



Middlesbrough Council

Parking Annual Report 2010/2011

Introduction

1. The Council operates its parking enforcement service under the provisions of the Traffic Management 2004 (TMA). Guidance issued by the Secretary of State under the TMA requires that local authorities produce an annual report about their parking enforcement activities. This report sets out various facts and figures relating to parking enforcement and the performance of the Parking and Traffic Regulation Service in general during 2010/2011. The report is intended to be made available to the public and to be published on the Council's website.

Parking Enforcement in Middlesbrough

2. The overall aim of the Parking & Traffic Regulation Service is to provide, operate and enforce on and off street parking in accordance with Council objectives and in the interests of road safety, traffic management and crime prevention.
3. Since 2003 the Council has been operating Decriminalised Parking Enforcement to control waiting and loading restrictions across the town. Enforcement is carried out by our team of Civil Enforcement Officers (CEOs) who also look after the Council's town centre car parks.
4. The team of CEOs issue Penalty Charge Notices (PCNs) to motorists who break the rules. The Council enforces waiting and loading restrictions to:
 - Improve road safety
 - Reduce congestion
 - Support the local economy
 - Improve access to public transport
 - Reduce commuter parking in residential areas
5. The Council does not carry out parking enforcement to raise revenue. Civil Enforcement Officers do not have targets for PCNs issued and do not receive bonuses based on the numbers of PCNs they give out.
6. Legislation requires that income received from Penalty Charge Notices and On Street Pay and Display Parking Places is used exclusively to pay for the provision of the parking service and any surplus must be reinvested into transport and environmental related schemes in Middlesbrough.

Civil Parking Enforcement

7. The Traffic Management Act 2004 places a statutory Network Management Duty on the Council to manage the traffic network to ensure the expeditious movement of all traffic modes.
8. Part 6 of the Traffic Management Act 2004 (TMA) came into effect on 31st March 2008 and changed Decriminalised Parking Enforcement (DPE) to Civil Parking Enforcement (CPE). Part 6 of the TMA provides for a single framework in England for the civil enforcement of parking, bus lanes and some moving traffic offences. The aim of CPE is to provide for a reasonable, transparent and proportionate system of parking enforcement that is applied consistently across the country. The

objective is to increase public confidence by providing a system that can be seen to be balanced and fair to the motorist whilst satisfying the Council's transport and parking policy aspirations.

9. Statutory Guidance issued under the Traffic Management Act states that Councils should produce an annual report on their parking enforcement activities and that this report should contain financial, statistical and performance related data in respect of its parking operations. Reports should be made available to the public with the aim of improving the public's understanding of the Council's aims & objectives in relation to parking and their acceptance of Civil Parking Enforcement.
10. As well as providing the statistical information required by the Statutory Guidance this report includes a full overview of the Parking & Traffic Regulation service, its contributions to the Council's overall aims & objectives and a summary of the main developments & achievements during 2010/2011. The Council receives many Freedom of Information Requests for parking related information. By including the most frequently requested statistical data in this report this information can be made freely available to the public via the Council website.
11. This report covers the year 1st April 2010 to 31st March 2011 but also includes data from 1st April 2009 to 31st March 2010. This is to allow comparisons to be made between the results for the two years. The possible reasons behind any changes in the figures are also discussed in the report.

INFORMATION

12. The Parking & Traffic Regulation group provides for the management, operation and maintenance of the parking facilities and residents parking schemes in Middlesbrough. The Group deals with policy development and implementation for both off street and on street parking along with the preparation and introduction of permanent Traffic Regulation Orders. Parking & Traffic Regulation are also responsible for the enforcement of on street waiting restrictions under Civil Parking Enforcement. As part of an overall review of Environment Services in the last year the Group have undergone a reorganisation changing from Parking Solutions to Parking & Traffic Regulation. The team has taken on additional responsibilities in relation to permanent Traffic Regulation Orders and has also seen a reduction in staff numbers as a result of the on going Early Retirement and Voluntary Redundancy process.
13. The Parking & Traffic Regulation team is made up of 3 areas all under the direction of the Parking & Traffic Regulation Manager responsible for Parking Maintenance, Development & Traffic Regulation Orders (TROs), Parking Enforcement and Penalty Charge Notice Processing & Adjudication.
 - The Maintenance & Development team is made up of an Engineer, a Technician and 6 Car Park Attendants and is responsible for car park & signs & lines inspection, maintenance and development along with TRO implementation. The Attendants look after the day to day opening & closing, cleaning & maintenance of the Captain Cook Square & Zetland multi storey car parks.

- The Parking Enforcement team now comprises 13 Civil Enforcement Officers (CEOs) (down from 19 in 2009/2010 as a result of ER/VR), 2 Senior CEOs and an Enforcement Co-ordinator and looks after yellow line, residents parking scheme and car parking enforcement along with security and crime prevention in the Council's car parks. They also manage the day to day operation and maintenance of the Council's on and off street pay & display ticket machines.
 - The Penalty Charge Notice Processing & Adjudication team is made up of an Adjudication Officer, a Client/Monitoring Officer and a Technical Clerk supported by Mouchel parking administration staff in the Contact Centre. They deal with all Penalty Charge Notice (PCN) appeals and correspondence and pursue unpaid PCNs. They prepare cases for consideration by the independent Traffic Penalty Tribunal and manage cash collection from the Council's car parks and from parking permits and PCNs.
14. The main objectives of the service delivered by the Parking & Traffic Regulation Group are to provide a quality parking service in Middlesbrough that compliments the Council's objectives whilst satisfying the requirements of the Traffic Management Act 2004 to ensure the expeditious movement of traffic, improve road safety, the local environment, the quality and accessibility of public transport and to meet the needs of people with disabilities.

Review of Performance in 2010/2011

15. The following initiatives, projects and improvements were completed in 2010/2011;
- University Ward Residents Parking Scheme extension implemented.
 - Beechwood Residents Parking Scheme implemented.
 - Programme of introducing on street pay and display and business parking continued across the town centre with new facilities installed at Grange Road, Dunning Road, Melrose Street, Exchange Square, Bridge Street West, Sussex Street and King Edwards Square.
 - Adoption of Traffic Management Act 2004 powers to enforce parking at dropped pavement crossings and double parking.
 - New parking charges implemented in January 2010 in response to increase in VAT and to meet the Council's budget requirements for 2011/2012.
 - 'Park Mark' Safer Parking Award status maintained for all main car parks
 - Car park crime maintained at all time low levels.
 - Additional disabled only parking bays installed in the town centre at Grange Road, Hill Street and Zetland Place.
 - New disabled parking bays installed outside GP Surgeries at Woodlands Road, Linthorpe Road, Harris Street and Beresford Buildings Thornton following consultation with the local PCT.
 - Blue Badge Inspection and enforcement campaign continued.
 - Measures identified in the Town Centre Strategy & Middlesbrough Parking Strategy Action Plan progressed.
 - 12 month review of Middlesbrough Parking Strategy completed.
 - Electric vehicle charging points installed in Captain Cook Square & Zetland Car Parks with funding from the Joined-Cities Plan.

PARKING FACTS AND FIGURES

16. Middlesbrough Council operates 3,207 parking spaces in 13 pay & display car parks in Middlesbrough Town Centre including the Zetland & Captain Cook Square Multi Storey Car Parks. There are also a number of privately operated car parks including those associated with the Mall and Hillstreet shopping centres and Sainsburys Supermarket. These private facilities provide most of the shopper parking in the town centre. The Council's car parks were used by 1.2 million vehicles in 2009/2010 and 1.0 million vehicles in 2010/2011. Levels of use for each of the town centre pay and display car parks are shown in the following table:

Car Park	Spaces	Type	Number of vehicles	
			09/10	10/11
Captain Cook Square	780	Long & Short Stay	450000	400000
Buxton Street	93	Short Stay	90000	75000
Gurney Street	69	Short Stay	32000	30000
Mima	37	Short Stay	16000	15000
France Street	531	Long Stay	200000	160000
Zetland	897	Long Stay	220000	150000
Denmark Street	137	Long Stay	55000	50000
Station Street	116	Long Stay	50000	45000
Wood Street	45	Long Stay	10000	8000
Cannon Park	228	Long Stay	30000	25000
Cannon Park Way	250	Long Stay	10000	10000
Jedburgh Street	13	Long Stay	9000	6000
Elm Street	11	1 Hour Stay	13000	13000
Total Council Spaces	3207		1185000	987000

Private Car Parks				
The Mall	588	Short Stay	-	-
Hillstreet Centre	653	Short Stay	-	-
Sainsbury's Supermarket	550	Short Stay	-	-
Dundas Shopping Mall	150	Short Stay	-	-
Middlesbrough Leisure Park	163	Short Stay	-	-
Total Private Spaces	2104			
Total Town Centre Spaces	5311			

17. There has been a 17% reduction in car park usage in 2010/2011 compared with 2009/2010. There are a number of reasons for this reduction in the number of vehicles using the Council's car parks including the on going effects of the economic downturn, less people working in the town centre, temporary private car parks on development sites taking business form Council car parks, rising fuel prices and the long spell of bad winter weather around Christmas 2010.
18. Levels of car crime in Council car parks have been at an all time low for the past three years with only 6 reported incidents in 2008/2009, 6 again in 2009/2010 and only 4 in 2010/2011. This equates to less than one incident for every 240000 vehicles parking. All 10 of the Council's main town centre car parks have now achieved "Park Mark" Safer Parking Award status. "Park Mark Safer Parking Awards" are granted to car parks in recognition of active and effective measures being put in place to create a safe and secure environment for car park users. The "Park Mark" awards underline the Council's on going commitment to reducing crime and the fear of crime in all its parking facilities making the town centre a safe and attractive location for people to visit and shop.
19. A programme of replacing town centre on street limited waiting parking spaces with pay & display continued in 2010/2011 with more than 1000 parking spaces now controlled in this way. On street Pay & Display has been proven to make more efficient use of valuable on street parking space by encouraging greater turnover and creating more space availability.
20. A number of on street business parking areas have also been created to support the operational parking needs of town centre businesses. In 2010/2011 85 business parking permits were issued for the business parking bays in the town.

Parking for the Disabled

21. The Council is committed to providing high quality facilities in its car parks for blue badge holders. The Council allows free parking without time limits in all its pay and

display car parks for blue badge holders. This provision applies to all spaces in all types of car parks (long, short and limited-stay) and not just in dedicated disabled bays.

22. In 2010/2011 the programme of providing additional dedicated disabled parking bays in Council car parks and in on street locations was continued. This included the installation of new dedicated disabled bays outside doctors' surgeries around the town.
23. Dedicated disabled parking bays (free of charge & no time limit) are available in the following Council car parks:

Car Park	Number of Disabled Bays
Captain Cook Square Multi Storey	45
Zetland Multi Storey	15
France Street	5
Buxton Street	3
Gurney Street	3
Mima	6
Fairbridge Street (Disabled Only)	6
Civic Centre (Saturdays Only)	5
Total	88

On street disabled parking bays (free of charge & no time limit) can be found in the following locations: -

Location	Number of Disabled Bays
Newport Crescent	3
Baker Street	3
Bedford Street	3
Bolckow Street (close to M&S)	3
Grange Road (opposite Mima)	15
Hill Street	1
Grange Road (YMCA Shop)	2
Westward Street (Fairbridge Street)	4
Oak Street	3
Zetland Place (Teesside Archives)	1
Abingdon Road (International Centre)	3
Binks Street (Linthorpe Village)	2
Ferry Road (Transporter Bridge)	2
Clive Road (Linthorpe United Reform Church)	1
Beresford Buildings (Thorntree Surgery)	2
Harris Street (Haven Medical Centre)	1
Linthorpe Road (Village Medical Centre)	1
Woodlands Road (Woodlands Surgery)	1
Park Road (Dorman Museum)	2
Total	53

Blue Badge Holders can also park free of charge and without time limit in any of the on street pay and display bays around the town centre.

24. A Shopmobility Centre currently operates in Middlesbrough based in the 1st floor car park at the Hill Street Centre. Shopmobility is a hire service that provides wheelchairs and mobility scooters for people with limited mobility to access the town centre. Further information can be found on the Shopmobility website www.middlesbroughshopmobility.co.uk or by calling them on 01642 254545.
25. The Civil Enforcement Officers routinely inspect blue badges to ensure they are being used correctly and to deter abuse of scheme by able-bodied drivers.

Parking Enforcement

26. The aim of the Council's parking enforcement operation is to discourage dangerous and inconsiderate parking and to persuade motorists to comply with the regulations. The priority is to remove vehicles as soon as possible from locations where they should not be parked and may be causing problems for other road users. Therefore in situations where the motorist is still with their vehicle the Civil Enforcement Officers (CEOs) will always give the driver the opportunity to move the offending vehicle before issuing a Penalty Charge Notice (PCN). The CEOs will however always issue Penalty Charge Notices to vehicles left unattended in contravention of parking regulations.
27. Differential Penalty Charge levels were introduced in March 2008. A higher level Penalty Charge of £70 (discounted to £35 for payments made within 14 days) is issued for parking in a place where it is always prohibited such as on No Waiting At Any Time and No Loading restrictions or parking in a disabled bay without displaying a valid badge. A lower level Penalty Charge of £50 (discounted to £25 for payments made within 14 days) is issued for lesser offences such as overstaying in a parking place or parking outside a marked bay.
28. In 09/10 the Civil Enforcement Officers issued a total of 11600 Penalty Charge Notices for parking contraventions in the town. This fell by 12.7% to 10126 in 10/11. The fall in numbers of PCNs issued continues to reflect a trend that has seen up to a 20% year on year reduction in PCNs being issued across the country. This is mainly due to the effects of the recession and the high cost of fuel reducing the numbers of vehicles on the road. It would also appear that levels of compliance are actually increasing, as motorists are generally being more careful.
29. The following table provides further information about the Penalty Charge Notices issued:

Year	Total PCNs		On street		Off street	
	09/10	10/11	09/10	10/11	09/10	10/11
Number of higher level PCNs issued	5919	4997	5530	4655	389	342
Number of lower level PCNs issued	5681	5129	2799	2958	2882	2171
Total Number of PCNs issued	11600	10126	8329	7613	3271	2513
Number of PCNs paid at discount rate	6137	6141	4473	4913	1664	1228
Number of PCNs against which an	3250	3359	2490	2359	760	1000

informal or formal representation was made						
Number of PCNs cancelled as a result of an informal or a formal representation	2609	2463	1617	1608	992	855
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	250	349	220	315	30	34
Number of appeals to adjudicators	20	31	19	26	1	5
Number of appeals allowed by adjudicators	1	6	1	5	0	1
Number of appeals refused by adjudicators	6	22	6	18	0	4
Number of appeals not contested by the Council & allowed by the adjudicators	8	9	9	8	0	1
Number of appeals still awaiting decision	5	0	4	0	1	0
Number of applications made to register road traffic debts at the Traffic Enforcement Centre	1182	1091	949	908	233	183

Penalty Charge Notice appeals process

30. If a motorist receives a PCN full details on how to appeal are set out on the Notice they receive. The process followed by Councils in dealing with representations and appeals is prescribed by legislation and set out in the Traffic Management Act 2004 Part 6. Further information on the appeal process can be found on the parking section of the Council's website and also on www.patrol-uk.info.
31. Each representation and appeal is considered individually on its merits by specially trained staff who have access, via the computerised notice processing system, to all details relating to the case. This includes the CEOs notes and photographs along with scanned copies of all relevant correspondence. The notice processing staff work to a comprehensive set of guidelines to ensure consistency of decision-making.
32. If the Council refuses to withdraw a PCN then the motorist can appeal to the Traffic Penalty Tribunal (TPT). The TPT are the independent adjudicators for Penalty Charge appeals for England & Wales. The adjudicators, who are all qualified

barristers, will look at all the evidence from the Council & the motorist and come to a decision that is binding on both parties.

33. Many PCNs are withdrawn following appeal once mitigating circumstances or other information comes to light that would not have been apparent to the CEO who issued the notice. Examples of this include:
- Motorist had a valid disabled badge but forgot to display it.
 - Motorist was taken ill and was unable to return to their vehicle.
 - Motorist had purchased a valid pay and display ticket but this had fallen from the windscreen.
34. Any parking enforcement regime that consistently withdraws some of its PCNs on appeal is demonstrating that it is operating in a reasonable and consistent manner that can be seen to be fair to the motorist. This is precisely what the government intended when they introduced Civil Parking Enforcement through the Traffic Management Act 2004.

Civil Enforcement Officers

35. Parking enforcement is carried out by the Council's team of Civil Enforcement Officers (CEOs). The CEOs also carry out a valuable security and crime prevention role in the car parks as well as dealing with the day to day maintenance of the pay & display ticket machines. They provide a reassuring uniformed presence on street and act as town guides providing advice and directions to the public.
36. Unfortunately the nature of the parking enforcement duties the CEOs carry out do leave them particularly vulnerable to verbal abuse from motorists and the general public. The generally negative portrayal of parking enforcement in the media has perpetuated the view that it is acceptable to abuse Civil Enforcement Officers. The CEOs receive full training on how to deal with violence and aggression and how to avoid confrontations and all incidents are reported and recorded.
37. 2010/2011 showed an encouraging fall in the number of incidents of verbal abuse reported by the CEOs with only 7 reported compared with 12 in 2009/10. Action taken as a result of these reports included individuals being interviewed and warned by the Police and letters sent by the Legal Department to offenders warning of possible legal action including injunctions or anti social behaviour orders.
38. In contrast to this in 2010/2011 over 20 service compliments were received from the public. These came as letters, emails or phone calls thanking the staff for assistance, advice or information received.
39. Every opportunity is taken to promote a positive image for the CEOs both through Council publications and the media. The aim is to emphasise the major role played by the CEOs in practically eradicating car park crime and supporting the Council's transport objectives for the town. In this way it is hoped to continue to reduce the levels of abuse against the CEOs.

Financial Information

40. Parking is operated on a self-financing basis. The cost of operating and maintaining parking facilities is paid for by the motorists using the services. Parking Charges are

reviewed annually working on the principle of annual inflation rises and are set to compliment the Council's sustainable regeneration objectives for the town. The parking charges in force in the Council's car parks during 2009/2010 and 2010/2011 are shown in the following table:

	2009/2010	2010/2011
Long Stay	£1.70 for 2 hours	£1.70 for 2 hours
	£2.40 for 4 hours	£2.50 for 4 hours
	£3.00 for all day	£3.10 for all day
Wood Street Long Stay	£2.50 for all day	£2.80 for all day
Cannon Park Way Long Stay	£1.50 for all day	£1.60 for all day
Zetland Long Stay Saturday Charges	£1.50 for all day	£1.60 for all day
Long Stay Sunday Charges	£1.00 for all day	£1.00 for all day
Short Stay	£1.70 for 2 hours	£1.70 for 2 hours
	£1.70 per hour thereafter	£1.70 per hour thereafter
Mima Short Stay	£2.10 for 2 hours	£2.10 for 2 hours
	£2.10 per hour thereafter	£2.10 per hour thereafter
Short Stay Sunday Charges	£1.30 for all day	£1.30 for all day
Limited Stay & Town Centre On Street Charges	20p for up to 15 minutes*	20p for up to 15 minutes*
	50p for up to 30 minutes	50p for up to 30 minutes
	£1.00 for 1 hour	£1.00 for 1 hour
	£1.70 for 2 hours	£1.70 for 2 hours
	£2.20 for 4 hours*	£2.30 for 4 hours*
	£2.80 for all day*	£3.00 for all day*
Middlehaven On Street Charges	£1.60 for 2 hours	£1.00 for 2 hours
	£2.20 for 4 hours	£1.50 for 4 hours
	£2.80 for all day	£2.00 for all day
Business Permits Town Centre	£784 per year	£744 per year
Business Permits Middlehaven	£672 per year	£480 per year
Off Street Business Permits Southfield Lane	£720 per year	£744 per year
Off Street Business Permits Granville Road	£720 per year	£744 per year
Season Tickets Long Stay	£720 per year	£744 per year

* 15 minute, 4 hour and all day tariff available on North Ormesby Road, Bright Street and Russell Street. 15 minute tariff available on Dunning Street.

41. Parking income comes from the on and off street pay & display parking fees, permit fees and Penalty Charge Notices (PCNs). The income is used to pay for the operation and development of the parking service with any surplus used to fund transport, highways and environmental projects across the town.

42. The following table shows parking income and expenditure for 2008/2009 and 2009/2010:

Income	2009/2010	2010/2011
Car Park Income		
Long Stay	£1130000	£988000
Short Stay	£580000	£520000
Limited Stay	£22000	£16000
Permits	£486000	£376000
On Street Income		
Pay & Display	£598000	£690000
Penalty Charge Notices	£297000	£250000
Total Income	£3113000	£2840000
Expenditure		
Car Park Expenditure		
Staff	£532000	£498000
Running Costs	£830000	£797000
On Street Expenditure		
Staff	£395000	£370000
Running Costs	£71000	£69000
Support Services	£325000	£333000*
Total Expenditure	£2153000	£2067000
Total Parking	+£960000	+£773000

* Estimated costs

43. The surplus from the parking operation in 2009/2010 and 2010/2011 was used to contribute towards spending on various transport & environmental services provided by the Council including;

- Major maintenance items including new lifts, canopies and doors in Captain Cook Square Car Park
- New Residents Parking Schemes
- Concessionary bus fares
- Supported bus services
- Capital investment borrowing costs

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