

Middlesbrough Council
Parking Annual Report 2016/2017



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 2016/2017. 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 facilities 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 patrol the Council's town centre car parks and Resident 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 & 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 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 2016/2017. 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 2016 to 31st March 2017 but also includes data from previous years. This is to allow comparisons to be made with the results from other years.
11. Although this is an annual parking report, details on the number of PCNs issued in Middlesbrough Council's camera enforced bus lane on Newport Road has also been included in Appendix A for completeness.

Information

12. The Parking section provides for the management, operation and maintenance of the parking facilities and residents parking schemes in Middlesbrough. 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.

As a result of a service review in December 2015 the Parking Section was reorganised and the enforcement staff and Car Park Attendants are now part of the Integrated Enforcement Team. The Integrated Enforcement Team is responsible for the enforcement of parking restrictions under Civil Parking Enforcement, the opening /closing and day to day running of the Multi – storey car parks.

13. The Parking section of the Parking, Traffic & Streetworks team is made up of 2 areas, the first is responsible for Parking Maintenance, Development & Traffic Regulation Orders (TROs) and the other for Penalty Charge Notice Processing & Adjudication. The Integrated Enforcement Team are responsible for the enforcement of parking restrictions under Civil Parking Enforcement.
 - The Maintenance & Development side comprises of a Principal Engineer for the Parking, Traffic & Streetworks group, Engineer and assistance from the two Technicians within the group and is responsible for the maintenance of the Council operated car parks, signs & lines inspection/ maintenance and development along with TRO implementation.
 - The Integrated Enforcement team comprises a Manager, Assistant Manager, 3 Senior Enforcement Officers, 10 Civil Enforcement Officers (CEOs), 11 Street Wardens and 3 car park attendants. The role of the CEOs 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 Car Park Attendants look after the day to day opening & closing, cleaning & maintenance of the Captain Cook Square & Zetland multi storey car parks. The Street Warden role is related to antisocial behaviour in priority residential areas and in the Town Centre.

- 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 administration staff in the Customer 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 carry out some administration duties in relation to parking permits.

Review of Performance in 2016/2017

14. The following initiatives, projects and improvements have been completed or commenced in 2016/2017;
 - 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.
 - Formalising and making permanent the former 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.
 - Working alongside developers who purchased a section of Gurney Street car park, for the development of a Premier Inn Hotel on the site and provision of parking spaces for the hotel. This reduced the number of Council operated parking spaces within Gurney Street car park from 69 to 45 spaces
 - Maintaining 'Park Mark' Safer Parking Award status for the main town centre car parks
 - Maintaining car park crime at low levels.
 - Continuing the Blue Badge Inspection and enforcement campaign.

Parking Facts & Figures

15. Middlesbrough Council operates 3,256 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 2.2 million vehicles in 2015/2016. In 2016/17 over 1.75 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		
			14/15	15/16	16/17
Captain Cook Square	780	Long & Short Stay	438000	497255	581870
Buxton Street	93	Short Stay	121000	123370	106033
Mima	37	Short Stay	37000	41253	55308
France Street	531	Long Stay	60000	60791	58457
Zetland	897	Long Stay	260000	858155	247753
Denmark Street	137	Long Stay	30000	37682	37773
Station Street	116	Long Stay	37000	40292	71671
Gurney Street	69 Reduced to 46 from Oct 2016	Long Stay	6000	7430	5162
Wood Street	45	Long Stay	5200	4599	3776
Cannon Park	228	Long Stay	13000	23221	24590
Cannon Park Way	250	Long Stay	1300	1285	1109
Jedburgh Street	13	Long Stay	2300	3600	3959
Elm Street	11	1 Hour Stay	10700	11700	12437
Amber Street (opened Feb 15 & additional car park opened in Dec 15)	72	Long Stay	300	3735	35019
Total Council Off Street Spaces	3256	Total Vehicles Off Street	1021800	1714368	1204670
Total On Street P&D Spaces	1102	Long & Short Stay	508700	525131	554041
Total Council Spaces	4381	Total Vehicles	1530500	2239499	1758711

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) £		
			14/15	15/16	16/17
Captain Cook Square	780	Long & Short Stay	168500	180200	178000
Buxton Street	93	Short Stay	37700	42200	43000
Mima	37	Short Stay	10500	11100	12000
France Street	531	Long Stay	135100	152200	147000
Zetland	897	Long Stay	223600	216300	204000
Denmark Street	137	Long Stay	83400	94700	95000
Station Street	116	Long Stay	48200	51000	52000
Gurney Street	69 reduced to 46 from 22/10/16	Short Stay	18600	24700	17000
Wood Street	45	Long Stay	9400	7700	6000
Cannon Park	228	Long Stay	21000	38800	40100
Cannon Park Way	250	Long Stay	2000	2100	1900
Jedburgh Street	13	Long Stay	4000	6100	6300
Elm Street	11	1 Hour Stay	8900	10200	10000
Amber Street	14 increased to 72 from Feb 2016	Long Stay	400	5700	18000
Total Council Off Street Spaces	3256	Total Income Off Street	770400	843000	830300
Total On Street P&D Spaces	1102	Total Income On Street	709000	700000	732200
Total Council Spaces	4358	Total Income	1479400	1543000	1562500

Town Centre Parking Discounts

16. 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 parks, 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 at that time.

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.

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 parks	As from June 2016: Free for two hours, £1.60 all day, £32 monthly Season Ticket, £320 annual Season Ticket
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

The only tariff change between April 2016 and March 2017 was at Amber Street Car parks to provide long stay parking, as shown in the above table.

18. At the private shopping centre car parks at Hill Street, the Cleveland Centre and Dundas Shopping Centre charges vary between £1.40 - £2.00 for the first two hours and £1.50 per hour thereafter. The Dundas Shopping Centre car park offers all day parking for £3.00 per day and the Hill Street car park also offers a £1.60 long stay daily parking rate for motorists that arrive prior to 10am Monday – Friday.
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 hours 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 during financial year 2016/2017.

Security

21. Levels of car crime in Council car parks remained low, in 2016/2017 there were 8 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 2016/2017. “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. 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 increased in recent years illustrating the popularity and importance of spaces conveniently located in relation to shops and businesses. Within Middlesbrough Town Centre 1102 parking spaces now controlled in this way.

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 2016/2017 313 business parking permits were issued for the on street business parking bays in the town.

Parking for Blue Badge Holders

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) Temporary closure due to Town Hall refurbishment work close by	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 (access off 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 2016/17 our CEOs seized a total of 5 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 at 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 allows for many more schools to be covered during critical start and finish times and many more bus stops to be checked throughout the day. Legislation stipulates that the car can only be used to enforce school keep clear restrictions and bus stops but 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, followed 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 16/17 the Council's Civil Enforcement Officers issued a total of 7678 Penalty Charge Notices for parking contraventions in the town, an increase of 2.5% on the 7485 issued in 15/16. 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 thought to be 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 2014/2015, 2015/2016 and 2016/2017 can be found in Appendix A.

Penalty Charge Notice Appeals Process

39. If a motorist receives a PCN, full details on how to make a representation 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 representation to the Council, once mitigating circumstances or other information comes to light that would not have been apparent to the CEO who issued the notice.
43. Any parking enforcement regime that consistently withdraws some of its PCNs after considering representations 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 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 confrontation and all incidents are reported and recorded.
46. In 2016/2017 there was a slight increase in the number of incidents of verbal abuse reported by the CEOs with 6 reported in the year compared with 5 in 2015/16. Action taken as a result of these reports included individuals being interviewed and warned by the Police.
47. In 2016/2017 over 8 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 over the last three years are shown in the following table:

	From 18/02/13 to 27/04/14	From 28/04/14 to 11/01/2016	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	£800 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	£596 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 2014/2015, 2015/2016 and 2016/2017:

Income	2014/2015	2015/2016	2016/2017
Off – Street Car Park Income			
Long Stay	£650760	£703200	£687100
Short Stay	£110740	£129700	£133000
Limited Stay	£8900	£10100	£10200
Permits	£229000	£123000	£144800
Total Off-Street Car Parks	£999400	£966000	£975100
On Street Income			
Pay & Display	£700900	£700000	£732200
Penalty Charge Notices	£225000	£209200	£244500
Total On Street	£925900	£909200	£976700
Total Income	£1925300	£1875200	£1951800
Expenditure			
Off – Street Car Park Expenditure			
Staff	£388000	£358200	£348500
Running Costs	£657100	£542300	£544600
Support Services	£98200	£89000	£89900
Total Off-Street Car Parks	£1143300	£989500	£983000
On Street Expenditure			
Staff	£292000	£275800	£273800
Running Costs	£68000	£56500	£57100
Support Services	£74000	£35100	£35500
Total On Street	£434000	£367400	£366400
Total Expenditure	£1577300	£1356900	£1349400
Total Off- Street Car Park Surplus	-£143900	-£23500	-£7900
Total On Street Surplus	+£491900	+£541800	+£610300
Total Parking Surplus	+£348000	+£518300	+£602400

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 2016/2017 is set out in the table above and was used to contribute towards spending on various transport & environmental services provided by the Council including

- 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 do 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 some Middlesbrough Council car parks currently free for two hours, 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 2016/2017 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 following Car Parks at Amber Street, Captain Cook Square, Ferry Road, Zetland & Station Street 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.

APPENDIX A

Penalty Charge Notice Data – Information correct at

Data relates to PCN's issued by a Civil Enforcement Officer (CEO) unless stated

Year	Total PCNs			On street			Off street		
	14/15	15/16	16/17	14/15	15/16	16/17	14/15	15/16	16/17
Number of higher level PCNs issued	2859	3166	3071	2577	2842	2793	282	324	278
Number of lower level PCNs issued	4227	4319	4607	2434	2638	2699	1793	1681	1908
Total Number of PCNs issued	7086	7485	7678	5011	5480	5492	2075	2005	2186
Number of PCNs paid at discount rate	3589	3706	3792	2438	2616	2616	1151	1090	1176
Number of PCNs against which an informal or formal representation was made	2006	1936	1956	1310	1326	1347	696	610	609
Number of PCNs cancelled as a result of an informal or a formal representation	1163	1088	1027	734	723	686	429	365	341
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	198	661	817	140	551	684	58	110	133
Number of appeals to adjudicators	22	18	6	17	14	6	5	4	0
Number of appeals allowed by adjudicators	7	4	1	5	3	1	2	1	0
Number of appeals refused by adjudicators	8	8	4	6	7	4	2	1	0
Number of appeals not contested by the Council & allowed by the adjudicators	12	6	1	9	4	1	3	2	0
Number of	2	0	0	2	0	0	0	0	0

appeals still awaiting decision									
Number of applications made to register road traffic debts at the Traffic Enforcement Centre	842	1036	1219	694	844	910	148	192	309

On Street Penalty Charge Notices Issued by Contravention Code

Code	Contravention (on street)	Penalty	PCNs Issued 14/15	PCNs Issued 15/16	PCNs Issued 16/17
01	Parked in a restricted street during prescribed hours	£70	1110	1271	1289
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	£70	314	285	272
05	Parked after the expiry of paid for time	£50	379	384	310
06	Parked without clearly displaying a valid pay and display ticket or voucher	£50	n/a	n/a	n/a
07	Parked with payment made to extend the stay beyond initial time	£50	0	1	0
11	Parked without payment of the parking charge	£50	848	1184	1514
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	495	554	691
16	Parked in a permit space without displaying a valid permit	£70	172	159	188

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	90	43	36
21	Parked in a suspended bay or space or part of bay or space	£70	31	3	2
22	Re-parked in the same parking place or zone within one hour or other specified time of leaving	£50	12	23	7
23	Parked in a parking place or area not designated for that class of vehicle	£70	5	2	0
24	Not parked correctly within the markings of the bay or space	£50	68	56	34
25	Parked in a loading place during restricted hours without loading	£70	127	201	125
26	Parked more than 50cm or other specified distance from the edge of the carriageway and not within a designated parking place	£70	4	3	0
27	Parked adjacent to a dropped footway	£70	37	69	40
30	Parked for longer than permitted	£50	867	947	798
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	£70	251	253	160
45	Parked on a taxi rank	£70	7	14	8
47	Stopped on a restricted bus stop or stand	£70	12	16	11
48	Stopped in a restricted area outside a school when prohibited	£70	6	4	2

49	Parked wholly or partly on a cycle track or lane	£70	0	0	0
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	£70	6	8	5

Off Street Penalty Charge Notices Issued by Contravention Code

Code	Contravention (off street)	Penalty	PCNs Issued 14/15	PCNs Issued 15/16	PCNs Issued 16/17
71	Parked in a electric vehicles chargingplace during restrictd hours without charging	£70	15	23	19
73	Parked without payment of the parking charge	£50	877	970	1185
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	0	0	0
81	Parked in a restricted area in a car park	£70	0	0	1
82	Parked after the expiry of paid for time	£50	677	652	567
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	£50	n/a	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	49	104	124

86	Parked beyond the bay markings	£50	53	59	156
87	Parked in a designated disabled persons parking place without displaying a valid disabled persons badge in the prescribed manner	£70	210	195	132
91	Parked in a car park or area not designated for that class of vehicle	£70	8	2	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	1	0	0

Penalty Charge Notices Issued By Location 16/17 (top 20 locations)

Location	PCNs Issued 16/17
Captain Cook Square Car Park	505
Buxton Street Car Park	494
Linthorpe Road	320
Albert Road	244
Mima Car Park	225
Southfield Lane Car Park	208
Corporation Road	196
Baker Street	174
Woodlands Road	162
Grange Road	157
Bedford Street	151
Zetland Multi Storey Car Park	141
Pelham Street	129
Victoria Road	124
Amber Street Car Park	113
Vulcan Street	110
Clarendon Road	102
Denmark Street Car Park	94
Wilton Street	94
Johnson Street	91

Camera Car Penalty Charge Notice Data

Year	14/15	15/16	16/17
Number of Warning Notices issued	110	0	0
Number of PCNs issued	631	620	415
Number of PCNs paid	495	452	264
Number of PCNs against which an informal or formal representation was made	133	129	82

Number of PCNs cancelled as a result of an informal or a formal representation	58	45	31
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	70	82	44
Number of appeals to adjudicators	2	2	2
Number of appeals allowed by adjudicators	1	0	0
Number of appeals refused by adjudicators	1	2	1
Number of appeals not contested by the Council & allowed by the adjudicators	1	0	1
Number of appeals still awaiting decision	0	0	0
Number of applications made to register road traffic debts at the Traffic Enforcement Centre	74	101	75

Camera Car Penalty Charge Notices Issued by Contravention Code

Code	Contravention (on street)	Penalty	14/15	15/16	16/17
47	Stopped on a restricted bus stop or stand	£70	463	442	211
48	Stopped in a restricted area outside a school when prohibited	£70	88	178	204
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	£70	73	0	0

Camera Car Notices Issued By Location 16/17 (top 20 locations)

Location	PCNs Issued 16/17
Acklam Road	82
Crescent Road	38
Overdale Road	34
Beechwood Avenue	30
Corporation Road	20
Darnton Drive	18
Cargo Fleet Lane	17
Bridge Street West	16
Trindon Avenue	14
Eastbourne Road	12
St Marys Walk	11

Marton Road	9
Green Lane	9
Albert Road	8
Newlands Road	8
Newham Way	7
Gunnergate Lane	7
James Street	6
Linthorpe Road	6
Stainsby Road	6

Bus Lane Notice data

Year	14/15	15/16	16/17
Number of Warning Notices issued	6878	1007	0
Number of PCNs issued	19	2292	2475
Number of PCNs paid	10	1773	1934
Number of PCNs against which an informal or formal representation was made	4	342	460
Number of PCNs cancelled as a result of an informal or a formal representation	3	83	93
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	49	184	54+
Number of appeals to adjudicators	0	5	1
Number of appeals allowed by adjudicators	0	1	1
Number of appeals refused by adjudicators	0	4	0
Number of appeals not contested by the Council & allowed by the adjudicators	0	0	0
Number of appeals still awaiting decision	0	0	0
Number of applications made to register road traffic debts at the Traffic Enforcement Centre	0	243	275