

**Car Park Usage****Total Usage**

Year	Tickets sold	Income (NET of VAT) (£)
2006/07	3,497,975	5,770,971
2007/08	3,510,665	6,223,607
2008/09	3,302,613	6,542,342
2009/10	3,064,020	6,336,955
2010/11	3,295,433	6,910,130
2011/12	3,352,018	7,304,106
2012/13	3,318,383	7,297,441
2013/14	3,221,702	7,349,431

Evening charges introduced April 2010

53 weeks in the year

**Major Car Parks**

Car Park	Tickets Sold			Income (net of VAT)		
	2012/13	2013/14	% Change	2012/13	2013/14	% Change
Bedford Rd	729,060	637,993	-12.5%	1,466,813	1,375,440	-6.2%
Bright Hill	86,490	84,646	-2.1%	174,728	182,095	4.2%
Farnham Rd	207,931	211,916	1.9%	856,670	871,131	1.7%
Leapale Rd	332,777	312,572	-6.1%	644,439	645,688	0.2%
Millbrook	219,650	213,946	-2.6%	457,051	470,055	2.8%
York Rd	268,436	276,312	2.9%	691,720	702,413	1.5%
Castle	371,726	379,506	2.1%	913,269	922,357	1.0%
<b>Total</b>	<b>2,216,070</b>	<b>2,116,891</b>	<b>-4.5%</b>	<b>5,204,690</b>	<b>5,169,178</b>	<b>-0.7%</b>

**Enforcement****Penalty Charge Notices Issued**

2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
13,041	11,975	11,927	12,701	11,750	11,967	12,139

**Outcomes for Penalty Charge Notices (PCNs) issued in 2013/14**

Breakdown of PCNs issued (as at Aug 2014)	No
Number of higher level PCNs issued	1617
Number of lower level PCNs issued	10522
<b>Total number of PCNs issued</b>	12139
Number paid at discount	7251
Number paid at full (or above)	1523
<b>Total number of PCNs paid</b>	8774
Number of PCNs against which formal or informal reps made	2572
Number of PCNs cancelled as a result of formal or informal reps	2097
Number of PCNs cancelled for other reasons	146
Number of PCNs written off	720
Number of PCNs outstanding	402
<b>Number cancelled/written off/outstanding</b>	3365
Number of vehicles immobilised	n/a
Number of vehicles removed	n/a

**Cancellation by reason for PCNs issued in 2013-14**

Reason	% of those cancelled	% of PCNs issued
Motorists producing tickets which were not clearly displayed	65.4%	9.7%
Mitigating and other circumstances	11.8%	1.8%
Contract and other parkers entitled to park but not displaying correct permit	11.4%	2.4%
Machine faults and other equipment problems	1.6%	1.2%
Civil Enforcement Officer errors	2.1%	0.6%
Blue Badge holders not parking according to the scheme	4.9%	0.8%
Problems with signs	1.8%	0.4%
Other issues	0.8%	0.1%
<b>Total</b>	100.0%	16.9%