

## Appendix 10: Aims of Enforcement activity

- To ensure that enforcement of parking controls, bus lanes and any use of moving traffic contraventions pays due regard to the Council's parking objectives as set out in this policy document
- To ensure that the enforcement of parking contraventions is efficient and effective and meets the Parking Policy objectives.
- To issue Penalty Charge Notices (PCNs) for parking, bus lane and where used moving traffic contraventions, on a fair and transparent basis for contraventions that are clearly in breach of road signs and line markings. PCNs should accurately record the contraventions and the accuracy of recording should be the basis of measuring contract performance rather than the number of PCNs issued.
- To ensure that when a PCN is issued the recipient is provided with clear and helpful information about how to make payment, representations and appeals, if need be.
- To ensure that parking enforcement staff issuing PCNs do so rigorously and on a non-discriminatory basis in all cases where contraventions have occurred. Account can only be taken of extenuating circumstances or other such factors in cases where recipients of PCNs make representations and appeals as above.
- To ensure that parking restrictions and controls are clearly and unambiguously signed and line marked so that drivers are fully aware of the controls in place.
- To ensure that road signs and line markings are consistent with Traffic Orders and should any inconsistencies or anomalies become known, to make the necessary arrangements for these to be corrected without delay.
- To ensure that information, literature and web site details in relation to parking and enforcement services are expressed in a clear and unambiguous way and in plain English.
- To concentrate enforcement activity appropriately at locations where the incidence of infringements is known to be greatest and where this can improve road safety, improve traffic flow, reduce congestion and be flexible enough to react to specific requests from the local community where this is warranted.