

Middlesbrough Council
Parking Annual Report 2015/2016



Introduction

1. The Council operates its parking enforcement service under the provisions of the Traffic Management 2004 (TMA). Statutory Guidance issued by the Secretary of State under the TMA now 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 Service in general during 2015/2016. It also includes a Frequently Asked Questions section that answers the most popular queries about parking in Middlesbrough. The report is intended to be made available to the public and will be published on the Council's website.

Parking Enforcement in Middlesbrough

2. The main objective of the parking service in Middlesbrough is to provide, operate and enforce on and off street parking to support the Mayor's Vision and to comply with the Council's statutory obligations in relation to road safety, traffic management and crime prevention.
3. The Council operates Civil Parking Enforcement to control parking, 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 and Residents Parking Schemes.
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
 - Improve accessibility for people with disabilities
5. 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 related schemes in Middlesbrough.

Civil Parking Enforcement

6. 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.
7. The Council operates Civil Parking Enforcement (CPE) in Middlesbrough in accordance with the provisions of Part 6 of the Traffic Management Act 2004 (TMA). 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

promote enforcement regimes that can be seen to be balanced and fair to the motorist whilst satisfying the Council's transport and parking policy aspirations.

8. 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.
9. As well as providing the statistical information required by the Statutory Guidance this report includes a full overview of the Parking Service, its contributions to the Council's overall aims & objectives and a summary of the main developments & achievements during 2015/2016. The Council regularly receives Freedom of Information Requests for parking related information. By including the most frequently requested statistical data in this report along with a Frequently Asked Questions section; this information can be made freely available to the public via the Council website.
10. This report covers the year 1st April 2015 to 31st March 2016 but also includes data from previous years. This is to allow comparisons to be made with the results from other years.

Information

11. The Parking & Traffic Engineering Group provides for the management, operation and maintenance of the parking facilities and residents parking schemes in Middlesbrough and is responsible for the enforcement of parking restrictions under Civil Parking Enforcement. The Group is also involved in the investigation, design and implementation of a wide range of improvements designed to tackle congestion and reduce the number and severity of casualties resulting from road traffic accidents. The Group also provides professional advice on highways and transport aspects of development planning and control issues and also for events. The Group includes the Traffic Survey Team who collect and analyse traffic data to monitor trends and to aid design.
As a result of a service review in December 2015 the Parking & Traffic Engineering Group was reorganised and replaced by the Parking & Traffic Section, which also incorporates Streetworks. However the members of the previous Parking & Traffic Engineering Group responsible for providing advice on highway and transport aspects of development planning and control issues are no longer within the newly created Parking & Traffic Section and now come under a different section within the Transport & Infrastructure Service Area.
12. The Parking side of the Parking & Traffic Management team is made up of 3 areas, 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 parks, signs & lines inspection and maintenance and development along with TRO implementation. The Car Park 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 comprises 11 Civil Enforcement Officers (CEOs), 2 Senior CEOs and an Enforcement Co-ordinator their role is to patrol and enforce yellow line waiting restrictions, loading restrictions, residents parking schemes and car parking contraventions along with providing customer assistance, 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 Senior Parking Process Officer and a Technical Assistant supported by Kier parking administration staff in the Contact Centre. They deal with all Penalty Charge Notice (PCN) representations, 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.

Review of Performance in 2015/2016

13. The following initiatives, projects and improvements have been completed or commenced in 2015/2016;
- Maintaining and monitoring the Council's parking initiatives to support the town centre including free 2 hour parking for shoppers in Council short stay car parks as well as Zetland & Station Street long stay car parks and all day parking for commuters for £1.60 in Zetland & Station Street car parks.
 - Introducing a 12-month Experimental Resident Parking Scheme within streets close to James Cook University Hospital to alleviate issues caused by Hospital Related parking in the residential streets close to the hospital.
 - Completing repairs to the waterproof membrane at Zetland Multi Storey car park
 - Opening a new car park between Amber Street and Ruby Street as a facility for staff and customers of shops and businesses on Linthorpe Road.
 - Maintaining 'Park Mark' Safer Parking Award status for all main car parks
 - Maintaining car park crime at all-time low levels.
 - Continuing the Blue Badge Inspection and enforcement campaign.

Parking Facts & Figures

14. Middlesbrough Council operates 3,279 parking spaces in 15 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 Cleveland Centre, Dundas Arcade and Hillstreet shopping centres and Sainsbury's Supermarket. These private facilities provide most of the shopper parking in the town centre. The Council's car parks and on street spaces were used by 1.53 million vehicles in 2014/2015. In 2015/16 2.2 million parking acts were recorded including free 2 hour tickets. Income and levels of use for each of the town centre pay and display car parks along with the total number of vehicles using the on street pay & display parking bays are shown in the following tables:

Town Centre Pay & Display Car Parks Usage

Car Park	Spaces	Type	Number of vehicles		
			13/14	14/15	15/16
Captain Cook Square	780	Long & Short Stay	428000	438000	497255
Buxton Street	93	Short Stay	113000	121000	123370
Mima	37	Short Stay	36000	37000	41253
France Street	531	Long Stay	44000	60000	60791
Zetland	897	Long Stay	266000	260000	858155
Denmark Street	137	Long Stay	17000	30000	37682
Station Street	116	Long Stay	41000	37000	40292
Gurney Street	69	Long Stay	5500	6000	7430
Wood Street	45	Long Stay	1700	5200	4599
Cannon Park	228	Long Stay	6600	13000	23221
Cannon Park Way	250	Long Stay	3800	1300	1285
Jedburgh Street	13	Long Stay	2500	2300	3600
Elm Street	11	1 Hour Stay	10000	10700	11700
Amber Street (opened Feb 15 & additional car park opened in Dec 15)	72	Long Stay	N/A	300	3735
Total Council Off Street Spaces	3279	Total Vehicles Off Street	975100	1021800	1714368
Total On Street P&D Spaces	1102	Long & Short Stay	510300	508700	525131
Total Council Spaces	4381	Total Vehicles	1485400	1530500	2239499

Private Car Parks	Spaces	Type
Cleveland Centre	588	Short Stay
Hillstreet Centre	653	Short Stay
Sainsbury's Supermarket	550	Short Stay
Dundas Arcade	150	Short Stay
Middlesbrough Leisure Park	163	Short Stay
Total Private Spaces	2104	
Total Town Centre Spaces	6485	

Town Centre Pay & Display Car Parks and On-Street Income

Cash income taken at each car park through the pay & display ticket machines and from debit/credit card payments via the RingGo mobile phone parking payment system. (excludes permit income)

Car Park	Spaces	Type	Total Income (net of VAT) £		
			13/14	14/15	15/16
Captain Cook Square	780	Long & Short Stay	163000	168500	180200
Buxton Street	93	Short Stay	32000	37700	42200
Mima	37	Short Stay	9300	10500	11100
France Street	531	Long Stay	104500	135100	152200
Zetland	897	Long Stay	160000	223600	216300
Denmark Street	137	Long Stay	47000	83400	94700
Station Street	116	Long Stay	33000	48200	51000
Gurney Street	69	Short Stay	18000	18600	24700
Wood Street	45	Long Stay	4300	9400	7700
Cannon Park	228	Long Stay	18200	21000	38800
Cannon Park Way	250	Long Stay	5700	2000	2100
Jedburgh Street	13	Long Stay	6300	4000	6100
Elm Street	11	1 Hour Stay	8400	8900	10200
Amber Street	14			400	5700
Total Council Off Street Spaces	3279	Total Income Off Street	609700	770400	843000
Total On Street P&D Spaces	1102	Total Income On Street	690500	709000	700000
Total Council Spaces	4381	Total Income	1300200	1479400	1543000

Town Centre Parking Discounts

15. In February 2013 the Council's Executive approved a package of parking charge reductions to drive additional economic activity in the town centre. This followed an experimental period of parking reductions in December 2012 & January 2013. The two main aims were:

- i. to make the town centre more attractive to shoppers/visitors; and,
- ii. to make the town centre more attractive to existing and new businesses

Following a review of the offers in March 2014 the following adjusted car parking discounts were introduced on 28th April 2014.

Captain Cook Square (levels 0-3), Buxton Street and Mima Short Stay Car Parks	Free for two hours, £1 per hour thereafter
Zetland & Station Street Long Stay Car Parks	Free for two hours, £1 all day, £30 monthly Season Ticket, £300 annual Season Ticket.
All Other Long Stay Car Parks	50p or £1 for 2 hours and £2.00 to £4.00 for all day depending on location.
Jewel Streets; Amber Street, Ruby Street, Emerald Street, Pearl Street, Garnet Street & Diamond Road.	Free for two hours
Middlehaven; Vulcan Street, Commercial Street, Lower East Street & Lower Feversham Street	Suspension of charges in northern Middlehaven around Middlesbrough College

16. In January 2015 the Council's Executive approved an increase of 50p to £1.50 for up to 10 hours parking at Zetland & Station Street car park, whilst retaining the existing 2 hour free parking offer in the short stay car parks and also at Station Street and Zetland car park. All other charges & suspension in parking charges remained unchanged.
17. In November 2015 a new surface car park was opened, located between Amber Street and Ruby Street, the tariff for this car park and the existing Amber Street car park was changed from 2 hours free and £1.50 for up to 10 hours to £1.10 per hour. The aim was to provide short stay parking in the area to assist business on and around Linthorpe Road. Also in January 2016 the Council's Executive approved an overall increase in parking charges of 10p for both off-street and on-street parking places and to reintroduce charges that had been suspended in the on-street pay & display parking bays in the streets in the northern section of Middlehaven. The charges that were reintroduced are in-line with the existing charge in the Middlesbrough College operated car parks in the area, as set out below.

Captain Cook Square (levels 0-3), Buxton Street and Mima Short Stay Car Parks	Free for two hours, £1.10 per hour thereafter
Captain Cook Square (levels 4-6)	Free for two hours, £2.10 for 4 hours, £3.10 for all day
Zetland & Station Street Long Stay Car Parks	Free for two hours, £1.60 all day, £32 monthly Season Ticket, £320 annual Season Ticket.
All Other Long Stay Car Parks	60p or £1.10 for 2 hours and £2.10 to £4.10 for all day depending on location.
Jewel Streets; Amber Street, Ruby Street, Emerald Street, Pearl Street, Garnet Street & Diamond Road.	Free for two hours

Amber Street car park Additional surface car park was opened in November 2015	Opened in November 2014 tariff: 2 hours free and £1.50 for up to 10 hours. November 2015 tariff at both car parks: £1.10 per hour.
Middlehaven; Vulcan Street, Commercial Street, Lower East Street & Lower Feversham Street	Charges re-introduced on 18 th January 2016 at £1.00 for up to 10 hours

18. At the private shopping centre car parks at Hill Street, the Cleveland Centre and Dundas Arcade charges vary between £1.40 - £1.60 for the first two hours and £1.50 per hour thereafter. Dundas Arcade also offers all day parking for £3.00 per day.
19. The impact of the parking offers was reviewed in March 2014. The numbers of motorists parking in the Council's short stay car parks had increased steadily over the year with visitors taking advantage of the free 2 hour parking offer. Over the same period however observations showed that usage had fallen in the private town centre shopper car parks (Cleveland Centre, Hill Street and Dundas Arcade) where charges still apply for 2 hour parking. Nevertheless town centre retailers have reported significant improvements to trading which they have ascribed to the promotional benefit of the free for 2 hours offer. There can be no doubt that the free parking offer has generated a good deal of positive publicity helping to promote the town centre offer.
20. Taking all of this into account the Council's Executive decided to continue the free for 2 hours parking offer in the Council's main shopper car parks in 2015/2016.

Security

21. Levels of car crime in Council car parks remain at an all-time low with less than four incidents reported in each of the last 5 years. In 2015/2016 there were just 2 incidents of car crime reported to the police. All 10 of the Council's main town centre car parks have maintained their "Park Mark" Safer Parking Award status in 2015/2016. "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 eradicating 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.

On Street Pay & Display & Business Parking

22. The programme of replacing town centre on street limited waiting parking spaces with pay & display and also providing new areas of on street parking continued in 2015/2016 with 1102 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. Levels of use of the on street spaces have actually increased in recent years illustrating the

popularity and importance of spaces conveniently located in relation to shops and businesses.

23. A number of on street business parking areas are in operation in key locations to support the operational parking needs of town centre businesses. In 2015/2016 330 business parking permits were issued for the on street business parking bays in the town.

Parking for the Disabled

24. 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.
25. 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
Linthorpe Road (Linthorpe Village)	2
Woodlands Road (Woodlands Surgery)	1
Park Road (Dorman Museum)	2
Viewley Centre Hemlington	10
Total	65

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.

26. Unfortunately the Shopmobility Centre closed on 31/03/2016, the charity run organisation was closed due to a number of factors including, lack of funding, a decrease in usage, and an increase in other organisations able to provide similar services. A daily hire scheme is now operated from the Environment City Cycle Centre, based in Middlesbrough Bus Station. Providing daily hire of wheelchairs and mobility scooters for people with limited mobility to access the town centre. Further information can be obtained by calling the Cycle Centre using direct line 01642 219620.
27. The Civil Enforcement Officers routinely inspect blue badges to ensure they are being used correctly and to deter abuse of the scheme by able-bodied drivers. Since new legislation came into force in October 2013 the CEOs have had the power to seize blue badges in the following circumstances;
- If the badge is a fake
 - If the badge has been cancelled or reported lost or stolen
 - If the badge should have been returned to the issuing authority because it has expired, the holder has died or is no longer disabled, the badge has become faded or damaged or has been recalled by the issuing authority.
 - If the badge was being misused (including by someone other than the holder when the genuine holder is not involved in the journey).
28. In 2015/16 our CEOs seized a total of 21 badges. In most of these cases it was found that the badge was being used by someone other than the badge holder. Seized badges are returned to the issuing authority who then decides what action should be taken in respect of the badge holder. In the first instance this usually involves a warning letter but ultimately can result in the withdrawal of the badge.

Parking Enforcement

29. 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.
30. Priority enforcement areas for the Civil Enforcement Officers are those where illegal parking can cause serious road safety and traffic management problems. Such locations include keep clear markings outside schools, no stopping restrictions at

bus stops, and yellow line waiting and loading restrictions on traffic sensitive town centre routes. The enforcement of disabled parking bays both on street and in the Council's car parks is also given a high priority. Other locations such as residents parking schemes and out of town waiting restrictions are enforced as staffing resources permit with frequencies of visits based on the seriousness of the problems found. The overall aim is to encourage compliance by motorists so that restrictions become largely self-enforcing and hence require fewer visits by the CEOs.

31. There are different Penalty Charge levels depending on the seriousness of the contravention. 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.

Road Safety & Enforcement Vehicle

31. A camera enforcement car is used in Middlesbrough to crack down on dangerous parking near schools and bus stops. This high-profile road safety initiative was officially launched on 27th March 2014 at Marton Manor Primary School in a drive to reduce casualties, particularly among children and the elderly.
32. Parked vehicles create a hazard for children trying to cross the road, preventing them from seeing oncoming vehicles clearly or being seen themselves. Another area of concern is bus stops. Vehicles parked in bus stops prevent buses from accessing the low floor platform and creates serious difficulties for elderly and mobility impaired passengers.
33. The vehicle clearly marked as Middlesbrough Council's "Road Safety and Enforcement Vehicle" – is designed to change driver behaviour and reduce road casualties around the town's 50-plus schools and 700 bus stops. The distinctive silver Peugeot 107 is fitted with equipment to record parking contraventions, and will allow for many more schools to be covered during critical start and finish times and many more bus stops to be checked throughout the day. Recent changes in legislation mean that the car can only be used to enforce school keep clear restrictions and bus stops and cannot be used to enforce other issues such as parking on yellow lines.
34. Its introduction, led by the Council's Safe and Active Travel team working closely with schools, follows numerous complaints from members of the public about inconsiderate and dangerous parking.
35. The £62,000 total cost of the vehicle and equipment was funded from a Local Transport Plan Government grant, with annual running costs estimated at around £8,000.
36. The aim of the Road Safety and Enforcement Vehicle is to change driver behaviour, while any surplus income generated from Penalty Charge Notices is reinvested in road safety or transport initiatives. For an initial period those caught stopping or parking illegally were issued with a warning, before formal enforcement was taken against offenders.

Penalty Charge Notices

37. In 15/16 the Civil Enforcement Officers issued a total of 7485 Penalty Charge Notices for parking contraventions in the town, an increase of 9.8% on the 7086 issued in 14/15. However this is still significantly less than the 10126 PCNs issued in 2010/2011 which reflected a general national trend, in recent years, of a 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.
38. Further information about the Penalty Charge Notices issued by the Council's Civil Enforcement Officers in Middlesbrough in 2013/2014, 2014/2015 and 2015/2016 can be found in Appendix A.

Penalty Charge Notice Appeals Process

39. 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.
40. Each representation and appeal is considered individually on its merits by specially trained staff, that 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.
41. 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 and completely independent, will look at all the evidence from the Council & the motorist and come to a decision that is binding on both parties.
42. 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.
43. 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

44. 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.
45. 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 and also sadly by central government recently, 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.
46. In 2015/2016 there was a slight increase in the number of incidents of verbal abuse reported by the CEOs with 5 reported in the year compared with 3 in 2014/15. Action taken as a result of these reports included individuals being interviewed and warned by the Police.
47. In contrast to this in 2015/2016 over 10 service compliments were received from the public. These came as letters, emails or phone calls thanking the staff for assistance, advice or information received.
48. 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 effectively 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

49. Parking is operated on a self-financing basis. The principle is that the cost of operating and maintaining parking facilities is paid for by the motorists using the services. Parking Charges are reviewed annually and are set to support the Council's sustainable regeneration objectives for the town. The parking charges in force in the Council's car parks during over the last three years are shown in the following table:

	From 18/02/13 to 27/04/14	From 28/04/14	From 11/01/2016
Captain Cook Square (levels 4-6) Long Stay	Free for 2 hours	Free for 2 hours	Free for 2 hours
	£2.60 for 4 hours	£2.00 for 4 hours	£2.10 for 4 hours
	£3.30 for all day	£3.00 for all day	£3.10 for all day
Denmark Street & France Street	Free for 2 hours	£1.00 for 2 hours	£1.10 for 2 hours
	£2.60 for 4 hours	£2.00 for 4 hours	£2.10 for 4 hours
	£3.30 for all day	£3.00 for all day	£3.10 for all day
Zetland & Station Street Long Stay	Free for 2 hours £1 for all day Season Tickets £200 per year	Free for 2 hours £1.50 for all day Season Tickets £300 per year	Free for 2 hours £1.60 for all day Season Tickets £320 per year

Jedburgh Street & Wood Street Long Stay	Free for 2 hours	50p for 2 hours	60p for 2 hours
	£2.30 for 4 hours	£1.00 for 4 hours	£1.10 for 4 hours
	£3.00 for all day	£2.00 for all day	£2.10 for all day
Gurney Street Premium Long Stay	Free for 2 hours	£1.00 for 2 hours	£1.10 for 2 hours
	£3.00 for 4 hours	£3.00 for 4 hours	£3.10 for 4 hours
	£4.00 for all day	£4.00 for all day	£4.10 for all day
Cannon Park Long Stay	Free for 2 hours	50p for 2 hours	60p for 2 hours
	£2.60 for 4 hours	£1.00 for 4 hours	£1.10 for 4 hours
	£3.30 for all day	£2.00 for all day	£2.10 for all day
Cannon Park Way Long Stay	£1.80 for all day	£2.00 for all day	60p for 2 hours £1.10 for 4 hours £2.10 for all day
Long Stay Sunday Charges	Free for 2 hours £1 for all day	Free for 2 hours £1 for all day	Zetland £1.60 Demark St £1.10 Gurney St 60p for all day
Captain Cook Square (levels 0-3), Buxton Street & Mima Short Stay	Free for 2 hours	Free for 2 hours	Free for 2 hours
	£1 per hour thereafter	£1 per hour thereafter	£1.10 per hour thereafter
Short Stay Sunday Charges	Free for 2 hours £1.30 for all day	Free for 2 hours £1.30 for all day	Free for 2 hours £1.40 for all day
Limited Stay & Town Centre On Street Charges	20p for up to 15 minutes*	20p for up to 15 minutes*	20p for up to 15 minutes*
	50p for up to 30 minutes	50p for up to 30 minutes	60p for up to 30 minutes
	£1.00 for 1 hour	£1.00 for 1 hour	£1.10 for 1 hour
	£1.70 for 2 hours	£1.70 for 2 hours	£1.80 for 2 hours
	£2.40 for 4 hours*	£2.40 for 4 hours*	£2.40 for 4 hours*
	£3.20 for all day*	£3.20 for all day*	£3.10 for all day*
Middlehaven (north) On Street Charges	Free	Free	£1.00 for all day
Middlehaven On Street Charges	£1.00 for 2 hours	£1.00 for 2 hours	£1.10 for 2 hours
	£1.60 for 4 hours	£1.60 for 4 hours	£1.70 for 4 hours
	£2.20 for 10 hours	£2.20 for 10 hours	£2.30 for 10 hours
Business Permits Town Centre	£792 per year	£792 per year	
Business Permits Middlehaven	N/A	N/A	£546 for 12 months
Off Street Business Permits Southfield Lane	£792 per year	£792 per year	£800 per year
Off Street Business Permits Granville Road	£792 per year	£792 per year	£546 per year
Season Tickets Long Stay	£594 per year	£540 per year	£558 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.

50. 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.

51. The following table shows parking income and expenditure for 2013/2014, 2014/2015 and 2015/2016:

Income	2013/2014	2014/2015	2015/2016
Car Park Income			
Long Stay	£496000	£650760	£703200
Short Stay	£105300	£110740	£129700
Limited Stay	£8400	£8900	£10100
Permits	£265300	£229000	£123000
Total Car Parks	£875000	£999400	£966000
On Street Income			
Pay & Display	£690500	£700900	£700000
Penalty Charge Notices	£221000	£225000	£209200
Total On Street	£911500	£925900	£909200
Total Income	£1786500	£1925300	£1875200
Expenditure			
Car Park Expenditure			
Staff	£397000	£388000	£358200
Running Costs	£649000	£657100	£542300
Support Services	£130500	£98200	£89000
Total Car Parks	£1176500	£1143300	£989500
On Street Expenditure			
Staff	£295000	£292000	£275800
Running Costs	£50000	£68000	£56500
Support Services	£98500	£74000	£35100
Total On Street	£443500	£434000	£367400
Total Expenditure	£1620000	£1577300	£1356900
Total Car Park Surplus	-£301500	-£143900	-£23500
Total On Street Surplus	+£468000	+£491900	+£541800
Total Parking Surplus	+£166500	+£348000	+£518300

Frequently Asked Questions

52. The following is a summary of the most frequently asked questions about the Council's parking operation along with our answers to each.;

Q. How much profit does the Council make from parking and what happens to this money?

A. The surplus from the parking operation in 2015/2016 is set out in the table above and was used to contribute towards spending on various transport & environmental services provided by the Council including

- Investment in parking facilities including repairs to the waterproof membrane at Zetland Car Park and the construction of a new car park between Amber Street and Ruby Street.
- Subsidising the cost of the parking discounts to support the town centre.
- The operational costs of Residents Parking Schemes.
- Concessionary bus fares.
- Supported bus services.
- Capital investment borrowing costs.

Q. Is it true that the Council issues parking tickets just to raise money and don't the Civil Enforcement Officers receive a bonus depending on the number of Penalty Charge Notices they issue?

A. The Council carries out parking enforcement to improve road safety, reduce congestion and to support the town centre economy. We do not issue Penalty Charge Notices to raise revenue. Civil Enforcement Officers are paid a basic annual salary. They do not have targets for PCNs issued and do not receive bonuses based on the numbers of PCNs they issue to motorists.

Q. Why don't the Council's ticket machines give change?

A. The Council operates pay & display parking in its car parks and on street in the town centre. Pay & Display ticket machines in Middlesbrough do not give change in common with those in pay and display car parks across the country, and this is clearly labelled on the machines. Payment points that give change are generally limited to shopping centre pay-on-foot, barrier-controlled car parks such as those at the privately operated Cleveland Centre and Hillstreet car parks. With parking in Middlesbrough Council short stay car parks currently free for two hours, this means that most shoppers don't need to carry any change at all. The Council's RingGo mobile phone parking payment system also allows motorists to pay for parking by debit and credit card, again removing the need to carry change.

Q. Where in Middlesbrough have the most Penalty Charge Notices been issued?

A. Details of Penalty Charge Notices issued by location in 2015/2016 are set out in Appendix A.

Q. Where can I find a map of Middlesbrough's Car Parks?

A. A map of all town centre parking facilities can be downloaded from the parking section of the Council's website at www.middlesbrough.gov.uk/parking.

Q. How much does it cost to park in Middlesbrough?

A. Parking is free for up to 2 hours (by obtaining a free 2 hour ticket from the car park ticket machines) in the Council's Short Stay Car Parks at Captain Cook Square, Buxton Street and Mima and in the Zetland & Station Street Long Stay Car Parks. Full

details of prices in all the Council's car parks can be found in paragraph 49 of this report or by going to the parking section of the Council's website at www.middlesbrough.gov.uk/parking.

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APPENDIX A

Penalty Charge Notice Data

Year	Total PCNs			On street			Off street		
	13/14	14/15	15/16	13/14	14/15	15/16	13/14	14/15	15/16
Number of higher level PCNs issued	3460	2859	3166	3155	2577	2842	305	282	324
Number of lower level PCNs issued	4953	4227	4319	3138	2434	2638	1815	1793	1681
Total Number of PCNs issued	8413	7086	7485	6293	5011	5480	2120	2075	2005
Number of PCNs paid at discount rate	2636	3589	3706	1481	2438	2616	1155	1151	1090
Number of PCNs against which an informal or formal representation was made	2544	2006	1936	1792	1310	1326	752	696	610
Number of PCNs cancelled as a result of an informal or a formal representation	1453	1163	1088	990	734	723	463	429	365
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	233	198	661	179	140	551	54	58	110
Number of appeals to adjudicators	41	22	18	32	17	14	9	5	4
Number of appeals allowed by adjudicators	11	7	4	6	5	3	5	2	1
Number of appeals refused by adjudicators	20	8	8	19	6	7	1	2	1
Number of appeals not contested by the Council & allowed by the adjudicators	14	12	6	9	9	4	5	3	2

Number of appeals still awaiting decision	7	2	0	4	2	0	3	0	0
Number of applications made to register road traffic debts at the Traffic Enforcement Centre	1176	842	1036	975	694	844	201	148	192

On Street Penalty Charge Notices Issued by Contravention Code

Code	Contravention (on street)	Penalty	PCNs Issued 13/14	PCNs Issued 14/15	PCNs Issued 15/16
01	Parked in a restricted street during prescribed hours	£70	1351	1110	1271
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	£70	380	314	285
05	Parked after the expiry of paid for time	£50	648	379	384
06	Parked without clearly displaying a valid pay and display ticket or voucher	£50	1432	n/a	n/a
07	Parked with payment made to extend the stay beyond initial time	£50	1	0	1
11	Parked without payment of the parking charge	£50	0	848	1184
12	Parked in a resident's or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place	£70	544	495	554

16	Parked in a permit space without displaying a valid permit	£70	224	172	159
19	Parked in a residents or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	£50	128	90	43
21	Parked in a suspended bay or space or part of bay or space	£70	7	31	3
22	Re-parked in the same parking place or zone within one hour or other specified time of leaving	£50	16	12	23
23	Parked in a parking place or area not designated for that class of vehicle	£70	11	5	2
24	Not parked correctly within the markings of the bay or space	£50	18	68	56
25	Parked in a loading place during restricted hours without loading	£70	158	127	201
26	Parked more than 50cm or other specified distance from the edge of the carriageway and not within a designated parking place	£70	3	4	3
27	Parked adjacent to a dropped footway	£70	78	37	69
30	Parked for longer than permitted	£50	911	867	947
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	£70	338	251	253
45	Parked on a taxi rank	£70	6	7	14

47	Stopped on a restricted bus stop or stand	£70	17	12	16
48	Stopped in a restricted area outside a school when prohibited	£70	13	6	4
49	Parked wholly or partly on a cycle track or lane	£70	4	0	0
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	£70	9	6	8

Off Street Penalty Charge Notices Issued by Contravention Code

Code	Contravention (off street)	Penalty	PCNs Issued 13/14	PCNs Issued 14/15	PCNs Issued 15/16
71	Parked in a electric vehicles chargingplace during restrictd hours without charging	£70	n/a	15	23
73	Parked without payment of the parking charge	£50	0	877	970
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	£70	0	0	0
80	Parked for longer than the maximum period permitted	£50	1	0	0
81	Parked in a restricted area in a car park	£70	1	0	0
82	Parked after the expiry of paid for time	£50	759	677	652
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	£50	976	n/a	n/a

84	Parked with additional payment made to extend the stay beyond time first purchased	£50	0	0	0
85	Parked in a permit bay without clearly displaying a valid permit	£70	73	49	104
86	Parked beyond the bay markings	£50	73	53	59
87	Parked in a designated disabled persons parking place without displaying a valid disabled persons badge in the prescribed manner	£70	221	210	195
91	Parked in a car park or area not designated for that class of vehicle	£70	10	8	2
92	Parked causing an obstruction	£70	0	0	0
95	Parked in a parking place for a purpose other than the designated purpose for the parking place	£50	4	1	0

Penalty Charge Notices Issued By Location 15/16 (top 20 locations)

Location	PCNs Issued 15/16
Captain Cook Square Car Park	517
Bedford Street	236
Linthorpe Road	326
Buxton Street Car Park	315
Albert Road	232
MIMA Car Park	202
Baker Street	218
Southfield Lane Car Park	229
Grange Road	215
Woodlands Road	211
Victoria Road	128
Bolckow Street	125
Denmark Street Car Park	99
Corporation Road	131
Zetland Car Park	192
Clarendon Road	87

Montrose Street	104
Gurney Street Car Park	90
Diamond Road	86
Unnamed Road between King Edward & Clarendon Road	79

Camera Car Notice data 15/16

Year	15/16
Number of Warning Notices issued	0
Number of PCNs issued	620
Number of PCNs paid	452
Number of PCNs against which an informal or formal representation was made	129
Number of PCNs cancelled as a result of an informal or a formal representation	45
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	82
Number of appeals to adjudicators	2
Number of appeals allowed by adjudicators	0
Number of appeals refused by adjudicators	2
Number of appeals not contested by the Council & allowed by the adjudicators	0
Number of appeals still awaiting decision	
Number of applications made to register road traffic debts at the Traffic Enforcement Centre	101

Camera Car Penalty Charge Notices Issued by Contravention Code

Code	Contravention (on street)	Penalty	PCNs Issued 15/16
47	Stopped on a restricted bus stop or stand	£70	442
48	Stopped in a restricted area outside a school when prohibited	£70	178
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	£70	0

Bus Lane Notice data 15/16

Year	15/16
Number of Warning Notices issued	1007
Number of PCNs issued	2292
Number of PCNs paid	1773
Number of PCNs against which an informal or formal representation was made	342
Number of PCNs cancelled as a result of an informal or a formal representation	83
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	184
Number of appeals to adjudicators	5
Number of appeals allowed by adjudicators	1
Number of appeals refused by adjudicators	4
Number of appeals not contested by the Council & allowed by the adjudicators	0
Number of appeals still awaiting decision	0
Number of applications made to register road traffic debts at the Traffic Enforcement Centre	243