

# READING BOROUGH COUNCIL

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## PARKING SERVICES ANNUAL REPORT 2014/2015

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## Foreword - Councillor Page

Welcome to Reading Borough Council's seventh Parking Services Annual Report. The report summarises the parking and traffic enforcement responsibilities conducted by the Council in 2014/2015. It also provides details of activities and related financial information.

Reading remains a key economic hub in the Thames Valley and wider South-East. Many thousands of people travel into and around Reading on a daily basis, placing great demands on our transport infrastructure. At the same time, local businesses highlight a lack of capacity in transport infrastructure as one of their key concerns, and a restraint to future growth. The increasing demands on infrastructure are seen either through overcrowding or traffic congestion levels.

The Council continues to address these concerns through initiatives such as the Local Sustainable Transport Fund (LSTF) programme. In the past year we have delivered two new Park and Ride facilities at Mere oak and Winnersh - creating nearly 1,000 new spaces - and a new shared Pedestrian and Cycle Bridge over the Thames. Bus use in Reading continues to grow. Only last month (September 2015) new Government figures showed an 8% increase in bus use in Reading. It means we now have the third highest number of bus journeys per head of population in England outside of London.

New infrastructure and growing our public transport offer, not only provide significant improvements to sustainable transport options, they support growth in the local economy and reducing Reading's carbon footprint.

Reading has an enforcement policy to try and balance the needs of all road users, at a time when demands continue to increase. The key objective is to maintain an appropriate balance between the needs of residents, visitors, businesses and access for disabled people, thereby contributing to the economic growth and success of the town.

Enforcement is conducted both on and off-street by Council Parking Services and Civil Enforcement Officers, employed through a term contractor. These officers actively patrol and enforce parking restrictions, supporting traffic management and safety responsibilities imposed on local authorities by legislation, directing patrol efforts to strategically important routes, areas of high contravention and sensitive locations, and in many cases in response to public demand.

Update/New schemes:

Parking Enforcement: Footway parking ban has been extended to areas in Southcote following a successful trial in Tilehurst area.

Bus Lane Enforcement: A329 King's Road (West to East), Basingstoke Road (Northbound) and Gweal Avenue bus lanes now enforced.

Permit Scheme: Introduced new permit zone 15R, covers some households in Christchurch Road, New Road and The Mount. Expansion to existing Permit zones: 14R includes College and Culver Road, 07R to include Norcot Road and 01R to include Patrick Road.

Enforcement of parking restrictions is approached in a fair and reasonable manner across the town. The Parking Services team takes continual care when dealing with representations from the public against the Penalty Charge Notices to ensure that all the circumstances are fully considered on a case by case basis.

We continue to be committed to being transparent about our Parking Services and enforcement activity. This report provides an extensive record of activities during the 2014/2015 financial year and explains how the service is managed and aims to develop an understanding and acceptance of why enforcement activity takes place.

**Cllr Tony Page**  
Lead Member for Strategic Environment, Planning & Transport, and Deputy Leader of the Council  
October 2015

## Chapter 1 - Content

The Secretary of State's 'Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions' states that local authorities should produce annual reports about their enforcement activities. It is considered good practice to publish a report which provides the public with information about the way enforcement is undertaken and provides reassurance that enforcement is being undertaken properly. The view of the Secretary of State is that transparency about the civil enforcement of parking regulations enables the public to understand and accept the enforcement of parking contraventions.

This Annual Report provides a record of activities during the 2014/2015 financial year and explains how the service is managed and aims to develop an understanding and acceptance of such enforcement activity.

The 2014/2015 is structured as follows:

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## Chapter 2 - Policy Context

Reading Borough Council introduced Parking Enforcement in 2000, when responsibility for enforcement of parking contraventions passed from Thames Valley Police to the Local Authority. The current legislation that allows for Reading to enforce parking and waiting restrictions is under The Traffic Management Act 2004. This also permitted local authorities to enforce restrictions by other methods which are now known as 'Civil Parking Enforcement'. Parking offences are classified as civil offences rather than criminal offences under Civil Parking Enforcement.

Reading Borough Council has an integrated Parking Service, which manages both on-street and off-street activities. The Council introduced Civil Parking Enforcement under Part 6 of the Traffic Management Act 2004 from 31<sup>st</sup> March 2008.

The current guiding transport policy document is its Local Transport Plan (LTP) 2011- 2026. The Local Transport Plan includes a 15-year strategy document and a rolling 3-year implementation programme. The LTP programme is reviewed annually to ensure the aims and objectives are being delivered. The statement below summarises the vision for transport in Reading:

*“Transport in Reading will better connect people to the places that they want to go: easily, swiftly, safely, sustainably and in comfort. We will meet the challenges of a dynamic, low-carbon future to promote prosperity for Reading.*

*Whichever way you choose to travel, by foot or bicycle, motorcycle, bus, rail, car or boat whether to work or education, to leisure or the services you need, our transport system will help you get there”.*

Although it is not possible to specifically measure the contribution of Civil Parking Enforcement on all the objectives, as there are a wide range of other factors that influence them, it is clear that well considered and implemented enforcement will support this vision.

## Chapter 3 - Parking Enforcement

Enforcement is conducted both on- and off-street by Reading Borough Council Parking Services through Civil Enforcement Officers employed through a contractor. Each officer receives specific training resulting in qualifications which are:

- City and Guilds 1889-001 Roles and Responsibilities of a Civil Enforcement Officer; and
- City and Guilds 1889-002 Conflict Management.

These qualifications have been updated and are now known as:

- WAMITAB Level 2 Award for Parking Enforcement Officers (QCF) (Ofqual qualification number: 601/1781/3)

Civil Enforcement Officers are salaried and are not part of any incentive scheme. Their only enforcement requirement is to ensure that any Penalty Charge Notice is issued correctly and that all the supporting evidence (including photographs) is gathered and recorded.

The Traffic Management Act introduced regulations that allow for enforcement through an approved camera device in areas that are difficult or sensitive. In the autumn of 2012 the Council introduced an enforcement vehicle; it is used to enforce contraventions of waiting restrictions with an early focus on school zigzag markings, bus stop clearways and loading bans. Enforcement with an approved device is not used where permits or exemptions (such as resident's permits or Blue Badges) may be in use. The primary objective of the camera enforcement system is to ensure the safe and efficient operation of the road network by deterring motorists from breaking road traffic restrictions and detecting those that do.

The Parking Services team at Reading Borough Council have completed the City and Guilds Notice Processing - QCT 1916, (now known as WAMITAB Level 3 Award in Notice Processing (QCF) (Ofqual qualification number: 601/1941/X). This qualification recognises the importance of back office staff, having the required skills, knowledge and detail when dealing with challenges, representation and appeals.

The Reading Borough Council Parking Services team have a duty to consider all aspects of a case. The Secretary of States guidance states that even when a clear contravention has occurred, the Council has discretionary power to cancel a Penalty Charge Notice, and this duty is adhered too - *“under general principles of public law, authorities have a duty to act fairly and proportionately and are encouraged to exercise discretion sensibly and reasonably and with due regard to the public interest”*. This exercise of discretion is approached objectively and without regard to any financial interest (in the penalty or decisions) that may have been taken at an earlier stage. However, discretion can be used to cancel or enforce a Penalty Charge Notice and some motorists who challenge their Penalty Charge Notice may not always receive the decision that they were looking for.

### **Penalty Charge Notices (PCNs)**

Penalty Charge Notices are issued when people contravene the parking code. Penalty Charge Notice tickets can be categorised as higher or lower depending on the seriousness of the contravention. Higher level tickets for more serious breaches are £70 (e.g. parking on yellow lines) and lower level tickets for less serious breaches are £50 (e.g. parking with an expired permit or pay & display ticket).

Road markings (such as yellow lines, loading bays, bus stops and residents zones) indicate that some sort of restriction applies and signs nearby will always explain the parking restrictions. If these restrictions are breached, a contravention has occurred and a Penalty Charge Notice will be issued.

In the Council’s public car parks Penalty Charge Notices may be issued if you fail to pay the correct amount at a pay and display ticket machine or for parking in a space for longer than you are permitted to. Also, if your car is reported to be causing a safety hazard, a source of congestion or an obstruction the Police may remove it. Drivers are responsible for making sure that their vehicles are parked correctly and not causing any obstructions. If vehicles are parked correctly they should not be issued with a Penalty Charge Notice.

### **Traffic Management Act 2004 Statutory Process - Direct Issue Process**

The following process applies where the Civil Enforcement Officer has directly issued the Penalty Charge Notice to the vehicle or handed it to the driver. Please see section below for information about the process involved when the Penalty Charge Notice is sent by post.

Please refer to Chapter 5 for information about challenges, representations and appeals.

- After 14 days of the date of issue of the Penalty Charge Notice
  - The right to pay the discounted sum (£35/£25) after 14 days is lost. The 14 days starts with the date on which the Penalty Charge Notice was issued.

- After 28 days of the date of issue of the Penalty Charge Notice
  - If the charge is not paid 28 days from the date the Penalty Charge Notice was issued a Notice to Owner will be sent to the registered keeper of the vehicle.
  - At this point you can either pay the full charge within 28 days (£70/£50) or make representation to Reading Borough Council.
  - Failure to act on the Notice to Owner may result in a Charge Certificate being issued.
  
- After 28 days of the date of issue of the Notice to Owner
  - A Charge Certificate may be sent to the registered keeper of the vehicle, notifying the keeper that the charge has been increased by 50% (£105/£75). If you receive a Charge Certificate you must pay within 14 days. There is no right to appeal at this stage.
  
- After 14 days of the date of issue of the Charge Certificate
  - If the Charge Certificate is not paid within 14 days, the debt may be registered at the Traffic Enforcement Centre and a registration fee of £7.00 will be added to the charge (£112/£82). An Order for Recovery will be sent to the registered keeper of the vehicle.
  - If you receive an Order for Recovery you must either pay the outstanding charge within 21 days or file a witness statement.
  
- After 21 days after the Debt Registration
  - If the charge has not been paid or a witness statement has not been made, the Traffic Enforcement Centre will grant authority for a Warrant to be issued and a certificated enforcement agent will be requested to recover the debt from you. The enforcement agent will charge you for this.

### **Traffic Management Act 2004 Statutory Process - Postal Issue Process**

The following process applies where the Penalty Charge Notice has been issued by post. This occurs in circumstances where the Civil Enforcement Officer was prevented from issuing the Penalty Charge Notice at the time, or the vehicle drove away before affixing it to the vehicle/handing it to the driver. A Penalty Charge Notice may also be issued by post from an approved device i.e. a camera recording.

Please refer to Chapter 5 for information about challenges, representations and appeals.

- The Penalty Charge Notice will be sent to the registered keeper of the vehicle; at this point you can either:

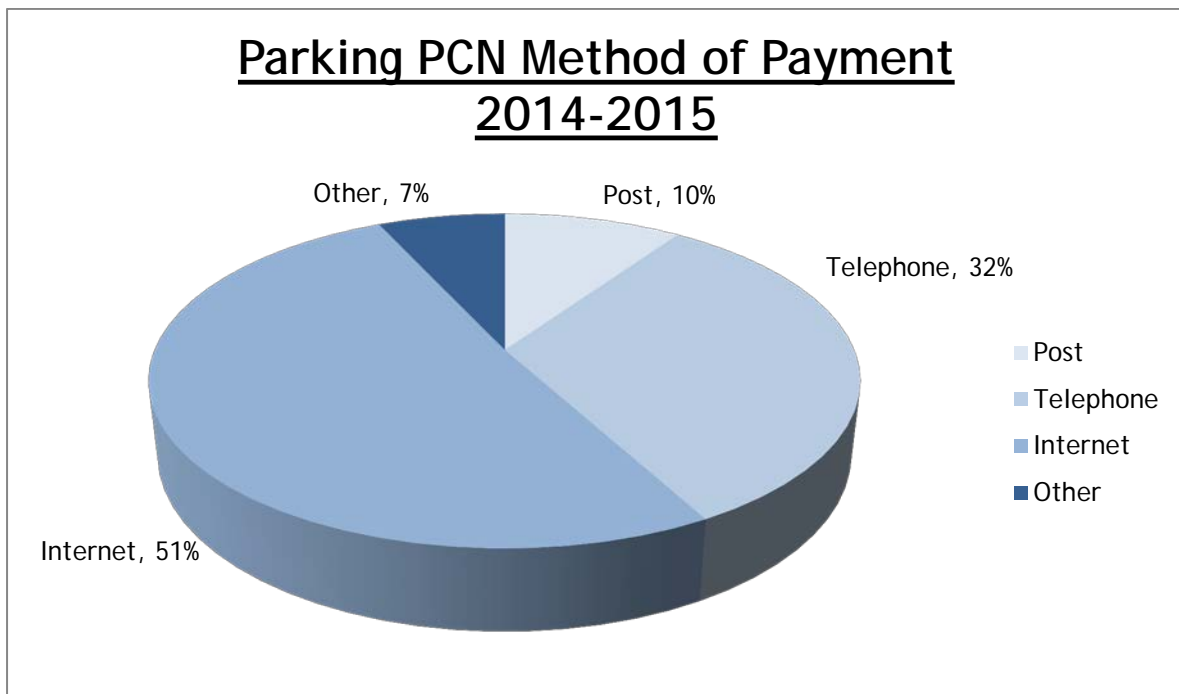


- Pay the discount within 14 days (£35/£25) or 21 days if the contravention was detected by an approved device.
  - If the discount is not paid in the 14/21 days, pay the full charge within 28 days (£70/£50).
  - Make representation to Reading Borough Council.
- After 28 days of the date of issue of the Penalty Charge Notice
  - A Charge Certificate may be sent to the registered keeper of the vehicle, notifying the keeper that the charge has been increased by 50% (£105/£75). If you receive a Charge Certificate you must pay within 14 days. There is no right to appeal at this stage.
- After 14 days of the date of issue of the Charge Certificate
  - If the Charge Certificate is not paid within 14 days, the debt may be registered at the Traffic Enforcement Centre and a registration fee of £7.00 will be added to the charge (£112/£82). An Order for Recovery will be sent to the registered keeper of the vehicle.
  - If you receive an Order for Recovery you must either pay the outstanding charge within 21 days or file a witness statement.
- After 21 days after the Debt Registration
  - If the charge has not been paid or a witness statement has not been made, the Traffic Enforcement Centre will grant authority for a Warrant to be issued and a certificated Enforcement Agent (formerly known as bailiffs) will be requested to recover the debt from you. The Enforcement Agent will charge you for this.

## Paying a Penalty Charge Notice

Penalty Charge Notices can be paid either online, by post or by phone. Once payment has been made, the driver/owner/hirer has accepted liability for the penalty charge and can no longer make a challenge/representation against the Penalty Charge Notice. Reading Borough Council's interpretation of the relevant legislation (which is supported by the House of Commons Transport Committee) is that the recipient of a Penalty Charge Notice can pay the penalty or challenge the Penalty Charge Notice - it is not possible to do both.

The graph below shows the percentage of the different methods of payment used. It should be noted that the other includes payment made via the Enforcement Agents (formerly known as bailiffs)..



The table below shows the number of Penalty Charge Notices issued for 2014/2015<sup>1</sup>. A copy of Penalty Charge Notices issued by ward, street and contravention code is provided in Appendix A.

Penalty Charge Notice Issued	2014/2015	Percentage	2013/2014	Percentage
Total Penalty Charge Notices Issued	38,621		44,197	
Number of higher level Penalty Charge Notices issued	24,892	64.5%	29,597	67%
Number of lower level Penalty Charge Notices	13,680	35.4%	14,570	33%
Number of Penalty Charge Notices with no charge level e.g. warning notice	46	0.12%	19	0.04%
Number of Penalty Charge Notices paid	28,992	75%	32,131	73%
Number of Penalty Charge Notices paid at discount	23,001	60%	25,914	59%
Number of Applications registered at TEC (dated 01/10/2015)	7,279	19%	9,096	21%
Number of Penalty Charge Notices against which a formal or informal representation was made	6,560	17%	9,253	21%
Number of Penalty Charge Notices cancelled as a result of a formal or informal representation	1,575	4%	1,988	4%
Number of Penalty Charge Notices written off for other reasons	2,704	7%	2,930	7%

One of the objectives of parking enforcement is to improve compliance with the parking regulations and there was a 14% decrease in the number of PCNs issued this year compared to last year. This continued trend shows that motorists are complying with the parking restrictions within the Borough.

The experimental footway parking ban introduced in 2013 in the Tilehurst area, was made permanent in 2014. A second experimental scheme was introduced in Southcote in February 2015, the roads covered by the ban are: Southcote Lane, Ashampstead Road, Brunel Road, Circuit Lane, Frilsham Road, Gainsborough Road and Virginia Way. The objectives of the scheme set out to protect the footways and verges from parking and reduce speeds through increased on-street parking.

The number of PCNs issued for footway parking was 45 in 2014/2015 and has started to have a positive effect on meeting the objectives.

<sup>1</sup> Please note that this data is constantly changing and the data provided is that recorded on 1<sup>st</sup> October 2015.

The number of PCNs issued through the approved device (enforcement vehicle) was 5,160 for the year, an increase on the previous year. However, enforcement only commenced part way through the previous year. A breakdown of the notices issued by the approved device for street and contravention code is provided in Appendix A.

The number of challenges & representations received was lower than the previous year; however the number of cancelled tickets remains proportional to the overall PCNs issued.

### **Further Information**

Further information can be found on the Council's website: [www.reading.gov.uk](http://www.reading.gov.uk) or [www.PATROL-uk.info](http://www.PATROL-uk.info)

## Chapter 4 - Bus Lane Enforcement

Reading Borough Council has more bus lanes per mile of road than anywhere else in the UK and a greater proportion of people travel by bus than in most other cities and towns in the UK. Reading Borough Council and its partners want to make public transport reliable and punctual. Bus lanes, when operating properly, help improve journey times, punctuality and reliability which may help make public transport a more attractive option and in turn relieve congestion.

When bus lanes are misused they are less effective, hence the need for effective enforcement. When people ignore bus lanes they can cause delays to public transport and increase the risk of accidents as other road users are unlikely to be aware of their presence.

In October 2005, powers were introduced under the Transport Act 2000 that made it possible for Reading Borough Council to enforce the regulations governing the use of bus lanes in the Borough. The Police may still take action against persons driving in bus lanes or ignoring road signs, however, Reading Borough Council's enforcement by approved device camera's has substantially increased the likelihood of those abusing bus lanes being caught out.

The penalty for being caught in a bus lane is a £60 Penalty Charge Notice. Cameras record vehicles using bus lanes and penalties are issued based on this information. Enforcement officers check the recordings to determine whether a contravention of the rules has taken place or if there may be other circumstances e.g. to avoid an accident. It is possible to make a representation against the Penalty Charge Notice within 28 days of it being issued.

In 2014/2015, the Council introduced four approved device cameras on the network:

A329 King's Road (West to East)  
Basingstoke Road (Northbound)  
Gweal Avenue (Eastbound)  
Gweal Avenue (Westbound)

Appendix B provides a breakdown of information per bus lane.

### Transport Act 2000 Statutory Process

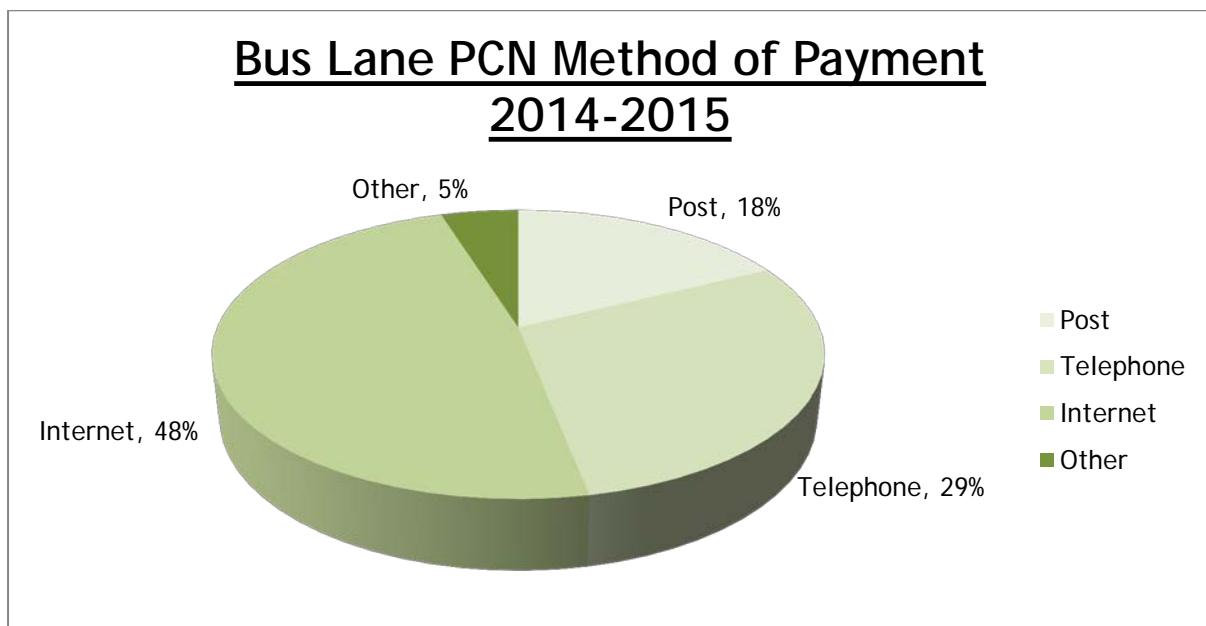
Please refer to Chapter 5 for information about challenges, representations and appeals.

- The Penalty Charge Notice will be sent to the registered keeper of the vehicle; at this point you can either:
  - Pay the discount within 14 days (£30).
  - If the discount is not paid in the 14 days, pay the full charge within 28 days (£60).
  - Make representation to Reading Borough Council.
  
- After 28 days of the date of issue of the Penalty Charge Notice

- A Charge Certificate may be sent to the registered keeper of the vehicle, notifying the keeper that the charge has been increased by 50% (£90). If you receive a Charge Certificate you must pay within 14 days. There is no right to appeal at this stage.
- After 14 days of the date of issue of the Charge Certificate
  - If the Charge Certificate is not paid within 14 days, the debt will be registered at the Traffic Enforcement Centre and a registration fee of £7 will be added to the charge (£97). An Order for Recovery will be sent to the registered keeper of the vehicle.
  - If you receive an Order for Recovery you must either pay the outstanding charge within 21 days or file a statutory declaration.
- After 21 days after the Debt Registration
  - If the charge has not been paid or a statutory declaration has not been made, the Traffic Enforcement Centre will grant authority for a Warrant to be issued and a certificated Enforcement Agent (formerly known as bailiffs) will be requested to recover the debt from you. The Enforcement Agent will charge you for this.

**Paying a Penalty Charge Notice**

Penalty Charge Notices can be paid either online, by post or by phone. The graph below shows the percentage of the different methods of payment used for Penalty Charge Notices relating to bus lanes. It should be noted that the other includes payment made via the Enforcement Agent (formerly known as bailiffs).



The table below shows the number of Penalty Charge Notices issued for entering bus lanes in 2014/2015<sup>2</sup>. A copy of Penalty Charge Notices issued by street for entering bus lanes is provided in Appendix B.

Penalty Charge Notice Issued	2014/2015	Percentage of Total Issued	2013/2014	Percentage of Total Issued
Total Penalty Charge Notices Issued (including re-issued Penalty Charge Notices e.g. new keeper)	90,069		102,659	
Total Penalty Charge Notice Contraventions recorded	87,486		101,971	
Number of Penalty Charge Notices paid	73,979	82%	82,614	80%
Number of Penalty Charge Notices paid at discount	62,858	70%	72,301	70%
Number of Penalty Charge Notices against which a formal representation was made	16,829	19%	17,129	17%
Number of Penalty Charge Notices cancelled as a result of a formal representation	4,271	5%	3,112	3%
Number of Penalty Charge Notices written off for other reasons	3,737	4%	3,788	4%

There has been a 12% reduction in the number of Bus Lane PCNs issued this year, compared to the previous year. Appendix B provides a breakdown of the PCNs issued per bus lane and a comparison with the previous year's issue. The majority of the bus lanes being enforced have seen a reduction in the number of contraventions recorded.

The percentage of representations received and cancelled tickets have remained consistent.

The percentage of Penalty Charge Notices paid has increased to 82% compared with 80%.

### **Further Information**

Further information can be found on the Council's website: [www.reading.gov.uk](http://www.reading.gov.uk) or [www.PATROL-uk.info](http://www.PATROL-uk.info)

<sup>2</sup> Please note that this data is constantly changing and the data provided is that recorded on 1<sup>st</sup> October 2015.

## Chapter 5 - Challenges, Representations and Appeals

If a driver is issued a Parking Penalty Charge Notice, which they feel is unwarranted; they have the right to challenge the Penalty Charge Notice. This is done in 3 stages. The first stage is an informal challenge to Reading Borough Council which is followed up by the second stage which is a formal representation to the Council. If the representation to the Council is unsuccessful, the third stage is an appeal to the Traffic Penalty Tribunal. It should be noted that for Penalty Charge Notice issued by post (either parking or bus lane related) there is no informal challenge.

The Reading Borough Council Parking Services team will deal with each case on its own merits and will take into account the evidence recorded by the Civil Enforcement Officer and the information provided for a case. There are statutory time limits for dealing with representations and appeals, whereas guidance is provided for informal challenges. In all cases the Reading Borough Council Parking Services aim to deal with challenges, representation and appeals in an efficient, effective and impartial way.

### Stage 1 - Making an Informal Challenge

Reading Borough Council Parking Services have a legal obligation to consider all informal challenges received. If an informal challenge is made within 14 days of the Penalty Charge Notice being issued, the discount period will be put on hold until the Council can deal with the challenge. A letter from the driver explaining the reasons why they feel they have grounds for an appeal should be made as soon as possible to the address given on the Penalty Charge Notice. The letter can be submitted by writing to the Council using surface mail or making a challenge by way of a secure website. A letter will be replied to if the challenge is upheld and the Penalty Charge Notice will be cancelled. If the challenge is not upheld, provided the challenge was made within 14 days of the Penalty Charge Notice being issued, a further 14 days to pay the Penalty Charge Notice at a discounted rate will be granted.

### Stage 2 - Representations

A representation (under the Traffic Management Act 2004) can only be made upon receipt of a Notice to Owner, in cases where the PCN has been affixed to the vehicle or handed to the driver. The Notice to Owner will be sent to the registered keeper of the vehicle 28 days after the issue of the Penalty Charge Notice. Should a Penalty Charge Notice have already been paid the case is considered closed and no representation or appeal may be made. Once a Notice to Owner has been issued, the vehicle owner has 28 days to make a representation. The Council has a legal obligation to consider all representations received and must reply within 56 days of receiving the representation, if the Council does not reply in this time period, the Penalty Charge Notice is automatically cancelled.

Should a representation be unsuccessful the owner will be liable to pay the Penalty Charge Notice at the full rate. If the Council rejects the representation, an appeal may then be made to the Traffic Penalty Tribunal. Where a Penalty Charge Notice has been issued by post the registered keeper has 28 days to make a



representation to the Council. If those representations are made within the discount period, the Council will generally hold the discount and if the decision is made to reject the Penalty Charge Notice, this will be re-offered again. However, should an appeal be made to the Tribunal, the full charge would then apply, even if it is within the re-offered discount period. This process is set down by the Traffic Management Act 2004 (and accompanying regulations) for parking contraventions. The process is the same for bus lane contraventions issued under the Transport Act 2000, however, there is no informal challenge or time limit set for the Council to reply to a representation. These are the only ways to query a Penalty Charge Notice.

Complaints about the parking scheme itself should be made in writing to Reading Borough Council. General enquiries concerning parking issues may be made by telephone, however, Reading Borough Council cannot accept challenges or representations made by email or telephone.

The table below shows items of correspondence received in relation to informal challenges, parking and bus lane representations for 2014/2015<sup>3</sup>.

2014/2015	Informal Challenges	Incoming Parking Representations	Incoming Bus Lane Representations	Total
April	316	85	1114	1,515
May	391	142	1300	1,833
June	368	146	1241	1,755
July	414	231	1388	2,033
August	397	267	1314	1,978
September	401	137	1977	2,515
October	449	134	1570	2,153
November	546	131	1663	2,340
December	621	70	1209	1,900
January	813	77	1363	2,253
February	539	111	851	1,501
March	590	60	1839	2,489
<b>Total</b>	<b>5,845</b>	<b>1,591</b>	<b>16,829</b>	<b>24,265</b>

<sup>3</sup> Please note that this data is that recorded on 1<sup>st</sup> October 2015. This data includes PCNs that have made multiple challenges and/or representations

### Stage 3 - Appeal to the Traffic Penalty Tribunal

The Traffic Penalty Tribunal is a body independent of the Council. Adjudicators are people with at least five years legal experience who consider the evidence for appeals against Penalty Charge Notices issued by Local Authorities. Their decision is final and binding on both parties.

Should a Representation to the Council be unsuccessful a Notice of Rejection and a Notice of Appeal will be sent to the registered keeper. This is the form that must be used to appeal to the Traffic Penalty Tribunal. A Traffic Penalty Tribunal appeal can only be made should a representation to the Council already have been rejected. When they receive a 'Notice of Appeal', the Traffic Penalty Tribunal staff will make some basic checks and if everything is in order it will be registered as a formal appeal. The registered keeper will receive acknowledgement of this and a date as to when the appeal is due to be decided. The Council will also be notified that the appeal has been lodged and will be given a date for which to submit their evidence to the Adjudicator. In the case of a personal appeal being asked for, the Traffic Penalty Tribunal staff will schedule it for the next appropriate hearing at the registered keepers preferred location and give 21 days notice of the precise date, time and venue.

The table below shows how many appeals were dealt with by the adjudicators<sup>4</sup>.

2014/2015	Parking Penalty Charge Notices	Percentage of Total PCNs Issued	Percentage of Appeals Received	Bus Lane PCN	Percentage of Total PCNs Issued	Percentage of Appeals Received
Total PCN Issued	38,621			90,069		
Total Appeals Received	177	0.5%		343	0.4%	
Dismissed by Adjudicator	57	0.2%	32.2%	153	0.2%	44.6%
Allowed by Adjudicator	43	0.1%	24.3%	68	0.1%	19.8%
Not Contested by Council	69	0.2%	39.0%	98	0.1%	28.6%
Consent Order	8	0.02%	4.5%	24	0.03%	7.0%
Awaiting decision inc. other	0	0.0%	0.0%	0	0.0%	0.0%

<sup>4</sup> Please note that this data is constantly changing and the data provided is that recorded on 1<sup>st</sup> October 2015.

Consent Order means the Council and Appellant have reached an agreement over the appeal.

The Council received 293 parking appeals in 2013/2014, whereas this year the number of appeals was 177, this represents a 40% reduction in appeals registered. The Council reviews all adjudicator decisions and through the feedback from them will try to ensure that unnecessary appeals are not registered. A fresh review of the case is made when an appeal is registered, regardless of the decision made at representation stage.

The number of bus lane appeals to the Traffic Penalty Tribunal has also decreased 343 compared with 388 for 2013/2014. This equates to a 12% reduction in appeals registered. Each case is dealt with on their own merits and a fresh review is made when the appeal is received from the Traffic Penalty Tribunal. The Council, as with parking appeals, reviews all decision and uses the feedback from the adjudicator to ensure bus lane appeals are pursued in a fair and impartial manner.

The annual report from the Traffic Penalty Tribunal on their service was not available at the time of this report.

### **Further Information**

Further information can be found on the Council's website: [www.reading.gov.uk](http://www.reading.gov.uk) or [www.PATROL-uk.info](http://www.PATROL-uk.info)

The Traffic Penalty Tribunal's website: [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk)

## Chapter 6 - Enforcement Agents

If a PCN remains unpaid after the Council has issued their notices (Please see Chapter 3 and 4), a Warrant may be issued to the Enforcement Agents (formerly bailiffs) to recover the debt. The regulations and fees that the Enforcement Agents work under changed in April 2014.

Parliament introduced new legislative arrangements for Enforcement Agents in April 2014, when the relevant provisions of the Tribunals, Courts and Enforcement Act 2007 were brought into force. One of the changes that came into operation was a new, simplified, regime for fees payable to Enforcement Agents, at each stage in the recovery process, as set out in the Taking Control of Goods (Fees) Regulations 2014.

Regulations 4 and 5 allow the Enforcement Agents to recover the fees from the debtor and specify each stage of the process. Schedule 1 specifies the relevant fees, which are, as follows:

Stage	Fee	Information
Compliance Stage	£75	Notifying the debtor in writing, on receipt of the warrant, of the liability;
Enforcement Stage	£235	For attending the premises, if no payment is made within 7 clear days of the compliance stage notice. The Enforcement Agents can make a number of visits but only one charge is applied.
Sale/Disposal Stage	£110	For preparing to remove goods, removing goods, sale of goods

There may be additional charges if goods are removed such as storage, auction costs etc.

If there are multiple warrants issued, the compliance fee is charged per warrant but the enforcement and sale/disposal fee is normally only added onto the first warrant. There are exceptions to this and for further information please see below.

The Council expects Enforcement Agents, acting in respect of debts it (the Council) has registered, to handle enquiries or complaints about the fees those agents have charged. The Taking Control (Fees) Regulations 2014 provides for any disputes about the fees to be settled by a Court.

The table below shows the warrants issued to the Enforcement Agents in the past 4 years for Parking PCNs<sup>5</sup>.

PARKING	Total Warrants Issued	Successful Collection	Outstanding Warrants	Closed Warrants (unable to trace/execute)
2011-2012	4,775	23%	0%	77%
2012-2013	5,558	21%	0%	79%
2013-2014	5,164	23%	1%	76%
2014-2015*	4,836	24%	25%	54%

The table below shows the warrants issued to the Enforcement Agents in the past 4 years for Bus Lane PCNs<sup>6</sup>.

BUS LANE	Total Warrants Issued	Successful Collection	Outstanding Warrants	Closed Warrants (unable to trace/execute)
2011-2012	5,122	33%	0%	67%
2012-2013	4,904	32%	0%	68%
2013-2014	6,109	32%	0.40%	68%
2014-2015*	6,525	28%	22%	50%

### Further Information

Further information can be found on the Civil Enforcement Association website <http://www.civea.co.uk/>

<sup>5</sup> Please note that this data is constantly changing and the data provided is that recorded on 12<sup>th</sup> October 2015.

<sup>6</sup> The data provided is that recorded on 12<sup>th</sup> October 2015.  
2014-2015\* warrants are valid for 1 year from issue

## Chapter 7 - Permits

Permit Parking Zones came to Reading in the mid 1970's with the intention to enable residents to park in streets that would have otherwise been occupied by shoppers or commuters parking in the town centre. As levels of car ownership and traffic patterns have developed, the zones have spread away from central Reading to other parts of the town affected by parking problems.

In 2011/2012, the parking permit service and the zoning system was updated with zones becoming larger and a better split between the number of permits being issued and the number of on-street parking spaces being made available. Changes to the permit scheme are made so it is vital people continue to check the signs and lines where they park

There are currently three main types of permits available, resident, visitor and business, however, temporary permits and other discretionary permits are also available.

The permit must be displayed in its registered vehicle at all times when the vehicle is parked in a permit bay. The permit should be displayed on the windscreen and be readable so that the information contained on it is legible. The information on the permit will contain; the vehicles registration, the permit zone, the expiry date, and the make of the vehicle.

From April 2012 residents were able to renew their permits online without the requirement to re-apply and provide evidence. The table below shows that the majority of residents preferred this method of renewing their permits. The number of permits being renewed online is increasing year on year as more residents are using this facility.

Permit Type	Total Renewed Online 2014/2015	Total Issued 2014/2015	Percentage renewed 2014/2015	Percentage renewed 2013/2014	Percentage renewed 2012/2013
Business	9	27	33%	29%	53%
Resident	4,521	7,284	62%	53%	48%
Visitor	1,497	11,246	13%	10%	8%

All other permit types will require a new application, as these are issued at the discretion of the Council. The Council must be satisfied that the same conditions apply for discretionary permits and there is no automatic right of renewal.

### Resident Permits

Resident Parking Permits are provided in controlled parking areas for residents of Reading. Following an extensive consultation, parking zones were simplified and re-organised providing a longer and more flexible parking solution. Permits will run

for 12 months from the date of issue and it is up to the user to renew a permit before it expires.

A maximum of two permits are available to be issued per household. To comply as a household the house or flat must; lie within a Permit Parking Zone, be registered for Council Tax, have appropriate planning permission, and not have a planning condition that prohibits the issue of permits. The first permit per household is currently free however the second is £80. It is down to the discretion of the home owner as to what name goes on which permit. When first applying for a permit, proof of residence and proof of car ownership will be required to be sent with the application. Once a permit has been granted, it can be renewed the following year online without the need for re-applying or supplying evidence.

### **Business Permits**

Business Parking Permits are available to businesses that operate within a permit parking zone. The criteria to be eligible for a Business Parking Permit are; the staff and operators may not reside in the permit zone, the premises must have no associated off-street parking, and the staff for whom the permits are intended for should require regular and frequent use of their vehicles during the working day.

Businesses are eligible to apply for one permit per business with any further requests to be made on the discretionary application form. When applying for a permit, the business must provide proof of address and proof of vehicle ownership. Business permit applications must be made by post.

### **Visitor Permits**

Both residents and businesses within permit parking areas can offer visitor permits. All households in permit' parking zones are entitled to visitor permits. Visitor permits are scratch cards each for half days. They are issued in books of 20 permits. The first two books are free and a further five books are available at a cost of £22 per book. Proof of residence is required when applying for visitor permits. Businesses are able to purchase up to 100 visitor permits, Community Agencies are able to purchase an unlimited number of visitor permit. Like with the Residents' visitor permits, Business visitor permits are scratch cards for half a day and are also issued in books of 20 at £22 per book. Once the books have been granted, they can be renewed the following year, online without the need for re-applying or supplying evidence. Visitor Books cannot be renewed, if more than a year has passed since they were originally issued.

### Temporary Permits

Temporary permits can be obtained by post or in person by visiting the Civic Offices Reception. Temporary permits are normally issued to residents who have just moved into the permit zone or have changed their vehicle. Temporary permits are issued for 8-weeks to allow time to submit full proofs. Temporary permit cover is not extended after the 8 week period as it is felt this is enough time to have obtained the full proofs required.

### Discretionary Parking Permits

Reading Borough Council has recognised that there are those who, from time to time, may have business within the permit zones which, the Council may decide at its discretion as the Highway Authority to be legitimate reason to grant a permit. Other such permits that the Council issues include: Medical Practitioners, Healthcare Professional, Carer, Charity, Tradesperson, Teacher, Nanny and Other Resident/Business/Visitor Discretionary.

### Further Information

Further information can be found on the Council's website: [www.reading.gov.uk](http://www.reading.gov.uk)



The tables below shows the total permits issued by type<sup>7</sup> and the permits zones and the number of permits<sup>8</sup> on issue

Permit Type	Total issued in 2014/2015	Total issued in 2013/2014
Business	27	21
Business Discretionary	21	15
Charity (free and charged)	49	30
Carer	120	157
Doctor	59	67
Health Care Professional	486	568
Resident Discretionary (free and charged)	233	190
Resident - Free Permits	7,284	7,218
Resident - Second Permit	1,389	1,382
Non-UK Registered Vehicle Permits	7	2
Nanny	0	0
Teacher	34	30
Tradesperson - Annual	69	86
Tradesperson - Daily	667	586
Temporary Permits	3,229	3,728
Visitor Books - Free	9,265	8,379
Visitor Books - Charged	1,981	1,998
Visitor Business	69	42
Visitor Discretionary (free and charged)	333	364
<b>Total</b>	<b>25,322</b>	<b>24,863</b>

<sup>7</sup> Please note that this data is that recorded on 1<sup>st</sup> October 2015.

<sup>8</sup> Please note that this data is constantly changing and the data provided is that recorded on 8<sup>th</sup> May 2015.

Permit Zone	Approx. Spaces on street	Resident Permits	Resident Discretionary	Business Permits	Business Discretionary	Carer Permits	Charity Permits	Total Permits	Capacity
01R	557	576	12	2	1	13	2	606	109%
02R	180	242	7	0	0	3	0	25	140%
03R	551	502	20	0	1	12	0	535	97%
04R	99	47	15	1	3	0	1	67	68%
05R	561	432	40	4	1	13	9	500	89%
06R	534	501	12	2	1	9	2	528	99%
07R	1,656	1,384	33	1	5	14	1	1,438	87%
08R	787	656	41	4	0	16	12	729	93%
09R	478	433	3	1	2	7	0	446	93%
10R	1,210	1,129	27	1	0	14	3	1,174	97%
11R	357	390	5	3	1	3	3	405	113%
12R	1238	1085	21	1	0	13	2	1122	91%
13R	230	205	1	0	0	3	0	209	91%
14R	304	264	4	0	1	6	0	275	90%
15R	124	71	9	0	0	0	0	80	65%
B2	32	24	1	1	1	1	1	29	91%
B4	6	4	0	0	0	0	0	4	67%
B5	37	20	0	0	0	0	1	20	54%
B6	6	4	0	0	0	0	0	4	67%
C4	18	8	0	0	0	0	0	8	44%
W1	20	19	0	0	0	0	0	19	95%
Z1	25	13	0	0	0	0	0	13	52%
<b>Total</b>	<b>9,010</b>							<b>8,463</b>	<b>94%</b>

## Chapter 8 - Blue Badges

Blue Badges provide a vital lifeline to over 2.5 million people every year allowing disabled people to access employment, shops and other services. Blue Badge fraud is a growing issue across the country. Abuse of the scheme means that priority spaces are unable to be used by those who need them most.

It is therefore vital that Reading Borough Council put measures in place to try and reduce the number of incidences of Blue Badge fraud.

Since the 1<sup>st</sup> January 2012, the Department for Transport (DfT) has introduced a new Blue Badge Improvement Service (BBIS) scheme which is intended to tackle this problem. The scheme comprises of a central nationwide database and a new assessment process to ensure badges only go to those who need them. The scheme will be managed nationally by Northgate Public Services.

The new Blue Badges nationally use security style inks and techniques making them almost impossible to reproduce, tamper with or amend. It is now an offence for anyone who is not the actual badge holder to use the Blue Badge, or to park in an on-street Blue Badge parking bay without displaying a badge. Reading Borough Council has set-up a Fraud Hotline (0500500777) and an on-line Fraud Reporting Form should anyone notice and want to report someone committing these fraudulent offences.

The Department for Transport has issued a booklet called 'The Blue Badge Scheme: Rights and Responsibilities in England'. This booklet explains to the holder of a Blue badge their responsibilities, places where they can and cannot park, and further travel advice. This also includes information on how to display the badge, where parking is for free and where time limits do/do not apply.

The table below shows the Blue Badges issued in 2014/2015 and total on issue as of 31<sup>st</sup> March 2015, compared with previous year.

Blue Badge Allocation	Issued in 2014/2015	On issue as of 31st March 2015	Issued in 2013/2014	On issue as of 31st March 2014
Total number of valid Blue Badges	1,725	5,140	1,869	5,565
Total number of Blue Badges on issue to organisations	18	63	19	69

### **National Fraud Initiative**

The purpose the National Fraud Initiative is to recover those Blue Badges which should have been returned following a death. Reading Borough Council is part of this initiative. Following the national redesign of Blue Badges, it should make it easier for Local Authorities to both cross check and identify fraudulent badges.

### **Further Information**

A free phone hotline for anyone who suspects Blue Badge fraud in the area is: 0500500777.

Further information on how to obtain a Blue Badge can be found on the Council's website: [www.reading.gov.uk](http://www.reading.gov.uk)

## Chapter 9 - Signs and Lines Maintenance

Reading Borough Council's Highways team deals with the maintenance of existing signs and lines. The Area Highway Inspectors carry out safety inspections and defects in lines or missing signs will be identified and any associated works ordered. The frequency of inspections varies depending on the road classification. Monthly inspections are carried out for A- class road, quarterly inspections for B- and C-class roads and unclassified roads annually.

Any other defects identified through observations or checks made by the Civil Enforcement Officers, Ward Councillors and members of the public are also actioned as appropriate.

In addition to signs and lines, the Highway Inspectors as part of their safety inspections will identify defects to direction signage, carriageways/footways/cycleways and gullies and order repair works as necessary. The Inspectors also undertake Night Scouts monthly to identify street lighting faults and order repair works.

There is also an annual resurfacing programme usually carried out during the summer which often affects lines. These will be replaced as soon as possible after surfacing work has been completed.

Snow will cover lines particularly on local residential roads where gritting does not take place. The parking restrictions remain in operation as set out in the appropriate Traffic Regulation Order.

On the principal roads and the main bus routes gritting is undertaken in accordance with the Winter Service Plan but the channel lines where road markings are will often remain covered until a thaw takes place.

A Penalty Charge Notice will only be issued where the Civil Enforcement Officer has checked that the lines and signs are in an acceptable condition. A motorist's attention should be drawn to the restriction when parking. The Council is unable to maintain the lines and signs in a perfect condition at all times, and it is recognised by the Traffic Penalty Tribunal that the lines and signs will over a period of time be subject to wear and tear.

Regulation 18 of the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996 states that: *'Where an order relating to any road has been made, the order making authority shall take such steps as are necessary to secure a) ... the placing on or near the road of such traffic signs in such positions as the order making authority may consider requisite for securing that adequate information as to the effect of the order is made available to persons using the road'*. The Council complies with this Order and will ensure that restrictions are clearly marked for motorists.

## Chapter 10 - Car Parks

The current parking strategy is a core element of the Local Transport Plan. The strategy essentially aims to manage the level of long stay/commuter parking in the town centre. A key feature of the strategy is pricing of town centre parking to reflect the availability of alternatives, especially long stay parking provided by park and ride.

Reading Borough Council has a partnership contract with National Car Parks Limited (NCP). NCP manages the Council's car parks on a daily basis and maintains the car park cleanliness and deal with any other ad hoc duties e.g. maintaining lifts, removal of abandoned vehicles etc. The partnership has been in place from April 2007 and since this time, there has been a large investment made into the car parking infrastructure. This investment has included: updating the payment machines, replacing entry/exit barriers, improved lighting, improved tariff boards, and re-surfacing/re-lining car parks. More specific improvements are the waterproofing and drainage works at Queens Road and Broad Street Mall, fencing to Kings Meadow and a front end tidy up at the Cattle Market car park. Reading Borough Council and NCP review the tariff structure on an annual basis. Season tickets are available for Queens Road, Hills Meadow and Chester Street car parks. Season tickets are available annually, 6 monthly, 3 monthly and 1 monthly (except Chester Street which only offers annual permits).

The table below shows the spaces available in each car park.

Car Park	Spaces
Broad Street Mall	784
Queens Road	700
Hills Meadow	298
Civic B Car Park	170
Kings Meadow	95
Cattle Market	90
Chester Street, Caversham	60
Recreation Road, Tilehurst	80
Dunstall Close, Tilehurst	47
<b>Total</b>	<b>2,324</b>

### Further Information

Further information can be found on the Council's website: [www.reading.gov.uk](http://www.reading.gov.uk) or the NCP website <http://www.ncp.co.uk/>

## Chapter 11 - Pay and Display

Reading Borough Council introduced on-street pay and display in October 2010, this offered alternative short-term parking for the Town Centre. Following the Town Centre Redevelopment Works associated with the Reading Station upgrade, a total of 198 pay and display bays were introduced at that time. The bays are located across the town centre and provide more flexible parking options for visitors.

In January 2013, an additional 20 Pay and Display bays were introduced into the Town Centre. These were located in Oxford Road (on the bridge near Travel lodge), St Mary's Butts (on Island, opposite Church), Thorn Street outside Beadle Chrome shop, opposite Travel lodge), and Vachel Road (Dead end section, next to IDR).

In September 2014 additional bays were introduced in Hosier Street, Kenavon Drive and Fobney Street.

The majority of the bays are operational between 8am and 8pm, Monday to Sunday, but there are a few locations that are shared with permit parking.

In line with the Department for Transport under 'The Blue Badge Scheme: Rights and Responsibilities in England', holders of the blue badges can park for free and without time limit in the pay and display bays. However, in the shared use bays it is only for free and without limit during the hours a pay and display ticket is required, outside of the hours a parking permit is required. (See Chapter 8 for further information)

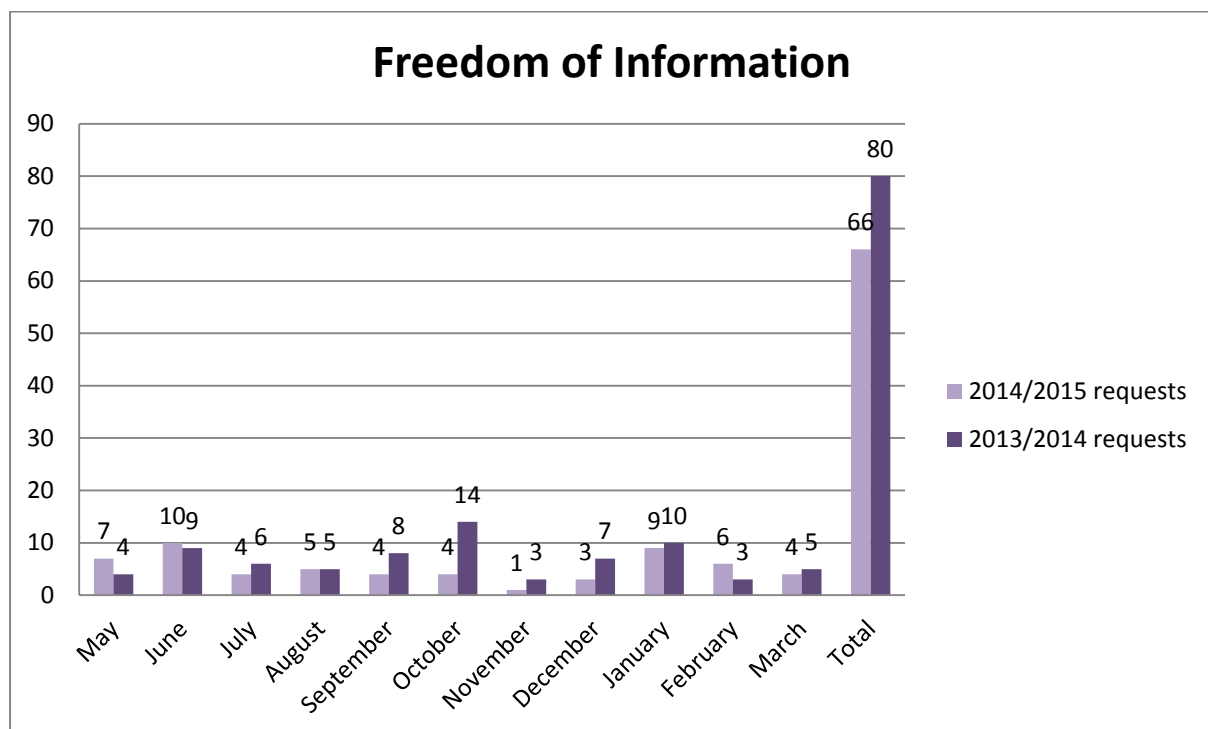
### Further Information

Further information can be found on the Council's website: [www.reading.gov.uk](http://www.reading.gov.uk)

## Chapter 12 - Freedom of Information

The Freedom of Information Act came into effect in January 2005. This requires Reading Borough Council to provide information which is held available to the general public. The Freedom of Information Act requires that Reading Borough Council respond to requests within 20 working days. Reading Borough Council is only required to respond with information that is held - it does not require the Council to analyse the information.

The graph below shows the number of Freedom of Information requests on monthly basis received by the Reading Borough Council Parking Services team in 2013/2014 and 2014/2015<sup>9</sup>. In 2014/2015, a total of 66 Freedom of Information requests were received by the Reading Borough Council Parking Services team. This was 14 less than the previous year.



The Reading Borough Council Parking Services team often receive the majority of Freedom of Information requests from motorists that have received a Penalty Charge Notice. Such requests are seeking to obtain information about Penalty Charge Notices issued in the same location. Whilst the team seek to respond to requests within 20 working days, there are some instances where the request has been too broad e.g. no date range, specific types of challenges, Penalty Charge Notices issued to non-Reading based motorists. Therefore, if a manual search of each Penalty Charge Notice is required, this can take between 30 seconds to 2 minutes to investigate. As Reading Borough Council hold thousands of records for the majority of requests made, it would exceed the 18 hour time limit for such a request making it exempt. The table below shows some of the most common Freedom of Information requests received.

<sup>9</sup> Please note that this data is that recorded on 9<sup>th</sup> October 2015.



Freedom of Information Request	Information
Penalty Charge Notices issued by location	See Chapter 3 for an overview. A copy of Penalty Charge Notices issued by ward, street and contravention code is provided in Appendix A.
Bus lane Penalty Charge Notices issued	See Chapter 4 for an overview. A copy of Penalty Charge Notices issued by street for entering bus lanes is provided in Appendix B.
Penalty Charge Notices paid/cancelled	See Chapters 3 and 4.
Challenges Received	See Chapter 5.
Appeals	See Chapter 5.
Income/expenditure for parking and/or bus lanes and permit scheme	See Chapter 13.
Copy of parking Traffic Regulation Orders	Copies of the relevant parking Traffic Regulation Orders are made available by writing to Reading Borough Council Network Management or Legal Services.
Copy of bus lane Traffic Regulation Orders	Each of these documents are publically available. Information on each of these is now available at <a href="http://beta.reading.gov.uk/article/2778/Bus-Lane-Enforcement">http://beta.reading.gov.uk/article/2778/Bus-Lane-Enforcement</a>
Copy of Secretary of State approval for bus lane cameras	
Copy of Department for Transport Approval for bus lane signs in Minster Street, Friar Street (Eastbound), Friar Street (Westbound), St Mary's Butts, Stanshawe Road and Blagrove Street	
Reading Borough Council's policy on discretion	Reading Borough Council's policy on the exercise of discretion is to deal with each case on its own merits.

## Chapter 13 - Financial Information

The Statutory Guidance states that for good governance, enforcement authorities need to forecast revenue in advance. Raising revenue should not be the objective of Civil Parking Enforcement, nor may the authority set targets for revenue or the number of Penalty Charge Notices issued.

The purpose of penalty charges is to deter motorists from contravening parking restrictions. Payments received (whether for on street or off street enforcement) must only be used in accordance with Section 55 (as amended) of the Road Traffic Regulation Act 1984. This Act limits the purposes to which a Local Authority may apply any surplus resulting from income derived from on-street parking spaces. This was however, amended by the Traffic Management Act and restrictions on Councils that do not require further off-street parking were relaxed to permit any surplus to be used for general transport measures and other purposes on which the Local Authority lawfully incurs expenditure.

Reading Borough Council has seen compliance with the parking and bus lane restrictions increase over the years.

In accordance with the Data Transparency Code, it should be noted that the surplus received has been used to fund measures including: concessionary bus passes on the Readibus service; on supported contract bus service provision and on other measures as defined in accordance with s55 of the Road Traffic Regulation Act as set out in the table below. In 2014/2015 this totalled £2.319m.

	£
Supported bus services & discretionary concessionary fares	434,799
Adult Social Care in house transport	473,047
Road safety schemes, traffic signals & CCTV	400,732
Revenue New works	160,108
Execution of works for the purpose of draining a highway or of otherwise preventing surface water from flowing on to it	496,621
Provision of barriers or other works for the purpose of affording to a highway protection against hazards of nature	14,401
Provision of subways, refuges, pillars, walls, barriers, rails, fences or posts for the use or protection of persons using a highway	103,070
Construction and reconstruction of bridges and alteration of level of highways	230,553
Planting of trees, shrubs and other vegetation and laying out of grass verges	3,495
Construction, maintenance and removal of road humps	2,500
<b>Total</b>	<b>2,319,326</b>

The table below shows the financial information for Reading Borough Council for 2014/2015. A comparison can be made with last year's financial information.

	Total Expenditure 2014/2015	Total Income 2014/2015	Net Surplus (Cost) 2014/2015	Total Expenditure 2013/2014	Total Income 2013/2014	Net Surplus (Cost) 2013/2014
Parking Penalty Charge Notices	£1,608,400	£1,295,200	(£313,200)	£1,728,900	£1,406,100	(£322,800)
Bus Lane Penalty Charge Notices	£984,400	£2,552,300	£1,567,900	£865,900	£3,147,400	£2,281,500
Resident Parking Permit	£229,800	£261,900	£32,100	£198,800	£223,700	£24,900
Car Parks	£2,877,100	£4,070,300	£1,193,200	£2,663,500	£4,060,000	£1,396,500
Pay and Display	£97,000	£590,900	£493,900	£99,400	£559,600	£460,200

## Key Contacts and More Information

The process described in this report about challenging a PCN is set down by the Traffic Management Act 2004 or Transport Act 2000 (and accompanying regulations) and is the only way to query a Penalty Charge Notice. Complaints about the parking scheme itself should be made in writing to Reading Borough Council.

General enquiries concerning parking issues may be made by telephone, however Reading Borough Council cannot accept challenges or representations made by email or telephone. The Reading Borough Council Parking Services telephone number for general enquiries is 0118 9373767.

There are specific postal addresses provided for motorists to query a Parking Penalty Charge Notice and a Bus Lane Penalty Charge Notice. These separate postal addresses ensure challenges/representations are assigned to the case file quickly and are dealt with promptly.

To Challenge a Parking Penalty Charge Notice the address is:

Reading Borough Council  
Parking Services  
PO BOX 3011  
Reading  
RG1 9RY

To Challenge a Bus Lane Penalty Charge Notice the address is:

Reading Borough Council BL  
Parking Services  
PO BOX 3012  
Reading  
RG1 9RZ

To view or pay your Penalty Charge Notice (both parking and bus lane):

<https://parking.reading.gov.uk/>

There is also a separate telephone number for parking/bus lane enquiries which is 0843 357 1551, this also allows motorists to pay their Penalty Charge Notice.

### Other Useful Contacts

Traffic Penalty Tribunal:

Website: <http://www.trafficpenaltytribunal.gov.uk/>

Telephone: 016125 44 55 55

Car Park Season Tickets are available by telephoning 0345 050 7080

## Appendix A - Parking Penalty Charge Notices - by Ward

PENALTY CHARGE NOTICES ISSUED BY WARD			
WARD	ON-STREET	OFF-STREET	TOTAL
ABBAY	18,498	976	19,474
BATTLE	4,044	0	4,044
CAVERSHAM	1,861	918	2,779
CHURCH	46	0	46
KATESGROVE	3,628	0	3,628
KENTWOOD	42	0	42
MAPLEDURHAM	0	0	0
MINSTER	780	0	780
NORCOT	666	0	666
PARK	3,832	0	3,832
PEPPARD	58	0	58
REDLANDS	2,518	0	2,518
SOUTHCOTE	63	0	63
THAMES	189	0	189
TILEHURST	140	84	224
WHITLEY	301	0	301

## Appendix A - Parking Penalty Charge Notices - By Street

Note:

“On Street” means a ticket issued on the Public Highway

“Off Street” means a ticket issued in a Council owned Car Park

“Postal Issue - Approved Device” means a ticket issued from the enforcement vehicle, whereby the PCN is posted to the DVLA registered keeper.

“Direct Issue - On Street” means a ticket issued by a Civil Enforcement Officer direct to the vehicle

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
A33	5	5	0	0	5
ABBEY SQUARE	36	36	0	0	36
ABBEY STREET	281	281	0	0	281
ABBOTS WALK	4	4	0	0	4
ABBOTSLEIGH GARDENS	0	0	0	0	0
ABBOTSMEAD PLACE	0	0	0	0	0
ACCESS FROM RICHFIELD AVENUE TO RIVERMEAD LEISURE	1	1	0	1	0
ACRE ROAD	56	56	0	56	0
ADDINGTON ROAD	180	180	0	24	156
ADDISON ROAD	85	85	0	0	85
ADELAIDE ROAD	1	1	0	0	1
ALBANY ROAD	126	126	0	0	126
ALBURY CLOSE	1	1	0	0	1
ALDWORTH CLOSE	0	0	0	0	0
ALEXANDER COURT (BAKER STREET)	0	0	0	0	0
ALEXANDRA ROAD	99	99	0	60	39
ALFRED STREET	25	25	0	0	25

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
ALL HALLOWS ROAD	31	31	0	22	9
ALLCROFT ROAD	35	35	0	0	35
ALMA STREET	19	19	0	0	19
ALPINE STREET	240	240	0	0	240
AMBLECOTE ROAD	0	0	0	0	0
AMBROOK ROAD	0	0	0	0	0
AMERSHAM ROAD	0	0	0	0	0
AMHERST ROAD	0	0	0	0	0
AMITY ROAD	105	105	0	0	105
AMITY STREET	23	23	0	0	23
ANGLERS WAY	1	1	0	0	1
ANSTEY ROAD	89	89	0	0	89
APPLEFORD ROAD	0	0	0	0	0
ARCHWAY ROAD	11	11	0	0	11
ARDLER ROAD	1	1	0	0	1
ARGYLE ROAD	62	62	0	0	62
ARGYLE STREET	126	126	0	0	126
ARKWRIGHT ROAD	2	2	0	0	2
ARMADALE COURT	0	0	0	0	0
ARMOUR ROAD	0	0	0	0	0
ARTHUR PLACE	0	0	0	0	0
ASHAMPSTEAD ROAD	9	9	0	4	5
ASHBY COURT	0	0	0	0	0
ASHDENE GARDENS	1	1	0	0	1
ASHLEY ROAD	0	0	0	0	0
ASHMERE TERRACE	0	0	0	0	0
ASHMORE ROAD	0	0	0	0	0
AUCKLAND ROAD	0	0	0	0	0
AUDLEY STREET	156	156	0	0	156
AVON PLACE	8	8	0	0	8
AYRTON SENNA ROAD	0	0	0	0	0

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
BAKER STREET	190	1900	0	0	190
BAMBURGH CLOSE	0	0	0	0	0
BARNSDALE WOOD	0	0	0	0	0
BARNWOOD CLOSE	36	36	0	0	36
BARON COURT	0	0	0	0	0
BARRY PLACE	4	4	0	0	4
BASINGSTOKE ROAD	102	102	0	38	64
BATH ROAD	9	9	0	6	3
BATTLE STREET	111	111	0	0	111
BAYDON DRIVE	0	0	0	0	0
BEDFORD ROAD	133	133	0	1	132
BEECH ROAD	0	0	0	0	0
BEECHAM ROAD	44	44	0	0	44
BELLE VUE ROAD	16	16	0	0	16
BELMONT ROAD	212	212	0	1	211
BEMBRIDGE PLACE	2	2	0	0	2
BENNET ROAD	35	35	0	0	35
BENSON CLOSE	1	1	0	0	1
BENYON COURT	0	0	0	0	0
BERESFORD ROAD	107	107	0	0	107
BERKELEY AVENUE	50	50	0	0	50
BETAM ROAD	4	4	0	0	4
BISHOPS ROAD	5	5	0	0	5
BLAGDON ROAD	1	1	0	0	1
BLAGRAVE STREET	176	176	0	0	176
BLAKES COTTAGES	84	84	0	0	84
BLANDFORD ROAD	0	0	0	0	0
BLENHEIM GARDENS	32	32	0	0	32
BLENHEIM ROAD (CAVERSHAM)	1	1	0	0	1
BLENHEIM ROAD (READING)	20	20	0	0	20
BLUNDELLS ROAD	5	5	0	0	5



PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
BOARDED LANE	0	0	0	0	0
BODY ROAD	16	16	0	0	16
BOSTON AVENUE	0	0	0	0	0
BOULT STREET	13	13	0	0	13
BOULTON ROAD	6	6	0	0	6
BOURNE AVENUE	0	0	0	0	0
BRACKENDALE WAY	0	0	0	0	0
BRAYFORD ROAD	0	0	0	0	0
BRIANTS AVENUE	3	3	0	0	3
BRIDGE STREET (CAVERSHAM)	0	0	0	0	0
BRIDGE STREET (READING)	181	181	0	174	7
BRIGHAM ROAD	105	105	0	0	105
BRIGHTON ROAD	2	2	0	0	2
BRISBANE ROAD	1	1	0	0	1
BRIXHAM ROAD	1	1	0	0	1
BROAD STREET	49	49	0	0	49
BROCK GARDENS	1	1	0	0	1
BROOK STREET WEST	42	42	0	0	42
BROOMFIELD ROAD	0	0	0	0	0
BROUGHTON CLOSE	3	3	0	0	3
BROWNLOW ROAD	12	12	0	5	7
BRUNEL ROAD	3	3	0	0	3
BRUNSWICK HILL	56	56	0	0	56
BRUNSWICK STREET	9	9	0	0	9
BUCKINGHAM DRIVE	0	0	0	0	0
BUCKLAND ROAD	2	2	0	0	2
BULMERSHE ROAD	2	2	0	0	2
BURFORD COURT (CAROLINE STREET)	0	0	0	0	0
BURGHFIELD ROAD	1	1	0	0	1
BUTTER MARKET	3	3	0	0	3

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
BYEFIELD ROAD	2	2	0	0	2
BYWORTH CLOSE	0	0	0	0	0
CADUGAN PLACE	8	8	0	0	8
CALLINGTON ROAD	0	0	0	0	0
CAMBRIDGE STREET	65	65	0	0	65
CANAL WAY	3	3	0	0	3
CANFORD COURT	20	20	0	0	20
CANNON STREET	16	16	0	0	16
CANTERBURY ROAD	1	1	0	0	1
CARDIFF ROAD	101	101	0	0	101
CARDIGAN GARDENS	8	8	0	0	8
CARDIGAN ROAD	9	9	0	0	9
CARDINAL CLOSE	1	1	0	0	1
CAREY STREET	105	105	0	0	105
CARLISLE ROAD	1	1	0	0	1
CARNARVON ROAD	145	145	0	0	145
CAROLINE COURT	0	0	0	0	0
CAROLINE STREET	2	2	0	0	2
CARSDALE CLOSE	1	1	0	0	1
CASTLE CRESCENT	38	38	0	0	38
CASTLE HILL	14	14	0	1	13
CASTLE STREET	1,388	1,388	0	0	1,388
CASTLE STREET SERVICE ROAD	13	13	0	0	13
CATHERINE STREET	165	165	0	0	165
CATTLE MARKET CAR PARK	312	0	312	0	0
CAVENDISH ROAD	0	0	0	0	0
CAVERSHAM BRIDGE (CAVERSHAM ROAD)	0	0	0	0	0
CAVERSHAM ROAD	257	257	0	5	252
CAXTON CLOSE	1	1	0	0	1
CEDAR ROAD	0	0	0	0	0

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
CHAIN STREET	0	0	0	0	0
CHAMPION ROAD	0	0	0	0	0
CHARLES STREET	39	39	0	0	39
CHARNDON CLOSE	0	0	0	0	0
CHATHAM PLACE SERVICE ROAD	13	13	0	0	13
CHATHAM STREET	40	40	0	25	15
CHATHAM STREET CAR PARK (CHATHAM STREET)	0	0	0	0	0
CHAUCER CLOSE	0	0	0	0	0
CHEAPSIDE	1,348	1,348	0	491	857
CHESTER STREET (CAVERSHAM)	60	60	0	0	60
CHESTER STREET (READING)	36	36	0	0	36
CHESTER STREET CAR PARK (CAV)	354	0	354	0	0
CHESTERMAN STREET	106	106	0	0	106
CHICHESTER ROAD	1	1	0	0	1
CHILTERN COURT	0	0	0	0	0
CHILTERN ROAD	175	175	0	169	6
CHOLMELEY PLACE	36	36	0	0	36
CHOLMELEY ROAD	143	143	0	1	142
CHOLMELEY TERRACE	24	24	0	0	24
CHRISTCHURCH GARDENS	0	0	0	0	0
CHRISTCHURCH ROAD	7	7	0	1	6
CHURCH END LANE	14	14	0	9	5
CHURCH ROAD (CAVERSHAM)	27	27	0	0	27
CHURCH STREET (CAVERSHAM)	14	14	0	0	14
CHURCH STREET (READING)	10	10	0	0	10
CINTRA AVENUE	0	0	0	0	0
CIRCUIT LANE	10	10	0	0	10

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
CIRCUIT LANE (GARAGE AREA)	2	2	0	0	2
CITY ROAD	0	0	0	0	0
CIVIC 'B' CAR PARK	102	0	102	0	0
CIVIC CENTRE SERVICE ROAD	11	11	0	0	11
CLARENDEN ROAD	0	0	0	0	0
CLENT ROAD	7	7	0	0	7
CLEVEDON ROAD	3	3	0	0	3
CLIFTON PARK ROAD	0	0	0	0	0
CLIFTON STREET	31	31	0	0	31
COCKNEY HILL	2	2	0	0	2
COLDICUTT STREET	42	42	0	0	42
COLEY AVENUE	0	0	0	0	0
COLEY HILL	49	49	0	0	49
COLEY PARK ROAD	7	7	0	0	7
COLEY PLACE	25	25	0	0	25
COLEY STREET	0	0	0	0	0
COLLEGE ROAD	52	52	0	0	52
COLLIS STREET	0	0	0	0	0
COMMERCIAL ROAD	12	12	0	0	12
CONISTON DRIVE	0	0	0	0	0
CONNAUGHT CLOSE	6	6	0	0	6
CONNAUGHT ROAD	148	148	0	0	148
CONSTITUTION ROAD	13	13	0	0	13
COOPER CLOSE	0	0	0	0	0
CORBRIDGE ROAD	2	2	0	0	2
CORINNE CLOSE	0	0	0	0	0
CORK STREET	0	0	0	0	0
CORONATION SQUARE	2	2	0	0	2
CORWEN ROAD	7	7	0	3	4
COVENTRY ROAD	151	151	0	0	151
COW LANE	1	1	0	0	1

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
CRADOCK ROAD	0	0	0	0	0
CRAIG AVENUE	96	96	0	0	96
CRANBURY ROAD	122	122	0	2	120
CRANE WHARF	3	3	0	0	3
CRAVEN ROAD	60	60	0	7	53
CREMYLL ROAD	4	4	0	0	4
CRESCENT ROAD	8	8	0	3	5
CRESSINGHAM ROAD	0	0	0	0	0
CROMWELL ROAD	34	34	0	0	34
CROSS STREET	9	9	0	0	9
CROSSLAND ROAD	5	5	0	0	5
CROWN PLACE	4	4	0	0	4
CROWN STREET	10	10	0	0	10
CULVER ROAD	57	57	0	0	57
CUMBERLAND ROAD	113	113	0	0	113
CURZON STREET	131	131	0	0	131
DALE ROAD	16	16	0	0	16
DARTINGTON CLOSE	0	0	0	0	0
DARWIN CLOSE	5	5	0	0	5
DE BEAUVOIR ROAD	94	94	0	0	94
DE BOHUN ROAD	0	0	0	0	0
DE MONTFORT ROAD	62	62	0	0	62
DEACON WAY	1	1	0	0	1
DEANSGATE ROAD	212	212	0	0	212
DEE ROAD	4	4	0	1	3
DEE PDENE CLOSE	37	37	0	0	37
DENMARK ROAD	129	129	0	0	129
DERBY ROAD	0	0	0	0	0
DERBY STREET	19	19	0	0	19
DERWENT AVENUE	0	0	0	0	0
DONEGAL CLOSE	0	0	0	0	0

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
DONKIN HILL	0	0	0	0	0
DONNINGTON GARDENS	19	19	0	0	19
DONNINGTON ROAD	24	24	0	0	24
DOROTHY STREET	32	32	0	0	32
DOUGLAS ROAD	0	0	0	0	0
DOVER STREET	9	9	0	0	9
DOWNING ROAD	2	2	0	1	1
DOWNSHIRE SQUARE	9	9	0	0	9
DRAKE WAY	9	9	0	0	9
DRAYTON ROAD	1	1	0	0	1
DUKE STREET	1	1	0	0	1
DUNCAN PLACE	11	11	0	0	11
DUNSFOLD ROAD	1	1	0	0	1
DUNSFOLD ROAD (SPUR)	0	0	0	0	0
DUNSTALL CLOSE	14	14	0	11	3
DUNSTALL CLOSE CAR PARK	23	0	23	0	0
DUNSTER CLOSE	0	0	0	0	0
DURHAM CLOSE	0	0	0	0	0
DWYER ROAD	0	0	0	0	0
EARLSFIELD CLOSE	0	0	0	0	0
EAST STREET	86	86	0	0	86
EASTERN AVENUE	63	63	0	0	63
EATON PLACE	145	145	0	3	142
EDGEHILL STREET	110	110	0	0	110
EDINBURGH ROAD	85	85	0	0	85
ELDON PLACE	12	12	0	0	12
ELDON ROAD	1	1	0	0	1
ELDON SQUARE	147	147	0	0	147
ELDON STREET	20	20	0	0	20
ELDON TERRACE	48	48	0	0	48
ELGAR ROAD	91	91	0	0	91

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
ELGAR ROAD SOUTH	4	4	0	0	4
ELLIOTS WAY	3	3	0	0	3
ELM LODGE AVENUE	26	26	0	0	26
ELM PARK	5	5	0	0	5
ELM PARK ROAD	208	208	0	0	208
ELM ROAD	2	2	0	0	2
ELMHURST ROAD	3	3	0	0	3
ELSLEY ROAD	1	1	0	0	1
EPPING CLOSE	11	11	0	0	11
EPSOM COURT	2	2	0	0	2
ERLEIGH ROAD	145	145	0	20	125
ESSEX STREET	174	174	0	0	174
EVESHAM ROAD	0	0	0	0	0
EXBOURNE ROAD	7	7	0	3	4
FAIRCROSS ROAD	0	0	0	0	0
FALKLAND ROAD	33	33	0	0	33
FATHERSON ROAD	75	75	0	0	75
FAWLEY ROAD	0	0	0	0	0
FERNBROOK ROAD	0	0	0	0	0
FIELD ROAD	113	113	0	0	113
FILEY ROAD	175	175	0	0	175
FLINT STREET	0	0	0	0	0
FOBNEY STREET	261	261	0	0	261
FONTWELL DRIVE	0	0	0	0	0
FORBURY ROAD	4	4	0	0	4
FORBURY THE	348	348	0	0	348
FOREST HILL	0	0	0	0	0
FORGE CLOSE	0	0	0	0	0
FOUNDRY STREET	0	0	0	0	0
FOXGLOVE GARDENS	1	1	0	0	1
FOXHILL ROAD	5	5	0	0	5

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
FRANCIS STREET	62	62	0	0	62
FRANKLIN STREET	28	28	0	0	28
FRESHWATER ROAD	220	220	0	0	220
FRIAR STREET	370	370	0	59	311
FRIARS WALK	0	0	0	0	0
FRILSHAM ROAD	2	2	0	0	2
GAINSBOROUGH ROAD	1	1	0	0	1
GARNET HILL	34	34	0	0	34
GARNET STREET	49	49	0	0	49
GARRARD STREET	306	306	0	0	306
GAS WORKS ROAD	0	0	0	0	0
GEORGE CLOSE	0	0	0	0	0
GEORGE STREET (CAVERSHAM)	24	24	0	1	23
GEORGE STREET (READING)	236	236	0	0	236
GILLETTE WAY	9	9	0	0	9
GIPSY LANE	0	0	0	0	0
GLEBE ROAD	109	109	0	0	109
GLENROSA ROAD	0	0	0	0	0
GLOUCESTER ROAD	49	49	0	0	49
GOLDSMID ROAD	31	31	0	0	31
GORDON PLACE	21	21	0	0	21
GOSBROOK ROAD	42	42	0	0	42
GOWER STREET	83	83	0	0	83
GRAFTON ROAD	0	0	0	0	0
GRANBY GARDENS	72	72	0	0	72
GRANGE AVENUE	253	253	0	0	253
GRANVILLE ROAD	2	2	0	0	2
GRATWICKE ROAD	1	1	0	1	0
GREAT KNOLLYS STREET	287	287	0	29	258
GREEN PARK ROAD	0	0	0	0	0
GREEN PARK SERVICE ROAD	0	0	0	0	0



PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
GREEN ROAD	0	0	0	0	0
GREENFIELDS ROAD	0	0	0	0	0
GREENWOOD ROAD	0	0	0	0	0
GREYFRIARS ROAD	99	99	0	0	99
GREYS COURT	1	1	0	0	1
GROVE COTTAGES	0	0	0	0	0
GROVE ROAD	6	6	0	2	4
GROVE THE	55	55	0	0	55
GROVELANDS ROAD	7	7	0	0	7
GUN STREET	5	5	0	0	5
HAGLEY ROAD	0	0	0	0	0
HALLS ROAD	0	0	0	0	0
HAMILTON ROAD	6	6	0	0	6
HAMPDEN ROAD	18	18	0	0	18
HARLEY ROAD	29	29	0	0	29
HARROW COURT	0	0	0	0	0
HART STREET	26	26	0	0	26
HARTLAND ROAD	5	5	0	2	3
HARTLAND ROAD	1	1	0	0	1
HATFORD ROAD	0	0	0	0	0
HATHERLEY ROAD	19	19	0	0	19
HAYWOOD COURT	9	9	0	0	9
HEATH ROAD	0	0	0	0	0
HEMDEAN HILL	26	26	0	0	26
HEMDEAN RISE	11	11	0	0	11
HEMDEAN ROAD	63	63	0	10	53
HENLEY ROAD	2	2	0	0	2
HENRIETTA STREET	0	0	0	0	0
HENRY STREET	36	36	0	0	36
HERON WAY	0	0	0	0	0
HIGH STREET	2	2	0	0	2

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
HIGHBRIDGE WHARF	8	8	0	0	8
HIGHGROVE STREET	238	238	0	0	238
HIGHGROVE TERRACE	24	24	0	0	24
HILCOT ROAD	35	35	0	0	35
HILL STREET	36	36	0	0	36
HILLBROW	0	0	0	0	0
HILLS MEADOW CAR PARK (GEORGE STREET)	564	0	564	0	0
HODSOLL ROAD	0	0	0	0	0
HOGARTH AVENUE	0	0	0	0	0
HOLMES ROAD	0	0	0	0	0
HOME FARM CLOSE	4	4	0	0	4
HONEY END LANE	13	13	0	10	3
HOSIER STREET	114	114	0	0	114
HOWARD STREET	838	838	0	1	837
HURST WAY	0	0	0	0	0
ILIFFE CLOSE	15	15	0	0	15
IMPERIAL WAY	5	5	0	0	5
ISLAND ROAD	0	0	0	0	0
JAMES STREET	11	11	0	0	11
JANSON COURT	1	1	0	0	1
JESSE TERRACE	134	134	0	0	134
JUBILEE ROAD	0	0	0	0	0
JUBILEE SQUARE	43	43	0	0	43
JUNCTION ROAD	27	27	0	0	27
KATESGROVE LANE	48	48	0	11	37
KENAVON DRIVE	29	29	0	0	29
KENDRICK ROAD	53	53	0	0	53
KENNET SIDE	1	1	0	0	1
KENNET STREET	6	6	0	0	6
KENNETSIDE	0	0	0	0	0

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
KENSINGTON ROAD	128	128	0	1	127
KENT ROAD	47	47	0	0	47
KENTWOOD HILL	0	0	0	0	0
KIDMORE END ROAD	5	5	0	0	5
KIDMORE ROAD	0	0	0	0	0
KING STREET	99	99	0	0	99
KINGFISHER PLACE	0	0	0	0	0
KINGS MEADOW CAR PARK (NAPIER)	292	0	292	0	0
KINGS MEADOW ROAD	26	26	0	0	26
KINGS ROAD	1,088	1,088	0	11	1,077
KINGS ROAD (CAVERSHAM)	98	98	0	0	98
KINGSGATE PLACE (KINGSGATE STREET)	2	2	0	0	2
KINGSGATE STREET	26	26	0	0	26
KNIGHTS WAY	1	1	0	0	1
LANCING CLOSE	1	1	0	0	1
LANDRAKE CRESCENT	0	0	0	0	0
LEMART CLOSE	0	0	0	0	0
LENNOX ROAD	0	0	0	0	0
LEOPOLD ROAD (LEOPOLD WALK)	0	0	0	0	0
LESFORD ROAD	5	5	0	0	5
LETCOMBE STREET	0	0	0	0	0
LIEBENROOD ROAD	0	0	0	0	0
LIMA COURT	50	50	0	0	50
LINCOLN ROAD	16	16	0	0	16
LINDEN ROAD	1	1	0	0	1
LINDISFARNE WAY	0	0	0	0	0
LINGHOLM CLOSE	0	0	0	0	0
LITTLE JOHNS LANE	12	12	0	0	12

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
LITTLE STREET	17	17	0	0	17
LIVERPOOL ROAD	465	465	0	0	465
LOCK PLACE	0	0	0	0	0
LONDON ROAD	464	464	0	419	45
LONDON STREET	530	530	0	5	525
LONG BARN LANE	0	0	0	0	0
LORNE STREET	73	73	0	0	73
LOVEROCK ROAD	12	12	0	0	12
LOWER BROOK STREET	3	3	0	0	3
LOWER ELMSTONE DRIVE	0	0	0	0	0
LOWER FIELD ROAD	34	34	0	0	34
LOWER HENLEY ROAD	0	0	0	0	0
LOWER MOUNT	10	10	0	0	10
LOWER THORN STREET (THORN ST)	0	0	0	0	0
LOWFIELD ROAD	0	0	0	0	0
LULWORTH ROAD	0	0	0	0	0
LUSCINIA VIEW	37	37	0	0	37
LYDFORD ROAD	22	22	0	0	22
LYNDHURST ROAD	0	0	0	0	0
LYNMOUTH ROAD	81	81	0	0	81
LYON SQUARE	0	0	0	0	0
M4/A33 ROUNDABOUT	0	0	0	0	0
MAITLAND ROAD	15	15	0	0	15
MALDON CLOSE	0	0	0	0	0
MALL CAR PARK	62	0	62	0	0
MALTHOUSE LANE	41	41	0	0	41
MALVERN COURT	7	7	0	0	7
MANCHESTER ROAD	135	135	0	0	135
MANDEVILLE CLOSE	0	0	0	0	0
MANOR FARM ROAD	1	1	0	0	1

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
MANSFIELD ROAD	9	9	0	0	9
MARKET PLACE	17	17	0	0	17
MARLBOROUGH AVENUE	1	1	0	0	1
MARSACK STREET	0	0	0	0	0
MASON STREET	120	120	0	0	120
MAYFAIR	0	0	0	0	0
MEADOW ROAD	8	8	0	0	8
MEADWAY CAR PARK	0	0	0	0	0
MEADWAY THE	27	27	0	0	27
MELROSE AVENUE	0	0	0	0	0
MERCHANTS PLACE	180	180	0	0	180
MERTON ROAD NORTH	0	0	0	0	0
MERTON ROAD SOUTH	0	0	0	0	0
MICKLANDS ROAD	0	0	0	0	0
MILFORD ROAD	10	10	0	0	10
MILL GREEN	0	0	0	0	0
MILL LANE	0	0	0	0	0
MILL LANE (NORTH)	0	0	0	0	0
MILL LANE (SOUTH)	0	0	0	0	0
MILL ROAD	1	1	0	0	1
MILMAN ROAD	247	247	0	0	247
MINSTER STREET	6	6	0	0	6
MITCHAM CLOSE	7	7	0	0	7
MONKLEY COURT	0	0	0	0	0
MONTAGUE STREET (CAVERSHAM)	5	5	0	4	1
MONTAGUE STREET (READING)	16	16	0	0	16
MORGAN ROAD	293	293	0	2	291
MORLANDS AVENUE	0	0	0	0	0
MOUNT PLEASANT	80	80	0	1	79
MOUNT PLEASANT GROVE	32	32	0	0	32

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
MOUNT STREET	60	60	0	0	60
MOUNT THE (CAVERSHAM)	0	0	0	0	0
MOUNT THE (READING)	70	70	0	0	70
MUIRFIELD CLOSE	20	20	0	0	20
MUNDESLEY STREET	0	0	0	0	0
NAPIER ROAD	0	0	0	0	0
NELSON ROAD	3	3	0	0	3
NEW BRIGHT STREET	0	0	0	0	0
NEW LANE HILL	6	6	0	0	6
NEW ROAD	82	82	0	0	82
NEWARK STREET	35	35	0	0	35
NEWCASTLE ROAD	0	0	0	0	0
NEWPORT ROAD	81	81	0	0	81
NICHOLAS COURT (PROSPECT STREET)	0	0	0	0	0
NORCOT ROAD	31	31	0	1	30
NORFOLK ROAD	49	49	0	0	49
NORMAN PLACE	0	0	0	0	0
NORRIS ROAD	347	347	0	0	347
NORTH STREET (CAVERSHAM)	26	26	0	0	26
NORTH STREET (READING)	5	5	0	0	5
NORTHCOURT AVENUE	9	9	0	0	9
NORTHFIELD ROAD	104	104	0	0	104
NORTHUMBERLAND AVENUE	132	132	0	123	9
NORTON ROAD	139	139	0	0	139
NORWOOD ROAD	60	60	0	0	60
OAK TREE ROAD	7	7	0	0	7
OAKDALE CLOSE	0	0	0	0	0
OAKLEY ROAD	0	0	0	0	0
ORCHARD STREET	35	35	0	0	35
ORMSBY STREET	40	40	0	0	40

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
ORTS ROAD	93	93	0	0	93
OSBORNE ROAD	0	0	0	0	0
OVERDOWN ROAD	5	5	0	0	5
OXFORD ROAD	2,343	2,343	0	578	1,765
OXFORD STREET	307	307	0	0	307
PALMER PARK AVENUE	36	36	0	0	36
PALMER PARK CAR PARK	0	0	0	0	0
PANGBOURNE STREET	5	5	0	0	5
PARK LANE	1	1	0	1	0
PARKSIDE ROAD EVEN	4	4	0	0	4
PARKSIDE ROAD ODD	0	0	0	0	0
PARTHIA CLOSE	15	15	0	0	15
PATRICK ROAD	5	5	0	0	5
PATRIOT PLACE	2	2	0	0	2
PELL STREET	46	46	0	3	43
PENDENNIS AVENUE	0	0	0	0	0
PENROATH AVENUE	1	1	0	0	1
PEPPARD ROAD	10	10	0	0	10
PEPPER LANE	14	14	0	0	14
PIGGOTTS ROAD	0	0	0	0	0
PITCROFT AVENUE	186	186	0	1	185
PORTMAN ROAD	0	0	0	0	0
PRIEST HILL	37	37	0	0	37
PRINCE OF WALES AVENUE	82	82	0	0	82
PRINCES STREET	312	312	0	0	312
PRIORS COURT	0	0	0	0	0
PRIORY AVENUE	356	356	0	0	356
PROMENADE ROAD	34	34	0	0	34
PROSPECT STREET (CAVERSHAM)	1	1	0	0	1
PROSPECT STREET (READING)	132	132	0	0	132
QUEEN VICTORIA STREET	10	10	0	0	10

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
QUEEN VICTORIA STREET (NORTH TO SOUTH)	0	0	0	0	0
QUEENS COTTAGES	0	0	0	0	0
QUEENS ROAD (CAVERSHAM)	79	79	0	0	79
QUEENS ROAD (READING)	140	140	0	18	122
QUEENS ROAD CAR PARK	32	0	32	0	0
QUEENS ROAD SLIP ROAD	12	12	0	0	12
QUEENSWAY	5	5	0	3	2
RADSTOCK ROAD	234	234	0	0	234
RAGLEY MEWS	0	0	0	0	0
RANDOLPH ROAD	38	38	0	0	38
RECREATION ROAD	14	14	0	11	3
RECREATION ROAD CAR PARK	61	0	61	0	0
RECTORY ROAD	155	155	0	0	155
REDLANDS ROAD	229	229	0	0	229
REDLANE COURT	0	0	0	0	0
REGENT COURT	1	1	0	0	1
REGENT STREET	25	25	0	0	25
RELEIF ROAD (A33)	0	0	0	0	0
RICHFIELD AVENUE	15	15	0	0	15
RICHMOND ROAD	41	41	0	0	41
RINGWOOD ROAD	0	0	0	0	0
RIPLEY ROAD	0	0	0	0	0
RIVER ROAD	9	9	0	0	9
RIVERMEAD CAR PARK	0	0	0	0	0
RODWAY ROAD	3	3	0	0	3
ROMANY CLOSE	0	0	0	0	0
ROMANY LANE	0	0	0	0	0
ROMSEY ROAD	0	0	0	0	0
ROSE KILN LANE	0	0	0	0	0



PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
ROSS ROAD	32	32	0	0	32
ROSSENDALE ROAD	0	0	0	0	0
ROTHERFIELD WAY	0	0	0	0	0
ROUTH LANE	0	0	0	0	0
ROWLEY ROAD	7	7	0	0	7
RUPERT STREET	16	16	0	0	16
RUSSELL STREET	288	288	0	0	288
RUTLAND ROAD	6	6	0	0	6
SACKVILLE STREET	748	748	0	0	748
SALFORD CLOSE	0	0	0	0	0
SALISBURY ROAD	307	307	0	26	281
SANCTUARY CLOSE	0	0	0	0	0
SCHOOL LANE	0	0	0	0	0
SCHOOL ROAD	19	19	0	15	4
SCHOOL TERRACE	34	34	0	3	31
SCOTT CLOSE	0	0	0	0	0
SCOURS LANE	0	0	0	0	0
SEND ROAD	0	0	0	0	0
SHAFTESBURY ROAD	34	34	0	0	34
SHAW ROAD	0	0	0	0	0
SHENSTONE ROAD	5	5	0	0	5
SHEPLEY DRIVE	1	1	0	0	1
SHERMAN ROAD	137	137	0	0	137
SHERWOOD STREET	74	74	0	0	74
SHINFIELD RISE	0	0	0	0	0
SHINFIELD ROAD	0	0	0	0	0
SHORT STREET	34	34	0	0	34
SHORT STREET (CAVERSHAM)	5	5	0	0	5
SIDMOUTH STREET	204	204	0	0	204
SIDMOUTH STREET	0	0	0	0	0
SILCHESTER ROAD	0	0	0	0	0

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
SILVER STREET	4	4	0	2	2
SIMMONDS STREET	0	0	0	0	0
SMALLMEAD ROAD	2	2	0	0	2
SOMERSTOWN COURT	2	2	0	0	2
SOUTH OAK WAY	0	0	0	0	0
SOUTH READING CAR PARK	0	0	0	0	0
SOUTH STREET (CAVERSHAM)	14	14	0	0	14
SOUTH STREET (READING)	397	397	0	0	397
SOUTH VIEW AVENUE	2	2	0	2	0
SOUTHAMPTON STREET	34	34	0	5	29
SOUTHCOTE LANE	16	16	0	0	16
SOUTHCOTE ROAD	1	1	0	0	1
SOUTHDOWN ROAD	0	0	0	0	0
SPENCER ROAD	0	0	0	0	0
SPEY ROAD	1	1	0	0	1
SPRING GARDENS	38	38	0	0	38
SPRING GROVE	10	10	0	0	10
ST ANNES ROAD	9	9	0	0	9
ST BARNABAS ROAD	0	0	0	0	0
ST BARTHOLOMEWS ROAD	161	161	0	0	161
ST EDWARDS ROAD	27	27	0	0	27
ST GEORGES ROAD	27	27	0	0	27
ST GEORGES TERRACE	16	16	0	0	16
ST GILES CLOSE	52	52	0	0	52
ST JOHNS HILL	31	31	0	0	31
ST JOHNS ROAD (CAVERSHAM)	1	1	0	0	1
ST JOHNS ROAD (READING)	5	5	0	0	5
ST JOHNS STREET	37	37	0	0	37
ST MARYS BUTTS	255	255	0	0	255
ST MARYS BUTTS (VICARAGE SITE LOADING AREA)	0	0	0	0	0

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
ST MICHAELS ROAD	24	24	0	0	24
ST PAUL COURT SERVICE ROAD	21	21	0	0	21
ST PETERS AVENUE	1	1	0	0	1
ST PETERS HILL	0	0	0	0	0
ST PETERS ROAD	35	35	0	6	29
ST RONANS ROAD	1	1	0	0	1
ST SAVIOURS ROAD	2	2	0	0	2
ST SAVIOURS TERRACE	3	3	0	0	3
STANLEY GROVE	54	54	0	0	54
STANLEY STREET	71	71	0	0	71
STANSHAWE ROAD	173	173	0	0	173
STAR LANE	0	0	0	0	0
STAR ROAD	2	2	0	0	2
STATION APPROACH	7	7	0	0	7
STATION HILL	1	1	0	0	1
STATION ROAD	7	7	0	1	6
STOCKTON ROAD	0	0	0	0	0
STONEHAM CLOSE	0	0	0	0	0
SUFFOLK ROAD	5	5	0	0	5
SUN STREET	5	5	0	0	5
SURLEY ROW	0	0	0	0	0
SURREY ROAD	89	89	0	0	89
SUTTON WALK	0	0	0	0	0
SWAINSTONE ROAD	7	7	0	0	7
SWAN PLACE	0	0	0	0	0
SWANSEA ROAD	87	87	0	4	83
SWANSEA ROAD	1	1	0	0	1
SYCAMORE ROAD	0	0	0	0	0
TAFF WAY	0	0	0	0	0
TALFOURD AVENUE	0	0	0	0	0
TAMARISK AVENUE	0	0	0	0	0

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
TAVISTOCK ROAD	3	3	0	0	3
TAYLOR COURT (TILEHURST ROAD)	0	0	0	0	0
TEMPLE PLACE	103	103	0	0	103
TESSA ROAD	11	11	0	0	11
THAMES AVENUE	55	55	0	0	55
THAMES SIDE PROMENADE	7	7	0	0	7
THAMES SIDE PROMENADE CAR PARK	176	0	176	0	0
THE MOUNT	0	0	0	0	0
THIRLMERE AVENUE	0	0	0	0	0
THORN LANE	0	0	0	0	0
THORN STREET	239	239	0	0	239
THORN WALK	0	0	0	0	0
TILEHURST ROAD	10	10	0	1	9
TOFRECK TERRACE	3	3	0	0	3
TOKERS GREEN LANE	0	0	0	0	0
TRAFFORD ROAD	7	7	0	0	7
TRIANGLE THE	16	16	0	0	16
TRINITY PLACE	16	16	0	0	16
TUDOR ROAD	7	7	0	0	7
TUNS HILL COTTAGES	21	21	0	0	21
TUNS HILL COTTS	0	0	0	0	0
UPAVON DRIVE	0	0	0	0	0
UPLANDS ROAD	0	0	0	0	0
UPPER CROWN STREET	71	71	0	0	71
UPPER REDLANDS ROAD	108	108	0	0	108
UPTON ROAD	0	0	0	0	0
USK ROAD	4	4	0	4	0
VACHEL ROAD	693	693	0	0	693
VALENTIA CLOSE	0	0	0	0	0
VALENTIA ROAD	124	124	0	0	124

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
VALPY STREET	593	593	0	0	593
VASTERN ROAD	140	140	0	0	140
VASTERN ROAD (SERVICE ROAD)	1	1	0	0	1
VICARAGE ROAD	12	12	0	11	1
VICTORIA ROAD (READING)	1	1	0	0	1
VICTORIA ROAD (TILEHURST)	0	0	0	0	0
VICTORIA STREET	10	10	0	0	10
VIRGINIA WAY	0	0	0	0	0
WALDECK STREET	2	2	0	0	2
WALNUT WAY	3	3	0	2	1
WANTAGE ROAD	218	218	0	0	218
WARWICK ROAD	1	1	0	0	1
WASHINGTON ROAD	33	33	0	22	11
WATER ROAD	1	1	0	0	1
WATERLOO ROAD	16	16	0	0	16
WATLINGTON STREET	212	212	0	0	212
WAVERLEY ROAD EVEN	37	37	0	0	37
WAYBROOK CRESCENT	0	0	0	0	0
WAYLEN STREET	339	339	0	27	312
WEALD RISE	0	0	0	0	0
WELDALE STREET	82	82	0	0	82
WENSLEY ROAD	2	2	0	1	1
WENTWORTH AVENUE	0	0	0	0	0
WEST HILL	10	10	0	0	10
WEST STREET	300	300	0	0	300
WESTBOURNE TERRACE	25	25	0	0	25
WESTBROOK ROAD	0	0	0	0	0
WESTCOTE ROAD	0	0	0	0	0
WESTERHAM WALK	0	0	0	0	0
WESTERN ELMS AVENUE	130	130	0	0	130
WESTERN ROAD	2	2	0	0	2

PENALTY CHARGE NOTICES (PCN) ISSUED BY STREET					
LOCATION	TOTAL PCN ISSUED	TOTAL ON-STREET	TOTAL OFF-STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - ON STREET
WESTFIELD ROAD	54	54	0	0	54
WESTWOOD ROAD	3	3	0	0	3
WETHERBY CLOSE	0	0	0	0	0
WHITEKNIGHTS ROAD	7	7	0	0	7
WHITLEY PARK LANE	8	8	0	0	8
WHITLEY STREET	67	67	0	3	64
WHITLEY WOOD LANE	3	3	0	1	2
WHITLEY WOOD ROAD	104	104	0	95	9
WIGMORE LANE	1	1	0	0	1
WILLIAM STREET	89	89	0	0	89
WILLOW GARDENS	0	0	0	0	0
WILLOW STREET	0	0	0	0	0
WILSON ROAD	84	84	0	0	84
WILTON ROAD	66	66	0	0	66
WINCHESTER ROAD	68	68	0	0	68
WINGROVE ROAD	0	0	0	0	0
WINTON ROAD	0	0	0	0	0
WOKINGHAM ROAD	87	87	0	29	58
WOLSELEY STREET	59	59	0	0	59
WOLSEY ROAD	48	48	0	0	48
WOOD GREEN CLOSE	0	0	0	0	0
WOODCOTE WAY	0	0	0	0	0
WOODSTOCK STREET	3	3	0	0	3
WYKEHAM ROAD	11	11	0	0	11
YIELD HALL LANE	0	0	0	0	0
YIELD HALL PLACE	0	0	0	0	0
YORK ROAD	115	115	0	0	115
ZINZAN STREET	513	513	0	16	497

## Appendix A - Parking Penalty Charge Notices - By Contravention

Notes:

“Direct Issue - On Street” means tickets issued by a Civil Enforcement Officer direct to the vehicle whilst parked on the Public Highway.

“Postal Issue - Approved Device” means tickets issued from the enforcement vehicle, whereby the PCN is posted to the DVLA registered keeper.

“Direct Issue - Off Street” means tickets issued by a Civil Enforcement Officer direct to the vehicle whilst parked in a Council Owned car park.

PENALTY CHARGE NOTICES ISSUED BY CONTRAVENTION			DIRECT ISSUE - ON STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - OFF STREET
CONTRAVENTION CODE	TOTAL ISSUED	PERCENTAGE			
<b>HIGHER LEVEL (ON STREET)</b>					
PARKED IN A RESTRICTED STREET DURING PRESCRIBED HOURS	4,690	12.14%	4,690	0	0
PARKED OR LOADING/UNLOADING IN A RESTRICTED STREET WHERE WAITING AND LOADING/UNLOADING RESTRICTIONS ARE IN FORCE	2,773	7.18%	565	2,208	0
PARKED IN A RESIDENTS' OR SHARED USE PARKING PLACE OR ZONE WITHOUT CLEARLY DISPLAYING EITHER A PERMIT OR VOUCHER OR PAY AND DISPLAY TICKET ISSUED FOR THAT PLACE	7,892	20.42%	7,891	1	0
PARKED IN A PERMIT SPACE WITHOUT DISPLAYING A VALID PERMIT	6,394	16.55%	6,393	1	0
PARKED IN A LOADING GAP MARKED BY A YELLOW LINE	2	0.01%	2	0	0
PARKED IN A SUSPENDED BAY OR SPACE OR PART OF BAY OR SPACE	51	0.13%	51	0	0
PARKED IN A PARKING PLACE OR AREA NOT DESIGNATED FOR THAT CLASS OF VEHICLE	283	0.73%	283	0	0

PENALTY CHARGE NOTICES ISSUED BY CONTRAVENTION					
CONTRAVENTION CODE	TOTAL ISSUED	PERCENTAGE	DIRECT ISSUE - ON STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - OFF STREET
PARKED IN A LOADING PLACE DURING RESTRICTED HOURS WITHOUT LOADING	367	0.95%	367	0	0
PARKED IN A SPECIAL ENFORCEMENT AREA MORE THAN 50 CM† FROM THE EDGE OF THE CARRIAGEWAY AND NOT WITHIN A DESIGNATED PARKING PLACE	17	0.04%	17	0	0
PARKED IN A SPECIAL ENFORCEMENT AREA ADJACENT TO A DROPPED FOOTWAY	0	0.000%	0	0	0
PARKED IN A DESIGNATED DISABLED PERSON'S PARKING PLACE WITHOUT DISPLAYING A VALID DISABLED PERSON'S BADGE IN THE PRESCRIBED MANNER	1,376	3.56%	1,376	0	0
PARKED IN A PARKING PLACE DESIGNATED FOR POLICE VEHICLES	18	0.05%	18	0	0
PARKED ON A TAXI RANK	48	0.12%	33	15	0
STOPPED WHERE PROHIBITED (ON A RED ROUTE OR CLEARWAY)	0	0.00%	0	0	0
STOPPED ON A RESTRICTED BUS STOP OR STAND	152	0.39%	47	105	0
STOPPED IN A RESTRICTED AREA OUTSIDE A SCHOOL WHEN PROHIBITED	274	0.71%	99	175	0
PARKED WITH ONE OR MORE WHEELS ON OR OVER A FOOTPATH OR ANY PART OF A ROAD OTHER THAN A CARRIAGEWAY.	45	0.12%	45	0	0
STOPPED ON A PEDESTRIAN CROSSING OR CROSSING AREA MARKED BY ZIGZAGS	252	65.00%	27	225	0
LOWER LEVEL (ON-STREET)					
PARKED AFTER THE EXPIRY OF PAID FOR TIME	1,962	5.08%	1,962	0	0



PENALTY CHARGE NOTICES ISSUED BY CONTRAVENTION					
CONTRAVENTION CODE	TOTAL ISSUED	PERCENTAGE	DIRECT ISSUE - ON STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - OFF STREET
PARKED WITHOUT CLEARLY DISPLAYING A VALID PAY & DISPLAY TICKET OR VOUCHER	3,293	8.52%	3,293	0	0
PARKED WITH PAYMENT MADE TO EXTEND THE STAY BEYOND INITIAL TIME	5	0.010%	5	0	0
PARKED IN A RESIDENTS' OR SHARED USE PARKING PLACE OR ZONE DISPLAYING AN INVALID PERMIT, AN INVALID VOUCHER OR AN INVALID PAY & DISPLAY TICKET	2,766	7.16%	2,766	0	0
RE-PARKED IN THE SAME PARKING PLACE OR ZONE WITHIN ONE HOUR* OF LEAVING	331	0.86%	31	0	0
NOT PARKED CORRECTLY WITHIN THE MARKINGS OF THE BAY OR SPACE	182	0.47%	182	0	0
PARKED FOR LONGER THAN PERMITTED	3,650	9.45%	3,650	0	0
<b>HIGHER LEVEL (OFF-STREET (CAR PARKS))</b>					
PARKED IN A LOADING AREA DURING RESTRICTED HOURS WITHOUT REASONABLE EXCUSE	0	0.00%	0	0	0
PARKED IN A RESTRICTED AREA IN A CAR PARK	52	0.13%	0	0	52
PARKED IN A PERMIT BAY WITHOUT CLEARLY DISPLAYING A VALID PERMIT	35	0.09%	0	0	35
PARKED IN A DESIGNATED DISABLED PERSON'S PARKING PLACE WITHOUT DISPLAYING A VALID DISABLED PERSON'S BADGE IN THE PRESCRIBED MANNER	96	0.25%	0	0	96
PARKED IN A CAR PARK OR AREA NOT DESIGNATED FOR THAT CLASS OF VEHICLE	4	0.010%	0	0	4

PENALTY CHARGE NOTICES ISSUED BY CONTRAVENTION					
CONTRAVENTION CODE	TOTAL ISSUED	PERCENTAGE	DIRECT ISSUE - ON STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - OFF STREET
<b>LOWER LEVEL (OFF-STREET (CAR PARKS))</b>					
PARKED AFTER THE EXPIRY OF PAID FOR TIME	325	0.84%	0	0	325
PARKED IN A CAR PARK WITHOUT CLEARLY DISPLAYING A VALID PAY & DISPLAY TICKET OR VOUCHER OR PARKING CLOCK	1,226	3.17%	0	0	1,226
PARKED WITH ADDITIONAL PAYMENT MADE TO EXTEND THE STAY BEYOND TIME FIRST PURCHASED	0	0.00%	0	0	0
PARKED BEYOND THE BAY MARKINGS	240	0.62%	0	0	240
RE-PARKED WITHIN ONE HOUR* OF LEAVING A BAY OR SPACE IN A CAR PARK	0	0.00%	0	0	0

## Appendix B - Bus Lane Penalty Charge Notices - By Street

PENALTY CHARGE NOTICES ISSUED BY LOCATION	2014/2015	PERCENTAGE
A329 KINGS ROAD (WEST TO EAST)	1,337	1.48%
A329 WOKINGHAM ROAD	2,013	2.23%
ACCESS ROAD (NORTHBOUND)	236	0.26%
ACCESS ROAD (SOUTHBOUND)	1,474	1.64%
BASINGSTOKE ROAD (NORTHBOUND)	577	0.64%
BASINGSTOKE ROAD (SOUTHBOUND)	6,574	7.30%
BATH ROAD	944	1.05%
BLAGRAVE STREET (EAST TO WEST SECTION)	5,750	6.38%
BRIDGE STREET	0	0.00%
FRIAR STREET (EAST BOUND)	7,677	8.52%
FRIAR STREET (WEST BOUND)	5,863	6.51%
GUN STREET	0	0.00%
GWEAL AVENUE (EASTBOUND)	966	1.07%
GWEAL AVENUE (WESTBOUND)	823	0.91%
HEMDEAN ROAD	3,514	3.90%
KING'S ROAD	687	0.76%
LONDON STREET (NORTHERN SECTION)	8,652	9.61%
LONDON STREET (SOUTH)	0	0.00%
MINSTER STREET (WESTBOUND)	11,594	12.87%
NORCOT ROAD (EAST BOUND)	588	0.65%
OXFORD ROAD	3,693	4.10%
SOUTHCOTE LANE	2,569	2.85%
ST MARYS BUTTS (NORTHBOUND)	6,580	7.31%
STANSHAW ROAD	3,187	3.54%
THE FORBURY	2,719	3.02%
VASTEREN ROAD (EAST SIDE SOUTHBOUND)	6,685	7.42%
VASTEREN ROAD (NORTHSIDE 1)	561	0.62%
VASTEREN ROAD (NORTHSIDE 2)	3,233	3.59%
VASTEREN ROAD (WEST SIDE NORTHBOUND)	1,576	1.75%
WEST STREET	0	0.00%

## Appendix B - Bus Lane Penalty Charge Notices - Comparison

PENALTY CHARGE NOTICES ISSUED BY LOCATION	2013/2014	2014/2015	CHANGE PREVIOUS YEAR
A329 KINGS ROAD (WEST TO EAST)	N/A	1337	N/A
A329 WOKINGHAM ROAD	2,383	2,013	-16%
ACCESS ROAD (NORTHBOUND)	511	236	-54%
ACCESS ROAD (SOUTHBOUND)	674	1,474	119%
BASINGSTOKE ROAD (NORTHBOUND)	N/A	577	N/A
BASINGSTOKE ROAD (SOUTHBOUND)	9,641	6,574	-32%
BATH ROAD	2,002	944	-53%
BLAGRAVE STREET (EAST TO WEST SECTION)	10,021	5,750	-43%
BRIDGE STREET	0	0	N/A
FRIAR STREET (EAST BOUND)	8,470	7,677	-9%
FRIAR STREET (WEST BOUND)	9,398	5,863	-38%
GUN STREET	0	0	N/A
GWEAL AVENUE (EASTBOUND)	N/A	966	N/A
GWEAL AVENUE (WESTBOUND)	N/A	823	N/A
HEMDEAN ROAD	4,832	3,514	-27%
KING'S ROAD	867	687	-21%
LONDON STREET (NORTHERN SECTION)	12,066	8,652	-28%
LONDON STREET (SOUTH)	0	0	N/A
MINSTER STREET (WESTBOUND)	9,228	11,594	26%
NORCOT ROAD (EAST BOUND)	1,038	588	-43%
OXFORD ROAD	3,614	3,693	2%
SOUTHCOTE LANE	2,644	2,569	-3%
ST MARYS BUTTS (NORTHBOUND)	7,420	6,580	-11%
STANSHAW ROAD	6,903	3,187	-54%
THE FORBURY	2,392	2,719	14%
VASTERN ROAD (EAST SIDE SOUTHBOUND)	5,273	6,685	27%
VASTERN ROAD (NORTHSIDE 1)	450	561	25%
VASTERN ROAD (NORTHSIDE 2)	1,662	3,233	95%
VASTERN ROAD (WEST SIDE NORTHBOUND)	1,170	1,576	35%
WEST STREET	0	0	N/A