

# **Swansea City Parking Services Annual Report 2019-20**

## **1. Introduction**

1.1 On the 1st of September 2008 the Welsh Government designated Swansea Council a Civil Enforcement Area for Parking Contraventions and a Special Enforcement Area. This removed the responsibility for the enforcement of 'on-street' parking contraventions from South Wales Police and place the onus of responsibility of the Council.

1.2 This document reports on the performance of the service from the 1st of April 2019 to the 31st of March 2020 i.e., the 2019 / 2020 budget year. The report identifies performance for enforcement operations both in car parks and on-street.

1.3 Working under the powers derived from Part 6 of the Traffic Management Act 2004 the following changes to parking operations in Swansea Council have taken place:

The enforcement of parking regulations is carried out by Civil Enforcement Officers (CEOs) who serve the notice on either the vehicle or the person the officers believes to be the driver at the time of the contravention. However, when the conduct of the driver towards the CEOs prevents the officer from serving it in this manner, or the driver, drives off prior to the officer having an opportunity to serve the notice, the notice will be served by post. Contraventions can be picked up by our CCTV (closed circuit television) camera vehicle, the contraventions are then reviewed by a qualified CEO (Civil Enforcement Officers) and the penalty notices sent by post to the registered keeper of the vehicle.

Penalty Charges vary dependent on the contravention; higher level contraventions incur a penalty of £70 or £35 if paid within 14 days, whilst lower-level contraventions incur a penalty of £50 or £25 if paid within 14 days. The level of a contravention code is set in legislation and not by the Council. Typically a higher-level contravention is for parking in a location that is not allowed such as on a yellow line; a lower-level contravention is for overstaying in a location where parking is allowed such as a limited waiting bay. A full breakdown of the contraventions by category is detailed below within the report for off-street (car parks) and for on-street enforcement.

Formal representations must be responded to within 56 days however the Council's target is to respond within 14 days.

Whilst the Council has a robust and transparent policy on the cancellation of penalty charge notices following the submission of challenges or representations, the Traffic Penalty Tribunal is the final arbitrator on all appeals and all the Council fully co-operates with the Tribunal. The Tribunal is a free and independent adjudication service that motorists can use after the formal representation stage within the appeals process.

The responsibility for the payment of Penalty Charge Notices rests with the owner of the vehicle. Unpaid notices are referred to the Traffic Enforcement Centre at

Northampton County Court who issue debt recovery orders. These orders are passed to an Enforcement Agency who are empowered to recover the debt on behalf of the Council.

1.4 Apart from the legislative requirements of the Traffic Management Act 2004 the service must ensure full compliance with the following Statutory Instruments/Regulations introduced by the Welsh Government, which are available to view at <http://www.legislation.gov.uk>

The Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013.

The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (Wales) Regulations 2013.

The Civil Enforcement of Road Traffic Contraventions (Approved Devices) (Wales) Order 2013.

The Civil Enforcement of Parking Contraventions (Guidelines on Levels of Charges) (Wales) Order 2013.

The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) Removed Vehicles (Wales) Regulations 2013.

The Civil Enforcement Officers (Wearing of Uniforms) (Wales) Regulations 2008.

The Removal and Disposal of Vehicles (Amendment) (Wales) Regulations 2008.

1.5 The service must ensure that our Enforcement Agents, who are appointed to recover unpaid penalty charge notices, comply with the requirements of:  
The Taking Control of Goods Regulations 2013: and

The Taking Control of Goods (Fees) Regulations 2014

These regulations can be viewed at <http://www.legislation.gov.uk>

1.6 Before any enforcement can take place a Traffic Regulation Order must be introduced which will clearly state the extent of the restriction that is in place. The Orders can be viewed at the following link on the Traffic Penalty Tribunal's website: <http://tro.parking-adjudication.gov.uk>

1.7 The statutory guidance to local authorities on the civil enforcement of parking contraventions issued by the Welsh Government requires each local authority to produce an annual report. This report forms an important part of accountability and the transparency given by regular and consistent reporting will help both elected Members and the public understand the processes adopted to manage parking throughout the Swansea area.

1.8 The following pages of this report contain information regarding on street and off-street activities during the reporting period and covers penalty charge notices issued,

correspondence dealt with including appeals and complaints, staffing levels and expenditure and income details. Further information regarding Parking Services can be found on our website at <http://www.swansea.gov.uk/parking> which includes a link to previous Annual Reports.

## 2. Off-Street Parking

2.1 Swansea Council has a total of 53 car parks listed in 'The Swansea Council (Off-Street, Parking Places) (Pay and Display) Consolidation Order 2008'.

2.2 Three City Centre multi-storey car parks are pay on exit whilst all other car parks are pay and display. In addition, there are two park and ride car parks located on the peripheries of the city, which operate as pay on foot car parks.

2.3 In addition to an enforcement role, the Parking Services section is responsible for the effective administration and maintenance of all car parks.

2.4 There are 86 payment stations located throughout the city and these are maintained by staff who are also responsible for the collection and reconciliation of the cash from these machines. During the 2019/20 budget year this totalled £4,605,786.77 including season tickets, staff parking and other miscellaneous income.

2.5 Car park charges vary with car parks designated as 'long stay,' 'short stay,' 'foreshore,' 'suburban' and 'city centre.' In addition, 13 car parks are currently identified as free. 2 car parks are designated for season ticket holders only and one solely for the use of blue badge holders.

2.6 During the reporting period a total of 15,700 Penalty Charge Notices were issued in respect of contraventions detected in our car parks. Table 1 below identifies the various contraventions split between the higher rate (£70) and lower rate (£50) contraventions.

**Table 1**

<b>Contravention Code</b>	<b>Contravention Description</b>	<b>Number of PCNs (Penalty Charge Notices) issued</b>
<b>Off Street - Higher Rate</b>		
70	Parked in a loading area	24
74	Parking for sale of goods	2
81	Parked in a restricted area	44
85	Parked in a permit bay	805
87	Disabled person's parking	595
91	Wrong class of vehicle	10
92	Obstruction	10

	<b>Total</b>	<b>1,490</b>
<b>Contravention Code</b>	<b>Contravention Description</b>	<b>Number of PCNs (Penalty Charge Notices) issued</b>
<b>Off Street - Lower Rate</b>		
80	Parked longer than permitted	142
82	Parked after payment expired	2,164
83	Parked without clear display	10,494
84	Feeding the meter	13
86	Parked beyond the bay markings	1,395
W83	Parked without clear display	1
	<b>Total</b>	<b>14,210</b>
<b>Higher and Lower Rate Off Street</b>	<b>Grand Total</b>	<b>15,700</b>

### 3. On-Street Parking

3.1 The variety of parking orders in place relating to parking restrictions throughout the City of Swansea presents a challenge to the enforcement staff due to the large geographical area.

3.2 Parking operations in the Swansea City area include enforcement of controlled parking zones such as in the city centre, St Thomas, and the Enterprise Park and Sandfields, many resident permit parking schemes, time restricted, loading, and disabled bays, pay and display bays and many single and double yellow line restrictions.

3.3 In January 2015 Swansea Council introduced a CCTV Camera Enforcement Vehicle to help where traditional methods of on-foot enforcement has not been effective in meeting our aim of reducing parking contraventions to ensure road safety is increased and congestion levels reduced. Before introducing the vehicle a wide-ranging publicity campaign was undertaken which included leaflets being given out to all school pupils.

3.4 During the reporting period a total of 54,158 on-street Penalty Charge Notices were issued, which included 8,866 issued by CCTV. Table 2 identifies the various contraventions for the reporting period split between higher rate (£70) contraventions and lower rate (£50) contraventions.

**Table 2**

<b>Contravention Code</b>	<b>Contravention Description</b>	<b>Number of PCN's issued</b>
<b>On Street - Higher Rate</b>		
01	Parked in a restricted street	5,237
02	Loading in a restricted street	2,554
06	Parked without clear display	222
12	Parked in a residents' place	6,577
14	Parked in an electric place	1
16	Parked in a permit space	787
20	Parked in a loading gap	1
21	Parked in a suspended bay	2
23	Wrong class of vehicle	66
25	Parking in a loading place	3,500
26	Double parked in a Special Enforcement Area (SEA)	180
27	Dropped footway in a SEA	547
40	Disabled person's parking	1,432
42	Police vehicles	1
45	Taxi Rank	336
46	Clearway	50
47	Restricted bus stop or stand	122
48	Restricted school area	39
49		1
99	Pedestrian crossing	91
	<b>Total</b>	<b>21,748</b>
<b>On Street - Lower Rate</b>		
05	Parked after payment expired	248
06	Parked without clear display	1,197
07	Feeding the meter	5
19	Parked in a residents' place	26
22	Re-parked in the same place	314
24	Not parked correctly	180

30	Parked longer than permitted	5,681
	<b>Total</b>	<b>7,651</b>

3.5 Penalty Charges Notices issued by post whereby it could not be served to the vehicle at the time of the contravention I.e., a vehicle drives away.

**Table 3**

<b>Contravention Code</b>	<b>Contravention Description</b>	<b>Number of PCN's issued</b>
<b>Off Street - Higher Rate</b>		
81	Parked in a restricted area	1
87	Disabled person's parking	2
	<b>Total</b>	<b>3</b>
<b>Off Street - Lower Rate</b>		
83	Parked without clear display	8
86	Parked beyond the bay markings	1
	<b>Total</b>	<b>9</b>
<b>On Street- Higher Rate</b>		
01	Parked in a restricted street	23
02	Loading in restricted street	72
06	Parked without clear display	1
12	Parked in a residents' place	10
16	Parked in a permit space	1
25	Parked in a loading place	15
26	Double parking in a Special Enforcement Area (SEA)	2
27	Dropped footway in a SEA	3
40	Disabled person's parking	9
45	Taxi Rank	6
47	Restricted bus stop or stand	2
48	Restricted school area	6
99	Pedestrian crossing	5
	<b>Total</b>	<b>155</b>

<b>On Street – Lower Rate</b>		
<b>06</b>	Parked without clear display	2
<b>22</b>	Re-parked in the same place	3
<b>30</b>	Parked longer than permitted	21
	<b>Total</b>	<b>26</b>
<b>Higher and Lower Rate</b>	<b>Total for Penalty Charges Notices issued by post</b>	<b>193</b>

3.6 Penalty Charge Notices issued by the camera vehicle are shown below in Table

**Table 4**

<b>Contravention Code</b>	<b>Contravention Description</b>	<b>Number of PCN's issued</b>
<b>Wales – On – Higher Rate</b>		
02J	Loading in restricted street	4,675
45J	Taxi rank	1,383
46J	Clearway	159
47J	Restricted bus stop or stand	1,500
48J	Restricted school area	363
99J	Pedestrian crossing	786
	<b>Total</b>	<b>8,866</b>

#### **4. Summary of all Penalty Charge Notices issued**

**Table 5**

	<b>Off-Street Lower Rate</b>	<b>Off-Street Higher Rate</b>	<b>On-Street Lower Rate</b>	<b>On-Street Higher Rate</b>	<b>Postal Off Street Lower Rate</b>	<b>Postal Off Street Higher Rate</b>	<b>Postal On Street Lower Rate</b>	<b>Postal On Street Higher Rate</b>	<b>CCTV</b>	<b>Grand Total</b>
<b>2019/20</b>	<b>14,210</b>	<b>1,490</b>	<b>7,651</b>	<b>21,898</b>	<b>9</b>	<b>3</b>	<b>26</b>	<b>155</b>	<b>8,866</b>	<b>54,158</b>

**Higher = £70 contraventions      Lower = £50 contraventions**

#### **5. Staffing**

5.1 The staffing establishment during 2019/20 was as follows: -

- 1 Car Parks Manager
- 1 Civil Parking Enforcement Manager

- 1 Civil Enforcement Supervisor
- 1 Car Park Supervisor
- 1 Back Office Supervisor
- 3 Senior Civil Enforcement Officers
- 1 Car Park Senior Officer
- 3 Cashiers
- 25 Civil Enforcement Officers (CEO)
- 7 PCN (Penalty Charge Notice) Processing/Back Office Staff (FTE)
- 1 Car Park Attendant
- 7 Park and Ride Attendants

## 6. Correspondence

6.1 It is every driver's or owner's right to challenge the validity of a penalty charge notice or to present mitigating reasons as to why the penalty charge notice should not be paid. The challenge/appeals process is set out in legislation and information relating to this process is included on the Council's website – <http://www.swansea.gov.uk/parking>. The website contains details on the statutory grounds for cancelling a notice and sets out the mitigation and evidence required to allow the appellant every opportunity to present the necessary information.

6.2 The Council is legally obliged to consider and respond to correspondence at any stage in the process and the legislation requires responses to be sent in a timely manner. Whilst the legal requirement is to provide a response within a 56-day period, the Council aims to respond to all challenges within 14 days. Unfortunately, because of the number of appeals received occasionally may take longer than 14 days to respond.

6.3 During the reporting period a total of 26,125 items of correspondence relating specifically to Civil Parking Enforcement (CPE) has been entered onto our case management system as being received/incoming (see Appendix 1 for more details).

6.4 There were 56,361 pieces of correspondence which were sent out during the reporting period (see Appendix 2 for more details).

6.5 Challenges and Representations (appeals) made within the normal 56-day appeals process, were as follows (it should be noted, that the summary below is the outcome for individual cases, however each case may have numerous items of correspondence, as shown in Appendix 2).

### Appeal Statistics

Table 6

	Accepted	Rejected
<b>Informal Challenges (Pre-Notice to Owner appeal stage)</b>	2,818	4,815



<b>Formal Representations</b> (Post Notice to Owner Stage)	2,374	1,685
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6.6 Outside of the normal appeals process 2,022 letters were received after the Charge Certificate letter had been sent out (see Appendix 1 for this breakdown) and although the Council are not obliged to consider the mitigating circumstances it was decided that 5,228 additional cases could be cancelled at this stage (this correspondence is listed within Appendix 2).

6.7 If a Formal Representation is rejected then the motorist can progress their case to the Traffic Penalty Tribunal which is a free independent adjudication service. During the reporting period 206 case files were referred to the Tribunal. The preparation of each file of evidence is extremely time consuming as all documents relating to the case need to be reviewed and checked. A full submission setting out the arguments supporting the Council's case must be prepared. 65 cases were accepted by the adjudicator and 42 rejected with 87 cases not contested by the Council following a review of the circumstances and/or consideration of any additional mitigating evidence provided.

6.9 There were 5,228 cases of the 54,158 Penalty Charge Notices issued (see Table 5) were stopped either because an appeal was accepted or because the case could not be pursued. This represents 9.65% and is within the 20% that we were originally advised would be unrecoverable. Cases may not be pursued for example because the owner of the vehicle could not be identified or because the Enforcement Agency has returned the case to us because they could not secure payment.

6.10 It should be noted that the above correspondence only relates to matters where a penalty charge notice has been issued. The service deals with a considerable amount of additional correspondence relating to car parks issues and requests for enforcement etc.

## 7. Financial Reporting

7.1 The Parking Services budget is split into 3 account areas and the income and expenditure for 2019/2020 is as follows: -

### Parking Services Actual Expenditure 2019/2020

Table 7

	<b>Car Parks</b>	<b>Civil Parking Enforcement</b>	<b>Park &amp; Ride</b>
	£	£	£
<b>Employees</b>	<b>437,189</b>	<b>1,091,482</b>	<b>83,833</b>
<b>Premises</b>	<b>264,771</b>	<b>4,048</b>	<b>60,447</b>
<b>Transport</b>	<b>55,381</b>	<b>16,343</b>	<b>0</b>
<b>Supplies and Services</b>	<b>399,641</b>	<b>433,267</b>	<b>124,316</b>

<b>Third Party Payments</b>	<b>53,888</b>	<b>11,172</b>	<b>334,996</b>
<b>Internal Debits</b>	<b>226,642</b>	<b>0</b>	<b>0</b>
<b>Total Expenditure</b>	<b>1,437,512</b>	<b>1,556,312</b>	<b>603,591</b>
<b>Total Income</b>	<b>4,133,612</b>	<b>1,908,360</b>	<b>289,795</b>
<b>Total Surplus (Deficit)</b>	<b>2,696,100</b>	<b>352,048</b>	<b>(313,795)</b>

7.2 The Civil Parking Enforcement account received income from on-street Pay and Display charges and Penalty Charge Notices. Table 8 overleaf sets out the income from these sources. The income derived from on-street charges and enforcement both on and off-street is subject to the constraints imposed by Section 55 of the Road Traffic Regulation Act 1984, as amended from October 2004 by section 95 of the Traffic Management Act 2004 and Regulation 26 of the Civil Enforcement of Parking Contraventions (General Provisions) (Wales) Regulations 2013.

7.3 Sub section 2 of the 1984 Road Traffic Regulation Act states;

*(2) At the end of each budget year any deficit in the account shall be made good out of the [general fund] [or, in Wales, council find], and (subject to subsection (3) below) any surplus shall be applied for all or any of the purposes specified in subsection (4) below and, as far as it is not so applied, shall be appropriated to the carrying out of some specific project falling within those purposes and carried forward until applied to carrying it out.*

7.4 This section of legislation ring fences any surplus for specific purposes including the provision or maintenance of off-street parking, highway improvements and environmental issues.

**Table 8**

<b>Source of Income</b>	<b>Income</b>
<b>Penalty Charge Notices</b>	<b>1,844,468.86</b>
<b>On-Street Pay &amp; Display</b>	<b>60,815.85</b>
<b>Total</b>	<b>1,905,284.71</b>

7.5 The expenditure associated with these operations, which offsets income from the on-street charges and payments of penalty charge notices, amount to £1,556,312 (this is the Total Expenditure for CPE shown in Table 7).

7.6 There was therefore a reported surplus of £348,972.71 (as shown in Table 7, Total Surplus for CPE).

7.7 As stated in paragraph 7.3 any surplus must be used for specific purposes. During the reporting period the three Park and Ride schemes operated by the Council reported a loss/profit of £ (313,795), (as shown in Table 7 Total Surplus (Deficit) for P&R).

7.8 Park and Ride car parks provide an important option to motorists visiting the city either on a regular or one-off basis. The resulting reduction in traffic flow into the City Centre not only reduces congestion but also helps reduce pollution levels, which are difficult to manage on the arterial routes into and out of the City Centre. Park and Ride services also support the business community by providing affordable parking for city centres workers and shoppers. There is therefore a need to ensure the continued operations of these valuable services.

7.9 Therefore, the surplus on the Civil Parking Enforcement budget of £348,972.71 (as shown in Table 7, Total Surplus for CPE) has been used to support the provision of the City's Park and Ride service.

## Appendix 1

<b>Correspondence Stats In By Type (Notice)</b>	<b>City and County of Swansea</b>
<b>Yearly Between 01/04/2019 and 31/03/2020</b>	
<b>Type</b>	<b>Type Count</b>
CPE - Incoming - TOW AWAY - No Response Required	5
CPE - Incoming - TPT Result Received	9
CPE - Incoming - Additional Evidence	147
CPE - Incoming - Complaint	55
CPE - Incoming - Email	2,692
CPE - Incoming - Email - General	267
CPE - Incoming - Email - Post NTO (CCTV)	4
CPE - Incoming - General Document	277
CPE - Incoming - General Document - No Response Required	1,258
CPE - Incoming - HS3 Form - No Response Required	1
CPE - Incoming - In Time Witness Statement With Revoking Doc	158
CPE - Incoming - N244 INCOMING	22
CPE - Incoming - Payment Plan Request	756
CPE - incoming - PCN enquiry	24
CPE - Incoming - Post CC	1,156

CPE - Incoming - Post NTO (Notice to Owner)	3,326
CPE - Incoming - Pre NTO Appeal	3,588
CPE - Incoming - Refund Request	11
CPE - Incoming - Tec Result Received	355
CPE - Incoming - TPT Appeal	200
CPE - Incoming Correspondence - Post NTO - CCTV	54
CPE - Incoming OOT Statement Case Is Pre Bailiff	55
CPE - Incoming OOT Statement Case With The Bailiff	328
Incoming - Breathing Space Notification	9
Incoming - IVA - General	27
Incoming - Online - Post NTO - Representation	1,433
Incoming - Online - Pre NTO - Challenge	7,388
Incoming - VQ615 response received from DVLA	11
Incoming - VQ616 response received from DVLA	4
Incoming Document - Returned Case - Andrew James Enforcement	854
Incoming Document - Returned Case - Excel	1,618
Incoming Document - Returned Case - Swift	29
Outgoing - VQ616 form requested with DVLA	20
<b>Report Total:</b>	<b>26,141</b>

## Appendix 2

<b>Correspondence Stats Out By Type (Notice)</b>	<b>City and County of Swansea</b>
<b>Yearly Between 01/04/2019 and 31/03/2020</b>	
<b>Type</b>	<b>Type Count</b>
Bus Lanes - CC	2
Bus Lanes - PCNNT0	1
CCTV - Accept - On Hire	126
CCTV - Accept - On Hire - No Docs	17
CCTV - Charge Certificate	1,932
CCTV - PCN	9,191
CCTV - Post CC - Reject General	90
CCTV - Rejection	15
CCTV - Rejection - Discounted Offered	527
CCTV - Rejection - Full Payment Required	14
CCTV - Warning Notice	3
CPE - Accept Information Provided - Mental Health Issues	1
CPE - Acknowledgement Letter	998
CPE - Blank Letter	79
CPE - Case Pack	125

CPE - CIVICA ERR - NTO ISS - FULL PAYMENT RECEIVED	57
CPE - CIVICA ERR - NTO ISS - OVERPAYMENT - REFUNDED	8
CPE - Deferred Payment Plan	3
CPE - Further Challenge - No Progression	95
CPE - Incoming - Supporting Evidence	2
CPE - Intime - 14 Day Letter	82
CPE - Late Witness Statement	293
CPE - No Further Action (Pre Stage)	2
CPE - No Longer Living at Address Letter	58
CPE - No Payment Plan Letter	1
CPE - OOT - Refused - Pay	3
CPE - Outgoing - Complaint Response	2
CPE - Outgoing - Council Response to Adjudicator/Appellant	6
CPE - Outgoing - Email Response	423
CPE - Outgoing - Payment Plan Agreed	312
CPE - Outgoing - PCN appeal response	2
CPE - Outgoing - Response to Complaint	1
CPE - Outgoing - TPT Submissions	41
CPE - Outgoing Document	112

CPE - Outgoing Email	2,359
CPE - Outgoing General Blank Letter	1
CPE - Outgoing Underpayment Letter	14
CPE - Payment Plan Letter	3
CPE - Payment Received	8
CPE - Post CC - Accept General	111
CPE - Post CC - Reject General	333
CPE - Post NTO - Accept - Any Other Decision	800
CPE - Post NTO - Accept - CEO Error	39
CPE - Post NTO - Accept - Contravention Did Not Occur	13
CPE - Post NTO - Accept - Error Has Occurred	15
CPE - Post NTO - Accept - Not Keeper - No Docs	82
CPE - Post NTO - Accept - Not Keeper - With Docs	23
CPE - Post NTO - Accept - On Hire	401
CPE - Post NTO - Accept - On Hire - No Docs	817
CPE - Post NTO - Accept - Paid In Full	33
CPE - Post NTO - Accept - Problem With Signs Or Lines	3
CPE - Post NTO - Accept - Procedural Impropriety	5
CPE - Post NTO - Code 83 - Reject	1



CPE - Post NTO - Code 85 - Reject	1
CPE - Post NTO - Code 86 - Reject	1
CPE - Post NTO - Reject	602
CPE - Post NTO - Reject - Discount Offered	524
CPE - Post TPT - Must Be Paid	1
CPE - Pre NTO - Accept - Any Other Decision	1,110
CPE - Pre NTO - Accept - Blue Badge Evidence Provided	9
CPE - Pre NTO - Accept - CEO Error	79
CPE - Pre NTO - Accept - Face Down P&D Ticket Provided	74
CPE - Pre NTO - Accept - Hire Company	1
CPE - Pre NTO - Accept - LC2 Permit Provided	3
CPE - Pre NTO - Accept - Not The Keeper	1
CPE - Pre NTO - Accept - Paid In Full	6
CPE - Pre NTO - Accept - Problem With Signs Or Lines	3
CPE - Pre NTO - Accept - Procedural Impropriety	8
CPE - Pre NTO - Accept - Staff Permit Holder - Goodwill	8
CPE - Pre NTO - Accept - Valid Pay and Display Ticket	2
CPE - Pre NTO - Code 01 - DYL Accept	70
CPE - Pre NTO - Code 01 - SYL Accept	29

CPE - Pre NTO - Code 01 DYL - Reject	210
CPE - Pre NTO - Code 01 SYL - Reject	48
CPE - Pre NTO - Code 02 - DYL Kerb Stripe - Accept	24
CPE - Pre NTO - Code 02 - DYL Kerb Stripe - Reject	98
CPE - Pre NTO - Code 02 - SYL Kerb Stripe - Accept	2
CPE - Pre NTO - Code 02 - SYL Kerb Stripe - Reject	6
CPE - Pre NTO - Code 05 - Reject Appeal	5
CPE - Pre NTO - Code 06 - Accept Appeal	33
CPE - Pre NTO - Code 06 - Reject Appeal	35
CPE - Pre NTO - Code 12 - Accept	389
CPE - Pre NTO - Code 12 - Reject	537
CPE - Pre NTO - Code 16 - Accept Appeal	64
CPE - Pre NTO - Code 16 - Reject Appeal	76
CPE - Pre NTO - Code 22 - Accept Appeal	4
CPE - Pre NTO - Code 22 - Reject Appeal	11
CPE - Pre NTO - Code 24 - Accept Appeal	8
CPE - Pre NTO - Code 24 - Reject Appeal	9
CPE - Pre NTO - Code 25 - Accept	66
CPE - Pre NTO - Code 25 - Reject	153

CPE - Pre NTO - Code 26 - Accept Appeal	3
CPE - Pre NTO - Code 26 - Reject Appeal	11
CPE - Pre NTO - Code 27 - Accept Appeal	5
CPE - Pre NTO - Code 27 - Reject Appeal	22
CPE - Pre NTO - Code 30 - Accept Appeal	72
CPE - Pre NTO - Code 30 - Reject Appeal	197
CPE - Pre NTO - Code 40 - Accept Appeal	30
CPE - Pre NTO - Code 40 - Reject Appeal	58
CPE - Pre NTO - Code 45 - Accept Appeal	4
CPE - Pre NTO - Code 45 - Reject Appeal	12
CPE - Pre NTO - Code 46 - Reject	1
CPE - Pre NTO - Code 47 - Accept	2
CPE - Pre NTO - Code 47 - Reject	3
CPE - Pre NTO - Code 80 - Accept Appeal	5
CPE - Pre NTO - Code 80 - Reject Appeal	7
CPE - Pre NTO - Code 82 - Accept Appeal	24
CPE - Pre NTO - Code 82 - Reject Appeal	51
CPE - Pre NTO - Code 83 - Accept	651
CPE - Pre NTO - Code 83 - Reject	898

CPE - Pre NTO - Code 83 - Reject - Civic Centre - No P&D Ticket	339
CPE - Pre NTO - Code 83 - Reject - Face Down Ticket	250
CPE - Pre NTO - Code 85 - Accept Appeal	4
CPE - Pre NTO - Code 85 - Reject Appeal	29
CPE - Pre NTO - Code 86 - Accept Appeal	12
CPE - Pre NTO - Code 86 - Reject Appeal	83
CPE - Pre NTO - Code 87 - Accept Appeal	22
CPE - Pre NTO - Code 87 - Reject Appeal	31
CPE - Pre NTO - Code 99 - Accept	2
CPE - Pre NTO - Code 99 - Reject	1
CPE - Pre NTO - Reject	3,116
CPE - Pre NTO - Reject - Controlled Zone	10
CPE - Pre NTO - Reject - CPZ (Controlled Parking Zones) - St Thomas 2018	7
CPE - Pre NTO - Reject - CPZ Sandfields 2018	7
CPE - Pre NTO - Reject - Face Down Ticket	4
CPE - Pre NTO - Reject - Football Verge 2018	1
CPE - Pre NTO - Reject - Salubrious Place Car Park	39
CPE - Reg 10 VDA	7
CPE - TE3 TE9	6,444

CPE - TEC (Traffic Enforcement Centre) - Accept - OOT	6
CPE - TEC - Reject - OOT	293
CPE - TEC - Reject - OOT 14 Days	272
CPE - TEC to TPT - Closed or Cancelled	2
CPE - TEC to TPT - Enforce	10
CPE - TPT - Case Dismissed	17
CPE - TPT - Letter to Appellant	2
Outgoing - Public Guardian Form Submitted	2
Wales - Charge Certificate	6,780
Wales - Notice To Owner	12,327
Wales - Reg 10 PCN NTO	202
<b>Report Total:</b>	<b>56,372</b>