

READING BOROUGH COUNCIL

REPORT BY DIRECTOR OF ENVIRONMENT AND NEIGHBOURHOOD SERVICES

TO:	TRAFFIC MANAGEMENT SUB-COMMITTEE		
DATE:	3 NOVEMBER 2016	AGENDA ITEM:	11
TITLE:	ANNUAL PARKING SERVICES REPORT 2015-2016		
LEAD COUNCILLOR:	COUNCILLOR T PAGE	PORTFOLIO:	STRATEGIC ENVIRONMENT, PLANNING AND TRANSPORT
SERVICE:	PARKING SERVICES	WARDS:	BOROUGHWIDE
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1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 The Traffic Management Act 2004 states that each local authority with Civil Parking Enforcement should publish an Annual Report about their enforcement activities covering financial and statistical data.
- 1.2 Appendix 1 Parking Services Annual Report 2015-2016

2. RECOMMENDED ACTION

- 2.1 That the Sub-Committee note the contents of this report and that the annual reports for 2008-2015 are available on the Council's website.
- 2.2 That the Sub-Committee note the annual report for 2015-2016 is intended to be published in November 2016.

3. POLICY CONTEXT

- 3.1 The Council is a Civil Enforcement Authority under the Traffic Management Act 2004 and is therefore required to produce an annual report.

4. THE PROPOSAL

- 4.1 Reading Borough Council took up statutory powers under the Road Traffic Act 1991 (as amended) in 2000 to become a Special Parking Area (SPA) taking over parking enforcement from the Police. In April 2008 every Local Authority with SPA powers became a Civil Enforcement Area (CEA) under the Traffic Management Act 2004 (TMA). One of the requirements of the TMA is that each Local Authority submit an Annual Parking Report to the Department for Transport (DfT) each year. The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions sets out the minimum information to be included in the Annual Parking Report.

- 4.2 The Statutory Guidance requires that as a minimum the Local Authority must include financial details relating to total income and expenditure on the parking account and statistical information relating to the number of Penalty Charge Notices (PCNs) issued, paid, cancelled and challenged.
- 4.3 The annual report for 2015-2016 includes the Statutory Guidance requirements and also includes information for Residents Parking Permits, Bus Lane Enforcement, Blue Badge Issues and Enforcement, Car Parks, Pay and Display and Freedom of Information requests.
- 4.4 The Cabinet report in January 2011 stated future reports were to be published on the Council's website. The annual parking reports for 2008-2015 are available through the Council's website at:
- <http://www.reading.gov.uk/foi>
- 4.5 The annual report for 2015-2016 is intended to be published in November 2016.
- 4.6 The Traffic Management Act 2004 and Transport Act 2000 (for bus lane Penalties) sets out the appeals process that recipients of Penalty Charge Notices must follow if they believe they have grounds for the ticket to be cancelled. There are 3 sequential stages to this process as set out below:
- An Informal Challenge to the Council
 - A formal representation to the Council upon receipt of the Notice to Owner
 - An appeal to the Traffic Penalty Tribunal, if representation to the Council is unsuccessful.
- 4.7 The appeals process for bus lane Penalties is the same except there is no informal challenge to the Council, as the first notification is the "Notice to Owner" notice.
- 4.8 A legal requirement of both relevant Acts is for the Council to provide an address where these can be sent. The Council provides two dedicated addresses for motorists's to correspond with (one for parking penalties and one for bus lane penalties) and has a secure online facility for direct representation to be made against the penalties.
- 4.9 An important element of the process is the requirement for the registered keeper of the vehicle (i.e. the person named on the vehicle registration document or the registered hirer) to communicate directly with the Council. This means that a third party can only act on the registered keeper's behalf if legally authorised to do so. Therefore there are very limited circumstances in which an MP or Councillor can act for someone else.

5. CONTRIBUTION TO STRATEGIC AIMS

- 5.1 To promote equality, social inclusion and a safe and healthy environment for all.

6. COMMUNITY ENGAGEMENT AND INFORMATION

- 6.1 The Annual Parking Report will have wider accessibility by being published on the Council's website.

7. LEGAL IMPLICATIONS

- 7.1 The Local Authority is required to produce an Annual Parking Report under the Traffic Management Act 2004.

8. FINANCIAL IMPLICATIONS

- 8.1 As reported in the Annual Report

9. BACKGROUND PAPERS

- 9.1 Cabinet Report - Annual Parking Report dated 17th January 2011

10. APPENDICES

- 10.1 Appendix 1 - Annual Parking Services Report 2015-2016

READING BOROUGH COUNCIL

PARKING SERVICES ANNUAL REPORT 2015/2016

DRAFT

Foreword - Councillor Page

Welcome to Reading Borough Council's eighth Parking Services Annual Report. The report summarises the parking and traffic enforcement responsibilities conducted by the Council in 2015/2016. 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.

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.

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 2015/2016 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 2016

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 2015/2016 financial year and explains how the service is managed and aims to develop an understanding and acceptance of such enforcement activity.

The 2015/2016 is structured as follows:

	Page No.
• Chapter 2 - Policy Context	4
• Chapter 3 - Parking Enforcement	5-11
• Chapter 4 - Bus Lane Enforcement	12-14
• Chapter 5 - Challenges, Representations and Appeals	15-18
• Chapter 6 - Enforcement Agents Information	19-20
• Chapter - Permits	21-25
• Chapter - Blue Badges	26-27
• Chapter - Signs and Lines Maintenance	28
• Chapter - Car Parks	29
• Chapter - Pay and Display	30
• Chapter - Freedom of Information	31-32
• Chapter - Financial Information	33-34
• Chapter - Key Contacts and More Information	35
• Appendix A - Parking Penalty Charge Notices	36-72
• Appendix B - Bus Lane Penalty Charge Notices	73-74

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 31st 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/working towards their 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.

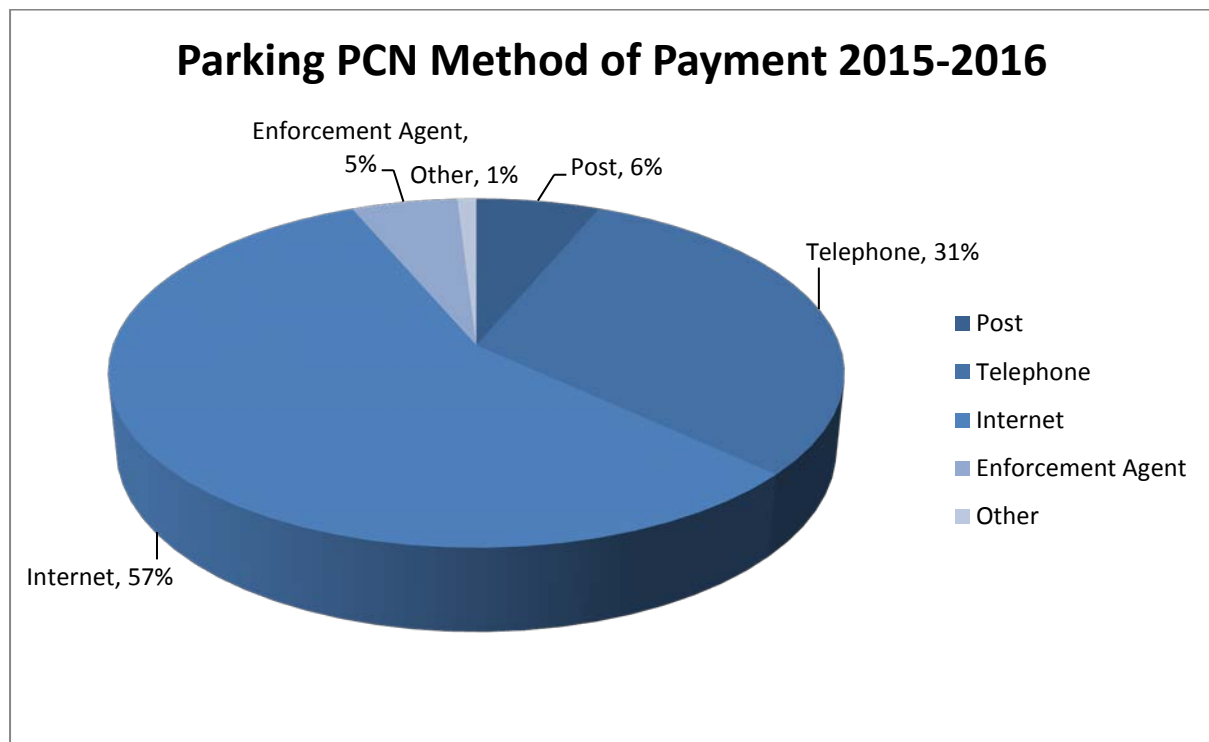
- The Penalty Charge Notice will be sent to the registered keeper of the vehicle; at this point you can either:

- 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.



The table below shows the number of Penalty Charge Notices issued for 2015/2016¹. A copy of Penalty Charge Notices issued by ward, street and contravention code is provided in Appendix A.

Penalty Charge Notice Issued	2015/2016	Percentage	2014/2015	Percentage
Total Penalty Charge Notices Issued	35,200		38,621	
Number of higher level Penalty Charge Notices issued	22,692	65%	24,892	65%
Number of lower level Penalty Charge Notices	12,466	35%	13,680	35%
Number of Penalty Charge Notices with no charge level e.g. warning notice	0		46	0.12%
Number of Penalty Charge Notices paid	26,867	76%	28,992	75%
Number of Penalty Charge Notices paid at discount	20,816	59%	23,001	60%
Number of Applications registered at TEC (dated 01/10/2016)	4,343	12%	7,279	19%
Number of Penalty Charge Notices against which a formal or informal representation was made	6,160	18%	6,560	17%
Number of Penalty Charge Notices cancelled as a result of a formal or informal representation	1,084	3%	1,575	4%
Number of Penalty Charge Notices written off for other reasons	2,029	6%	2,704	7%

One of the objectives of parking enforcement is to improve compliance with the parking regulations and there was a 9% 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.

From the 6th April 2015 a change in legislation has limited the use that Council may use approved device (enforcement vehicle) for parking enforcement. The enforcement vehicle can only be used to enforce the following contraventions: school keep clear markings, bus stops/stands, red routes and bus lanes. There were 187 PCNs issued from the approved device, as per below:

¹ Please note that this data is constantly changing and the data provided is that recorded on 1st October 2016.

Contravention	PCNS Issued	
Loading restriction	5	Issued between 1 st and 5 th April 2015
School Keep Clear markings	157	
Bus Stops/Stands	25	

Please note that bus lanes are not issued via the enforcement vehicle, there are dedicated cameras for these, see Chapter 4 for Bus Lane Enforcement.

On the 6th April 2015, a mandatory 10 minute grace period was introduced for vehicles that have overstayed for paid for parking.

A full breakdown of the notices issued by ward, street and contravention code is provided in Appendix A.

Further Information

Further information can be found on the Council's website: www.reading.gov.uk or 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.

Appendix B provides a breakdown of information per bus lane.

Transport Act 2000 Statutory Process

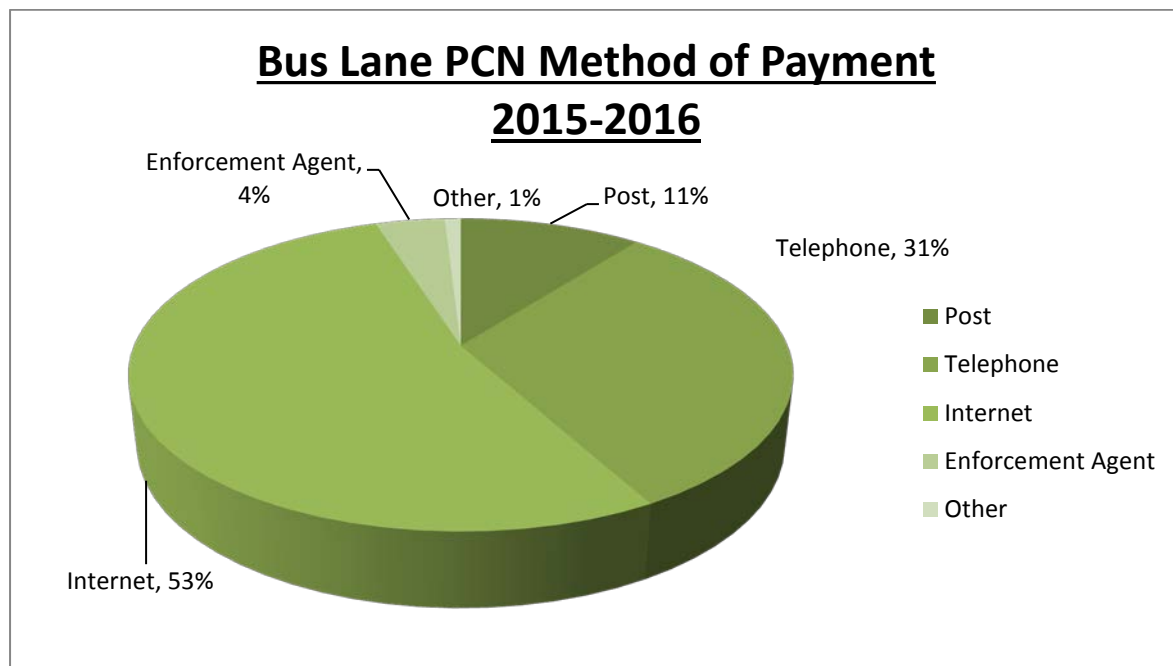
Please refer to Chapter 5 for information about challenges, representations and appeals.

- 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.



The table below shows the number of Penalty Charge Notices issued for entering bus lanes in 2015/2016². A copy of Penalty Charge Notices issued by street for entering bus lanes is provided in Appendix B.

Penalty Charge Notice Issued	2015/2016	Percentage of Total Issued	2014/2015	Percentage of Total Issued
Total Penalty Charge Notices Issued (including re-issued Penalty Charge Notices e.g. new keeper)	97,963		90,069	
Total Penalty Charge Notice Contraventions recorded	88,456		87,486	
Number of Penalty Charge Notices paid	76,997	87%	73,979	85%
Number of Penalty Charge Notices paid at discount	64,897	74%	61,858	72%
Number of Penalty Charge Notices against which a formal representation was made	15,996	18%	16,829	19%
Number of Penalty Charge Notices cancelled as a result of a formal representation	2,504	3%	4,271	5%
Number of Penalty Charge Notices written off for other reasons	1,791	2%	3,737	4%

Appendix B provides a breakdown of the PCNs issued per bus lane and a comparison with the previous year's issue.

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

Further Information

Further information can be found on the Council's website: www.reading.gov.uk or www.PATROL-uk.info

² Please note that this data is constantly changing and the data provided is that recorded on 1st October 2016.

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 2015/2016³.

2015/2016	Informal Challenges	Incoming Parking Representations	Incoming Bus Lane Representations	Total
April	426	203	1,243	1,872
May	387	115	1,385	1,887
June	461	197	1,887	2,545
July	541	218	1,952	2,711
August	468	110	1,095	1,673
September	486	215	1,505	2,206
October	590	238	1,601	2,429
November	511	235	1,611	2,357
December	366	127	1,009	1,502
January	367	128	896	1,391
February	388	130	887	1,405
March	378	139	925	1,442
Total	5,369	2,055	15,996	23,420

³ Please note that this data is that recorded on 1st October 2016. 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 adjudicators⁴.

2015/2016	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	35,200			97,963		
Total Appeals Received	131	0.37%		264	0.27%	
Dismissed by Adjudicator	34	0.10%	25.9%	121	0.12%	45.8%
Allowed by Adjudicator	30	0.09%	22.9%	69	0.07%	26.1%
Not Contested by Council	63	0.18%	48.1%	57	0.06%	21.6%
Consent Order	5	0.01%	3.8%	17	0.02%	6.4%
Awaiting decision inc. other	0	0.0%	0.0%	0	0.0%	0.0%

⁴ Please note that this data is constantly changing and the data provided is that recorded on 1st October 2016.

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

The Council received 177 parking appeals in the previous year, whereas this year the number of appeals was 131, this represents a 26% reduction in appeals registered. The number of representations received has remained similar but those choosing to appeal against the PCN with the adjudication service have dropped. 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 Tribunal has also decreased, there were 343 last year compared with 264 this year. This equates to a 23% 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 or www.PATROL-uk.info

The Traffic Penalty Tribunal's website: 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 5 years for Parking PCNs⁵.

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	22%	0%	78%
2014-2015	4,836	22%	0%	78%
2015-2016*	3,672	20%	53%	27%

The table below shows the warrants issued to the Enforcement Agents in the past 5 years for Bus Lane PCNs⁶.

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	33%	0%	67%
2014-2015	6,525	30%	0%	69%
2015-2016*	5,447	30%	38%	32%

Further Information

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

⁵ Please note that this data is constantly changing and the data provided is that recorded on 1st October 2016.

⁶ The data provided is that recorded on 1st October 2016.

*2015-2016 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 2015/2016	Total Issued 2015/2016	Percentage renewed 2015/2016	Percentage renewed 2014/2015	Percentage renewed 2013/2014
Business	10	19	53%	33%	29%
Resident	4,866	8,999	54%	52%	53%
Visitor	2,065	11,516	18%	13%	10%

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 £120. 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

The tables below shows the total permits issued by type⁷ and the permits zones and the number of permits⁸ on issue

Permit Type	Total issued in 2015/2016	Total issued in 2014/2015
Business	19	27
Business Discretionary	15	21
Charity (free and charged)	39	49
Carer	133	120
Doctor	52	59
Health Care Professional	490	486
Resident Discretionary (free and charged)	303	233
Resident - Free Permits	7,536	7,284
Resident - Second Permit	1,463	1,389
Non-UK Registered Vehicle Permits	4	7
Nanny	0	0
Teacher	64	34
Tradesperson - Annual	86	69
Tradesperson - Daily	598	667
Temporary Permits	3,482	3,229
Visitor Books - Free	9,543	9,265
Visitor Books - Charged	1,973	1,981
Visitor Business	107	69
Visitor Discretionary (free and charged)	453	333
Total	26,360	25,322

⁷ Please note that this data is that recorded on 1st October 2016.

⁸ Please note that this data is constantly changing and the data provided is that recorded on 22nd April 2015.

Permit Zone	Approx. Spaces on street	Resident Permits	Resident Discretionary	Business Permits	Business Discretionary	Carer Permits	Charity Permits	Total Permits	Capacity
01R	557	591	13	5	1	11	0	621	111%
02R	180	257	7	0	0	2	0	266	148%
03R	551	493	23	1	0	15	0	532	97%
04R	99	51	12	2	3	0	2	70	71%
05R	561	427	43	3	1	13	6	493	88%
06R	534	474	18	1	2	8	2	505	95%
07R	1,656	1,371	54	0	4	12	0	1,441	87%
08R	787	691	53	3	1	15	12	775	98%
09R	478	436	6	1	0	6	0	449	94%
10R	1,364	1,303	33	1	0	17	3	1,357	99%
11R	357	364	9	3	2	2	6	386	108%
12R	1238	1163	23	1	0	12	2	1201	97%
13R	198	192	3	0	1	2	0	198	100%
14R	304	275	10	0	0	4	0	289	95%
15R	173	161	6	0	0	0	1	168	97%
B2	32	24	0	0	0	0	0	24	75%
C4	18	6	0	0	0	0	0	6	33%
W1	20	16	0	0	0	0	0	16	80%
Z1	25	14	0	0	0	0	0	14	56%
Total	9132							8811	91%

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 1st 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 31st March 2015, compared with previous year.

Blue Badge Allocation	Issued in 2015/2016	On issue as of 31st March 2016	Issued in 2014/2015	On issue as of 31st March 2015
Total number of valid Blue Badges	1,632	4,302	1,725	5,140
Total number of Blue Badges on issue to organisations	35	129	18	63

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

Chapter 9 - Signs and Lines Maintenance

Reading Borough Council's Streetcare Services team deals with the maintenance of existing signs and lines. The Neighbourhood Officers (previously known as 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 Neighbourhood Officers as part of their safety inspections will identify defects to direction signage, carriageways/footways/cycleways and gullies and order repair works as necessary. The Officers 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 Broad Street Mall, Queens Road, Hills Meadow, Cattle Market and Chester Street car parks. Season tickets are available annually, 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	Disabled Spaces	Total Spaces
Broad Street Mall	723	19	742
Queens Road	700	8	708
Hills Meadow	312	10	322
Civic B Car Park	176	4	180
Kings Meadow	77	1	78
Cattle Market	90	4	94
Chester Street, Caversham	83	3	86
Recreation Road, Tilehurst	82	4	86
Dunstall Close, Tilehurst	48	3	51
Total	2,291	56	2,347

Further Information

Further information can be found on the Council's website: 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.

There have been no additional pay and display bays introduced in 2015-2016.

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)

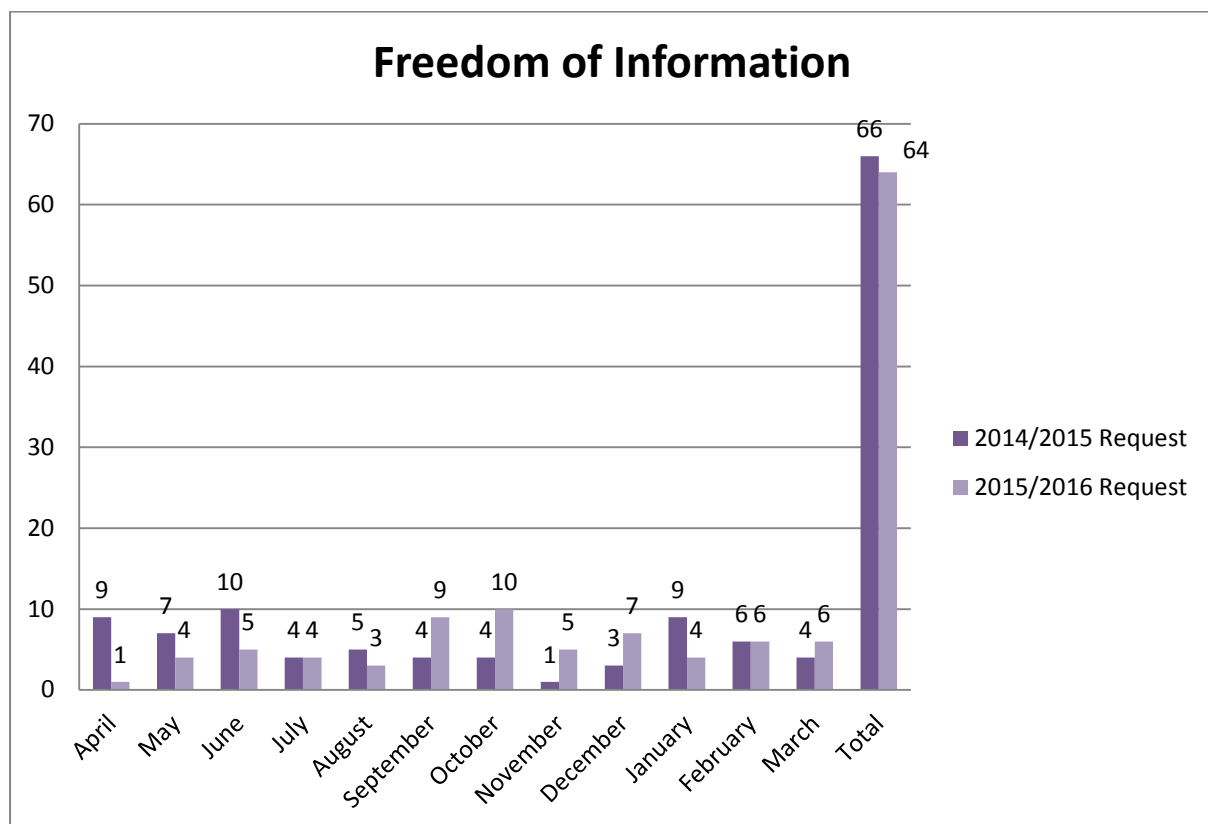
Further Information

Further information can be found on the Council's website: www.reading.gov.uk

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 2014/2015 and 2015/2016⁹. In 2015/2016, a total of 64 Freedom of Information requests were received by the Reading Borough Council Parking Services team. This was 2 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

⁹ Please note that this data is that recorded on 14th October 2016.

request making it exempt. The table below shows some of the most common Freedom of Information requests received.

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 http://www.reading.gov.uk/foi
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 2015/2016 this totalled £2.341m.

	£
Supported bus services & discretionary concessionary fares	492,614
Adult Social Care in house transport	499,101
Road safety schemes & CCTV	542,798
Revenue New works	89,122
Execution of works for the purpose of draining a highway or of otherwise preventing surface water from flowing on to it	452,485
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	84,626
Construction and reconstruction of bridges and alteration of level of highways	162,780
Planting of trees, shrubs and other vegetation and laying out of grass verges	3,490
Total	2,341,417

The table below shows the financial information for Reading Borough Council for 2015/2016. A comparison can be made with last year's financial information.

	Total Expenditure 2015/2016	Total Income 2015/2016	Net Surplus (Cost) 2015/2016	Total Expenditure 2014/2015	Total Income 2014/2015	Net Surplus (Cost) 2014/2015
Parking Penalty Charge Notices	£1,229,600	£1,072,100	(£157,500)	£1,608,400	£1,295,200	(£313,200)
Bus Lane Penalty Charge Notices	£1,182,000	£2,743,700	£1,561,700	£984,400	£2,552,300	£1,567,900
Resident Parking Permit	£185,900	£285,500	£99,600	£229,800	£261,900	£32,100
Car Parks	£3,195,000	£4,316,200	£1,121,200	£2,877,100	£4,070,300	£1,193,200
Pay and Display	£43,200	£643,500	£600,300	£97,000	£590,900	£493,900

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.

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

Enquiries about Car Parks is available through <https://www.ncp.co.uk/>

Appendix A - Parking Penalty Charge Notices - by Ward

PENALTY CHARGE NOTICES ISSUED BY WARD			
WARD	ON-STREET	OFF-STREET	TOTAL
ABBEY	16,824	1,189	18,013
BATTLE	3,651	0	3,651
CAVERSHAM	1,575	1,376	2,951
CHURCH	35	0	35
KATESGROVE	3,701	0	3,701
KENTWOOD	69	0	69
MAPLEDURHAM	0	0	0
MINSTER	837	0	837
NORCOT	593	0	593
PARK	2,996	0	2,996
PEPPARD	66	0	66
REDLANDS	1,817	0	1,817
SOUTHCOTE	90	0	90
THAMES	71	0	71
TILEHURST	107	91	198
WHITLEY	119	0	119

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
A329	1	1	0	0	1
A33	1	1	0	0	1
ABATTOIRS ROAD	0	0	0	0	0
ABBEY SQUARE	29	29	0	0	29
ABBEY STREET	208	208	0	0	208
ABBOTS WALK	16	16	0	0	16
ABBOTSLEIGH GARDENS	0	0	0	0	0
ABBOTSMEAD PLACE	0	0	0	0	0
ACACIA ROAD	0	0	0	0	0
ACCESS FROM RICHFIELD AVENUE TO RIVERMEAD LEISURE	0	0	0	0	0
ACRE ROAD	1	1	0	0	1
ADDINGTON ROAD	102	102	0	8	94
ADDISON ROAD	138	138	0	0	138
ADELAIDE ROAD	2	2	0	0	2
ALAN PLACE	0	0	0	0	0
ALBANY GARDENS	0	0	0	0	0
ALBANY ROAD	108	108	0	0	108

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	4	4	0	2	2
ALLCROFT ROAD	23	23	0	0	23
ALMA STREET	10	10	0	0	10
ALPHINGTON ROAD	0	0	0	0	0
ALPINE STREET	234	234	0	0	234
AMBLECOTE ROAD	0	0	0	0	0
AMBROOK ROAD	1	1	0	0	1
AMERSHAM ROAD	0	0	0	0	0
AMHERST ROAD	1	1	0	0	1
AMITY ROAD	158	158	0	0	158
AMITY STREET	42	42	0	0	42
ANGLERS WAY	1	1	0	0	1
ANSON WALK	0	0	0	0	0
ANSTEY ROAD	115	115	0	0	115
APPLEFORD ROAD	1	1	0	0	1
ARBOUR CLOSE	0	0	0	0	0
ARCHWAY ROAD	0	0	0	0	0
ARDLER ROAD	0	0	0	0	0
ARGYLE ROAD	51	51	0	0	51
ARGYLE STREET	90	90	0	0	90
ARKWRIGHT ROAD	0	0	0	0	0
ARMADALE COURT	9	9	0	0	9
ARMOUR ROAD	5	5	0	0	5
ARTHUR PLACE	0	0	0	0	0
ASH ROAD	0	0	0	0	0
ASHAMPSTEAD ROAD	28	28	0	17	11
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

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
AUBURN COURT	0	0	0	0	0
AUCKLAND ROAD	1	1	0	0	1
AUDLEY STREET	96	96	0	0	96
AVEBURY SQUARE	1	1	0	0	1
AVON PLACE	5	5	0	0	5
AYRTON SENNA ROAD	0	0	0	0	0
BADGERS RISE	0	0	0	0	0
BAKER STREET	236	236	0	0	236
BALLIOL ROAD	0	0	0	0	0
BAMBURGH CLOSE	0	0	0	0	0
BARNARD CLOSE	0	0	0	0	0
BARNSDALE ROAD	0	0	0	0	0
BARNWOOD CLOSE	18	18	0	0	18
BARRY PLACE	1	1	0	0	1
BASINGSTOKE ROAD	24	24	0	0	24
BATES HILL	0	0	0	0	0
BATH ROAD	3	3	0	3	0
BATTLE SQUARE	3	3	0	0	3
BATTLE STREET	70	70	0	0	70
BAYDON DRIVE	0	0	0	0	0
BECK COURT	0	0	0	0	0
BEDE WALK	0	0	0	0	0
BEDFORD ROAD	111	111	0	0	111
BEECH ROAD	0	0	0	0	0
BEECHAM ROAD	62	62	0	0	62
BEECHWOOD AVENUE	0	0	0	0	0
BELLE AVENUE	0	0	0	0	0
BELLE VUE ROAD	15	15	0	0	15
BELLINGHAM WALK	0	0	0	0	0
BELMONT ROAD	261	261	0	0	261
BEMBRIDGE PLACE	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
BENNET ROAD	7	7	0	0	7
BENSON CLOSE	0	0	0	0	0
BENYON COURT	0	0	0	0	0
BERESFORD ROAD	58	58	0	0	58
BERKELEY AVENUE	41	41	0	0	41
BERKSHIRE DRIVE	0	0	0	0	0
BERRYLANDS ROAD	2	2	0	0	2
BETAM ROAD	7	7	0	0	7
BEVERLEY ROAD	1	1	0	0	1
BISHOPS ROAD	5	5	0	0	5
BLACKWATER CLOSE	0	0	0	0	0
BLAGDON ROAD	1	1	0	0	1
BLAGRAVE LANE	0	0	0	0	0
BLAGRAVE STREET	221	221	0	0	221
BLAKES COTTAGES	165	165	0	0	165
BLANDFORD ROAD	1	1	0	0	1
BLENHEIM GARDENS	21	21	0	0	21
BLENHEIM ROAD (CAVERSHAM)	0	0	0	0	0
BLENHEIM ROAD (READING)	26	26	0	0	26
BLUNDELLS ROAD	3	3	0	0	3
BOARDED LANE	0	0	0	0	0
BODY ROAD	21	21	0	0	21
BOSTON AVENUE	0	0	0	0	0
BOULT STREET	26	26	0	0	26
BOULTON ROAD	40	40	0	0	40
BOURNE AVENUE	0	0	0	0	0
BRACKENDALE WAY	0	0	0	0	0
BRANAGH COURT	0	0	0	0	0
BRAY ROAD	0	0	0	0	0
BRAYFORD 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
BRIANTS AVENUE	10	10	0	0	10
BRIDGE STREET (CAVERSHAM)	2	2	0	0	2
BRIDGE STREET (READING)	7	7	0	0	7
BRIDGEWATER CLOSE	0	0	0	0	0
BRIGHAM ROAD	89	89	0	0	89
BRIGHTON ROAD	4	4	0	0	4
BRISBANE ROAD	5	5	0	0	5
BRITTEN ROAD	0	0	0	0	0
BRIXHAM ROAD	0	0	0	0	0
BROAD STREET	46	46	0	0	46
BROCK GARDENS	0	0	0	0	0
BROOK LEA	0	0	0	0	0
BROOK STREET WEST	41	41	0	0	41
BROOMFIELD ROAD	0	0	0	0	0
BROUGHTON CLOSE	0	0	0	0	0
BROWNLOW ROAD	28	28	0	18	10
BRUNEL ROAD	3	3	0	0	3
BRUNSWICK HILL	70	70	0	0	70
BRUNSWICK STREET	11	11	0	0	11
BUCKINGHAM DRIVE	0	0	0	0	0
BUCKLAND ROAD	5	5	0	0	5
BULMERSHE ROAD	5	5	0	0	5
BURFORD COURT (CAROLINE STREET)	0	0	0	0	0
BURGHFIELD ROAD	0	0	0	0	0
BUTE STREET	0	0	0	0	0
BUTTER MARKET	0	0	0	0	0
BYEFIELD ROAD	0	0	0	0	0
BYWORTH CLOSE	0	0	0	0	0
CADUGAN PLACE	9	9	0	0	9
CALDER 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
CALLINGTON ROAD	1	1	0	0	1
CAMBRIDGE STREET	168	168	0	0	168
CANAL WAY	2	2	0	0	2
CANFORD COURT	10	10	0	0	10
CANNON STREET	24	24	0	0	24
CANTERBURY ROAD	0	0	0	0	0
CARDIFF ROAD	62	62	0	0	62
CARDIGAN GARDENS	6	6	0	0	6
CARDIGAN ROAD	5	5	0	0	5
CARDINAL CLOSE	2	2	0	0	2
CAREY STREET	88	88	0	0	88
CARISBROOKE CLOSE	0	0	0	0	0
CARLISLE ROAD	9	9	0	0	9
CARNARVON ROAD	88	88	0	0	88
CAROLINE COURT	0	0	0	0	0
CAROLINE STREET	9	9	0	0	9
CARSDALE CLOSE	0	0	0	0	0
CASTLE CRESCENT	41	41	0	0	41
CASTLE HILL	6	6	0	0	6
CASTLE STREET	1,272	1,272	0	0	1,272
CASTLE STREET SERVICE ROAD	6	6	0	0	6
CATHERINE STREET	119	119	0	0	119
CATTLE MARKET CAR PARK	370	1	369	1	0
CAVENDISH ROAD	0	0	0	0	0
CAVERSHAM BRIDGE (CAVERSHAM ROAD)	0	0	0	0	0
CAVERSHAM PARK DRIVE	0	0	0	0	0
CAVERSHAM PARK 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
CAVERSHAM ROAD	149	149	0	0	149
CAXTON CLOSE	0	0	0	0	0
CEDAR ROAD	0	0	0	0	0
CHAIN STREET	0	0	0	0	0
CHAMPION ROAD	0	0	0	0	0
CHARLES EVANS WAY	0	0	0	0	0
CHARLES STREET	54	54	0	0	54
CHARNDON CLOSE	36	36	0	0	36
CHATHAM PLACE SERVICE ROAD	4	4	0	0	4
CHATHAM STREET	20	20	0	0	20
CHATHAM STREET CAR PARK (CHATHAM STREET)	0	0	0	0	0
CHATSWORTH CLOSE	0	0	0	0	0
CHAUCER CLOSE	0	0	0	0	0
CHEAPSIDE	766	766	0	3	763
CHEDDINGTON CLOSE	0	0	0	0	0
CHESTER STREET (CAVERSHAM)	43	43	0	0	43
CHESTER STREET (READING)	28	28	0	0	28
CHESTER STREET CAR PARK (CAV)	398	0	398	0	0
CHESTERMAN STREET	74	74	0	0	74
CHESTNUT AVENUE	0	0	0	0	0
CHICHESTER ROAD	1	1	0	0	1
CHILTERN COURT	0	0	0	0	0
CHILTERN ROAD	1	1	0	0	1
CHOLMELEY PLACE	15	15	0	0	15
CHOLMELEY ROAD	165	165	0	3	162
CHOLMELEY TERRACE	14	14	0	0	14
CHRISTCHURCH GARDENS	0	0	0	0	0
CHRISTCHURCH ROAD	4	4	0	0	4
CHURCH END LANE	24	24	0	18	6
CHURCH ROAD (CAVERSHAM)	25	25	0	0	25
CHURCH STREET (CAVERSHAM)	7	7	0	0	7

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
CHURCH STREET (READING)	35	35	0	0	35
CINTRA AVENUE	0	0	0	0	0
CIRCUIT LANE	7	7	0	0	7
CIRCUIT LANE (GARAGE AREA)	1	1	0	0	1
CITY ROAD	0	0	0	0	0
CIVIC 'B' CAR PARK	170	0	170	0	0
CIVIC CENTRE SERVICE ROAD	5	5	0	0	5
CLARENDEN ROAD	0	0	0	0	0
CLENT ROAD	2	2	0	0	2
CLEVEDON ROAD	8	8	0	0	8
CLIFTON PARK ROAD	0	0	0	0	0
CLIFTON STREET	59	59	0	0	59
COCKNEY HILL	0	0	0	0	0
COLDICUTT STREET	29	29	0	0	29
COLEY AVENUE	0	0	0	0	0
COLEY HILL	43	43	0	0	43
COLEY PARK ROAD	4	4	0	0	4
COLEY PLACE	17	17	0	0	17
COLEY STREET	0	0	0	0	0
COLLEGE ROAD	61	61	0	0	61
COLLIS STREET	5	5	0	0	5
COMMERCIAL ROAD	25	25	0	0	25
CONINGHAM ROAD	0	0	0	0	0
CONISTON DRIVE	0	0	0	0	0
CONNAUGHT CLOSE	4	4	0	0	4
CONNAUGHT ROAD	197	197	0	0	197
CONSTITUTION ROAD	17	17	0	0	17
COOPER CLOSE	0	0	0	0	0
CORBRIDGE ROAD	0	0	0	0	0
CORINNE CLOSE	0	0	0	0	0
CORK STREET	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
CORONATION SQUARE	0	0	0	0	0
CORWEN ROAD	2	2	0	0	2
COVENTRY ROAD	107	107	0	0	107
COW LANE	0	0	0	0	0
CRADOCK ROAD	1	1	0	0	1
CRAIG AVENUE	79	79	0	0	79
CRANBOURNE GARDENS	0	0	0	0	0
CRANBURY ROAD	132	132	0	8	124
CRANE WHARF	2	2	0	0	2
CRAVEN ROAD	55	55	0	4	51
CREMYLL ROAD	6	6	0	0	6
CRESCENT ROAD	1	1	0	0	1
CRESCENT ROAD	0	0	0	0	0
CRESSINGHAM ROAD	2	2	0	0	2
CROMER CLOSE	0	0	0	0	0
CROMWELL ROAD	42	42	0	0	42
CROSS STREET	54	54	0	0	54
CROSSLAND ROAD	11	11	0	0	11
CROWN PLACE	14	14	0	0	14
CROWN STREET	15	15	0	0	15
CULVER ROAD	66	66	0	0	66
CUMBERLAND ROAD	80	80	0	0	80
CURZON STREET	150	150	0	0	150
DALE ROAD	18	18	0	0	18
DARTINGTON CLOSE	0	0	0	0	0
DARWIN CLOSE	10	10	0	0	10
DAWLISH ROAD	0	0	0	0	0
DE BEAUVOIR ROAD	136	136	0	0	136
DE BOHUN ROAD	0	0	0	0	0
DE MONTFORT ROAD	58	58	0	0	58
DEACON WAY	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
DEANS FARM	0	0	0	0	0
DEANSGATE ROAD	146	146	0	0	146
DEE ROAD	0	0	0	0	0
DEEPDENE CLOSE	57	57	0	0	57
DENBEIGH PLACE	0	0	0	0	0
DENMARK ROAD	119	119	0	0	119
DERBY ROAD	1	1	0	0	1
DERBY STREET	15	15	0	0	15
DERWENT AVENUE	0	0	0	0	0
DONEGAL CLOSE	0	0	0	0	0
DONKIN HILL	0	0	0	0	0
DONNINGTON GARDENS	20	20	0	0	20
DONNINGTON ROAD	21	21	0	0	21
DORCHESTER COURT	0	0	0	0	0
DOROTHY STREET	33	33	0	0	33
DORSET STREET	1	1	0	0	1
DOUGLAS ROAD	0	0	0	0	0
DOVEDALE CLOSE	0	0	0	0	0
DOVER STREET	14	14	0	0	14
DOWNING ROAD	3	3	0	0	3
DOWNSHIRE SQUARE	7	7	0	0	7
DRAKE WAY	1	1	0	0	1
DRAYTON ROAD	3	3	0	0	3
DUKE STREET	3	3	0	0	3
DUNCAN PLACE	15	15	0	0	15
DUNSFOLD ROAD	0	0	0	0	0
DUNSFOLD ROAD (SPUR)	0	0	0	0	0
DUNSTALL CLOSE	2	2	0	0	2
DUNSTALL CLOSE CAR PARK	31	0	31	0	0
DUNSTER CLOSE	0	0	0	0	0
DURHAM 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
DWYER ROAD	0	0	0	0	0
EARLEY PLACE	0	0	0	0	0
EARLSFIELD CLOSE	0	0	0	0	0
EAST STREET	79	79	0	0	79
EASTERN AVENUE	67	67	0	0	67
EATON PLACE	103	103	0	0	103
EDENHAM CRESCENT	0	0	0	0	0
EDGEHILL STREET	115	115	0	0	115
EDINBURGH ROAD	109	109	0	0	109
ELDART CLOSE	0	0	0	0	0
ELDON PLACE	6	6	0	0	6
ELDON ROAD	2	2	0	0	2
ELDON SQUARE	81	81	0	0	81
ELDON STREET	16	16	0	0	16
ELDON TERRACE	35	35	0	0	35
ELGAR ROAD	185	185	0	0	185
ELGAR ROAD SOUTH	7	7	0	0	7
ELIZABETH WALK	0	0	0	0	0
ELLIOTS WAY	0	0	0	0	0
ELM LODGE AVENUE	34	34	0	0	34
ELM PARK	4	4	0	0	4
ELM PARK ROAD	129	129	0	0	129
ELM ROAD	0	0	0	0	0
ELMHURST ROAD	2	2	0	0	2
ELMLEIGH COURT	0	0	0	0	0
ELMSTONE DRIVE	0	0	0	0	0
ELSLEY ROAD	1	1	0	0	1
ENNERDALE ROAD	0	0	0	0	0
EPPING CLOSE	2	2	0	0	2
EPSOM COURT	0	0	0	0	0
ERLEIGH ROAD	93	93	0	4	89

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
ESSEX STREET	200	200	0	0	200
EVESHAM ROAD	2	2	0	0	2
EXBOURNE ROAD	17	17	0	5	12
FAIRCROSS ROAD	0	0	0	0	0
FALKLAND ROAD	52	52	0	0	52
FALMOUTH ROAD	0	0	0	0	0
FALWEY ROAD	0	0	0	0	0
FATHERSON ROAD	28	28	0	0	28
FERNBROOK ROAD	0	0	0	0	0
FIELD ROAD	205	205	0	0	205
FIELD VIEW	0	0	0	0	0
FIFE COURT	0	0	0	0	0
FILBERT DRIVE	0	0	0	0	0
FILEY ROAD	144	144	0	0	144
FIRCROFT CLOSE	0	0	0	0	0
FLINT STREET	0	0	0	0	0
FLORIAN GARDENS	1	1	0	0	1
FOBNEY STREET	324	324	0	0	324
FONTWELL DRIVE	0	0	0	0	0
FORBURY ROAD	2	2	0	0	2
FORBURY THE	322	322	0	0	322
FOREST DEAN	0	0	0	0	0
FOREST HILL	0	0	0	0	0
FORGE CLOSE	0	0	0	0	0
FOUNDRY STREET	0	0	0	0	0
FOXGLOVE GARDENS	3	3	0	0	3
FOXHILL ROAD	13	13	0	0	13
FRAMLINGHAM DRIVE	0	0	0	0	0
FRANCIS STREET	93	93	0	1	92
FRANKLIN STREET	29	29	0	0	29
FRESHWATER ROAD	64	64	0	0	64

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
FRIAR STREET	322	322	0	1	321
FRIARS WALK	1	1	0	0	1
FRILSHAM ROAD	3	3	0	0	3
FROGMORE WAY	0	0	0	0	0
GAINSBOROUGH ROAD	4	4	0	0	4
GARNET HILL	51	51	0	0	51
GARNET STREET	53	53	0	0	53
GARRARD STREET	110	110	0	0	110
GARSTON CLOSE	0	0	0	0	0
GAS WORKS ROAD	2	2	0	0	2
GEORGE CLOSE	0	0	0	0	0
GEORGE STREET (CAVERSHAM)	9	9	0	0	9
GEORGE STREET (READING)	202	202	0	0	202
GILLETTE WAY	22	22	0	0	22
GIPSY LANE	0	0	0	0	0
GLEBE ROAD	114	114	0	0	114
GLENROSA ROAD	0	0	0	0	0
GLENWOOD DRIVE	0	0	0	0	0
GLOUCESTER ROAD	49	49	0	0	49
GOLDSMID ROAD	45	45	0	0	45
GOODRICH CLOSE	0	0	0	0	0
GORDON PLACE	32	32	0	0	32
GOSBROOK ROAD	21	21	0	0	21
GOWER STREET	121	121	0	0	121
GRAFTON ROAD	0	0	0	0	0
GRANBY COURT	0	0	0	0	0
GRANBY GARDENS	100	100	0	0	100
GRANGE AVENUE	165	165	0	0	165
GRANVILLE ROAD	1	1	0	0	1
GRATTON 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
GRATWICKE ROAD	0	0	0	0	0
GREAT KNOLLYS STREET	260	260	0	0	260
GREEN PARK ROAD	0	0	0	0	0
GREEN PARK SERVICE ROAD	0	0	0	0	0
GREEN ROAD	0	0	0	0	0
GREENFIELDS ROAD	0	0	0	0	0
GREENWOOD ROAD	0	0	0	0	0
GREYFRIARS ROAD	115	115	0	0	115
GREYS COURT	0	0	0	0	0
GREYSTOKE ROAD	0	0	0	0	0
GROSVENOR ROAD	0	0	0	0	0
GROVE COTTAGES	0	0	0	0	0
GROVE HILL	0	0	0	0	0
GROVE ROAD	7	7	0	5	2
GROVE THE	38	38	0	0	38
GROVELAND PLACE	0	0	0	0	0
GROVELANDS ROAD	3	3	0	0	3
GUN STREET	12	12	0	0	12
HAGLEY ROAD	0	0	0	0	0
HALLS ROAD	1	1	0	0	1
HAMILTON ROAD	3	3	0	0	3
HAMPDEN ROAD	25	25	0	0	25
HARLECH AVENUE	0	0	0	0	0
HARLEY ROAD	32	32	0	0	32
HARNESS CLOSE	0	0	0	0	0
HARROW COURT	1	1	0	0	1
HART STREET	10	10	0	0	10
HARTLAND 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
HATFORD ROAD	0	0	0	0	0
HATHERLEY ROAD	10	10	0	0	10
HAWTHORNE ROAD	0	0	0	0	0
HAYFIELD CLOSE	0	0	0	0	0
HAYWOOD COURT	28	28	0	0	28
HAYWOOD WAY	0	0	0	0	0
HEATH ROAD	0	0	0	0	0
HEMDEAN HILL	24	24	0	0	24
HEMDEAN RISE	4	4	0	0	4
HEMDEAN ROAD	61	61	0	1	60
HENLEY ROAD	3	3	0	0	3
HENRIETTA STREET	0	0	0	0	0
HENRY STREET	58	58	0	0	58
HEROES WALK	0	0	0	0	0
HERON WAY	0	0	0	0	0
HIGH STREET	2	2	0	0	2
HIGHBRIDGE WHARF	4	4	0	0	4
HIGHDOWN AVENUE	0	0	0	0	0
HIGHDOWN HILL ROAD	0	0	0	0	0
HIGHGROVE STREET	307	307	0	0	307
HIGHGROVE TERRACE	9	9	0	0	9
HILCOT ROAD	19	19	0	0	19
HILL STREET	48	48	0	0	48
HILLBROW	0	0	0	0	0
HILLS MEADOW CAR PARK	978	0	978	0	0
HILLTOP ROAD	0	0	0	0	0
HODSOLL ROAD	0	0	0	0	0
HOGARTH AVENUE	0	0	0	0	0
HOLBERTON ROAD	0	0	0	0	0
HOLMES 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
HOLYBROOK ROAD	0	0	0	0	0
HOME FARM CLOSE	0	0	0	0	0
HONEY END LANE	2	2	0	0	2
HONITON ROAD	0	0	0	0	0
HORNSEA CLOSE	0	0	0	0	0
HOSIER STREET	279	279	0	0	279
HOWARD STREET	817	817	0	0	817
HURST WAY	0	0	0	0	0
IAN MIKARDO WAY	0	0	0	0	0
ILIFFE CLOSE	23	23	0	0	23
ILKLEY ROAD	0	0	0	0	0
IMPERIAL WAY	0	0	0	0	0
INGLEWOOD COURT	1	1	0	0	1
ISLAND ROAD	0	0	0	0	0
IVYDENE ROAD	0	0	0	0	0
JAMES STREET	6	6	0	0	6
JANSON COURT	1	1	0	0	1
JENKINS CLOSE	0	0	0	0	0
JESSE TERRACE	94	94	0	0	94
JORDAN CLOSE	0	0	0	0	0
JUBILEE ROAD	0	0	0	0	0
JUBILEE SQUARE	17	17	0	0	17
JUNCTION ROAD	11	11	0	0	11
KATESGROVE LANE	66	66	0	0	66
KENAVON DRIVE	9	9	0	0	9
KENDAL AVENUE	0	0	0	0	0
KENDRICK ROAD	14	14	0	3	4
KENILWORTH AVENUE	0	0	0	0	0
KENNET SIDE	0	0	0	0	0
KENNET STREET	13	13	0	0	13

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
KENNET WALK	0	0	0	0	0
KENSINGTON ROAD	103	103	0	1	102
KENT ROAD	29	29	0	0	29
KENTWOOD CLOSE	0	0	0	0	0
KENTWOOD HILL	0	0	0	0	0
KIDMORE END ROAD	12	12	0	0	12
KIDMORE ROAD	0	0	0	0	0
KILN ROAD	0	0	0	0	0
KING STREET	108	108	0	0	108
KINGFISHER PLACE	0	0	0	0	0
KINGS MEADOW CAR PARK	387	0	387	0	0
KINGS MEADOW ROAD	11	11	0	0	11
KINGS ROAD (READING)	979	979	0	0	979
KINGS ROAD (CAVERSHAM)	94	94	0	0	94
KINGSBRIDGE ROAD	0	0	0	0	0
KINGSGATE PLACE (KINGSGATE STREET)	2	2	0	0	2
KINGSGATE STREET	13	13	0	0	13
KINGSWAY	0	0	0	0	0
KNIGHTS WAY	0	0	0	0	0
LANCING CLOSE	1	1	0	0	1
LANDRAKE CRESCENT	0	0	0	0	0
LAUNCESTON AVENUE	0	0	0	0	0
LAWRENCE ROAD	0	0	0	0	0
LEMART CLOSE	4	4	0	0	4
LENNOX ROAD	0	0	0	0	0
LEOPOLD ROAD (LEOPOLD WALK)	0	0	0	0	0
LESFORD ROAD	4	4	0	0	4
LETCOMBE STREET	2	2	0	0	2
LIEBENROOD ROAD	0	0	0	0	0
LIMA COURT	49	49	0	0	49

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
LINCOLN ROAD	44	44	0	0	44
LINDEN ROAD	0	0	0	0	0
LINDISFARNE WAY	0	0	0	0	0
LINGHOLM CLOSE	0	0	0	0	0
LINKS DRIVE	0	0	0	0	0
LITTLE JOHNS LANE	17	17	0	0	17
LITTLE OAKS DRIVE	0	0	0	0	0
LITTLE STREET	21	21	0	0	21
LITTLECOTE DRIVE	0	0	0	0	0
LIVERPOOL ROAD	319	319	0	0	319
LIVERY CLOSE	0	0	0	0	0
LOCK PLACE	2	2	0	0	2
LONDON ROAD	82	82	0	0	82
LONDON STREET	407	407	0	0	407
LONG BARN LANE	4	4	0	0	4
LORNE PLACE	0	0	0	0	0
LORNE STREET	64	64	0	0	64
LOVEROCK ROAD	10	10	0	0	10
LOWER BROOK STREET	3	3	0	0	3
LOWER ELMSTONE DRIVE	2	2	0	0	2
LOWER FIELD ROAD	36	36	0	0	36
LOWER HENLEY ROAD	0	0	0	0	0
LOWER MEADOW ROAD	0	0	0	0	0
LOWER MOUNT	6	6	0	0	6
LOWER THORN STREET (THORN ST)	0	0	0	0	0
LOWFIELD GREEN	0	0	0	0	0
LOWFIELD ROAD	1	1	0	0	1
LULWORTH ROAD	0	0	0	0	0
LUSCINIA VIEW	47	47	0	0	47
LYDFORD ROAD	29	29	0	0	29
LYNDHURST 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
LYNMOUTH ROAD	72	72	0	0	72
LYON SQUARE	0	0	0	0	0
LYTHAM CLOSE	0	0	0	0	0
M4	0	0	0	0	0
M4/A33 ROUNDABOUT	0	0	0	0	0
MAITLAND ROAD	7	7	0	0	7
MALDON CLOSE	0	0	0	0	0
MALL CAR PARK	57	0	57	0	0
MALLARD ROW	0	0	0	0	0
MALTHOUSE LANE	53	53	0	0	53
MALVERN COURT	22	22	0	0	22
MANAGUA CLOSE	0	0	0	0	0
MANCHESTER ROAD	142	142	0	0	142
MANDEVILLE CLOSE	0	0	0	0	0
MANOR FARM ROAD	18	18	0	0	18
MANOR PARK CLOSE	0	0	0	0	0
MANSFIELD ROAD	4	4	0	0	4
MARCHWOOD AVENUE	0	0	0	0	0
MARKET PLACE	36	36	0	0	36
MARKET WAY	0	0	0	0	0
MARLBOROUGH AVENUE	24	24	0	0	24
MARLBOROUGH COURT	0	0	0	0	0
MARSACK STREET	0	0	0	0	0
MASON COURT	1	1	0	0	1
MASON STREET	86	86	0	0	86
MATLOCK ROAD	0	0	0	0	0
MAYFAIR	0	0	0	0	0
MEADOW ROAD	7	7	0	0	7
MEADOW WAY	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
MEADWAY CAR PARK	0	0	0	0	0
MEADWAY THE	5	5	0	0	5
MEAVY GARDENS	0	0	0	0	0
MELROSE AVENUE	0	0	0	0	0
MERCHANTS PLACE	313	313	0	0	313
MERTON ROAD NORTH	0	0	0	0	0
MERTON ROAD SOUTH	0	0	0	0	0
MICHAELS CHASE	0	0	0	0	0
MICKLANDS ROAD	0	0	0	0	0
MILFORD ROAD	11	11	0	0	11
MILL GREEN	0	0	0	0	0
MILL LANE	3	3	0	0	3
MILL ROAD	0	0	0	0	0
MILMAN ROAD	273	273	0	0	273
MINSTER STREET	6	6	0	0	6
MITCHAM CLOSE	5	5	0	0	5
MONKLEY COURT	0	0	0	0	0
MONKLEY COURT	0	0	0	0	0
MONKS WAY	0	0	0	0	0
MONTAGUE STREET (CAVERSHAM)	6	6	0	4	2
MONTAGUE STREET (READING)	13	13	0	0	13
MONTPELIER DRIVE	0	0	0	0	0
MORGAN ROAD	256	256	0	0	256
MORISTON CLOSE	0	0	0	0	0
MORLANDS AVENUE	0	0	0	0	0
MOUNT PLEASANT	82	82	0	0	82
MOUNT PLEASANT GROVE	18	18	0	0	18
MOUNT STREET	56	56	0	0	56
MOUNT THE (CAVERSHAM)	0	0	0	0	0
MOUNT THE (READING)	8	8	0	0	8
MUIRFIELD CLOSE	16	16	0	0	16

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
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	0	0	0	0	0
NEW ROAD	62	62	0	0	62
NEWARK STREET	25	25	0	0	25
NEWBERY CLOSE	0	0	0	0	0
NEWCASTLE ROAD	0	0	0	0	0
NEWLANDS AVENUE	1	1	0	0	1
NEWPORT ROAD	61	61	0	0	61
NICHOLAS COURT (PROSPECT STREET)	0	0	0	0	0
NORCOT ROAD	52	52	0	0	52
NORFOLK ROAD	44	44	0	0	44
NORMAN PLACE	0	0	0	0	0
NORMAN ROAD	0	0	0	0	0
NORRIS ROAD	340	340	0	0	340
NORTH STREET (CAVERSHAM)	24	24	0	0	24
NORTH STREET (READING)	7	7	0	0	7
NORTHBROOK ROAD	0	0	0	0	0
NORTHCOURT AVENUE	4	4	0	0	4
NORTHFIELD COTTAGES	0	0	0	0	0
NORTHFIELD ROAD	91	91	0	0	91
NORTHUMBERLAND AVENUE	11	11	0	1	10
NORTON ROAD	100	100	0	0	100
NORWOOD ROAD	67	67	0	0	67
OAK TREE ROAD	9	9	0	0	9
OAKDALE CLOSE	0	0	0	0	0
OAKLANDS	0	0	0	0	0
OAKLEY 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
ORCHARD COURT	0	0	0	0	0
ORCHARD GROVE	0	0	0	0	0
ORCHARD STREET	35	35	0	0	35
ORMSBY STREET	90	90	0	0	90
ORRIN CLOSE	0	0	0	0	0
ORTS ROAD	177	177	0	0	177
OSBORNE ROAD	0	0	0	0	0
OVERDOWN ROAD	8	8	0	0	8
OVERLANDERS END	0	0	0	0	0
OXFORD ROAD	1,490	1,490	0	2	1,488
OXFORD STREET	266	266	0	0	266
PADDOCK ROAD	0	0	0	0	0
PALMER PARK AVENUE	57	57	0	0	57
PALMER PARK CAR PARK	0	0	0	0	0
PALMER PARK ENTRANCE	0	0	0	0	0
PANGBOURNE STREET	9	9	0	0	9
PARK HOUSE LANE	2	2	0	0	2
PARK LANE	5	5	0	0	5
PARKHOUSE LANE	1	1	0	0	1
PARKSIDE ROAD	10	10	0	0	10
PARTHIA CLOSE	9	9	0	0	9
PATRICK ROAD	62	62	0	0	62
PATRIOT PLACE	1	1	0	0	1
PEEL CLOSE	0	0	0	0	0
PEGS GREEN CLOSE	0	0	0	0	0
PELL STREET	80	80	0	0	80
PENDENNIS AVENUE	0	0	0	0	0
PENROATH AVENUE	0	0	0	0	0
PEPPARD ROAD	35	35	0	0	35
PEPPER LANE	9	9	0	0	9
PIERCES HILL	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
PIGGOTTS ROAD	2	2	0	0	2
PITCROFT AVENUE	99	99	0	0	99
POOLE CLOSE	0	0	0	0	0
PORTLAND GARDENS	0	0	0	0	0
PORTMAN ROAD	0	0	0	0	0
PRIEST HILL	43	43	0	0	43
PRINCE OF WALES AVENUE	61	61	0	0	61
PRINCES STREET	288	288	0	0	288
PRIORS COURT	0	0	0	0	0
PRIORY AVENUE	337	337	0	0	337
PROMENADE ROAD	23	23	0	0	23
PROSPECT MEWS	0	0	0	0	0
PROSPECT STREET (CAVERSHAM)	3	3	0	0	3
PROSPECT STREET (READING)	135	135	0	0	135
QUEEN STREET	0	0	0	0	0
QUEEN VICTORIA STREET	27	27	0	0	27
QUEENS COTTAGES	0	0	0	0	0
QUEENS ROAD (CAVERSHAM)	73	73	0	0	73
QUEENS ROAD (READING)	91	91	0	0	91
QUEENS ROAD CAR PARK	40	0	40	0	0
QUEENS ROAD SLIP ROAD	4	4	0	0	4
QUEENSWAY	4	4	0	4	0
RADSTOCK ROAD	269	269	0	0	269
RAGLEY MEWS	0	0	0	0	0
RANDOLPH ROAD	31	31	0	0	31
RECREATION ROAD	15	15	0	5	10
RECREATION ROAD CAR PARK	60	0	60	0	0
RECTORY ROAD	103	103	0	0	103
REDBERRY CLOSE	0	0	0	0	0
REDLANDS ROAD	132	132	0	0	132

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
REDLANE COURT	0	0	0	0	0
REGENT COURT	2	2	0	0	2
REGENT STREET	32	32	0	0	32
RELEIF ROAD (A33)	0	0	0	0	0
RICHFIELD AVENUE	3	3	0	0	3
RICHMOND ROAD	61	61	0	0	61
RINGWOOD ROAD	0	0	0	0	0
RIPLEY ROAD	0	0	0	0	0
RIVER ROAD	11	11	0	0	11
RIVERMEAD CAR PARK	0	0	0	0	0
RODWAY ROAD	0	0	0	0	0
ROMANY CLOSE	0	0	0	0	0
ROMANY LANE	0	0	0	0	0
ROMSEY ROAD	0	0	0	0	0
ROSE KILN LANE	1	1	0	0	1
ROSS ROAD	37	37	0	4	33
ROSSENDALE ROAD	0	0	0	0	0
ROTHERFIELD WAY	0	0	0	0	0
ROUTH LANE	0	0	0	0	0
ROWE COURT	0	0	0	0	0
ROWLEY ROAD	3	3	0	0	3
RUPERT STREET	27	27	0	0	27
RUPERT WALK	0	0	0	0	0
RUSKIN	0	0	0	0	0
RUSSELL STREET	307	307	0	0	307
RUSSET GLADE	0	0	0	0	0
RUTLAND ROAD	9	9	0	0	9
SACKVILLE STREET	935	935	0	0	935
SALCOMBE ROAD	0	0	0	0	0
SALFORD CLOSE	0	0	0	0	0
SALISBURY ROAD	145	145	0	0	145

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
SAMPAGE CLOSE	0	0	0	0	0
SANCTUARY CLOSE	0	0	0	0	0
SANDGATE AVENUE	0	0	0	0	0
SAVERNAKE CLOSE	0	0	0	0	0
SCHOOL LANE	0	0	0	0	0
SCHOOL ROAD	4	4	0	0	4
SCHOOL TERRACE	25	25	0	5	20
SCOTT CLOSE	0	0	0	0	0
SCOURS LANE	0	0	0	0	0
SEND ROAD	0	0	0	0	0
SEVERN WAY	0	0	0	0	0
SHAFTESBURY ROAD	63	63	0	0	63
SHAW ROAD	0	0	0	0	0
SHENSTONE ROAD	1	1	0	0	1
SHEPLEY DRIVE	0	0	0	0	0
SHERMAN ROAD	109	109	0	0	109
SHERWOOD STREET	53	53	0	0	53
SHINFIELD RISE	0	0	0	0	0
SHINFIELD ROAD	0	0	0	0	0
SHIRESHEAD CLOSE	0	0	0	0	0
SHORT STREET	15	15	0	0	15
SHORT STREET (CAVERSHAM)	4	4	0	0	4
SIDMOUTH STREET	199	199	0	0	199
SILCHESTER ROAD	0	0	0	0	0
SILVER STREET	4	4	0	0	4
SIMMONDS STREET	0	0	0	0	0
SMALLMEAD ROAD	0	0	0	0	0
SOMERSTOWN COURT	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
SOUTH OAK WAY	0	0	0	0	0
SOUTH READING CAR PARK	0	0	0	0	0
SOUTH STREET (CAVERSHAM)	18	18	0	0	18
SOUTH STREET (READING)	342	342	0	0	342
SOUTH VIEW AVENUE	6	6	0	4	2
SOUTH VIEW PARK	0	0	0	0	0
SOUTHAMPTON STREET	22	22	0	0	22
SOUTHCOTE FARM LANE	0	0	0	0	0
SOUTHCOTE LANE	30	30	0	0	30
SOUTHCOTE PARADE	0	0	0	0	0
SOUTHCOTE ROAD	1	1	0	0	1
SOUTHDOWN ROAD	0	0	0	0	0
SPENCER ROAD	0	0	0	0	0
SPEY ROAD	0	0	0	0	0
SPRING GARDENS	62	62	0	0	62
SPRING GROVE	18	18	0	0	18
SPRING TERRACE	0	0	0	0	0
ST ANDREWS ROAD	0	0	0	0	0
ST ANNES ROAD	0	0	0	0	0
ST BARNABAS ROAD	0	0	0	0	0
ST BARTHOLOMEWS ROAD	214	214	0	0	214
ST BENETS WAY	1	1	0	0	1
ST EDWARDS ROAD	29	29	0	0	29
ST ELIZABETH CLOSE	0	0	0	0	0
ST GEORGES ROAD	58	58	0	0	58
ST GEORGES TERRACE	18	18	0	0	18
ST GILES CLOSE	44	44	0	0	44
ST JOHNS HILL	35	35	0	0	35
ST JOHNS ROAD (CAVERSHAM)	1	1	0	0	1
ST JOHNS ROAD (READING)	3	3	0	0	3
ST JOHNS STREET	46	46	0	0	46

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 MARY BUTTS (VICARAGE SITE LOADING AREA)	0	0	0	0	0
ST MARYS BUTTS	252	252	0	0	252
ST MICHAELS ROAD	4	4	0	0	4
ST PAUL COURT SERVICE ROAD	3	3	0	0	3
ST PETERS AVENUE	0	0	0	0	0
ST PETERS HILL	0	0	0	0	0
ST PETERS ROAD	20	20	0	0	20
ST RONANS ROAD	1	1	0	0	1
ST SAVIOURS ROAD	0	0	0	0	0
ST SAVIOURS TERRACE	0	0	0	0	0
STANHAM ROAD	0	0	0	0	0
STANLEY GROVE	39	39	0	0	39
STANLEY STREET	99	99	0	0	99
STANSHAW ROAD	237	237	0	0	237
STAPLEFORD ROAD	0	0	0	0	0
STAR LANE	0	0	0	0	0
STAR ROAD	2	2	0	0	2
STATION HILL	9	9	0	0	9
STATION ROAD	11	11	0	2	9
STAVERTON ROAD	1	1	0	0	1
STOCKTON ROAD	0	0	0	0	0
STONEHAM CLOSE	0	0	0	0	0
STRATHEDEN PLACE	4	4	0	0	4
SUFFOLK ROAD	10	10	0	0	10
SUN STREET	1	1	0	0	1
SURLEY ROAD	0	0	0	0	0
SURLEY ROW	0	0	0	0	0
SURREY ROAD	81	81	0	0	81
SWAINSTONE ROAD	47	47	0	0	47
SWAN PLACE	0	0	0	0	0
SWANSEA ROAD	77	77	0	7	70

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
SWANSEA TERRACE	0	0	0	0	0
SYCAMORE ROAD	0	0	0	0	0
TAFF WAY	0	0	0	0	0
TALFOURD AVENUE	1	1	0	0	1
TAMARISK AVENUE	0	0	0	0	0
TAVISTOCK ROAD	0	0	0	0	0
TAY ROAD	0	0	0	0	0
TAYLOR COURT (TILEHURST ROAD)	0	0	0	0	0
TAZEWELL COURT	6	6	0	0	6
TEMPLE PLACE	76	76	0	0	76
TEMPLETON GARDENS	0	0	0	0	0
TENBY AVENUE	0	0	0	0	0
TESSA ROAD	1	1	0	0	1
THAMES AVENUE	38	38	0	0	38
THAMES SIDE PROMENADE	5	5	0	0	5
THAMES SIDE PROMENADE CAR PARK	166	0	166	0	0
THE MEADWAY	0	0	0	0	0
THE MEWS	0	0	0	0	0
THE MOUNT	2	2	0	0	2
THE RIDGEWAY	1	1	0	0	1
THE WILLOWS	1	1	0	0	1
THIRLMERE AVENUE	0	0	0	0	0
THORN LANE	0	0	0	0	0
THORN STREET	197	197	0	0	197
THORN WALK	1	1	0	0	1
TIDMARSH STREET	0	0	0	0	0
TILBURY CLOSE	0	0	0	0	0
TILEHURST ROAD	3	3	0	2	1
TINTERN CRESCENT	1	1	0	0	1
TOFRECK TERRACE	1	1	0	0	1
TOKERS GREEN 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
TORRINGTON ROAD	0	0	0	0	0
TOTNES ROAD	0	0	0	0	0
TOWER CLOSE	0	0	0	0	0
TRAFALGAR COURT	0	0	0	0	0
TRAFFORD ROAD	0	0	0	0	0
TRIANGLE THE	6	6	0	0	6
TRINITY PLACE	26	26	0	0	26
TUDOR ROAD	1	1	0	0	1
TUNS HILL COTTAGES	12	12	0	0	12
TUNS HILL COTTS	0	0	0	0	0
ULLSWATER DRIVE	0	0	0	0	0
UNION STREET	0	0	0	0	0
UNITY CLOSE	0	0	0	0	0
UPAVON DRIVE	0	0	0	0	0
UPLANDS ROAD	0	0	0	0	0
UPPER CROWN STREET	70	70	0	0	70
UPPER MEADOW ROAD	0	0	0	0	0
UPPER REDLANDS ROAD	83	83	0	0	83
UPPER WARREN AVENUE	0	0	0	0	0
UPTON ROAD	0	0	0	0	0
USK ROAD	7	7	0	6	1
VACHEL ROAD	735	735	0	0	735
VALE CRESCENT	0	0	0	0	0
VALENTIA CLOSE	0	0	0	0	0
VALENTIA ROAD	80	80	0	0	80
VALPY STREET	413	413	0	0	413
VASTERN ROAD	124	124	0	0	124
VASTERN ROAD (SERVICE ROAD)	0	0	0	0	0
VICARAGE ROAD	4	4	0	3	1
VICTORIA ROAD (READING)	0	0	0	0	0
VICTORIA ROAD (TILEHURST)	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
VICTORIA STREET	10	10	0	0	10
VICTORIA WAY	0	0	0	0	0
VIRGINIA WAY	8	8	0	0	8
WALDECK STREET	14	14	0	0	14
WALKERS PLACE	0	0	0	0	0
WALNUT WAY	2	2	0	0	2
WANTAGE ROAD	140	140	0	0	140
WARWICK ROAD	0	0	0	0	0
WASHINGTON ROAD	21	21	0	13	8
WATER ROAD	0	0	0	0	0
WATERLOO RISE	0	0	0	0	0
WATERLOO ROAD	3	3	0	0	3
WATERMAN PLACE	0	0	0	0	0
WATERSIDE GARDENS	0	0	0	0	0
WATLINGTON STREET	328	328	0	0	328
WAVERLEY ROAD	73	73	0	0	73
WAYBROOK CRESCENT	0	0	0	0	0
WAYLEN STREET	263	263	0	0	263
WEALD RISE	0	0	0	0	0
WEALDEN WAY	0	0	0	0	0
WEIGHBRIDGE ROW	0	0	0	0	0
WELDALE STREET	126	126	0	0	126
WELLAND CLOSE	1	1	0	0	1
WELLINGTON AVENUE	0	0	0	0	0
WENSLEY ROAD	7	7	0	4	3
WENTWORTH AVENUE	0	0	0	0	0
WEST GREEN COURT	0	0	0	0	0
WEST HILL	0	0	0	0	0
WEST STREET	320	320	0	0	320
WESTBOURNE TERRACE	21	21	0	0	21
WESTBROOK 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
WESTCOTE ROAD	1	1	0	0	1
WESTERHAM WALK	0	0	0	0	0
WESTERN ELMS AVENUE	61	61	0	0	61
WESTERN OAKS	0	0	0	0	0
WESTERN ROAD	5	5	0	0	5
WESTFIELD ROAD	87	87	0	0	87
WESTWOOD GLEN	0	0	0	0	0
WESTWOOD ROAD	18	18	0	0	18
WETHERBY CLOSE	0	0	0	0	0
WHEATLEY CLOSE	0	0	0	0	0
WHITBY DRIVE	0	0	0	0	0
WHITBY GREEN	0	0	0	0	0
WHITEKNIGHTS ROAD	2	2	0	0	2
WHITLEY PARK LANE	10	10	0	0	10
WHITLEY STREET	82	82	0	0	82
WHITLEY WOOD LANE	1	1	0	0	1
WHITLEY WOOD ROAD	6	6	0	0	6
WIGMORE LANE	3	3	0	0	3
WILLIAM STREET	51	51	0	0	51
WILLOW GARDENS	0	0	0	0	0
WILLOW STREET	3	3	0	0	3
WILSON ROAD	51	51	0	0	51
WILTON ROAD	29	29	0	0	29
WINCANTON ROAD	0	0	0	0	0
WINCHESTER ROAD	35	35	0	0	35
WINGROVE ROAD	0	0	0	0	0
WINTON ROAD	0	0	0	0	0
WISTON TERRACE	0	0	0	0	0
WOBURN CLOSE	0	0	0	0	0
WOKINGHAM ROAD	58	58	0	13	45
WOLSELEY STREET	48	48	0	0	48

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
WOLSEY ROAD	47	47	0	0	47
WOOD GREEN CLOSE	0	0	0	0	0
WOODCOTE ROAD	0	0	0	0	0
WOODCOTE WAY	0	0	0	0	0
WOODFORD CLOSE	0	0	0	0	0
WOODSTOCK STREET	3	3	0	0	3
WYE CLOSE	0	0	0	0	0
WYKEHAM ROAD	18	18	0	0	18
WYNFORD CLOSE	0	0	0	0	0
YIELD HALL LANE	0	0	0	0	0
YIELD HALL PLACE	0	0	0	0	0
YORK ROAD	94	94	0	4	90
ZINZAN STREET	572	572	0	0	572

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			
HIGHER LEVEL (ON STREET)					
PARKED IN A RESTRICTED STREET DURING PRESCRIBED HOURS	5,084	14.44%	5,084	0	0
PARKED OR LOADING/UNLOADING IN A RESTRICTED STREET WHERE WAITING AND LOADING/UNLOADING RESTRICTIONS ARE IN FORCE	366	1.04%	361	5	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	7,479	21.24%	7,479	0	0
PARKED IN A PERMIT SPACE WITHOUT DISPLAYING A VALID PERMIT	6,864	19.49%	6,864	0	0
PARKED IN A LOADING GAP MARKED BY A YELLOW LINE	0	0%	0	0	0
PARKED IN A SUSPENDED BAY OR SPACE OR PART OF BAY OR SPACE	24	0.07%	24	0	0
PARKED IN A PARKING PLACE OR AREA NOT DESIGNATED FOR THAT CLASS OF VEHICLE	255	0.72%	255	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	426	1.21%	426	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	7	0.02%	7	0	0
PARKED IN A SPECIAL ENFORCEMENT AREA ADJACENT TO A DROPPED FOOTWAY	2	0.01%	2	0	0
PARKED IN A DESIGNATED DISABLED PERSON'S PARKING PLACE WITHOUT DISPLAYING A VALID DISABLED PERSON'S BADGE IN THE PRESCRIBED MANNER	1,480	4.20%	1,480	0	0
PARKED IN A PARKING PLACE DESIGNATED FOR POLICE VEHICLES	12	0.03%	12	0	0
PARKED ON A TAXI RANK	58	0.16%	58	0	0
STOPPED WHERE PROHIBITED (ON A RED ROUTE OR CLEARWAY)	16	0.05%	16	0	0
STOPPED ON A RESTRICTED BUS STOP OR STAND	62	0.18%	37	25	0
STOPPED IN A RESTRICTED AREA OUTSIDE A SCHOOL WHEN PROHIBITED	278	0.79%	121	157	0
PARKED WITH ONE OR MORE WHEELS ON OR OVER A FOOTPATH OR ANY PART OF A ROAD OTHER THAN A CARRIAGEWAY.	106	0.30%	106	0	0
STOPPED ON A PEDESTRIAN CROSSING OR CROSSING AREA MARKED BY ZIGZAGS	16	0.05%	16	0	0
LOWER LEVEL (ON-STREET)					
PARKED AFTER THE EXPIRY OF PAID FOR TIME	1,305	3.71%	1,305	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	2,820	8.01%	2,820	0	0
PARKED WITH PAYMENT MADE TO EXTEND THE STAY BEYOND INITIAL TIME	2	0.01%	2	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	2,301	6.53%	2,301	0	0
RE-PARKED IN THE SAME PARKING PLACE OR ZONE WITHIN ONE HOUR* OF LEAVING	34	0.10%	34	0	0
NOT PARKED CORRECTLY WITHIN THE MARKINGS OF THE BAY OR SPACE	106	0.30%	106	0	0
PARKED FOR LONGER THAN PERMITTED	3,396	9.64%	3,396	0	0
HIGHER LEVEL (OFF-STREET (CAR PARKS))					
PARKED IN A LOADING AREA DURING RESTRICTED HOURS WITHOUT REASONABLE EXCUSE	0	0%	0	0	0
PARKED IN A RESTRICTED AREA IN A CAR PARK	27	0.08%	0	0	27
PARKED IN A PERMIT BAY WITHOUT CLEARLY DISPLAYING A VALID PERMIT	35	0.10%	0	0	35
PARKED IN A DESIGNATED DISABLED PERSON'S PARKING PLACE WITHOUT DISPLAYING A VALID DISABLED PERSON'S BADGE IN THE PRESCRIBED MANNER	88	0.25%	0	0	88
PARKED IN A CAR PARK OR AREA NOT DESIGNATED FOR THAT CLASS OF VEHICLE	2	0.01%	0	0	2

PENALTY CHARGE NOTICES ISSUED BY CONTRAVENTION					
CONTRAVENTION CODE	TOTAL ISSUED	PERCENTAGE	DIRECT ISSUE - ON STREET	POSTAL ISSUE - APPROVED DEVICE	DIRECT ISSUE - OFF STREET
LOWER LEVEL (OFF-STREET (CAR PARKS))					
PARKED AFTER THE EXPIRY OF PAID FOR TIME	400	1.14%	0	0	400
PARKED IN A CAR PARK WITHOUT CLEARLY DISPLAYING A VALID PAY & DISPLAY TICKET OR VOUCHER OR PARKING CLOCK	1,845	5.24%	0	0	1,845
PARKED WITH ADDITIONAL PAYMENT MADE TO EXTEND THE STAY BEYOND TIME FIRST PURCHASED	0	0%	0	0	0
PARKED BEYOND THE BAY MARKINGS	259	0.74%	0	0	259
RE-PARKED WITHIN ONE HOUR* OF LEAVING A BAY OR SPACE IN A CAR PARK	0	0%	0	0	0

Appendix B - Bus Lane Penalty Charge Notices - By Street

PENALTY CHARGE NOTICES ISSUED BY LOCATION	2015/2016	PERCENTAGE
A329 KINGS ROAD (WEST TO EAST)	1,477	1.51%
A329 WOKINGHAM ROAD	2,431	2.48%
ACCESS ROAD (NORTHBOUND)	481	0.49%
ACCESS ROAD (SOUTHBOUND)	1,875	1.91%
BASINGSTOKE ROAD (NORTHBOUND)	1,047	1.07%
BASINGSTOKE ROAD (SOUTHBOUND)	6,070	6.20%
BATH ROAD	911	0.93%
BLAGRAVE STREET (EAST TO WEST SECTION)	5,393	5.51%
BRIDGE STREET	0	0.00%
FRIAR STREET (EAST BOUND)	6,613	6.75%
FRIAR STREET (WEST BOUND)	8,377	8.55%
GUN STREET	0	0.00%
GWEAL AVENUE (EASTBOUND)	39	0.04%
GWEAL AVENUE (WESTBOUND)	29	0.03%
HEMDEAN ROAD	4,436	4.53%
KING'S ROAD	790	0.81%
LINDESFARNE WAY (WESTBOUND)	1,008	1.03%
LINDESFARNE WAY (EASTBOUND)	1,124	1.15%
LONDON STREET (NORTHERN SECTION)	8,865	9.05%
LONDON STREET (SOUTH)	0	0.00%
MINSTER STREET (WESTBOUND)	15,246	15.56%
NORCOT ROAD (EAST BOUND)	946	0.97%
OXFORD ROAD	1,953	1.99%
SOUTHCOTE LANE	3,884	3.96%
ST MARYS BUTTS (NORTHBOUND)	7,254	7.40%
STANSHAW ROAD	3,204	3.27%
THE FORBURY	288	2.95%
TROOPER POTTS WAY (NORTH TO SOUTH)	545	0.56%
TROOPER POTTS WAY (SOUTH TO NORTH)	221	0.23%
VASTER ROAD (EAST SIDE SOUTHBOUND)	5,794	5.91%
VASTER ROAD (NORTHSIDE 1)	590	0.60%
VASTER ROAD (NORTHSIDE 2)	2,673	2.73%
VASTER ROAD (WEST SIDE NORTHBOUND)	1,799	1.84%
WEST STREET	0	0.00%

Appendix B - Bus Lane Penalty Charge Notices - Comparison

PENALTY CHARGE NOTICES ISSUED BY LOCATION	2014/2015	2015/2016	CHANGE PREVIOUS YEAR
A329 KINGS ROAD (WEST TO EAST)	1,337	1,477	10%
A329 WOKINGHAM ROAD	2,013	2,431	21%
ACCESS ROAD (NORTHBOUND)	236	481	104%
ACCESS ROAD (SOUTHBOUND)	1,474	1,875	27%
BASINGSTOKE ROAD (NORTHBOUND)	577	1,047	81%
BASINGSTOKE ROAD (SOUTHBOUND)	6,574	6,070	-8%
BATH ROAD	944	911	-3%
BLAGRAVE STREET (EAST TO WEST SECTION)	5,750	5,393	-6%
BRIDGE STREET	0	0	N/A
FRIAR STREET (EAST BOUND)	7,677	6,613	-14%
FRIAR STREET (WEST BOUND)	5,863	8,377	43%
GUN STREET	0	0	N/A
GWEAL AVENUE (EASTBOUND)	966	39	-96%
GWEAL AVENUE (WESTBOUND)	823	29	-96%
HEMDEAN ROAD	3,514	4,436	26%
KING'S ROAD	687	790	15%
LINDESFARNE WAY (WESTBOUND)	N/A	1,008	N/A
LINDESFARNE WAY (EASTBOUND)	N/A	1,124	N/A
LONDON STREET (NORTHERN SECTION)	8,652	8,865	2%
LONDON STREET (SOUTH)	0	0	N/A
MINSTER STREET (WESTBOUND)	11,594	15,246	31%
NORCOT ROAD (EAST BOUND)	588	946	61%
OXFORD ROAD	3,693	1,953	-47%
SOUTHCOTE LANE	2,569	3,884	51%
ST MARYS BUTTS (NORTHBOUND)	6,580	7,254	10%
STANSHAW ROAD	3,187	3,204	1%
THE FORBURY	2,719	288	-89%
TROOPER POTTS WAY (NORTH TO SOUTH)	N/A	545	N/A
TROOPER POTTS WAY (SOUTH TO NORTH)	N/A	221	N/A
VASTEREN ROAD (EAST SIDE SOUTHBOUND)	6,685	5,794	-13%
VASTEREN ROAD (NORTHSIDE 1)	561	590	5%
VASTEREN ROAD (NORTHSIDE 2)	3,233	2,673	-17%
VASTEREN ROAD (WEST SIDE NORTHBOUND)	1,576	1,799	14%
WEST STREET	0	0	N/A