

FTA PCN Survey 2013 - London

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Introduction

Companies delivering goods kerbside in London typically attract penalty charge notices (PCNs) albeit quite innocently. Although these are often successfully contested, which in itself costs time and money, many are not and the industry still pays many millions in PCNs each year.

This report presents the findings from the PCN Survey 2013 commissioned by Freight Transport Association to explore in PCNs in relation to six key areas: Enforcement Authorities, PCN hotspots (street/location), CCTV or Civil Enforcement Officer issue, contravention codes, appeals and costs.

Fifteen FTA member companies that deliver in London participated in the survey. PCN data were collected from 01 January 2013 to 31 December 2013.

1.1 Survey Participants

Fifteen companies participated in the survey. Individual companies are not identified and are simply referred to as Company 1, Company 2 etc. Table 1 provides a description of each company in relation to the number of PCNs issued, the percentage of PCNs issued to that company as a proportion of all PCNs issued during the period covered by the survey. Over 32,600 PCNs were issued and two companies account for 70 per cent of all PCNs issued. In 2013, PCNs cost the fifteen companies just over £1.8 million.

Table 1: PCNs issued to participating companies

Company	Total	Percentage	Total Paid
Company 1	11,434	35.04%	£576,200.00
Company 2	977	2.99%	£60,360.00
Company 3	312	0.96%	£21,256.68
Company 4	864	2.65%	£33,605.00
Company 5	791	2.42%	£43,050.00
Company 6	873	2.68%	£53,876.05
Company 7	613	1.88%	£44,107.00
Company 8	11,532	35.34%	£686,772.00
Company 9	333	1.02%	£19,500.00
Company 10	6	0.02%	£315.00
Company 11	132	0.40%	£8,500.00
Company 12	1,658	5.08%	£77,839.41
Company 13	2,018	6.18%	£114,985.00
Company 14	397	1.22%	£23,176.91
Company 15	693	2.12%	£47,980.48
Grand Total	32,633	100.00%	£1,811,523.53

1.2 Enforcement Authority

There are 34 enforcement authorities covering Greater London consisting of 33 boroughs and Transport for London. Ten of the 34 enforcement authorities accounted for 83 per cent of all PCNs issued to the survey participants; with

Transport for London holding the top spot, followed by Westminster and City of London; this ranking has remained unchanged since 2010.

Table 2: Top 10 Enforcement Authorities 2013 (by number of PCNs issued)

Enforcement Authority	PCNs Issued	Proportion of all PCNs Issued %
Transport for London	12,105	37.09%
Westminster	5,050	15.48%
City of London	2,753	8.44%
Camden	1,971	6.04%
Wandsworth	1,098	3.36%
Lambeth	891	2.73%
Bromley	861	2.64%
Waltham Forest	849	2.60%
Newham	845	2.59%
Islington	784	2.40%
Grand Total	27,207	83.37%

1.3 PCNs Issued and Appealed

Of the 32,633 PCNs analysed, 20 per cent were appealed, overall the appeal rate and an overall success rate were calculated from the data (see Table 2). The 'Appeal rate' was calculated as the number of appeals as a proportion of all PCNs issued. The 'Success rate' was the number of appeals won as a proportion of those appealed.

Table 3: PCNs won, percentage appealed and success rate

PCNs Issued	32,633
Number Appealed	6,649
Percentage Appealed	20%
Percentage Won (of those appealed)	72%
Average Cost per PCN	£65.17

1.4 PCN Hotspots

The identification of PCN hotspots are shown in tables 4 and 5. Hotspots are those locations where the most number of PCNs were issued. Since PCNs do not explicitly state the exact location where the contravention occurred, it is often difficult to pinpoint exact locations. Furthermore, 'high st.' (Table 4) was the most frequent hotspot. In order to find more accurately locate the hotspot, Table 3 shows the 'high st' location per enforcement authority, however there are several high streets within each enforcement authority.

Note: The number of hotspots and proportion for each hotspot per Enforcement Authority was calculated for only those PCNs where a street/location was identified. For this calculation PCNs issued refers to these type of data only.

The top 10 hotspots per enforcement authority are shown in Tables 7 to 15.

Table 4: Top 10 hotspots

	Street Name	Count
1	High St	1,213
2	Borough High St	543
3	Brompton Rd	505
4	Upper St	484
5	Camden High St	391
6	High Rd	372
7	Brixton Rd	363
8	Baker St	359
9	Bishopgate	346
10	Charing Cross Rd	340

Table 5: "High Street" Hotspots by Borough

	Borough	Count
1	Bromley	524
2	Transport for London	151
3	Kingston	123
4	Hillingdon	112
5	Richmond	65
6	Hounslow	50
7	Waltham Forest	47
8	Croydon	21
9	Newham	19
10	Bexley	18

1.5 Hotspots by Borough

Table 6: Top 10 hotspots for Transport for London (by number of PCNs issued) 2013

Street Name	PCNs Issued	Proportion of all PCNs Issued %
Borough High St	543	7.44%
Brompton Rd	501	6.86%
Upper St	470	6.44%
Brixton Rd	363	4.97%
Holloway Rd	353	4.83%
Bishopgate	346	4.74%
Buckingham Palace Rd	307	4.20%
Rushey Green	303	4.15%
Victoria St	296	4.05%
Streatham High Rd	250	3.42%

Table 7: Top 10 hotspots for Westminster (by number of PCNs issued) 2013

Street Name	PCNs Issued	Proportion of all PCNs Issued %
Charing Cross Rd	334	11.21%
Baker St	282	9.47%
Wardour Street	241	8.09%
Regent St	173	5.81%
St Martins Lane	142	4.77%
Wellington St	132	4.43%
Oxford St	130	4.36%
Long Acre	114	3.83%
Great Marlborough Street	104	3.49%
London St	94	3.16%

Table 8: Top 10 hotspots for City London (by number of PCNs issued) 2013

Street Name	PCNs Issued	Proportion of all PCNs Issued %
Old Broad St	340	14.97%
Queen St	216	9.51%
Fleet St	155	6.83%
Fenchurch St	151	6.65%
Moorgate	135	5.94%
St Pauls Churchyard	135	5.94%
Cannon St	132	5.81%
Cheapside	104	4.58%
St Martins Le Grand	94	4.14%
London Wall	70	3.08%

Table 9: Top 10 hotspots for Camden (by number of PCNs issued) 2013

Street Name	PCNs Issued	Proportion of all PCNs Issued %
Tottenham Court Rd	166	10.38%
Southampton Row	161	10.06%
Camden High St	156	9.75%
Kentish Town Rd	150	9.38%
Hampstead High St	145	9.06%
West End Lane	128	8.00%
Eversholt St	66	4.13%
Fortess Road	65	4.06%
Bloomsbury St	64	4.00%
Dyott St	59	3.69%

Table 10: Top 10 hotspots for Wandsworth (by number of PCNs issued) 2013

Street Name	PCNs Issued	Proportion of all PCNs Issued %
Wimbledon Park Rd	206	20.44%
Mitcham Rd	181	17.96%
St Johns Hill	92	9.13%
Smugglers Way	82	8.13%
Lavendar Hill	78	7.74%
Magdalen Rd	57	5.65%
Garratt Lane	46	4.56%
Putney High St	33	3.27%
Hardwick Square	22	2.18%
Mossbury Rd	20	1.98%

Table 11: Top 10 hotspots for Lambeth (by number of PCNs issued) 2013

Street Name	PCNs Issued	Proportion of all PCNs Issued %
Westminster Bridge Rd	104	16.02%
Mepham Street	82	12.63%
Atlantic Rd	70	10.79%
The Cut	61	9.40%
Upper Ground	41	6.32%
Kennington Rd	36	5.55%
Wandsworth Rd	24	3.70%
Clapham Park Road	23	3.54%
Waterloo Rd	22	3.39%
Cornwall Rd	18	2.77%

Table 12: Top 10 hotspots for Bromley (by number of PCNs issued) 2013

Street Name	PCNs Issued	Proportion of all PCNs Issued %
High St	524	60.86%
Elmfield Rd	125	14.52%
Market Sq	49	5.69%
Homefield Rise	21	2.44%
East Street Bromley	11	1.28%
Church Road	10	1.16%
London Rd	10	1.16%
Marion Crescent, St Mary Cray	9	1.05%
The Drive	8	0.93%
West Approach	8	0.93%

Table 13: Top 10 hotspots for Waltham Forest (by number of PCNs issued) 2013

Street Name	PCNs Issued	Proportion of all PCNs Issued %
Hoe St	136	16.87%
High Rd	127	15.76%
Chingford Mount Rd	115	14.27%
Lea Bridge Rd	67	8.31%
Old Church Rd	54	6.70%
Forest Rd	53	6.58%
High St	47	5.83%
St James St	30	3.72%
Hall Lane	25	3.10%
Church Lane	21	2.61%

Table 14: Top 10 hotspots for Newham (by number of PCNs issued) 2013

Street Name	PCNs Issued	Proportion of all PCNs Issued %
High St North	186	24.47%
Barking Rd	137	18.03%
Green St	65	8.55%
Broadway	58	7.63%
The Grove	50	6.58%
Romford Rd	46	6.05%
Pilgrims Way	45	5.92%
Kings Rd	26	3.42%
High St	19	2.50%
Service Route No.1	12	1.58%

Table 15: Top 10 hotspots for Islington (by number of PCNs issued) 2013

Street Name	PCNs Issued	Proportion of all PCNs Issued %
Essex Road	117	18.45%
City Road	91	14.35%
Stroud Green Rd	60	9.46%
Caledonia St	47	7.41%
St John Street	27	4.26%
Caledonian Rd	25	3.94%
Goswell Rd	23	3.63%
Hanley Road	23	3.63%
Old St	23	3.63%
Chiswell Street	20	3.15%

1.6 Contravention Codes

The top 10 contravention codes by number of PCN issued was ascertained for the sample along with the proportion of PCNs issued under each contravention (see Table 14).

In a change to the results from the FTA Surveys carried out in 2011 and 2012 the contravention code 02 '*Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force*', was now the number two issue for FTA members with one third of participants indicating this as the reason for the PCN being issued. The number one place this was code 46 '*Stopped where prohibited (on a red route or clearway)*', which was cited by just over one third of respondents.

Table 16: Top 10 contravention codes

	Contravention Code	Proportion of all PCNs %	Explanation
1	46	35.95%	Stopped where prohibited (on a red route or clearway)
2	02	33.61%	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force
3	47	7.31%	Parked on a restricted bus stop/stand
4	01	5.71%	Parked in a restricted street during prescribed hours
5	62	4.86%	Parked with one or more wheels on or over a footpath or any part of a road other than a carriageway
6	61	1.83%	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways
7	12	1.10%	Parked in a residents' or shared use parking place zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge
8	21	0.91%	Parked wholly or partly in a suspended bay or space
9	30	0.90%	Parked for longer than permitted
10	26	0.83%	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place

Loading and unloading is an exemption to the restricted street regulations. It is permitted on single and double yellow lines for a maximum of 40 minutes, as long as the loading and unloading is undertaken as a continuous procedure. If loading and unloading is not seen to be taking place a parking ticket may be issued.

Often PCNs are issued incorrectly because the Civil Enforcement Officers (CEOs) require additional training. It is essential that CEOs understand that loading/unloading includes activities away from the vehicle (such as getting delivery notes signed) and just because the vehicle is locked does not mean that there is no loading activity occurring.

Code 34 'being in a bus lane' was included by a small number of companies, this code was sometimes noted as 'moving traffic'. However, it appears that this code should only issued for a parking offence. The guidance on contravention codes indicates that this is not a moving traffic violation.

http://www.britishparking.co.uk/write/Documents/Contravention_code_list_v6_7.pdf

1.7 CCTV and Civil Enforcement Officers (CEOs)

Respondents to the survey indicated whether the PCN was issued by CCTV or a Civil Enforcement Officer (CEO). Just over 50 per cent of PCNs in the sample were issued by CCTV and the remainder by CEO (Table 15). Not surprisingly CCTV PCNs were more likely to be issued for parking on red route or clearway (contravention code 46) and CEO PCNs were more likely to be issued for loading and unloading offences (contravention code 02) that require human judgement (Table 16).

Table 17: PCNs issued by CCTV and CEOs

	2013	%	Amount Paid
CCTV	16,541	52	£966,303
CEO	15,395	48	£805,724
Total	31,936	100	£1,772,027

Table 18: Top 5 contravention Codes for CEO and CCTV

	CEO	%	CCTV	%
1	02	45.13%	46	59.03%
2	46	12.27%	02	22.51%
3	01	11.14%	62	6.27%
4	47	8.96%	47	5.82%
5	62	3.76%	61	1.13%