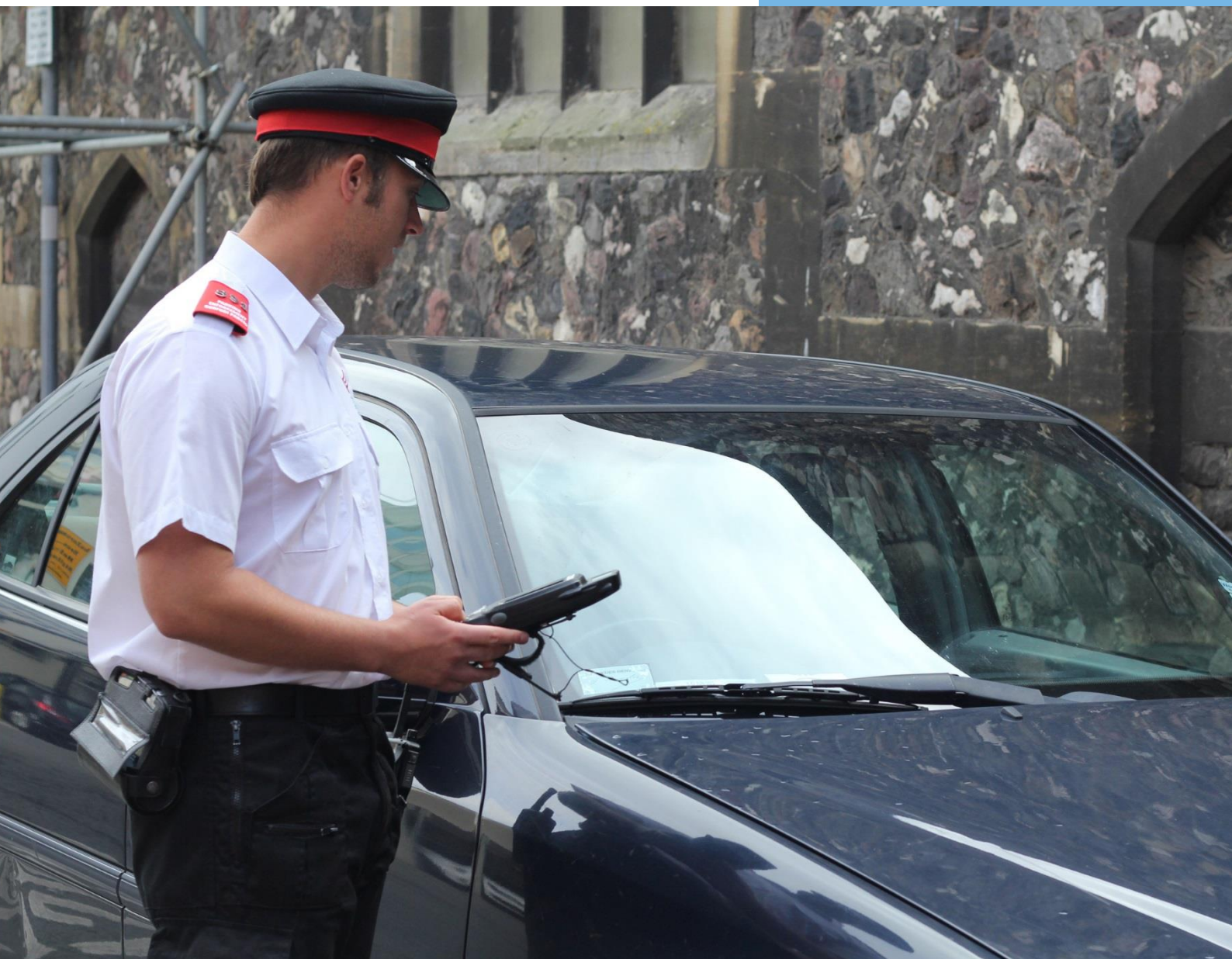


This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg.

2017/18

Cardiff Council Annual Parking and Traffic Enforcement Report



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	The purpose of parking regulations and why they are enforced
	The purpose of this document
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1. INTRODUCTION AND CONTEXT

In the summer of 2010, Cardiff Council took on the responsibility for enforcing a range of parking contraventions. This is contributing towards the transportation policy objectives by addressing illegal parking which causes unnecessary congestion and traffic delays. In 2013, new legislation was made available in Wales to allow local authorities to enforce bus lanes, yellow box junctions and a range of other moving traffic contraventions.

In 2014, The Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013 was passed and came into force on 25th March 2014. These regulations enable the Council to assume responsibility for enforcement of bus lane and some moving traffic offences, pursuant to Part 6 of the Traffic Management Act 2004.

By having access to these powers, Cardiff Council now has a full suite of legal powers to control parking and travel along the highway. This gives the Council maximum control in terms of deploying its enforcement resource in support of its transportation policies, with the intention of assisting the movement of public transport and generally keeping traffic moving.

2. OVERVIEW

This annual report sets out the important facts and figures relating to Cardiff Council's parking and enforcement activity.

Illegal parking can create problems with the operation of the highway network including impacting on the ability of public transport to run smoothly and for people to be able to use 'active modes' such as walking and cycling safely and confidently. It affects the safety of other road users, and causes a nuisance for local residents and businesses. Illegal parking can affect the enjoyment and facility of local areas and detract from them as good places to live and work.

Enforcement is therefore needed to ensure compliance with regulations in order to keep the highway network and public transport working, tackle dangers to other road users from illegal parking and ensure parking bays are used for parking and not for other purposes e.g. for illegal trading.

The Council accepts parking on the highway in accordance with two fundamental considerations:

- That safety is not compromised; and
- That traffic flow¹ is not impeded.

The Traffic Management Act² imposes a duty on the Council as highway authority to ensure the smooth flow of traffic. Whilst roads may appear capable of accommodating parking, the Council may deem this does not facilitate meeting the requirements of the Act and therefore may find it necessary to restrict parking. The following policies and operational criteria guide the day-to-day management of parking space. These policies should be read in conjunction with the Council's

¹ Traffic flow refers to all modes of transport, whether motorised, non-motorised or pedestrian

² 2004

- Local Development Plan,
- Supplementary Planning Guidance (Managing Transport Impacts - Incorporating Parking Standards and Guidance on Travel Plans),
- Local Transport Plan and
- Parking Strategy

The objectives of the Council's Parking Policies align with Cardiff Council's Local Transport Plan objectives, as follows:

- **Environment** - Parking will be provided and managed to minimise the negative impacts of travel and parking on the built and natural environment.
- **Economy** - To contribute to an efficient economy, to support sustainable economic growth in appropriate locations and promote the vitality, attractiveness and viability of the City Centre, district and local centres
- **Safety and Security** - Parking will be provided and managed to promote safety and security for all travellers.
- **Accessibility** - Parking will be provided and managed to promote accessibility for people and goods, particularly, by sustainable modes of transport. Particular attention will be paid to improving accessibility for people with mobility problems.
- **Integration** - To integrate parking with all forms of transport, network management and land use planning, leading to a better, more efficient and sustainable transport system.

More Information:

Cardiff Parking Strategy: <https://www.cardiff.gov.uk/ENG/resident/Parking-roads-and-travel/parking/Parking-Strategy/Pages/default.aspx>

Local Transport Plan: <https://www.cardiff.gov.uk/ENG/resident/Parking-roads-and-travel/transport-projects/Documents/FINALLTP.pdf>

PARKING IN CARDIFF

Cardiff has a wide variety of neighbourhoods each with their own characteristics. Individual parking issues stem from their location, mix of land uses, and transport facilities.

Cardiff Council operates a number of different types of parking across the city including on street and off street resources. This includes over

- 2,000 spaces in off-street car parks,
- 2,500 on-street pay and display spaces, and
- around 1,000 spaces at its Cardiff East Park and Ride facility.

In common with other towns and cities, parking is provided for by a combination of Council operated facilities and those operated by private companies.

Cardiff Council Parking Pages: <https://www.cardiff.gov.uk/ENG/resident/Parking-roads-and-travel/parking/Pages/default.aspx>

RESIDENTS' PARKING

Parking in residential areas is managed by the Council's resident parking scheme and its accompanying policies. Resident only parking schemes tend to be concentrated in streets with terraced housing closest to the city centre.

The Council's current Residents Parking policy sets out clear qualification criteria used in determining whether or not to introduce or change residents parking schemes in an area. The current policy was developed following a review of the previous resident parking policy in Cardiff undertaken in 2011.

A number of residential areas close to district shopping centres and the city centre have residents permit schemes in place as a means of minimising problems that parking by commuters and shoppers can cause for local residents. The criteria for these areas may be adjusted in the future in response to changes in parking pressures arising from new development or changes in traffic flows and travel patterns.

It is recognised that any intervention regarding parking can potentially impact upon adjacent streets. For this reason, in determining each application for a residents parking scheme, a careful consideration is needed of evidence from survey data and feedback from public consultation.

Residents only parking systems operate on streets where there is a high demand for on-street parking spaces, both from residents and other users e.g. commuters and shoppers. The system operates every day, 8.00am to 10.00pm.

DISABLED PARKING

Single disabled person's parking bays are implemented for Blue Badge holders, outside their homes where:

- (i) no off-street parking is available within the applicant's premises, whether or not it is in use;
- (ii) on-street parking is so heavy there is no parking space available within 25m of the applicant's address.

More Information: <https://www.cardiff.gov.uk/ENG/resident/Parking-roads-and-travel/Blue-badge-parking/Pages/default.aspx>

MOTORCYCLE PARKING

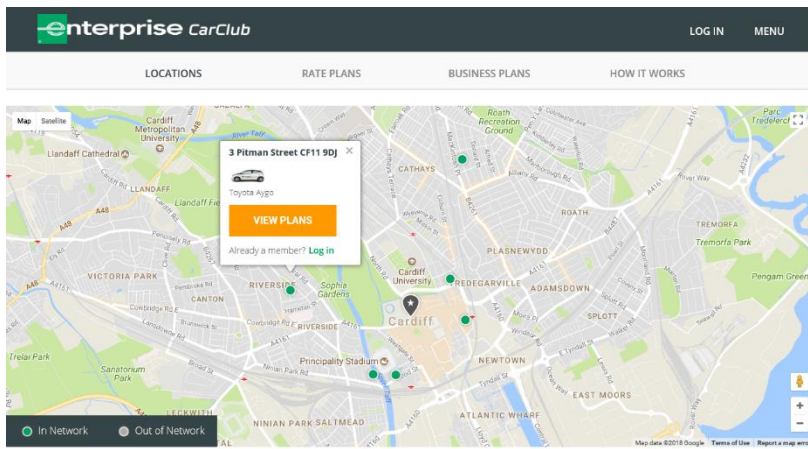
Motorcycles are not able to make legal use of cycle facilities, but can currently be parked free of charge in:

- normal pay-and-display spaces on-street (subject to the maximum stay time permitted in the long or short stay spaces)
- Council pay-and-display car parks at Castle Mews, North Road, and High Street Llandaff, and
- secure motorcycle bays in the Gray Street car park in Riverside.

Experimental access to bus lanes was trialled during 2015 and will continue for the foreseeable future.

More Information: <https://www.cardiff.gov.uk/ENG/resident/Parking-roads-and-travel/parking/Motorcycle-parking/Pages/Motorcycle-Parking.aspx>

CAR CLUBS



A Car Club was installed in Cardiff as part of the Sustainable Travel City Project in 2010. Car Clubs enable people to make use of a vehicle when they need to rather than maintaining a personal vehicle. Car Club vehicles are parked in dedicated bays on-street thereby removing the need to search for a parking space. Short and long term hire options are available.

Cardiff Council is committed to encouraging the developments of car clubs, both on-street and in new developments. In this way the numbers of vehicles seeking to park in already oversubscribed areas can be reduced. There is also evidence to suggest that car club members make more use of public transport, walking and cycling than people who own their vehicle.

More Information:

<https://www.enterpriseclub.co.uk/gb/en/programs/regions/wales/cardiff.html>

<https://www.carplus.org.uk/>

CYCLE PARKING

Cycling is a key mode of transport for short local trips and is also frequently used for multimodal trips,



especially train. Secure, high standard cycle parking is vital to encouraging more people to use a bike for all or part of their trip. Cardiff Council also has a programme to install additional cycle stands across the city and has standards for installation of cycle parking for new development. This is complemented by a scheme to provide organisations with free cycle stands for employee and visitor use.

Cardiff Council is committed to improving the environment for active modes through interventions to enhance the safety and attractiveness of walking and cycling in the city. To this end it is planning the installation of a new cycle hub as part of the redevelopment of Central Square to include a new transport interchange for the city.

In March 2018 the first 50 bikes of a new on street cycle hire scheme for the city were launched ahead of the wider roll-out to a 500 bike scheme during the summer of 2018.

The scheme is operated by nextbike (UK) Ltd, working in partnership with Pedal Power and was funded by a capital grant of £800,000 from the Welsh Government. The scheme's local sponsor is Cardiff University whose student population can benefit from hire stations at key university campuses across the city, as well as access to the wider network.



More Information:

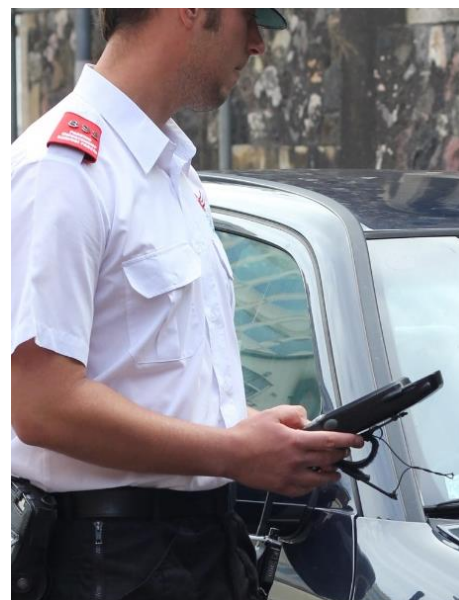
<http://www.keepingcardiffmoving.co.uk/cycle>

<https://www.nextbike.co.uk/en/cardiff/>

PARKING AND TRAFFIC ENFORCEMENT

Cardiff Council's mobile teams of Civil Enforcement Officers (CEOs) provide a responsive service to deal with parking problems on the highway or Council-owned land. The role of CEO is a key one in ensuring that the city remains accessible, and that parking on the city's streets is undertaken both legally and safely. CEOs also have a unique advantage in being 'on-street' and can therefore be important ambassadors for the delivery of efficient parking in the city, working alongside technology to deliver a high quality parking service for both residents and people who visit the city.

The Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013 was passed and came into force on 25th March 2013. These regulations enable the Council to assume responsibility for enforcement of bus lane and some moving traffic offences (MTOs), pursuant to Part 6 of the Traffic Management Act 2004. The Traffic Management Act 2004 indicates the range of road signs which will be enforceable under this new legislation.



These include enforcement of:

- Directed and prohibited movements
- Pedestrian precincts
- Bus and Cycle provisions and
- Yellow Box Junctions.

These powers particularly assist:

- Enforcement of Bus Lanes - preventing the blocking of bus lanes.
- Enforcement of Yellow Box Junctions - reducing illegal queuing across the boxes, particularly during peak hours, preventing congestion and delay to all vehicles.
- Enforcement of turning movement bans - enhancing public safety, by preventing conflict with pedestrian crossing movements, and by reducing the use of weak bridges by lorries ignoring weight restrictions.

More detail on the Civil Parking Enforcement scheme and the charges that apply to parking offences can be found via the Council's Website or by visiting:

<https://www.cardiff.gov.uk/ENG/resident/Parking-roads-and-travel/parking/Pages/default.aspx>

CAMERA CAR

In 2016 Cardiff Council introduced an additional tool to its suite of civil enforcement tools through the rollout of camera car technology.

This scheme provides two vehicles which use number plate recognition technology enabling the council to send parking tickets directly to a driver's home.



Cars are fitted with rooftop CCTV and Automatic Number Plate Recognition technology and operate 7 days a week between 7am and 10pm. Specific emphasis is placed on illegal parking around schools in order to improve road safety and change driving habits in Cardiff.

Motorists observed by the camera car parking on zig-zag areas near schools, using bus lanes illegally or caught stationary in restricted areas were issued with warning notices for the first two weeks of the scheme to enable motorists to get used to the new technology's presence. Fixed Penalty Charges are now issued to offenders.

BUS LANE CAMERAS



Photo: Wales Online

Bus lane enforcement cameras were originally introduced to the city in 2014 and installed in seven locations. These cameras are designed to remind motorists that bus lanes should be used only by permitted vehicles. This ensures that bus services run efficiently and on time, offering an attractive alternative to travelling by car.

Cameras (6) will also be installed at additional locations around the authority over the next year.

BANNED TURNS AND YELLOW BOX JUNCTIONS

Additional cameras have been installed in the city centre enforcing banned turns to help promote safety for vulnerable road users in particular and aid in preventing accidents resulting from motorists ignoring those banned movements. These cameras along with additional yellow box cameras that have been installed will enable the city to keep moving efficiently. Further cameras enforcing banned cameras and yellow boxes are soon to be deployed in Heath, Canton, Caerau and Adamsdown wards



Photo: Wales Online

CIVIL ENFORCEMENT OFFICERS' SAFETY



Cardiff Council views the safety of its Civil Enforcement Team as a priority. To this end, and in line with many other authorities Cardiff has introduced body cameras as part of the technology to support Civil Enforcement Officers in their duties.

From July 2016 Civil Enforcement Officers (CEO) were equipped with body cameras through a £34k investment by the City of Cardiff Council. Cameras are mounted on a clip attached to the CEO's uniform and capture a 130° angle with both video and sound recorded in high definition and the recording can be viewed by an individual on a front facing screen at the time of the incident.

The technology is seen as an independent witness to incidents, and cameras are only used if a CEO believes they are being threatened or there is potential for conflict. CEOs are trained to advise members of the public when the equipment is activated.

Cardiff Council aims to strike the correct balance between protecting people's privacy and protecting CEO health and safety whilst gathering essential evidence that can be used if an incident escalates.

Data collected can be accessed only through specific computer software and is held in accordance with the provisions of the Data Protection Act.

THE APPEALS PROCESS

Parking fines can be appealed within 28 days of the date the ticket was issued and can be challenged for the following reasons:

- The alleged parking offence did not happen
- The vehicle was never owned by the appellant; had stopped being the owner of the vehicle before the alleged parking offence; or that they became the owner of the vehicle after the date of the alleged parking offence
- The vehicle was parked by someone else without the permission of the owner (e.g. if it was stolen)
- The vehicle was being driven by someone else under a hire arrangement (this is for use by car hire companies only)
- The penalty exceeded the amount applicable for the offence type quoted
- The Council has not followed the correct procedure
- The parking limit where the alleged parking offence took place was not valid

Cardiff Council also considers other mitigating circumstances on a case by case basis.

More Information: <https://www.councilparking.org/cardiff/eng/pages/home.aspx>

3. TECHNOLOGY

Over time, and as a result of changes in demand the Council has to review arrangements for the management of parking. This means the Council can ensure that parking is effectively managed to benefit the people who live and work in the city by promoting a strong economy and maintaining a better environment.

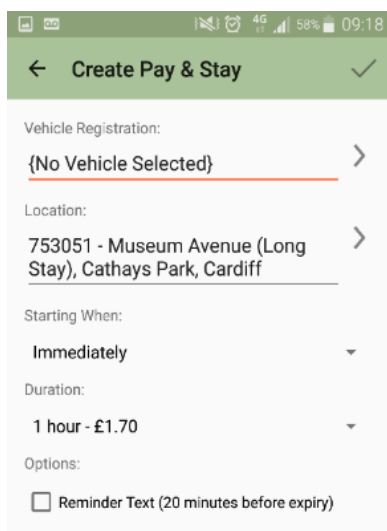
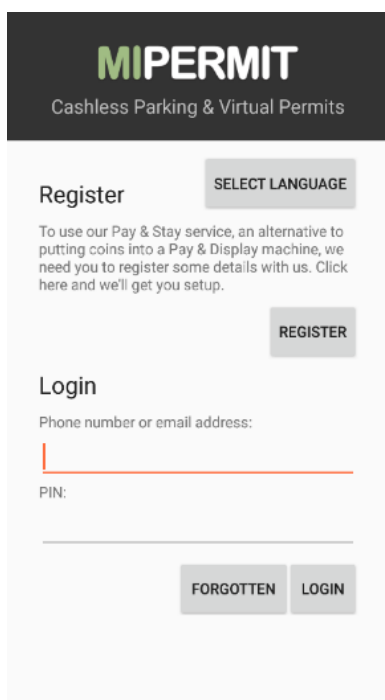
PAY AND DISPLAY MACHINES

Work is well underway to replace the increasingly outdated stock of current 'chip and pin' card payment facilities to contactless 'wave and pay' facilities. This has enabled faster payment without the need for a mobile connection to be made with a bank at the point of sale. This technology will serve to improve reliability of payment and improve the customer experience, and reduces the risk of theft from machines.

It is anticipated that P&D machines will continue to accept cash and cards in the current way as well as offering customers contactless options. The new machines will be supported by developments in pay by phone technology.

PAY BY PHONE/APP

Cashless payment methods include payment by mobile phone which is being used more as mobile phone technology develops and smart phones become more widely available.



Benefits include removing the need to carry change to pay for parking for on-street parking, and over time the risk of theft from Pay and Display machines around the city will reduce. Cardiff has seen a 39% reduction in cash payments since the introduction of MiPermit in Cardiff.

The technology can also provide for the issue of reminder messages by text to advise of an approaching end of period and to extend parking time remotely up to the maximum permitted.

The bilingual MiPermit App provides people driving into Cardiff with the option to find out the parking tariff in advance, pay before they park, and extend a parking session without having to return to their car.

The app can be download via a smart phone (apple and android) or by using the online portal at www.wanttopark.com/cardiff.

For new customers this service is available by texting the word PARK and the vehicle registration details to 61600. The company calls the customer back for location and payment details. The system also allows people to sign up to a text service - which will provide a notification when their parking provision is due to end.

More Information: <https://secure.mipermit.com/cardiff/application/home.aspx>

SENSOR PARKING SCHEME

The Council is committed to using innovative technology to deliver service improvements to the management of parking in the city, and to implement a system that will have wide application across a number of functions. (E.g. data collection to facilitate transportation monitoring and planning etc.). The Council's parking sensor solution uses sensors embedded in the carriageway that register vehicle movements and communicate with a back office centre in real time.

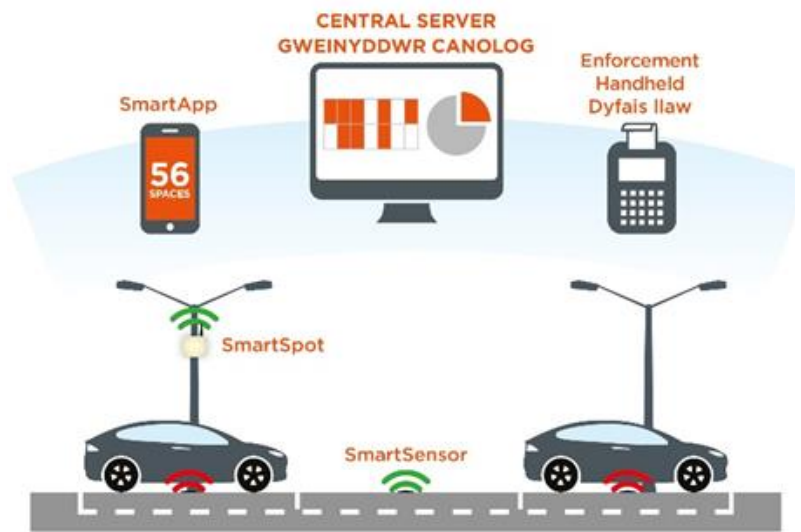


Illustration: Smart Parking Ltd

The sensor parking technology also provides customer access to a free

mobile application (app) via iPhone or Android devices for customers to view a current picture of

parking spaces. The system allows Cardiff Council to collate real time data on occupancy levels in adjacent off-street parking facilities, and in the future will allow the Council to refine parking prices to ensure more efficient use of resources.



Illustration: Smart Parking Ltd.

This enables Cardiff Council to deploy a fully integrated parking space occupancy, revenue and enforcement system and will allow data led direction of Parking Enforcement activity, and direct CEO resources to areas needing the most support. This will assist in improving the efficiency of the CPE system, and promote better turnover of parking in the city, benefitting the local economy.

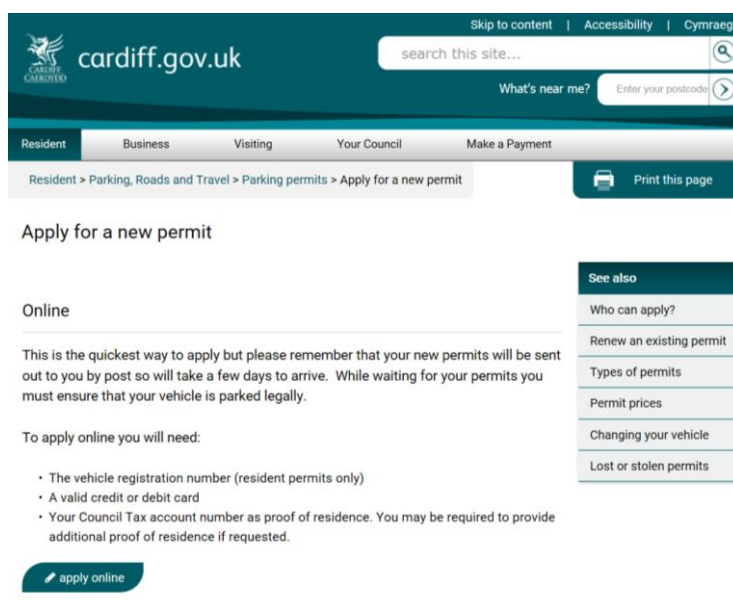
More Information: <http://www.keepingcardiffmoving.co.uk/car/parking-sensors/>

ONLINE PERMITS

Resident parking permits can now be applied for online via the Council's website. To purchase a resident or visitor parking permit an applicant must provide:

- The vehicle registration number (resident permits only)
- A valid credit or debit card
- A Council Tax account number - required as proof of residence.
- Additional proof of residence may need to be provided if requested

Residents can still apply for permits by post.



More Information: <https://www.cardiff.gov.uk/ENG/resident/Parking-roads-and-travel/Parking-permits/Pages/Parking%20permits.aspx>

4. FUTURE PLANS

E-PERMITS

Work has begun to scope the feasibility of replacing paper parking permits with a new E-Permit system. This would see motorists register their vehicles for a virtual permit rather than having to display a physical permit in their vehicles. This would bring benefits to permit holders in that, unlike a paper permit, an E-Permit cannot be lost, stolen or simply forgotten. This technology would allow Cardiff Council to more efficiently manage the permit system, particularly in resident parking areas, and facilitate changes of address or vehicle more easily than is currently the case.

Special attention is being paid to how the current visitor permit could be integrated into the E-permit system whilst ensuring that it is simple to use and accessible for all residents.

Enforcement would be undertaken through the use of the Council's Camera Car Fleet, which would use the ANPR technology installed to alert enforcement teams when an unregistered vehicle is parked in permit holder areas. This would mean that enforcement would be quicker and more efficient. It is anticipated that this would assist in maintaining the benefits of the Council's resident parking scheme and discourage drivers from parking in bays reserved for residents. This work is in early development and in due course more information will be provided.

EXPANSION OF ENFORCEMENT CAPABILITY

Cardiff Council will continue to explore potential further expansion of enforcement capability to help address key problem areas in the city. These include the additional enforcement capability for banned turning movements and bus lanes. Cardiff Council will also explore other technology as it becomes available.

5. STATISTICS, FINANCIAL INFORMATION, REVIEWS AND MONITORING

INTRODUCTION

Cardiff Council recognises the importance of ensuring that income from charges associated with traffic enforcement is used appropriately. There are three main sources of income which are set out below.

- a) **Income from Parking Charges** - consists of Pay & Display income from on and off street parking and residential schemes.
- b) **Income from Civil Parking Enforcement (CPE)** - reflects income from parking violation.
- c) **Income from Moving Traffic Offences (MTOs)** - reflects enforcement of bus lanes, yellow box junctions and turning movement bans.

Civil Enforcement is a ring fenced account and any income generated is used to fund related operational cost of parking & enforcement. Any additional surplus or deficit generate by the account is transferred to the Parking Reserve and can only be used for specific purposes such as supporting public transport services, off-street parking and highway improvements in accordance with Section 55 of the Road Traffic Regulations Act 1984, as per The Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013.

The Parking Reserve has supported a number of improvements including:

- Surface Car Park Upgrades, including Pay & Display facilities
- Installation of Disabled Bays
- Work required for the implementation of Moving Traffic Offences
- Work on new 20 mph limit areas in the City of Cardiff Council
- School keep-clear zones and safe access to schools
- Highway improvements including bus corridors
- Operation Red Mana Partnership with South Wales (Removal of Off Road Bikes from public land. 9 Operations, 24 bikes confiscated to date)
- Environmental Enforcement improvements
- Cycling Partnerships

FINANCIAL STATISTICS

The following represents an overview of the financial statistics in relation to parking and moving traffic enforcement in Cardiff.

Enforcement income and expenditure:

Civil Enforcement Account					
Financial Year	2013-14	2014-15	2015-16	2016-17	2017-18
	£000's	£000's	£000's	£000's	£000's
Parking Account Balance as at 1st April	(681)	(121)	(69)	(371)	(351)
Income					
On Street Car Parking	(4,029)	(3,917)	(4,128)	(4,362)	(4,575)
Off Street Car Parking	(230)	(667)	(1,000)	(1,042)	(1,087)
Residents Parking Permits	(142)	(254)	(309)	(330)	(346)
Parking Penalty Charge Notices	(2,150)	(2,077)	(2,085)	(2,019)	(1,973)
Moving Traffic Offences	0	(848)	(2,840)	(3,360)	(3,992)
Other	(48)	(54)			(55)
Total Income	(6,599)	(7,817)	(10,362)	(11,113)	(12,028)
Expenditure					
Operational Costs & Parking Account	713	1,087	1,246	1,037	698
Enforcement Service including TRO	3,009	2,856	4,159	4,607	5,276
Total Expenditure	3,722	3,943	5,405	5,644	5,974
CPE Operating Annual (Surplus)/Deficit	(2,877)	(3,874)	(4,957)	(5,469)	(6,054)
Contribution towards schemes as per Section 55 of the Road Traffic Regulation Act *	3,437	3,926	4,655	5,489	5,704
Contribution to Parking Account (Surplus)/Deficit per Annum	560	52	(302)	20	(350)
Contribution as per section 55 of the Road Traffic Regulation Act funding;					
<ul style="list-style-type: none"> - provision or operation of public passenger transport services; - highway or road improvement projects in the local authority's area; - environmental improvement in the local authority's area. 					

PENALTY CHARGES NOTICES- 2017/18 DATA (AS AT APRIL 2018)

Parking Enforcement Statistics (PCN's)		%
Issued	59,668	
Appeals received	12,604	21%
successful	6,985	12%
unsuccessful	4,857	8%
Cancelled	8,438	14%
Paid at discount	33,131	56%
Paid at full	6,484	11%
Paid at surcharge	1,533	3%
Total paid to date	41,148	69%
Total Outstanding at year end	10,082	17%

Moving Traffic Offence Statistics		%
Issued	144,578	
Appeals received	18,535	13%
successful	9,269	6%
unsuccessful	4,834	3%
Cancelled	26,782	19%
Paid at discount	87,152	60%
Paid at full	2,259	2%
paid at surcharge	4,692	3%
Total paid to date	94,103	65%
Total Outstanding at year end	23,693	16%

Moving Traffic Offence Location Breakdown	
Crwys Road	1,413
Custom House Street, City Centre - (2 Cameras)	15,982
Duke Street, City Centre	2,700
Kingsway, City Centre	17,163
Newport Road, Adamsdown - (3 Cameras)	11,779
Park Place, City Centre	6,712
Newport Road, Penylan	12,365
Churchill Way, City Centre	506
Llantrisant Road, Llandaff	1,788
North Road, City Centre	5,835
Southern Way, Rumney	2,521
Caerphilly Road, Birchgrove	1,927
Annual Total	80,691

Banned Turn Location Breakdown	
Birchgrove Road J/W Manor Way	971
Churchill Way/North Edward St	1,098
Crystal Glenn J/W Heathwood Rd, Heath	2,717
Hayes Bridge Road, City Centre	6,599
North Road J/W College Road	4,859
Westgate Street, City Centre	9,751
Amroth Road, Cowbridge Road West	494
Colum Road, Corbett Road	91
Ffordd Ty Unnos, Caerphilly Road	305
Newport Road, Wordsworth Avenue	7,476
Newport Road, New Road	2,253
Piercefield Place/Newport Road	1,447
St Mart Street/Mill Lane	4,801
Malverne Drive - No Entry	3,972
Paget Street - No Entry	502
Annual Total	47,336

Yellow Box Junction Location Breakdown	
Adam Street/Central Link	398
Bute Street/Customhouse Street/Hayes	2,092
Caerphilly Road/Rhydheilig Avenue	2,450
David Street/Bridge Street/Charles Street	222
Dumfries Place/Newport Road	1,801
Leckwith Road/Cardiff International Sports Centre	1,202
Annual Total	8,165

Camera Car total	
Cardiff Various	8,386
Annual Total	8,386

Permit and Disabled Badge Statistics	
Number of Resident Permits issued	19,321
Number of Disabled Badges issued	6,644

FREEDOM OF INFORMATION AND OPEN DATA

City of Cardiff Council is committed to publishing increasing amounts of its data. This promotes openness and transparency and allows others to re-use this data in new and imaginative ways.

City of Cardiff Council has adopted the UK government's approach that data should be published to a minimum of 3 stars. This means our data is easily accessible and available to re-use as required (subject to terms outlined in the Open Government Licence). The Council is working hard to ensure all our published datasets meet this standard.

The following link provides additional information that may be useful and links to data about parking, moving traffic enforcement and financial information.

More Information: https://foi.cardiff.gov.uk/eng/Pages/OpenData_All.aspx