

**Committee: Sustainable Communities Overview and Scrutiny Panel**

**Date: 4 September 2018**

**Wards: ALL**

**Subject: Parking update report**

**Lead officer:** Jim Rogers (Head of Parking (Interim))/ Cathryn James (Assistant Director – Public Protection)

**Lead member:** Martin Whelton (Cabinet Member for Regeneration, Housing & Transport)

**Contact officer:** Jim Rogers

**Recommendations:**

- A. That the Panel review and comment on the contents of this report

**1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

- 1.1. The purpose of this report is to provide the Panel with an update on the delivery of service undertaken by the Parking Services team.
- 1.2. That Scrutiny Members comment on the report as they wish

**2 DETAILS**

**2.1. Organisational structure of Parking Services**

2.1.1 Parking Services is responsible for managing and enforcing parking regulations within and outside of controlled parking zones across the borough with the exception of red routes which are the responsibility of Transport for London.

2.1.2 Parking Services section is made up of 5 teams with a staffing establishment of 81 officers. The expenditure budget for the year 2017/2018 was in the region of £4,955,000.

**2.1.3 Parking Services aim is to:**

Support the Mayor of Londons transport strategy by improving traffic flows and compliance of the parking restrictions; this will lead to a reduction in congestion, pollution, improve bus journey times and pedestrian safety within the borough, while contributing to the overall aims of the Air Quality Action Plan and helping to support the public health agenda.

2.1.4 The section currently provides a range services to the following customers and partners including:

- (i) Issue 25,000 Residents permits (parking in on and off street parking spaces)
- (ii) Issue 666 Businesses permits (parking in on street parking spaces)
- (iii) Issue 300,000 visitors permits (parking in on off street parking spaces)
- (iv) LBM staff (parking in on and off street parking)

- (v) Police and the All England Lawn Tennis Association (parking in on and off street parking spaces)
- (vi) Support pedestrians by the enforcement of Pavement Parking
- (vii) Schools safety – enforcing
- (viii) keeping all traffic moving – enforcing Moving Traffic Contraventions (MTC)

2.1.6 The core aim of Parking Services is to provide a service that has a reputation of delivering high quality services for our customers by responding promptly to enforcement and parking. In 2015 the service invested further in customer services by the creation of a dedicated customer services team. In addition to responding to complaints, member enquiries and requests for information, this team has also identified issues arising from customer feedback and implemented new policies/strategies to improve customer satisfaction and engagement, such as the footway parking policy, and the new out of hours line to report illegally parked vehicles.

2.1.7 Similarly in respect of appeals against PCN's issued performance has improved as demonstrated below:

Appeals successfully defended at adjudication by Parking Year ending March 2016

55%

Appeals successfully defended at adjudication by Parking Year ending March 2017

58%

Appeals successfully defended at adjudication by Parking Year ending March 2018

63%

2.1.8 The results of the resident's survey are one key indicator for Parking Services service delivery, congestion continues to be one of the key issues with parking enforcement and the issue of parking permits being some of the most effective measures in managing and reducing congestion.

Parking Services comprises several teams each of which have responsibility for the delivery of different elements of Parking services provided by the Council. Set out below is a brief description of these component service areas:

- (i) Civil Enforcement Team: The enforcement team includes Civil Enforcement Officers, who issue PCNs (Penalty Charge Notices) on-street and ANPR reviewing officers who check CCTV footage of potential contraventions and issue PCNs (Penalty Charge Notices) on the basis of that evidence.
- (ii) The permits team processes parking permits, yellow line waivers and bay suspensions
- (iii) The PCN processing and Debt Recovery team process the Penalty Charge Notices issued for parking and traffic contraventions, which involves responding to

representations, preparing evidence for the independent tribunal, and enforcing unpaid penalty charges using the county court and enforcement agents (formerly known as bailiffs).

(iv) The customer relations team answers FOI requests and complaints and manages public consultations.

(v) The technical officers, responsible for the maintenance and operation of all on street and off street pay and display machines, maintaining and expecting on street signs and markings and erecting suspension notices

2.1.9 One of the key objectives of the Parking TOM (Target Operating Model) is to improve the flow of traffic through the borough, manage the supply of available parking space and to provide the customer with value for money services with a strong emphasis on customer care. In order to deliver these objectives the service has implemented a number of significant new programmes aimed to transform the manner in which Parking Services are delivered in Merton. These projects, are ANPR, RINGO Cashless payments, procurement of new back office systems, School marking enforcement, a review of the diesel levy, a review of the provision of free parking in council managed car parks in the run up to Christmas 2018 and an out of hours service to report illegally parked vehicles . A detailed consideration of the success/progress of the implementation of each of these three projects is set out below:

## **2.2. ANPR (Automatic Number Plate Recognition) project**

2.2.1 This project, implement in 2016, involved the installation of cameras that use Automatic Number Plate Recognition (ANPR) technology to automatically monitor and enforce bus lanes, banned turns and yellow box junctions at 39 locations across the borough. This number rose to 46 locations in August 2018.

2.2.2 The objectives of the project were threefold:

- a) To reduce congestion and bus journey times around the borough;
- b) To improve safety outside schools (by enforcing school entrance markings more effectively)
- c) To increase the efficiency of the parking enforcement team by automating the process of identifying potential contraventions of traffic regulations;

2.2.3 The planned 'go-live' date for the ANPR system was 27 June 2016. On that date all of the cameras had been installed and the back-office infrastructure was in place to allow for the transmission and storage of the video clips provided by the enforcement cameras.

2.2.4 There has been a rolling programme of review which has identified areas where compliance has improved. These cameras have been moved to new locations, and further locations for enforcement have been identified, resulting in the total number of locations currently enforced by ANPR rising to 46. We are constantly reviewing the improvements in compliance at all locations and identifying new locations for enforcement where motorists are breaching traffic regulations .

2.2.5 The introduction of the ANPR system has now made it possible to capture a greater number of motorist contraventions. This has also enabled more civil enforcement officers to be redeployed out on street, thereby enabling the service through it's advisory and enforcement capacity to deliver a greater degree of overall pedestrian and road user safety throughout the borough.

2.2.6 Further work has been undertaken to review the use of ANPR cameras to enforce school keep clear markings, and further details of this are addressed below in section 2.3.

### **2.3 School keep clear enforcement**

2.3.1 Part of the scope of the original ANPR project was to increase our ability to enforce school keep clear markings at the start and end of the school day across the borough, through the use of foot patrols and ANPR camera vehicles. There are 67 primary schools throughout the borough and 32 Civil Enforcement Officers (CEO) working shifts to cover enforcement between the hours of 7am and 11pm Monday to Saturday, and 11am – 5pm on Sundays.

2.3.2 The use of foot patrols at school drop off and collection times is effective in deterring motorists from stopping/parking on the school keep clear markings, compliance is only improved at times when Civil Enforcement Officers (CEO) are visible. However, given the number of primary schools in comparison to the number of CEOs, we are unable to attend every school every day.

2.3.3 In July 2018 trials were undertaken to test the effectiveness of movable ANPR cameras at school keep clear marking locations. 2 types of cameras were trialled; fully automated ANPR cameras and semi automated ANPR cameras. Semi automated cameras have pre-set enforcement protocols, but require the guidance of a viewing officer to determine if a possible contravention is occurring.

2.3.4 During the trials, it was noted that the fully automated ANPR cameras recorded a significant number of 'false' contraventions as the system was unable to distinguish between vehicles stopped in traffic on the school keep clear markings, and those that stopped on the keep clear markings for the purpose of parking or allowing passengers to board/disembark.

2.3.5 The outcome of the trials showed that the semi automated cameras were more effective for this type of enforcement.

2.3.6 It has been agreed that Parking Services will invest in 6 re-deployable, semi automated cameras that will follow a rotation schedule ensuring a presence outside every school for at least 2 weeks during the school year.

2.3.7 During the first school year the cameras would be deployed to every primary school in the borough following the planned rotation schedule. This will help us determine which schools have the lowest compliance. Starting from the second year we would focus on the least compliant schools.

2.3.8 This project is being sponsored by the director for Environment and Regeneration, and is subject to a bid to the capital board for funding.

2.3.9 There is a 12 week lead in period for the delivery and installation of the ANPR cameras for School keep clear marking enforcement so it is anticipated that this enforcement will commence in November 2018 subject to resources being made available.

## **2.4 Cashless parking (RingGo)**

2.4.1 The cashless pay by phone parking service was initially launched in all Council operated car parks in October 2014 and then rolled out to all on-street parking bays in 2015.

2.4.2 The service allows motorists to pay for parking without the need to carry cash – instead they pay with a credit/debit card on the RingGo app, or by phoning RingGo.

2.4.3 Motorists pay a small fee for the convenience of using the RingGo service, typically 20p, and have the option to receive additional notifications e.g. 10 minute warning prior to their paid for time expiring, at a cost of 10p per message.

2.4.4 Any new parking bays (for instance in a new zone) are added to the RingGo service so that motorists always have the choice of paying by cash or RingGo.

2.4.5 There are currently 374 RingGo locations throughout the borough with new locations being added on each occasion a new Controlled Parking Zone (CPZ) is implemented.

2.4.6 The proportion of motorists using cashless parking is steadily increasing. In the financial year 2017/18, there were 550,000 RingGo transactions for on street parking, with an average value of £2.65 per transaction, compared to 400,000 RingGo transactions for on street parking in 2016/17, with an average value of £2.83 per transaction. This is an increase of 150,000 transactions per year or 37.5%.

2.4.7 Similarly, there has been an increase in the number of motorists using RingGo to pay for parking in the Councils off street parking places. In the financial year 2017/18, there were 300,000 Ringo transactions for off street parking, with an average value of £3.30 per transaction, compared to 220,000 transactions in the previous year, with an average value of £3.55 per transaction. This is an increase of 80,000 transactions per year or 36%.

2.4.8 The proportion of motorists making cash payments for on street parking is decreasing, with there being 890,000 cash transactions for on street parking in the financial year 2017/18, with an average value of £1.26 per transaction, compared to 950,000 cash transactions for on street parking on 2016/17, with an average value of £1.34 per transaction. This represents a decrease of 60,000 transactions per year or 6.5%.

2.4.9 The service is exploring the longer term benefits of a shift to cashless across further aspects of the service and this is in hand and will be discussed further in due course.

## **2.5. Procurement of new back office systems**

2.5.1 Parking Services currently use a PCN Processing system to issue and process Penalty Charge Notices (PCN) for parking contraventions, bus lane contraventions and moving traffic contraventions.

2.5.2 In the financial year 2017/18, the Council issued and processed 158,000 PCNs across the various enforcement streams, and in keeping with the appropriate legislation and statutory time frames. Permit Gateway was used to issue 25,000 permits to residents and businesses, and 300,000 half day and full day visitors permits.

2.5.3 Parking Services received 53,362 phone calls from customers in 2017/18. 37353 (70%) of these calls were in relation to permit enquiries.

2.5.4 While both systems currently provide limited on-line functionality, technological advances within the industry allow customers to 'self serve' for both PCN representations and permit issues to a much greater degree, provide facilities for virtual permits, cashless parking, emission based charging and better reporting, allowing for more efficient use/direction of enforcement resources.

2.5.5 The implementation of new PCN and permits systems in 2019 would provide further benefits to both the authority and the customer as it will allow for many processes which require the customer to have contact with the permits team e.g. changing vehicle details on a permit, to be automated, as well as PCN appeal self service facilities guiding customers through the PCN appeals process and advising what information to provide in support of their representations. This will result in a better quality of representations, potentially a reduction in the number of representations received, and a reduction in the number of unnecessary contacts e.g. requesting proof of loading.

2.5.6 A project group has already been commissioned, including officers from the Business Improvements team, to review current back office processes, and a draft specification document has been produced for autumn 2018

2.5.7 It is expected that the exercise to procure new back office systems will commence in late 2018/19, and the new systems will be in operation in 2019/20.

## **2.6. Diesel Levy**

2.6.1 Air Pollution is now considered a social, political and health priority, the Mayor of London is consulting on urgent measures to address poor air quality and describes the problem as a 'public health emergency', after it was revealed that almost 10,000 Londoners die from long-term exposure to air pollution every year. These measures are not only for the Mayor to address but it is expected that every tier of government take the action they can to assist. Even if this includes difficult and controversial decisions.

2.6.2 The government has been successfully challenged for non-compliance with its Air Quality objects and the new government Action Plan was recently rejected by the high court's following a further challenge. It is therefore a priority that every tier of government takes the action that it can to help address this urgent problem.

2.6.3 Merton, like many local authorities has historically and presently failed to comply with the air quality objectives and the measures previously taken by the authority have had little impact in driving down pollution.

2.6.4 The Diesel Levy is one of a number of measures proposed as part of the Councils new Air Quality Action Plan.

2.6.5 If people change from the most polluting vehicles it will have an impact in and outside our borough.

2.6.6 This approach shows leadership, and indicates a direction of travel for diesel

2.6.7 The diesel levy was introduced in April 2017.

2.6.8 The diesel levy was set at £150 per vehicle per year, in addition to the relevant permit charge, and it was agreed that the levy would be phased in over a 3 year period with levy costing £90 in the financial year 2017/18, £115 in the financial year 2018/19 and then £150 in the financial year 2019/20.

2.6.9 Prior to the introduction of the diesel levy, a review of all vehicles that had permits issued to them was undertaken to determine their fuel type, with the finding that of the total number of vehicle specific permits issued, 34% were issued to diesel vehicles.

2.6.10 The decision taken by the London Borough of Merton, particularly in light of the emissions testing scandal, was that the diesel levy would be charged to all diesel engine vehicles until such time as real world testing on those newer diesel engines purported to have lower emission levels had been undertaken and certified.

2.6.11 Local authorities have very few legislative avenues through which they can attempt to influence a motorists choice of vehicle. However, parking permits do provide us with a route to encourage motorists towards more environmentally friendly cars and alternative forms of transport.

2.6.12 A review of the effectiveness of the levy will be undertaken in its third year of implementation, which is the financial year 2019/20.

## **2.7 Free Christmas Parking**

2.7.1 Historically, the London Borough of Merton have provided free weekend parking in all town centre car parks with the exception of Coombe Lane car park, Raynes Park, in the 4 weekends before Christmas.

2.7.2 All town centre car parks have Saturday charging hours, however, only the Wimbledon Town Centre car parks have Sunday charges..

2.7.3 The purpose of providing free parking during these weekends has been to promote the use of our town centres by residents and visitors, and to encourage the use of our local businesses, thereby improving the local economy.

2.7.4 The cost to the Council to provide free parking in town centre car parks over the course of these weekends is £60k, with a breakdown of the cost being £14k per Saturday and £1k per Sunday. The cost is significantly less on the Sundays because

only the Wimbledon Town Centre car parks have Sunday charges, for which a flat fee of £2.50 is payable

2.7.5 Reviews of the parking demand in Hartfield Road car Park, Broadway Car Park and St Georges Road car park were undertaken by patrolling CEOs in December 2017, showing little turnover in the parking spaces, with many vehicles remaining parked from before 9am, until late.

2.7.6 In December 2017, CEOs interviewed 450 motorists benefitting from the free parking to determine the purpose of their visit to Wimbledon and their thoughts on the free parking.

2.7.7 While the overall feedback was positive, with 75% of motorists advising they were planning on shopping in Wimbledon, it should be noted that the feedback only came from motorists who had successfully secured a free parking space.

2.7.8 The low turnover in parking spaces meant many motorists were unable to find parking after 10am, resulting in them having to seek alternative parking, abandoning their journey, or travelling to other town centres in neighbouring boroughs. 33% of motorists questioned indicated that they were planning to park for 3 or more hours.

2.7.9 10% of motorists questioned indicated that they would be happy to pay for their parking if it meant there was a greater chance of securing a parking space, or that free parking should only be for a limited period of time, for the same reason.

2.7.9 The low turnover in parking spaces in the councils town centre car parks leads to increased traffic on the roads, resulting in increased congestions, and as a result of this, increased pollution.

2.7.10 Feedback from business partners has indicated that the free Christmas parking has not resulted in increased footfall to their businesses beyond that expected at this time of year, particularly as more shopping activities are done online.

2.7.11 Options for alternative arrangements for Christmas Parking are attached as appendix 1. A final decision on the arrangements for Christmas 2018 will be reviewed as part of the budget setting process during the autumn.

## **2.8 Out of hours telephone service**

2.8.1 A review of concerns raised by customers highlighted that many customers wanted to contact Parking Services by telephone, outside of normal office hours to report illegally parked vehicles.

2.8.2 While customers could email [parking@merton.gov.uk](mailto:parking@merton.gov.uk) to report these matters outside of normal office hours, requests for enforcement sent in this manner would not be viewed until the next working day when administrative officer reviewed and actioned the incoming emails

2.8.3 While site visits would be undertaken the following day, or the following evening, the majority of these visits were too late to address concerns raised by residents.



2.8.4 On Wednesday 1 August 2018, Parking Services extended the hours of operation of the dedicated phone line for reporting illegally parked vehicles.

2.8.5 Illegally parked vehicles can now be reported by calling 020 8545 4461, option 3 between the hours of 7am to 10pm, Monday to Saturday, and on Sundays from 11.45am to 4pm. Outside of normal office hours, calls will go directly to the Civil Enforcement Officer (CEO) mobile patrol, which will increase the likelihood of officers getting to the location while the illegally parked vehicle is still there.

### **3 ALTERNATIVE OPTIONS**

3.1 The alternative to the ANPR system would be to revert back to a manual process for identifying contraventions. This would do little to reduce congestion or bus journey times and would divert resources from the important task of enforcing school zigzag markings. The Council would need to significantly increase capacity of enforcement officers to monitor and enforce the 46 ANPR locations

3.2 The re-procurement of contemporary processing and permit systems is necessary for Parking Services to be able to offer customers services such as cashless parking and virtual permit environments and fundamentally improve our service to our customers.

3.3 Consideration could be given to either reducing the number of Christmas weekends during which free parking is offered in the Council managed carparks, or offering free parking on Sundays only.

### **4 CONSULTATION UNDERTAKEN OR PROPOSED**

4.1. None at this time

### **5 TIMETABLE**

5.1 There is a 12 week lead in period for the delivery and installation of the ANPR cameras for School keep clear marking enforcement so it is anticipated that this enforcement will commence in November 2018.

5.2 The out of hours telephone line for reporting illegally parked vehicles went live on 1 August 2018.

### **6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

6.1. The cost of the ANPR cameras and installation of columns for their support to enforce school keep clear markings is expected to cost £230k, subject to approval from the Councils capital board.

6.2. Reducing the number of Christmas free parking weekends in the month of December would realise expected savings of C.£14k per Saturday and C.£1k per Sunday.

### **7 LEGAL AND STATUTORY IMPLICATIONS**

7.1. These projects contribute to the Council's statutory duty to provide parking facilities, manage the flow of traffic, and improve bus journey times, as well as contributing to the Council's Air Quality Action Plan.

## **8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION**

### IMPLICATIONS

8.1. None

## **9 CRIME AND DISORDER IMPLICATIONS**

9.1. None – parking/traffic enforcement is decriminalised.

## **10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

10.1 As more motorists comply with the traffic regulations congestion should improve and this will contribute to reduced emissions and cleaner air.

## **11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**

Appendix 1 – Alternative arrangements for free Christmas Parking

Appendix 2 – Parking Services performance data 01/04/2018 – 30/06/2018

## **Appendix 1**

Cost of providing free parking for Christmas 2018, based on provision in previous years;

Date	Cost
Saturday 1 December 2018	£14k
Sunday 2 December 2018	£1k
Saturday 8 December 2018	£14k
Sunday 9 December 2018	£1k
Saturday 15 December 2018	£14k
Sunday 16 December 2018	£1k
Saturday 22 December 2018	£14k
Sunday 23 December 2018	£1k
Total	£60k

### **Option 1**

Date	Cost
Saturday 15 December 2018	£14k
Sunday 16 December 2018	£1k
Saturday 22 December 2018	£14k
Sunday 23 December 2018	£1k
Total	£30k

### **Option 2**

Date	Cost
Sunday 2 December 2018	£1k
Sunday 9 December 2018	£1k
Sunday 16 December 2018	£1k
Sunday 23 December 2018	£1k
Total	£4k

### **Option 3**

Date	Cost
Sunday 2 December 2018	£1k
Sunday 9 December 2018	£1k
Sunday 16 December 2018	£1k
Saturday 22 December 2018	£14k
Sunday 23 December 2018	£1k
Monday 24 December 2018	£7k
Total	£25k

<b>Option 4</b>	<b>Cost</b>
No Provision	£0
Total	£0

## Appendix 2

### Performance data

Parking Permits issued 01/04/2018 – 30/06/2018

Annual Visitor Address Permit	765
Annual Visitor Address Permit - New Zone/Extension	49
Borough Wide Permit	4
Borough Wide Permit 1	1
Business Address Parking Permit	47
Business Diesel Vehicle New Zones/Exts	2
Business Diesel Vehicle Other Zones	36
Business Diesel Vehicle W1-5	16
Business Parking Permit	6
Business Petrol Vehicle Other Zones	47
Business Petrol Vehicle W1-5	25
Civic Centre Car Park	10
Coty Permit	110
Donhead Prep School Teacher Permit	10
Dundonald Primary School Teacher Permit	3
Essential User Permit	43
Essential User Permit CEO	5
Holy Trinity teacher permits	1
Housebound/Carer Permit	282
Kings College School Teacher Permit	15
Mitcham Town Centre Car Parks Season Ticket	86
Morden Town Centre Car Parks Season Ticket	254
MSS Permit	34
NHS Permit	132
Police Permit	7
PPT Permit	10
Queen Road Car Park - Police Permit	35
Queens Road Car Park Season Ticket	110
Resident Address Permit -New Zone/Extension	2
Resident Diesel Vehicle Permit	1,498
Resident Diesel Vehicle Permit New Zones/Exts	84
Resident Electric Vehicle Permit	14
Resident Electric Vehicle Permit New Zones/Exts	4
Resident Petrol Vehicle Permit	3,540
Resident Petrol Vehicle Permit New Zones/Exts	256
Residents Address Permit	74
Residents Parking Permit	1
Special Events Permit	115
The Norwegian School Teacher Permit	4

Trades Diesel Vehicle Permit	48
Trades Permit	6
Trades Petrol Vehicle Permit	20
Ursuline Prep School Teacher Permit	1
Wimbledon College Prep School Teacher Permit	4
Wimbledon College Teacher Permit	1
York Close Staff Permit (Payroll)	15
Zipcar Permit	12
Totals	7844

#### Visitors Permits

10 Full Day Visitor Permits	968
20 Full Day Visitor Permits	489
30 Full Day Visitors Permits	149
40 Full Day Visitors Permits	62
50 Full Day Visitors Permits	135
Total	1803

10 Half Day Visitor Permits	823
10 Half Day Visitor Permits - (W3/W4)	38
10 HD Visitor Permits - CW4	1
10 Visitor Permits - RPC/ RPC1	9
20 Half Day Visitor Permits	693
20 Half Day Visitor Permits - (W3/W4)	49
20 HD Visitor Permits - CW4	1
20 Visitor Permits - RPC/ RPC1	25
30 Half Day Visitor Permits	319
30 Half Day Visitors Permits (W3/W4)	27
30 Visitor Permits - RPC/ RPC1	16
40 Half Day Visitor Permits	90
40 Half Day Visitors Permits - (W3/W4)	18
40 Visitor Permits - RPC/ RPC1	5
50 Half Day Visitor Permits - (W3/W4)	22
50 Half Day Visitors Permits	181
50 HD Visitor Permits - CW4	1
50 Visitor Permits - RPC/ RPC1	13
Total	2331

**Permits issued within 5 working days – 95%**

## Penalty Charge Notices (PCN)

PCNs issued 01/04/2018 – 30/06/2018

ANPR Review team

Total ANPR clips received Apr-18		Total ANPR clips received May-18		Total ANPR clips received Jun-18		Total Clips Received	
<b>18909</b>		<b>22328</b>		<b>12495</b>		<b>53732</b>	
PCNs Issued	Clips Rejected	PCNs Issued	Clips Rejected	PCNs Issued	Clips Rejected	Total PCNs Issued	Total clips Rejected
<b>6474</b>	<b>12435</b>	<b>6768</b>	<b>15560</b>	<b>3712</b>	<b>8783</b>	<b>16954</b>	<b>36778</b>

PCNs issued by Foot patrol

Apr-18	May-18	Jun-18	Total
5449	5905	6391	17745

Total PCNS issued by foot patrol and ANPR - **34699**

## Penalty Charge Notice Processing

### Appeals

Total number of Appeals to London Tribunals	213
Not contested by LBM	24
Successfully defended by LBM	137
Defended but lost by LBM	52

### Debt Registration

Debt cases registered	3904
Warrants registered	3080

### Customer Services

	Total	Responded to on time
Stage 1 complaints	16	16
FOI/SAR	23	20
Member Enquiries	25	23

**Finance**

01/04/2018 – 30/06/2018

	April	May	June	Actual/rec
<b>Income</b>	£1,445,862	£1,649,069	£1,458,303	£4,553,234