

Perceptions in Parking: Automated Futures

Presented by

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Perceptions on Parking and Automation

- Public Perceptions on parking enforcement
 - What do we know?
 - Is there an issue?
 - What is the issue?
 - Procedural Justice and Legitimacy

Automated Parking Enforcement

- What can be automated (local authority)?
 - Bus Lane Enforcement, Box Junction Enforcement, Red Routes
 - Civil Enforcement of Parking Contravention (England) General (Amendment No. 2) Regulations 2015
 - Limits CCTV enforcement to
 - a vehicle is stationary in a bus lane;
 - a vehicle is stationary in a bus stop clearway or bus stand clearway;
 - a vehicle is stationary in a zigzag-lined no-waiting area outside a school entrance;
 - a vehicle is stationary on a red route.
 - Confusing and illogical, mix of traffic management and public safety rationales yet some clear public safety problems excluded (e.g. zig zag lines not near school entrance)

Automated Parking Enforcement

- What can be automated (private sector)?
 - Contractual Licences
 - Protection of Freedoms Act 2011
 - ParkingEye Limited v Beavis [2015] UKSC 67
 - Essentially held a charge of £85 is not unfair under the UTCC Regs 1999
 - The charge is not a penalty it is a primary condition of the contractual licence

Parking Enforcement Statistics

Enforcement and Automated Enforcement

PCNs Issued

	PCNs Outside London	PCNs London	Combined
Mar-10	4,418,388	4,855,073	9,273,461
Mar-11	4,620,141	4,813,865	9,434,006
Mar-12	4,846,735	4,931,816	9,778,551
Mar-13	4,868,811	4,895,252	9,764,063
Mar-14	5,399,766	4,989,923	10,389,689
Mar-15	5,269,611	4,746,219	10,015,830
Mar-16	5,634,119	4,664,281	10,298,400

Registered Vehicles		
Year	Number	Ratio of Notices to Vehicles
2010	28,420,900	1:3.1
2011	28,467,300	1:3
2012	28,722,500	1:2.9
2013	29,140,900	1:3
2014	29,611,500	1:2.9
2015	30,250,300	1:3
2016	30,850,400	1:3

Veh0202

Parking on Private Land

- What do we know?
 - No public duty to provide information unlike local authorities so we don't really know, however:

- RAC Foundation 2018

- Caveats

- Obtaining vehicle information ≠
Penalty charges issued

Financial
year

Number of vehicle keeper records
obtained from the DVLA by parking
management companies

2017/18

5.65 million

2016/17

4.71 million

2015/16

3.67 million

2014/15

3.06 million

2013/14

2.43 million

2012/13

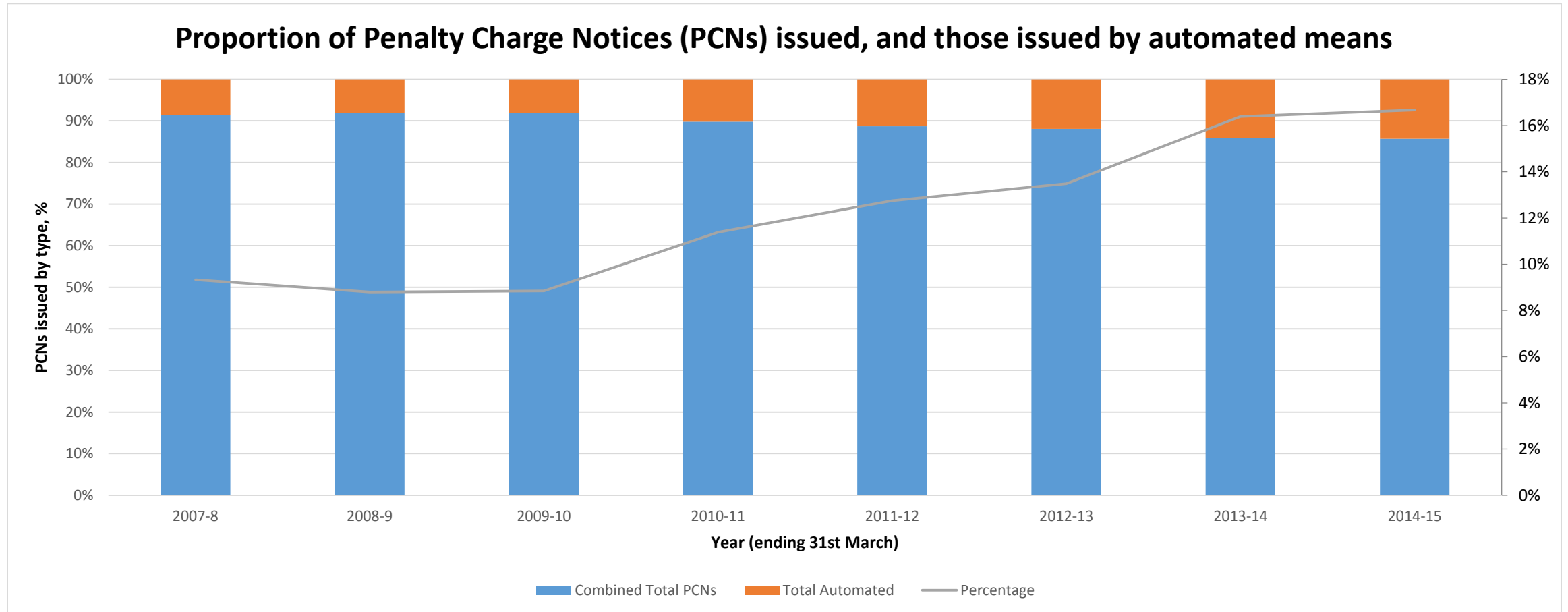
1.89 million

PCNs and Automation

Proportion of Penalty Charge Notices (PCNs) issued, and those issued by automated means

	Combined Total PCNs	Total Automated	% Automated
2007-8	10,953,194	1,021,794	9%
2008-9	10,306,108	906,162	9%
2009-10	9,874,822	872,457	9%
2010-11	10,071,534	1,145,884	11%
2011-12	10,388,331	1,324,256	13%
2012-13	10,424,618	1,405,469	13%
2013-14	11,072,023	1,814,472	16%
2014-15	10,721,789	1,787,503	17%

Where are we at?



Desire for automation – Location Specific

% MEV						% MEV					
Local Authority	Spy Car 2009-10	Spy Car 2009-13	Spy Car 2010-13	2010 - 13 PCNs	enforced 2010-13	Local Authority	Spy Car 2009-10	Spy Car 2009-13	Spy Car 2010-13	2010 - 13 PCNs	enforced 2010-13
Barking and Dagenham	14,851	68,093	53,242	156,687	43.5%	Medway	16,129	58,548	42,419	138,660	42.2%
Bexley	8,733	22,058	13,325	152,183	14.5%	Newham	19,394	59,003	39,609	565,755	10.4%
Bolton	1,631	14,652	13,021	80,468	18.2%	Redbridge	651	48,443	47,792	311,158	15.6%
Bromley	2,105	13,937	11,832	254,682	5.5%	Richmond Upon Thames	12,305	38,634	26,329	196,668	19.6%
Camden	1,363	26,645	25,282	756,767	3.5%	Southwark	1,204	26,253	25,049	266,382	9.9%
Croydon	3,924	16,875	12,951	421,032	4.0%	Sutton	206	32,589	32,383	89,809	36.3%
Enfield (*)	9,648	4,266	- 5,382	324,751	1.3%	Tower Hamlets (*)	3,724	2,157	1,567	313,278	0.7%
Haringey	7,746	36,678	28,932	502,966	7.3%	Wandsworth	3,303	28,759	25,456	484,691	5.9%
Havering	18,602	109,298	90,696	123,777	88.3%	Westminster	14,217	51,229	37,012	1,381,844	3.7%
Lambeth	34,016	44,659	10,643	433,331	10.3%	Wirral	3,078	7,513	4,435	81,862	9.2%
Lewisham	3,378	22,686	19,308	152,608	14.9%	Total	184,502	733,233	548,731	7,592,252	7.2%
Manchester (*)	4,294	258	- 4,036	402,893	0.1%						

Parking Enforcement Statistics

Appeals

Local Authority Parking Appeals

- Traffic Penalty Tribunal and London Councils

Appeal Statistics (Local Authority)						
	TPT Appeals	TPT Allowed	% allowed	LT Appeals	LT Allowed	% Allowed
Mar-08	11,182	6,684	60%	64,072	41,748	65%
Mar-09	12,423	7,742	62%	76,476	50,850	66%
Mar-10	14,269	5,804	41%	56,985	38,734	68%
Mar-11	14,405	6,357	44%	60,213	34,900	58%
Mar-12	15,828	7,092	45%	53,261	27,556	52%
Mar-13	15,342	6,911	45%	55,296	27,546	50%
Mar-14	15,578	8,865	57%	45,393	22,531	50%
Mar-15	19,624	11,134	57%	54,129	25,959	48%
Mar-16	25,539	13,301	52%	37,934	17,213	45%

Parking on Private Land

- POPLA Appeals
- 20% increase year on year

POPLA Appeals	Appeals Registered	Appeals Allowed*	% allowed
2016/17 (1)	62,844	30,191	48%
2015/16	49,887	21,899	44%
2014/15 (2)	31,456	16,563	53%
2013/14	25,214	10,661	42%
(1) Year runs to 30th September			
(2) year runs to 31st March			
* Includes not contested			

Appeal Percentages

% of Penalties Appealed			
	TPT	LT	POPLA
2008	0.28%	1.04%	
2009	0.30%	1.40%	
2010	0.32%	1.17%	
2011	0.31%	1.25%	
2012	0.33%	1.08%	
2013	0.32%	1.13%	
2014	0.29%	0.91%	1.04%
2015	0.37%	1.14%	1.03%
2016	0.45%	0.81%	1.36%

Parking Enforcement Statistics

- 1 parking penalty issued every 2.25 seconds
- 1 appeal for every 123 parking penalties
- 1 successful appeal 266 parking penalty issued
 - Note does not include informal appeals success and no further action cases

Parking Enforcement

Public Perceptions

Appeals and Procedural Justice

- Procedural Justice:
 - The idea that fairness and feelings of justice are divorced from outcomes
 - Put simply people care more about how they are treated than what they receive as an outcome
 - Tyler (2006) finds that procedural justice aids compliance at a rate far superior to instrumental factors (deterrence)
- Procedural Fairness through appeals
- Traffic Penalty Tribunal and London Tribunals

Automated Enforcement- Local Authorities

- Public Opinion – what do we know?
 - Majority in favour of parking regulation and enforcement
 - Little “good” data available on public perceptions
 - Mostly local authority surveys
 - Results:
 - Association of Local Government (2004) 67% of Londoners felt parking should stay the same or become more robust
 - CCTV User Group: 76% favoured bus lane and parking enforcement use of CCTV
 - Equal response to Gov. Consultation on Parking Enforcement (2014)

Automated Enforcement- Local Authorities

- Qualitative Data – User Experience (Snow, 2015)
 - Outrage goes beyond the immediate interaction
 - Three directions of frustration: (The Frustration / Aggression Hypothesis (Rosenzweig, 1975)
 - Intropunitive – Inwards ‘my fault, I’m stupid’
 - Impunitive – insignificant and no-one at fault (Rare, think Mario Balotelli)
 - Exopunitive – Directed outwards towards the authority or even wider
 - Deligitimise the office, the organisation and the system
- Anecdotal Evidence (general public perceptions):
 - Split between “simples” v “outraged”
 - “simples” tend to become “outraged” when caught

Traffic Penalty Tribunal

Research for the Traffic Penalty Tribunal - Appellants to the Tribunal All Respondents

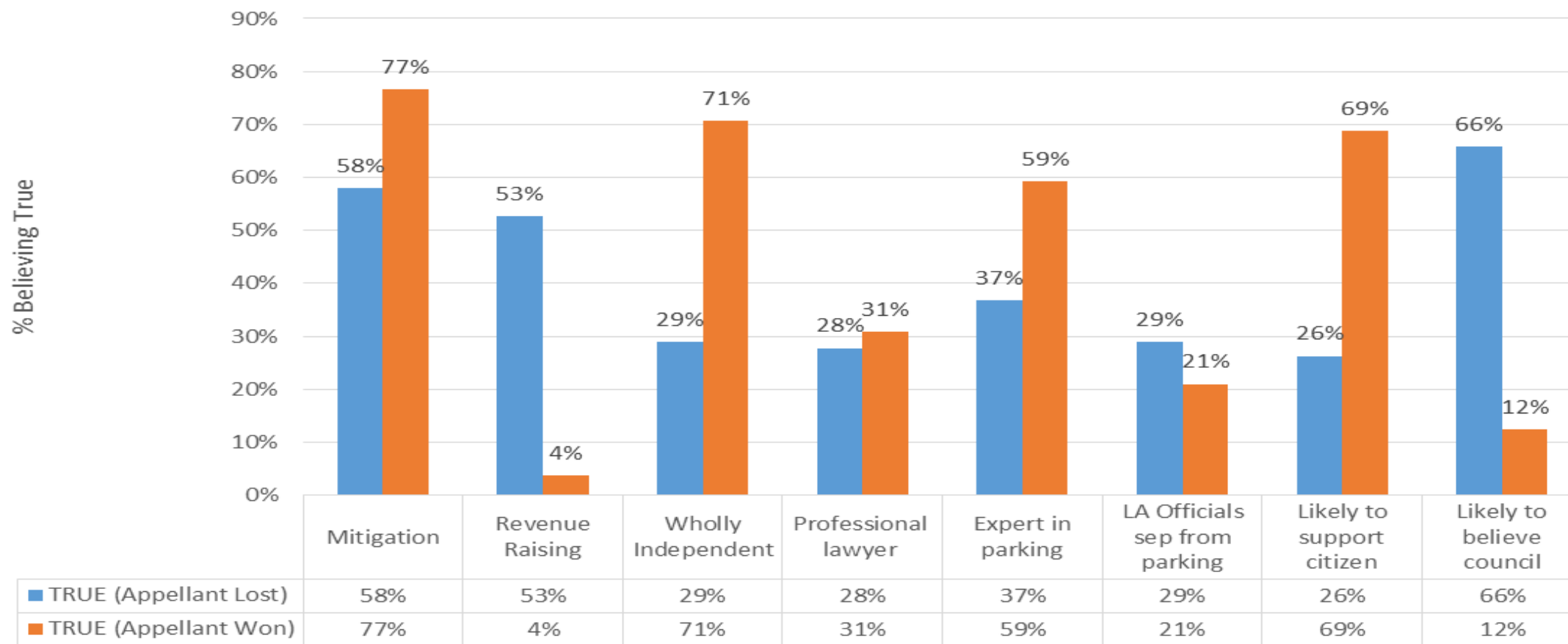
We would also like to know more about your current awareness of the Traffic Penalty

Answer Options	True	False	Unsure	Response Count
...are able to cancel a ticket if reasonable	91	15	22	128
...are just another part of the government system	26	73	29	128
...are wholly independent of the councils.	73	21	35	129
...are professional lawyers (solicitors or barristers).	37	31	58	126
...are experts in parking law and regulations.	66	21	41	128
...are local authority officials (though separate from	30	55	43	128
...are most likely to support the citizen if the council	72	18	37	127
...would be more likely to believe the council's	38	62	28	128

Appeals outcome

% of respondents answering true false unsure by appeal result							
		The Council Won			The Motorist Won		
		TRUE	FALSE	Unsure	TRUE	FALSE	Unsure
Distrust	Revenue Raising	53%	32%	16%	4%	70%	26%
	Likely to believe council	66%	13%	21%	12%	64%	23%
Independence	Wholly Independent	29%	37%	34%	71%	6%	23%
	LA Officials sep from parking	29%	47%	24%	21%	41%	38%
Expertise	Professional lawyer	28%	33%	39%	31%	20%	49%
	Expert in parking	37%	26%	37%	59%	11%	30%
Citizen Focused	Mitigation	58%	18%	24%	77%	10%	14%
	Likely to support citizen	26%	34%	39%	69%	6%	25%

Effect of winning appeal on the truth of the statement



Public and Private: The Problem

- Cross legitimacy contamination
 - Jonsson, Greve and Fujiwara-Greve (2009)
 - '[a]udiences categorize organizations by comparing shared characteristics, and a contagion of legitimacy loss can take place among organizations that are categorized as similar' (2009:196) even where these similar organisations are not implicated in bad practice (ibid:221)
 - In Parking enforcement: A "general impression" born of frustration, then leads recipients to delegitimise not just the individual office holder who issued the notice, but all of those involved in the administration of the system
 - "Nazi's", "Jobsworths" "stasi" etc...

Perception on Parking

- Founded on experience
- Experience not limited to the immediate organisation
 - Private or Public the reaction is generally the same
 - The actions of one reflect the many

Automation the future

- Local Authorities
 - Civil Enforcement of Parking Contravention (England) General (Amendment No. 2) Regulations 2015
 - Limited use:
 - a vehicle is stationary in a bus lane;
 - a vehicle is stationary in a bus stop clearway or bus stand clearway;
 - a vehicle is stationary in a zigzag-lined no-waiting area outside a school entrance;
 - a vehicle is stationary on a red route.
 - Workaround? Automated facilitation of enforcement
 - Not an ideal solution
 - Public Safety v Efficient Flow of Traffic
 - The key public debate