



Parking Annual Report

2014

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Parking in 2014

This is the first annual report of Dundee City Council's parking service compiled using monthly statistical data and feedback from a recent review of the service.

One of the changes that has already been made in response to the review is the provision of new pay and display parking meters which do away with the need for change.

These new machines allow a wide range of payment options including cash, card or by phone and some are even solar powered!

Over the years a number of residents' permit schemes have been implemented in various parts of Dundee. These are now being looked at and the findings will be published when they are available.

Enforcement is one of the most challenging aspects of the section's work, partly because there are parking restrictions at locations all across the city.

A mobile enforcement patrol was therefore brought in which allows officers to respond to enforcement requests in a quicker, more efficient way.

This patrol is also used at schools, to help against inappropriate parking that puts children and parents at risk.

The parking team has joined forces with Police Scotland (Tayside Division) in a joint education and enforcement programme that is proving effective and will continue and expand.

Major changes have been made to many of the city's car parks to make them easier to use. This has included the introduction of the latest technology and flexible payment methods.

The parking service is continuing to find ways to improve service delivery and respond to residents' needs.



Car parks

Dundee City Council provides, maintains and regulates parking provision as part of the Local Transport Strategy. This ensures there are enough good quality facilities to complement the economic, social and recreational aspirations of the city within the needs of a balanced transportation strategy.

The service also takes into account supplementary guidelines from the Dundee Local Plan to ensure parking facilities are not detrimental to the economic or environmental health of the city.

Dundee City Council operates 24 of the 29 public car parks in the city ranging from multi storey facilities to those at surface level. This financial year (2013/14) saw new facilities opening at the Olympia Multi Storey Car Park alongside the new swimming facility and the Shore Terrace surface level car park which was changed to pay on foot and completely refurbished.

Customers discovering the advantages of safe and convenient parking at a reasonable price have seen the use of these new facilities grow month on month.

Strategically located car parks around the inner ring road provide around 5,300 parking spaces for shoppers, tourists and business people, all within easy walking distance of the shops in the city centre pedestrian zone.

The change to pay on foot facilities across the Central Waterfront multi storey car parks has offered customers the freedom to stay as long

as they want with systems that also offer various payment options including coins, credit/debit card or by phone.

Introducing number plate recognition technology at most of the multi storey car parks has allowed for automatic entry and exit for resident permit holders and monthly season ticket holders.

Each of the city's 11 main off-street multi and surface level car parks has been awarded Park Mark status after stringent checks on the quality of management, appropriate lighting, effective surveillance (CCTV covers some) and cleanliness of the environment.



Set up by the Association of Chief Police Officers in Scotland and backed by the Scottish Government, the Park Mark scheme is managed by the British Parking Association and is aimed at reducing crime and the fear of crime in parking facilities.

Disabled person badge holders can park free of charge and without time limit in any council car park.

All Dundee City Council car parks are open 24/7, 365 days a year.

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CAR PARK OCCUPANCY (MULTI STOREY CAR PARKS) FIGURES FROM JAN-MARCH 2014

OLYMPIA	15594
GREENMARKET	32833
GELLATLY STREET CAR PARK	54513
W. BELL STREET CAR PARK	44963



School enforcement

One of the parking section's priorities is to support head teachers in promoting road safety around schools.

As part of this process the council piloted a scheme encouraging parents to take advantage of free parking in nearby off street car parks. This enabled them to park relatively close to the school without causing any road safety issues.

The trial at the former Park Place Primary School allowed parents access to Hunter Street Car Park for 20 minutes to drop off or collect their children.

It proved so successful that it has since been rolled out to parents at Eastern Primary School in Broughty Ferry at Queen Street car park and High School of Dundee parents at West Bell Street multi storey car park.

Parking attendants go to schools that are part of their designated beat where they provide help to the school crossing patroller and move any vehicles parking where they shouldn't be. Future enforcement action at schools is based on the attendant's findings during the visit.

The parking section has a close working relationship with officers from Police Scotland's Road Policing Unit. Both teams support each other promoting safer parking around schools. Where it is needed there have been visits to schools across the city to educate drivers and sometimes carry out enforcement action. All of the work around schools is done to create a safer environment for children when going to and from the school grounds.

Nursery and primary school head teachers have asked team members from the parking section to talk to classes to try to educate young people on safer parking and getting to school safely. At some schools parking staff have also met with parents to hear their views about inappropriate parking and how to resolve it. At schools where this approach has been used it has reduced complaints to zero.

The parking section's work around schools has been recognised inside and outside Dundee City Council as leading the way, having being shortlisted for a number of awards. A scheme banning all traffic from roads near two schools in the city when pupils are arriving and leaving has been awarded a Scottish Transport Award 2014 for Most Effective Road Safety, Traffic Management and Enforcement Project.

The part time prohibition at Forthill Primary School, Broughty Ferry and St Mary's Primary School, Lochee has already proven a success with a dramatic reduction in the volume of traffic around these schools.



A scheme banning all traffic from roads near two schools in the city when pupils are arriving and leaving has been awarded a Scottish Transport Award 2014 for Most Effective Road Safety, Traffic Management and Enforcement Project.



Signs and lines maintenance

The importance of clear and concise signage and distinct road markings cannot be underestimated in the drive to keep motorists and pedestrians safe.

Maintenance of all signs and lines is the responsibility of the Car Park Operations Team, which works in partnership with Tayside Contracts.

The team acts in response to requests from members of the public, colleagues in the enforcement team and other sources when lines or signs need renewed or refreshed.

Last year more than £5000 was spent on renewing or replacing signs while £58,000 went on lining or relining bays, double yellows and other road markings.

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Penalty Charge Notice Challenges/Representations

Challenges and representations received against Penalty Charge Notices are dealt with as quickly as possible with most cases answered within a week of receipt. Responses explain why a Penalty Charge Notice has been issued with the aim of educating drivers about parking restrictions to help them avoid a repetition.

The council's website allows challenges and representations online which offers convenience and removes postage costs.

Online presence

As well as creating easier access to challenging or paying or a Penalty Charge Notice the parking section of the council's website has also seen a number of other improvements this year. For example the map of the city's car parks has been redesigned and made interactive, giving visitors to Dundee an easy way to find out where they can park, as well as information about the capacity, charges and which have ParkMark secure parking status.

Parking dispensations and how to request them are now also available on line. This can immediately alert the Enforcement Team to incidents such as a broken down vehicle or works being carried out, so that dispensation can be given and the on-street parking attendants can be informed.



Roads in the city with waiting restrictions and details of those are in the parking section of the council's website via a searchable map. Details are also provided on how to get a copy of relevant Traffic Regulation Orders.

All of the changes can be seen at www.dundee.gov.uk/citydevelopment/parking



Disabled Bays

The introduction of the Disabled Persons Parking Places (Scotland) Act 2009 means that the council's parking attendants now enforce all on-street disabled bays. In order to do this and to create a more uniform enforcement regime across the city they are now patrolling areas that otherwise have no parking restrictions.

The Disabled Person Parking Places (Scotland) Act 2009 places a duty on the council to remove redundant disabled parking places as well as providing new facilities.

More information regarding disabled parking bays can be found at

www.dundee.gov.uk/citydevelopment/disabledparking/

The map of the city's car parks has been redesigned and made interactive, giving visitors to Dundee an easy way to find out where they can park, as well as information about the capacity, charges and which have ParkMark secure parking status.



Service Improvements

New Pay & Display Meters

During the last financial year the council replaced the majority of its pay and display meters on and off street.

The new meters provide several ways to pay including, card, cash and by mobile phone. Technology means that if there are any problems with the meters like low or no tickets or coin jams staff can be notified straight away. This allows mechanics to provide a quick response reducing the amount of time a meter is out of action.



RingGo

Other cashless payment services are available, and after a trial period the RingGo Pay by Phone proved popular.

It allows people to pay for parking over the phone or by using a mobile phone app. Payments can even be made remotely if necessary. So someone who has paid for two hours of parking but is stuck in a meeting can extend their parking from their location with no need to return to the vehicle.

Warning Notices

To try to help drivers understand why they should not park where they are not supposed to a new stage has been introduced into the enforcement procedure this year.

When new restrictions are put in place Warning Notices avoid the need to immediately serve a Penalty Charge Notice. This helps to make drivers aware that they are parking where there are restrictions and is aimed at deterring them from re-parking in the same place. If they do they will receive a penalty.



Mobile Enforcement Vehicles

The introduction in 2013 of an electric vehicle has allowed parking attendants to carry out more effective enforcement in areas which were previously patrolled on foot.

Outlying areas across the city can now be covered more easily and the response to enforcement requests by police, residents and councillors has been speeded up.

Parking Dispensation

If a vehicle is to be parked in contravention of the parking or waiting restrictions for any reason (i.e. vehicle broken-down, carrying out works, change of vehicle for a permit, etc.) dispensation can be requested by telephoning 01382 432095. This number is currently answered Mon-Sun 8am-6pm with an answering machine service outwith these hours.

When leaving a voicemail the requested dispensation is approved unless a call is received by the applicant denying the request. In order for dispensation to be actioned a contact number along with a reason for dispensation, the registration number and location must be given.

Note: dispensation should always be arranged, when possible, prior to the vehicle being parked.

Enforcement Requests

Police officers and members of the public can make enforcement requests if someone is parking where they shouldn't. Since the Disabled Persons Parking Places act came into effect in 2009, Dundee City Council enforces all disabled bays on street. Details of the requests such as misuse of disabled bays or vehicles parked on yellow lines which are causing difficulties are recorded and the information is passed on to the relevant parking attendant. They will then go to the location as quickly as possible. To request enforcement assistance please telephone 01382 432095. This number is currently answered Mon-Sun 8am-6pm with an answering machine service outwith these hours.

Body Worn Cameras

Another innovation introduced in the past year is the body worn camera (BWC) which has quickly become a significant piece of a parking attendant's equipment. Since its introduction the number of incidents of abuse against attendants has dropped dramatically. BWC's were introduced to highlight Dundee City Council's zero tolerance approach to abuse of staff and to demonstrate that their safety is a priority. Any incidents can now be recorded, and may be used as evidence against any individual who abuses an enforcement officer.

BWCs are not only used for incidents of abuse but can also be used for additional traffic observations for consideration by police, licensing officials, traffic engineers or when an appeal is lodged against a penalty charge notice.




Body Worn Cameras were introduced to highlight Dundee City Council's zero tolerance approach to abuse of staff and to demonstrate that their safety is a priority.

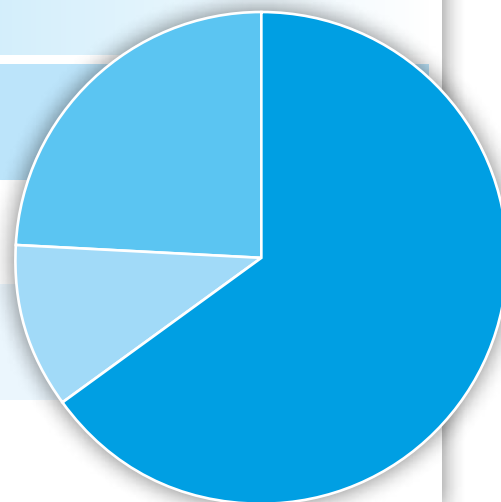


Statistics






Overview

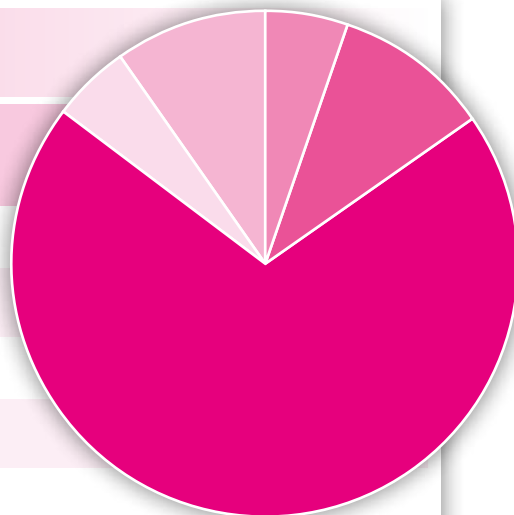
SUMMARY OF PENALTY CHARGE NOTICES

TOTAL ISSUED:	22441	
AVERAGE ISSUED PER HOUR	0.99	
FULLY PAID	14555	
PERCENTAGE PAID	65 %	
WAIVED, CANCELLED, WRITTEN OFF	2555	
AVERAGE	11 %	
OUTSTANDING	5331	
AVERAGE OUTSTANDING	24 %	



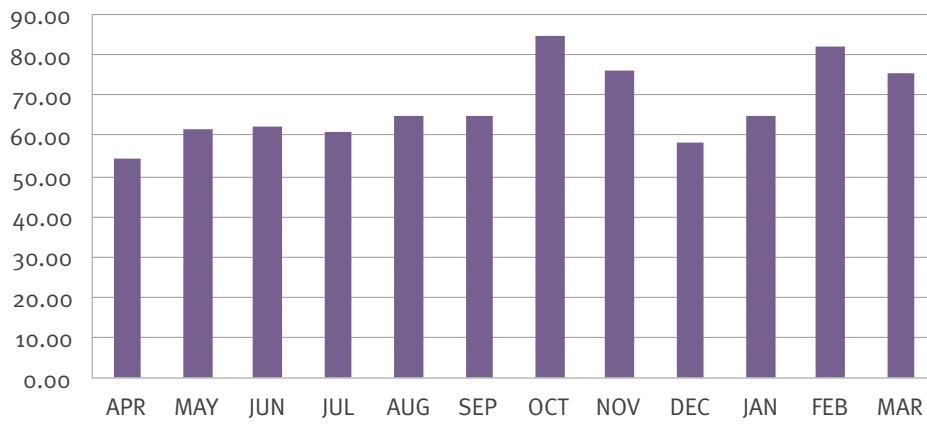
Parking Attendants Statistics

DEPLOYMENT	ACTUAL	%	
POSSIBLE DEPLOYMENT DAYS PER ANNUM	4248.00		
% DAYS LOST (SICKNESS)	226	5.32	
% DAYS ANNUAL LEAVE	430	10.12	
% DAYS DEPLOYED	2976.53	70.07	
% ADMIN DUTIES	206.83	4.87	
% OTHER DAYS LOST	408.65	9.62	

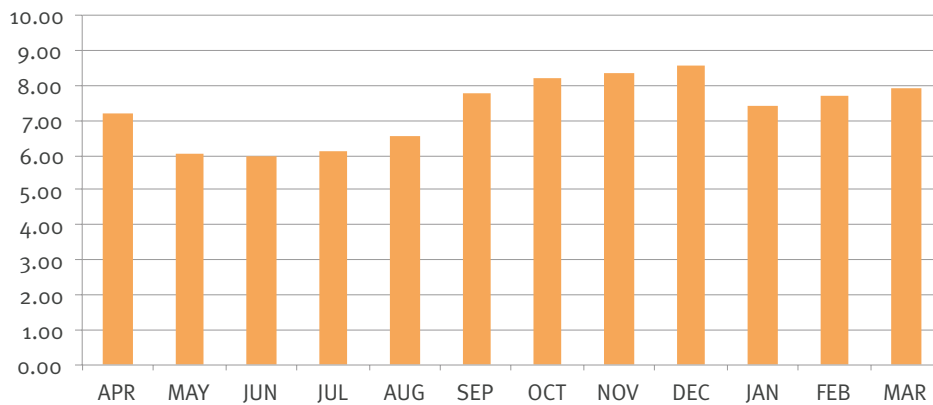


Monthly Averages

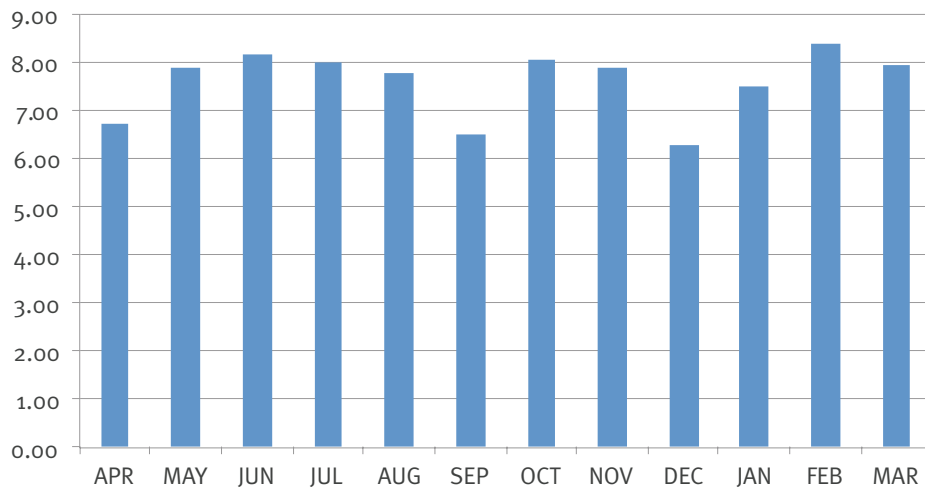
Average Daily Penalty Charge Notices Total



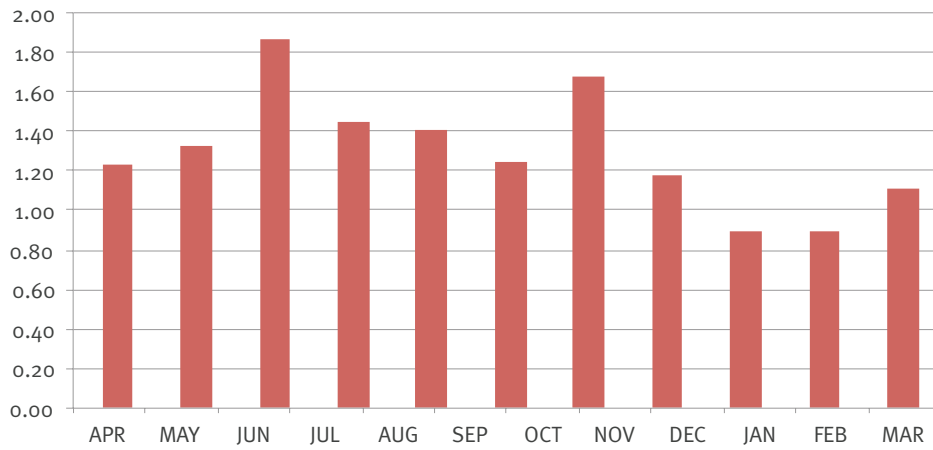
Average Penalty Charge Notices per Parking Attendants per Day



Average No. Parking Attendants on Street per Day























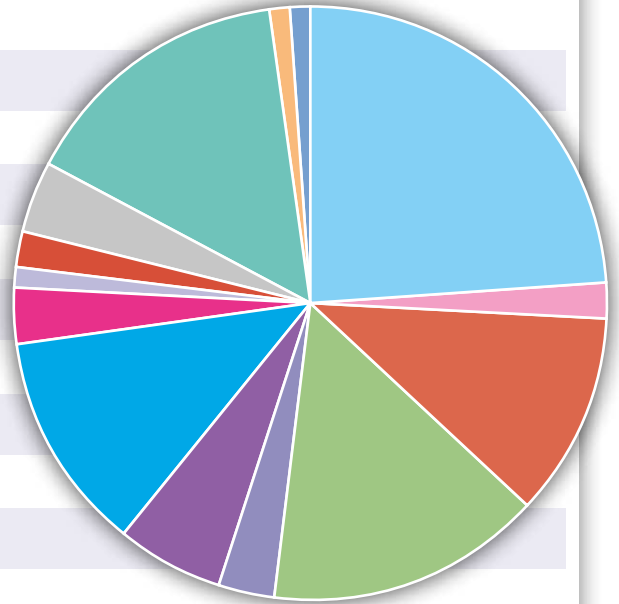
Average No. Senior Parking Attendants on Street per Day



Penalty Charge Notices by Contravention












PENALTY CHARGE NOTICES BY CONTRAVENTION

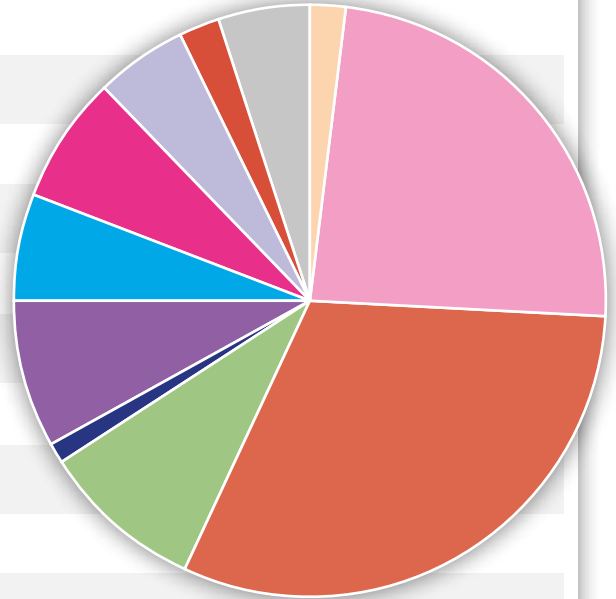
01 - Restricted Street	24%	
02 - Loading/Unloading	2%	
05 - P&D Ticket Expired	11%	
06 - P&D Ticket not Displayed	15%	
15 - Residents' Parking	3%	
46 - Clearway	0%	
22 - Reparked	0%	
23 - Wrong Vehicle Class	0%	
24 - Outside Markings	0%	
25 - Not Loading	6%	
30 - Overstay	12%	
40 - Disabled Bay	3%	
45 - Taxis Rank	1%	
47 - Bus Stop	2%	
48 - School Restriction	0%	
80 - Overstay in Carpark	0%	
82 - P&D Ticket Expired	4%	
83 - No P&D Ticket	15%	
86 - Outside Bay markings	1%	
87 - Disabled Parking	1%	



Penalty Charge Notices by Enforcement Zone

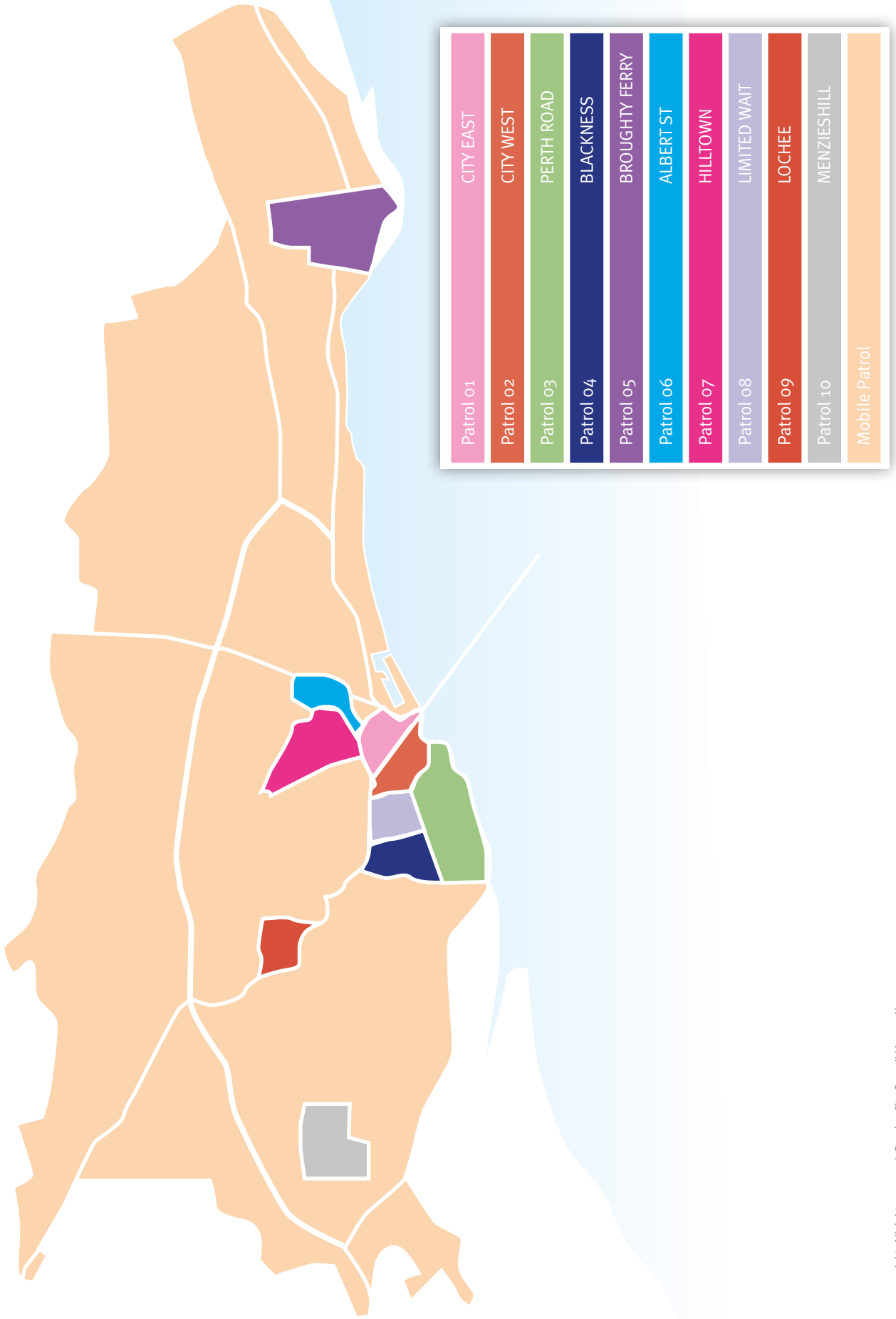
TOTAL PENALTY CHARGE NOTICES ISSUED

Mobile	2%	
Patrol 01	24%	
Patrol 02	31%	
Patrol 03	9%	
Patrol 04	1%	
Patrol 05	8%	
Patrol 06	6%	
Patrol 07	7%	
Patrol 08	5%	
Patrol 09	2%	
Patrol 10	5%	

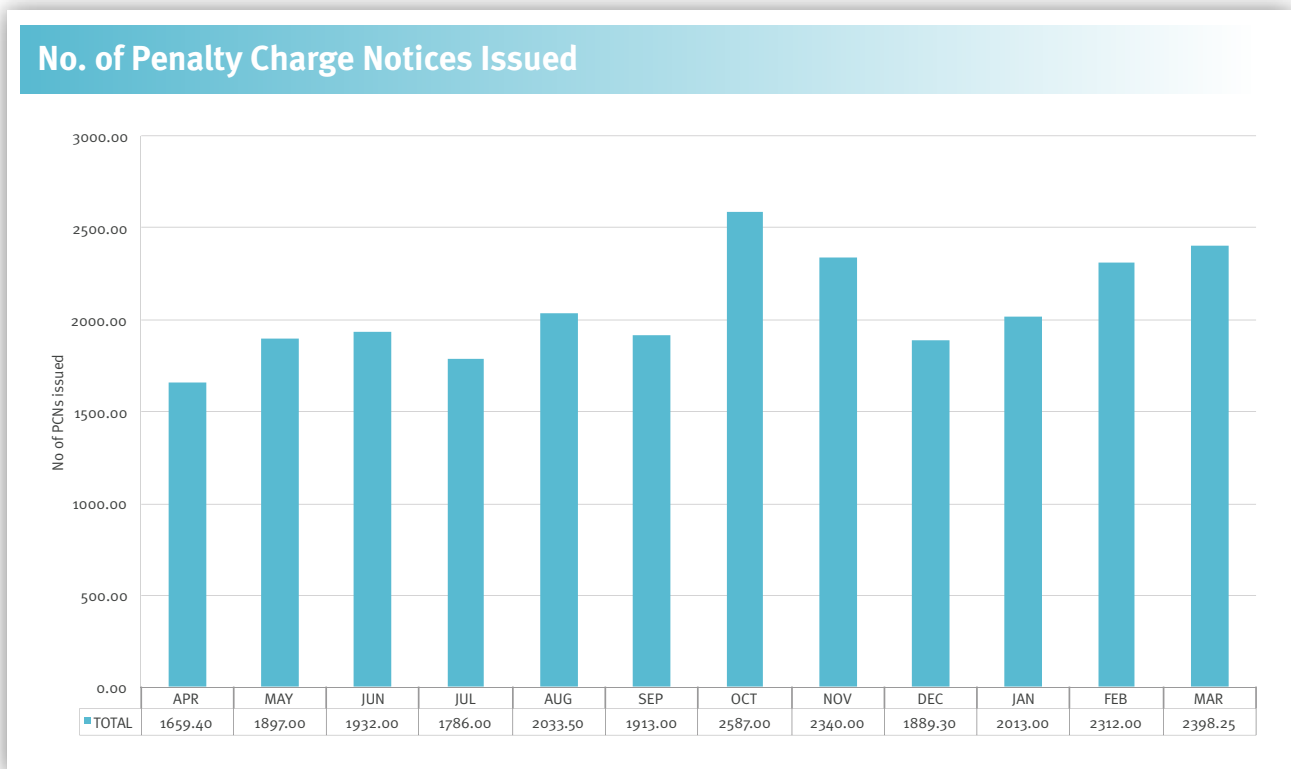


Patrol 01	CITY EAST
Patrol 02	CITY WEST
Patrol 03	PERTH ROAD
Patrol 04	BLACKNESS
Patrol 05	BROUGHTY FERRY
Patrol 06	ALBERT ST
Patrol 07	HILLTOWN
Patrol 08	LIMITED WAIT
Patrol 09	LOCHEE
Patrol 10	MENZIESHILL
Mobile Patrol	

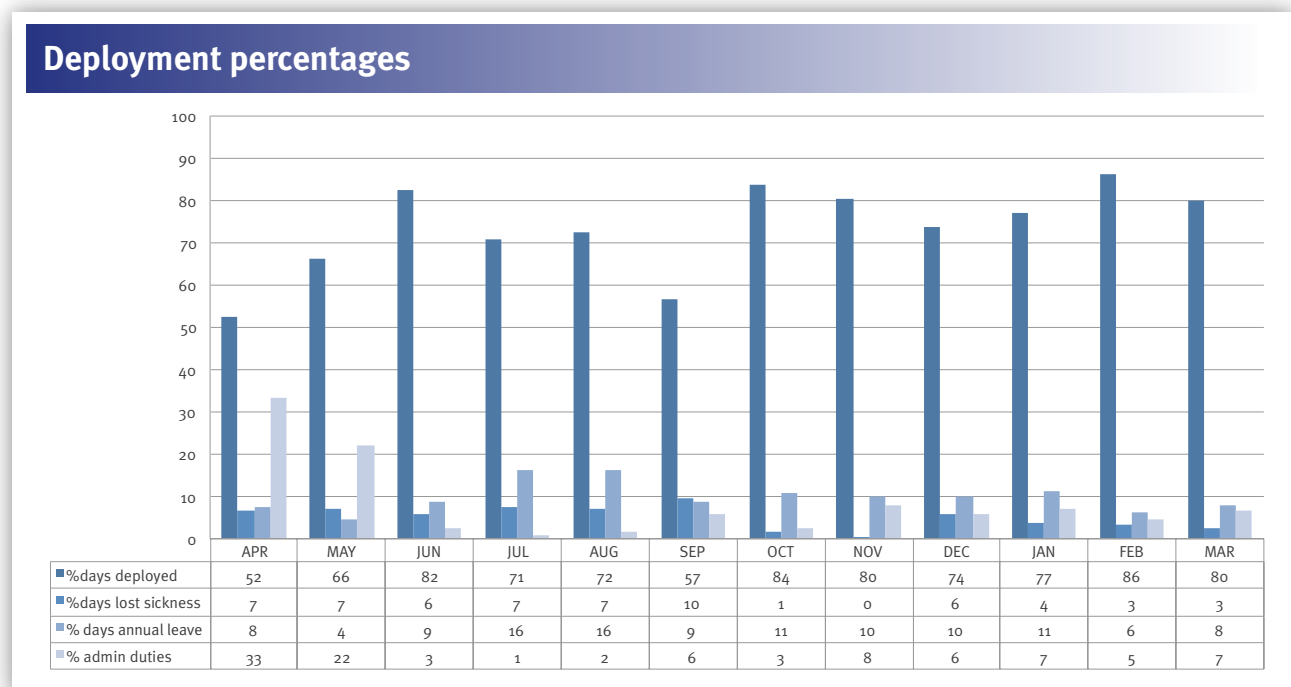
DUNDEE CITY ENFORCEMENT ZONES



Monthly Comparison April 2013 - March 2014

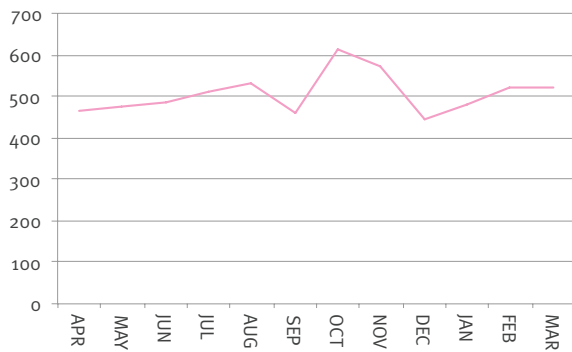


Monthly Comparison April 2013 - March 2014

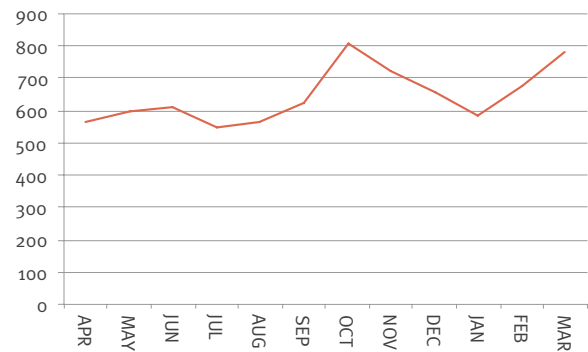


Penalty Charge Notices by Enforcement Zone April 2013 - March 2014

City East



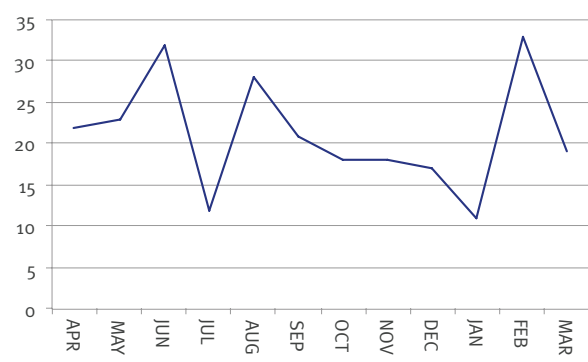
City West



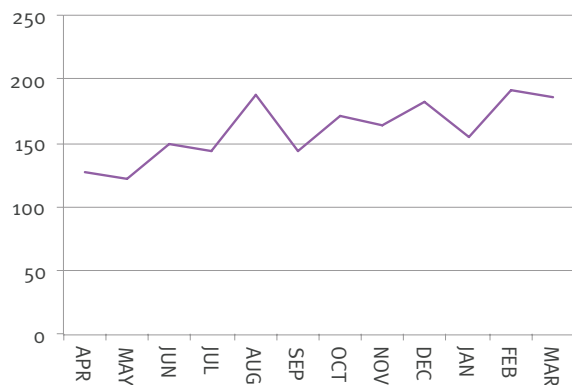
Perth Road



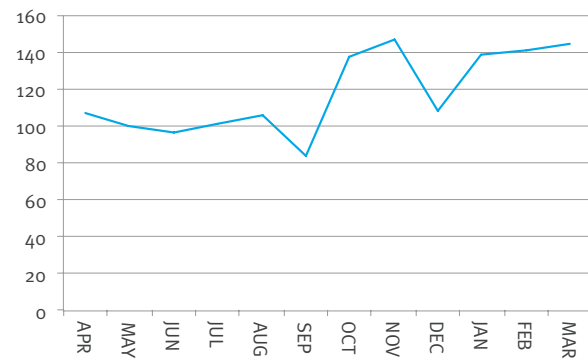
Blackness



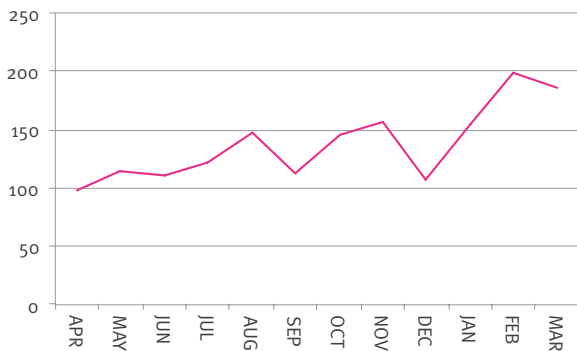
Broughty Ferry



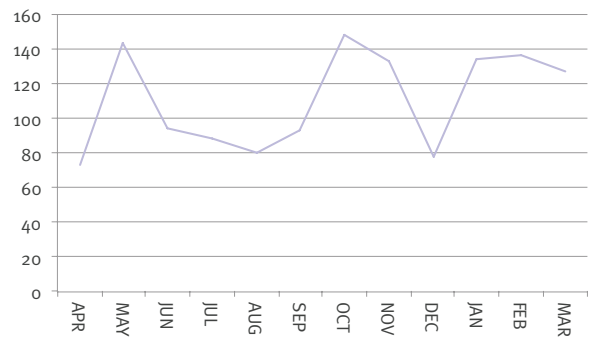
Albert Street



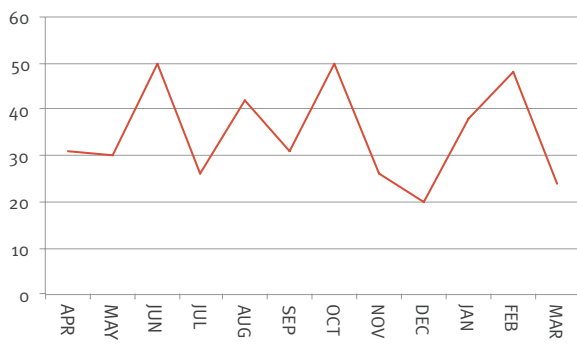
Hilltown



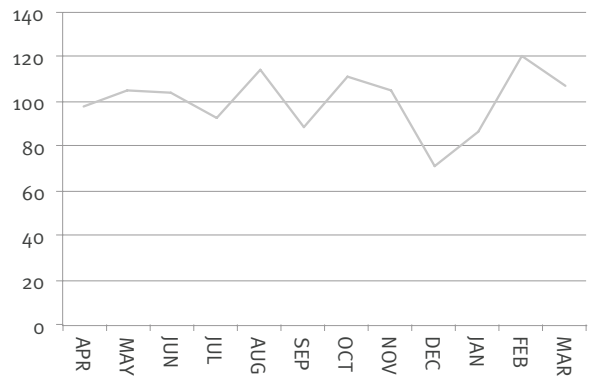
LTD Wait



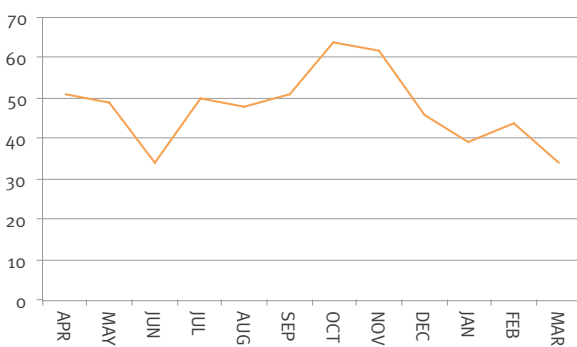
Lochee



Menzieshill



Mobile



Although the recorded amount of PCNs issued on mobile patrol is only 522 (2.3%), this is not a true reflection as the actual amount is 2677. (11% of the overall total)

The reason this is not shown accurately is due to the cross over of enforcement, where the mobile patrol unit are also issuing PCNs in zones predominantly covered on foot.



Contact

Parking Team
Gellatly Street Multi Storey Car Park
Gellatly Street
Dundee
DD1 3DY

This information is made available in large print or in an alternative format that meets your needs.	
Chinese	欲知詳情，請致電：01382 435825
Russian	Более подробную информацию можно получить позвонив по телефону: 01382 435825
Urdu	مزید معلومات کے لئے برائے مہربانی 01382 435825 پر فون کریں۔
Polish	po dalszą informację zadzwoń pod numer 01382 435825
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