

Westminster Annual Parking Report 2021/22



Foreword

We want to create a Fairer Westminster built on the principles of openness, transparency, and partnership. Our aim is to deliver a service that is easy and safe for everyone living, working, and travelling through the city. As Cabinet Member for City Management and Air Quality, I am pleased to introduce Westminster City Council's Annual Parking Review 2021/22.

We believe in fair parking in Westminster and seek to be open and transparent about how much income is generated from our parking service and where we invest those funds. As we transition away from the restrictions that COVID-19 incurred, the city is getting busy again, in particular areas such as the West End. We will continue to work together with our partners to manage parking stress in the city.

This year saw the continuation of our pledge to tackle the climate emergency and become a net zero Council by 2030. With that in mind we continue to expand our Electric Vehicle (EV) Charging Strategy. We currently have more than 1,200 EV charge points in the city with more on the way. It is our ambition to install 1,000 more charging points across the city to make low emission travel more attractive.

We have listened to our residents and stakeholders and believe it is time to reinvest in active travel as popularity for cycling and other active travel methods increase across the city.

In 2022 we took over the management of 24 secure cycle storage units located on our Housing Estates. Taking these units over has allowed for the standardisation of rental charges, consolidation of waiting lists and the creation of a dedicated team to handle cycle-parking queries. There is much to look forward to as we continue our rollout of Sheffield stands and hoops across the city which allow for safe and secure cycle parking.

We want to keep residents at the heart of all our decision-making. If you have any suggestions or comments, please contact fairparking@westminster.gov.uk. We publish a summary of those submissions every quarter, together with a description of how we are working to address them.

I hope you will find this report informative and that it answers the questions you may have regarding parking in the City of Westminster.



Cllr Paul Dimoldenberg
Cabinet Member for City Management and Air Quality

Introduction

Westminster's Parking Service is the largest in Europe providing over 45,000 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 the Financial Year 2021/22. It details achievements in delivering innovative and sustainable improvements as well as looking ahead to any future developments and opportunities. Although there were no further lockdowns in 2021/22, the presence of Covid continued to bring challenges but the Westminster Parking Service maintained the same high level of service.

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 96% 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

The introduction of simpler and more convenient ways for motorists to pay-to-park has resulted in high level of compliance throughout the city. On average, around 4.5% of drivers do not comply with the rules, which demonstrates a better understanding of restrictions on street.

The average overall compliance throughout Westminster in 2021/22 stood at 95.4%, which represents a 2.8% decrease from the previous year (98.2%). Compliance is at its lowest during the daytime, with the majority of contraventions occurring within parking bays.

There are some daytime variations by zone: however, compliance within zones B, D, and G are considerably below average. The majority of contraventions during the day are generally non-payment of Paid for Parking charges followed by those arising from waiting restrictions.

Zone	Daytime	Evening	Overnight	Sunday	Average
A Knightsbridge, Belgravia, Pimlico	94.76%	98.90%	98.21%	98.21%	97.52%
B Bayswater and Maida Vale (S)	95.27%	97.65%	93.03%	90.78%	94.18%
C Harrow Road, Queens Park, St John's Wood, Maida Vale (N)	98.26%				98.26%
D Victoria, Westminster, Millbank	93.36%				93.36%
E Mayfair and St. James's	94.24%	97.24%	97.96%	96.80%	96.56%
F Hyde Park, Marylebone, Fitzrovia	94.08%	98.07%	99.49%	97.06%	97.18%
G Soho, West End, Covent Garden	90.09%	90.00%	94.59%	88.00%	90.67%
Average	94.29%	96.37%	96.67%	94.17%	95.39%

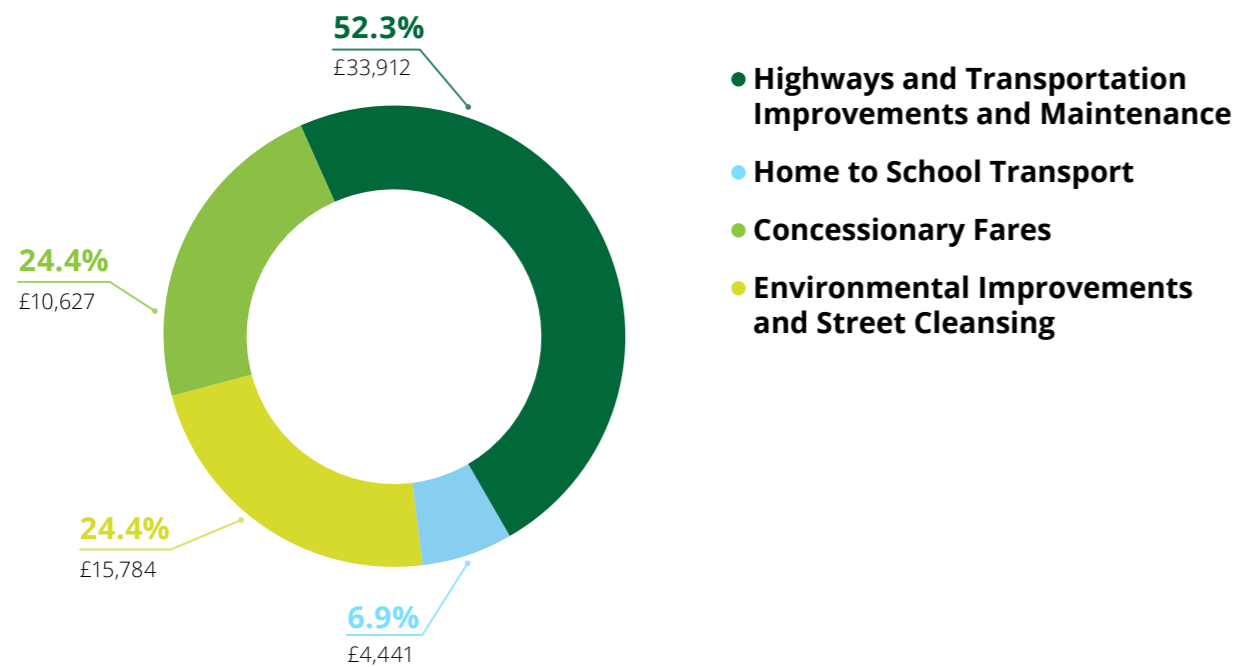
How we reinvest the income

The Parking Service is unusual as it is accounted for differently to other areas within the council.

While the income and expenditure sits within the Council's General Fund and contributes to the overall financial position, WCC is bound by legislation to re-invest any surplus made from parking services in prescribed transport related activities only. This is recorded through a memorandum statement, the Parking Places Reserve Account (PPRA), which details the Parking surplus and how it has been reinvested.

In 2021/22 the four main areas of funding were Highways and Transportation Improvements/ Maintenance (£33.9m), Environmental Improvements and Street Cleansing (£15.8m), Concessionary Fares (£10.6m) and Home to School transport (£4.4m).

What the PPRA Contributed to in 2021/22 (£,000)



Parking Initiatives 2021/22

Traffic Enforcement Camera Strategy

Since 2005, Westminster City Council has enforced moving traffic contraventions through the use of an unattended Traffic Enforcement Camera system under powers bestowed by the London Local Authorities and Transport for London Act 2003. As of April 2022, Westminster enforces nine different moving traffic contraventions by camera at 37 different locations city-wide. Westminster considers the installation of cameras where there is a clearly identified and evidenced issue, in terms of (non-)compliance with traffic management regulations at that specific location; and where the use of traffic enforcement cameras is the most effective and appropriate intervention to address that issue. Our camera network complements the on-street operation of Marshals. Cameras are the only means available to deter drivers from carrying out dangerous manoeuvres on WCC's roads, improve safety and reduce congestion. Such contraventions cannot be enforced by on-street Marshals.

Throughout 2021/22 Westminster sought to increase its camera stock installing cameras at new locations where issues have been identified, and six new cameras were installed in January 2022. The Parking Service is currently in the process of installing cameras at a further 19 new locations, including at seven School Streets locations, with an expected go-live date late 2022 early 2023.

The School Streets scheme aims to create safer spaces around schools during school drop-off and collection times, to encourage pupils to walk, cycle and scooter on school journeys. Vehicle movements are reduced during the operating times so that school children, their parents, carers, and other visitors will have more space to walk, cycle, or scooter.

The Parking service continues to seek out new locations for potential camera enforcement where levels of compliance with moving traffic locations is deemed to be low or where road safety is an issue and is currently also considering future enforcement of bus lanes and mandatory cycle lanes within the borough.

Expansion of On-Street Electric Vehicle (EV) Charging

Across Westminster, there are now in excess of 1,200 on-street EV charge points (incorporating lamp post points for residents, fast charge points and also rapid chargers), from five different competing suppliers. In addition, there are charge points alongside 44 Car Club bays in Westminster allowing our contractor, Zipcar, to operate 44 EVs in Westminster's roundtrip fleet. As of April 2022, there were 4,000 registered EVs in the City and that number will grow dramatically over the next few years according to projections and considering growth to date.

The City of Westminster published the Electric Vehicle Charging Infrastructure Strategy 2020-2025 in March 2020 setting out a five-year plan for the expansion of EV charging infrastructure in the City. The strategy aims to significantly increase the number of available on-street charge points in Westminster, setting targets for growth each year, in order to drive the continued transition away from fossil fuelled vehicles and minimise the impact from traffic on air quality. The strategy set a roll out target of 1,000 on street charging points by April 2021 with an indicative annual target of 200 each year thereafter. The City Council met the ambitious target set by the first year of the strategy to give Westminster more charge points than any other authority in the UK. The plan for the roll out was to ensure that the installation programme served as many requests as possible for charge points, which can be submitted through the City Council's website, as possible with the resulting position, at the end of the programme, being that 98.5% of requesters were within a three minute walk of a charging point.

Although the on-going ambition set by the strategy was 200 charge points, continuing on from the ambition of the previous year, the target for the second year of the strategy has been set to reach 1,500 charge points on the public highway by the end of 2022. The target to introduce another 500 charge points will be significantly made up of resident charge points, that utilise the power supply from lamp posts, but will also see more 22kW fast chargers and rapid charge points too.

The roll out for next year will focus on ensuring a better distribution of charging points with the aim of ensuring that the ratio of charge points to EVs is at the same level in all wards across the City. We have also started the process throughout Westminster of introducing approximately 400 bays dedicated for resident charging, alongside resident charging points, to ensure that connecting to a charge point becomes much easier. We will continue to monitor this rapidly changing market to ensure that we are able to see continued growth in infrastructure to complement transition towards a situation where all traffic in the City is carbon neutral as per the Council's neutrality targets.

Westminster Car Club

The Westminster Car Club was launched in 2009 to provide an alternative to private vehicle ownership, principally to residents, 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.

Since then, the service has seen significant development. The roundtrip car sharing service, where vehicles operate from dedicated car club only bays and require the return of the vehicle to its bay at the end of the hire, operates from 185 bays throughout the City and approximately a quarter of the fleet operates Plug-In Hybrid Electric Vehicles (PHEVs) which is the highest EV representation of any roundtrip fleet in the country. Flexible car sharing also continues to operate in Westminster with approximately 65 to 70 vehicles on average available to members throughout the City. Flexible car sharing allows the driver to start their hire from one location and end it at another, including in different participating boroughs. There are 15 boroughs in London that operate the scheme, including Westminster, and there is an EV representation of approximately 40% of the fleet. Zipcar UK Ltd provides both the roundtrip and flexible car sharing services in Westminster.

The services were affected by Covid although they now have, broadly speaking, recovered. There has been an impact due to issues with vehicle production which has meant fleet replacement and replenishment has been affected, although this hasn't been to the detriment of the service to users. As we go into the new financial year 2022/23 the City Council is devising a plan for the re-procurement of car sharing in Westminster.

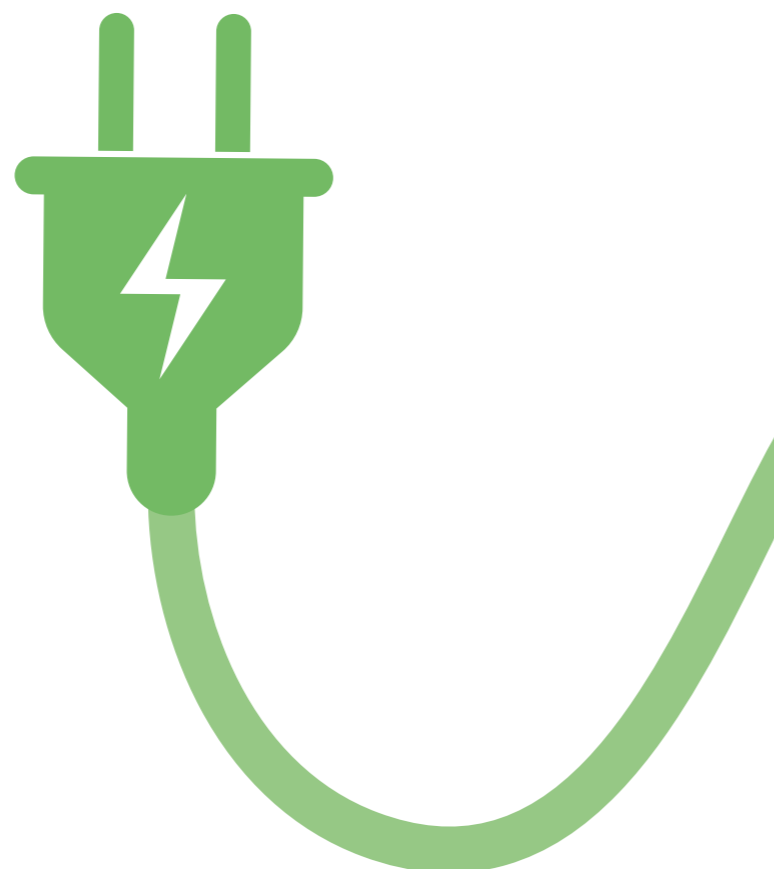
The principal aim remains the same, to provide an alternative to private vehicle ownership to residents, but we will also look to introduce a greater commitment towards expanding the EV representation within the fleet, as well as to increase the number of vehicles available through the introduction of the Geo Fenced car sharing model to Westminster.

Vehicle Relocations Service

The Westminster vehicle relocations service provides a dedicated relocation vehicle between 08.30 and 14.00 Monday-Saturday. This can be used to relocate vehicles parked in contravention or in such a way that they are preventing access to the kerbside.

In 2021/22, 951 vehicles were relocated within Westminster by our relocation service.

The vehicle relocation service also supports other Westminster Council departments with their on-street activities such as the City Promotions, Events and Filming, and Highways and Horticulture teams. During 2021/22 there were 42 relocations attributed to Events and Filming as activity gradually recommenced after the pandemic plus a further 176 vehicles relocated on behalf of the council's Arboriculture Team for tree pruning.



Parking Fraud

The Corporate Anti-Fraud Service (CAFS) is responsible for investigating all types of internal or general fraud perpetrated against the council, including parking-related fraud. Westminster takes fraudulent use of disabled badges and resident permits very seriously and employ officers specifically to investigate and prosecute offenders.

Throughout 2021/22 CAFS continued to investigate the misuse of disabled parking badges and fraudulently claimed resident parking permits and these investigations resulted 79 positive outcomes, 23 involving Resident Permits and 56 involving Disabled Badges. An investigation is considered to have a positive outcome if it results in a criminal prosecution, permanent seizure of a disabled badge, cancellation or retrieval of a parking permit, or some other sanction.

Of the 23 positive outcomes relating to resident parking, two concerned the successful prosecution of individuals who had fraudulently obtained resident parking permits.

The remaining 21 related to residents' parking permits where the driver was not eligible or no longer lived in the City of Westminster.

In respect of the 56 positive outcomes relating to disabled badges, 36 related to successful prosecutions where individuals were proven to have misused a disabled badge. A further 14 were instances where badges were permanently seized due to them being reported lost or stolen, thus preventing their further misuse.

From the successful prosecutions, court imposed fines totalling £8,600; and defendants were ordered to pay the Council a total of £20,400 in costs and victim surcharges.

**PARKING
PERMIT**

e-Scooter Trial

In an effort to explore new, environmentally friendly forms of transport that can be used to reduce road congestion, Westminster joined a Transport for London-led e-scooter trial in August 2021 together with nine other London Boroughs. The trial sought to provide 68 parking bays within Westminster with a total capacity for up to 870 e-scooters, e-scooter rental was provided by three chosen external operators. Approximately 20 of the 68 bays were converted from existing Pay to Park/ Resident/Dual-use bays for the trial and this was exercised through an Experimental Traffic Order which is set to expire in January 2023. A Cabinet Member decision in December 2022 will decide whether the City Council will remain in the DfT revised extended trial date of May 2024, along with the 68 bays and whether these will be made permanent or reverted back to their original use.

Cycle Parking

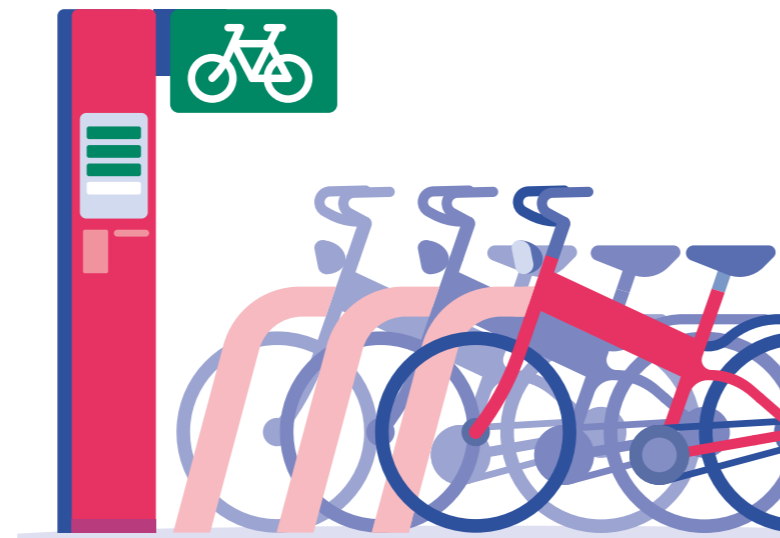
As part of Westminster’s Cycling Strategy, adopted in 2014, the City Council aims to install as many cycle parking stands per year as possible. In 2021/22, 138 additional Sheffield cycle stands were approved for installation across 39 sites to be installed in 2022. Additionally, 67 cycle hoops were installed as part of this programme, providing a total of 410 cycle parking spaces across the city from cycle stands and hoops.

In early 2022 the Parking Delivery team took over the management of 24 secure storage units located within the Council’s housing estates. This comprised of units formerly managed by local estate offices and third party providers. The newly created Cycle Parking team took over responsibility for processing new applications from estate residents for secure cycle storage, renewals of existing subscriptions, maintaining/reducing waiting lists and the issuing/returning of keys. Potential customers can view the location of storage units on an interactive map on the Council’s website. The map shows the current levels of occupancy and customers can apply via a webform for an available space or be added to a waiting list. Bringing the management in-house has allowed for the standardisation of rental charges across the estates, the consolidation of waiting lists and the provision of a dedicated team to handle all cycle parking related queries.

Alongside the online map a new ‘Register an Interest’ webform was also launched in January 2022. This allows residents to join a waiting list for a catchment area rather than just one specific unit, by specifying how far they would be willing to walk from their home address to access storage. This means residents are automatically added to waiting lists for every unit within their catchment area, including any future installations. To coincide with the launch of the webform a communication was sent out to over 3,000 residents who were already on a waiting list, held either by the Council or external rental companies. By the end of the financial year, over 1200 residents had registered their interest via the webform. This data will be used to gauge demand levels across the borough and will inform the locations for the roll-out of future installations.

In 2022/23 the Cycle Parking Team will also assume management of all new storage units, installed on both the public highway and housing estates. Additionally, all existing highways units (and customers) currently being managed externally, will be adopted over the course of the year, with the aim of bringing the entire management of secure cycle storage, in-house to the Council.

Roll-out of additional secure storage continues via demand-led new locations. Proposed locations are consulted on locally based on data collected from registrations of interest via the Council’s website to provide storage where it is needed most. New registrations are also automatically added to waiting lists for existing storage in the resident’s local area. During 2021/22 the council installed over 260 new secure spaces across 44 new hangars and anticipate providing over 350 new space next year.

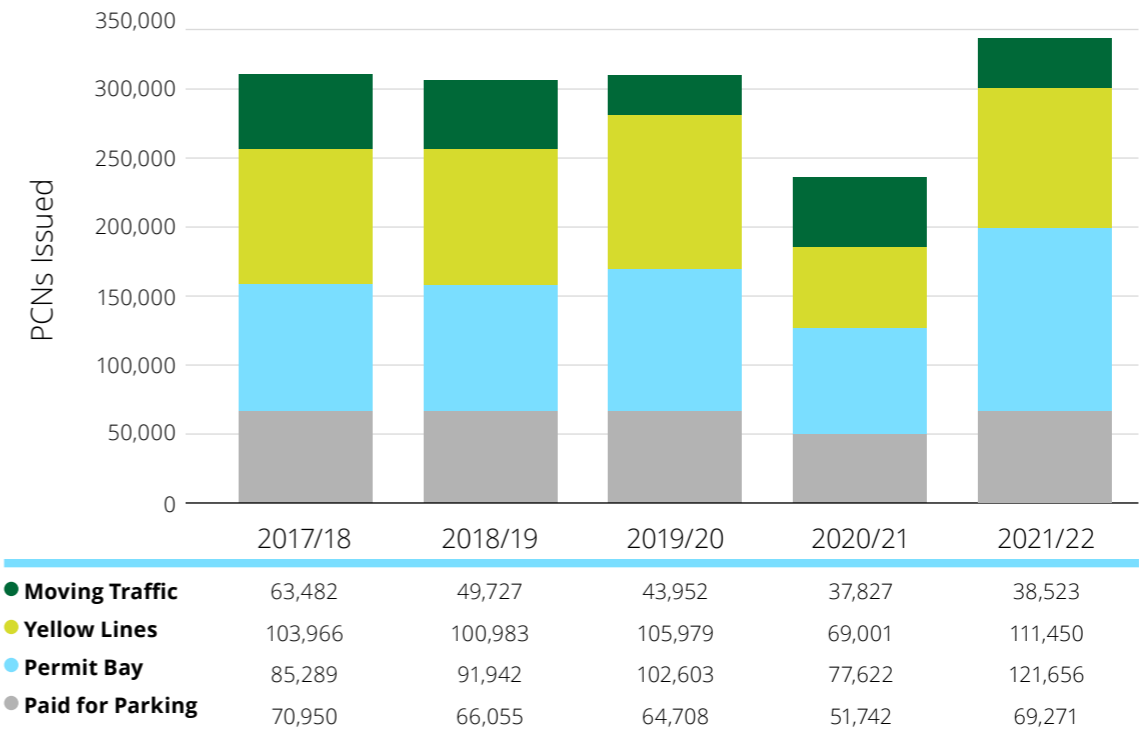


Penalty Charge Notices (PCNs)

PCNs issued on-street by Marshals within Westminster are 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.

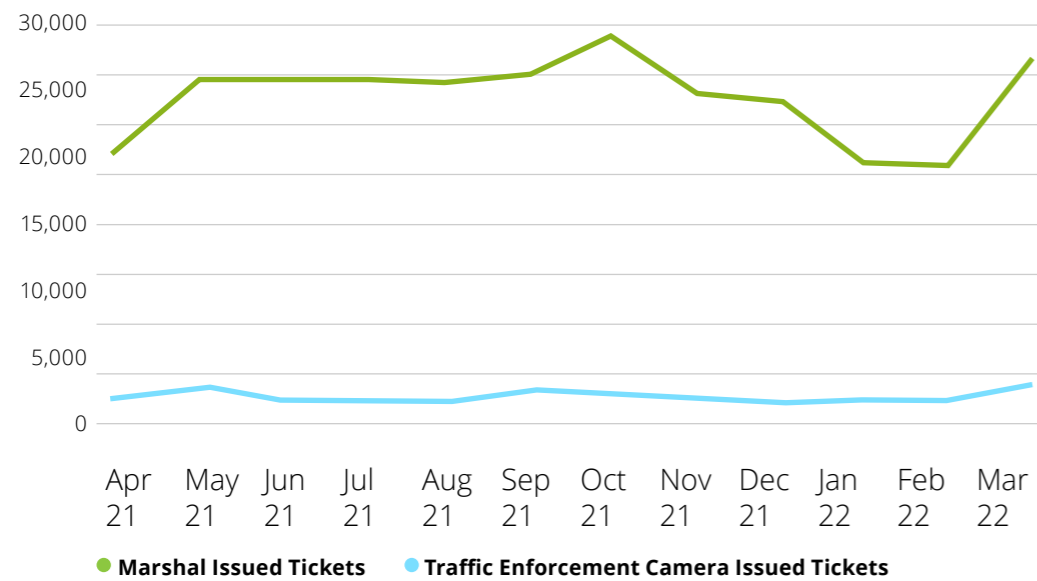
PCNs Issued by Contravention



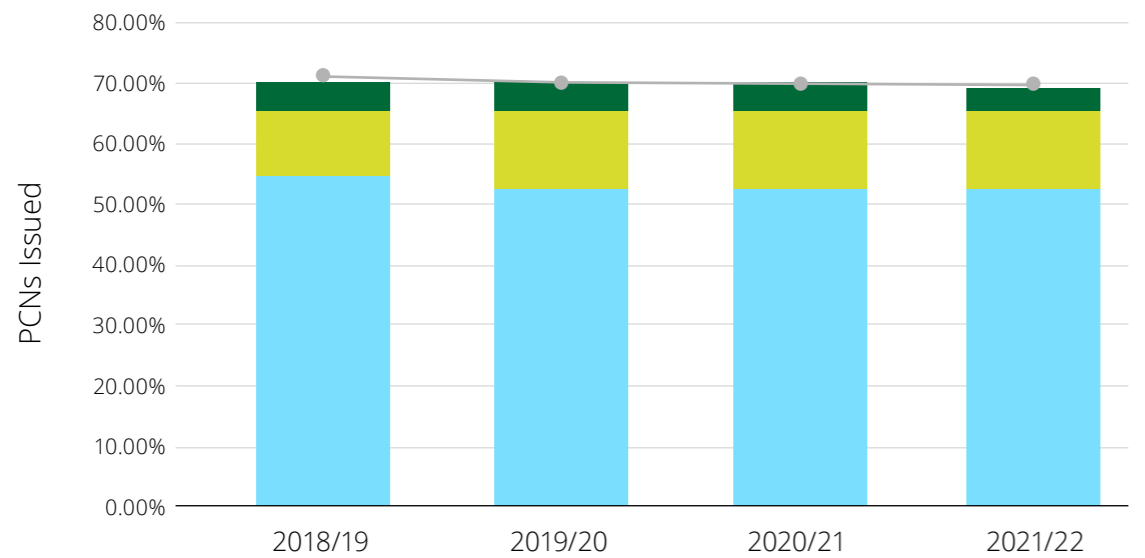
As recovery from the pandemic continued throughout 2021/22 PCN issues rose considerably by 44.5% on 2020/21 levels. Peaking in October 2021, issues had a sharp fall from December onwards when Covid had a resurgence due to the Omicron variant. Traffic Camera issued PCNs remained quite static throughout 2021/22 with only a 2% year on year increase.

This can be attributed to the fact that the bulk of Westminster’s camera estate has been in situ for some time and the standard trajectory for camera issued PCNs sees levels tail off as the camera’s presence encourages compliance. The six additional camera sites which had been delayed due to the pandemic, were finally installed in January 2022. Further sites are due to be installed late 2022/early 2023 as part of the ongoing Traffic Enforcement Camera Strategy.

PCNs Issued by Month 2021/22



PCN Payments

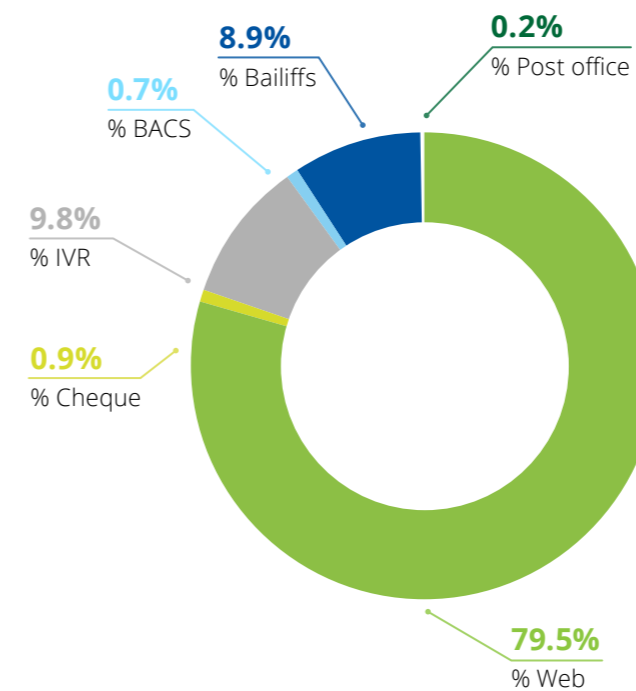


	2018/19	2019/20	2020/21	2021/22
● % Paid at Charge Certificate	5.47%	5.39%	5.48%	3.65%
● % Paid at Full	10.73%	11.26%	10.87%	11.25%
● % Paid at Discount	53.76%	52.55%	53.42%	53.09%
● % Total Paid	71.61%	69.95%	69.20%	69.76%

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 2021/22 show that 53% of motorists still opt to pay within the discounted period which is in line with the previous year.

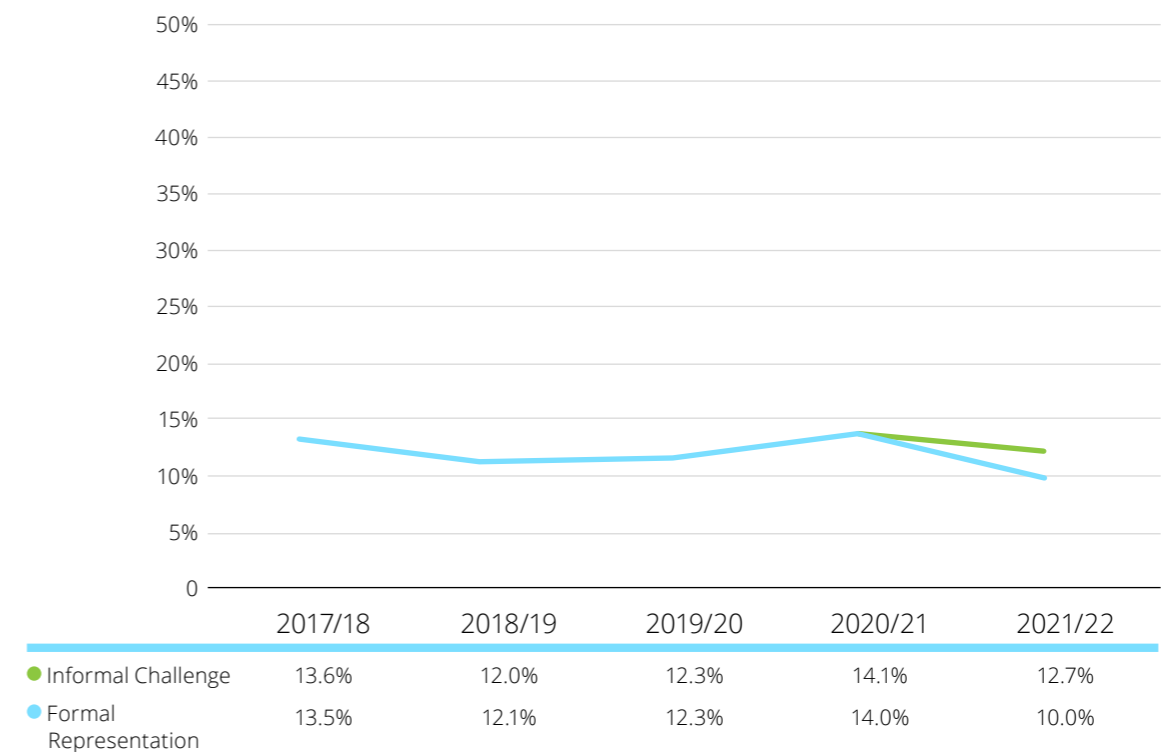
PCN Payments Breakdown 2021/22



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 79.5% of all payments received which is a slight increase on 2020/21. Telephone payment (IVR) accounts for the other largest method with 9.8%. Although still an accepted payment channel, payments made by cheque and through post offices continue to decline.

The average overall PCN recovery rate for 2021/22 was 71.3%, which is a slight increase on the previous year, while the average value per PCN has remained at £78. PCN revenue had a 50% year on year rise as a result of both the increase in ticket issue and the removal of restrictions that had been in place for collection of outstanding debt during the pandemic.

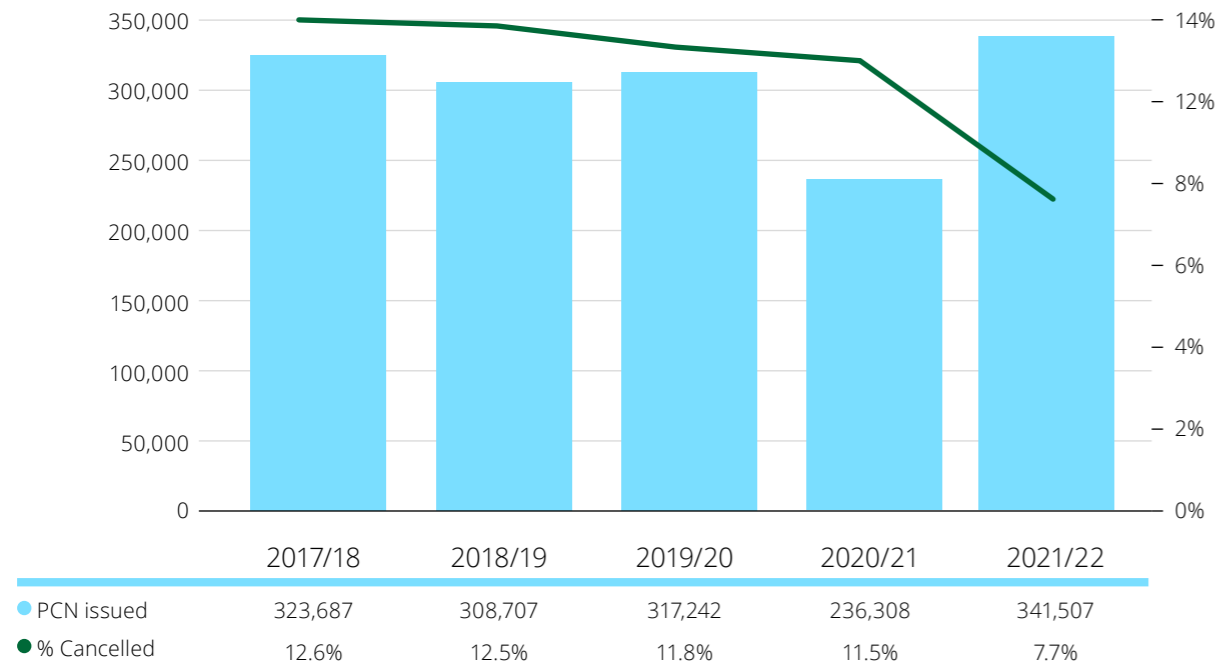
PCNs Challenges Against Issue



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. Although the number of PCNs subjected to informal challenges rose considerably during 2021/22 due to the increase

in ticket issue, challenges as a percentage of PCNs issued fell to 12.7% (14% in 2020/21 due to Covid) For formal representations, which include both Marshal and traffic camera issued PCNs, the 4% reduction can be attributed to more robust Traffic Camera captures of PCNs.

PCNs Cancelled vs Issued



The percentage of PCNs cancelled against total issued decreased on the previous year to 7.7%, the lowest for a number of years considering the large increase in PCN issue. Reviewing and communicating the council's approach to

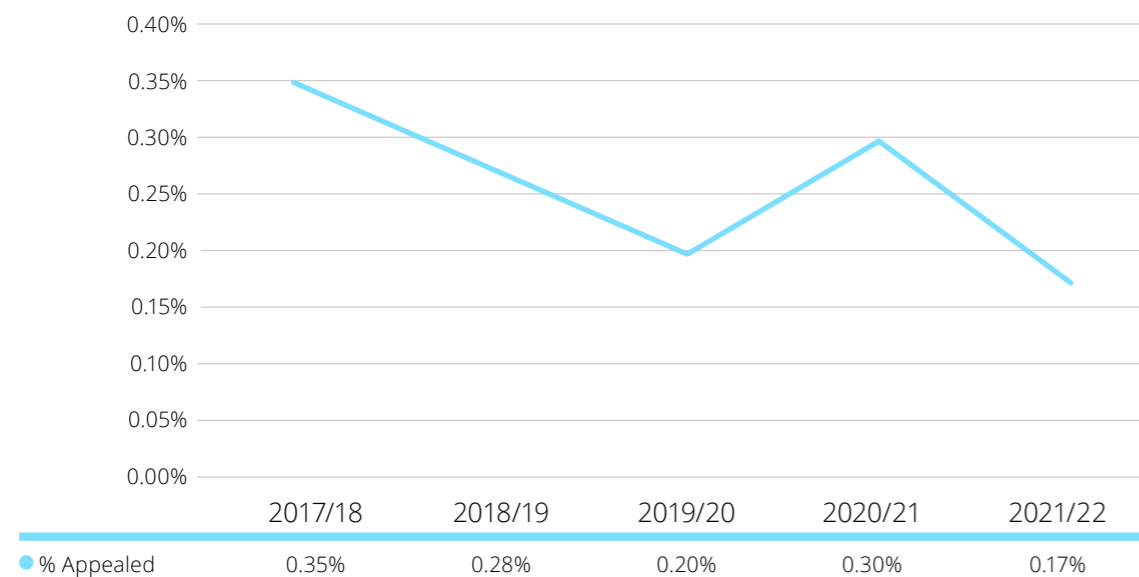
handling cases of mitigation where the motorist has made a genuine mistake plus continual improvement in the quality of tickets issued have all led to reductions in PCN cancellations.

Appeals

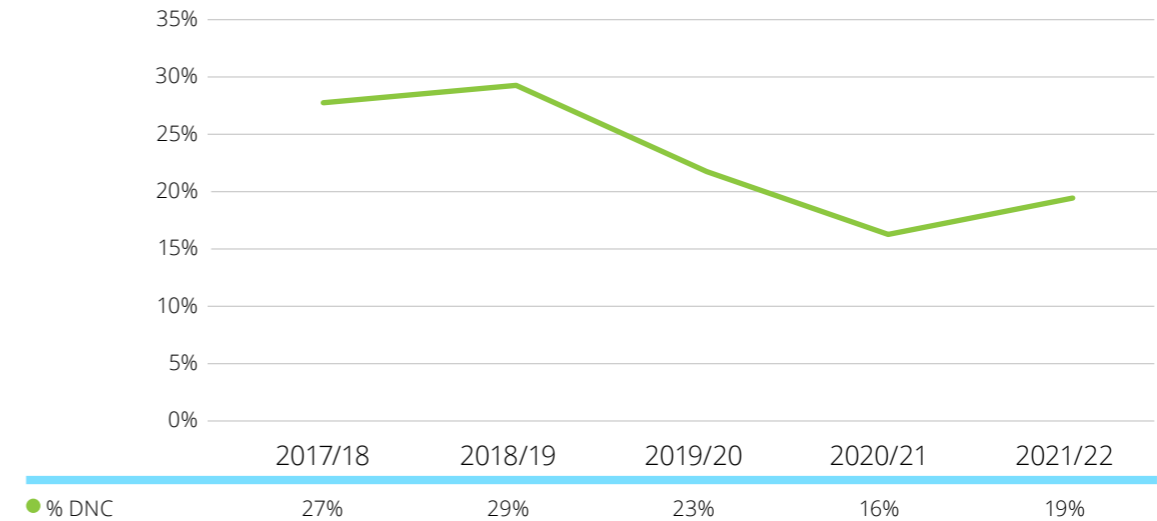
The volume of appeals heard at London Tribunals (formally known as the Parking and Traffic Appeals Service) had a large decrease of 18% in 2021/22 over the previous year (582 in 2021/22 from 709 in 2020/21).

The number of appeals as a percentage of PCNs issued also reduced year on year to 0.17% in 2021/22. This was mainly driven again by improved quality of PCNs issued and of responses at the earlier stages of issue.

PCN Appeals



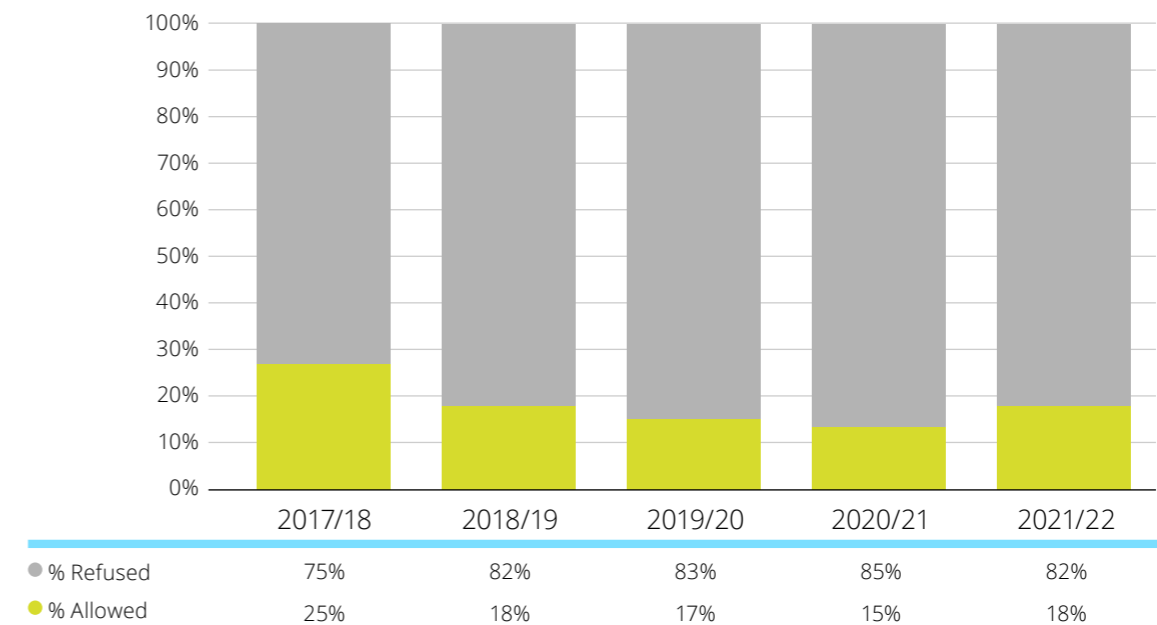
Appeals (% Do Not Contest)



The volume of cases not contested by the council slightly increased to 19% in 2021/22 as a consequence of the number of appeals still catching up post-pandemic. However, the Parking Back Office continues to robustly apply

general consideration principles throughout the PCN lifecycle, resulting in more PCNs being cancelled upon of the provision of evidence from the motorist prior to going to appeal stage.

Appeal Outcome



The percentage of cases where adjudicators found in favour of the council (Refused) saw a decrease in 2021/2 to 82%, although by

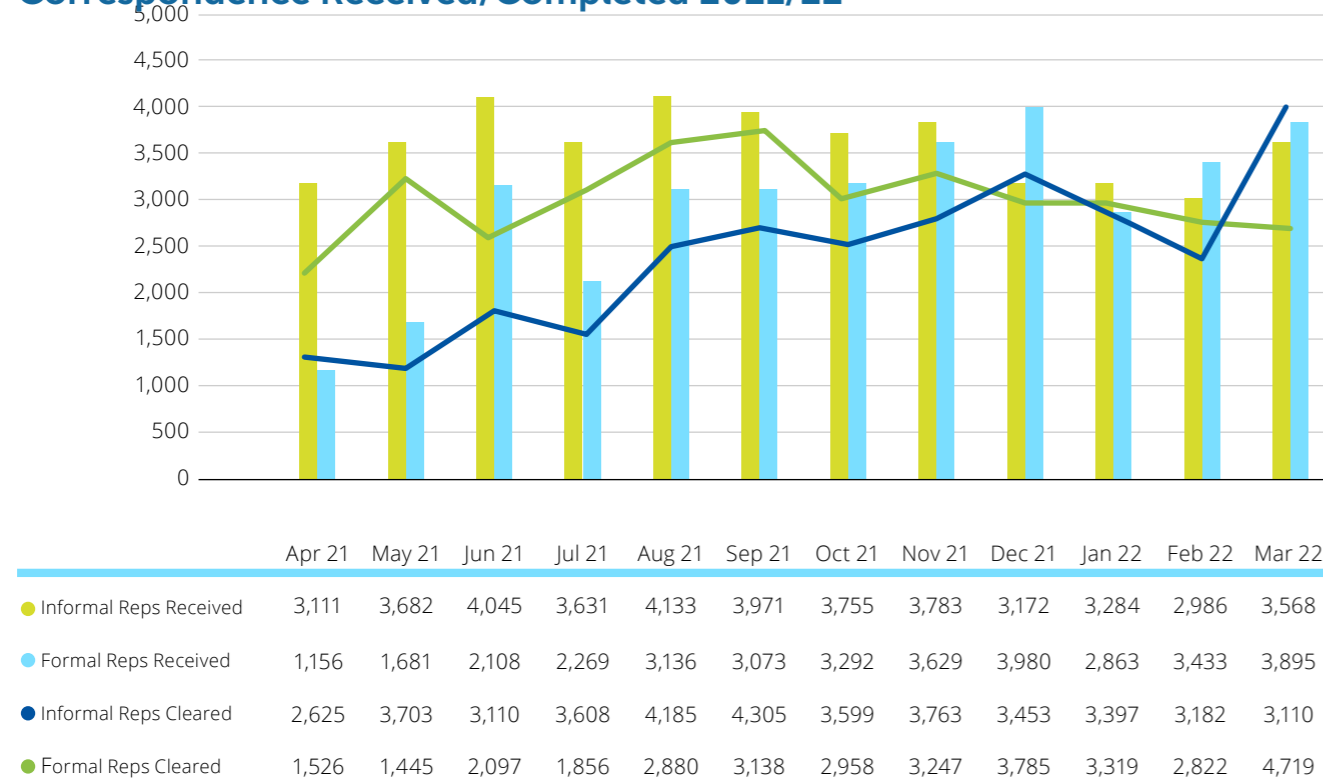
remaining over 80% it is a clear indication of Westminster's commitment to providing quality, robust evidence at appeal stage.

Service Performance

Throughout 2021/22, we strived to meet our aims of responding promptly to all correspondence while ensuring we provide a quality service.

The following graphs show performance against our key indicators.

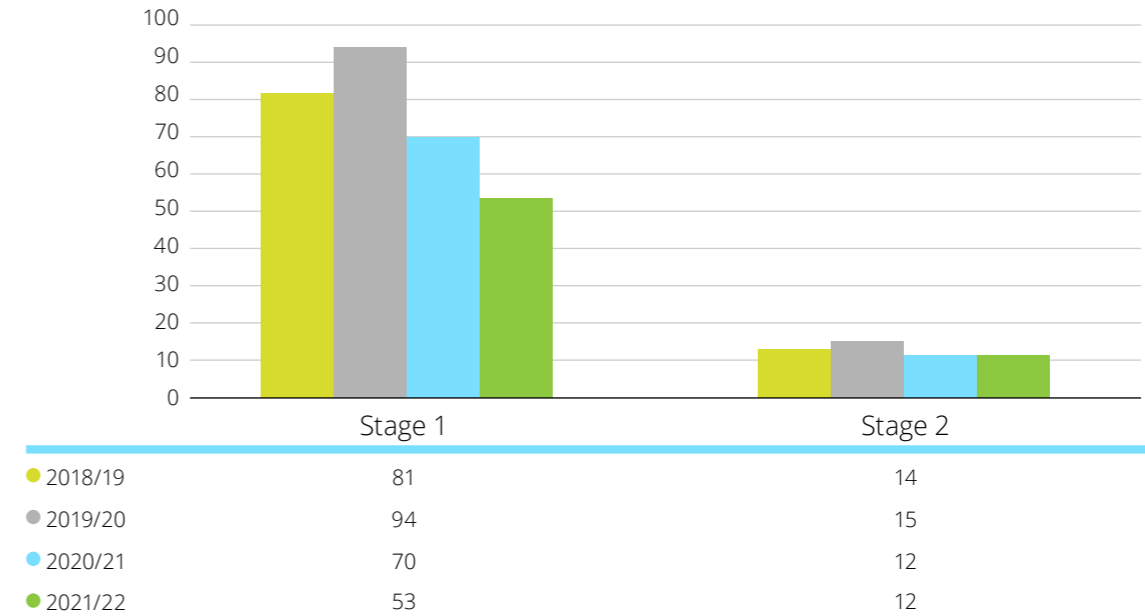
Correspondence Received/Completed 2021/22



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 eight days for formal representation as stipulated by our key performance indicators.

The number of formal representations received were extremely low throughout the early months of the financial year in line with recovery from the Covid lockdowns.

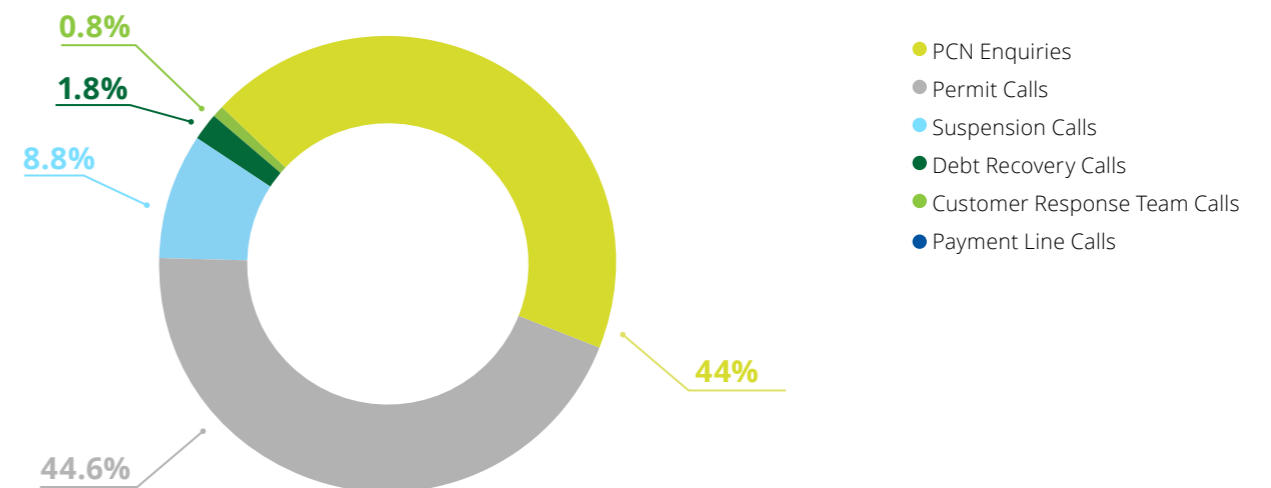
Complaints at Stage



Westminster operates a two Stage 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 2021/22 there were 53 Stage 1 complaints answered, a decrease of 24% over the previous year.

The application of Westminster's parking consideration guidelines underpins our approach to the handling of complaints. These include use of common sense decisions, identifying genuine mistakes, applying mitigation, using discretion and applying proportionality. Of the 53 Stage 1 complaints 10 (19%) were upheld and 16 partially upheld (30%). Of the 12 parking Stage 2 complaints, four were not upheld and eight partially upheld with a total of £1,650 offered in compensation.

Telephony Volumes 2021/22

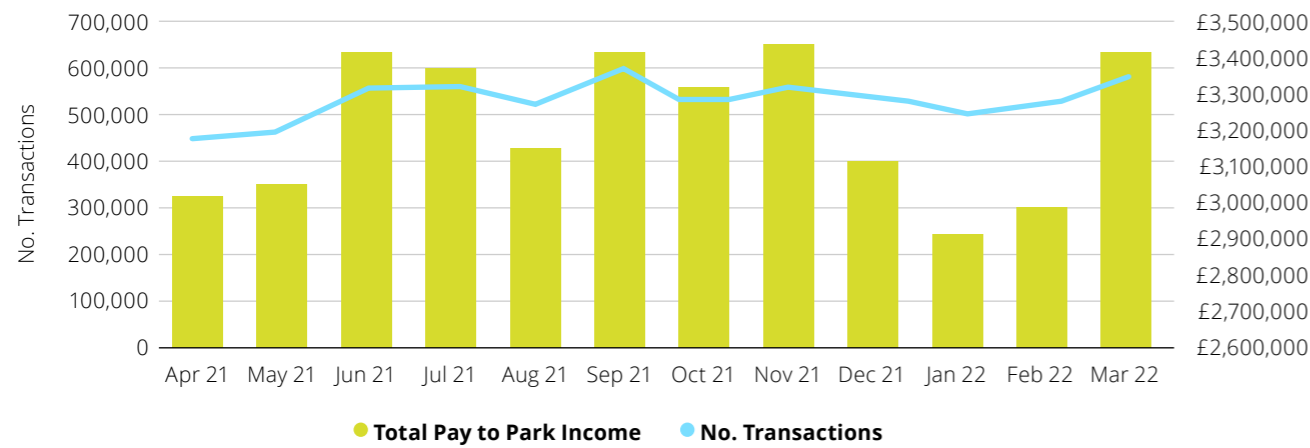


44% of calls received by our Customer Contact Centre are PCN related, commonly customers enquiring about payment.

However, calls regarding Permit enquiries had a 5% year on year increase due to queries over numerous postal and printing delays experienced post-pandemic.

Pay to Park

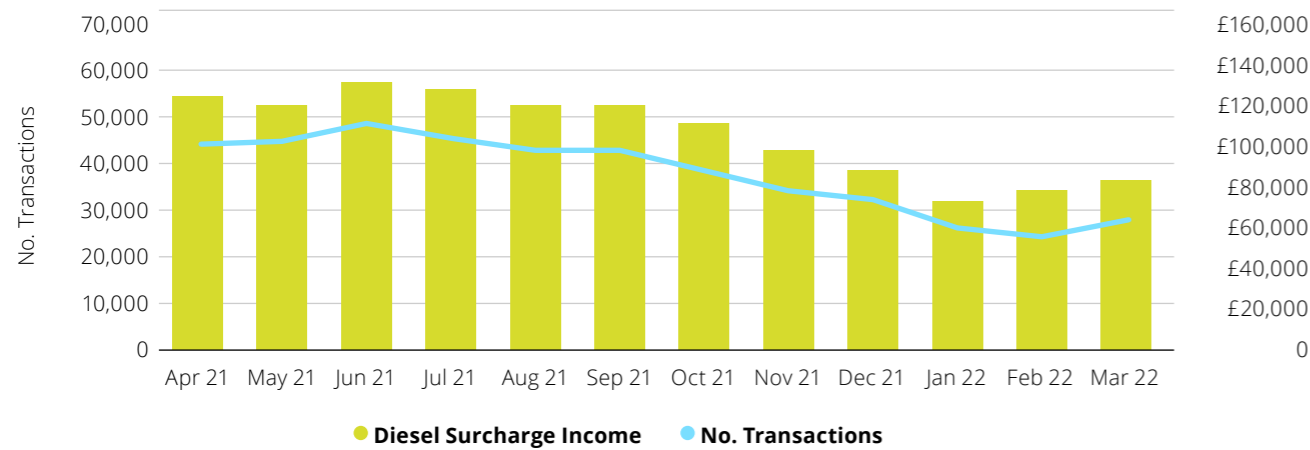
Pay to Park Income vs Transactions 2021/22



As the country came out of the second national Covid lockdown in early April 2021, Pay to Park income remained low for the first two months of 2021/22. This dramatically increased throughout the summer months with some weeks returning to near normal levels before reaching a peak in November.

However due to the resurgence of the new strain of Covid in December 2021, income fell to its lowest of the year as the volume of traffic once again had a significant fall. However there was further improvement again from March onwards. Overall pay to park transactions for the year increased by 35% on 2020/21, but still not quite attaining pre-pandemic levels.

Diesel Surcharge Income vs Transactions 2021/22



The Diesel Surcharge has been a city-wide initiative since August 2019. The policy imposes a 50% surcharge on top of the standard pay-to-park charges for pre-2015 diesel vehicles. Initially this accounted for around 7.2% of total pay-to-park revenue but has gradually fallen over time to 3.8% by the end of 2021/22.

This fall was expected as affected vehicles age and form a smaller percentage of those coming into the City. An extension to ULEZ was introduced in October 2021 which placed further pressures on the use of these vehicles and as such it is expected that this income stream will reduce further in future years.

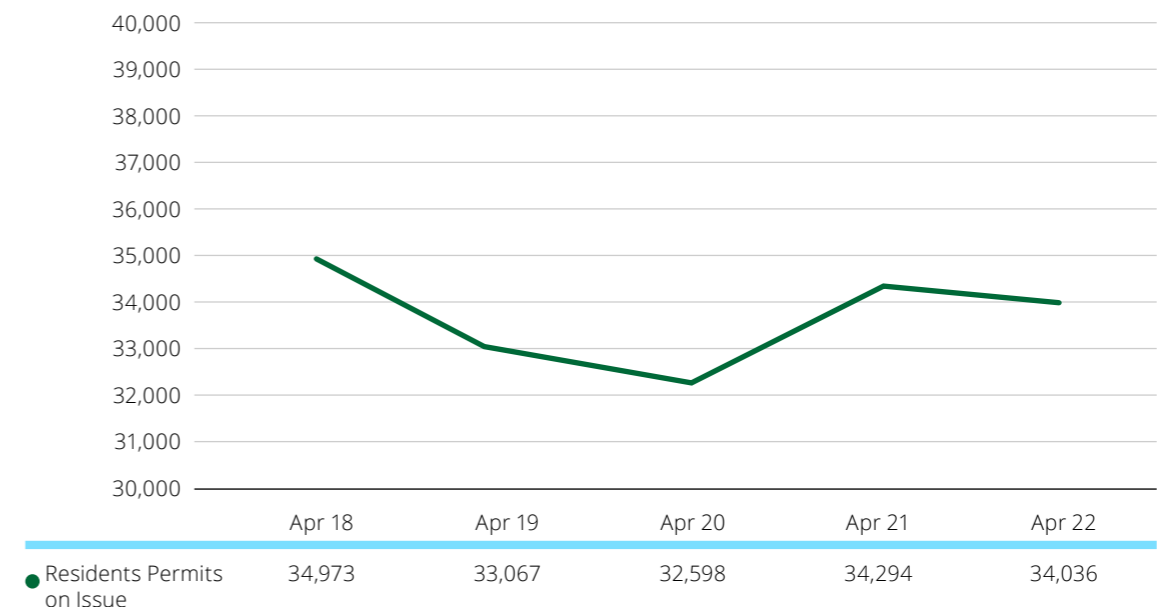
Resident Parking Permits

Residents Permits

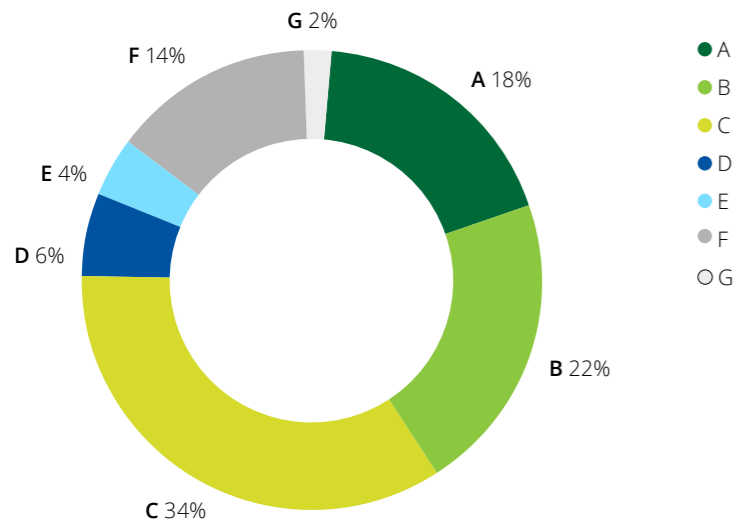
Resident permit charges are currently differentiated by engine size (< and >1200cc) and vehicle type (motorcycle and 'eco' vehicle). Specialist permit types, such as Doctors and Hospital, are a single set charge by type. Charges apply primarily to manage/restrain demand as the resident permit scheme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

As at April 2022, there were 34,036 residents permits on issue across the city which is a 0.8% decrease on 2020/21 levels. The number of low emission permits once again continued to rise for the fifth consecutive year with a further increase of 40% on 2020/21 levels. This is evident from the distinct shift in people's transport patterns over the last few years; moving away from cars with an increase in greener options such as cycling and public transport. This along with increased car club membership 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 the majority of applications and renewals. There is only a small number of permits processed by post or by emailing applications to Westminster Parking. 'Your One Stop Express' self-servcehubs are available throughout the city which allows customers to complete an online permit application, with iPads and PCs being available for this purpose in Westminster libraries.



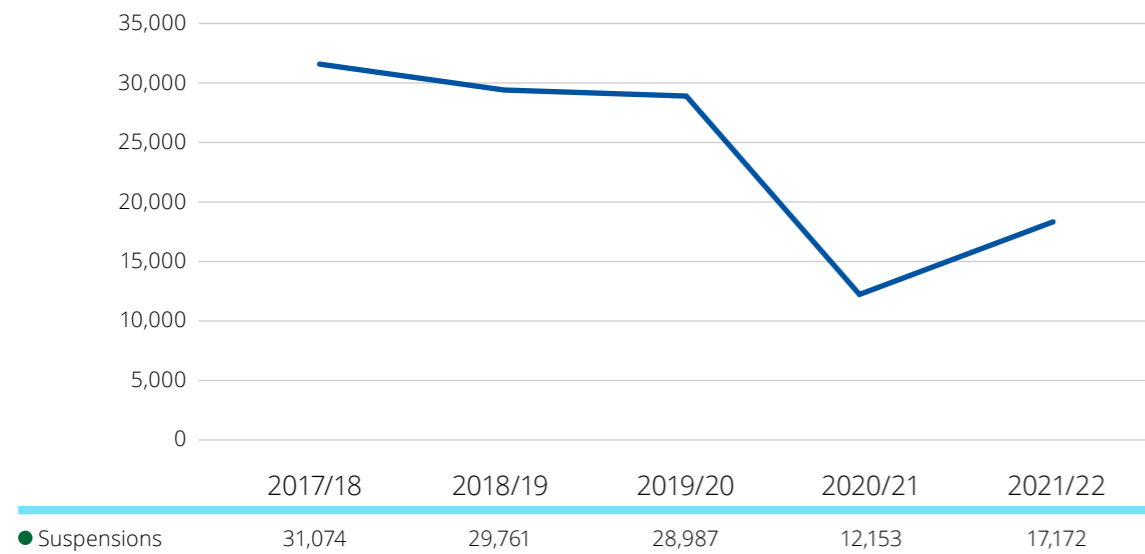
Resident Permit on Issue 2021/22



A-G refers to the resident parking zones that are in operation within the City of Westminster. A map detailing each of these zones can be found on our website at westminster.gov.uk/parking/parking-residents/where-you-can-park-resident-permit

Bay Suspensions

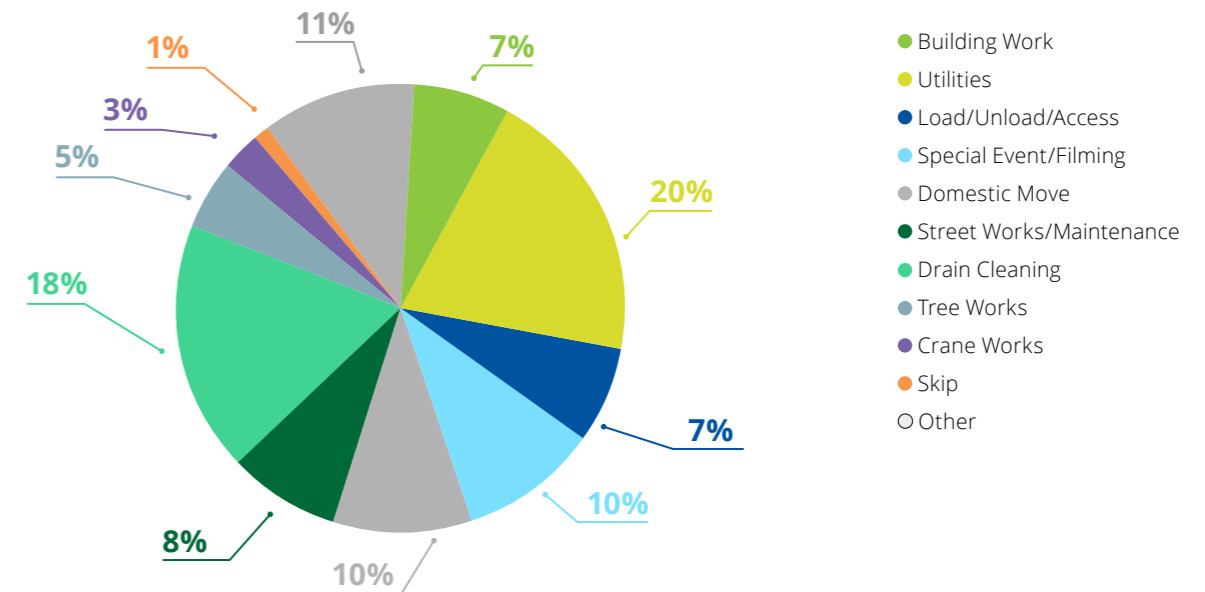
Suspensions – Volume of Application



Parking bays can be suspended for utility/highways works, building works, home and office removals and special events. We operate a tiered tariff structure where charges increase by duration of the suspension, which 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 still in recovery mode from the Pandemic, the volume of Suspensions rose by 41% during 2021/22. Commercial building works, including loading/unloading access, tend to be for the longer term and account for 62% of the total revenue generated from bay suspensions.

As Covid restrictions eased the largest year on year increases were in both commercial building and street works requests plus special events/filming. The back office team also continued to chase down outstanding debts, totalling £2.6m, on unauthorised suspensions. This is 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 at all when it should have been. On average 78% of total suspensions are for five days and below which indicates that the tiered structure continues to be successful in maximising available kerbside space.

Suspension Requests 2021/22 – Breakdown by Reason

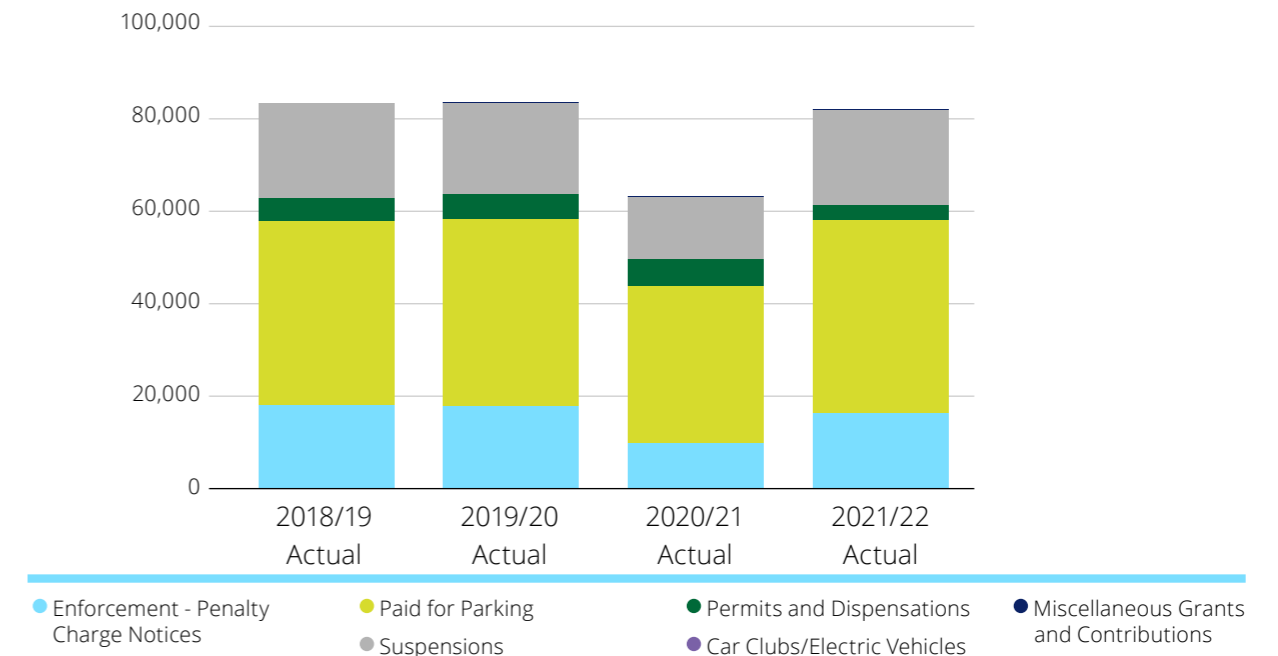


Financial Information

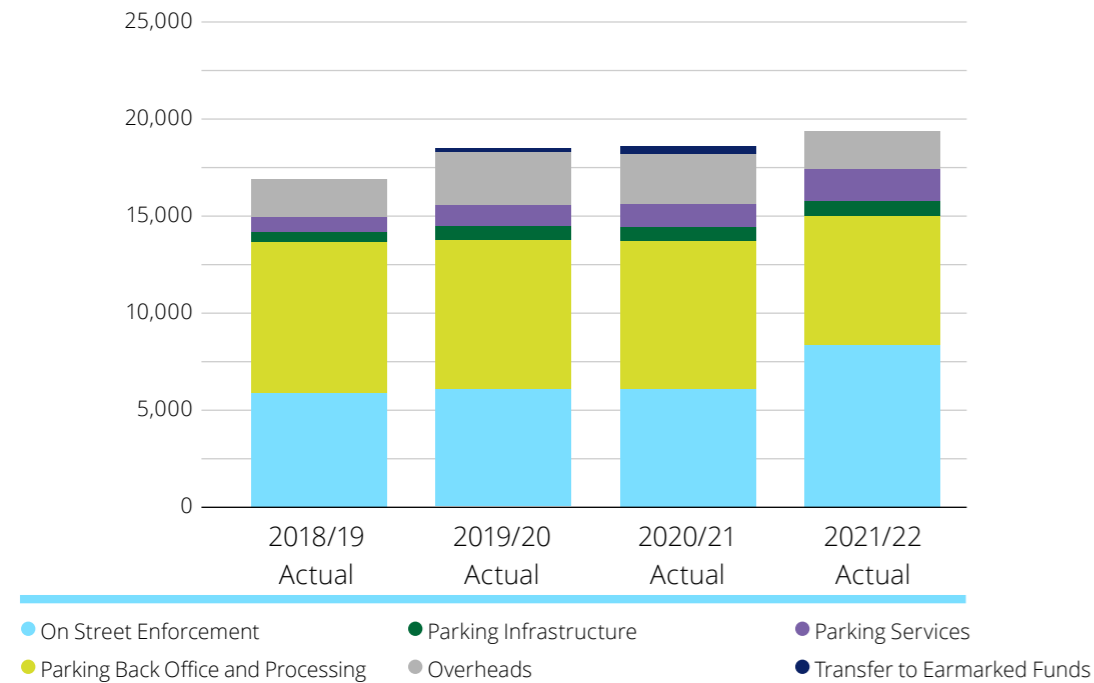
Although there was a 24.6% increase over the previous year, the Covid-19 pandemic continued to have an effect on the reported level of revenue generated from the parking service, particularly with its resurgence in late 2021 with the Omicron variance.

All revenue streams reported an increase over 2020/21 with the most prominent being Paid for Parking (21.8%), Penalty Charge Notices (49.6%) and Suspensions (19.6%), however total revenue was still £3.8m (4.3%) down on pre-pandemic levels.

On-Street Parking Revenue



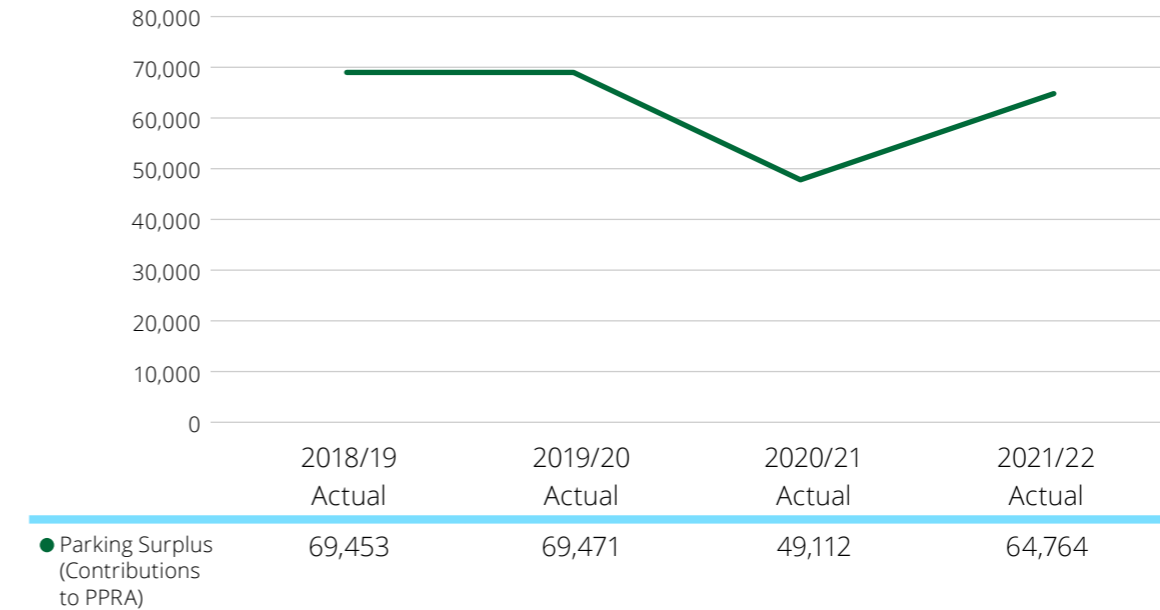
On-Street Parking Expenditure



Total expenditure, for 2021/22 increased 5% on 2020/21 to £19.24m. The largest increase was seen across both the Enforcement (+20%) and Back Office (+8%) contracts whereby elements are activity led: as activity increased on-street so did transactional based costs.

The surplus generated for 2021/22 was 32% higher than that reported the previous year which was reflected in a £15.65m increase in available funding to the PPRA. However, this figure was still 7% lower than before the pandemic in 2019/20.

Parking Surplus (Contribution to PPRA)



Parking Income and Expenditure Statement (£'000)

Revenue	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Actual
Enforcement - Penalty Charge Notices	17,232	17,646	12,473	18,655
Paid for Parking	40,930	39,366	30,850	37,571
Suspensions	21,954	24,194	17,564	21,013
Permits and Dispensations	5,738	5,499	5,570	5,693
Car Clubs	553	837	710	787
Miscellaneous (Inc. Grants and Contributions)	200	273	269	291
Total Revenue	86,607	87,815	67,436	84,010
Expenditure	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Actual
On Street Enforcement	6,892	7,313	7,348	8,870
Parking Back Office and Processing	6,195	5,980	5,773	6,243
Parking Infrastructure	615	973	943	583
Parking Services	1,547	1,455	1,593	1,633
Overheads	1,905	2,373	1,917	1,917
Transfer to Earmarked Funds	-	250	750	-
Total Revenue	17,154	18,344	18,324	19,246
Expenditure	2018/19 Actual	2019/20 Actual	2020/21 Actual	2021/22 Actual
Parking Surplus (Contributions to PPRA)	69,453	69,471	49,112	64,764

