

Middlesbrough Council
Parking Annual Report 2013/2014



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 recommends 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 2013/2014. 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 overall aim of the Parking 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. 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 and environmental 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 2013/2014. 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 2013 to 31st March 2014 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.
12. The Parking side of the Parking & Traffic Engineering team is made up of 3 areas all under the direction of the Parking & Traffic Engineering 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 a Principle 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 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 12 Civil Enforcement Officers (CEOs), 2 Senior CEOs and an Enforcement Co-ordinator and look after yellow line, residents parking schemes and car parking enforcement 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 Client/Monitoring Officer and a Technical Assistant 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.

Review of Performance in 2013/2014

13. The following initiatives, projects and improvements have been completed or commenced in 2013/2014;
 - Maintaining and monitoring the Council's parking initiatives to support the town centre including free 2 hour parking for shoppers in all Council car parks and £1 all day parking for commuters in Zetland & Station Street car parks introduced in February 2013.
 - Introducing a Road Safety & Enforcement vehicle to carry out camera enforcement of no stopping restrictions outside schools at bus stops and pedestrian crossings.
 - Installing new energy efficient LED lighting in Captain Cook Square Car Park
 - Redecorating stairwells and remarking parking bays in Captain Cook Square car park.
 - Installing new fully refurbished lifts in Zetland Car Park.
 - Resurfacing Buxton Street short stay car park.
 - 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 AND FIGURES

14. 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 Cleveland Centre, Dundas Arcade 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 and on street spaces were used by 1.24 million vehicles in 2011/2012 and 1.17 million vehicles in 2012/2013. In 2013/2014 1.46 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		
			11/12	12/13	13/14
Captain Cook Square	780	Long & Short Stay	300000	250000	428000
Buxton Street	93	Short Stay	69000	60000	113000
Mima	37	Short Stay	20000	18000	36000
France Street	531	Long Stay	120000	100000	44000
Zetland	897	Long Stay	100000	70000	266000
Denmark Street	137	Long Stay	42000	30000	17000
Station Street	116	Long Stay	30000	25000	41000
Gurney Street	69	Long Stay	20000	17000	5500
Wood Street	45	Long Stay	4000	4500	1700
Cannon Park	228	Long Stay	10000	16000	6600
Cannon Park Way	250	Long Stay	9000	6500	3800
Jedburgh Street	13	Long Stay	3000	3300	2500
Elm Street	11	1 Hour Stay	11000	11000	10000
Total Council Off Street Spaces	3207	Total Vehicles Off Street	738000	611300	975100
Total On Street P&D Spaces	1094	Long & Short Stay	500000	560000	489000
Total Council Spaces	4301	Total Vehicles	1238000	1171300	1464100

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	6405	

Town Centre Pay & Display Car Parks 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) £		
			11/12	12/13	13/14
Captain Cook Square	780	Long & Short Stay	458200	369400	163000
Buxton Street	93	Short Stay	113100	90400	32000
Mima	37	Short Stay	35000	28900	9300
France Street	531	Long Stay	247500	200900	104500
Zetland	897	Long Stay	157600	122400	160000
Denmark Street	137	Long Stay	127000	67900	47000
Station Street	116	Long Stay	80400	64800	33000
Gurney Street	69	Short Stay	58100	59400	18000
Wood Street	45	Long Stay	13000	13100	4300
Cannon Park	228	Long Stay	29500	43100	18200
Cannon Park Way	250	Long Stay	14100	10300	5700
Jedburgh Street	13	Long Stay	8800	8400	6300
Elm Street	11	1 Hour Stay	10700	10000	8400
Total Council Off Street Spaces	3207	Total Income Off Street	1353000	1089000	609700
Total On Street P&D Spaces	1094	Total Income On Street	752000	735000	690500
Total Council Spaces	4301	Total Income	2105000	1824000	1300200

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

The following car parking discounts came into effect on Monday 18th February 2013.

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, £20 monthly Season Ticket, £200 annual Season Ticket.
All Other Long Stay Car Parks	Free for two hours, all other tariffs unchanged.(Standard all day fee £3.30)
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. The parking offers were introduced for an initial trial period during which time the impacts were to be assessed.
17. At the private shopping centre car parks at Hill Street, the Cleveland Centre and Dundas Arcade charges remain unchanged at £1.50 (£1.40 Dundas Arcade) for the first two hours and £1.50 per hour thereafter. Dundas Arcade also offers all day parking for £3.00 per day.
18. 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.
19. 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 2014/2015.

Security

20. Levels of car crime in Council car parks remain at an all time low with less than six incidents reported in each of the last 5 years. In 2013/2014 there was just 1 incident 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 2013/2014. "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

21. A 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 2013/2014 with 1094 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.
22. A number of on street business parking areas have also been created to support the operational parking needs of town centre businesses. In 2013/2014 232 business parking permits were issued for the on street business parking bays in the town.

Parking for the Disabled

23. 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.
24. 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.

25. 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.
26. 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. 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).
27. To date our CEOs have seized a total of 21 badges. In most of these cases the 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

28. 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.
29. 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.
30. 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.

Road Safety & Enforcement Vehicle

31. A new camera enforcement car is on patrol in Middlesbrough to crack down on dangerous parking near schools, bus stops and pedestrian crossings. This high-profile road safety initiative was officially launched on 27th March 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. Other areas of concern include bus stops and pedestrian crossings where the elderly and disabled can be put in danger by vehicles parked on clearly marked 'no stopping' areas. 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 new car - 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 and pedestrian crossings to be checked throughout the day. The car will only be used for these three purposes and will not 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 has been funded from the Local Transport Plan Government grant, with annual running costs estimated at around £8,000.
36. The initial emphasis will be on using the car as a deterrent with the aim of changing driver behaviour, while any subsequent surplus income generated from Penalty Charge Notices will be reinvested in road safety or transport initiatives. For an initial period those caught stopping or parking illegally will be issued with a warning, before formal enforcement is taken against offenders.

Penalty Charge Notices

37. In 13/14 the Civil Enforcement Officers issued a total of 8416 Penalty Charge Notices for parking contraventions in the town, an increase of 5.8% on the 7931 issued in 12/13. This is still significantly less than the 10126 PCNs issued in 2010/2011 reflecting a 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 2011/2012, 2012/2013 and 2013/2014 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 2013/2014 there continued an encouraging fall in the number of incidents of verbal abuse reported by the CEOs with only 3 reported in the year compared with 7 in 2010/11. Action taken as a result of these reports included individuals being interviewed and warned by the Police.
47. In contrast to this in 2013/2014 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.

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 four years are shown in the following table:

	2010/2011	2011/2012 & up to 17/02/13	From 18/02/13 to 27/04/14
Denmark Street, Station Street, France Street, Cannon Park & Captain Cook Square (levels 4-6) Long Stay	£1.70 for 2 hours	£1.70 for 2 hours	Free for 2 hours
	£2.50 for 4 hours	£2.60 for 4 hours	£2.60 for 4 hours
	£3.10 for all day	£3.30 for all day	£3.30 for all day
Zetland & Station Street Long Stay	£1.70 for 2 hours	£1.70 for 2 hours	Free for 2 hours
	£2.50 for 4 hours	£2.60 for 4 hours	£1 for all day
	£3.10 for all day	£3.30 for all day	Season Tickets £200 per year
Wood Street Long Stay	£2.80 for all day	£3.00 for all day	Free for 2 hours £3.00 for all day
Gurney Street Premium Long Stay	£1.70 for 2 hours	£1.70 for 2 hours	Free for 2 hours
	£2.60 for 4 hours	£3.00 for 4 hours	£3.00 for 4 hours
	£3.50 for all day	£4.00 for all day	£4.00 for all day
Cannon Park Way Long Stay	£1.60 for all day	£1.80 for all day	£1.80 for all day
Zetland Long Stay Saturday Charges	£1.60 for all day	£1.80 for all day	Free for 2 hours £1 for all day
Long Stay Sunday Charges	£1.00 for all day	£1.00 for all day	Free for 2 hours £1 for all day
Captain Cook Square (levels 0-3) & Buxton Street Short Stay	£1.70 for 2 hours	£1.70 for 2 hours	Free for 2 hours
	£1.70 per hour thereafter	£1.70 per hour thereafter	£1 per hour thereafter
Mima Short Stay	£2.10 for 2 hours	£1.70 for 2 hours	Free for 2 hours
	£2.10 per hour thereafter	£1.70 per hour thereafter	£1 per hour thereafter
Short Stay Sunday Charges	£1.30 for all day	£1.30 for all day	Free for 2 hours £1.30 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	50p for up to 30 minutes
	£1.00 for 1 hour	£1.00 for 1 hour	£1.00 for 1 hour
	£1.70 for 2 hours	£1.70 for 2 hours	£1.70 for 2 hours
	£2.30 for 4 hours*	£2.40 for 4 hours*	£2.40 for 4 hours*
	£3.00 for all day*	£3.20 for all day*	£3.20 for all day*
Middlehaven On Street Charges	£1.00 for 2 hours	£1.00 for 2 hours	Free
	£1.50 for 4 hours	£1.60 for 4 hours	
	£2.00 for all day	£2.20 for all day	
Business Permits Town Centre	£744 per year	£792 per year	£792 per year
Business Permits Middlehaven	£480 per year	£528 per year	N/A
Off Street Business Permits Southfield Lane	£744 per year	£792 per year	£792 per year
Off Street Business Permits Granville Road	£744 per year	£792 per year	£792 per year
Season Tickets Long Stay	£744 per year	£792 per year	£594 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 2011/2012, 2012/2013 and 2013/2014:

Income	2011/2012	2012/2013	2013/2014
Car Park Income			
Long Stay	£900000	£780000	£496000
Short Stay	£440000	£300000	£105300
Limited Stay	£13000	£9000	£8400
Permits	£280000	£230000	£265300
Total Car Parks	£1633000	£1319000	£875000
On Street Income			
Pay & Display	£752000	£735000	£690500
Penalty Charge Notices	£215000	£205000	£221000
Total On Street	£967000	£940000	£911500
Total Income	£2600000	£2259000	£1786500

Expenditure			
Car Park Expenditure			
Staff	£490000	£432000	£397000
Running Costs	£755000	£695000	£649000
Support Services	£253500	£189200	£130500
Total Car Parks	£1498500	£1316200	£1176500
On Street Expenditure			
Staff	£363000	£326000	£295000
Running Costs	£66000	£61000	£50000
Support Services	£191000	£142800	£98500
Total On Street	£620000	£529800	£443500
Total Expenditure	£2118500	£1846000	£1620000
Total Car Park Surplus	+£134500	+£2800	-£301500
Total On Street Surplus	+£347000	+£410200	+£468000
Total Parking Surplus	+£481500	+£413000	+£166500

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 2013/2014 is set out in the table above and was used to contribute towards spending on various transport & environmental services provided by the Council including

- Major maintenance items including new lighting and redecoration in Captain Cook Square Car Park and the resurfacing of Buxton Street Car Park.
- 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 town's 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 2013/2014 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		
	11/12	12/13	13/14	11/12	12/13	13/14	11/12	12/13	13/14
Number of higher level PCNs issued	4145	3897	3460	3822	3614	3155	323	283	305
Number of lower level PCNs issued	4683	4034	4953	2796	2857	3138	1887	1177	1815
Total Number of PCNs issued	8828	7931	8413	6618	6471	6293	2210	1460	2120
Number of PCNs paid at discount rate	4329	4049	2636	3292	3349	1481	1037	700	1155
Number of PCNs against which an informal or formal representation was made	2967	2289	2544	2120	1754	1792	847	535	752
Number of PCNs cancelled as a result of an informal or a formal representation	2104	1577	1453	1434	1189	990	670	388	463
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	445	277	233	362	243	179	83	34	54
Number of appeals to adjudicators	33	45	41	26	44	32	7	1	9
Number of appeals allowed by adjudicators	4	9	11	2	8	6	2	1	5
Number of appeals refused by adjudicators	18	22	20	13	22	19	5	0	1

Number of appeals not contested by the Council & allowed by the adjudicators	12	22	14	10	21	9	2	1	5
Number of appeals still awaiting decision	3	1	7	3	1	4	0	0	3
Number of applications made to register road traffic debts at the Traffic Enforcement Centre	1040	1033	1176	848	895	975	192	138	201

On Street Penalty Charge Notices Issued by Contravention Code

Code	Contravention (on street)	Penalty	PCNs Issued 11/12	PCNs Issued 12/13	PCNs Issued 13/14
01	Parked in a restricted street during prescribed hours	£70	1267	1455	1351
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	£70	521	428	380
05	Parked after the expiry of paid for time	£50	748	603	648
06	Parked without clearly displaying a valid pay and display ticket or voucher	£50	1270	1324	1432
07	Parked with payment made to extend the stay beyond initial time	£50	0	0	1

11	Parked without payment of the parking charge	£50	0	0	0
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	881	736	544
16	Parked in a permit space without displaying a valid permit	£70	394	250	224
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	138	153	128
21	Parked in a suspended bay or space or part of bay or space	£70	43	0	7
22	Re-parked in the same parking place or zone within one hour or other specified time of leaving	£50	27	6	16
23	Parked in a parking place or area not designated for that class of vehicle	£70	9	10	11
24	Not parked correctly within the markings of the bay or space	£50	30	31	18
25	Parked in a loading place during restricted hours without loading	£70	195	185	158
26	Parked more than 50cm or other specified distance from the edge of the carriageway and not within a designated parking place	£70	4	13	3
27	Parked adjacent to a dropped footway	£70	112	101	78

30	Parked for longer than permitted	£50	583	741	911
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	£70	230	325	338
45	Parked on a taxi rank	£70	24	39	6
47	Stopped on a restricted bus stop or stand	£70	105	36	17
48	Stopped in a restricted area outside a school when prohibited	£70	17	19	13
49	Parked wholly or partly on a cycle track or lane	£70	4	6	0
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	£70	15	10	9

Off Street Penalty Charge Notices Issued by Contravention Code

Code	Contravention (off street)	Penalty	PCNs Issued 11/12	PCNs Issued 12/13	PCNs Issued 13/14
73	Parked without payment of the parking charge	£50	0	0	0
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	1
81	Parked in a restricted area in a car park	£70	3	1	1
82	Parked after the expiry of paid for time	£50	515	292	759
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	£50	1258	804	976
84	Parked with additional payment made to extend the stay beyond time first purchased	£50	1	0	0
85	Parked in a permit bay without clearly displaying a valid permit	£70	53	54	73
86	Parked beyond the bay markings	£50	133	79	73
87	Parked in a designated disabled persons parking place without displaying a valid disabled persons badge in the prescribed manner	£70	252	211	221
91	Parked in a car park or area not designated for that class of vehicle	£70	3	7	10
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	0	2	4

Penalty Charge Notices Issued By Location 2013/2014 (top 20 locations)

Location	PCNs Issued 2013/14
Captain Cook Sqaure Car Park	534
Bedford Street	377
Linthorpe Road	363
Buxton Street Car Park	305
Albert Road	285
MIMA Car Park	239
Baker Street	232
Southfield Lane Car Park	215
Grange Road	203
Woodlands Road	197
Victoria Road	174
Bolckow Street	170
Denmark Street Car Park	168
Corporation Road	159
Zetland Car Park	150
Clarendon Road	130
Davison Street	120
Park Street	117
Southfield Road	113
Lower East Street	99