



# Annual **PARKING REPORT** 2022/2023



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# Introduction

## Welcome to Buckinghamshire Council's Annual Parking Report.

The purpose of the report, which has been introduced in line with Part 6 of the Traffic Management Act 2004 (TMA04), is to provide factual information regarding our parking service, up to date information on the parking facilities, and general information on parking throughout the county of Buckinghamshire.

One of the Council's priorities is to ensure that the enforcement of parking restrictions is transparent, consistent and fair. We recognise that openness and accountability is critical to gaining public support and by publishing our Annual Parking Report, we hope that our customers will be aware of our dedication to improving the parking regime for residents, businesses, and visitors to Buckinghamshire.

In addition to parking data, the report provides information regarding forthcoming changes to the car park provision.

We thank you for taking the time to read this report. We hope you find the contents interesting, and that it will give you a better understanding of the parking service we provide



## Parking facts



**84**  
car parks across  
Buckinghamshire



**10,998**  
off-street parking  
bays – including **436**  
disabled bays



**7,400**  
on-street parking bays  
(approx.)



**20 on-street**  
**179 off-street**  
EV charging bays, with  
a further 40 in progress



**5.4 million**  
visits to car parks supporting  
the local high streets, visitors  
and commuters



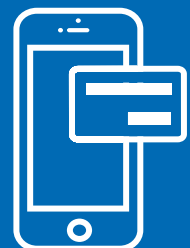
**54**  
Residents' parking  
zones



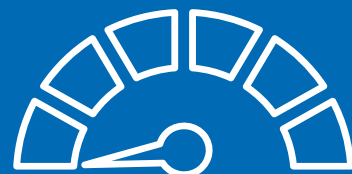
**6,930**  
correspondence  
items dealt with  
during 2022/23

**75%**

of customers across  
all locations pay by  
RingGo or card as  
opposed to cash



On average drivers  
spend **17 hours a**  
**year** searching for a  
parking space

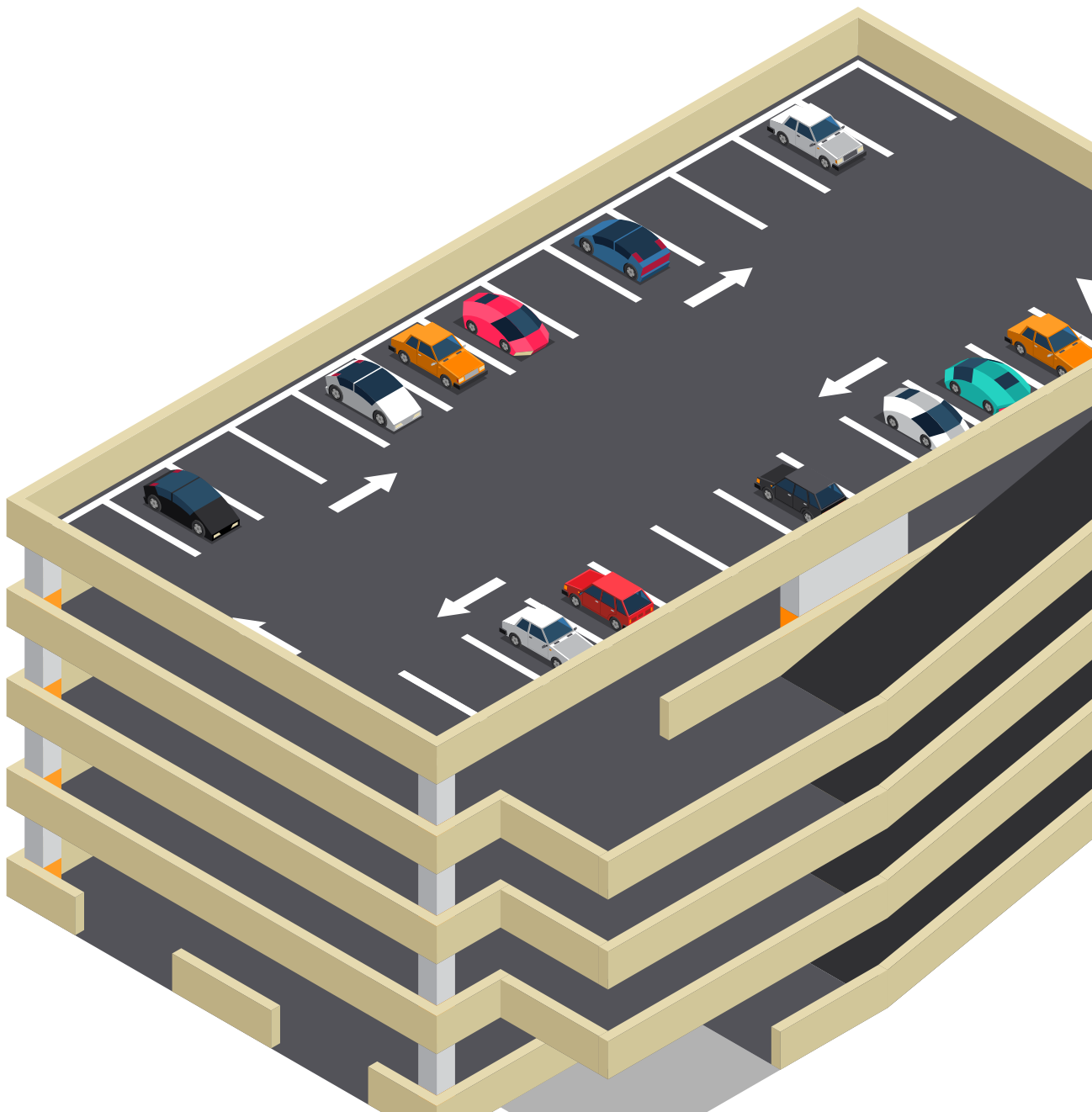


Nationally the average  
vehicle spends **95%** of  
the time parked

# Aims and Objectives

Parking provision and management is a key element of the Local Transport Plan and whilst parking restrictions are rarely popular with motorists, a large population and regular vehicle movements across the authority mean that without them there would be significantly higher levels of congestion (even gridlock), frustration, stress, and potentially an increase in the number of accidents.

The management of parking is therefore pivotal in supporting the highway network. It enables the Council to effectively manage access to the kerbside as well as balance the demand for on-street parking for businesses, residents, and visitors, whilst supporting the safe and efficient movement of traffic. In addition, it supports the supply and demand requirements for off-street parking, facilitating a turnover of available parking spaces for shoppers/visitors to the high street, thus supporting local businesses.



# Performance

Provided below is statistical and financial performance of the Parking Service during 2022/23. It includes income and expenditure, as well as a break of the number of Penalty Charge Notices issued including information around appeals and debt recovery.

## Statistics

There are two levels of PCNs, which are determined by the seriousness of the contravention: Higher £70 (£35 if paid within 14 days of issue), Lower £50 (£25 if paid within 14 days of issue). The tables below set out the PCNs issued in 2022/23, broken down into higher/lower level PCNs and per contravention. Appeal information is also provided.

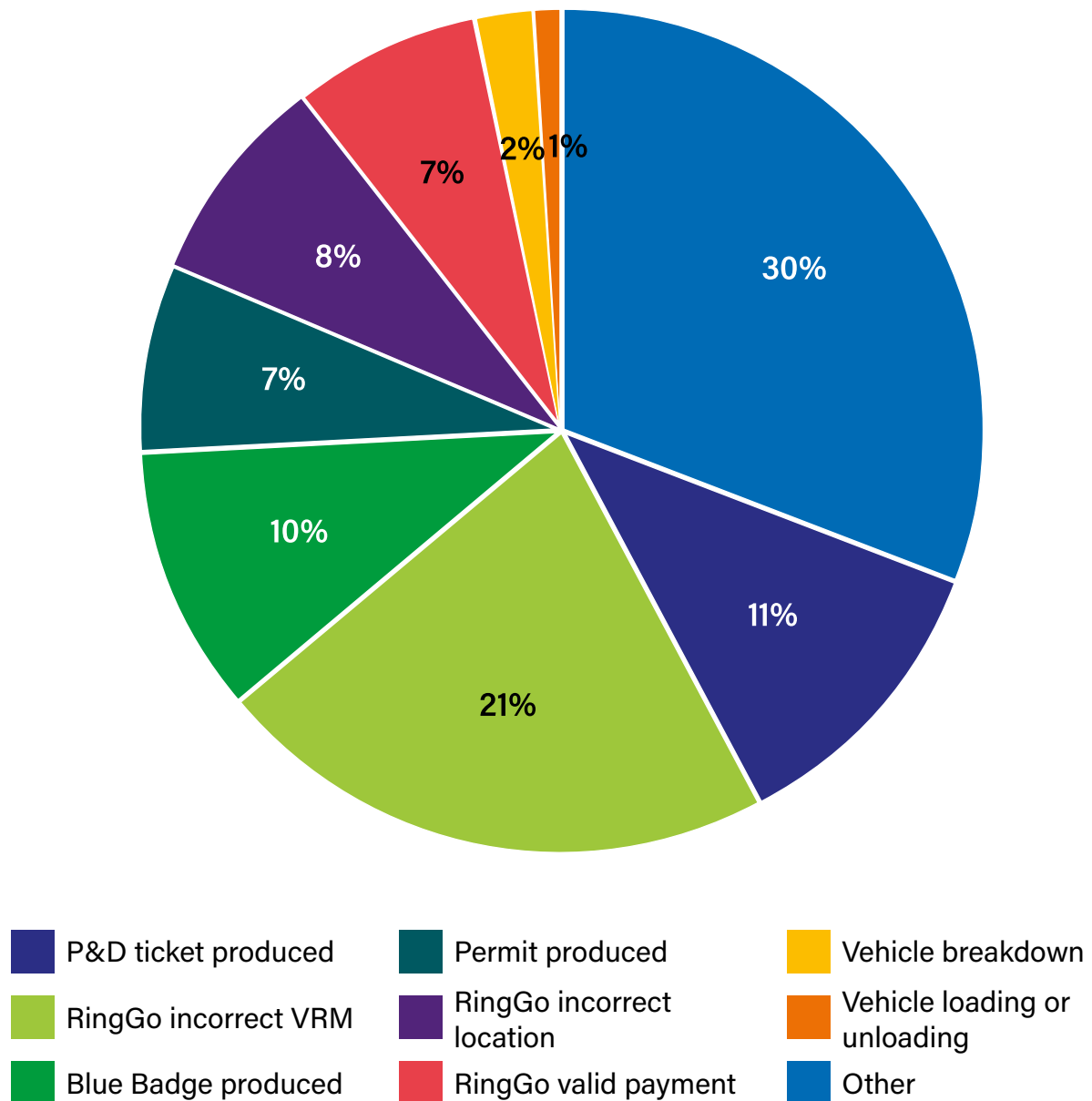
Lower level contraventions	
83 - Parked without clearly displaying	6,905
30 - Parked longer than permitted	2,515
06 - Parked without clearly displaying	1,530
73 - Parked without payment	921
82 - Parked after expiry	393
24 - Not parked correctly	291
71 - Parked in electric vehicle bay	187
05 - Parked after payment expired	151
86 - Parked beyond the bay markings	85
19 - Parked in a resident's place	37
80 - Parked longer than permitted	28
95 - Parked without purpose	10
22 - Re-parked in the same space	6
07 - Feeding the meter	3
84 - Feeding the meter	1



Higher level contraventions	
01 - Parked in a restricted street	8,091
16 - Parked in a permit place	3,204
40 - Disabled persons parking place	1,532
02 - Loading in a restricted street	1,530
25 - Parked in a loading place	986
45 - Taxi rank	658
23 - Wrong class of vehicle	655
21 - Parked in a suspended bay	527
12 - Parked in a resident's place	504
47 - Restricted bus stop or stand	348
99 - Pedestrian crossing	310
87 - Parked in a disabled persons bay	265
81 - Parked in a restricted area	251
27 - Dropped footway in a SEA	99
85 - Parked in a permit bay	98
62 - Footway parking	79
26 - Double parking in a SEA	33
46 - Clearway	17
92 - Obstruction	14
48 - Restricted school area	10
49 - Cycle track or lane	9
70 - Parked in a loading area	6
89 - Wrong size of vehicle	1
91 - Wrong class of vehicle	1

PCN summary 2022/23	On-street	Off-street
Total PCNs issued	22,815	9,476
Number of higher level PCNs	18,282	946
Number of lower level PCNs	4,533	8,530
Number of PCNs against which an informal or formal representation was made	2,574	3,909
Number of PCNs cancelled as result of an informal or formal appeal	1,158	779
Number of PCNs written off for other reasons	28	207
Number of PCNs live at time of report	5,899	1,062

## Top cancellations reasons



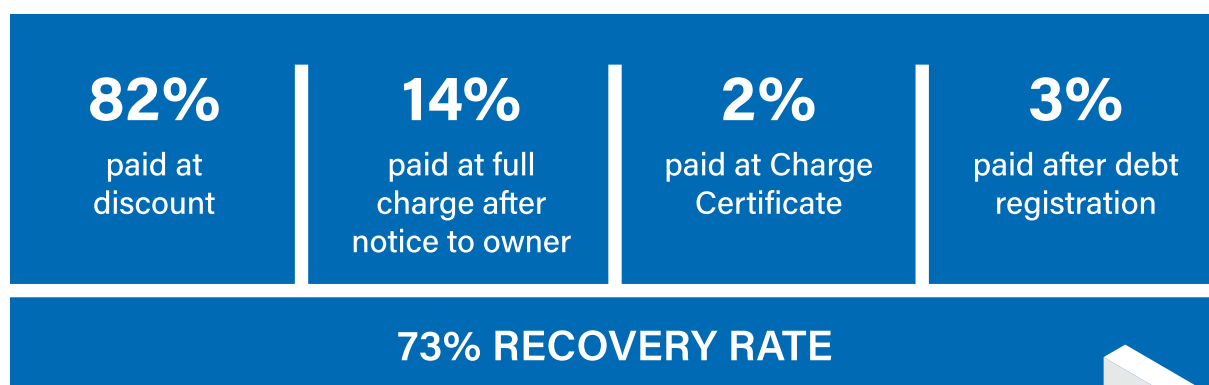
## Traffic Penalty Tribunal

Included in the statistics above are 75 cases that were registered with the Traffic Penalty Tribunal (TPT). Of these, 12 were not contested, 26 were allowed by the Adjudicator, 35 were dismissed by the Adjudicator and 2 were closed due to being duplicate cases registered.

Should an Adjudicator find in favour of a motorist the Council would review all feedback from TPT to ensure the Council continually delivers a robust enforcement regime that is fair, transparent and meets the needs of the community.

## Recovery of Penalty Charge Notices

The below shows the recovery of Penalty Charge Notices for 2022/23 broken down into the various payment stages. This details Penalty Charge Notices paid at discount, in full, upon issuance of a Charge Certificate and after being registered as a debt at the Traffic Enforcement Centre.



## Parking account 2022/2023

Parking account 2022/23	Off-street	On-street	Total
Daily charges	£6,356,024	£532,924	£6,888,949
Permits/Season Tickets/ Suspensions/Dispensations	£408,479	£310,333	£718,811
Penalty Charge Notice	£154,284	£726,935	£881,219
Expenditure	£5,367,674	£1,273,355	£6,641,029
Surplus / (-deficit)	£1,551,113	£296,837	£1,847,950





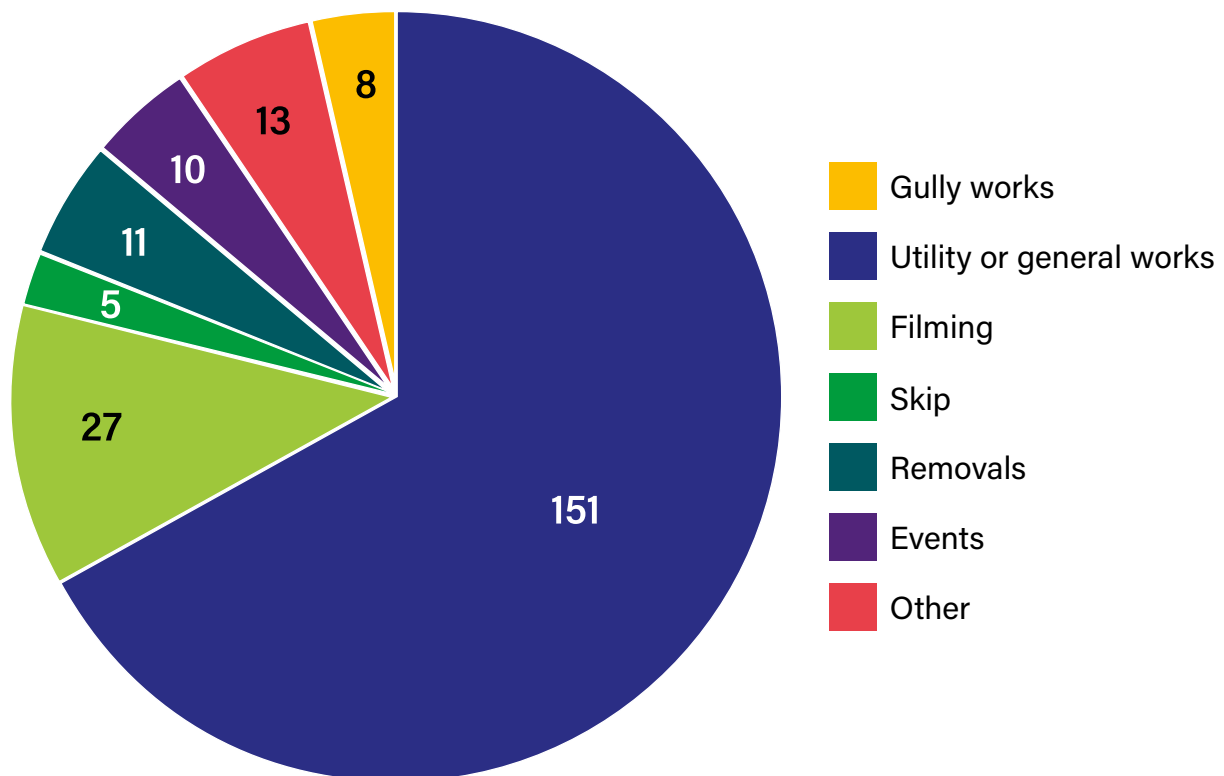
# Suspensions and Dispensations

## Suspensions

A parking suspension is where normal activity on a parking bay is suspended to allow planned activity to take place. This may include, filming, utility works, highway gully works, facilitating road closures, or ad hoc requests such as a requirement to place a skip on the highway, facilitate furniture removals, and/or maintenance works. Bays that can be suspended are pay and display bays, limited waiting bays, specific user bays, resident bays, and any space where it is legal to park and does not cause an obstruction.

Upon a request being received, an assessment will be undertaken to determine whether the location and timescales are suitable, whether there are any other works in the area, as well as the impact on the local community, ensuring disruption is kept to a minimum.

During 2022/23, the Council authorised 225 suspensions across Buckinghamshire. The chart below shows how many suspensions were issued for each category.



## Dispensations

A parking dispensation is where a specific vehicle is permitted to park for a limited amount of time where parking restrictions are in place, for example, double yellow lines. This is usually to carry out essential works or activity where it is necessary for a vehicle to be parked in close proximity to the building/site. Applications will not normally be considered where there is reasonable alternative off-street parking nearby (for example a public car park), or if the reason the application is being made is deemed to be for convenience rather than necessity.

A minimum 24-hour notice period is required; extending to 48/72/96 hours if making a request on the weekend, or where there is a bank holiday.

For more information on suspensions and dispensations including how to apply for one, please visit Buckinghamshire Council's [website](#).

## Vehicle removals

Vehicles abusing parking restrictions have a significant impact on the county. To address these issues the Council has introduced a Vehicle Removal Policy. The policy, which is specific to On-Street, **supports essential highway works, enabling the Council to carry out statutory highway functions** whereas previously they may have been delayed due to vehicle obstruction as a result of:

- Events - enabling the area to be kept clear supporting road closures.
- Filming activity and reducing the potential for delays.
- Designated reserved bays for those most vulnerable being abused.
- Parking supply and demand issues effecting the high street/residents/visitors.

The above list is not exhaustive.

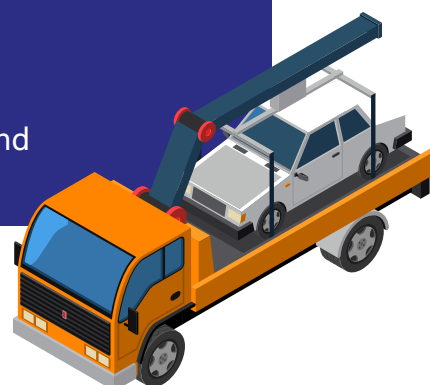
The Council is also utilising its powers in accordance with TMA04 to adopt the Vehicle Removal Policy to tackle persistent evaders. A persistent evader is defined by the Department for Transport as having three or more recorded contraventions for the vehicle and the penalties for these have not been paid, represented, or appealed against, within the statutory time limits, or the representations and appeals have been rejected but payment has not been received.

Full details of the policy can be found on the Council [website](#).

Since this policy was introduced in 2021:

**15** vehicles have been lifted

**8** vehicles were logged to be lifted – the owner returned and moved the vehicle before the recovery vehicle arrived



# Appeals Process

Once a PCN has been issued, it is the 'owner' of the vehicle involved who is legally obliged to pay the penalty charge. The 'owner' means the person by whom the vehicle is kept, which in the case of a vehicle registered under the Vehicle Excise and Registration Act 1994 (c.22) is presumed (unless the contrary is proved) to be the person in whose name the vehicle is registered at the DVLA. It is therefore essential that any changes of vehicle ownership are immediately notified to the DVLA.

When allowing other persons to use their vehicles, vehicle owners should bear in mind that it is still they, the vehicle's owner and not the vehicle's driver who is liable to pay any penalty charges incurred in respect of parking contraventions.

The only exceptions are: the vehicle was on hire at the time the PCN was issued and an authentic and signed hire agreement is in place; or the vehicle had been taken without consent and the theft has been report to the Police and a crime reference number has been obtained.

In accordance with the TMA04, a PCN may be paid at a discounted rate of 50% if it is paid within 14 days from the date a PCN is issued, or a challenge, otherwise known as informal appeal, is submitted within the same timeframe.

A PCN may be disputed at three stages:

## Informal

An informal challenge can be made against a PCN within 28 days of the PCN being issued. If the challenge is rejected, but the appeal was received within 14 days of the PCN being issued, the discount rate will apply for up to 14 days from the date the rejection letter is sent.

## Useful links

- [Traffic Penalty Tribunal](#)
- [PATROL](#)

## Formal

If a PCN remains unpaid and a Notice to Owner is served, there is a period of 28 days whereby a formal appeal, otherwise known as a Representation, can be made. If the representation is rejected, the Notice of Representation will include details how to appeal at the third stage, which is to the Traffic Penalty Tribunal.

## Traffic Penalty Tribunal

The Traffic Penalty Tribunal (TPT) is governed by the Parking and Traffic Regulations outside London (PATROL) committee. TPT adjudicators are independent lawyers, appointed with the consent of the Lord Chancellor. The role of an adjudicator is to decide appeals against PCNs issued by local authorities.

Informal and Formal appeals are dealt with by the Council's in house specialist appeals team. Each member of the team has been trained to national qualification standard and is able to review cases objectively, whilst considering the facts of the PCN, alongside any mitigating circumstances.

All appeals are dealt with in a fair, transparent, and equitable manner.

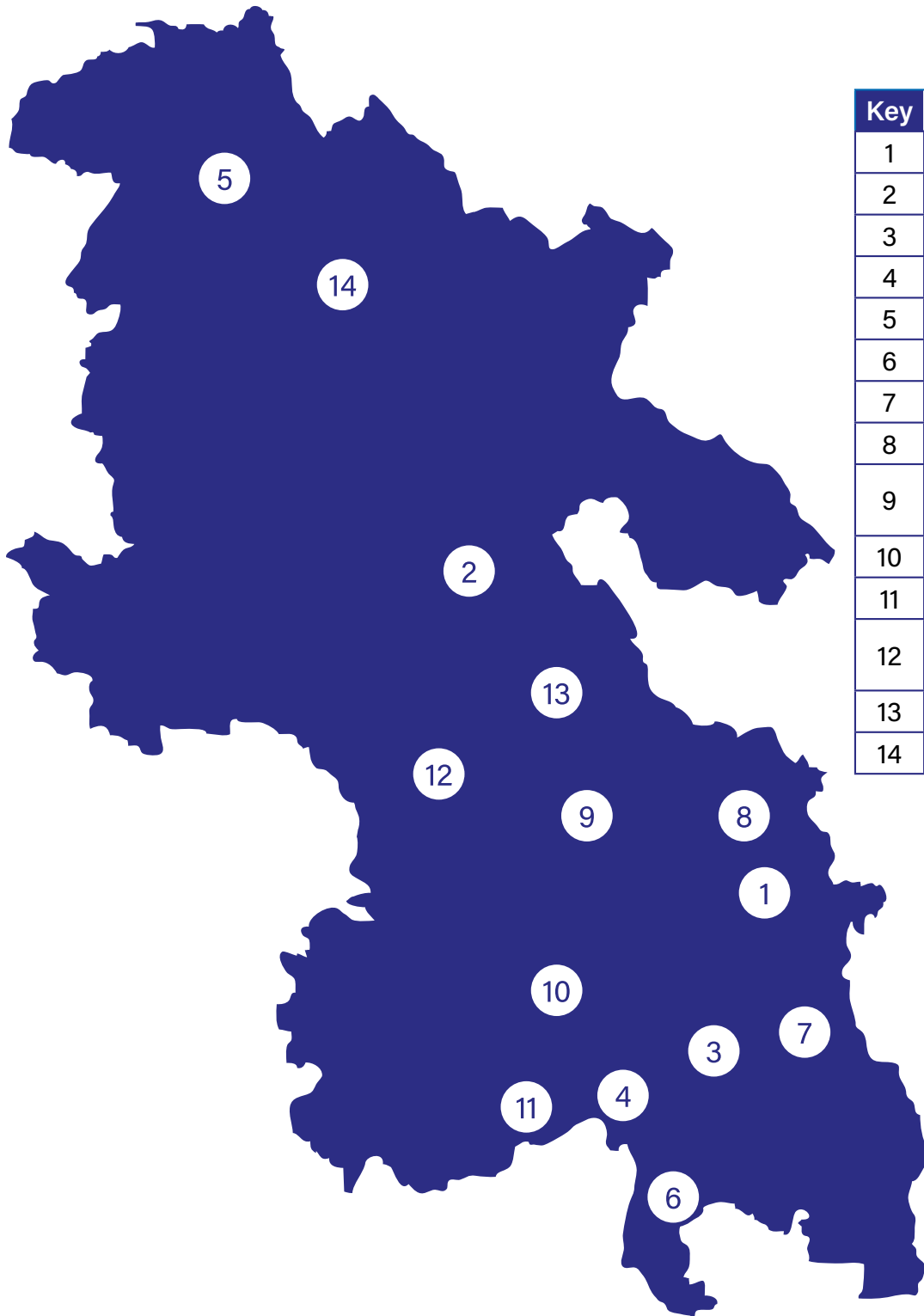


More information on the appeals process can be found on the Council's [website](#).



# Parking Provision

## Overview of the off-street parking locations and capacity levels



Key	Area	Spaces
1	Amersham	1,702
2	Aylesbury	2,446
3	Beaconsfield	640
4	Bourne End	82
5	Buckingham	453
6	Burnham	148
7	Chalfonts	294
8	Chesham	221
9	Great Missenden & Prestwood	160
10	High Wycombe	2,018
11	Marlow	832
12	Princes Risborough	220
13	Wendover	71
14	Winslow	89

# Payment Methods

The Council provides various payment methods within both its off-street car parks and on-street parking bays.

The provision varies by location, however payment by cash, contactless card and telephone are provided. For further details on specific locations please visit the Council [website](#).

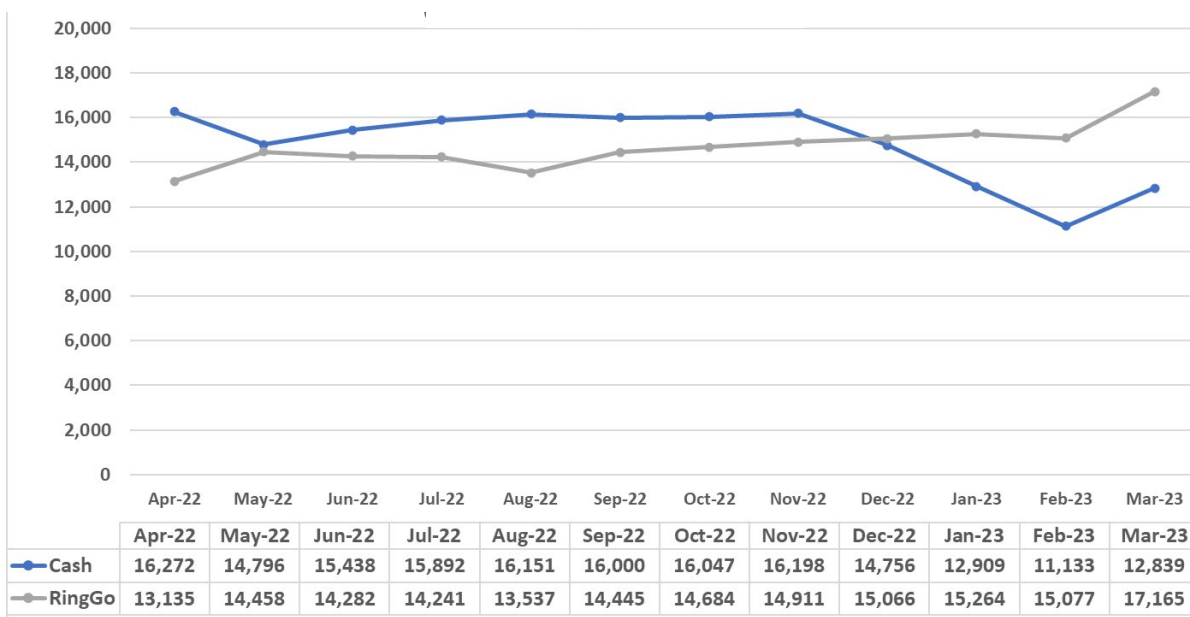
The option to pay by telephone is provided in all our pay and display car parks and on-street pay and display bays via RingGo.

The RingGo service provides a quick, easy and convenient method of paying for your parking sessions via telephone, text or mobile app. It eliminates the need to carry the correct change and there is no more queuing at the payment machines. A small convenience fee is payable for each parking session. For further information and to create an account up please visit the RingGo [website](#).

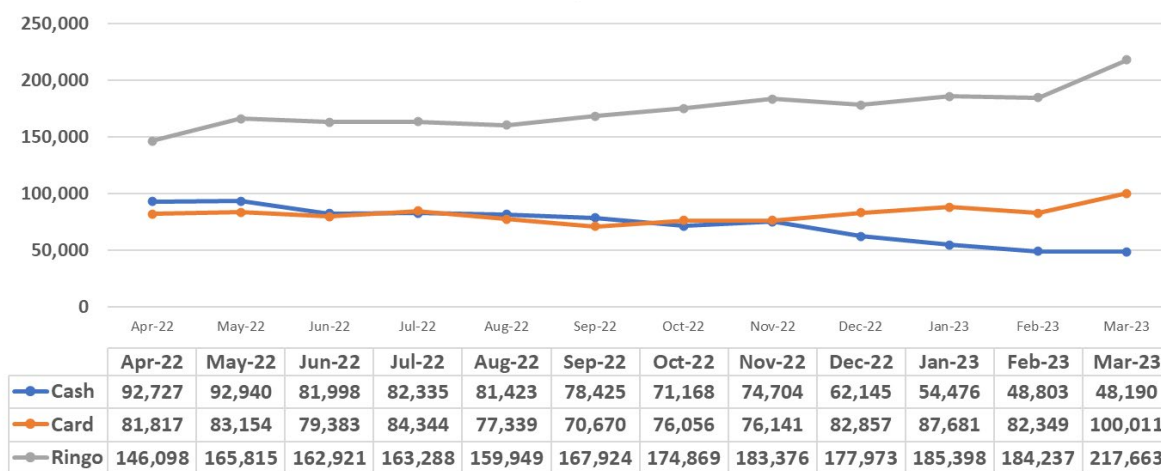
Since the pandemic and continuing into 2022/23 there has been a change to the way customers pay for parking. The charts below show the change between cash, card, and RingGo. The trend is still fluctuating and we are monitoring the curve closely to assess what a future payment model may look like. In the meantime, recognising the increase in demand for card payments we have rolled out a programme of works to introduce cashless card payments in car parks. The new machines also replace the old machines, particularly across Amersham, Chesham and High Wycombe where faults have been occurring on a regular basis. The Council is intending to update further machines in the same way across Buckinghamshire.



## On-street payment methods



## Off-street payment methods



## Permit parking

### Season tickets

In addition to customers being able to pay to park on a daily basis, the Council offers a variety of digital Season Tickets and Business Permits via the MiPermit platform; these are discounted against the daily paying charge. On-street permits are also available to assist residents, businesses and local workers. Further information including prices can be viewed at the Council [website](#).

### Resident permits

Across the county there are a number of Resident Parking Schemes. The purpose of these schemes is to ensure that residents (and their visitors) who do not have access to 'off-street' parking facilities are able to park their vehicles in close proximity to their residences. In addition, the scheme discourages non-residents and commuters from parking all day in areas where parking is limited. Once a scheme is in place the MiPermit platform can be used to purchase a permit. Information on the current resident parking zones can be found on the Council's digital Traffic Regulation Order located at the Traffweb [website](#).



## Park Mark

Park Mark, the safer parking award, is an initiative of the Association of Chief Police Officers (ACPO) designed to reduce criminal behaviour within the parking environment. The scheme is managed by the British Parking Association and is supported by the Home Office and all the Police Forces in England, Scotland, Wales and Ireland.

To obtain the award an investigation is carried out by the police to assess the facilities in place and to ensure the parking area is of a high standard in relation to cleanliness, signage, surveillance and lighting. Once the police are satisfied that the parking area sufficiently meets the appropriate standards and that it is correctly managed and maintained, the safer park mark status will be awarded. To ensure car parks continue to meet the required criteria the award is renewed on a yearly basis following a re-assessment.

The Council is pleased to announce that all of Chiltern, South Bucks, and Aylesbury car parks have been awarded the safer Park Mark status. The Council's Wycombe area car parks do not currently hold the Park Mark award due to legacy council arrangements. We are intending to achieve the awards in these car parks to ensure consistency across Buckinghamshire.



# Parking for Specific Users

## Electric vehicles

We have been working to increase the number of publicly accessible EV charge points in Buckinghamshire. In 2023, so far we have installed new charge points serving 88 parking bays in our managed car parks, and have plans to install charge points serving a further 40 bays in the coming months.

The works includes the below areas, with each charge point equating to two charging bays:

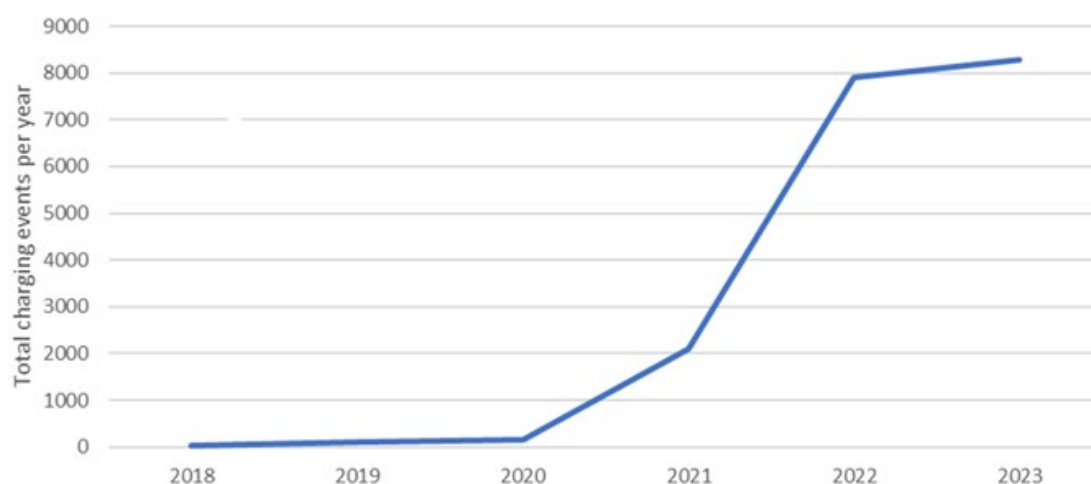
- Aylesbury - 4 points
- Beaconsfield - 8 points
- Buckingham - 4 points
- Burnham - 4 points
- Farnham Common - 4 points
- Gerrards Cross - 8 points
- High Wycombe - 12 points
- Marlow - 12 points
- Prestwood - 4 points
- Wooburn - 4 points

These were partly funded by the Office for Zero Emission Vehicles' (OZEV) On-Street Residential Charge point Scheme (ORCS). Once all of these new charge points are in place, Buckinghamshire Council will have facilitated installation of a total of 232 EV parking bays, both on-street and in car parks.

There is currently a total of 267 publicly accessible charge points in Buckinghamshire, an increase of 42% over the same point a year ago. 51 of these are 'rapid' 50kW+ charge points. In addition to our current round of charge point installations, we have plans to submit a further bid to ORCS later this year, and are working on an OZEV Local Electric Vehicle Infrastructure (LEVI) fund-supported EV demonstration project.

In terms of demand, we are also seeing a rapid increase in the number of charging events per month at our managed charge points. The number of charging events at our facilitated charge points almost quadrupled between 2021 and 2022. We have already seen more charging events in 2023 compared to 2022.

## Buckinghamshire Council-facilitated chargepoint uses to date





# The Blue Badge Scheme

## Concessions

The Blue Badge scheme is a national initiative to help people with disabilities to park close to their destination, either as a passenger or driver.

The concessions of the scheme apply to on-street parking - details of where you can and cannot park is provided in the Blue Badge Scheme: Rights and Responsibilities in England. This can be found on the Government [website](#).

Off-street parking concessions vary from town to town and it is up to the car park owner as to whether concessions of the Blue Badge are available. Here in Buckinghamshire we allow Blue Badge holders to park for free in our car parks. Please see more information on our 'Find a council car park' page on the Council [website](#).

## Renewal/general enquiries

For information on applying for a Blue Badge or queries around a renewal, please visit the Council [website](#).

Alternatively, the team can be contacted via telephone on 01296 382 902, or by writing to Blue Badge Applications, Buckinghamshire Council, 5th Floor, Walton Street Offices, Walton Street, Aylesbury, Buckinghamshire HP20 1UA.

## Blue Badge abuse

The badge is for the sole use of the person named on it. It must only be displayed if the badge holder is travelling in the vehicle as a driver or passenger, or if someone is collecting them or dropping them off. The badge may not be used by other people to do something on the badge holder's behalf, such as shopping or collecting something for them, unless the badge holder is travelling with them.

**It is a criminal offence to misuse a Blue Badge and doing so can lead up to a £1,000 fine.**

One of our priority enforcement aims is to ensure that Blue Badge holders are not inconvenienced by unauthorised users of Blue Badges. If you witness abuse taking place, please report this to us via the Council [website](#) and we will investigate.

To further support, our Civil Enforcement Officers may also ask to inspect a badge in accordance with 'power to inspect', introduced by the Department for Transport.

# Moving Traffic Enforcement

In June 2022, Buckinghamshire Council adopted powers previously held by the police which allows enforcement of moving traffic offences. These powers make full use of Part 6 of The Traffic Management Act, 2004.

CCTV traffic enforcement cameras have been placed at sites where historical data suggests there is a problem with vehicles which contravene driving restrictions creating potential dangers to both pedestrians and other road users.

All legal signage is in place where enforcement by CCTV cameras is taking place. Buckinghamshire Council has also installed additional black and white traffic camera enforcement signs at approaching the restriction, together with additional traffic camera enforcement signs to heighten awareness that camera enforcement is taking place. As of June 2023, 8 sites went live for enforcement.

Below shows the signage in place at the locations currently being enforced:



**Code 51j. Failing to comply with a no entry restriction**

Castle Street, High Wycombe  
High Street, Buckingham



**Code 52g. Failing to comply with a prohibition on certain types of vehicle**

Well Street, Buckingham



**Code 50r. Performing a prohibited turn**

Whielden Lane, Amersham  
Lower Road, Stoke Mandeville  
Gore Hill, Amersham



**Code 31j. Entering and stopping in a box junction when prohibited**  
(box junctions are indicated by the road markings and do not require signage)

Packhorse Road, Gerrards Cross  
Marlow Hill, High Wycombe

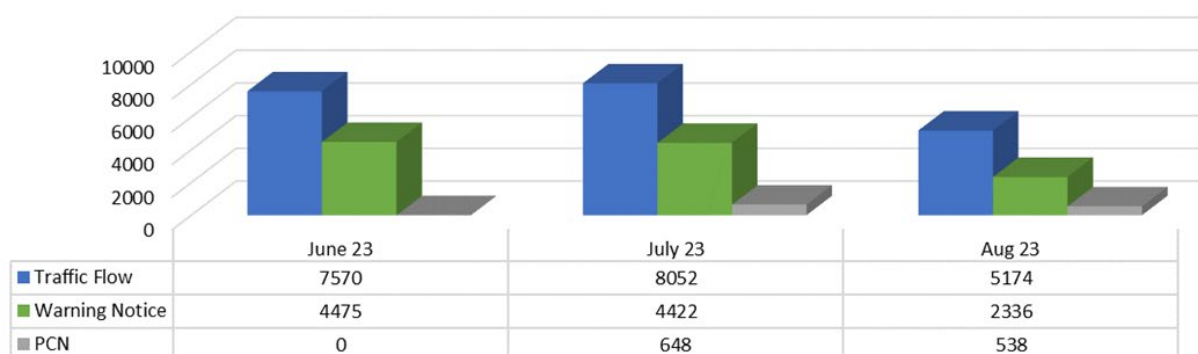


## Statistics overview (as of August 2023)

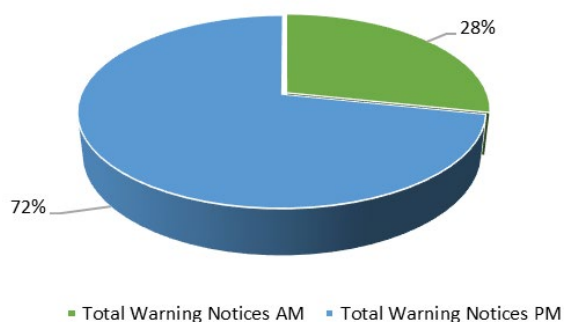
Please see below an overview across all sites of the traffic flow through the restrictions, warning notices and Penalty Charge Notices issued.

For every new location where a camera is installed, there is a six-month period where warning notices have to be issued for the first offence. Thereafter, a live Penalty Charge Notice (PCN) can be issued, subject to the warning notice having been served. Therefore, live PCNs began to be issued as July 2023.

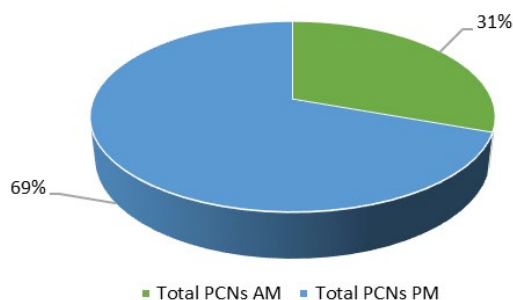
### Traffic flow vs Warning vs PCNs



### Total warning notices AM vs PM



### Total PCNs AM vs PM

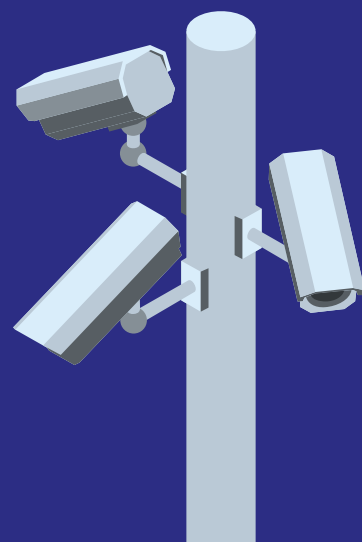


Where sufficient data has been available to make comparisons, since implementation of the enforcement cameras the below sites have seen a reduction in abuse of the restrictions.



Castle Street, High Wycombe – **53% reduction in abuse**  
 Lower Road, Stoke Mandeville – **56% reduction in abuse**  
 Marlow Hill, High Wycombe – **84% reduction in abuse**  
 Well Street, Buckingham – **29% reduction in abuse**

These reductions demonstrate the positive impact signage, warning notices and live PCNs issued are having.



# Traffic Regulation Orders

In most cases before enforcement is able to commence, a Traffic Regulation Order (TRO) must be in place. A TRO is the legal instrument by which parking, prohibition of movement and speed restrictions can be introduced. In accordance with the Road Traffic Regulation Act 1984, local authorities can implement TROs to regulate, restrict, or prohibit the use of a road or any part of the width of a road by vehicular traffic or pedestrians. There are many different types of TROs which are implemented for various reasons and can take effect at all times or during specified periods.

Requests can be made for parking controls throughout the year. The process once a request is received includes:

1. Initial checks to ensure an existing scheme is not already in progress and there are no known legal or Highway Code reasons that would prevent the scheme from going forward.
2. Technical assessment to evaluate potential impacts on road safety, accessibility, traffic congestion, the possibility of displacing a problem elsewhere. and the level of local support for the request.
3. A decision will be provided in writing. If the request is declined the reasons will be provided, which is usually due to either legal grounds or because a scheme is already being developed for the location. If the request has not been declined, then subject to funding being made available, the legal process will commence to introduce the TRO; this includes a statutory consultation.

Visit the [Buckinghamshire Council website](#) for further information on requesting parking controls.

## Digital platform for TROs

The Council has in recent years transformed its approach to TRO management. In 2020 we moved to a digital map-based solution for TROs. The solution, 'Traffweb', brings together both static (on and off-street parking restrictions) and moving traffic (including speed limits).

The digital platform enables the Council to view and amend the TROs digitally, making it a faster and more efficient platform for managing traffic orders. The system is also public facing enabling the police, residents, visitors etc, to view permanent and experimental TROs along with suspensions in one place. This removes the need to book an appointment with the Council to view a TRO at a Council Access Point, enabling viewing to take place at a time that is suitable to the enquirer and is not restricted to hours of opening. With the system being map based, it has the additional benefit of greater visibility on a street-by-street basis.

Traffweb is also a map based interactive public consultation tool, which holds consultation documents and allows the public to comment on specific locations or generally for any proposals. The Council will still place legal notices in the local newspapers, as currently this is still a legal requirement.

Visit the Traffweb [website](#) for more information.