

Middlesbrough Council
Parking Annual Report 2018/2019



Introduction

1. The Council operates its parking enforcement service under the provisions of the Traffic Management Act 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 2018/2019. 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 2018/2019. 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 2018 to 31st March 2019 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.
13. The Parking Services team is made up of 3 areas, these include responsibilities for Parking Maintenance, Development & Traffic Regulation Orders (TROs), Parking Enforcement and the other for Penalty Charge Notice Processing & Adjudication.
 - The Maintenance & Development side comprises of a Principal Parking Engineer with assistance from three Technicians within the Street works section and is responsible for the maintenance of the Council operated car parks and on-street parking facilities, signs & lines inspection/ maintenance and development along with TRO implementation.
 - The Enforcement team comprises an Enforcement Coordinator, 1 Senior Civil Enforcement Officer, 10 Civil Enforcement Officers (CEOs) 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 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 2018/2019

14. The following initiatives, projects and improvements have been completed or commenced in 2018/2019;
- Maintaining and monitoring the Council's parking initiatives to support the town centre
 - Consultation and making permanent Traffic Regulation Orders to improve Road Safety and Traffic Movements
 - Working alongside the Council's Regeneration department and Private Developers to introduce or amend parking restrictions to support regeneration and developments within Middlesbrough Centre
 - 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 3,264 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. In 2018/19 over 1.64 million parking acts within Council operated facilities 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		
			16/17	17/18	18/19
Captain Cook Square	780	Long & Short Stay	581870	578759	570596
Buxton Street	93	Short Stay	106033	111907	104385
Mima	37	Short Stay	55308	51690	50796
France Street	531	Long Stay	58457	55465	56533
Zetland	897	Long Stay	247753	320468	164684
Denmark Street	137	Long Stay	37773	32171	35183
Station Street	116	Long Stay	71671	58870	30413

Gurney Street	46	Long Stay	5162	5096	4362
Wood Street	45	Long Stay	3776	2635	6416
Cannon Park	228	Long Stay	24590	16297	16844
Cannon Park Way	250	Long Stay	1109	2569	2558
Jedburgh Street	13	Long Stay	3959	2387	3437
Elm Street – Closed June 2018	11	1 Hour Stay	12437	11507	888
Amber Street (opened Feb 15 & additional car park opened in Dec 15)	72	Long Stay	35019	62824	22609
Dock Street (opened in Oct 18)	19	Long Stay	0	0	824
Total Council Off Street Spaces	3264	Total Vehicles Off Street	1204670	1312645	1070528
Total On Street P&D Spaces	959	On-street Long & Short Stay	554041	541778	578999
Total Council Spaces	4223	Total Vehicles	1758711	1854423	1649527

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	6327	

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) £		
			16/17	17/18	18/19
Captain Cook	780	Long & Short	178000	174600	188000

Square		Stay			
Buxton Street	93	Short Stay	43000	87500	107800
Mima	37	Short Stay	12000	38100	53700
France Street	531	Long Stay	147000	134700	138300
Zetland	897	Long Stay	204000	208300	279800
Denmark Street	137	Long Stay	95000	87500	96100
Station Street	116	Long Stay	52000	52200	70100
Gurney Street	46	Short Stay	17000	16500	13700
Wood Street	45	Long Stay	6000	6100	14800
Cannon Park	228	Long Stay	40100	43700	44900
Cannon Park Way	250	Long Stay	1900	3800	3800
Jedburgh Street	13	Long Stay	6300	5700	8100
Elm Street	11 closed June 2018	1 Hour Stay	10000	9600	1700
Amber Street	14 increased to 72 from Feb 2016	Long Stay	18000	35300	53200
Dock Street	19 - Opened from Oct 2018	Long Stay	0	0	800
Total Council Off Street Spaces	3264	Total Income Off Street	830300	903600	1074800
Total On Street P&D Spaces	959	Total Income On Street	732200	719900	798200
Total Council Spaces	4223	Total Income	1562500	1623500	1873000

Town Centre Car Park Charges

16. In July 2018 the Council's Executive approved a general increase in parking charges of 20p and an increase at Zetland & Station Street car parks of 40p. Please see below table outlining the current off-street parking charges;

Captain Cook Square (levels 0-3), Buxton Street and Mima Short Stay Car Parks	Free for two hours, £1.30 per hour thereafter
Captain Cook Square (levels 4-6)	Free for two hours, £2.30 for 4 hours, £3.30 for all day
Zetland, Station Street & Amber Street Long Stay Car Parks	£2.00 all day, £36 monthly Season Ticket, £360 annual Season Ticket.
All Other Long Stay Car Parks	80p or £1.30 for 2 hours and £2.30 to £4.30 for all day depending on location.

17. Within 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.

Security

18. Levels of car crime in Council car parks remained low, in 2018/2019 there were 4 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 2018/2019. "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

19. 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 959 parking spaces are controlled in this way.
20. 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 2018/2019 665 business parking permits were issued for the on street business parking bays in the town.

Parking for Blue Badge Holders

21. The Council is committed to providing high quality facilities in its car parks for blue badge holders. The Council allows free parking without time limits in all its pay and display car parks for blue badge holders. This provision applies to all spaces in all types of car parks (long, short and limited-stay) and not just in dedicated disabled bays.
22. 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)	3
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.

23. A hire scheme operates 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.
24. 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).
25. In 2018/19 our CEOs seized a total of 13 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

26. The aim of the Council's parking enforcement operation is to discourage dangerous and inconsiderate parking and to persuade motorists to comply with the regulations. The priority is to remove vehicles as soon as possible from locations where they should not be parked and may be causing problems for other road users. Therefore in situations where the motorist is still with their vehicle the Civil Enforcement Officers (CEOs) will always give the driver the opportunity to move the offending vehicle before issuing a Penalty Charge Notice (PCN). The CEOs will however always issue Penalty Charge Notices to vehicles left unattended in contravention of parking regulations.
27. 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.
28. 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

29. A camera enforcement car is used in Middlesbrough to enforce dangerous parking near schools and at bus stops.
30. 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.
31. 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.

32. 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.
33. 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.
34. 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

35. In 18/19 the Council's Civil Enforcement Officers issued a total of 11086 Penalty Charge Notices for parking contraventions in the town, an increase on the 6993 issued in 17/18.
36. Further information about the Penalty Charge Notices issued by the Council's Civil Enforcement Officers in Middlesbrough in 2016/2017, 2017/2018 and 2018/2019 can be found in Appendix A.

Penalty Charge Notice Appeals Process

37. 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.
38. 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 CEO's 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.
39. 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.

40. 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.
41. 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

42. 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.
43. 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.
44. In 2018/2019 there was a slight decrease in the number of incidents of verbal abuse reported by the CEOs with 4 reported in the year compared with 5 in 2017/18. Action taken as a result of these reports included individuals being interviewed and warned by the Police.
45. In 2018/2019 over 4 service compliments were received from the public. These were received as emails or phone calls thanking the staff for assistance, advice or information received.
46. 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

47. 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 facilities over the last three years are shown in the following table:

	From 11/01/2016 to 25/06/2017	From 26/06/2017 to 08/07/2018	From 09/07/2018
Captain Cook Square (levels 4-6) Long Stay	Free for 2 hours	Free for 2 hours	Free for 2 hours
	£2.10 for 4 hours	£2.10 for 4 hours	£2.30 for 4 hours
	£3.10 for all day	£3.10 for all day	£3.30 for all day

Denmark Street & France Street	£1.10 for 2 hours	£1.10 for 2 hours	£1.30 for 2 hours
	£2.10 for 4 hours	£2.10 for 4 hours	£2.30 for 4 hours
	£3.10 for all day	£3.10 for all day	£3.30 for all day
Zetland, Station Street & Amber Street Long Stay	Free for 2 hours £1.60 for all day Season Tickets £320 per year	Free for 2 hours £1.60 for all day Season Tickets £320 per year	£2.00 for all day Season Tickets £360 per year
Jedburgh Street & Wood Street Long Stay	60p for 2 hours	60p for 2 hours	80p for 2 hours
	£1.10 for 4 hours	£1.10 for 4 hours	£1.30 for 4 hours
	£2.10 for all day	£2.10 for all day	£2.30 for all day
Gurney Street Premium Long Stay	£1.10 for 2 hours	£1.10 for 2 hours	£1.30 for 2 hours
	£3.10 for 4 hours	£3.10 for 4 hours	£3.30 for 4 hours
	£4.10 for all day	£4.10 for all day	£4.30 for all day
Cannon Park Long Stay	60p for 2 hours	60p for 2 hours	80p for 2 hours
	£1.10 for 4 hours	£1.10 for 4 hours	£1.30 for 4 hours
	£2.10 for all day	£2.10 for all day	£2.30 for all day
Cannon Park Way Long Stay	60p for 2 hours £1.10 for 4 hours £2.10 for all day	60p for 2 hours £1.10 for 4 hours £2.10 for all day	80p for 2 hours £1.30 for 4 hours £2.30 for all day
Long Stay Sunday Charges	Zetland £1.60 Demark St £1.10 Gurney St 60p for all day	Zetland £1.60 Demark St £1.10 Gurney St 60p for all day	Zetland £2.00 Demark St £1.30 Gurney St 80p for all day
Captain Cook Square (levels 0-3), Buxton Street & Mima Short Stay	Free for 2 hours	Captain Cook Square: Free for 2 hours Buxton Street & MIMA from 26/06/2017: £1.10 per hour	Captain Cook Square: Free for 2 hours Buxton Street & MIMA £1.30 per hour
	£1.10 per hour thereafter	Captain Cook Square: £1.10 per hour thereafter Buxton Street & MIMA from 26/06/2017: £1.10 per hour	Captain Cook Square: £1.30 per hour thereafter Buxton Street & MIMA: £1.30 per hour
Short Stay Sunday Charges	Free for 2 hours £1.40 for all day	Free for 2 hours £1.40 for all day	Captain Cook Square only: 2 hours free £1.60 for all day
Limited Stay & Town Centre On Street Charges	20p for up to 15 minutes*	20p for up to 15 minutes*	40p for up to 15 minutes*
	60p for up to 30 minutes	60p for up to 30 minutes	80p for up to 30 minutes
	£1.10 for 1 hour	£1.10 for 1 hour	£1.30 for 1 hour
	£1.80 for 2 hours	£1.80 for 2 hours	£1.80 for 2 hours
	£2.40 for 4 hours*	£2.40 for 4 hours*	£2.60 for 4 hours*
	£3.10 for all day*	£3.10 for all day*	£3.30 for all day*
Middlehaven (north) On Street Charges	£1.00 for all day	£1.00 for all day	£1.20 for all day

Middlehaven On Street Charges	£1.10 for 2 hours	£1.10 for 2 hours	£1.30 for 2 hours
	£1.70 for 4 hours	£1.70 for 4 hours	£1.90 for 4 hours
	£2.30 for 10 hours	£2.30 for 10 hours	£2.50 for 10 hours
Business Permits Town Centre	£800 per year	£800 per year	£818 per year
Business Permits Middlehaven	£546 per year	£546 per year	£555 per year
Off Street Business Permits Southfield Lane	£800 per year	£800 per year	£818 per year
Off Street Business Permits Granville Road	£596 per year	£596 per year	£594 per year
Season Tickets Long Stay	£558 per year	£558 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.

48. 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.
49. The following table shows parking income and expenditure for 2016/2017, 2017/2018 and 2018/2019:

Income	2016/2017	2017/2018	2018/19
Off – Street Car Park Income			
Long Stay	£687100	£689400	£830700
Short Stay	£133000	£169000	£242400
Limited Stay	£10200	£9300	£1700
Permits	£144800	£128300	£175700
Total Off-Street Car Parks	£975100	£996000	£1250500
On Street Income			
Pay & Display	£732200	£720300	£798200
Penalty Charge Notices	£244500	£270000	£363500
Total On Street	£976700	£990300	£1161700
Total Income	£1951800	£1986300	£2412200
Expenditure			
Off – Street Car Park Expenditure			
Staff	£348500	£322000	£362800
Running Costs	£544600	£614200	£638300
Support Services	£89900	£69000	£73000
Total Off-Street Car Parks	£983000	£1005200	£1074100
On Street Expenditure			

Staff	£273800	£161000	£187000
Running Costs	£57100	£49600	£79100
Support Services	£35500	£28500	£31000
Total On Street	£366400	£239100	£297100
Total Expenditure	£1349400	£1244300	£1371200
Total Off- Street Car Park Surplus	-£7900	-£9200	+£176400
Total On Street Surplus	+£610300	+£751200	+£864600
Total Parking Surplus	+£602400	+£742000	+£1041000

Frequently Asked Questions

50. 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 2018/2019 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 2018/2019 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

https://www.middlesbrough.gov.uk/sites/default/files/Middlesbrough_Town_Centre_Parking_Plan.pdf

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) at Captain Cook Square & Ferry Road car parks. Full details of prices in all the Council's car parks can be found by going to the parking section of the Council's website at

<https://www.middlesbrough.gov.uk/parking-roads-and-footpaths/parking-permits-and-penalty-charge-notices/car-park-locations-and-charges>

APPENDIX A

Penalty Charge Notice Data

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

Year	Total PCNs			On street			Off street		
	16/17	17/18	18/19	16/17	17/18	18/19	16/17	17/18	18/19
Number of higher level PCNs issued	3071	3190	5532	279 7 3	2965	5047	278	225	485
Number of lower level PCNs issued	4607	3803	5554	269 9	2197	3412	1908	1606	2142
Total Number of PCNs issued	7678	6993	11086	549 2	5162	8459	2186	1831	2627
Number of PCNs paid at discount rate	3792	3627	5389	261 6	2620	3982	1176	1007	1407
Number of PCNs against which an informal or formal representation was made	1956	1685	2709	134 7	1167	1939	609	518	770
Number of PCNs cancelled as a result of an informal or a formal representation	1027	793	1491	686	509	1029	341	284	462
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	817	612	1335	684	525	1129	133	87	206
Number of appeals to adjudicators	6	13	35	6	12	29	0	1	6
Number of appeals allowed by adjudicators	1	5	8	1	6	7	0	0	1
Number of appeals refused by adjudicators	4	6	20	4	5	16	0	1	4
Number of appeals not contested by the Council & allowed by the adjudicators	1	7	15	1	7	13	0	0	2

Number of appeals still awaiting decision	0	0	0	0	0	0	0	0	0
Number of applications made to register road traffic debts at the Traffic Enforcement Centre	1219	1237	1890	910	938	1536	309	299	354

On Street Penalty Charge Notices Issued by Contravention Code

Code	Contravention (on street)	Penalty	PCNs Issued 16/17	PCNs Issued 17/18	PCNs Issued 18/19
01	Parked in a restricted street during prescribed hours	£70	1289	1504	2168
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	£70	272	205	393
05	Parked after the expiry of paid for time	£50	310	254	373
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	0	0
11	Parked without payment of the parking charge	£50	1514	1384	1979
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	691	526	1594
16	Parked in a permit space without displaying a valid permit	£70	188	195	257

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	36	22	79
21	Parked in a suspended bay or space or part of bay or space	£70	2	3	31
22	Re-parked in the same parking place or zone within one hour or other specified time of leaving	£50	7	10	21
23	Parked in a parking place or area not designated for that class of vehicle	£70	0	1	12
24	Not parked correctly within the markings of the bay or space	£50	34	11	20
25	Parked in a loading place during restricted hours without loading	£70	125	235	221
26	Parked more than 50cm or other specified distance from the edge of the carriageway and not within a designated parking place	£70	0	3	10
27	Parked adjacent to a dropped footway	£70	40	85	59
30	Parked for longer than permitted	£50	798	504	940
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	£70	160	186	268
45	Parked on a taxi rank	£70	8	10	13
47	Stopped on a restricted bus stop or stand	£70	11	13	11
48	Stopped in a restricted area outside a school when prohibited	£70	2	3	1

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	5	8	9

Off Street Penalty Charge Notices Issued by Contravention Code

Code	Contravention (off street)	Penalty	PCNs Issued 16/17	PCNs Issued 17/18	PCNs Issued 18/19
71	Parked in a electric vehicles chargingplace during restrictd hours without charging	£70	19	17	23
73	Parked without payment of the parking charge	£50	1185	1123	1475
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	3	4
81	Parked in a restricted area in a car park	£70	1	1	1
82	Parked after the expiry of paid for time	£50	567	294	255
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	£50	n/a	0	270
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	124	73	244

86	Parked beyond the bay markings	£50	156	188	138
87	Parked in a designated disabled persons parking place without displaying a valid disabled persons badge in the prescribed manner	£70	132	129	217
91	Parked in a car park or area not designated for that class of vehicle	£70	2	3	0
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	0	0

Penalty Charge Notices Issued By Location 18/19 (top 20 locations)

Location	PCNs Issued 18/19
Captain Cook Square Car Park	844
Linthorpe Road	382
Albert Road	354
Grange Road	325
Buxton Street Car Park	274
Southfield Lane Car Park	258
Bedford Street	256
Zetland Multi Storey Car Park	255
Corporation Road	246
Baker Street	227
Johnson Street	222
Amber Street Car Park	207
Mima Car Park	202
Woodlands Road	199
Somerset Street	184
Davison Street	182
Victoria Road	177
Clarendon Road	176
Pelham Street	170
Portman Street	158

Camera Car Penalty Charge Notice Data

Year	16/17	17/18	18/19
Number of PCNs issued	415	425	203
Number of PCNs paid	264	330	157
Number of PCNs against which an informal or formal representation was made	82	78	44
Number of PCNs cancelled as a result	31	20	21

of an informal or a formal representation			
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	44	21	5
Number of appeals to adjudicators	2	1	1
Number of appeals allowed by adjudicators	0	1	0
Number of appeals refused by adjudicators	1	0	0
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	75	121	32

Camera Car Penalty Charge Notices Issued by Contravention Code

Code	Contravention (on street)	Penalty	16/17	17/18	18/19
47	Stopped on a restricted bus stop or stand	£70	211	145	93
48	Stopped in a restricted area outside a school when prohibited	£70	204	280	110

Camera Car Notices Issued By Location 18/19 (top 20 locations)

Location	PCNs Issued 18/19
Acklam Road	22
Overdale Road	22
Corporation Road	16
The Willows	12
The Garth	11
Beechwood Avenue	10
Cookgate	10
Crescent Road	10
Marton Road	9
Green Lane	8
Linthorpe Road	8
St Mary's Walk	7
Cargo Fleet Road	4
Stainsby Road	4
Albert Road	3
Gunnergate Lane	3

The Greenway	3
Trimdon Avenue	3
Worcester Street	3
Abingdon Road	2

Bus Lane Notice data

Year	16/17	17/18	18/19
Number of PCNs issued	2475	1468	1881
Number of PCNs paid	1934	1282	1621
Number of PCNs against which an informal or formal representation was made	460	255	354
Number of PCNs cancelled as a result of an informal or a formal representation	93	63	64
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	54	44	77
Number of appeals to adjudicators	1	1	6
Number of appeals allowed by adjudicators	1	1	1
Number of appeals refused by adjudicators	0	0	4
Number of appeals not contested by the Council & allowed by the adjudicators	0	0	2
Number of appeals still awaiting decision	0	0	0
Number of applications made to register road traffic debts at the Traffic Enforcement Centre	275	201	162