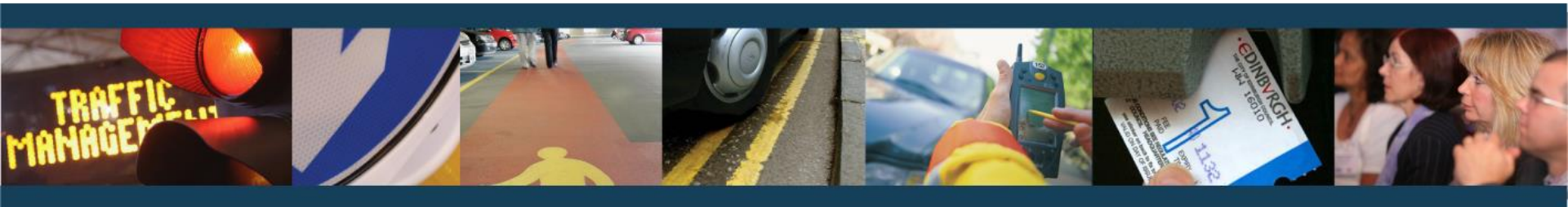


POPLA (Parking on Private Land Appeals)

Presentation to AOS Conference

By Gemma Dorans

28 February 2018



Background to POPLA

- October 1st 2012 – Biggest day in parking history
- Clamping and towing away banned
- Leaving ticketing as the only means to manage land
- Ticketing without KL not truly effective
- Government would not allow KL without an IAS of course
- **P**arking **o**n **P**rivate **L**and **A**ppeals launched

POPLA– 5 Government Principles

- Independent and seen to be independent
- Decisions binding on the operator
- Free to the motorist
- Fully funded by the sector
- Available on all tickets issued by an ATA member

POPLA - Intended Outcomes – Have they been achieved ?

- Fair and equitable playing field for both operator and motorist
- An opportunity for motorists to have their case heard
- Raise standards of enforcement practices of all operators
- Bring into line with practices in operation within public sector
- Improve quality of the operator dispute resolution processes

Update on POPLA

- 135,136 cases registered so far at OS in 2.5 years
- Equates to 1,000 per week and around 1.1% of tickets issued
- 41,991 cases withdrawn – equates to 31%
- 86,338 decisions made – some remain in progress
- 28% of cases accepted versus 72% refused
- With the withdrawn cases, it's c.50/50
- **No** backlog of cases – all decisions within KPI
- Further Portal enhancements planned for September

POPLA Workshops

- Previous workshops proved very popular
- 2 more booked for 2 March (London) 7 March (Warrington) – still time to book
- Plenty of interest so far – and they're FREE
- Input received from Members - survey
- Aimed at your appeals staff who submit evidence packs
- Assistance on how to create a stronger evidence packs
- Opportunity to learn from other Members feedback

Your Thoughts and Questions?

