



FREIGHT TRANSPORT ASSOCIATION

FTA PCN SURVEY 2012

LONDON



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Chapter 1: Executive Summary

Companies delivering goods kerbside in London typically attract penalty charge notices (PCNs) albeit quite innocently. Although these are often successfully contested, which in itself costs time and money, many are not and the industry still pays many millions in PCNs each year.

This report presents the findings from the PCN Survey 2012 commissioned by Freight Transport Association to explore trends in PCNs in relation to six key areas: enforcement authorities, PCN hotspots (street/location), issued by CCTV or civil enforcement officer, contravention codes, appeals and costs. The outcome of the research may be used to assist members in managing their PCNs and inform FTA policy.

Twenty-seven FTA member companies which deliver in London participated in the survey. PCN data were collected from Q3 2011 to Q2 2012. The data were analysed for the whole sample and individual reports were provided for each participant company. Comparisons were made to data gathered in the previous survey which covered Q1 2009 to Q2 2012.

Enforcement Authorities

There was a significant rise in the number of PCNs issued by all authorities (around 50 per cent) in period covered by the survey compared to Q1 2009. Data from London Councils (around the same period) reported that the number of PCNs issued has also risen by 2.45 per cent having fallen in the previous two years.

One third of the enforcement authorities accounted for nearly all PCNs issued (80 per cent), with London Borough of Westminster, London Borough of Camden, City of London and Transport for London more likely to issue to PCNs to FTA members than other London Boroughs.

Issued by CCTV or Civil Enforcement Officer

Respondents to the survey indicated whether the PCN was issued by CCTV or a Civil Enforcement Officer (CEO). Just over 60 per cent of PCNs were issued by CEOs and these were more likely to be appealed than those issued by CCTV.

PCN Hotspots

PCN hotspots for each enforcement authority (33 London Boroughs and Transport for London). Despite the number of streets within each London Borough, there were clearly identified locations where FTA members were more likely to receive PCNs. Hotspot identification can help member companies in their understanding of driver behaviour and particular parking restrictions. The top five PCN hotspots in London are shown below:

| 2011 (revised) | | 2012 (Q1-Q2) | |
|-----------------------|-------------|----------------------|-------------|
| Hotspot | PCNs Issued | Hotspot | PCNs Issued |
| 1. Charing Cross Rd | 578 | Borough High St | 356 |
| 2. Tottenham Court Rd | 572 | High St North Newham | 306 |
| 3. Old Broad St | 475 | Brixton Rd | 277 |
| 4. Baker St | 452 | Brompton Rd | 265 |
| 5. West end Lane | 376 | Old Broad Street | 217 |

Source: FTA PCN Survey 2012

Contravention Codes

In a repeat of the result from the FTA PCN Survey 2011 contravention code 02 *'Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force'*, was the number one issue for FTA members with one third of participants indicating this as the reason for the PCN being issued, this was followed closely by code 46 *'Stopped where prohibited (on a red route or clearway)'*, which was cited by one quarter of respondents.

Appeals

Overall rates of appeal were similar in 2011 and the first half of 2012 with around one quarter of PCNs appealed. While it is beneficial to appeal the success rates for appeals has shown a decline from around half in 2011 to 40 per cent in the first half of 2012. It is thought that appeals are costly and time consuming and therefore companies are only appealing PCNs with a high chance of success. This may indicate that FTA members are becoming more targeted in their approach to challenging PCNs than in the past.

London Councils data on appeal rates are significantly lower than those reported by FTA members. The main reason for this is that London Councils only record appeals which are overseen by Parking and Traffic Appeals Service (PATAS) whereas FTA members include appeals to individual authorities on an informal basis.

Costs

The participant companies paid £2.9 million in PCN fines from Q3 2011 to Q2 2012. A rise in costs was reported (which has almost doubled since Q1 2009). This is related to the increase in the number of PCNs issued and the fall in appeals over the same period. The average cost for each PCN was relatively low compared to the full cost of a PCN. Most companies paid or appealed PCNs within the reduced rate time period leading to significant savings

Recommendations

Several recommendations were made including:

- Local Authorities to ensure that there is sufficient kerbside space and loading facilities for deliveries, and apply some common sense when issuing tickets
- FTA members are encouraged to provide administrator and driver training to increase successful appeals and reduce administration burden

Chapter 2: Research Context

2.1 Introduction to the research

Companies delivering goods kerbside on the high street typically attract penalty charge notices (PCNs) and the industry pays many millions in PCNs each year. In particular, a real problem is finding somewhere to unload without attracting Penalty Charge Notices (PCNs).

The FTA PCN Survey 2012 is the second survey commissioned by FTA to assess trends in parking fines in London for commercial vehicles and covers the period Q3 2011 to Q2 2012.

RepGraph Ltd was invited by Freight Transport Association to conduct an analysis of PCN data from FTA members delivering in London. FTA represents the views and interests of its members who operate in excess of 200,000 goods vehicles, approximately 40 per cent of the UK fleet of commercial vehicles.

2.2 Research aim

This survey explores trends in PCNs relation to six key areas: enforcement authorities, hotspots (street/location), contravention codes, appeals and costs and new to this year's survey is an analysis of PCNs issued by CCTV and Civil Enforcement Officer (CEO). The outcome of the research may be used to assist members in managing their PCNs and inform FTA policy.

2.3 Research Objectives

The objectives of this research were to:

- Establish the top enforcement authorities, hotspots and contravention codes
- Explore appeal success rates
- Investigate PCNs issued by CCTV and CEOs
- Assist members in understanding and managing PCNs by establishing quarterly trends
- Gain insight into PCN costs
- Inform FTA policy in relation to PCNs

Chapter 3: Penalty Charge Notices

3.1 Parking Enforcement in London

Parking penalties in London are set by London Councils' Transport and Environment Committee (TEC) which meets four times a year. The TEC is made up of representatives from the 33 London boroughs and Transport for London collectively known as the Enforcement Authorities and have carried out parking enforcement since 1993/94.

Penalty charge notices are issued to commercial vehicles and general motorists for parking illegally, bus lanes, committing moving traffic offences, or for contraventions under the London Lorry Control Scheme.

3.2 Penalty Charges

There are two factors which affect the level of penalty a motorist receives: the location of the contravention and its severity.

In areas where demand for parking is higher, the amount of the charge is higher to act as an increased disincentive. These areas are known as *Band A*. *Band B* covers areas where demand for parking is lower (see figure 3.1).

In general, Band A refers to central and inner London, and the town centres of some outer London Boroughs. Band B refers to all other areas.

Higher level penalties apply to contraventions which are considered more serious, such as parking on yellow lines or where an obstruction is caused. Lower level penalties apply generally where parking is permitted but the regulations are contravened, such as overstaying on a pay and display bay. More serious contraventions generally include those which cause an obstruction to other road users, including pedestrians on the pavement (e.g. parking on a single or double-yellow line), or which are dangerous (e.g. parking on a pedestrian crossing or on zigzag lines).

Figure 3.1 Map of Band A and Band B parking charges



Source: London Councils

3.2.1 Current levels of Penalty Charge Notice

The current levels of Penalty Charge Notices in London are set out below. These are valid from 15 April 2011.¹

| | Higher | Lower |
|--------|--------|-------|
| Band A | £130 | £80 |
| Band B | £110 | £60 |

Higher level penalties apply to contraventions which are considered more serious, such as parking on yellow lines or where an obstruction is caused. Lower level penalties apply generally where parking is permitted but the regulations are contravened, such as overstaying on a pay and display bay.

¹ Source: London Councils:
<http://www.londoncouncils.gov.uk/policylobbying/transport/parkinginlondon/parkingchargesinlondon.htm>

Bus lane and minor moving traffic contraventions

| | |
|-------------------------------------|------|
| Bus lane contraventions | £130 |
| Minor moving traffic contraventions | £130 |

London Lorry Control Scheme contraventions

| | |
|---------------|------|
| For drivers | £130 |
| For operators | £550 |

Discount for early payment

| | |
|--|-----|
| Payment within 14 days (or within 21 days for parking contraventions issued by CCTV) | 50% |
|--|-----|

3.3 Contravention Codes

A Penalty Charge Notice is issued when a vehicle has allegedly contravened a parking or traffic restriction. A parking contravention for which a civil penalty charge is payable is not a criminal offence. Councils use a standard system of two-digit codes to refer to parking contraventions. The code appears on the PCN, together with a description of the contravention. PCN contraventions cover both 'On Street Parking Contravention Codes' and 'Off Street Parking Contravention Codes', for all vehicles including cars, motorcycles and commercial vehicles. The latest version for the contravention codes was implemented in April 2011 and is available in Appendix C.

As loading and unloading in London is a significant issue for commercial vehicles, contravention code 02 'Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force' is a salient code for FTA members.

When a vehicle stops in order to load and unload goods it is often exempt from parking regulations. However, use of the vehicle must be necessary, and it must be moved immediately loading has finished. Taking heavy or bulky goods to or from a vehicle is normally included in the exemption – as is having a large number of items – too many for a single trip.

The unloading process covers taking goods to the place where they are to go but does not extend to sorting them out or arranging them once there.

All commercial deliveries and collections (including multi-drop and couriers) are included in the exemption. Reasonable time is allowed for the checking of paperwork too – however, as soon as the delivery has finished the vehicle must be moved.

Loading time is restricted to either 20 or 40 minutes depending upon the location. If more time is required contact the council for permission (a dispensation) in advance.

Code 34 “Being in a Bus lane”

There is ambiguity around the code as it may be either moving traffic or parking.

3.4 Appeals

Appeals may be made informally to the individual enforcement authority or formally to the Parking and Traffic Appeals Service (PATAS). Many FTA members appeal informally and these appeals are not recorded in the official statistics.

PATAS was established by The Road Traffic Act 1991 to provide the administrative support to the Parking and Traffic Adjudicators. The service continues to provide this support under the Traffic Management Act 2004 and, since 2003, to the Road User Charging Adjudicators. The adjudicators consider appeals against Penalty Charge Notices issued by the London local authorities.

Grounds for Appeals²

1. The contravention did not occur; for example, the contravention did not happen as stated on the Penalty Charge Notice or the prohibition was not properly signed.
2. Not the owner of the vehicle at the relevant time.
3. The vehicle was parked by someone in control of it without consent - for example, the vehicle was improperly parked after being stolen.
4. The penalty charge exceeded the amount applicable in the circumstances of the case - for example, being asked to pay the wrong amount for the penalty charge.
5. The vehicle is owned by a hire firm who have supplied the name and address of the hirer.
6. There has been a procedural impropriety on the part of the enforcement authority - for example, failure to observe any requirement of the enforcement law, such as a breach of a time limit.
7. The Traffic Order allegedly contravened is invalid.
8. The civil enforcement officer was not prevented by some person from fixing the penalty charge notice to the vehicle or handing it to the person in charge of the vehicle - this only applies when the enforcement authority sent the penalty charge notice by post because they say that someone prevented the civil enforcement officer from issuing the penalty charge notice at the scene.
9. The penalty charge has already been paid.

The number of PCNs appealed in official statistics published by PATAS is quite low (just over one per cent of the total of the PCNs issued) and the reasons for appealing vary from one Borough to another. However, informal appeals are thought to be much higher but not recorded in official statistics.

2

<http://www.londoncouncils.gov.uk/policylobbying/transport/parkinginlondon/understanding.htm#Your%20right%20to%20appeal>

3.5 FTA Policy

FTA is committed to lobbying local Government and enforcement agencies on behalf of members who deliver in London. FTA members unfairly pay millions of pounds in parking fines every year. A real problem for those trying to deliver in London is finding somewhere to unload without attracting Penalty Charge Notices (PCNs). Often PCNs are issued incorrectly because the Civil Enforcement Officers (CEOs) require additional training. It is essential that CEOs understand that loading/unloading includes activities away from the vehicle (such as getting delivery notes signed) and just because the vehicle is locked does not mean that there is no loading activity occurring. Driver education is also a key priority to ensure they understand the rules and restrictions which are more complex in London than anywhere else in the country. FTA is working hard in this area. FTA has, for example, produced a driver information card showing the various signs and road markings to try to make it easier for drivers and parking authorities alike. Nevertheless, there remain some delivery locations where additional provision is required, or where changes to the restricted hours need to be reconsidered.

FTA is campaigning for additional loading and unloading capacity, and is working with Transport for London, as part of the London Freight Plan, to create properly defined guidance

Chapter 4: Survey Results and Discussion

The results from the PCN survey were analysed and discussed under six key areas: enforcement authorities, CCTV or CEO issue, PCN hotspots (street/location), contravention codes, appeals and costs. In addition, general information regarding survey participants was described.

4.1 Survey Participants

Twenty-seven companies participated in the survey. Individual companies are not identified and are simply referred to as Company 1, Company 2 etc. Table 4.1 provides a description of each company in relation to the number of PCNs issued, the percentage of PCNs issued to that company as a proportion of all PCNs issued during the period covered by the survey. Over 53,000 PCNs were issued and three companies account for 53 per cent of all PCNs issued and together paid over £1.5 million in parking fines which is just over half of that paid by all 27 companies.

Table 4.1 PCNs issued to participating companies (Q3 2011-Q2 2012)

| Company | Total | Percentage | Total Paid |
|--------------|---------------|------------|-------------------|
| Company 1 | 589 | 1.10% | £38,612 |
| Company 2 | 5 | 0.01% | £325 |
| Company 3 | 3,790 | 7.11% | £245,733 |
| Company 4 | 10,865 | 20.38% | £523,625 |
| Company 5 | 495 | 0.93% | £29,724 |
| Company 6 | 495 | 0.93% | £21,072 |
| Company 7 | 744 | 1.40% | £53,030 |
| Company 8 | 1,984 | 3.72% | £105,560 |
| Company 9 | 912 | 1.71% | £59,117 |
| Company 10 | 4,013 | 7.53% | £111,574 |
| Company 11 | 650 | 1.22% | £27,245 |
| Company 12 | 1,267 | 2.38% | £56,050 |
| Company 13 | 951 | 1.78% | £77,847 |
| Company 14 | 189 | 0.35% | £12,570 |
| Company 15 | 12,037 | 22.57% | £733,160 |
| Company 16 | 1,002 | 1.88% | £58,735 |
| Company 17 | 215 | 0.40% | £8,770 |
| Company 18 | 2,047 | 3.84% | £133,110 |
| Company 19 | 324 | 0.61% | £18,775 |
| Company 20 | 11 | 0.02% | £835 |
| Company 21 | 2,530 | 4.74% | £147,790 |
| Company 22 | 361 | 0.68% | £21,985 |
| Company 23 | 85 | 0.16% | £6,690 |
| Company 24 | 1,598 | 3.00% | £94,545 |
| Company 25 | 5,144 | 9.65% | £264,565 |
| Company 26 | 816 | 1.52% | £52,415 |
| Company 27 | 202 | 0.38% | unknown |
| Total | 53,327 | | £2,903,459 |

Source: FTA PCN Survey 2012

4.2 Enforcement Authorities

There are 34 enforcement authorities covering Greater London consisting of 33 boroughs and Transport for London. Ten of the 34 enforcement authorities accounted for 80 per cent of all PCNs issued to the survey participants; with Transport for London holding the top spot having the most PCNs issued between Q3 2011 and Q2 2012. The top 10 enforcement authorities account for same percentage of PCNs as the previous PCN survey which covered the period Q1 2009 – Q2 2011.

The top 10 enforcement authorities for the time period Q3 2011 – Q2 2012 are shown in Table 4.2. An annual breakdown of for each year 2010, 2011 (revised) and the first half of 2012 is available in Table D.1 Appendix D. Table 4.3 illustrates the changes to the number one spot for top 10 enforcement authorities from 2010 – 2012, where 2011 is revised using current data, 2012 refers to Q1 and Q2 only.

Table 4.2 Top 10 Enforcement Authorities (by number of PCNs issued): Q3 2011 – Q2 2012

| | Enforcement Authority | PCNs issued | Proportion of all PCNs issued (%) |
|------------|------------------------------|--------------------|--|
| 1. | Transport for London | 13,927 | 26.12% |
| 2. | Westminster | 9,743 | 18.27% |
| 3. | Camden | 4,480 | 8.40% |
| 4. | City of London | 4,168 | 7.82% |
| 5. | Newham | 2,349 | 4.40% |
| 6. | Islington | 1,876 | 3.52% |
| 7. | Lambeth | 1,717 | 3.22% |
| 8. | Southwark | 1,330 | 2.49% |
| 9. | Wandsworth | 1,310 | 2.46% |
| 10. | Waltham Forest | 1,261 | 2.36% |
| | Total | 42,161 | 79.06% |

Source: FTA PCN Survey 2012

Table 4.3 Movement in Top 10 Enforcement Authorities (by number of PCNs issued): 2010 – 2012 (Q1 and Q2).

| | 2010 | 2011 (revised) | | 2012 | |
|-----|----------------|----------------|-----------|----------------|-----------|
| 1. | TfL | TfL | ↔ | TfL | ↔ |
| 2. | Westminster | Westminster | ↔ | Westminster | ↔ |
| 3. | City of London | Camden | ↑ from 4 | City of London | ↑ from 4 |
| 4. | Camden | City of London | ↓ from 3 | Camden | ↓ from 3 |
| 5. | Lambeth | Waltham Forest | ↑ from 10 | Newham | ↑ from 6 |
| 6. | Newham | Newham | ↔ | Islington | ↑ from 8 |
| 7. | Wandsworth | Lambeth | ↓ from 5 | Lambeth | ↔ |
| 8. | Islington | Islington | ↔ | Southwark | New Entry |
| 9. | Bromley | Bromley | ↔ | Waltham Forest | ↓ from 5 |
| 10. | Waltham Forest | Wandsworth | ↓ from 7 | Wandsworth | ↔ |

Source: FTA PCN Survey 2012

*2012 incorporates Q1 and Q2 only

4.2.1 London Councils

In addition, data regarding PCNs issued were obtained from London Councils which provides annual data from 01 April to 31 March, therefore direct comparisons could not be made to the current sample. The trends are shown in Table 4.4. In 2011/2012 London Borough of Westminster occupied first place and has done for the past four years; Transport for London was second, which is similar to the findings from the FTA surveys.

Unlike the current sample dataset, London Councils top 10 does not include City of London. This is probably due to the nature of London Councils data which includes PCNs issued to cars. These non-commercial vehicles are more likely to be ticketed in residential areas rather than in the City of London. However it is interesting to note that Camden, Lambeth and Newham also feature in this top 10 from London Councils

Table 4.4 London Councils: Movement in Top 10 Enforcement Authorities 2008/2009 – 2011/2012

| | 2009/2010 | 2010/2011 | | 2011/2012 | |
|-----|-------------|-------------|-----------|-------------|----------|
| 1. | Westminster | Westminster | ↔ | Westminster | ↔ |
| 2. | Camden | TfL | ↑ from 3 | TfL | ↔ |
| 3. | TfL | Camden | ↓ from 2 | Camden | ↔ |
| 4. | Kensington | Newham | ↑ from 6 | Newham | ↔ |
| 5. | Lambeth | Kensington | ↓ from 4 | Kensington | ↔ |
| 6. | Newham | Islington | ↑ from 7 | Haringey | ↑ from 9 |
| 7. | Islington | Ealing | New Entry | Wandsworth | ↑ from 8 |
| 8. | Haringey | Wandsworth | ↑ from 9 | Islington | ↓ from 6 |
| 9. | Wandsworth | Haringey | ↓ from 8 | Ealing | ↓ from 7 |
| 10. | Hammersmith | Lambeth | ↓ from 5 | Lambeth | ↔ |

Source: London Councils

4.3 CCTV and Civil Enforcement Officers

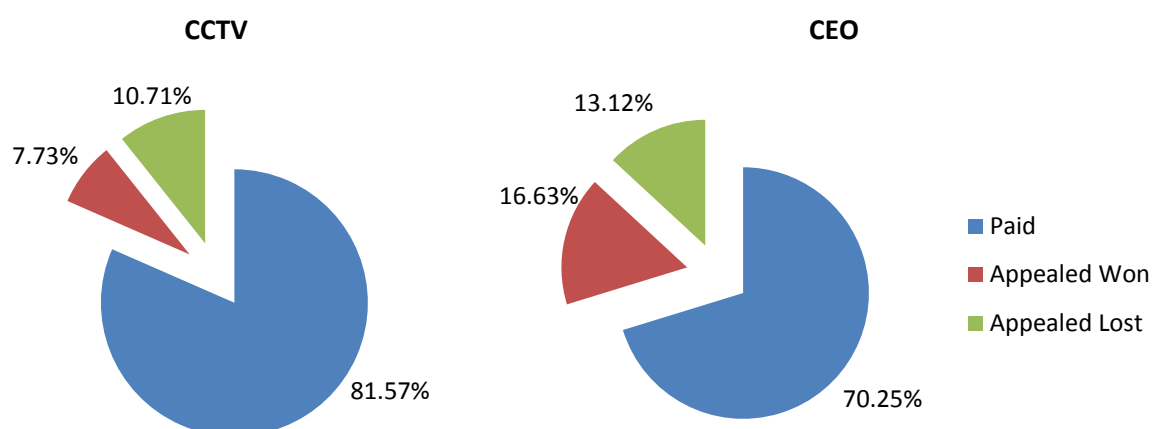
Respondents to the survey indicated whether the PCN was issued by CCTV or a Civil Enforcement Officer (CEO). Just over 60 per cent of PCNs are issued by CEOs (Table 4.5) and these are more likely to be appealed (30 per cent) than those issued by CCTV (19 per cent).

Table 4.5 PCNs issued by CCTV and CEOs

| | Q3 2011 | Q4 2011 | Q1 2012 | Q2 2012 | Total | % | Amount Paid |
|--------------|---------------|---------------|---------------|---------------|---------------|-----|-------------|
| CCTV | 3,994 | 3,868 | 4,501 | 4,593 | 16,956 | 39% | £1,011,549 |
| CEO | 7,434 | 6,562 | 5,808 | 6,591 | 26,395 | 61% | £1,321,644 |
| Total | 11,428 | 10,430 | 10,309 | 11,184 | 43,351 | | |

Source: FTA PCN Survey 2012

Figure 4.1 PCNs issued via CCTV are less likely to be appealed than those issued by CEO



Source: FTA PCN Survey 2012

Table 4.6 Top 10 CCTV and CEO Enforcement Authorities

| CCTV | % Issued | CEO | % Issued |
|----------------------|-----------------|----------------------|-----------------|
| Transport for London | 47.20% | Westminster | 29.85% |
| Newham | 8.42% | Transport for London | 15.11% |
| Camden | 7.87% | City of London | 9.43% |
| City of London | 5.99% | Camden | 8.58% |
| Bromley | 4.22% | Islington | 4.57% |
| Westminster | 2.52% | Southwark | 3.92% |
| Enfield | 2.33% | Lambeth | 3.65% |
| Waltham Forest | 2.32% | Wandsworth | 3.02% |
| Hounslow | 2.16% | Kensington & Chelsea | 2.47% |
| Haringey | 2.02% | Waltham Forest | 2.38% |
| Total | 85.06% | | 82.99% |

Source: FTA PCN Survey 2012

4.4 PCN Hotspots

The identification of PCN hotspots – those locations where the most number of PCNs are issued, provides useful information to FTA members in respect of areas in which to be vigilant for parking restrictions. Furthermore, particular hotspots may point to a lack of clarity in restrictions and form a lobbying point for FTA members.

Hotspots were identified for the top 10 enforcement authorities (overall from Q3 2011 – Q2 2012) and are outlined in Table 4.8 - Table 4.17 in the following pages.

Please note: The number of hotspots and proportion for each hotspot per Enforcement Authority was calculated for only those PCNs where a street/location was identified. For this calculation PCNs issued refers to this type of data only.

Additionally, the top 10 hotspots were identified for each company and are listed in Part II of this survey under the company number. This information may be beneficial to participant companies in their understanding of driver behaviour and particular parking restrictions.

Transport for London had a lower pinpoint rate as it covers a wider area. The accuracy increases to almost 87 per cent the last enforcement authority is reached. This is due to the sample size decreasing and therefore a higher proportion is concentrated on fewer hotspots. Since PCNs do not

explicitly state the exact location where the contravention occurred, it is often difficult to pinpoint exact locations. Results from a Freedom of Information Act request by the AA³ found that Fifty motorists were issued PCNs by wardens or CCTV cameras in busy Southampton Row, central London.

The road in the borough of Camden saw 19,335 tickets issued to net authorities £1,198,870. It headed a list of ten roads in the capital which between them hauled in £6.7million from penalties in 2011. In our survey this road was eighth in that borough in 2011.

The top 5 hotspots for 2011 and for the first half of 2012 are shown in table 4.7.

Table 4.7 Top Five Hotspots in London

| 2011 (revised) | | 2012 (Q1-Q2) | |
|------------------------------|--------------------|------------------------------|--------------------|
| Enforcement Authority | PCNs Issued | Enforcement Authority | PCNs Issued |
| 1. Charing Cross Rd | 578 | Borough High St | 356 |
| 2. Tottenham Court Rd | 572 | High St North | 306 |
| 3. Old Broad St | 475 | Brixton Rd | 277 |
| 4. Baker St | 452 | Brompton Rd | 265 |
| 5. West end Lane | 376 | Old Broad Street | 217 |

Source: FTA PCN Survey 2012

³ <http://www.thesun.co.uk/sol/homepage/news/4318772/12m-parking-fines-in-ONE-street.html#ixzz2BXpPPA1O>

Table 4.8 Top 10 hotspots for Transport for London (by number of PCNs issued) by year

| 2010 | | | | 2011 (revised) | | | | 2012 | |
|------|-------------------|--------------|---------------------------------|----------------------|--------------|---------------------------------|-----------------|--------------|---------------------------------|
| | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % |
| 1. | Victoria St | 267 | 5.50 | Upper St | 387 | 5.02 | Borough High St | 356 | 5.24 |
| 2. | Upper St | 161 | 3.32 | Finchley Rd | 259 | 3.36 | Brixton Rd | 277 | 4.08 |
| 3. | Edgware Rd | 160 | 3.30 | Brompton Rd | 226 | 2.93 | Brompton Rd | 265 | 3.90 |
| 4. | Clapham High St | 114 | 2.35 | Brixton Rd | 192 | 2.49 | Upper St | 206 | 3.03 |
| 5. | Gracechurch St | 112 | 2.31 | Edgware Rd | 177 | 2.29 | Balham High Rd | 168 | 2.47 |
| 6. | Borough High St | 106 | 2.18 | Buckingham Palace Rd | 168 | 2.18 | Holloway Rd | 164 | 2.41 |
| 7. | Upper Richmond Rd | 101 | 2.08 | Cromwell Rd | 166 | 2.15 | Earls Court Rd | 130 | 1.91 |
| 8. | Bishopsgate | 94 | 1.94 | York Way | 165 | 2.14 | Victoria St | 135 | 1.99 |
| 9. | Buckingham Palace | 84 | 1.73 | Borough High St | 153 | 1.98 | Clapham High St | 134 | 1.97 |
| 10. | Mile End Rd | 57 | 1.17 | Camden High St | 149 | 1.93 | Finchley Rd | 126 | 1.85 |
| | | 1,256 | 25.88 | | 2,042 | 26.47 | | 1,961 | 28.86 |

Source: FTA PCN Survey 2012

*2012 incorporates Q1 and Q2 only

Table 4.9 Top 10 hotspots for London Borough of Westminster (by number of PCNs issued) by year

| 2010 | | | | 2011 | | | 2012 | | |
|--------------|----------------------|--------------|---------------------------------|----------------------|--------------|---------------------------------|------------------|--------------|---------------------------------|
| | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % |
| 1. | Baker St | 354 | 8.36 | Charing Cross Rd | 578 | 6.55 | Charing Cross Rd | 204 | 5.06 |
| 2. | Shaftesbury Ave | 219 | 5.17 | Baker St | 452 | 5.15 | Regent St | 140 | 3.48 |
| 3. | Charing Cross Rd | 190 | 4.49 | St Martins Lane | 226 | 2.58 | Baker Street | 137 | 3.40 |
| 4. | St Martins Lane | 178 | 4.21 | Regent St | 206 | 2.35 | St Martins Lane | 128 | 3.18 |
| 5. | Great Marlborough St | 171 | 4.04 | Oxford Street | 204 | 2.33 | Oxford St | 96 | 2.38 |
| 6. | Regent St | 170 | 4.02 | Victoria St | 203 | 2.31 | Coventry St | 93 | 2.31 |
| 7. | Strand | 132 | 3.12 | Great Marlborough St | 201 | 2.29 | Dean St | 87 | 2.16 |
| 8. | Westbourne Grove | 122 | 2.88 | Wardour St | 190 | 2.17 | Haymarket | 85 | 2.11 |
| 9. | Glasshouse St | 121 | 2.86 | Whitehall | 183 | 2.09 | Wardour St | 79 | 1.96 |
| 10. | Wardour St | 81 | 1.91 | Henrietta St | 175 | 2.00 | Victoria St | 74 | 1.84 |
| Total | | 1,738 | 41.06 | | 2,614 | 29.81 | | 1,123 | 27.88 |

Source: FTA PCN Survey 2012

*2012 incorporates Q1 and Q2 only

Table 4.10 Top 10 hotspots for London Borough of Camden (by number of PCNs issued) by year

| 2009 | | | | 2011 (revised) | | | 2012 | | |
|------|--------------------|----------------|---------------------------------------|--------------------------|----------------|---------------------------------------|----------------------|----------------|---------------------------------------|
| | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % |
| 1. | Tottenham Court RD | 512 | 13.61 | Tottenham Court Rd | 572 | 14.00 | West End Lane | 131 | 6.63 |
| 2. | Kentish Town Rd | 357 | 9.49 | West End Lane | 376 | 9.20 | Tottenham Court Road | 129 | 6.53 |
| 3. | Kingsway Wc2 | 354 | 9.41 | Kentish Town Rd | 326 | 7.98 | Kentish Town Rd | 109 | 5.52 |
| 4. | Kilburn High Rd | 264 | 7.02 | Haverstock Hill | 196 | 4.80 | Bainbridge St | 104 | 5.27 |
| 5. | High Holborn | 193 | 5.13 | High Holborn | 163 | 3.99 | High Holborn | 100 | 5.06 |
| 6. | West End Lane | 154 | 4.09 | Kilburn High Rd | 152 | 3.72 | Kingsway | 75 | 3.80 |
| 7. | Eversholt St | 119 | 3.16 | Hampstead High Street | 140 | 3.43 | Southampton Row | 72 | 3.65 |
| 8. | Haverstock Hill | 114 | 3.03 | Southampton Row | 129 | 3.16 | Eversholt St | 67 | 3.39 |
| 9. | Southampton Row | 93 | 2.47 | Kingsway Wc2 | 107 | 2.62 | Hampstead High St | 57 | 2.89 |
| 10. | Theobalds Road Wc1 | 89 | 2.37 | Eversholt St | 100 | 2.45 | Haverstock Hill | 49 | 2.48 |
| | | 2,249 | 59.80 | | 2261 | 55.32 | | 893 | 45.22 |

Source: FTA PCN Survey 2012

*2012 incorporates Q1 and Q2 only

Table 4.11 Top 10 hotspots for City of London (by number of PCNs issued) by year

| 2009 | | | | 2011 (revised) | | | 2012 | | |
|------|---------------------|-------------|---------------------------------|---------------------|--------------|---------------------------------|------------------|-------------|---------------------------------|
| | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % |
| 1. | Old Broad St | 652 | 16.75 | Old Broad St | 475 | 12.24 | Old Broad Street | 217 | 11.49 |
| 2. | Queen St | 242 | 6.22 | Queen St | 271 | 6.98 | Fenchurch St | 194 | 10.27 |
| 3. | Fleet St | 236 | 6.06 | Fenchurch St | 210 | 5.41 | Queen Street | 90 | 4.76 |
| 4. | Lime St | 225 | 5.78 | Fleet St | 192 | 4.95 | Liverpool Street | 76 | 4.02 |
| 5. | Aldgate High St | 209 | 5.37 | Aldgate High Street | 151 | 3.89 | London Wall | 73 | 3.86 |
| 6. | Liverpool St | 150 | 3.85 | Cornhill | 140 | 3.61 | Fleet Street | 68 | 3.60 |
| 7. | Old Bailey | 149 | 3.83 | Old Bailey | 130 | 3.35 | Princes Street | 64 | 3.39 |
| 8. | St Pauls Churchyard | 140 | 3.60 | Aldersgate St | 111 | 2.86 | Cannon Street | 58 | 3.07 |
| 9. | Cornhill | 125 | 3.21 | Cannon Street | 107 | 2.76 | Moorgate | 58 | 3.07 |
| 10. | Fenchurch St | 90 | 2.31 | London Wall | 94 | 2.42 | Cornhill | 57 | 3.02 |
| | | 2218 | 56.99 | | 1,881 | 48.48 | | 955 | 50.56 |

Source: FTA PCN Survey 2012

*2012 incorporates Q1 and Q2 only

Table 4.12 Top 10 hotspots for London Borough of Newham (by number of PCNs issued) by year

| 2009 | | | | 2011 (revised) | | | | 2012 | |
|------|--------------------|--------------|---------------------------------|------------------|-------------|---------------------------------|------------------|-------------|---------------------------------|
| | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % |
| 1. | Barking Rd | 280 | 22.88 | Barking Road | 275 | 18.19 | High St North | 306 | 27.22 |
| 2. | High St North | 267 | 21.81 | Broadway | 219 | 14.48 | Barking Rd | 182 | 16.19 |
| 3. | Broadway | 208 | 16.99 | Green St | 341 | 22.55 | Broadway | 170 | 15.12 |
| 4. | Green St | 201 | 16.42 | High St North | 254 | 16.80 | Green St | 168 | 14.95 |
| 5. | Service Route No.1 | 30 | 2.45 | Kings Road | 30 | 1.98 | Romford Rd | 52 | 4.63 |
| 6. | Romford Rd | 27 | 2.21 | Neville Road | 19 | 1.26 | Upton Lane | 34 | 3.02 |
| 7. | Kings Rd | 21 | 1.72 | Romford Rd | 58 | 3.84 | Pilgrims Way | 30 | 2.67 |
| 8. | Ron Leighton Way | 20 | 1.63 | Ron Leighton Way | 28 | 1.85 | Salway Road | 22 | 1.96 |
| 9. | The Grove | 18 | 1.47 | Salway Road | 24 | 1.59 | Kings Road | 18 | 1.60 |
| 10. | Woodgrange Rd | 17 | 1.39 | The Grove | 15 | 0.99 | Ron Leighton Way | 14 | 1.25 |
| | | 1,089 | 88.97 | | 1263 | 83.53 | | 996 | 88.61 |

Source: FTA PCN Survey 2012

*2012 incorporates Q1 and Q2 only

Table 4.13 Top 10 hotspots for London Borough of Islington (by number of PCNs issued) by year

| 2010 | | | | 2011 (revised) | | | | 2012 | |
|------|-----------------|-------------|---------------------------------|------------------|-------------|---------------------------------|------------------|-------------|---------------------------------|
| | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % |
| 1. | City Rd | 149 | 20.05 | City Road | 151 | 11.77 | Essex Road | 62 | 8.73 |
| 2. | Islington Green | 127 | 17.09 | Essex Road | 110 | 8.57 | Old St | 57 | 8.03 |
| 3. | Mildmay Park | 48 | 6.46 | Caledonian Rd | 82 | 6.39 | City Road | 42 | 5.92 |
| 4. | Tysoe St | 33 | 4.44 | Old St | 68 | 5.30 | Clerkenwell Rd | 41 | 5.77 |
| 5. | Finsbury Square | 27 | 3.63 | Liverpool Road | 55 | 4.29 | Caledonian Rd | 39 | 5.49 |
| 6. | Essex Rd | 26 | 3.50 | Highbury Park | 50 | 3.90 | Liverpool Rd | 33 | 4.65 |
| 7. | Old St | 25 | 3.36 | Islington Green | 49 | 3.82 | Stroud Green Rd | 30 | 4.23 |
| 8. | St John St | 24 | 3.23 | Tolpuddle Street | 41 | 3.20 | Highbury Park | 26 | 3.66 |
| 9. | Green Lanes | 19 | 2.56 | Dominion Street | 32 | 2.49 | Mildmay Park | 22 | 3.10 |
| 10. | Dominion St | 16 | 2.15 | Finsbury Square | 27 | 2.10 | Tolpuddle Street | 16 | 2.25 |
| | | 494 | 66.49 | | 665 | 51.83 | | 368 | 51.83 |

Source: FTA PCN Survey 2012

*2012 incorporates Q1 and Q2 only

Table 4.14 Top 10 hotspots for London Borough of Lambeth (by number of PCNs issued) by year

| 2009 | | | 2011 (revised) | | | 2012 | | |
|--------------------------|-------------|---------------------------------|-----------------------|-------------|---------------------------------|-----------------------|-------------|---------------------------------|
| Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % |
| 1. Chestnut Rd | 73 | 7.29 | Westminster Bridge Rd | 112 | 8.74 | Westminster Bridge Rd | 75 | 11.35 |
| 2. Upper Ground | 71 | 7.09 | Upper Ground | 77 | 6.01 | Mepham Street | 47 | 7.11 |
| 3. Rectory Grove | 58 | 5.79 | Wandsworth Rd | 69 | 5.38 | Wandsworth Rd | 38 | 5.75 |
| 4. Kennington Rd | 57 | 5.69 | Kennington Road | 65 | 5.07 | Upper Ground | 31 | 4.69 |
| 5. Westminster Bridge Rd | 38 | 3.79 | Rectory Grove | 44 | 3.43 | Greyhound Lane | 29 | 4.39 |
| 6. Belvedere Rd | 38 | 3.79 | Lambeth Road | 41 | 3.20 | Atlantic Road | 24 | 3.63 |
| 7. Acre Lane | 35 | 3.49 | Mepham Street | 37 | 2.89 | Lambeth Road | 23 | 3.48 |
| 8. Waterloo Rd | 28 | 2.79 | Cedars Road | 35 | 2.73 | Kennington Road | 21 | 3.18 |
| 9. Norwood Rd | 26 | 2.59 | Atlantic Road | 34 | 2.65 | Cedars Road | 20 | 3.03 |
| 10. Coldharbour Lane | 24 | 2.40 | Cornwall Road | 27 | 2.11 | Waterloo Road | 20 | 3.03 |
| | 448 | 44.71 | | 541 | 42.20 | | 328 | 49.62 |

Source: FTA PCN Survey 2012

*2012 incorporates Q1 and Q2 only

Table 4.15 Top 10 hotspots for London Borough of Southwark (by number of PCNs issued) by year

| 2010 | | | | 2011 (revised) | | | | 2012 | |
|------|---------------------|-------------|---------------------------------|----------------|-------------|---------------------------------|-----------------|-------------|---------------------------------|
| | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % |
| 1. | Walworth Road | 67 | 15.69 | Walworth Rd | 105 | 14.38 | Elm Grove | 99 | 14.93 |
| 2. | Highshore Road | 59 | 13.82 | Elm Grove | 61 | 8.36 | Walworth Rd | 63 | 9.50 |
| 3. | Elm Grove | 27 | 6.32 | Rye Lane | 40 | 5.48 | Curlew Street | 60 | 9.05 |
| 4. | Shad Thames | 26 | 6.09 | Lower Road | 29 | 3.97 | Rye Lane | 53 | 7.99 |
| 5. | Lordship Lane | 17 | 3.98 | Occupation Rd | 29 | 3.97 | Lower Rd | 24 | 3.62 |
| 6. | Rye Lane | 16 | 3.75 | Highshore Road | 28 | 3.84 | Highshore Road | 17 | 2.56 |
| 7. | Curlew Street | 13 | 3.04 | Curlew Street | 27 | 3.70 | Spurling Road | 17 | 2.56 |
| 8. | Borough High Street | 10 | 2.34 | Amelia Street | 26 | 3.56 | Elephant Road | 14 | 2.11 |
| 9. | Dulwich Village | 10 | 2.34 | Spurling Road | 22 | 3.01 | Shad Thames | 11 | 1.66 |
| 10. | Lafone Street | 7 | 1.64 | Shad Thames | 20 | 2.74 | Dulwich Village | 8 | 1.21 |
| | | 252 | 59.02 | | 387 | 53.01 | | 366 | 55.20 |

Source: FTA PCN Survey 2012

*2012 incorporates Q1 and Q2 only

Table 4.16 Top 10 hotspots for London Borough of Wandsworth (by number of PCNs issued) by year

| 2009 | | | | 2011 (revised) | | | | 2012 | |
|------|------------------|----------------|---------------------------------------|----------------|----------------|---------------------------------------|--------------------|----------------|---------------------------------------|
| | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % |
| 1. | Mitcham Rd | 237 | 30.94 | Mitcham Road | 272 | 26.46 | Mitcham Rd | 141 | 23.90 |
| 2. | Putney High St | 112 | 14.62 | Smugglers Way | 95 | 9.24 | Smugglers Way | 71 | 12.03 |
| 3. | Lavender Hill | 49 | 6.40 | Putney High St | 90 | 8.75 | Garratt Lane | 50 | 8.47 |
| 4. | Werter Rd | 49 | 6.40 | St Johns Hill | 82 | 7.98 | Putney High Street | 42 | 7.12 |
| 5. | Garratt Lane | 44 | 5.74 | Garratt Lane | 52 | 5.06 | Lacy Road | 28 | 4.75 |
| 6. | Bellevue Rd | 37 | 4.83 | Magdalen Road | 48 | 4.67 | St Johns Hill | 24 | 4.07 |
| 7. | St Johns Hill | 31 | 4.05 | Lavender Hill | 44 | 4.28 | Buckhold Road | 18 | 3.05 |
| 8. | Putney Bridge Rd | 25 | 3.26 | Bellevue Road | 43 | 4.18 | Lavender Hill | 14 | 2.37 |
| 9. | Smugglers Way | 21 | 2.74 | Lacy Road | 32 | 3.11 | Merton Road | 12 | 2.03 |
| 10. | Lacy Rd | 20 | 2.61 | Werter Road | 28 | 2.72 | Falcon Lane | 9 | 1.53 |
| | | 625 | 81.59 | | 786 | 76.46 | | 409 | 69.32 |

Source: FTA PCN Survey 2012

*2012 incorporates Q1 and Q2 only

Table 4.17 Top 10 hotspots for London Borough of Waltham Forest (by number of PCNs issued) by year

| 2010 | | | | 2011 (revised) | | | | 2012 | |
|----------|--------------------|-------------|---------------------------------|--------------------|-------------|---------------------------------|--------------------|-------------|---------------------------------|
| | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % | Hotspot | PCNs Issued | Proportion of all PCNs issued % |
| 1. | Lea Bridge Rd | 112 | 16.52 | Chingford Mount Rd | 146 | 15.58 | Chingford Mount Rd | 75 | 12.80 |
| 2. | High Rd Leyton | 98 | 14.45 | High Road Leyton | 132 | 14.09 | High Rd Leyton | 90 | 15.36 |
| 3. | Old Church Rd | 91 | 13.42 | Old Church Rd | 106 | 11.31 | High St | 89 | 15.19 |
| 4. | Hoe St | 76 | 11.21 | Lea Bridge Rd | 93 | 9.93 | Hoe Street | 77 | 13.14 |
| 5. | Chingford Mount Rd | 50 | 7.37 | Hoe St | 84 | 8.96 | Lea Bridge Rd | 56 | 9.56 |
| 6. | High St | 48 | 7.08 | High St | 72 | 7.68 | Old Church Rd | 57 | 9.73 |
| 7. | Hoe St | 29 | 4.28 | Forest Road | 22 | 2.35 | Selborne Rd | 9 | 1.54 |
| 8. | Forest Rd | 17 | 2.51 | Church Lane | 18 | 1.92 | Sewardstone Road | 9 | 1.54 |
| 9. | Billet Rd | 13 | 1.92 | Selborne Road | 17 | 1.81 | Station Road | 8 | 1.37 |
| 10. | Selborne Rd | 12 | 1.77 | Station Rd | 12 | 1.28 | Blackhorse lane | 8 | 1.37 |
| I | | 546 | 80.53 | | 702 | 74.92 | | 478 | 81.57 |

Source: FTA PCN Survey 2012

*2012 incorporates Q1 and Q2 only

4.5 Contravention Codes

The top 10 contravention codes by number of PCN issued was ascertained for the sample along with the proportion of PCNs issued under each contravention (see Table 4.18).

In a repeat of the result from the FTA Survey 2011 contravention code 02 '*Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force*', was the number one issue for FTA members with one third of participants indicating this as the reason for the PCN being issued, this was followed closely by code 46 '*Stopped where prohibited (on a red route or clearway)*', which was cited by one quarter of respondents.

Table 4.18 Top 10 contravention codes for FTA members: Q3 2011–Q2 2012

| | Contravention Code | Proportion of all PCNs (%) | Explanation |
|----|--------------------|----------------------------|---|
| 1 | 02 | 33.22 | Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force |
| 2 | 46 | 24.62 | Stopped where prohibited (on a red route or clearway) |
| 3 | 47 | 8.77 | Parked on a restricted bus stop/stand |
| 4 | 62 | 5.76 | Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway |
| 5 | 01 | 4.90 | Parked in a restricted street during prescribed hours |
| 6 | 61 | 2.81 | A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways |
| 7 | 99 | 1.24 | Stopped on a pedestrian crossing and/or crossing area marked by zig-zags |
| 8 | 26 | 1.09 | Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place |
| 9 | 34 | 0.93 | Being in a bus lane |
| 10 | 12 | 0.78 | Parked in a residents' or shared use parking place zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge |

Source: FTA PCN Survey 2012

Loading and unloading is an exemption to the restricted street regulations. It is permitted on single and double yellow lines for a maximum of 40 minutes, as long as the loading and unloading is

undertaken as a continuous procedure. If loading and unloading is not seen to be taking place a parking ticket may be issued.

Often PCNs are issued incorrectly because the Civil Enforcement Officers (CEOs) require additional training. It is essential that CEOs understand that loading/unloading includes activities away from the vehicle (such as getting delivery notes signed) and just because the vehicle is locked does not mean that there is no loading activity occurring.

Code 34 'being in a bus lane' was included by a small number of companies, although this may be open to interpretation it was decided that in future this code will be omitted from analysis.

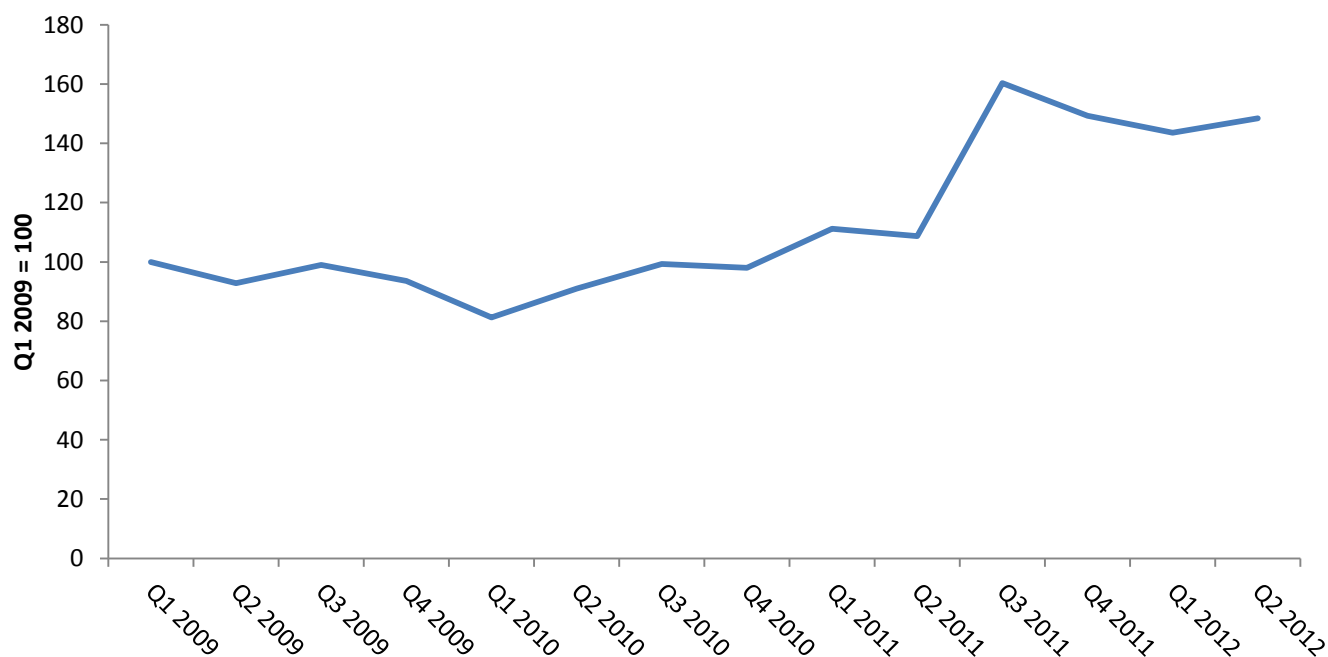
4.6 PCNs Issued and Appealed

Overall, 53,321 PCNs were analysed, for 27 companies between Q3 2011 and Q2 2012.

An index showing the average number of PCNs issued per company per quarter was created using Q1 2009 as baseline (Figure 4.2).

The index allows comparison of trends in PCNs issued over time. Table D.2 in Appendix D provides a detailed breakdown of PCN appeals.

Figure 4.2 Significant rise in the number of PCNs issued in Q3 2011



Source: FTA PCN Survey 2012

There was a significant rise in the number of PCNs issued by all authorities in Q3 2011 (rise of 52 per cent since Q2 2011) which reduced slightly by Q2 2012. A possible reason is that the sample has changed since the last data collection and therefore this may have caused the spike in PCNs issued. Although, the number of PCNs issued in Q2 2012 has risen by half since Q1 2009. Another possible reason for the increase is that participants are better reporting data with fewer redundant returns than the previous survey.

4.6.1 Appeals

Of the 53,321 PCNs analysed, 28 per cent were appealed, 67 per cent were paid (not appealed) and five per cent is unknown. The revised figure for 2011 showed that PCNs were appealed at a rate of 25 per cent which increased to 27 per cent in the first half of 2012. The appeal rate for FTA members has dropped by 40 per cent since Q1 2009.

The number of those paid (not appealed) has doubled since Q1 2009. This is related to the overall drop in the appeal rate and to the increase in PCNs issued which rose by almost 50 per cent over the same period.

An overall appeal rate and an overall success rate were calculated from the data (see Table 4.19). Some companies only listed successful appeals and did not indicate where a lost appeal had been paid which may have skewed the data slightly. The 'Appeal rate' was calculated as the number of appeals as a proportion of all PCNs issued. The 'Success rate' was the number of appeals won as a proportion of those appealed.

Further detail for quarterly trends is reported in Table D.3 in Appendix D

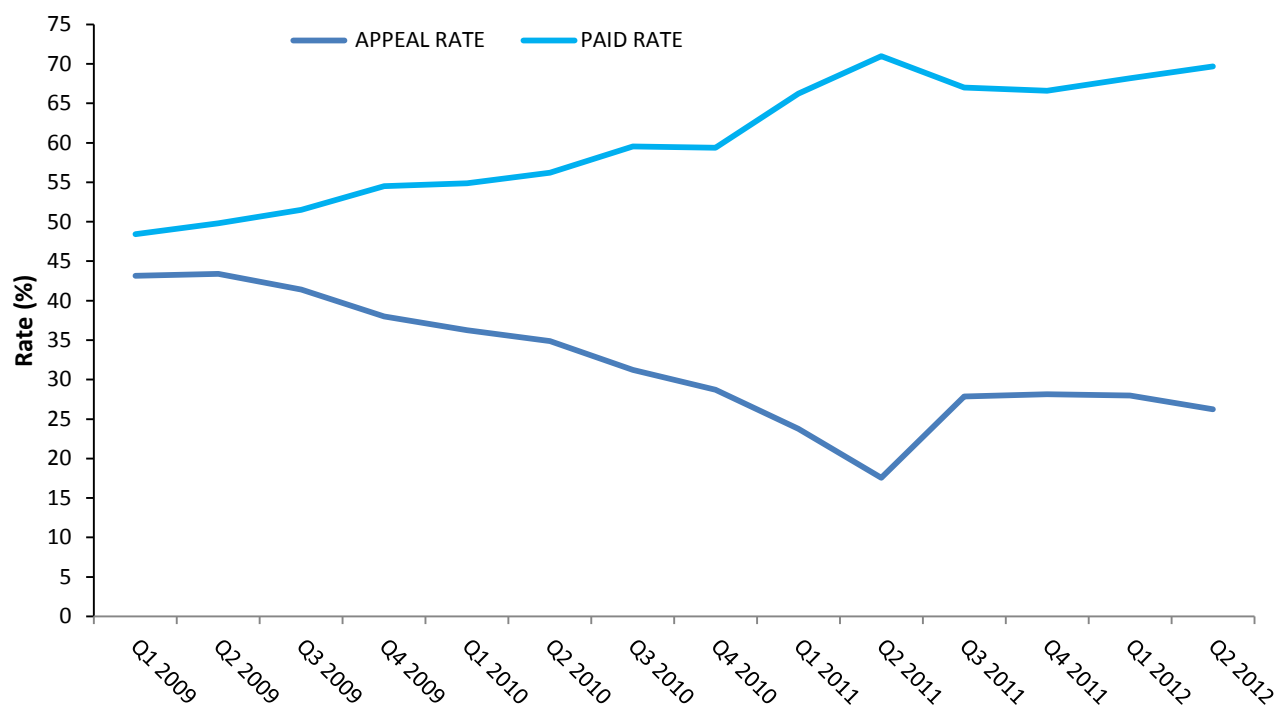
Table 4.19 Annual trends in PCNs won, percentage appealed and success rate

| | 2009 | 2010 | 2011 | 2012 |
|---------------------|-------------|-------------|-------------|-------------|
| PCNs Won | 31,726 | 30,457 | 45,566 | 25,886 |
| Appeal rate | 43.04% | 33.73% | 25.38% | 27.09% |
| Success rate | 54.89% | 41.46% | 51.27% | 40.88% |

Source: FTA PCN Survey 2012

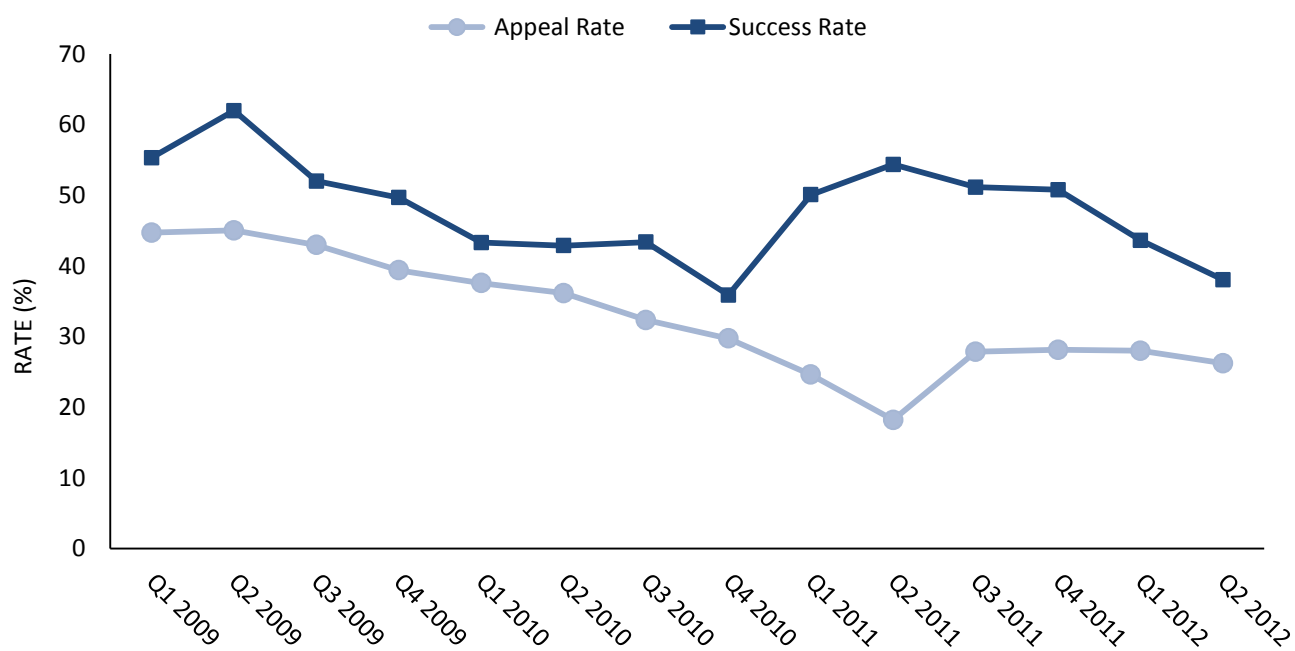
*2012 incorporates Q1 and Q2 only

Figure 4.3 As appeal rate declines paid rate increases



Source: FTA PCN Survey 2012

Figure 4.4 Comparison of quarterly trends in appeal and success rates



Source: FTA PCN Survey 2012

The rate of appeal has started to rise since Q3 2011, while the rate of success is declining. Companies are beginning to appeal at a steady rate of around a quarter of all PCNs however the success rate is starting to converge.

Appeal success rates were calculated for the top 10 enforcement authorities and are reported in Table 4.20.

Table 4.20 Appeal success rate by Enforcement Authority for 27 companies (2011 -2012)

| 2011 (revised) | | | 2012 (Q1-Q2) | |
|-----------------------|------------------------------|----------------------------|------------------------------|----------------------------|
| | Enforcement Authority | Appeal Success rate | Enforcement Authority | Appeal Success rate |
| 1. | Transport for London | 62.31% | Transport for London | 57.50% |
| 2. | Westminster | 57.05% | Westminster | 69.00% |
| 3. | Camden | 60.09% | City of London | 22.19% |
| 4. | City of London | 29.28% | Camden | 64.96% |
| 5. | Waltham Forest | 31.01% | Newham | 55.59% |
| 6. | Newham | 68.21% | Islington | 38.06% |
| 7. | Lambeth | 75.96% | Lambeth | 58.10% |
| 8. | Islington | 41.68% | Southwark | 35.04% |
| 9. | Bromley | 31.52% | Waltham forest | 36.28% |
| 10. | Wandsworth | 42.41% | Wandsworth | 41.30% |

Source: FTA PCN Survey 2012

Appeals may be made informally to the individual enforcement authority or formally to the Parking and Traffic Appeals Service (PATAS). Many FTA members appeal informally and these appeals are not recorded in the official statistics. This may account for the disparity in appeal rates from FTA members and those reported by London Councils.

London Councils also provide statistics on appeal rates but these are general and do not separate commercial vehicles from non-commercial vehicles. Motorists appealed against PCNs issued by the boroughs and Transport for London for parking, driving in bus lanes and moving traffic contraventions. The number of tickets issued for parking contraventions increased by 2.72 per cent from 4,022,476 in 2010/11 to 4,131,738 in 2011/12. Bus lane penalties increased by 7.72 per cent to 233,201 in 2011/12 from 216,495 the previous year. The amount of moving traffic penalties issued fell by -1.32 per cent from 571,590 in 2010/11 to 564,028 in 2011/12. However as the focus of this report is parking contraventions bus lane and moving traffic contraventions were removed from the

analysis. An overall success rate was calculated from that data (see Table 4.21). Furthermore, appeal success rates were calculated for enforcement authorities and the top 10 for successful appeal rates are reported in Table 4.22.

Table 4.21 London Councils: Appeal success rate by parking PCNs issued

| | 2008/2009 | 2009/2010 | 2010/2011 | 2011/2012 |
|---|-----------|-----------|-----------|-----------|
| Total PCNs | 5,443,147 | 4,855,073 | 4,813,865 | 4,931,816 |
| Parking PCNs issued | 4,666,237 | 4,151,901 | 4,022,476 | 4,131,738 |
| % change in PCNs issued (year-on-year) | | -11.02 % | -3.12% | 2.72% |
| Appeal rate | 1.36% | 1.30% | 1.50% | 1.36% |
| Success rate | 72.86% | 63.32% | 50.45% | 48.92% |
| % of appeals not contested | 45.51% | 34.06% | 21.93% | 22.64% |

Source: London Councils

The number of parking PCNs issued had fallen for two consecutive years however there was a 2.45 per cent rise in the number of PCNs issued in 2011/2012 compared to the previous year. Enforcement authorities also challenged more PCN appeals with only 23 per cent of parking PCNs not contested.

The average appeal rate was very low, however for those who appealed the success rate almost 50:50 for the past two years. The success rate for appeals declined sharply from 2008/09 to 2010/2011 however the rate of decline has slowed in 2011/2012.

Table 4.22 London Councils; Appeal success rate for parking PCNs by Enforcement Authority 2011/2012

| | Enforcement Authority | Appeal Success rate | % of appeals not contested | PCNs issued | % appeals/PCN |
|-----|-----------------------|---------------------|----------------------------|-------------|---------------|
| 1. | City of London | 98.86% | 77.73% | 60,256 | 2.76% |
| 2. | Tower Hamlets | 65.57% | 32.05% | 105,734 | 1.87% |
| 3. | Redbridge | 64.57% | 30.73% | 103,831 | 1.58% |
| 4. | Barnet | 64.26% | 28.84% | 121,484 | 1.04% |
| 5. | Lambeth | 60.32% | 36.67% | 145,097 | 1.49% |
| 6. | Barking & Dagenham | 59.13% | 17.65% | 56,000 | 2.31% |
| 7. | Westminster | 52.19% | 26.78% | 480,820 | 2.07% |
| 8. | Newham | 51.55% | 14.98% | 203,096 | 1.96% |
| 9. | Merton | 51.45% | 25.81% | 46,843 | 1.25% |
| 10. | Southwark | 51.26% | 16.95% | 87,283 | 1.64% |

Source: London Councils

Enfield and Croydon had the lowest appeal success rates with around one quarter of all appeals succeeding. The Authorities in general are likely to contest an appeal although City of London has high rate of non-contested appeals.

The appeal success rate for City of London was only 30 per cent in our sample but is nearly 100 per cent in the London Councils data. As London Councils data includes cars and our sample is commercial vehicles (though there may be a few cars). Another reason as stated earlier is that many FTA members appeal informally and these appeals are not recorded in the official statistics.

According to the data from London Councils the number of PCNs increased which supports the findings from the FTA survey.

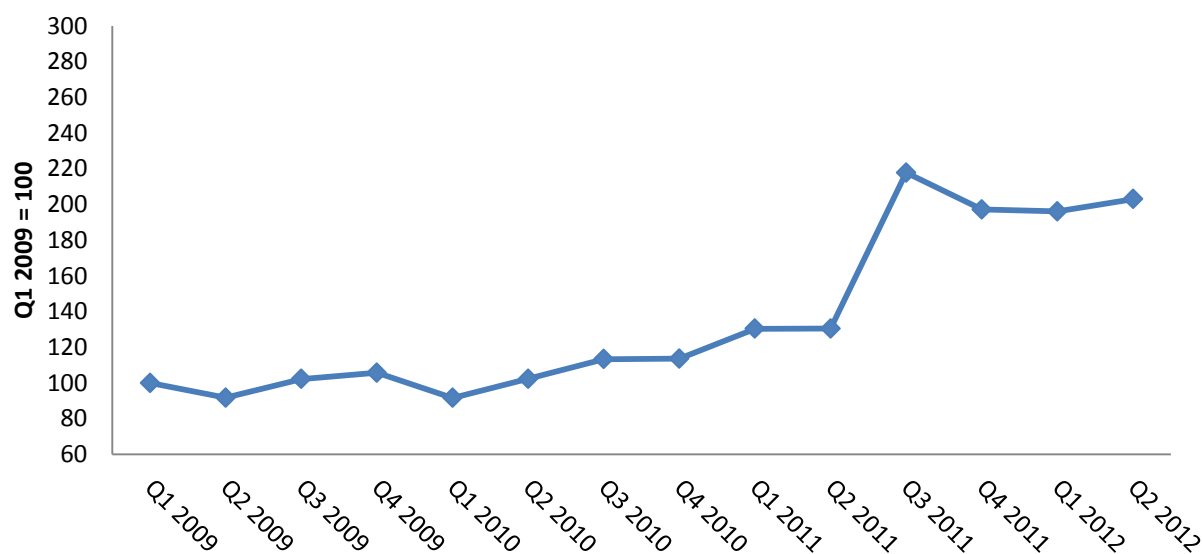
4.7 Costs

The overall amount paid by the 26 companies⁴ was £2.9 million

- The average was £111,679
- The median was £54,540
- The maximum was £733,160
- The minimum was £325

Cost index shows changes in overall amounts paid for of PCNs by quarter (please note there was a general price increase from 15 April 2011)

Figure 4.5 Quarterly trends in PCN costs across all companies



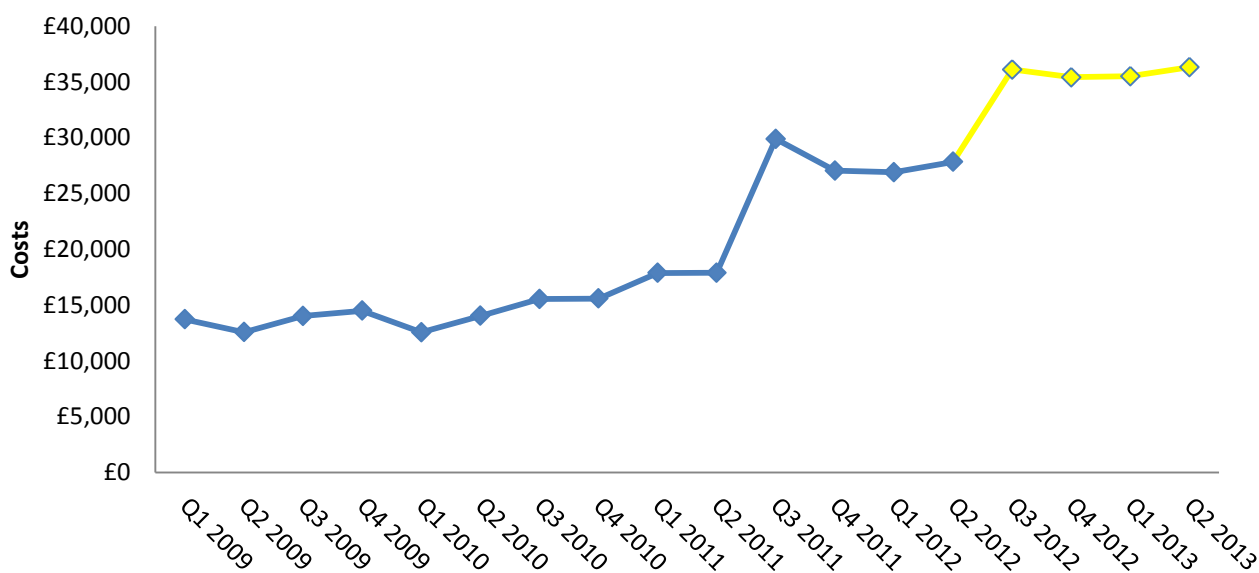
⁴ 27 companies participated in the survey, only 26 provided costs

Source: FTA PCN Survey 2012

The rise in PCN costs was directly related to the increase in the number of PCNs issued across the sample.

Figure 4.6 shows a projected cost trajectory for the sample. This projection is based on the average paid per company per quarter. However, the vast jump in the average number of PCNs issued as analysed in the FTA PCN Survey 2011 to the current level skews the data and with time and larger datasets these projections will be more reliable. Therefore this projection should be treated with caution. Individual projections will be provided for each company who provided data since Q1 2009 are shown in Part II of this survey report. The accuracy of that data will depend on the accuracy of the data provided.

Figure 4.6 Projection of PCN costs across all companies

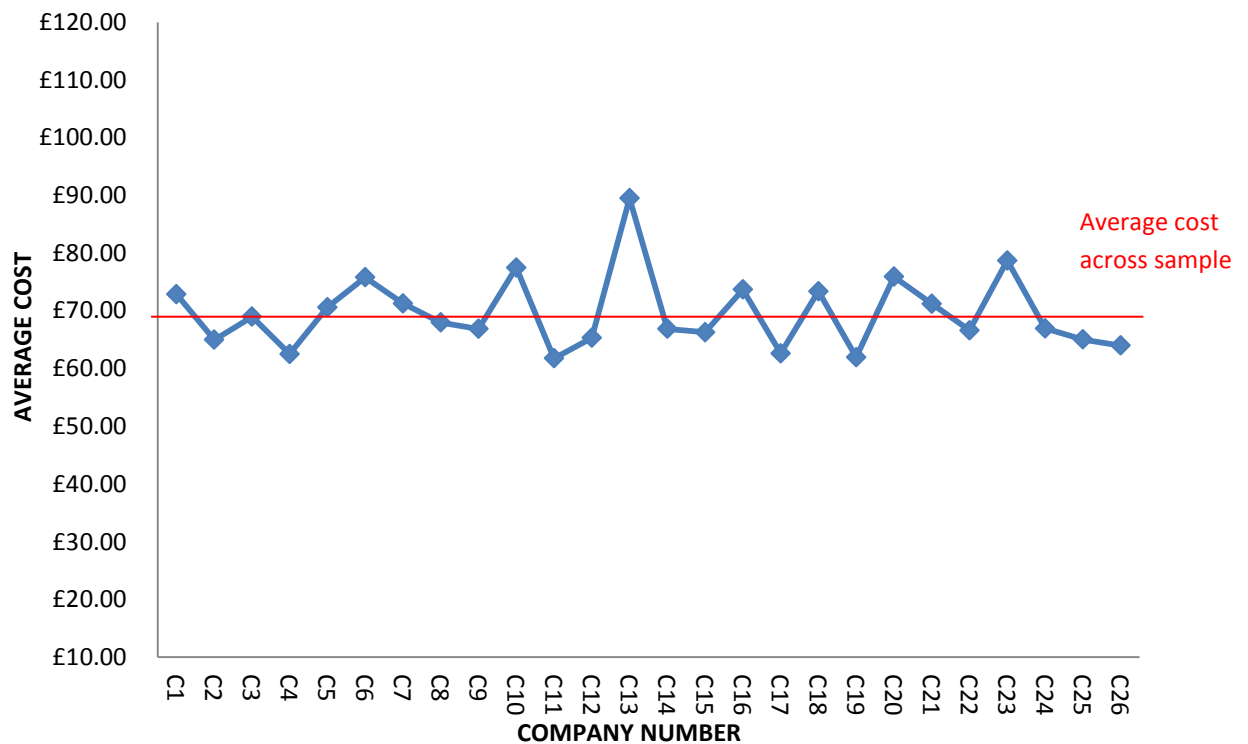


Source: FTA PCN Survey 2012

Further detail on quarterly trends in amounts paid and cost index for PCNs issued is available in Table D.4 in Appendix D.

Figure 4.7 indicates the cost average cost paid for a PCN. One company did not provide any costs and so is omitted from the sample.

Figure 4.7 Average cost for a PCN per company



Source: FTA PCN Survey 2012

The average cost for a PCN in the current sample was £69.60 – last time it was £63.23 for all PCNs ‘not appealed’ or ‘appealed and lost’ and excludes PCNs ‘appealed and won’ and where no cost was provided.

The results indicate that overall most PCNs were paid at the reduced rate with 60 per cent of companies paying below the average price

Further detail on each of the 26 companies is provided in Part II of this survey report.

Chapter 5: Conclusions and Recommendations

Main conclusions are outlined for each key area of the report: enforcement authorities, CCTV and CEOs, hotspots (street/location), contravention codes, appeals and costs. Finally a summary of recommendations is provided.

5.1 Conclusions

- Nearly one third or 10 of the 34 enforcement authorities accounted for 80 per cent of all PCNs issued which is exactly the same as the previous survey. It is concluded that parking in the areas where enforcement is covered by these London Boroughs was more likely to result in a PCN than parking in the remaining two-thirds of the London Boroughs. Transport for London, Westminster, Camden and City of London and were more likely to issue to PCNs to FTA member than other London Boroughs during the period Q3 2011 – Q2 2012.
- For the 27 companies in the sample, data showed a rise in the number of PCNs issued over the year covered by the survey and since data collection began in Q1 2009. This rise may be due to a change in the sample companies and to better reporting of data. Data from London Councils (covering 2011/2012), also showed an increase in PCNs following two successive years of decreases.
- PCNs issued via CCTV are less likely to be appealed than those issued by CEO, this is probably because more clarification is sought when a PCN is issued by a CEO. Transport for London accounted for around half of all PCNs issued by CCTV. PCNs in Westminster are more likely to be issued by a CEO.
- PCN hotspots for each enforcement authority remain relatively consistent. Despite the number of streets within each London Borough, there were clearly identified locations where FTA members were more likely to receive PCNs. This provides valuable information for FTA and FTA members, where members in respect of areas in which to be vigilant for parking restrictions. Furthermore, particular hotspots may point to a lack of clarity in restrictions. In addition, the hotspot information reported for each company may be beneficial to participant companies in their understanding of driver behaviour and particular parking restrictions.
- Contravention Code 02 *'Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force'*, was the top issue for FTA members. This finding

is consistent with the nature of FTA members' work and therefore remains the greatest challenge to members delivering in London.

- Contravention Code 34 '*Being in a bus lane*' was included by a minority of companies and is deemed to be a moving traffic offence rather than a parking contravention.
- The rate of appeal has remained fairly consistent over the year, while the success rate declined slightly, although it is still beneficial to appeal. It is thought that companies appealed less than in 2009 because it is a costly and time consuming process, or it may be that FTA members are more experienced with the appeals process and therefore only challenged those PCNs with a high chance of success. Many appeals were made informally by FTA members to the individual enforcement authority which not recorded in the official statistics. This may account for the disparity in appeal rates from FTA members and those reported by London Councils.
- The number of PCNs paid has doubled since Q1 2009. This is related to the overall drop in the appeal rate (around 40 per cent) and to the increase in PCNs issued which rose by almost half over the same period.
- The 27 companies paid £2.9 million in PCN fines and a rise in costs was reported which was directly related to the increase in the number of PCNs issued. The average cost for each PCN was relatively low compared to the full cost of a PCN. Most companies paid or appealed PCNs within the reduced rate time period leading to significant savings.
- Part II of FTA PCN Survey 2012 report provides individual company data which will allow companies to benchmark themselves against peers and investigate reasons for PCN hotspots. Most companies could benefit from this exercise and it will help to establish 'Best Practice' across FTA members.

5.2 Recommendations

- Local Authorities need to ensure that there is sufficient kerbside space and loading facilities for deliveries and for Civil Enforcement Officers to understand why trucks and vans may be in a restricted parking area
- FTA to continue to monitor PCN trends for commercial vehicles and lobby the enforcement authorities to delineate between commercial vehicles and non-commercial vehicles.
- FTA members note the areas in which to be vigilant for parking restrictions. FTA may use the information to highlight particular hotspots where there may be a lack of clarity in restrictions or the recent introduction of CCTV.
- Participant companies use hotspot information pertaining to their own company to aid their understanding of driver behaviour and particular parking restrictions.
- It is recommended that FTA members monitor parking contraventions to explore any reasons attributable to driver behaviour (e.g. not understanding the restrictions).
- The inclusion of the CCTV and CEO data may be used to elaborate on appeals data.
- FTA members may continue to train staff in PCN administration. It is extremely important that company administration systems collect relevant data without duplication. This will provide more robust data and better internal reporting. Many had duplicate PCN entries and it is important to note that PCN number is a unique identifier. Accurate data is essential for:
 - Lobbying
 - Forecasting
 - Reporting
- Administrator and driver training are suggested to increase successful appeals and reduce administration burden. This will allow companies to rule out driver error in both contravention type and hotspot and to ensure that there are grounds for appeal.

- Companies ensure that their PCN administration systems allow for ALL PCNs to be either 'paid' or 'appealed' within the reduced rate time period, thus saving half the cost or paying nothing as a result of a successful appeal. It is not recommended that a PCN is paid without first checking grounds for appeal.
- FTA provide standard Excel Format template for data collection.
- Conduct the survey in future with a larger sample.

APPENDIX A: METHODOLOGY

Members who deliver in London were invited to send their PCN data covering Quarter 3 2011 to Quarter 3 2012 (inclusive), to FTA. The data were gathered in July and August 2012. Several key data were requested and an Excel spread sheet was sent to interested companies.

FTA received responses from 27 members and over 53,000 PCNs were submitted.

PCN data template

| PCN Data | Example |
|-----------------------|----------------|
| Date Issued | 03/08/2011 |
| Notice Number | CL21103343 |
| Charge | £130 |
| Enforcement Authority | City of London |
| Street/ location | Old Broad St |
| Issue Reason | 02 |
| Paid or appealed | Appealed |
| Amount paid | £65 |
| Appeal Decision | Lost |

As much of the data did not conform to this format, the data were cleansed as follows:

- All data were transferred to a common template
- One template per company covering ten quarterly returns (2011 Q3 to 2012 Q2).
- Parameters:
 - Parking PCNs (moving traffic contraventions, speeding fines, Fixed Penalty Notices, congestion charge fines, LEZ fines were removed)
 - Issued by London boroughs and Transport for London (all fines issued by local authorities outside of London, private enforcement companies and the Metropolitan Police were removed)
- An Excel database was developed to store and manipulate the PCN records
 - Duplicate records were removed
 - Only data within the date range specified were used

The data applied principally to HGVs and vans but there may be a small number of PCNs issued to cars and it was not be possible to identify these within the analysis.

APPENDIX B – LIST OF LONDON ENFORCEMENT AUTHORITIES WITH PCN PREFIX

| Enforcement Authority | PCN Prefix |
|--|---------------------|
| London Borough of Barnet | BA |
| London Borough of Barking and Dagenham | BD |
| London Borough of Bexley | BL - XL |
| London Borough of Brent | BT |
| London Borough of Bromley | BY |
| London Borough of Camden | CD – CK – CN -CU |
| City of London | CL |
| London Borough of Croydon | CR |
| London Borough of Ealing | EA |
| London Borough of Enfield | EF - EN |
| London Borough of Greenwich | GR |
| London Borough of Havering | HG |
| London Borough of Hackney | HK |
| London Borough of Hillingdon | HN |
| London Borough of Hounslow | HW |
| London Borough of Hammersmith and Fulham | HF - HZ |
| London Borough of Haringey | HY |
| London Borough of Harrow | HR |
| London Borough of Islington | IS |
| London Borough of Kensington and Chelsea | KC - KE |
| London Borough of Kingston upon Thames | KT |
| London Borough of Lambeth | LH |
| London Borough of Lewisham | LM |
| London Borough of Merton | MT |
| London Borough of Newham | NE |
| London Borough of Redbridge | RB |
| London Borough of Richmond upon Thames | RT |
| London Borough of Southwark | SO |
| London Borough of Sutton | SU |
| London Borough of Tower Hamlets | TH |
| London Borough of Wandsworth | WA |
| London Borough of Westminster | WE – WM - WS |
| London Borough of Waltham Forest | WF |
| Transport for London | GF – GL - GT |

Source: Transport for London

APPENDIX C CONTRAVENTION CODES

On-Street Parking

| Code | Description | Level |
|------|--|--------|
| 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 | Higher |
| 04 | Parked in a meter bay when penalty time is indicated | 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 |
| 08 | Parked at an out-of-order meter during controlled hours | Lower |
| 09 | Parked displaying multiple pay & display tickets where prohibited | Lower |
| 10 | Parked without clearly displaying two**** valid pay and display tickets when required | Lower |
| 11 | Parked without payment of the parking charge | Lower |
| 12 | Parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place | Higher |
| 13 | --- RESERVED FOR TfL USE (LOW EMISSION ZONE) --- | N/A |
| 14 | Parked in an electric vehicles' charging place during restricted hours without charging | Higher |
| 16 | Parked in a permit space without displaying a valid permit | Higher |
| 17 | --- RESERVED FOR TfL USE (CONGESTION CHARGING) --- | N/A |
| 18 | Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited | Higher |
| 19 | Parked in a residents' or shared use parking place or zone displaying an invalid permit or voucher or pay & display ticket, or after the expiry of paid for time | Lower |
| 20 | Parked in a loading gap marked by a yellow line | Higher |
| 21 | Parked in a suspended bay/space or part of bay/space | Higher |
| 22 | Re-parked in the same parking place or zone within one hour after leaving | Lower |
| 23 | Parked in a parking place or area not designated for that class of vehicle | Higher |
| 24 | Not parked correctly within the markings of the bay or space | Lower |
| 25 | Parked in a loading place during restricted hours without loading | Higher |
| 26 | Vehicle parked more than 50 centimetres from the edge of the carriageway and not within a designated parking place. | Higher |
| 27 | Parked adjacent to a dropped footway | Higher |
| 30 | Parked for longer than permitted | Lower |
| 34 | Being in a bus lane | N/A |
| 35 | Parked in a disc parking place without clearly displaying a valid disc | Lower |
| 40 | Parked in a designated disabled person's parking place without displaying a valid disabled person's badge. | Higher |
| 41 | Parked in a parking place designated for diplomatic vehicles | Higher |
| 42 | Parked in a parking place designated for police vehicles | Higher |

| Code | Description | Level |
|------|---|--------|
| 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 | Higher |
| 49 | Parked wholly or partly on a cycle track | Higher |
| 55 | A commercial vehicle parked in a restricted street in contravention of an overnight waiting ban | Higher |
| 56 | Parked in contravention of a commercial vehicle waiting restriction | Higher |
| 57 | Parked in contravention of a coach ban | Higher |
| 61 | A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways | Higher |
| 62 | Parked with one or more wheels on any part of an urban road other than a carriageway. (footway parking) | Higher |
| 63 | Parked with engine running where prohibited | Lower |
| 67 | ---- RESERVED FOR VEHICLE EMISSIONS ---- | N/A |
| 68 | ---- RESERVED FOR VEHICLE EMISSIONS ---- | N/A |
| 99 | Stopped on a pedestrian crossing and/or crossing area marked by zig-zags | Higher |

* Or other specified time

** Or voucher

*** Sometimes applies during term time only

**** Or other number

Off-Street Parking

| Code | Description | Level |
|------|--|--------|
| 70 | Parked in a loading area during restricted hours without reasonable excuse | Higher |
| 73 | Parked without payment of the parking charge | Lower |
| 74 | Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited | Higher |
| 77 | - - - RESERVED FOR DVLA USE - - - | N/A |
| 80 | Parked for longer than the maximum period permitted | Lower |
| 81 | Parked in a restricted area in a car park | Higher |
| 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 payment made to extend the stay beyond initial time | Lower |
| 85 | Parked in a permit bay without clearly displaying a valid permit | Higher |
| 86 | Not parked correctly within the markings of a bay or space | Lower |
| 87 | Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge | Higher |

| Code | Description | Level |
|------|---|--------|
| 89 | Vehicle parked exceeds maximum weight and/or height and/or length permitted in the area | Higher |
| 90 | Re-parked in the same car park within one hour after leaving | Lower |
| 91 | Parked in a car park or area not designated for that class of vehicle | Higher |
| 92 | Parked causing an obstruction | Higher |
| 93 | Parked in car park when closed | Lower |
| 94 | Parked in a pay & display car park without clearly displaying two**** valid pay and display tickets when required | 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 | Lower |

* Or other specified time

** Or voucher

*** Sometimes applies during term time only

**** Or other number

APPENDIX D - TABLES

Table D.1 Top 10 Enforcement Authorities (by number of PCNs issued) by year

| 2010 | | | | 2011 (revised) | | | 2012 | | |
|-------|-----------------------|-------------|---------------------------------|-----------------------|-------------|--------------------------------|-----------------------|-------------|---------------------------------|
| | Enforcement Authority | PCNs issued | Proportion of all PCNs issued % | Enforcement Authority | PCNs issued | Proportion of all PCNs issued% | Enforcement Authority | PCNs issued | Proportion of all PCNs issued % |
| 1. | Transport for London | 5,524 | 18.14 | Transport for London | 9,930 | 20.25 | Transport for London | 7,295 | 28.18 |
| 2. | Westminster | 4,591 | 15.08 | Westminster | 9,383 | 19.13 | Westminster | 4,156 | 16.06 |
| 3. | City of London | 4,102 | 13.47 | Camden | 4,529 | 9.24 | City of London | 2,110 | 8.15 |
| 4. | Camden | 3,986 | 13.09 | City of London | 4,387 | 8.95 | Camden | 2,013 | 7.78 |
| 5. | Lambeth | 1,378 | 4.53 | Waltham Forest | 4,086 | 8.33 | Newham | 1,289 | 4.98 |
| 6. | Newham | 1,301 | 4.27 | Newham | 1,800 | 3.67 | Islington | 822 | 3.18 |
| 7. | Wandsworth | 856 | 2.81 | Lambeth | 1,666 | 3.40 | Lambeth | 748 | 2.89 |
| 8. | Islington | 840 | 2.76 | Islington | 1,561 | 3.18 | Southwark | 735 | 2.84 |
| 9. | Bromley | 831 | 2.73 | Bromley | 1,202 | 2.45 | Waltham Forest | 649 | 2.51 |
| 10. | Waltham Forest | 749 | 2.46 | Wandsworth | 1,190 | 2.43 | Wandsworth | 621 | 2.40 |
| Total | | 24,158 | 79.34 | | 39,734 | 81.03 | | 21,020 | 81.21 |

Source: FTA PCN Survey 2012

*2012 incorporates Q1 and Q2 only

Table D.2 Comparison of quarterly trends in PCNs issued, appealed and paid

| No. of PCNs | Q1 2009 | Q2 2009 | Q3 2009 | Q4 2009 | Q1 2010 | Q2 2010 | Q3 2010 | Q4 2010 | Q1 2011 | Q2 2011 | Q3 2011 | Q4 2011 | Q1 2012 | Q2 2012 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Issued | 8,235 | 7,636 | 8,148 | 7,707 | 6,695 | 7,499 | 8,178 | 8,085 | 9,165 | 8,960 | 14,208 | 13,230 | 12,725 | 13,158 |
| Average | 328 | 305 | 325 | 307 | 267 | 299 | 326 | 322 | 365 | 357 | 526 | 490 | 471 | 487 |
| Appealed | 3,682 | 3,438 | 3,500 | 3,036 | 2,515 | 2,711 | 2,645 | 2,403 | 2,256 | 1,630 | 3,956 | 3,722 | 3,562 | 3,451 |
| Paid | 4,134 | 3,946 | 4,351 | 4,355 | 3,808 | 4,368 | 5,044 | 4,968 | 6,288 | 6,586 | 9,520 | 8,809 | 8,674 | 9,169 |
| Unknown | 419 | 252 | 297 | 316 | 372 | 420 | 489 | 714 | 621 | 744 | 732 | 702 | 490 | 540 |
| Issued Index | 100.00 | 92.79 | 99.00 | 93.62 | 81.29 | 91.05 | 99.27 | 98.04 | 111.22 | 108.67 | 160.29 | 149.26 | 143.56 | 148.44 |

Source: FTA PCN Survey 2012

*Index shows change in the number of PCNs issued by quarter

Table D.3 Comparison of quarterly trends in PCN appeals won, percentage appealed, success rate

| | Q1 2009 | Q2 2009 | Q3 2009 | Q4 2009 | Q1 2010 | Q2 2010 | Q3 2010 | Q4 2010 | Q1 2011 | Q2 2011 | Q3 2011 | Q4 2011 | Q1 2012 | Q2 2012 |
|-----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Appeals won | 2,037 | 2,131 | 1,820 | 1,508 | 1,089 | 1,162 | 1,147 | 862 | 1,130 | 886 | 2,023 | 1,890 | 1,554 | 1,313 |
| *Appeal rate | 44.71% | 45.02% | 42.96% | 39.39% | 37.57% | 36.15% | 32.34% | 29.72% | 24.62% | 18.19% | 27.84% | 28.13% | 27.99% | 26.23% |
| **Success rate | 55.32% | 61.98% | 52.00% | 49.67% | 43.30% | 42.86% | 43.36% | 35.87% | 50.09% | 54.36% | 51.14% | 50.78% | 43.63% | 38.05% |

Source: FTA PCN Survey 2012

*Appeal rate is the number of appeals as a proportion of all PCNs issued **Success rate is the number of appeals won as a proportion of those appealed

Table D.4 Quarterly trends in amounts paid and Cost index for PCNs issued

| | Q1 2009 | Q2 2009 | Q3 2009 | Q4 2009 | Q1 2010 | Q2 2010 | Q3 2010 | Q4 2010 | Q1 2011 | Q2 2011 | Q3 2011 | Q4 2011 | Q1 2012 | Q2 2012 |
|--------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Amount Paid | £356,713 | £327,069 | £364,543 | £377,098 | £326,752 | £365,031 | £404,247 | £405,263 | £464,917 | £465,445 | £776,892 | £703,206 | £699,502 | £723,859 |
| Cost Index* | 100 | 91.69 | 102.20 | 105.71 | 91.60 | 102.33 | 113.33 | 113.61 | 130.33 | 130.48 | 217.79 | 197.13 | 196.10 | 202.92 |

Source: FTA PCN Survey 2012

*Cost index shows changes in overall amounts paid for of PCNs by quarter (please note there was a general price increase from 15 April 2011)