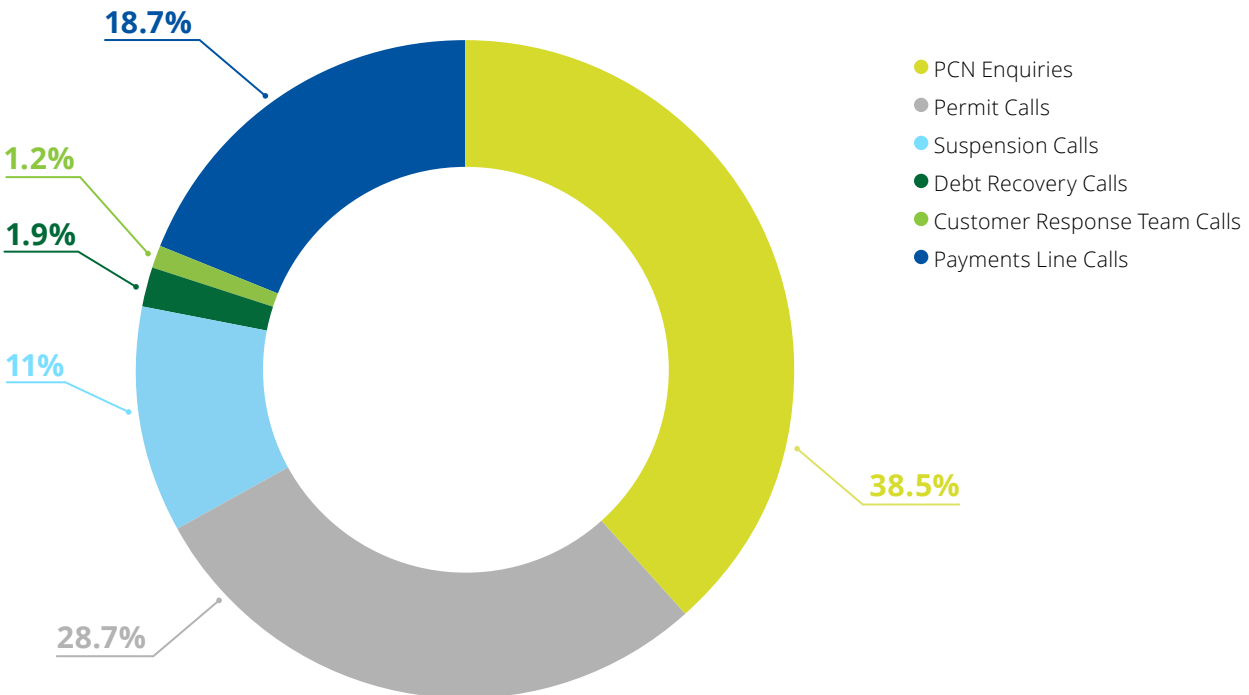
## Complaints at Stage



● 2015/16	76	16
● 2016/17	61	12
● 2017/18	68	15
● 2018/19	81	14

Westminster operates a Stage 2 complaints procedure whereby a Stage 1 complaint will initially come through directly to the service and be handled by our Customer Relations Team. If a resolution cannot be made it then will progress to Stage 2 and be handled by Westminster’s Corporate Complaints Team. In 2018/19 there were 81 Stage 1 complaints answered, an increase of 19% over the previous year. However, the application of Westminster’s parking consideration guidelines continues to underpin our approach to the handling of complaints. These include use of common sense decisions, identifying genuine mistakes, applying mitigation, discretion and proportionality. Of the 81 Stage 1 complaints 16 (20%) were upheld. Of the 14 complaints that went to Stage 2, only one was upheld.

## Telephony Volumes 2018/19

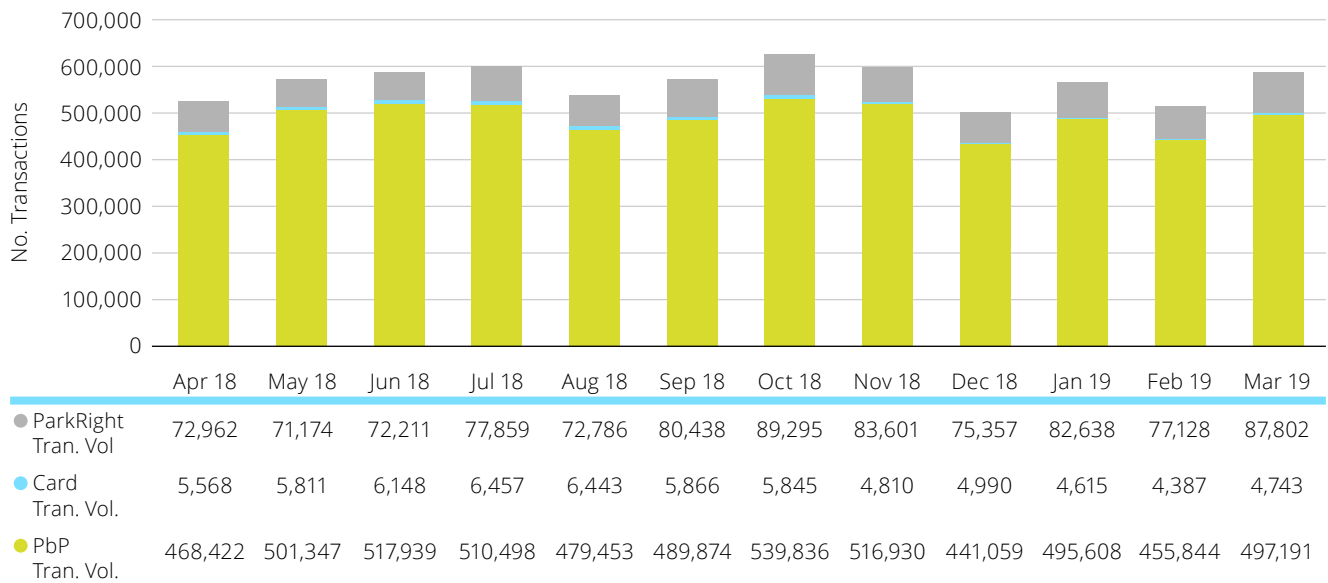


38.5% of calls received by our Customer Contact Centre are PCN related, commonly customers enquiring about payment. The other main area relates to online permit enquiries.



## Paid for Parking

### Paid for Parking Transaction Volumes 2018/19



Demand for paid for parking continues to fall and this trend looks set to continue throughout 2019/20 as additional air quality measures, such as the diesel surcharge expansion and the Ultra Low Emission Zone (ULEZ), are introduced to discourage unnecessary car journeys throughout Westminster. There has been a 5% reduction in the number of transactions compared to 2017/18 and this is prevalent across all parking zones. The number of monthly Pay by Phone (PbP) transactions did remain constant throughout the year and although these still account for 85% of all Paid for Parking, it is still a significant fall on the previous year. There is also a payment facility available within the ParkRight app, introduced in April 2017, which now accounts for 14% of all transactions, an increase on the 2017/18 percentage. Only a small number of contactless Pay and Display Terminals were still available on-street (and these have all since been decommissioned), resulting in a further reduction in debit/credit card payments as customers prefer to use more convenient payment methods such as mobile apps and telephone.

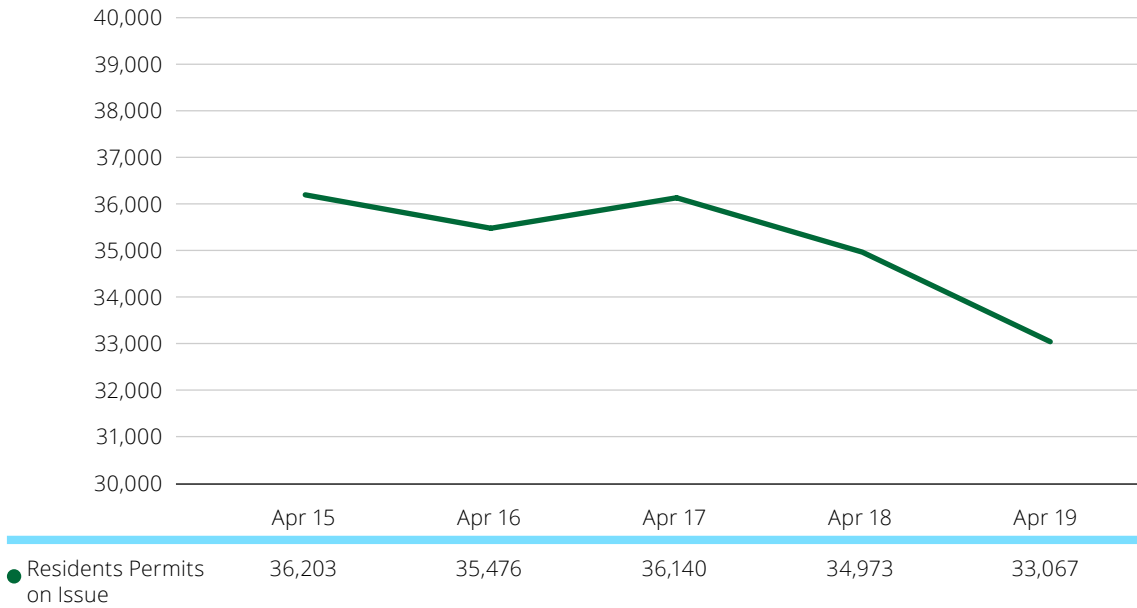
### Residents Parking Permits

Resident permit charges are differentiated by engine size (< and >1200cc) and vehicle type (motorcycle and 'eco' vehicle). Specialist permit types, such as Doctors and Hospital, are a single set charge by type. Charges apply primarily to manage/restrain demand as the resident permit scheme is currently over-subscribed, which is particularly acute in certain parking zones within Westminster.

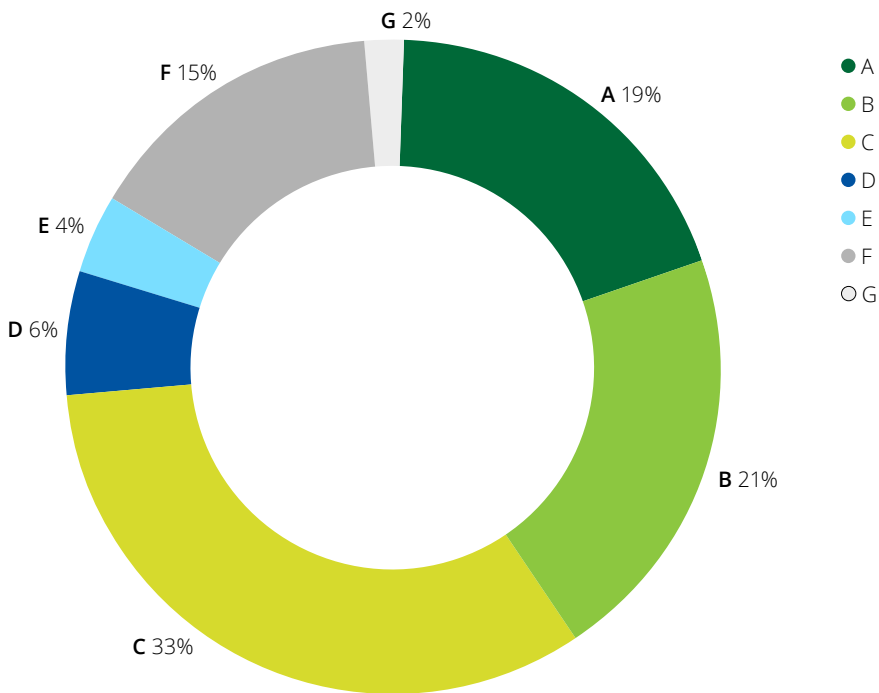
In April 2019, there were 33,067 residents permits on issue across the city which is a 5.4% decrease on 2017/18 levels. However the number of low emission permits continues to rise with an increase of 14% on 2017/18 levels. There continues to be a shift in people's transport patterns; moving away from cars with an increase in greener options such as cycling and public transport. This along with increased car club numbers shows that residents are adopting a different view on car ownership which is also evident in the increase in low emission permits.

We operate a fully integrated online system for resident permits, and online transactions account for over 90% of all applications and renewals. The remainder of permits are processed by post or by emailing applications to Westminster Parking. There are also self service 'Your One Stop Express' hubs throughout the city that allow customers to complete an online permit application, with iPads and PCs being available for this purpose in Westminster libraries.

## Residents Permits



## Resident Permit on Issue 2018/19

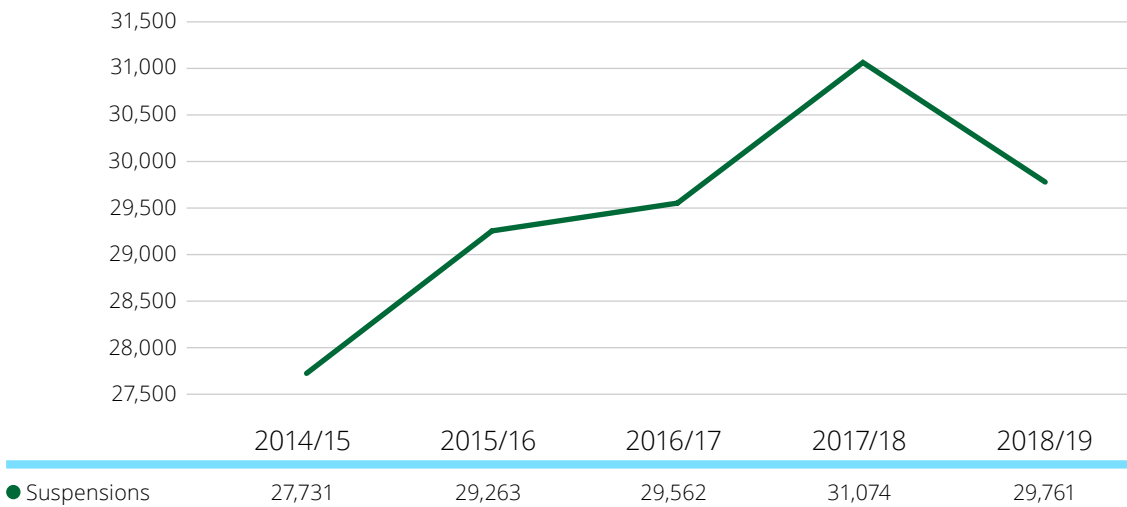


A – G refers to the resident parking zones that are in operation within the Westminster City Council. A map detailing each of these zones can be found on our website at [westminster.gov.uk/parking-zones-and-prices](http://westminster.gov.uk/parking-zones-and-prices)



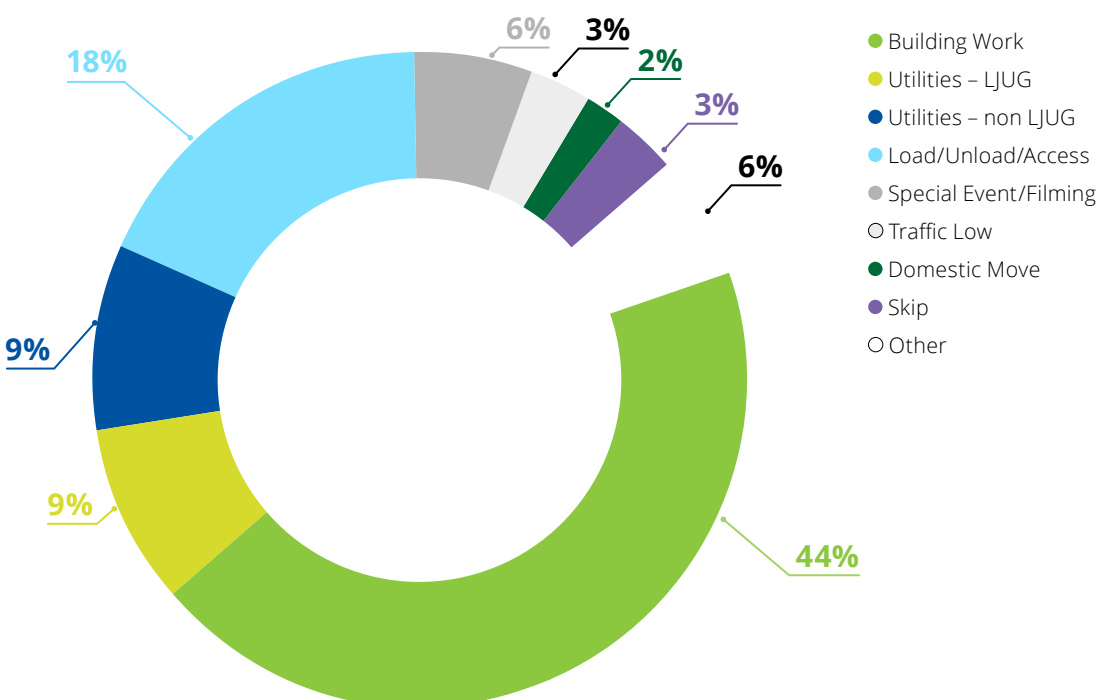
## Bay Suspensions

### Suspensions – Volume of Applications



Parking bays can be suspended for utility/highways works, building works, home and office removals and special events. A tiered tariff structure has been in place since 2015 where charges increase by duration of the suspension. This aims to discourage and deter unnecessary suspensions in order to manage kerbside demand more effectively. Charges also differ dependent upon location with a premium charged in areas of high parking stress. Although the volume of applications for suspensions received and suspensions granted fell by 4.7% during 2018/19, total revenue generated was at a similar level to the previous year. This can be attributed to both the inflationary increase applied to charges in September 2018 and a concerted effort by the back office team in chasing down outstanding debts on unauthorised suspensions, i.e. where more space is used than has been booked, where a bay remains occupied for longer than booked for or where no suspension has been booked where it should have been. Commercial building works, including load/unload access, tend to be for the longer term and account for 62% of the total revenue generated. As a consequence the average length of a suspension across all parking zones rose in 2018/19 to 8.4 days. However, still an average 82% of total suspensions are for 5 days and below which indicates that the tiered structure continues to be successful in maximising available kerbside space.

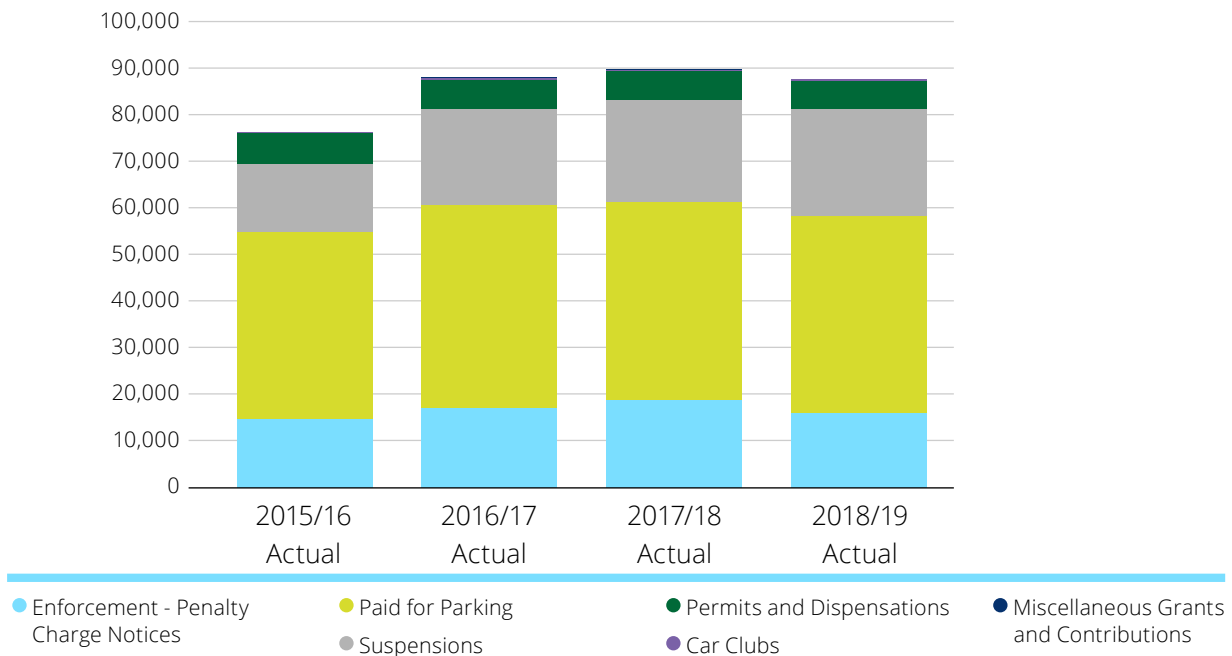
### Suspension Income 2018/19 – Breakdown by reason



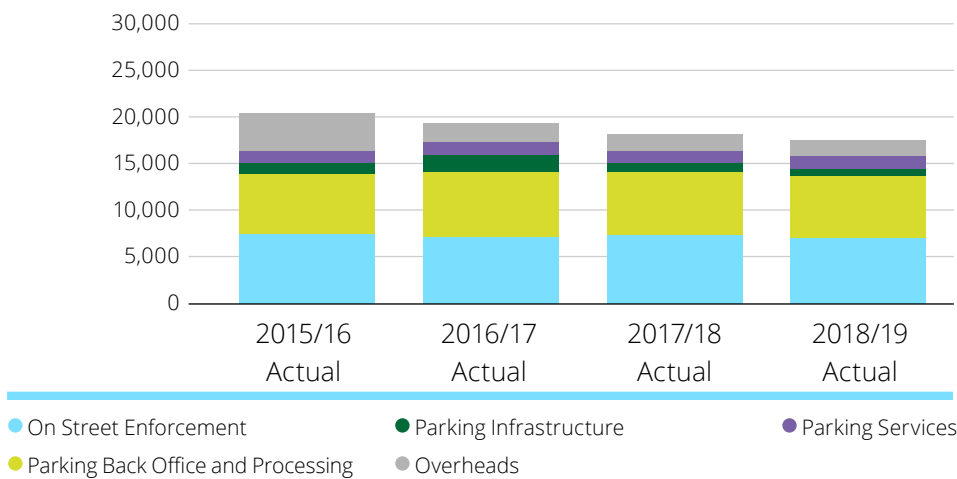
## Financial Information

The reported level of revenue generated from the parking service for 2018/19 saw a decrease of 3.6% over the previous year. PCN revenue fell by 8.3% mainly due to the decrease in tickets generated by traffic camera enforcement. The continued high level of kerbside permissions saw suspension revenue at the same level as 2017/18. However, a further decline in paid for parking transactions across the city resulted in a 3.6% drop in revenue.

## On-Street Parking Revenue



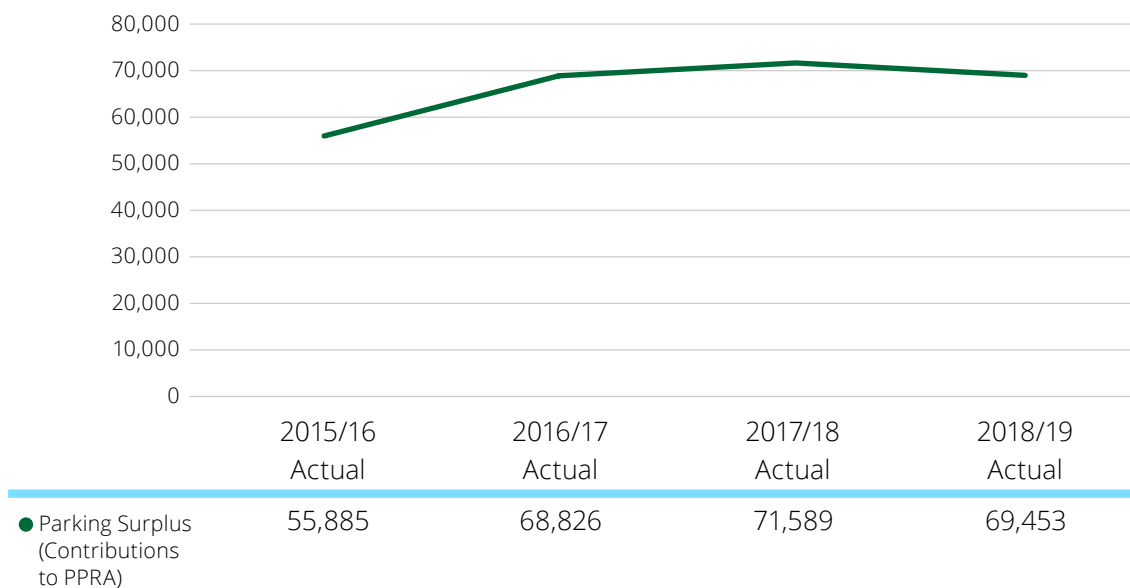
## On-Street Parking Expenditure



Total expenditure in 2018/19 decreased by 5.8% compared to 2017/18, to £17.1m. This is primarily due to continued contract efficiencies within the service.

Although there were savings on expenditure, the reduction in revenue generated resulted in a decrease of 3% to the parking surplus.

## Parking Surplus – Contribution to PPRA (£'000)



## Parking Income and Expenditure Statement

Revenue	2015/16 Actual	2016/17 Actual	2017/18 Actual	2018/19 Actual
Enforcement - Penalty Charge Notices	14,702	17,089	18,786	17,232
Paid for Parking	40,098	43,396	42,437	40,930
Suspensions	14,628	20,615	21,950	21,954
Permits and Dispensations	6,521	6,417	6,161	5,738
Car Clubs	278	278	278	553
Miscellaneous (Inc. Grants and Contributions)	156	405	196	200
<b>Total Revenue</b>	<b>76,383</b>	<b>88,200</b>	<b>89,808</b>	<b>86,607</b>
<b>Expenditure</b>	<b>2015/16 Actual</b>	<b>2016/17 Actual</b>	<b>2017/18 Actual</b>	<b>2018/19 Actual</b>
On Street Enforcement	7,489	7,126	7,315	6,892
Parking Back Office and Processing	6,397	7,158	6,883	6,195
Parking Infrastructure	1,240	1,677	883	615
Parking Services	1,235	1,289	1,282	1,547
Overheads	4,137	2,124	1,856	1,905
<b>Total Revenue</b>	<b>20,498</b>	<b>19,374</b>	<b>18,219</b>	<b>17,154</b>
<b>Expenditure</b>	<b>2015/16 Actual</b>	<b>2016/17 Actual</b>	<b>2017/18 Actual</b>	<b>2018/19 Actual</b>
<b>Parking Surplus (Contributions to PPRA)</b>	<b>55,885</b>	<b>68,826</b>	<b>71,589</b>	<b>69,453</b>



