

Penalty Charge Notice Survey: Interim report

This report was created on Friday 05 October 2018 at 15:36.

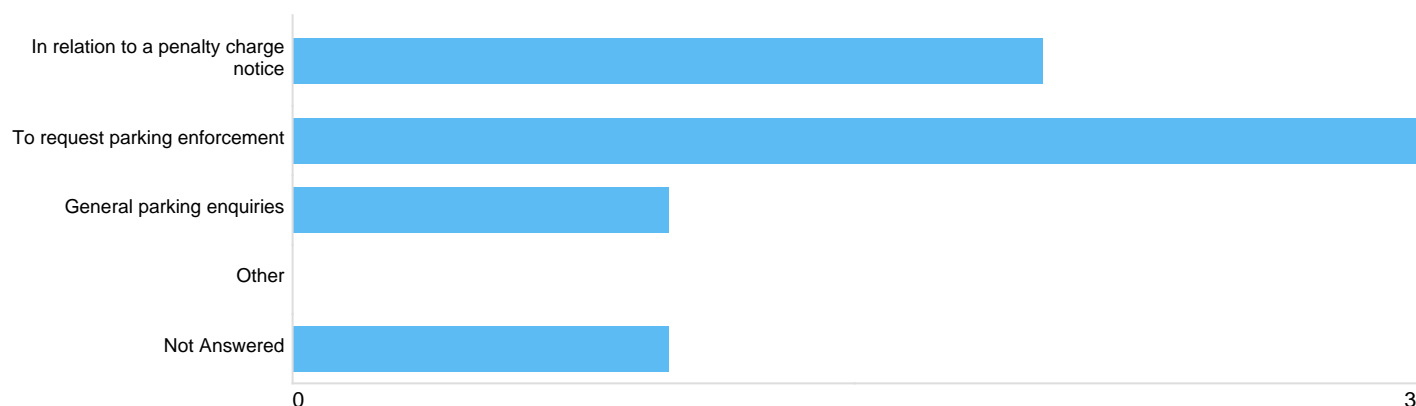
The consultation had not yet closed when this report was generated. As such, this report may not accurately reflect the final distribution of responses, and should be treated as interim only.

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Question 1: What was the reason for contacting our Parking team?

Reason for contact.



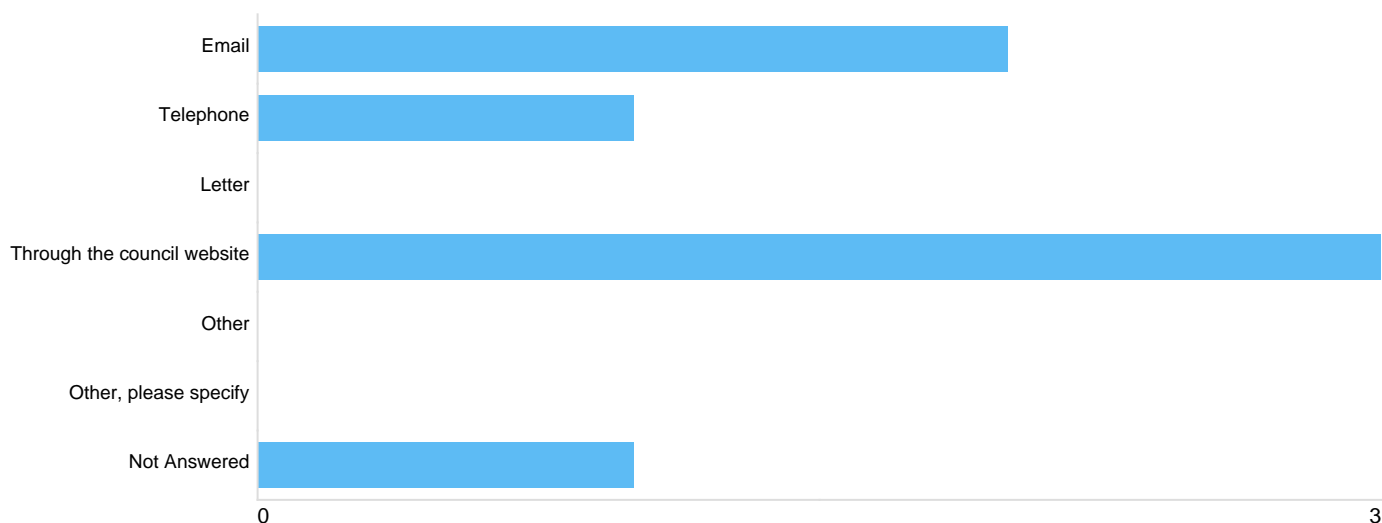
Option	Total	Percent
In relation to a penalty charge notice	2	28.57%
To request parking enforcement	3	42.86%
General parking enquiries	1	14.29%
Other	0	0%
Not Answered	1	14.29%

Other, please specify

There were **0** responses to this part of the question.

Question 2: How did you contact Parking team?

Point of contact



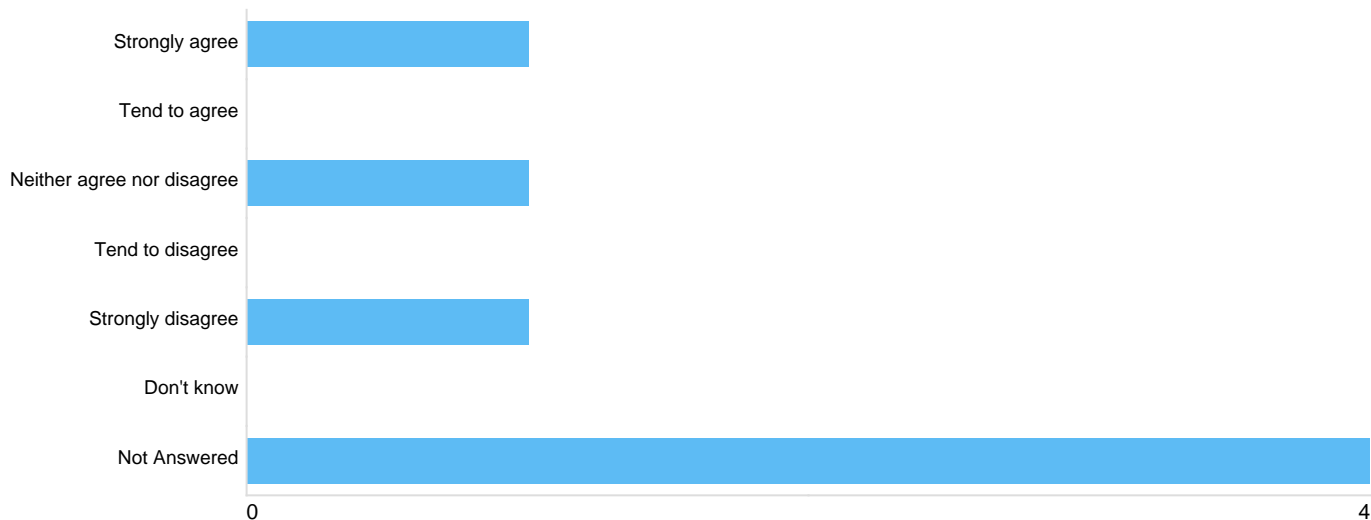
Option	Total	Percent
Email	2	28.57%
Telephone	1	14.29%
Letter	0	0%
Through the council website	3	42.86%
Other	0	0%
Other, please specify	0	0%
Not Answered	1	14.29%

Other, please specify

There were **0** responses to this part of the question.

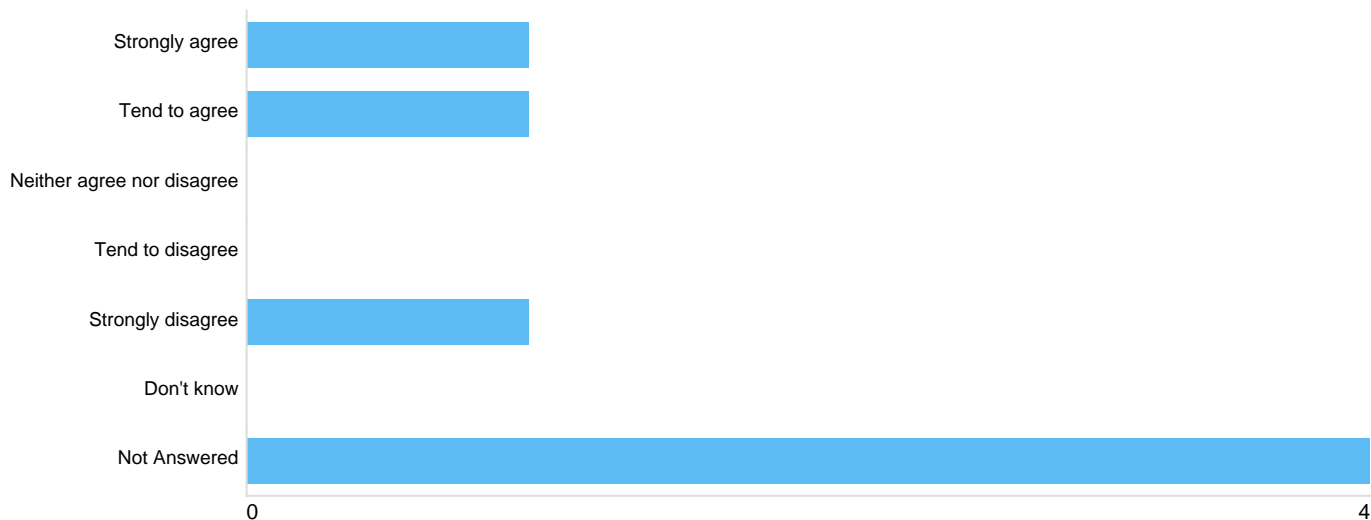
Question 3: If your communication was with regards to a penalty charge notice, how strongly do you agree or disagree with the following statements:

PCN Communication - The reason for the penalty charge notice was clearly explained.



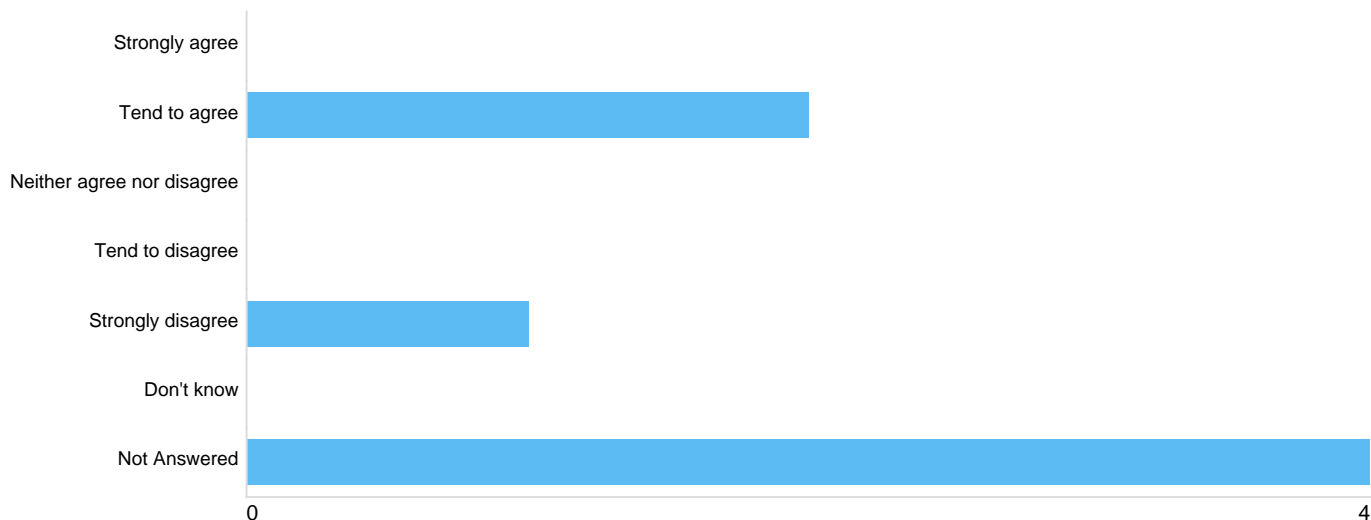
Option	Total	Percent
Strongly agree	1	14.29%
Tend to agree	0	0%
Neither agree nor disagree	1	14.29%
Tend to disagree	0	0%
Strongly disagree	1	14.29%
Don't know	0	0%
Not Answered	4	57.14%

PCN Communication - A clear explanation of courses of action were given.



Option	Total	Percent
Strongly agree	1	14.29%
Tend to agree	1	14.29%
Neither agree nor disagree	0	0%
Tend to disagree	0	0%
Strongly disagree	1	14.29%
Don't know	0	0%
Not Answered	4	57.14%

PCN Communication - The appeals process was clearly explained.



Option	Total	Percent
Strongly agree	0	0%
Tend to agree	2	28.57%
Neither agree nor disagree	0	0%
Tend to disagree	0	0%
Strongly disagree	1	14.29%
Don't know	0	0%
Not Answered	4	57.14%

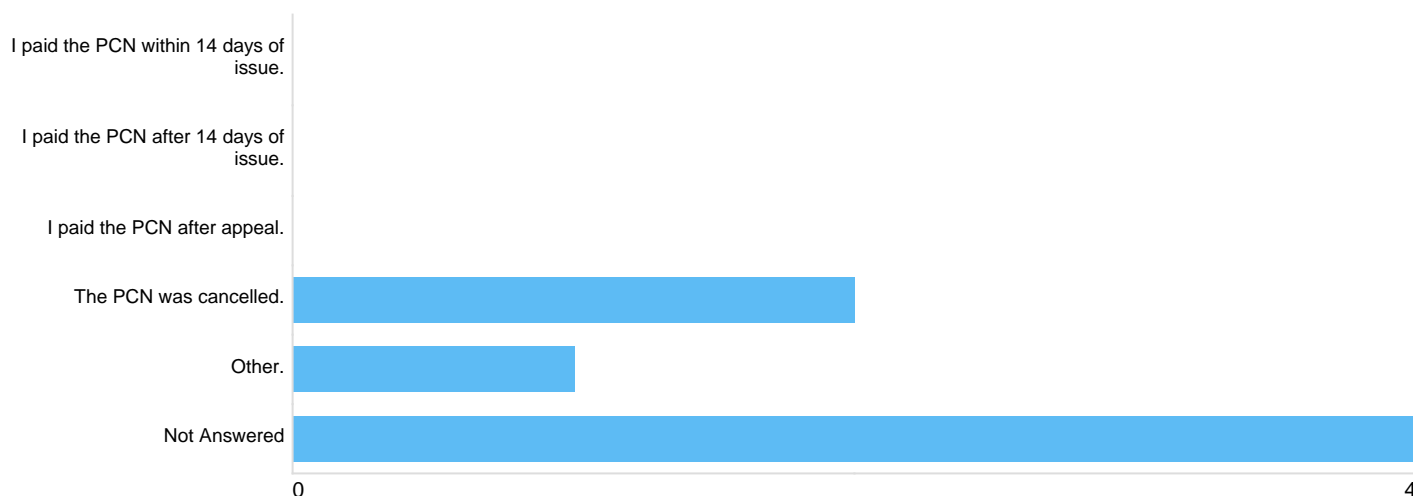
PCN Communication - The fee and payment timescales were explained clearly.



Option	Total	Percent
Strongly agree	0	0%
Tend to agree	1	14.29%
Neither agree nor disagree	1	14.29%
Tend to disagree	0	0%
Strongly disagree	1	14.29%
Don't know	0	0%
Not Answered	4	57.14%

Question 4: If your correspondence was in respect of a penalty charge notice (PCN), please tell us the outcome:

PCN outcome



Option	Total	Percent
I paid the PCN within 14 days of issue.	0	0%
I paid the PCN after 14 days of issue.	0	0%
I paid the PCN after appeal.	0	0%
The PCN was cancelled.	2	28.57%
Other.	1	14.29%
Not Answered	4	57.14%

Other, please specify

There was 1 response to this part of the question.

Question 5: Please use this box to make any other comments or suggestions about how we can improve any aspect of our service to you.

Comments

There were 5 responses to this part of the question.

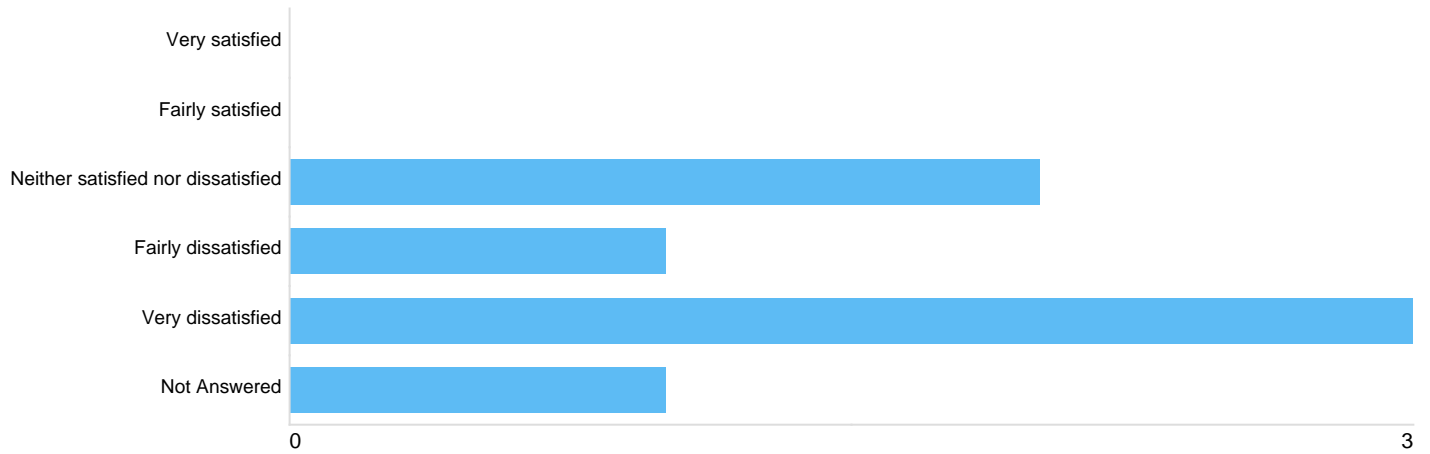
Question 6: If you know of any areas that require parking enforcement - please tell us where below.

Areas that require parking enforcement.

There were 7 responses to this part of the question.

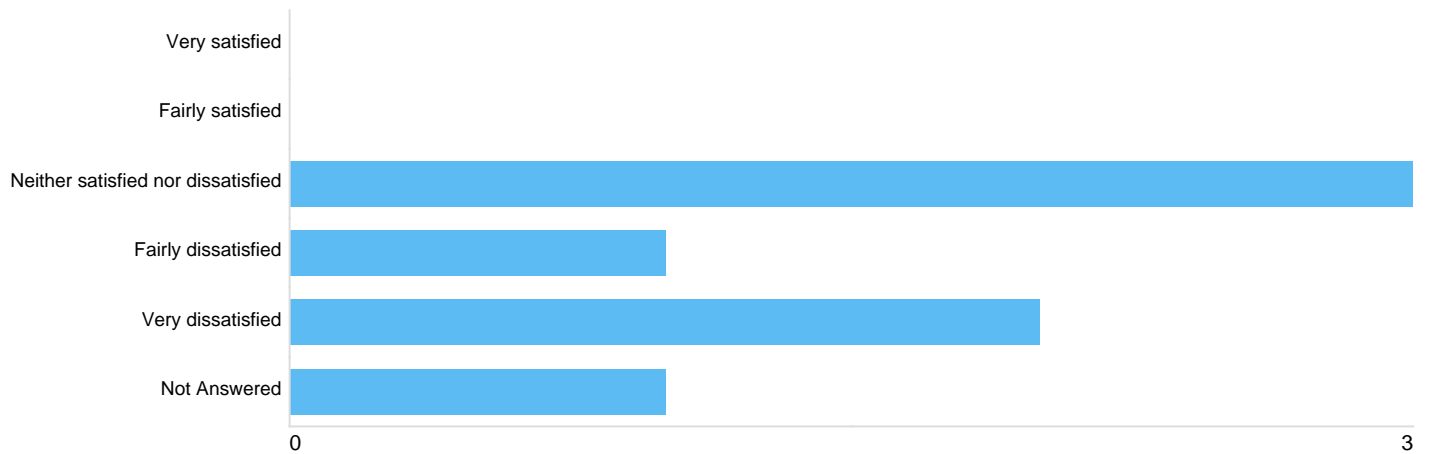
Question 7: Based on your experience, please rate your satisfaction with the service:

Satisfaction of service - Quality of the information we provided.



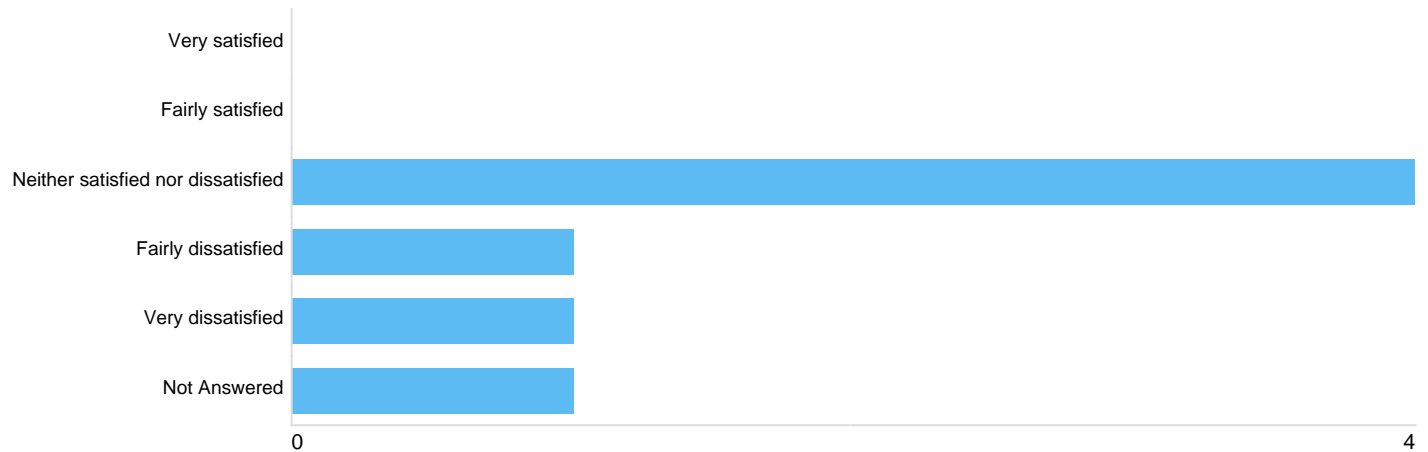
Option	Total	Percent
Very satisfied	0	0%
Fairly satisfied	0	0%
Neither satisfied nor dissatisfied	2	28.57%
Fairly dissatisfied	1	14.29%
Very dissatisfied	3	42.86%
Not Answered	1	14.29%

Satisfaction of service - Knowledge and attitude of staff.



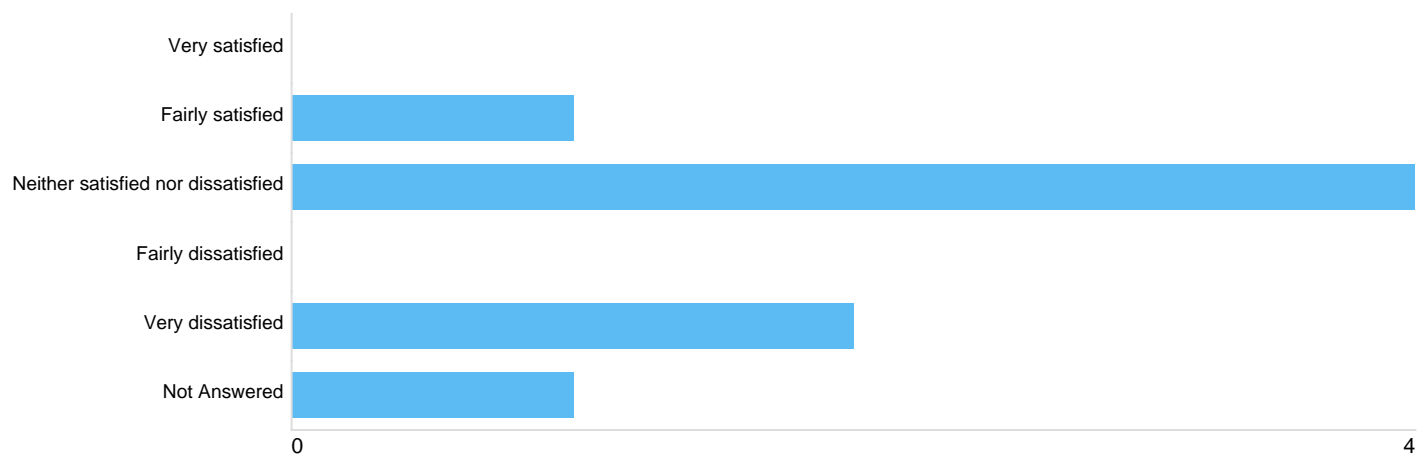
Option	Total	Percent
Very satisfied	0	0%
Fairly satisfied	0	0%
Neither satisfied nor dissatisfied	3	42.86%
Fairly dissatisfied	1	14.29%
Very dissatisfied	2	28.57%
Not Answered	1	14.29%

Satisfaction of service - Timeliness of dealing with you.



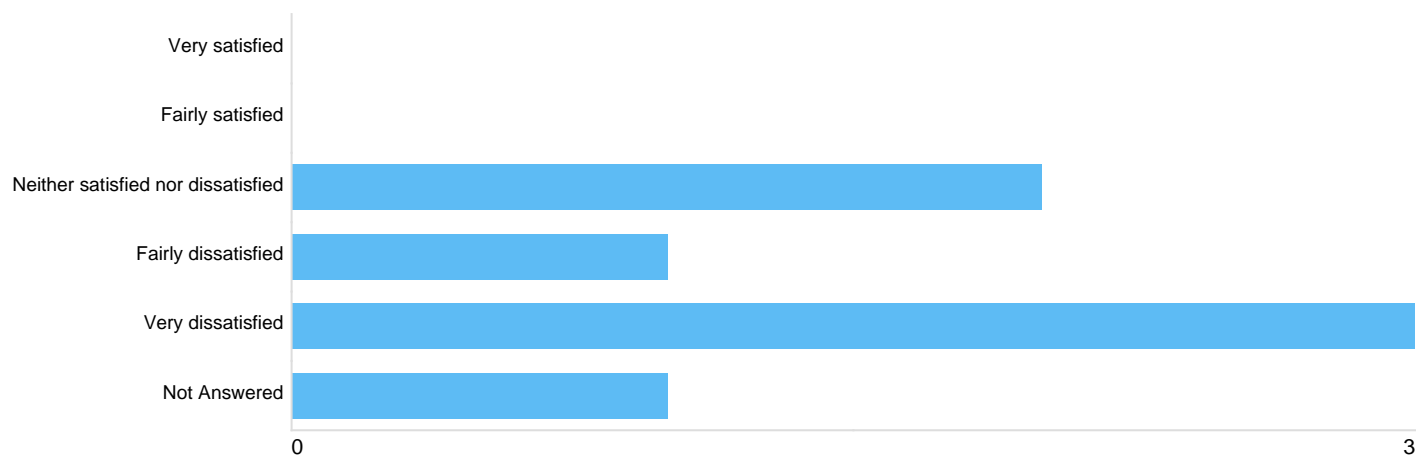
Option	Total	Percent
Very satisfied	0	0%
Fairly satisfied	0	0%
Neither satisfied nor dissatisfied	4	57.14%
Fairly dissatisfied	1	14.29%
Very dissatisfied	1	14.29%
Not Answered	1	14.29%

Satisfaction of service - How fairly you were treated.



Option	Total	Percent
Very satisfied	0	0%
Fairly satisfied	1	14.29%
Neither satisfied nor dissatisfied	4	57.14%
Fairly dissatisfied	0	0%
Very dissatisfied	2	28.57%
Not Answered	1	14.29%

Satisfaction of service - Overall satisfaction with the service.



Option	Total	Percent
Very satisfied	0	0%
Fairly satisfied	0	0%
Neither satisfied nor dissatisfied	2	28.57%
Fairly dissatisfied	1	14.29%
Very dissatisfied	3	42.86%
Not Answered	1	14.29%