

# Business Support Overview and Scrutiny Committee

Briefing note 2/20

**Date** 10 December 2020

**Briefing paper to:** All Members of the Business Support Overview & Scrutiny Committee

**Purpose:** To inform Members about the usage of Medway Council car parks over time including income received, the use of cash and cashless parking and the issuance of Penalty Charge Notices.

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## Introduction

Members at the Business Support Overview and Scrutiny pre agenda meeting on 4 November 2020 requested a briefing note about the usage of Medway Council car parks during 2018-19 and 2019-20 covering the following:

- Details of car park usage and income per site, broken down by days of the week and if possible profiled hour by hour over the course of each day
- A breakdown per site of income received between revenue collected as from traditional pay & display machines or via pay by phone (cashless)
- The number of penalty charge notices issued and their timings

## Background

Medway Council operates public car parks throughout the local authority area in accordance with the Road Traffic Act 1984 (As Amended). The purpose of providing car parks is to support the management of traffic, keeping Medway's traffic moving and ensuring that Medway is accessible to all.

The management and operation of car parks requires there to be ongoing maintenance, the provision of safety features and lighting, as well as a means to monitor their use. Therefore, the Council charges for their use.

The majority of car park users park responsibly paying the correct charges, park considerately and drive carefully. Where this does not happen the Council enforces the rules through Penalty Charge Notices to ensure fairness for those who have paid the correct charges, create a safer environment and reduce accidents.

In the analysis years 2018-19 and 2019-20, Medway Council managed and operated:

- 47 Chargeable Car Parks
- 9 Free Car Parks
- 3 disabled car parks

Globe Lane Car Park closed in August 2019 and Whiffens Avenue closed in October 2019. As such the current numbers of car parks is shown below.

In 2020-21, Medway Council managed and operated:

- 45 Chargeable Car Parks
- 7 Free Car Parks
- 3 disabled car parks

Users of Medway Council car parks are able to pay to park in three ways:

1. Traditional pay & display where a customer parks their car, purchases a ticket from a Pay & Display (P&D) machine, which is then displayed in the vehicle. There are now some machines that accept contactless and card payments.
2. Pay by phone (cashless) parking where a customer parks their car, purchases a ticket using a smartphone app or calling an automated telephone line, there is no ticket displayed in the vehicle.
3. Season tickets, allowing for payment of parking in advance for those who regularly use a council car park. The types of season ticket offered include: any long stay car park (excluding Rochester Multi-storey car park) for commuters and shoppers, one specific car park and Rochester Multi-storey car park. Season tickets are valid for either 3 or 12 months.

In the majority of Medway car parks traditional pay & display tickets can only be purchased with cash, however, card payments are accepted in the Rochester multi-storey, Strand (Gillingham) car parks and a range of other car parks following the replacement of 45 machines across Medway. Medway Council pay and display machines do not give change.

Pay by phone (cashless) is provided through RingGo having been introduced across all Medway car parks and on street pay and display from April 2017. Users of pay by phone (cashless) parking pay an additional 9p service charge for parking using this service.

Pay and Display charges have remained consistent since April 2017. Depending on the time permitted for a vehicle to stay within the car park, a variation of the table below will be charged.

| Time Period in Hours | Tariff |
|----------------------|--------|
| 0-0.5                | 50p    |
| 0.5-1                | £1     |
| 1-2                  | £1.50  |
| 2-4                  | £2.50  |
| 4-6                  | £3.50  |
| 6+                   | £5.20  |
| 48                   | £10    |

The chargeable hours for Medway car parks are 7am to 1am.

## Advice and analysis

### Data caveats and exclusions

Members requested details of car park usage and income per site, broken down by days of the week and if possible profiled hour by hour over the course of each day. However, given the range of pay and display machines used and the granularity of data available from some of these machines it is not possible to provide a full breakdown of usage and income as requested.

Data is available for pay by phone (cashless) at the required level of detail and will be provided as part of this briefing note. The data should be used with caution as trend in car park usage based on this data may not reflect overall usage patterns.

This analysis does not include car park usage by holders of season tickets. These season tickets allow for the payment of parking in advance and can be used at any time within their 3 or 12 month period of validity.

The Civic Centre Car Park closed in 2018 and as such it has been excluded from the analysis for this briefing note.

From 23 March 2020 the country was in lockdown this meant that car park usage for the last 8 days of the 2019-20 financial year were affected.

Penalty Charge Notices (PCNs) are based on the date and time the ticket was issued. A PCN with a paid status will have received at least a partial payment.

### Income generation in Medway's Car Parks

Income from the 47 chargeable car parks has remained broadly consistent, at around £4 million, in the 2018-19 and 2019-20 financial years. This is despite 2019-20 revenue being reduced through the permanent closure of two car parks and a sharp reduction in car park usage for 8 days due to lockdown starting at the end of March 2020.

Income through pay and display machines has fallen by 20.7% (around £650k) from £3.1 million in 2018-19 to £2.5 million in 2019-20. That reduction in cash transaction has almost wholly been offset by an increase in income received through pay by phone (cashless) which rose by 52.9% (around £526k) in the same period.

The table below summarises the revenue across all Medway Council car parks, broken down by financial year and split between pay and display machines and pay by phone (cashless).

|  | 2018-19       | 2019-20       | % change 18-19 to 19-20 |
|--|---------------|---------------|-------------------------|
| <b>Total income</b>                    | £4,132,655.59 | £4,008,829.08 | -3%                     |
| <b>Income pay and display machines</b> | £3,137,691.84 | £2,487,909.41 | -20.7                   |
| <b>Pay by phone (cashless)</b>         | £994,963.75   | £1,520,919.67 | +52.9%                  |

The breakdown of total income by car park for each financial year is shown in Appendix 1. More than two-thirds (£2.7 million) of overall car park income, in both the 2018-19 and 2019-20 financial years, has come from 13 car parks shown in the table below. These 13 car parks represent just over a quarter of Medway's total car parks.

| Car Park                               | Total Income 2018-19 | Rank Total Income 2018-19 | Total Income 2019-20 | Rank Total Income 2019-20 | Difference total income |
|--|----------------------|---------------------------|----------------------|---------------------------|-------------------------|
| <b>The Brook</b>                       | £358,941.11          | 1                         | £339,058.72          | 1                         | -£19,882.39             |
| <b>Sir John Hawkins</b>                | £306,679.13          | 3                         | £327,652.73          | 2                         | £20,973.60              |
| <b>Blue Boar Lane</b>                  | £334,127.58          | 2                         | £317,209.53          | 3                         | -£16,918.05             |
| <b>Rochester Multi-Storey Car Park</b> | £249,689.22          | 5                         | £281,620.69          | 4                         | £31,931.47              |
| <b>Longley Road</b>                    | £298,835.05          | 4                         | £267,260.00          | 5                         | -£31,575.05             |
| <b>Corporation Street</b>              | £137,518.55          | 10                        | £196,726.74          | 6                         | £59,208.19              |
| <b>Rhode Street</b>                    | £207,433.20          | 6                         | £195,377.05          | 7                         | -£12,056.15             |
| <b>Cathedral Garage</b>                | £175,834.68          | 7                         | £170,150.72          | 8                         | -£5,683.96              |
| <b>Cricketers</b>                      | £149,719.54          | 8                         | £142,716.76          | 9                         | -£7,002.78              |
| <b>Station Road</b>                    | £127,020.04          | 11                        | £136,734.68          | 10                        | £9,714.64               |
| <b>James Street</b>                    | £124,186.64          | 13                        | £122,500.82          | 11                        | -£1,685.82              |
| <b>Balmoral Gardens</b>                | £141,713.20          | 9                         | £111,303.69          | 12                        | -£30,409.51             |
| <b>The Paddock</b>                     | £126,710.27          | 12                        | £109,914.01          | 13                        | -£16,796.26             |

These 13 car parks have remained consistent in both financial years although there have been some variations in overall rank in each year.

Each car park generated more than £100,000 income per year. The Brook, Sir John Hawkins Car Park and Blue Boar Lane each generated more than £300,000 income in each year; these three car parks account for around a quarter of all car park income. Full details for total income for each Medway car park are shown in Appendix 1.

The use of pay by phone (cashless) was still relatively new in Medway for part of the analysis period. This means that some of the changes in income between years are subject to greater variation; caused as the payment option moved from being new to established with a greater user base.

The table below shows the top 10 car parks for pay by phone (cashless) income. Given the variation in the top 10 between the two financial years in this briefing note the analytical description has been restricted to the 2019-20 financial year. These 10 car parks generated just over £870k income, more than half (57.2%) of all income generated through pay by phone (cashless).

Pay by phone (cashless) income in these 10 car parks increased by 59.4% between 2018-19 and 2019-20.

Full details for total income by pay by phone (cashless) for each Medway car park are shown in Appendix 2.

| Car Park                        | Pay by phone (cashless) Income 2018-19 | Rank Pay by phone (cashless) Income 2018-19 | Pay by phone (cashless) Income 2019-20 | Rank Pay by phone (cashless) income 2019-20 | Difference Pay by phone (cashless) income |
|---------------------------------|--|---|--|---|---|
| Rochester Multi-Storey Car Park | £147,361.25                            | 1   | £176,279.58                            | 1   | £28,918.33                                |
| Sir John Hawkins                | £66,158.00                             | 4   | £131,239.42                            | 2   | £65,081.42                                |
| Station Road                    | £81,746.92                             | 2   | £115,484.25                            | 3   | £33,737.33                                |
| Blue Boar Lane                  | £66,620.42                             | 3   | £112,527.92                            | 4   | £45,907.50                                |
| Cathedral Garage                | £35,352.50                             | 7   | £73,156.33                             | 5   | £37,803.83                                |
| Grove Road                      | £47,534.33                             | 5   | £63,577.58                             | 6   | £16,043.25                                |
| Rhode Street                    | £26,617.92                             | 12  | £55,245.50                             | 7   | £28,627.58                                |
| Longley Road                    | £25,268.75                             | 13  | £53,729.58                             | 8   | £28,460.83                                |
| Corporation Street              | £27,056.25                             | 10  | £47,422.08                             | 9   | £20,365.83                                |
| The Paddock                     | £22,137.50                             | 15  | £41,563.17                             | 10  | £19,425.67                                |

Despite declining numbers, using cash to pay for parking at a pay and display machine remained the most common method to pay for parking in Medway. The top 10 car parks in 2019-20, as shown in the table below, generated £1.6 million income through cash payments at the pay and display machine. This was a reduction of nearly £300k or 14.3% on 2018-19.

All barring one car park, Rochester Multi-Storey Car Park, saw a reduction in income through cash. It should be noted that pay by phone (cashless) is not available at The Brook as it is pay on foot and barrier controlled, therefore it hasn't seen the same significant reductions in the use of cash as other car parks.

The Brook, Longley Road and Blue Boar Lane accounted for just over £757k or 30.4% of all cash income for 2019-20. This was similar to the 2018-19 pattern. Cash income in these three car parks reduced by £143k from 2018-19 to 2019-20.

| Car Park                        | Pay & Display machine Income 2018-19 | Rank Pay & Display machine income 2018-19 | Pay & Display machine Income 2019-20 | Rank Pay & Display machine income 2019-20 | Difference Pay & Display machine income |
|---------------------------------|--------------------------------------|---|--------------------------------------|---|---|
| The Brook                       | £358,941.11                          | 1   | £339,058.72                          | 1   | £19,882.39                              |
| Longley Road                    | £273,566.30                          | 2   | £213,530.42                          | 2   | £60,035.88                              |
| Blue Boar Lane                  | £267,507.16                          | 3   | £204,681.61                          | 3   | £62,825.55                              |
| Sir John Hawkins                | £240,521.13                          | 4   | £196,413.31                          | 4   | £44,107.82                              |
| Corporation Street              | £110,462.30                          | 9   | £149,304.66                          | 5   | £38,842.36                              |
| Rhode Street                    | £180,815.28                          | 5   | £140,131.55                          | 6   | £40,683.73                              |
| Rochester Multi-Storey Car Park | £102,327.97                          | 12  | £105,341.11                          | 7   | £3,013.14                               |
| Cricketers                      | £130,134.12                          | 7   | £102,793.84                          | 8   | £27,340.28                              |
| Cathedral Garage                | £140,482.18                          | 6   | £96,994.39                           | 9   | £43,487.79                              |
| James Street                    | £104,530.39                          | 11  | £87,312.65                           | 10  | £17,217.74                              |

Full details for total income by pay and display machine for each Medway car park are shown in Appendix 3.

### Car Park income by hour and day

The income generated for each car park split by time period and day of the week for 2018-19 and 2019-20 are shown in the tables below.

The chargeable hours for Medway car parks are 07:00 to 01:00. Parking sessions have been grouped into six time periods:

- 01:00 to 04:59
- 05:00 to 06:59
- 07:00 to 11:59
- 12:00 to 16:59
- 17:00 to 21:59
- 22:00 to 00:59

Income is assigned to the hour the parking session started. For example if a vehicle paid to park for 2 hours at 21:50 its income would be shown in the 17:00 to 21:59 timeslot even though the vehicle could still be parked at 23:49.

The table below summarises the income generation across Medway Car Parks over the course of a day. Across all car parks the busiest period for income generation is between 07:00 and 11:59 with around half of all pay by phone (cashless) sessions starting then. This is followed by 12:00 to 16:59, 05:00 to 06:59 and 17:00 to 21:59. Whilst 05:00 to 06:59 is not part of Medway’s chargeable hours the pay by phone (cashless) system records the session booking time, the high numbers are likely commuters leaving their vehicles at the start of the day.

Only around 1% of all sessions started are between 22:00 and 04:59.

| <b>Period</b>  | <b>Parking Fee (Net) 2018-19</b> | <b>% Parking Fee (Net) 2018-19</b> | <b>Parking Fee (Net) 2019-20</b> | <b>% Parking Fee (Net) 2019-20</b> |
|----------------|----------------------------------|------------------------------------|----------------------------------|------------------------------------|
| 01:00 to 04:59 | £3,562.00                        | 0.4%                               | £6,555.17                        | 0.4%                               |
| 05:00 to 06:59 | £122,290.92                      | 12.3%                              | £167,645.25                      | 11.0%                              |
| 07:00 to 11:59 | £557,493.00                      | 55.9%                              | £787,187.67                      | 51.7%                              |
| 12:00 to 16:59 | £210,296.50                      | 21.1%                              | £374,317.08                      | 24.6%                              |
| 17:00 to 21:59 | £97,553.17                       | 9.8%                               | £175,529.92                      | 11.5%                              |
| 22:00 to 00:59 | £5,518.25                        | 0.6%                               | £11,110.33                       | 0.7%                               |

The tables in Appendix 4 show the percentage income generated within each time period for each individual car park.

When looking at both 2018-19 and 2019-20 the majority of car parks see between 86% and 99% of their income generated by sessions started between 07:00 and 22:00.

During 2018-19 and 2019-20 there were six car parks; Gas House Road, Rochester Riverside Multi-Storey Car Park, Station Road, Grove Road, Rainside and Old Road where less than 75% of income was generated from sessions started between 07:00 and 22:00. These car parks are all near to train stations and have at least a quarter of their income generated by sessions started between 05:00 and 06:59 with early morning commuters parking their vehicles and leaving them, often for the day.

Old Road had the least income from sessions started during operational hours of any car park with more than 50% of its income being generated from sessions started between 05:00 and 06:59.

Medway Car Parks operate on a chargeable basis 7 days a week. The daily trends seen in pay by phone (cashless) are consistent in both the 2018-19 and 2019-20 years.

Average income per parking sessions is highest Monday to Wednesday suggesting greater numbers of users purchasing longer stays. Wednesdays generate the most income. Fridays have the highest number of sessions paid for but has a notably lower average income per session than any other weekday. Average income per session is lowest on a Sunday, with Saturday not too dissimilar. Sundays have half the number of parking sessions of any other day.

2018-19 pay by phone (cashless) parking by day

| Day       | Parking sessions | Average income per parking session | Parking fee (Net) |
|-----------|------------------|------------------------------------|-------------------|
| Monday    | 63985            | £2.99                              | £159,510.17       |
| Tuesday   | 65044            | £2.94                              | £159,361.58       |
| Wednesday | 70166            | £2.98                              | £173,950.67       |
| Thursday  | 70911            | £2.88                              | £170,178.75       |
| Friday    | 74330            | £2.56                              | £158,509.08       |
| Saturday  | 68333            | £2.03                              | £115,639.58       |
| Sunday    | 36117            | £1.98                              | £59,564.00        |

2019-20 pay by phone (cashless) parking by day

| Day       | Parking sessions | Average income per parking session | Parking fee (Net) |
|-----------|------------------|------------------------------------|-------------------|
| Monday    | 110269           | £2.58                              | £237,027.00       |
| Tuesday   | 114731           | £2.56                              | £244,513.17       |
| Wednesday | 113191           | £2.62                              | £247,502.50       |
| Thursday  | 116388           | £2.53                              | £245,073.58       |
| Friday    | 126609           | £2.28                              | £240,907.08       |
| Saturday  | 124729           | £1.94                              | £201,820.25       |
| Sunday    | 66886            | £1.89                              | £105,501.83       |

Broadly speaking the income generated through pay by phone (cashless) across the car park estate is split relatively evenly Monday to Saturday, only Sunday's have notably less income through pay by phone (cashless) than other days. Those car parks which serve commuters and shoppers are busiest Monday to Friday. Others where there is a leisure, pleasure or tourist purpose for visiting are busiest Friday

and Saturday. Appendix 5 shows the breakdown of percentage income generated on each day by car park.

### Penalty Charge Notices (PCNs) issued in Medway's Car Parks

Only around a quarter of PCNs issued are off street in Medway's Car Parks; more than two thirds are issued for on street contraventions. In 2018-19 22,069 PCNs were issued in Medway Car Parks, this fell to 17,546 in 2019-20, a 20.5% reduction.

In 2018-19 the total income received for off street parking tickets was £442,077, remaining broadly the same in 2019-20, £439,093. It should be noted that income received in these years could relate to PCNs issued up to 3 years earlier.

In both years 92% of penalty charges in car parks were issued for parking without paying the relevant parking fee or parking beyond the ticket expiry time.

|                       | <b>2018-19</b> | <b>%</b> | <b>2019-20</b> | <b>%</b> |
|-----------------------|----------------|----------|----------------|----------|
| <b>Tickets issued</b> | 22069          |          | 17546          |          |
| <b>Cancelled</b>      | 5243           | 23.8%    | 3016           | 17.2%    |
| <b>Open</b>           | 2025           | 9.2%     | 2443           | 13.9%    |
| <b>Paid</b>           | 14801          | 67.1%    | 12087          | 68.9%    |

Just over two-thirds of tickets issued off street PCN tickets had a paid status in each year.

In 2018-19 there were 5,243 tickets (23.8% of tickets issued) cancelled with the top three reasons being that the vehicle had a valid ticket or permit, there was no record of the vehicle with the DVLA and the vehicle had paid to park through pay by phone (cashless).

In 2019-20 there were 3,016 tickets cancelled (17.2%) with the top three reasons being that the vehicle had paid to park through pay by phone (cashless), the vehicle had a valid ticket or permit and the machine was out of order. It should be noted that cancellations will increase as more time passes since the PCN was issued.

There are 2025 and 2443 tickets still outstanding for the 2018-19 and 2019-20 years respectively. The number of outstanding tickets will diminish over time so any difference between the financial years here may be a product of the fact that a longer period of time has passed since tickets were issues for those in 2018-19 than those in 2019-20.

There is a broadly even split it PCN issuance across the week, with the highest numbers issued on Saturdays.



|             | 2018/2019      |                     | 2019/2020      |                     |
|-------------|----------------|---------------------|----------------|---------------------|
| Day of week | Tickets issued | % of tickets issued | Tickets issued | % of tickets issued |
| Monday      | 2842           | 12.9%               | 2389           | 13.6%               |
| Tuesday     | 2843           | 12.9%               | 2562           | 14.6%               |
| Wednesday   | 2941           | 13.3%               | 2427           | 13.8%               |
| Thursday    | 3174           | 14.4%               | 2510           | 14.3%               |
| Friday      | 3421           | 15.5%               | 2564           | 14.6%               |
| Saturday    | 3922           | 17.8%               | 2942           | 16.8%               |
| Sunday      | 2926           | 13.3%               | 2152           | 12.3%               |

The majority of PCNs are issued between 07:00 and 22:00; in 2018-19 it was 90% and in 2019-20 it was 85%. The highest number of PCNs were issued between 12:00 and 16:59 in each of the financial years.

|                |                         | 2018/2019 | 2019/2020 |
|----------------|-------------------------|-----------|-----------|
| 07:00 to 11:59 | Tickets issued          | 4098      | 4061      |
|                | % of all tickets issued | 18.6%     | 23.1%     |
| 12:00 to 16:59 | Tickets issued          | 10180     | 7589      |
|                | % of all tickets issued | 46.1%     | 43.3%     |
| 17:00 to 21:59 | Tickets issued          | 5377      | 3301      |
|                | % of all tickets issued | 24.4%     | 18.8%     |
| 22:00 to 00:59 | Tickets issued          | 2414      | 2595      |
|                | % of all tickets issued | 10.9%     | 14.8%     |

## Conclusion

Use of traditional pay and display machines, cash, is still the most common method of paying to park in Medway Council. There is an increasing use of pay by phone (cashless) across all car parks in Medway.

Across all car parks the busiest period for income generation is between 07:00 and 11:59 with around half of all pay by phone (cashless) sessions starting then. Average income per parking sessions for pay by phone (cashless) is highest Monday to Wednesday suggesting greater numbers of users purchasing longer stays. Wednesdays generate the most income. Fridays have the highest number of sessions paid for

Penalty charges in car parks were mainly issued for parking without paying the relevant parking fee or parking beyond the ticket expiry time. More than two-fifths of all PCNs issued in car parks were between 12:00 and 16:59. More PCNs were issued on Saturdays than any other day.

Members are asked to note the contents of this briefing.

**Lead officers:**

Michael Edwards – Head of Integrated Transport and Parking

[Michael.Edwards@medway.gov.uk](mailto:Michael.Edwards@medway.gov.uk)

Anna Marie Lawrence - Head of RCE Business Intelligence - 01634 332406

[annamarie.lawrence@medway.gov.uk](mailto:annamarie.lawrence@medway.gov.uk)

## Appendix 1 – Total Income for Medway Council Car Parks 2018-19 and 2019-20

| Car Park                        | Total Income 2018-19 | Rank Total Income 2018-19 | Total Income 2019-20 | Rank Total Income 2019-20 | Difference total income |
|---------------------------------|----------------------|---------------------------|----------------------|---------------------------|-------------------------|
| Almon Place                     | £60,338.52           | 22                        | £53,416.90           | 24                        | -£6,921.62              |
| Balmoral Gardens                | £141,713.20          | 9                         | £111,303.69          | 12                        | -£30,409.51             |
| Berkley House                   | £11,239.81           | 46                        | £12,073.22           | 45                        | £833.41                 |
| Birling Avenue                  | £14,086.98           | 43                        | £12,827.57           | 44                        | -£1,259.41              |
| Blue Boar Lane                  | £334,127.58          | 2                         | £317,209.53          | 3                         | -£16,918.05             |
| Boley Hill                      | £46,452.34           | 26                        | £41,974.90           | 26                        | -£4,477.44              |
| Britton Farm                    | £83,267.52           | 16                        | £78,424.66           | 16                        | -£4,842.86              |
| Cathedral Garage                | £175,834.68          | 7                         | £170,150.72          | 8                         | -£5,683.96              |
| Church Street                   | £18,763.99           | 41                        | £17,429.40           | 42                        | -£1,334.59              |
| Commercial Road                 | £67,675.43           | 20                        | £67,986.84           | 19                        | £311.41                 |
| Corporation                     | £137,518.55          | 10                        | £196,726.74          | 6                         | £59,208.19              |
| Cricketers                      | £149,719.54          | 8                         | £142,716.76          | 9                         | -£7,002.78              |
| Croneens                        | £26,600.96           | 36                        | £23,429.01           | 36                        | -£3,171.95              |
| Easons Yard                     | £41,211.81           | 27                        | £47,086.73           | 25                        | £5,874.92               |
| Gas House Road CP               | £47,679.87           | 25                        | £54,212.69           | 22                        | £6,532.82               |
| Globe lane                      | £70,849.92           | 19                        | £32,477.96           | 30                        | -£38,371.96             |
| Grove Road                      | £76,658.02           | 17                        | £75,381.43           | 17                        | -£1,276.59              |
| H/S opp Furrel                  | £19,453.81           | 40                        | £20,024.06           | 41                        | £570.25                 |
| H/S opp Station                 | £15,278.07           | 42                        | £20,930.74           | 40                        | £5,652.67               |
| High Street Rainham             | £20,556.54           | 39                        | £21,121.10           | 39                        | £564.56                 |
| James Street                    | £124,186.64          | 13                        | £122,500.82          | 11                        | -£1,685.82              |
| Jeffrey Street                  | £67,632.73           | 21                        | £62,246.32           | 20                        | -£5,386.41              |
| Kings Street                    | £22,487.31           | 37                        | £23,914.14           | 35                        | £1,426.83               |
| Littlewoods                     | £88,062.71           | 15                        | £84,370.88           | 14                        | -£3,691.83              |
| Longley Road                    | £298,835.05          | 4                         | £267,260.00          | 5                         | -£31,575.05             |
| Market Hall                     | £20,621.00           | 38                        | £21,576.96           | 37                        | £955.96                 |
| Medway Park                     | £76,001.17           | 18                        | £70,499.76           | 18                        | -£5,501.41              |
| Nelson Terrace                  | £2,865.61            | 47                        | £1,621.33            | 46                        | -£1,244.28              |
| Old Road                        | £40,954.06           | 28                        | £39,243.64           | 27                        | -£1,710.42              |
| Queen Street                    | £13,808.90           | 44                        | £15,371.68           | 43                        | £1,562.78               |
| Railside                        | £51,568.10           | 24                        | £53,837.89           | 23                        | £2,269.79               |
| Rhode Street                    | £207,433.20          | 6                         | £195,377.05          | 7                         | -£12,056.15             |
| Riverside                       | £98,987.97           | 14                        | £79,501.64           | 15                        | -£19,486.33             |
| Rochester Multi-Storey Car Park | £249,689.22          | 5                         | £281,620.69          | 4                         | £31,931.47              |
| Sir John Hawkins                | £306,679.13          | 3                         | £327,652.73          | 2                         | £20,973.60              |
| Slicketts Hill                  | £31,339.55           | 32                        | £27,103.23           | 33                        | -£4,236.32              |
| Station Road                    | £127,020.04          | 11                        | £136,734.68          | 10                        | £9,714.64               |
| Strand                          | £33,866.29           | 31                        | £28,094.81           | 32                        | -£5,771.48              |
| Temple Street                   | £35,630.84           | 29                        | £34,484.82           | 29                        | -£1,146.02              |
| The Brook                       | £358,941.11          | 1                         | £339,058.72          | 1                         | -£19,882.39             |

| <b>Car Park</b>        | <b>Total<br/>Income<br/>2018-19</b> | <b>Rank<br/>Total<br/>Income<br/>2018-19</b> | <b>Total<br/>Income<br/>2019-20</b> | <b>Rank<br/>Total<br/>Income<br/>2019-20</b> | <b>Difference<br/>total<br/>income</b> |
|------------------------|-------------------------------------|--|-------------------------------------|--|--|
| <b>The Common</b>      | £11,845.64                          | 45   | £155.25                             | 47   | -£11,690.39                            |
| <b>The Paddock</b>     | £126,710.27                         | 12   | £109,914.01                         | 13   | -£16,796.26                            |
| <b>Town Hall</b>       | £57,555.00                          | 23   | £55,972.53                          | 21   | -£1,582.47                             |
| <b>Union Place</b>     | £35,188.51                          | 30   | £36,709.31                          | 28   | £1,520.80                              |
| <b>Union Street</b>    | £28,539.36                          | 34   | £30,027.21                          | 31   | £1,487.85                              |
| <b>Upper Mount</b>     | £26,734.53                          | 35   | £25,944.21                          | 34   | -£790.32                               |
| <b>Whiffens Avenue</b> | £30,444.51                          | 33   | £21,130.12                          | 38   | -£9,314.39                             |

**Appendix 2 – Total pay by phone (cashless) income for Medway Council Car Parks 2018-19 and 2019-20**

| <b>Car Park</b>                        | <b>Pay by phone (cashless) Income 2018-19</b> | <b>Rank Pay by phone (cashless) Income 2018-19</b> | <b>Pay by phone (cashless) Income 2019-20</b> | <b>Rank Pay by phone (cashless) income 2019-20</b> | <b>Difference Pay by phone (cashless) income</b> |
|--|---|--|---|--|--|
| <b>Almon Place</b>                     | £12,364.58                                    | 24   | £18,573.17                                    | 24   | £6,208.58  |
| <b>Balmoral Gardens</b>                | £16,092.92                                    | 20   | £26,165.83                                    | 19   | £10,072.92                                       |
| <b>Berkley House</b>                   | £2,866.67                                     | 43   | £5,557.92                                     | 41   | £2,691.25  |
| <b>Birling Avenue</b>                  | £2,733.83                                     | 44   | £4,211.33                                     | 43   | £1,477.50  |
| <b>Blue Boar Lane</b>                  | £66,620.42                                    | 3  | £112,527.92                                   | 4  | £45,907.50                                       |
| <b>Boley Hill</b>                      | £11,195.00                                    | 25   | £19,700.42                                    | 23   | £8,505.42  |
| <b>Britton Farm</b>                    | £9,683.33                                     | 28   | £17,564.17                                    | 27   | £7,880.83  |
| <b>Cathedral Garage</b>                | £35,352.50                                    | 7  | £73,156.33                                    | 5  | £37,803.83                                       |
| <b>Church Street</b>                   | £3,521.25                                     | 42   | £4,434.42                                     | 42   | £913.17  |
| <b>Commercial Road</b>                 | £14,399.25                                    | 22   | £34,211.25                                    | 17   | £19,812.00                                       |
| <b>Corporation</b>                     | £27,056.25                                    | 10   | £47,422.08                                    | 9  | £20,365.83                                       |
| <b>Cricketers</b>                      | £19,585.42                                    | 18   | £39,922.92                                    | 11   | £20,337.50                                       |
| <b>Croneens</b>                        | £14,319.92                                    | 23   | £17,739.83                                    | 25   | £3,419.92  |
| <b>Easons Yard</b>                     | £7,187.17                                     | 34   | £17,598.17                                    | 26   | £10,411.00                                       |
| <b>Gas House Road CP</b>               | £26,753.17                                    | 11   | £37,419.58                                    | 13   | £10,666.42                                       |
| <b>Globe lane</b>                      | £44,077.00                                    | 6  | £22,281.83                                    | 21   | -£21,795.17                                      |
| <b>Grove Road</b>                      | £47,534.33                                    | 5  | £63,577.58                                    | 6  | £16,043.25                                       |
| <b>H/S opp Furrel</b>                  | £6,415.08                                     | 36   | £11,255.83                                    | 35   | £4,840.75  |
| <b>H/S opp Station</b>                 | £5,222.00                                     | 39   | £13,351.92                                    | 31   | £8,129.92  |
| <b>High Street Rainham</b>             | £4,333.25                                     | 41   | £8,443.42                                     | 39   | £4,110.17  |
| <b>James Street</b>                    | £19,656.25                                    | 17   | £35,188.17                                    | 16   | £15,531.92                                       |
| <b>Jeffrey Street</b>                  | £5,705.42                                     | 37   | £13,409.17                                    | 30   | £7,703.75  |
| <b>Kings Street</b>                    | £8,370.17                                     | 30   | £13,277.50                                    | 32   | £4,907.33  |
| <b>Littlewoods</b>                     | £7,498.75                                     | 32   | £17,349.17                                    | 28   | £9,850.42  |
| <b>Longley Road</b>                    | £25,268.75                                    | 13   | £53,729.58                                    | 8  | £28,460.83                                       |
| <b>Market Hall</b>                     | £1,619.92                                     | 45   | £3,348.17                                     | 44   | £1,728.25  |
| <b>Medway Park</b>                     | £20,585.67                                    | 16   | £33,739.50                                    | 18   | £13,153.83                                       |
| <b>Nelson Terrace</b>                  | £66.33  | 46   | £460.25                                       | 45   | £393.92  |
| <b>Old Road</b>                        | £24,641.58                                    | 14   | £36,078.83                                    | 15   | £11,437.25                                       |
| <b>Queen Street</b>                    | £5,025.00                                     | 40   | £9,710.17                                     | 38   | £4,685.17  |
| <b>Railside</b>                        | £34,623.67                                    | 8  | £39,614.50                                    | 12   | £4,990.83  |
| <b>Rhode Street</b>                    | £26,617.92                                    | 12   | £55,245.50                                    | 7  | £28,627.58                                       |
| <b>Riverside</b>                       | £31,927.00                                    | 9  | £36,854.50                                    | 14   | £4,927.50  |
| <b>Rochester Multi-Storey Car Park</b> | £147,361.25                                   | 1  | £176,279.58                                   | 1  | £28,918.33                                       |
| <b>Sir John Hawkins</b>                | £66,158.00                                    | 4  | £131,239.42                                   | 2  | £65,081.42                                       |
| <b>Slicketts Hill</b>                  | £6,651.33                                     | 35   | £10,676.75                                    | 36   | £4,025.42  |
| <b>Station Road</b>                    | £81,746.92                                    | 2  | £115,484.25                                   | 3  | £33,737.33                                       |
| <b>Strand</b>                          | £9,816.67                                     | 27   | £12,712.58                                    | 34   | £2,895.92  |
| <b>Temple Street</b>                   | £10,237.08                                    | 26   | £9,836.33                                     | 37   | -£400.75   |

| <b>Car Park</b>        | <b>Pay by phone<br/>(cashless)<br/>Income<br/>2018-19</b> | <b>Rank Pay by phone<br/>(cashless)<br/>Income<br/>2018-19</b> | <b>Pay by phone<br/>(cashless)<br/>Income<br/>2019-20</b> | <b>Rank Pay by phone<br/>(cashless)<br/>income<br/>2019-20</b> | <b>Difference<br/>Pay by phone<br/>(cashless)<br/>income</b> |
|------------------------|---|--|---|--|--|
| <b>The Brook</b>       | £0.00   | 47   | £0.00   | 47   | £0.00  |
| <b>The Common</b>      | £5,639.00   | 38   | £155.25   | 46   | -£5,483.75   |
| <b>The Paddock</b>     | £22,137.50  | 15   | £41,563.17  | 10   | £19,425.67   |
| <b>Town Hall</b>       | £17,012.92  | 19   | £25,913.58  | 20   | £8,900.67  |
| <b>Union Place</b>     | £9,295.33   | 29   | £14,884.92  | 29   | £5,589.58  |
| <b>Union Street</b>    | £7,682.17   | 31   | £12,972.17  | 33   | £5,290.00  |
| <b>Upper Mount</b>     | £15,009.75  | 21   | £19,833.08  | 22   | £4,823.33  |
| <b>Whiffens Avenue</b> | £7,296.08   | 33   | £6,247.67   | 40   | -£1,048.42   |

**Appendix 3 – Total pay and display machine income for Medway Council Car Parks 2018-19 and 2019-20**

| <b>Car Park</b>                        | <b>Pay &amp; Display machine Income 2018-19</b> | <b>Rank Pay &amp; Display machine income 2018-19</b> | <b>Pay &amp; Display machine Income 2019-20</b> | <b>Rank Pay &amp; Display machine income 2019-20</b> | <b>Difference Pay &amp; Display machine income</b> |
|--|---|--|---|--|--|
| <b>Almon Place</b>                     | £47,973.94                                      | 19   | £34,843.73                                      | 18   | -£13,130.20  |
| <b>Balmoral Gardens</b>                | £125,620.28                                     | 8  | £85,137.86                                      | 11   | -£40,482.43  |
| <b>Berkley House</b>                   | £8,373.14                                       | 45   | £6,515.30                                       | 41   | -£1,857.84   |
| <b>Birling Avenue</b>                  | £11,353.15                                      | 42   | £8,616.24                                       | 39   | -£2,736.91   |
| <b>Blue Boar Lane</b>                  | £267,507.16                                     | 3  | £204,681.61                                     | 3  | -£62,825.55  |
| <b>Boley Hill</b>                      | £35,257.34                                      | 22   | £22,274.48                                      | 23   | -£12,982.86  |
| <b>Britton Farm</b>                    | £73,584.19                                      | 14   | £60,860.49                                      | 14   | -£12,723.69  |
| <b>Cathedral Garage</b>                | £140,482.18                                     | 6  | £96,994.39                                      | 9  | -£43,487.79  |
| <b>Church Street</b>                   | £15,242.74                                      | 37   | £12,994.98                                      | 33   | -£2,247.76   |
| <b>Commercial Road</b>                 | £53,276.18                                      | 18   | £33,775.59                                      | 19   | -£19,500.59  |
| <b>Corporation</b>                     | £110,462.30                                     | 9  | £149,304.66                                     | 5  | £38,842.36   |
| <b>Cricketers</b>                      | £130,134.12                                     | 7  | £102,793.84                                     | 8  | -£27,340.28  |
| <b>Croneens</b>                        | £12,281.04                                      | 40   | £5,689.18                                       | 43   | -£6,591.87   |
| <b>Easons Yard</b>                     | £34,024.64                                      | 23   | £29,488.56                                      | 21   | -£4,536.08   |
| <b>Gas House Road CP</b>               | £20,926.70                                      | 31   | £16,793.11                                      | 28   | -£4,133.60   |
| <b>Globe lane</b>                      | £26,772.92                                      | 25   | £10,196.13                                      | 37   | -£16,576.79  |
| <b>Grove Road</b>                      | £29,123.69                                      | 24   | £11,803.85                                      | 35   | -£17,319.84  |
| <b>H/S opp Furrel</b>                  | £13,038.73                                      | 39   | £8,768.23                                       | 38   | -£4,270.50   |
| <b>H/S opp Station</b>                 | £10,056.07                                      | 43   | £7,578.82                                       | 40   | -£2,477.25   |
| <b>High Street Rainham</b>             | £16,223.29                                      | 36   | £12,677.68                                      | 34   | -£3,545.61   |
| <b>James Street</b>                    | £104,530.39                                     | 11   | £87,312.65                                      | 10   | -£17,217.74  |
| <b>Jeffrey Street</b>                  | £61,927.31                                      | 16   | £48,837.15                                      | 15   | -£13,090.16  |
| <b>Kings Street</b>                    | £14,117.14                                      | 38   | £10,636.64                                      | 36   | -£3,480.50   |
| <b>Littlewoods</b>                     | £80,563.96                                      | 13   | £67,021.71                                      | 13   | -£13,542.25  |
| <b>Longley Road</b>                    | £273,566.30                                     | 2  | £213,530.42                                     | 2  | -£60,035.88  |
| <b>Market Hall</b>                     | £19,001.08                                      | 33   | £18,228.79                                      | 26   | -£772.29   |
| <b>Medway Park</b>                     | £55,415.50                                      | 17   | £36,760.26                                      | 17   | -£18,655.24  |
| <b>Nelson Terrace</b>                  | £2,799.28                                       | 47   | £1,161.08                                       | 46   | -£1,638.20   |
| <b>Old Road</b>                        | £16,312.48                                      | 35   | £3,164.81                                       | 45   | -£13,147.67  |
| <b>Queen Street</b>                    | £8,783.90                                       | 44   | £5,661.51                                       | 44   | -£3,122.39   |
| <b>Railside</b>                        | £16,944.43                                      | 34   | £14,223.39                                      | 32   | -£2,721.04   |
| <b>Rhode Street</b>                    | £180,815.28                                     | 5  | £140,131.55                                     | 6  | -£40,683.73  |
| <b>Riverside</b>                       | £67,060.97                                      | 15   | £42,647.14                                      | 16   | -£24,413.83  |
| <b>Rochester Multi-Storey Car Park</b> | £102,327.97                                     | 12   | £105,341.11                                     | 7  | £3,013.14  |
| <b>Sir John Hawkins</b>                | £240,521.13                                     | 4  | £196,413.31                                     | 4  | -£44,107.82  |
| <b>Slicketts Hill</b>                  | £24,688.22                                      | 28   | £16,426.48                                      | 29   | -£8,261.74   |
| <b>Station Road</b>                    | £45,273.12                                      | 20   | £21,250.43                                      | 25   | -£24,022.69  |
| <b>Strand</b>                          | £24,049.62                                      | 29   | £15,382.23                                      | 30   | -£8,667.40   |
| <b>Temple Street</b>                   | £25,393.76                                      | 27   | £24,648.49                                      | 22   | -£745.27   |

| <b>Car Park</b>        | <b>Pay &amp; Display machine Income 2018-19</b> | <b>Rank Pay &amp; Display machine income 2018-19</b> | <b>Pay &amp; Display machine Income 2019-20</b> | <b>Rank Pay &amp; Display machine income 2019-20</b> | <b>Difference Pay &amp; Display machine income</b> |
|------------------------|---|--|---|--|--|
| <b>The Brook</b>       | £358,941.11                                     | 1  | £339,058.72                                     | 1  | -£19,882.39  |
| <b>The Common</b>      | £6,206.64                                       | 46   | £0.00   | 47   | -£6,206.64   |
| <b>The Paddock</b>     | £104,572.77                                     | 10   | £68,350.84                                      | 12   | -£36,221.93  |
| <b>Town Hall</b>       | £40,542.08                                      | 21   | £30,058.95                                      | 20   | -£10,483.14  |
| <b>Union Place</b>     | £25,893.18                                      | 26   | £21,824.39                                      | 24   | -£4,068.78   |
| <b>Union Street</b>    | £20,857.19                                      | 32   | £17,055.04                                      | 27   | -£3,802.15   |
| <b>Upper Mount</b>     | £11,724.78                                      | 41   | £6,111.13                                       | 42   | -£5,613.65   |
| <b>Whiffens Avenue</b> | £23,148.43                                      | 30   | £14,882.45                                      | 31   | -£8,265.97   |



**Appendix 4 – Pay by phone (cashless) income by session start time Medway Council Car Parks**

| Car Park                    | 01:00 to 04:59 | 05:00 to 06:59 | 07:00 to 11:59 | 12:00 to 16:59 | 17:00 to 21:59 | 22:00 to 00:59 | Grand Total |
|-----------------------------|----------------|----------------|----------------|----------------|----------------|----------------|-------------|
| Almon Place Car Park        | 0.3%           | 3.9%           | 36.3%          | 30.0%          | 26.9%          | 2.6%           | £12,364.58  |
| Balmoral Gardens            | 0.6%           | 0.4%           | 49.1%          | 35.9%          | 13.4%          | 0.6%           | £16,092.92  |
| Berkeley House              | 0.4%           | 0.4%           | 57.4%          | 21.6%          | 18.6%          | 1.5%           | £2,866.67   |
| Birling Avenue              | 0.1%           | 0.3%           | 65.8%          | 26.6%          | 6.8%           | 0.4%           | £2,733.83   |
| Blue Boar Lane Car Park     | 0.2%           | 0.6%           | 35.2%          | 31.4%          | 30.2%          | 2.5%           | £66,620.42  |
| Boley Hill Car Park         | 0.2%           | 0.7%           | 39.6%          | 33.3%          | 24.6%          | 1.6%           | £11,195.00  |
| Britton Farm                | 0.1%           | 0.5%           | 47.0%          | 42.3%          | 9.5%           | 0.6%           | £9,683.33   |
| Cathedral Car Park          | 0.1%           | 0.2%           | 37.5%          | 34.5%          | 26.9%          | 0.8%           | £35,352.50  |
| Church Street               | 6.8%           | 10.3%          | 39.4%          | 30.3%          | 11.7%          | 1.5%           | £3,521.25   |
| Commercial Road             | 0.2%           | 0.5%           | 65.6%          | 29.0%          | 4.7%           | 0.0%           | £14,399.25  |
| Corporation Street Car Park | 0.0%           | 0.8%           | 41.9%          | 39.8%          | 16.5%          | 0.9%           | £27,056.25  |
| Cricketers                  | 0.1%           | 0.2%           | 40.7%          | 40.0%          | 18.6%          | 0.4%           | £19,585.42  |
| Croneen's                   | 0.3%           | 6.8%           | 78.8%          | 11.9%          | 1.9%           | 0.3%           | £14,319.92  |
| Easons Yard                 | 0.2%           | 0.2%           | 46.6%          | 34.5%          | 18.2%          | 0.3%           | £7,187.17   |
| Gas House Road              | 0.4%           | 24.1%          | 62.6%          | 9.8%           | 2.8%           | 0.3%           | £26,753.17  |
| Globe Lane                  | 0.1%           | 0.3%           | 64.3%          | 25.0%          | 10.1%          | 0.1%           | £44,077.00  |
| Grove Road                  | 0.9%           | 29.5%          | 60.8%          | 6.1%           | 2.4%           | 0.3%           | £47,534.33  |
| Gun Wharf                   | 0.8%           | 0.0%           | 54.1%          | 38.3%          | 5.8%           | 1.1%           | £936.17     |
| H/S opp Furrel              | 0.1%           | 2.3%           | 63.1%          | 20.0%          | 14.0%          | 0.5%           | £6,415.08   |
| H/S opp Station             | 0.4%           | 0.3%           | 71.9%          | 18.8%          | 8.0%           | 0.7%           | £5,222.00   |
| James Street                | 0.0%           | 1.0%           | 56.6%          | 32.4%          | 9.9%           | 0.0%           | £19,656.25  |
| Jeffery Street              | 0.0%           | 0.2%           | 36.4%          | 53.5%          | 9.5%           | 0.4%           | £5,705.42   |
| King Street                 | 0.2%           | 1.3%           | 65.8%          | 23.2%          | 8.9%           | 0.6%           | £8,370.17   |
| Littlewoods                 | 0.0%           | 0.1%           | 39.3%          | 52.4%          | 8.1%           | 0.1%           | £7,498.75   |
| Longley Road                | 0.0%           | 1.1%           | 48.3%          | 42.0%          | 8.6%           | 0.0%           | £25,268.75  |
| Market Hall                 | 0.0%           | 0.1%           | 36.3%          | 52.6%          | 10.8%          | 0.1%           | £1,619.92   |
| Medway Park (Black Lion)    | 0.1%           | 0.4%           | 57.8%          | 26.1%          | 15.5%          | 0.1%           | £20,585.67  |
| Nelson Terrace              | 0.0%           | 13.1%          | 40.5%          | 37.7%          | 8.8%           | 0.0%           | £66.33      |
| Old Road                    | 0.4%           | 51.5%          | 42.5%          | 3.8%           | 1.7%           | 0.1%           | £24,641.58  |
| Queen Street                | 0.5%           | 0.8%           | 60.4%          | 30.4%          | 6.2%           | 1.6%           | £5,025.00   |
| Railside                    | 1.7%           | 41.0%          | 46.7%          | 7.3%           | 2.7%           | 0.6%           | £34,623.67  |
| Rainham High Street         | 0.0%           | 0.5%           | 70.6%          | 17.3%          | 11.6%          | 0.1%           | £4,333.25   |
| Rhode Street                | 0.0%           | 0.2%           | 50.3%          | 41.6%          | 7.9%           | 0.0%           | £26,617.92  |
| Riverside                   | 0.0%           | 3.0%           | 72.9%          | 18.5%          | 5.5%           | 0.1%           | £31,927.00  |
| Rochester Riverside MSCP    | 0.7%           | 29.3%          | 60.6%          | 7.0%           | 2.2%           | 0.3%           | £147,361.25 |
| Sir John Hawkins            | 0.2%           | 3.8%           | 56.5%          | 24.2%          | 14.5%          | 0.8%           | £66,158.00  |
| Slicketts Hill              | 0.3%           | 1.5%           | 66.3%          | 21.7%          | 9.3%           | 0.8%           | £6,651.33   |
| Station Road                | 0.1%           | 27.9%          | 67.2%          | 3.7%           | 0.8%           | 0.2%           | £81,746.92  |
| Temple Street               | 0.1%           | 0.2%           | 75.4%          | 20.6%          | 3.6%           | 0.1%           | £10,237.08  |
| The Common                  | 0.1%           | 6.7%           | 80.0%          | 10.5%          | 2.2%           | 0.6%           | £5,639.00   |
| The Paddock                 | 0.1%           | 1.0%           | 58.9%          | 31.1%          | 8.9%           | 0.1%           | £22,137.50  |
| The Strand                  | 0.2%           | 0.3%           | 47.2%          | 45.2%          | 6.9%           | 0.1%           | £9,816.67   |
| Town Hall                   | 1.0%           | 0.6%           | 60.4%          | 23.7%          | 13.2%          | 1.1%           | £17,012.92  |
| Union Place                 | 0.1%           | 1.9%           | 43.9%          | 26.8%          | 26.8%          | 0.5%           | £9,295.33   |
| Union Street                | 0.4%           | 2.7%           | 58.6%          | 23.8%          | 13.7%          | 0.9%           | £7,682.17   |

|                    |                  |                    |                    |                    |                   |                  |                    |
|--------------------|------------------|--------------------|--------------------|--------------------|-------------------|------------------|--------------------|
| Upper Mount        | 0.2%             | 1.6%               | 87.2%              | 9.0%               | 1.9%              | 0.1%             | £15,009.75         |
| Whiffens Avenue    | 0.0%             | 0.3%               | 65.9%              | 21.8%              | 11.9%             | 0.2%             | £7,296.08          |
| <b>Grand Total</b> | <b>£3,562.00</b> | <b>£122,290.92</b> | <b>£557,493.00</b> | <b>£210,296.50</b> | <b>£97,553.17</b> | <b>£5,518.25</b> | <b>£996,713.83</b> |

**Income by time period 2018-19**

| Car Park                    | 01:00 to<br>04:59 | 05:00 to<br>06:59  | 07:00 to<br>11:59  | 12:00 to<br>16:59  | 17:00 to<br>21:59  | 22:00 to<br>00:59 | Grand Total          |
|-----------------------------|-------------------|--------------------|--------------------|--------------------|--------------------|-------------------|----------------------|
| Almon Place Car Park        | 0.3%              | 2.1%               | 32.5%              | 31.5%              | 30.8%              | 2.9%              | £18,573.17           |
| Balmoral Gardens            | 0.1%              | 0.1%               | 51.2%              | 39.8%              | 8.6%               | 0.0%              | £26,165.83           |
| Berkeley House              | 0.3%              | 0.1%               | 66.2%              | 20.1%              | 12.2%              | 1.1%              | £5,557.92            |
| Birling Avenue              | 0.0%              | 0.1%               | 61.0%              | 30.9%              | 8.0%               | 0.1%              | £4,211.33            |
| Blue Boar Lane Car Park     | 0.2%              | 0.5%               | 32.9%              | 32.1%              | 30.7%              | 3.6%              | £112,527.92          |
| Boley Hill Car Park         | 0.1%              | 0.2%               | 37.9%              | 32.9%              | 27.2%              | 1.6%              | £19,700.42           |
| Britton Farm                | 0.1%              | 0.3%               | 47.8%              | 43.1%              | 8.4%               | 0.3%              | £17,564.17           |
| Cathedral Car Park          | 0.0%              | 0.3%               | 36.3%              | 34.7%              | 27.4%              | 1.3%              | £73,156.33           |
| Church Street               | 0.2%              | 0.2%               | 46.6%              | 38.4%              | 14.5%              | 0.1%              | £4,434.42            |
| Commercial Road             | 0.5%              | 1.5%               | 61.4%              | 32.8%              | 3.7%               | 0.1%              | £34,211.25           |
| Corporation Street Car Park | 0.1%              | 1.0%               | 38.9%              | 42.3%              | 17.0%              | 0.7%              | £47,422.08           |
| Cricketers                  | 0.0%              | 0.3%               | 41.9%              | 39.4%              | 17.8%              | 0.6%              | £39,922.92           |
| Croneen's                   | 0.0%              | 5.5%               | 80.0%              | 12.5%              | 1.7%               | 0.2%              | £17,739.83           |
| Easons Yard                 | 0.1%              | 0.5%               | 56.3%              | 28.5%              | 14.2%              | 0.4%              | £17,598.17           |
| Gas House Road              | 0.5%              | 30.1%              | 53.2%              | 11.5%              | 4.5%               | 0.2%              | £37,419.58           |
| Globe Lane                  | 0.1%              | 0.7%               | 63.9%              | 25.1%              | 10.1%              | 0.1%              | £22,281.83           |
| Grove Road                  | 2.3%              | 31.1%              | 56.5%              | 6.9%               | 2.9%               | 0.4%              | £63,577.58           |
| Gun Wharf                   | 0.0%              | 1.1%               | 50.8%              | 41.5%              | 6.5%               | 0.1%              | £1,425.75            |
| H/S opp Furrel              | 0.5%              | 5.2%               | 52.1%              | 23.2%              | 18.0%              | 1.0%              | £11,255.83           |
| H/S opp Station             | 1.6%              | 1.5%               | 63.9%              | 20.2%              | 11.3%              | 1.5%              | £13,351.92           |
| James Street                | 0.1%              | 1.7%               | 53.3%              | 34.4%              | 10.6%              | 0.1%              | £35,188.17           |
| Jeffery Street              | 0.0%              | 0.1%               | 41.2%              | 51.8%              | 6.7%               | 0.2%              | £13,409.17           |
| King Street                 | 0.4%              | 3.0%               | 66.8%              | 22.2%              | 7.1%               | 0.5%              | £13,277.50           |
| Littlewoods                 | 0.0%              | 0.1%               | 42.1%              | 51.7%              | 6.0%               | 0.1%              | £17,349.17           |
| Longley Road                | 0.0%              | 0.7%               | 44.3%              | 45.8%              | 9.1%               | 0.0%              | £53,729.58           |
| Market Hall                 | 0.0%              | 0.0%               | 37.4%              | 52.8%              | 9.7%               | 0.1%              | £3,348.17            |
| Medway Park (Black Lion)    | 0.0%              | 0.4%               | 58.9%              | 25.5%              | 15.1%              | 0.1%              | £33,739.50           |
| Nelson Terrace              | 0.0%              | 0.9%               | 54.8%              | 38.5%              | 5.8%               | 0.0%              | £460.25              |
| Old Road                    | 1.5%              | 55.4%              | 35.5%              | 5.1%               | 2.3%               | 0.2%              | £36,078.83           |
| Queen Street                | 0.7%              | 1.8%               | 63.4%              | 28.7%              | 5.1%               | 0.3%              | £9,710.17            |
| Railside                    | 1.6%              | 37.4%              | 50.0%              | 7.4%               | 3.2%               | 0.4%              | £39,614.50           |
| Rainham High Street         | 0.1%              | 0.9%               | 66.0%              | 20.9%              | 12.0%              | 0.1%              | £8,443.42            |
| Rhode Street                | 0.0%              | 0.2%               | 50.9%              | 40.9%              | 8.0%               | 0.0%              | £55,245.50           |
| Riverside                   | 0.0%              | 3.2%               | 72.8%              | 18.6%              | 5.4%               | 0.1%              | £36,854.50           |
| Rochester Riverside MSCP    | 0.5%              | 29.9%              | 56.6%              | 9.1%               | 3.1%               | 0.7%              | £176,279.58          |
| Sir John Hawkins            | 0.2%              | 3.0%               | 54.2%              | 25.6%              | 16.1%              | 0.8%              | £131,239.42          |
| Slicketts Hill              | 0.4%              | 1.0%               | 55.8%              | 30.3%              | 11.4%              | 1.2%              | £10,676.75           |
| Station Road                | 1.0%              | 30.6%              | 60.4%              | 5.3%               | 2.6%               | 0.1%              | £115,484.25          |
| Temple Street               | 0.0%              | 0.2%               | 74.3%              | 21.1%              | 4.2%               | 0.2%              | £9,836.33            |
| The Common                  | 2.8%              | 5.6%               | 38.5%              | 35.2%              | 12.5%              | 5.5%              | £155.25              |
| The Paddock                 | 0.1%              | 1.3%               | 55.6%              | 32.0%              | 10.7%              | 0.2%              | £41,563.17           |
| The Strand                  | 0.2%              | 0.4%               | 41.5%              | 49.7%              | 8.0%               | 0.3%              | £12,712.58           |
| Town Hall                   | 0.3%              | 1.7%               | 55.8%              | 24.7%              | 16.7%              | 0.8%              | £25,913.58           |
| Union Place                 | 0.2%              | 3.0%               | 37.8%              | 27.4%              | 30.6%              | 1.0%              | £14,884.92           |
| Union Street                | 0.0%              | 3.0%               | 53.3%              | 29.6%              | 13.5%              | 0.6%              | £12,972.17           |
| Upper Mount                 | 0.3%              | 1.1%               | 83.1%              | 12.9%              | 2.4%               | 0.1%              | £19,833.08           |
| Whiffens Avenue             | 0.0%              | 0.5%               | 61.1%              | 22.8%              | 15.1%              | 0.4%              | £6,247.67            |
| <b>Grand Total</b>          | <b>£6,555.17</b>  | <b>£167,645.25</b> | <b>£787,187.67</b> | <b>£374,317.08</b> | <b>£175,529.92</b> | <b>£11,110.33</b> | <b>£1,522,345.42</b> |

**Income by time period 2019-20**

## Appendix 5 – Pay by phone (cashless) income by day Medway Council Car Parks

| Car Park                    | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | Grand Total |
|-----------------------------|--------|---------|-----------|----------|--------|----------|--------|-------------|
| Almon Place Car Park        | 11.5%  | 14.5%   | 15.3%     | 15.1%    | 18.4%  | 15.7%    | 9.5%   | £12,365     |
| Balmoral Gardens            | 18.3%  | 15.2%   | 17.4%     | 15.4%    | 14.3%  | 13.6%    | 5.9%   | £16,093     |
| Berkeley House              | 14.6%  | 12.4%   | 15.2%     | 16.2%    | 17.8%  | 16.5%    | 7.4%   | £2,867      |
| Birling Avenue              | 13.5%  | 16.7%   | 26.8%     | 19.2%    | 14.4%  | 7.8%     | 1.6%   | £2,734      |
| Blue Boar Lane Car Park     | 11.4%  | 12.7%   | 14.3%     | 15.6%    | 18.1%  | 18.0%    | 9.9%   | £66,620     |
| Boley Hill Car Park         | 13.8%  | 12.6%   | 13.9%     | 13.9%    | 16.0%  | 17.0%    | 12.7%  | £11,195     |
| Britton Farm                | 14.3%  | 12.8%   | 13.8%     | 12.3%    | 16.6%  | 25.1%    | 5.2%   | £9,683      |
| Cathedral Car Park          | 13.1%  | 11.9%   | 13.6%     | 14.0%    | 16.8%  | 18.4%    | 12.2%  | £35,353     |
| Church Street               | 14.6%  | 14.1%   | 15.2%     | 15.2%    | 15.9%  | 15.1%    | 9.9%   | £3,521      |
| Commercial Road             | 17.6%  | 12.4%   | 16.5%     | 16.2%    | 18.8%  | 15.1%    | 3.4%   | £14,399     |
| Corporation Street Car Park | 9.4%   | 11.8%   | 14.3%     | 14.0%    | 17.3%  | 20.7%    | 12.4%  | £27,056     |
| Cricketers                  | 14.5%  | 14.2%   | 14.3%     | 15.8%    | 19.3%  | 15.4%    | 6.5%   | £19,585     |
| Croneen's                   | 18.5%  | 25.1%   | 21.6%     | 23.2%    | 8.1%   | 3.1%     | 0.4%   | £14,320     |
| Easons Yard                 | 12.3%  | 13.6%   | 15.3%     | 16.2%    | 16.7%  | 17.7%    | 8.2%   | £7,187      |
| Gas House Road              | 16.0%  | 17.0%   | 18.0%     | 17.7%    | 15.8%  | 10.2%    | 5.4%   | £26,753     |
| Globe Lane                  | 15.5%  | 16.0%   | 16.9%     | 16.8%    | 16.6%  | 12.5%    | 5.7%   | £44,077     |
| Grove Road                  | 24.1%  | 17.3%   | 21.2%     | 18.3%    | 13.3%  | 3.9%     | 1.8%   | £47,534     |
| Gun Wharf                   | 7.2%   | 3.9%    | 6.1%      | 4.7%     | 5.2%   | 38.4%    | 34.4%  | £936        |
| H/S opp Furrel              | 10.7%  | 12.1%   | 13.9%     | 17.7%    | 18.6%  | 20.7%    | 6.3%   | £6,415      |
| H/S opp Station             | 17.5%  | 15.1%   | 20.2%     | 21.4%    | 16.6%  | 6.0%     | 3.1%   | £5,222      |
| James Street                | 14.3%  | 14.5%   | 14.9%     | 15.6%    | 16.7%  | 14.5%    | 9.4%   | £19,656     |
| Jeffery Street              | 15.8%  | 14.4%   | 17.8%     | 13.5%    | 16.4%  | 17.7%    | 4.4%   | £5,705      |
| King Street                 | 14.8%  | 19.6%   | 18.6%     | 18.9%    | 12.7%  | 8.4%     | 7.1%   | £8,370      |
| Littlewoods                 | 14.3%  | 15.7%   | 16.1%     | 15.1%    | 16.7%  | 15.5%    | 6.7%   | £7,499      |
| Longley Road                | 12.8%  | 15.0%   | 15.5%     | 16.2%    | 18.6%  | 15.4%    | 6.6%   | £25,269     |
| Market Hall                 | 10.6%  | 10.0%   | 11.3%     | 10.1%    | 14.0%  | 26.0%    | 18.0%  | £1,620      |
| Medway Park (Black Lion)    | 11.2%  | 12.2%   | 9.3%      | 12.1%    | 10.2%  | 21.8%    | 23.2%  | £20,586     |
| Nelson Terrace              | 5.0%   | 37.9%   | 11.3%     | 13.2%    | 18.5%  | 7.5%     | 6.5%   | £66         |
| Old Road                    | 17.5%  | 19.0%   | 19.7%     | 20.6%    | 19.5%  | 2.9%     | 0.9%   | £24,642     |
| Queen Street                | 11.4%  | 12.6%   | 18.2%     | 16.8%    | 18.2%  | 17.2%    | 5.7%   | £5,025      |
| Railside                    | 24.0%  | 15.2%   | 20.5%     | 17.9%    | 14.4%  | 5.8%     | 2.3%   | £34,624     |
| Rainham High Street         | 10.9%  | 17.1%   | 18.5%     | 20.2%    | 15.6%  | 15.6%    | 2.0%   | £4,333      |
| Rhode Street                | 14.7%  | 12.2%   | 14.6%     | 15.5%    | 15.6%  | 17.4%    | 10.0%  | £26,618     |
| Riverside                   | 14.9%  | 17.3%   | 19.2%     | 19.2%    | 17.5%  | 7.8%     | 4.1%   | £31,927     |
| Rochester Riverside MSCP    | 16.7%  | 18.6%   | 19.7%     | 19.6%    | 16.8%  | 5.7%     | 2.9%   | £147,361    |
| Sir John Hawkins            | 14.4%  | 15.2%   | 16.0%     | 16.4%    | 16.6%  | 14.6%    | 6.8%   | £66,158     |
| Slicketts Hill              | 17.2%  | 16.1%   | 14.4%     | 13.3%    | 17.9%  | 15.3%    | 5.8%   | £6,651      |
| Station Road                | 23.8%  | 19.4%   | 22.5%     | 18.8%    | 12.6%  | 2.2%     | 0.7%   | £81,747     |
| Temple Street               | 12.0%  | 21.2%   | 15.4%     | 16.0%    | 18.2%  | 15.4%    | 1.8%   | £10,237     |
| The Common                  | 15.7%  | 18.2%   | 20.4%     | 18.5%    | 16.1%  | 8.2%     | 3.0%   | £5,639      |
| The Paddock                 | 13.0%  | 15.6%   | 17.9%     | 17.7%    | 16.6%  | 12.8%    | 6.4%   | £22,138     |
| The Strand                  | 11.8%  | 11.4%   | 11.7%     | 8.9%     | 12.0%  | 19.4%    | 24.7%  | £9,817      |
| Town Hall                   | 13.1%  | 15.0%   | 16.2%     | 16.0%    | 14.8%  | 18.4%    | 6.5%   | £17,013     |
| Union Place                 | 14.2%  | 10.1%   | 15.2%     | 13.7%    | 18.0%  | 20.0%    | 8.9%   | £9,295      |
| Union Street                | 14.0%  | 13.7%   | 15.3%     | 15.8%    | 16.5%  | 17.1%    | 7.6%   | £7,682      |

|                 |       |       |       |       |       |       |      |         |
|-----------------|-------|-------|-------|-------|-------|-------|------|---------|
| Upper Mount     | 16.0% | 22.7% | 19.2% | 19.5% | 11.0% | 11.0% | 0.7% | £15,010 |
| Whiffens Avenue | 12.3% | 20.0% | 18.1% | 14.9% | 13.2% | 15.0% | 6.4% | £7,296  |

**Income by day 2018-19**

| Car Park                    | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | Grand Total |
|-----------------------------|--------|---------|-----------|----------|--------|----------|--------|-------------|
| Almon Place Car Park        | 12.9%  | 13.7%   | 13.8%     | 15.1%    | 17.3%  | 16.2%    | 10.9%  | £18,573.17  |
| Balmoral Gardens            | 17.1%  | 16.3%   | 15.6%     | 15.6%    | 16.0%  | 14.4%    | 4.9%   | £26,165.83  |
| Berkeley House              | 13.5%  | 15.0%   | 15.7%     | 17.1%    | 18.1%  | 12.4%    | 8.2%   | £5,557.92   |
| Birling Avenue              | 15.5%  | 20.2%   | 21.6%     | 19.4%    | 15.2%  | 6.5%     | 1.6%   | £4,211.33   |
| Blue Boar Lane Car Park     | 11.4%  | 13.4%   | 13.8%     | 14.2%    | 17.5%  | 19.3%    | 10.4%  | £112,527.92 |
| Boley Hill Car Park         | 12.7%  | 13.6%   | 13.5%     | 14.2%    | 17.2%  | 16.5%    | 12.2%  | £19,700.42  |
| Britton Farm                | 15.3%  | 13.5%   | 13.2%     | 12.3%    | 15.9%  | 23.9%    | 5.9%   | £17,564.17  |
| Cathedral Car Park          | 13.5%  | 13.2%   | 13.0%     | 13.8%    | 16.8%  | 18.2%    | 11.6%  | £73,156.33  |
| Church Street               | 18.4%  | 14.8%   | 14.3%     | 15.2%    | 15.3%  | 16.1%    | 5.9%   | £4,434.42   |
| Commercial Road             | 15.3%  | 14.2%   | 15.6%     | 16.3%    | 17.6%  | 16.7%    | 4.3%   | £34,211.25  |
| Corporation Street Car Park | 11.4%  | 11.6%   | 13.1%     | 13.1%    | 15.8%  | 20.9%    | 14.2%  | £47,422.08  |
| Cricketers                  | 14.4%  | 16.2%   | 14.4%     | 16.5%    | 19.2%  | 14.2%    | 5.1%   | £39,922.92  |
| Croneen's                   | 18.6%  | 24.8%   | 22.4%     | 21.2%    | 8.0%   | 3.7%     | 1.3%   | £17,739.83  |
| Easons Yard                 | 17.3%  | 15.2%   | 16.4%     | 14.6%    | 15.4%  | 14.8%    | 6.3%   | £17,598.17  |
| Gas House Road              | 15.7%  | 17.0%   | 16.4%     | 16.6%    | 15.4%  | 12.3%    | 6.7%   | £37,419.58  |
| Globe Lane                  | 15.5%  | 16.5%   | 16.7%     | 16.4%    | 16.2%  | 13.2%    | 5.6%   | £22,281.83  |
| Grove Road                  | 22.7%  | 17.0%   | 20.7%     | 17.7%    | 13.9%  | 5.7%     | 2.3%   | £63,577.58  |
| Gun Wharf                   | 8.8%   | 6.1%    | 6.9%      | 5.4%     | 5.4%   | 38.0%    | 29.4%  | £1,425.75   |
| H/S opp Furrel              | 11.7%  | 13.0%   | 14.0%     | 15.2%    | 18.2%  | 19.2%    | 8.8%   | £11,255.83  |
| H/S opp Station             | 14.9%  | 18.6%   | 17.6%     | 16.8%    | 16.9%  | 9.6%     | 5.7%   | £13,351.92  |
| James Street                | 14.2%  | 15.3%   | 14.7%     | 15.2%    | 16.2%  | 15.0%    | 9.5%   | £35,188.17  |
| Jeffery Street              | 16.2%  | 15.3%   | 15.7%     | 13.7%    | 16.8%  | 17.3%    | 5.1%   | £13,409.17  |
| King Street                 | 14.3%  | 17.3%   | 16.9%     | 18.2%    | 17.0%  | 10.1%    | 6.1%   | £13,277.50  |
| Littlewoods                 | 15.3%  | 15.5%   | 14.1%     | 14.3%    | 17.5%  | 16.0%    | 7.3%   | £17,349.17  |
| Longley Road                | 13.0%  | 15.6%   | 13.8%     | 15.8%    | 17.1%  | 17.0%    | 7.6%   | £53,729.58  |
| Market Hall                 | 11.8%  | 13.0%   | 11.0%     | 11.7%    | 12.0%  | 24.4%    | 16.1%  | £3,348.17   |
| Medway Park (Black Lion)    | 11.5%  | 12.9%   | 11.3%     | 13.1%    | 9.4%   | 19.5%    | 22.3%  | £33,739.50  |
| Nelson Terrace              | 10.2%  | 15.3%   | 15.9%     | 28.4%    | 20.5%  | 7.9%     | 1.8%   | £460.25     |
| Old Road                    | 17.2%  | 19.9%   | 19.5%     | 19.5%    | 18.4%  | 4.2%     | 1.4%   | £36,078.83  |
| Queen Street                | 13.3%  | 16.1%   | 17.0%     | 15.4%    | 16.0%  | 15.5%    | 6.7%   | £9,710.17   |
| Railside                    | 22.9%  | 16.9%   | 20.3%     | 18.1%    | 14.4%  | 5.3%     | 2.1%   | £39,614.50  |
| Rainham High Street         | 9.8%   | 18.1%   | 17.2%     | 19.5%    | 16.8%  | 15.7%    | 2.8%   | £8,443.42   |
| Rhode Street                | 14.3%  | 13.5%   | 13.4%     | 15.4%    | 16.5%  | 17.3%    | 9.5%   | £55,245.50  |
| Riverside                   | 16.6%  | 17.7%   | 18.7%     | 18.1%    | 17.5%  | 7.9%     | 3.5%   | £36,854.50  |
| Rochester Riverside MSCP    | 16.8%  | 18.6%   | 18.4%     | 18.2%    | 15.9%  | 7.9%     | 4.2%   | £176,279.58 |
| Sir John Hawkins            | 14.4%  | 15.2%   | 14.8%     | 15.5%    | 16.8%  | 15.5%    | 7.8%   | £131,239.42 |
| Slicketts Hill              | 14.6%  | 14.6%   | 15.1%     | 13.6%    | 16.0%  | 18.8%    | 7.2%   | £10,676.75  |
| Station Road                | 22.6%  | 19.4%   | 21.8%     | 18.0%    | 13.0%  | 3.6%     | 1.6%   | £115,484.25 |
| Temple Street               | 11.4%  | 19.6%   | 17.0%     | 16.1%    | 16.2%  | 18.5%    | 1.2%   | £9,836.33   |
| The Common                  | 17.1%  | 13.6%   | 6.4%      | 17.8%    | 11.9%  | 24.1%    | 9.0%   | £155.25     |
| The Paddock                 | 14.4%  | 15.6%   | 15.7%     | 16.3%    | 15.8%  | 14.6%    | 7.6%   | £41,563.17  |
| The Strand                  | 11.7%  | 12.5%   | 11.4%     | 11.9%    | 10.3%  | 19.7%    | 22.6%  | £12,712.58  |
| Town Hall                   | 12.4%  | 16.3%   | 15.3%     | 15.6%    | 15.5%  | 17.8%    | 7.0%   | £25,913.58  |
| Union Place                 | 13.2%  | 11.3%   | 14.5%     | 13.6%    | 17.3%  | 18.1%    | 12.0%  | £14,884.92  |
| Union Street                | 13.1%  | 15.0%   | 16.0%     | 14.5%    | 15.7%  | 16.8%    | 8.9%   | £12,972.17  |
| Upper Mount                 | 17.3%  | 22.4%   | 18.4%     | 16.7%    | 11.5%  | 12.7%    | 1.1%   | £19,833.08  |
| Whiffens Avenue             | 11.0%  | 19.6%   | 15.8%     | 14.2%    | 14.7%  | 18.2%    | 6.5%   | £6,247.67   |

### Income by day 2019-20