

**Parking Services**

**Annual Report**

**2022 - 2023**



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# **Foreword**

Welcome to the sixth annual parking report for Medway Council, which summarises the work of our parking service during the financial year 2022-2023.

Managing our parking resources helps us tackle congestion and keep Medway’s roads safe. This report recognises the service improvements we have made and explains how we work to achieve high levels of compliance with parking and traffic regulations. Our wider transport, economic and planning policy objectives are ambitious, and we continue to strive to reduce congestion, improve air quality, and promote sustainable travel.

As in previous years, this report provides information on the number of parking and traffic related Penalty Charge Notices (PCNs) issued during the year, the revenue and expenditure recorded in the Parking Account and how the surplus was allocated to meet our wider transport and highway objectives.

# **Policy Overview**

Medway Council delivers parking services in line with the objectives of the Traffic Management Act 2004. The implementation of the Traffic Management Act 2004 (Part 6) on 31 March 2008, gave local authorities an opportunity to review their parking enforcement operations.

The main priority of the Department for Transport guidance was to ensure that parking restriction enforcement is transparent, consistent, and fair. Medway Council has worked hard to ensure that its enforcement meets the criteria and that it is proportionate to the circumstances.

In 2022-23, Medway Council managed and operated:

* 46 Chargeable Car Parks providing 4,527 chargeable, disabled and motorcycle bays
* 13 Free Car Parks providing 633 parking bays
* 3 disabled car parks, providing 45 parking bays

We prioritise on-street enforcement around four key areas:

* Road safety
* Reducing congestion
* Ensuring the road network is moving
* Managing kerbside parking provisions

The Parking Enforcement Policy guides the Council’s parking strategy of enforcement and provides a clear framework for effective parking management throughout the authority whilst clearly prioritising the needs of the community and environment.

Medway’s policy improves parking conditions by:

* Delivering a high-quality parking service to all road users in a fair and consistent manner
* Ensuring there is clarity of the enforcement requirements and policy for all Parking Service Officers and Civil Enforcement Officers (CEOs)
* Having a single point in which enforcement policy is documented and can be easily updated when change occurs.
* Supporting effective parking management
* Seeking to improve sustainable access.
* Meeting environmental objectives
* Co-ordinating and being compatible with neighbouring authorities.
* Ensuring that the needs of personal users, disabled people, motorcycles, buses, taxis, coaches and local business are considered.

# **Our Teams**

**Parking Design Team**

Our Parking Design Team works through a fixed programme of works that is agreed each financial year in relation to parking restrictions. As parking congestion continues to increase each year, so do the number of requests for double yellow lines, permit parking, changes to existing restrictions etc., become more frequent, hence the need to prioritise locations within a programme to ensure the resources available are focused where they are most needed. For a new restriction to be implemented there is a legal process to be carried out which takes between 3 – 6 months.

Alongside the agreed programme, Parking Design also deals with disabled bays, traffic order and signage amendments required for dropped kerb applications (vehicle crossovers), and/or enforcement issues, and provided professional comments on traffic schemes in conjunction with Transport and Parking Teams.

**Parking Processing Team**

Processing of Penalty Charge Notices (PCN) are completed in the following stages: Stage 1 which is an informal appeal, Notice to Owner (NTO) which is a formal appeal, Traffic Penalty Tribunal (TPT) appeal stage, Charge Certificate (CC) where the Owner has lost the right to appeal, Enforcement Agents who will collect the debt on behalf of the Council.

Our team receive approximately 800 appeals per month which are processed by the Parking Processing Team. This team also issue parking permits/visitor vouchers to residents and businesses within Medway.

**Parking Enforcement Team**

Parking Enforcement run a model with four shifts of 29 Civil Enforcement Officers and 4 Supervisors, which ensures that Officers are on street, throughout Medway, during the hours of 07:00 – 01:00hrs. These hours correspond to the enforcement hours of Controlled Parking Zone’s (CPZ) and other restrictions.

Parking Enforcement Team monitor and enforce 20 Control Parking Zone (CPZ) and chargeable car parks in Medway to encourage sensible and legal parking, reduce traffic congestion on our roads, make our roads safer for drivers, pedestrians, motorcyclists, and cyclists.

In addition, Medway Council have over hundred schools with similar issues at school peak times, and it is very difficult for Parking Services to enforce all schools during school peak hours which is why we have a school enforcement Rota system to deal with the most problematic locations and to be able to distribute available limited resources fairly to attend as many schools as possible.

Parking Services have a dedicated phone service managed by the parking enforcement team for members of the public to report illegal parking through parking hotline phone number- 07718130962 or via council’s website. This line is operational between the hours of 7am and 12am. We can also be contacted via email - parkingenforcement@medway.gov.uk

Parking Enforcement cannot enforce pavement or verge parking. This is not decriminalized and is therefore enforced by the Police by calling 111.

**Parking Maintenance Team**

Our Parking Maintenance Team have the responsibility of ensuring that all of Medway’s local authority owned car parks and on-street parking equipment are maintained and operational. This ensures our high level of customer service.

The team are responsible for:

* 58 Flat Surface car parks
* 2 Multi-Storey Car Parks (MSCP)
* 124 Pay and Display machines.
* 2 Automatic Number Plate Recognition (ANPR), parking barrier systems
* Offer multiple payment mediums for our customer ease of use.

71% of our car parks have been assessed worthy of the British Parking Association, Parking Mark Award (see page 10) which means that our car parks have been judged to be clean, well laid out and maintained with a low level of reported crime.

# **Developing our Service**

**Body Worn Cams**

Medway’s enforcement team’s Civil Enforcement Officers (CEO’s) operate from 7am to 1am. Our CEO’s face regular verbal abuse, sometimes even physical, when performing their duties and some can find themselves the target of malicious complaints.

Following assessments with the CEO’s, B-CAM was awarded the contract for Body Worn Video (BWV) that enables capturing secure video and audio data.

The BWV have been used to minimise conflict to ensure the safety of our CEO’s and to maintain a high standard of professionalism from our staff. This can be achieved by preventing matters escalating to physical violence or assisting in criminal proceedings with the use of captured evidence.

CEO feedback has confirmed the use of BWV has been an effective deterrent in moderating aggressive behavior and has also added weight to the evidence that the officers gather against allegations.

**Online Permit Applications**

Our Parking Services team have now moved most of their parking permit applications and renewals online through our JADU system. JADU is a leading global provider specialising in web CMS, online forms, and customer case management. It has been a successful addition to Parking Services as a system which allows residents and businesses to apply online for their resident and business parking permits, using the Medway Council website. The team will continue to guide customers to use the online services for their applications and renewals as it will save time and there will be far less paperwork to deal with and file as all these recorded are online.

**Gritting**

The Parking Services Team have worked with our Highways Team, to implement a winter gritting programme to ensure that specified car parks are visited in the event of snow, and members of the public can be directed to these.

**Developing our car parks**

Our Parking Maintenance Team have been busy developing our car parks this year. The following car parks have all been completely relined:

* The Paddock – Chatham
* Grove Road – Strood
* Boley Hill – Rochester
* Medway Park – Gillingham

In addition, G4S were awarded the new cash collection contract for a period of 1 year, this has recently been extended for a 6-month period, whilst a new tender is completed.

**Medway Norse Cleaning and Security Contract**

New security and cleaning contracted were implemented in both Rochester and The Brook MSCP’s in April 2022, which are being delivered by Medway Norse. This has seen the level of cleanliness in both car parks improve, now that the contract specifications reflect the needs of each site. Regular patrols by Medway Norse Security help in the reduction of vandalism in both car parks and provides reassurance to our patrons. This contract will be managed and reviewed on an annual basis.

**Rochester Multi-Storey Car Park**

Following the move to Automatic Number-Plate Recognition (ANPR) in 2021, the car park went cashless on 10th November 2022. This included the implementation of RingGo. In addition, following a successful bid of the safer streets fund by Kent Police in May 2022, 4 CCTV cameras were upgraded, to state-of-the-art models. There were placed in areas where they would have the most coverage. To add to this, Kent Police also secured funding to implement graffiti repellent paint in all three stairwells of the car park.

**The Brook Multi-Storey Car Park**

The Brook has had a complete refurbishment of all the stairwells, these were painted, heat sensors were installed, new anti-slip flooring and LED lighting installed. The dry riser system was overhauled with new protective covers put in place to protect them from foreign objects being placed inside. The car park office has also had a heat sensor fire alarm system installed.

The car park has also been completely relined. In August 2022, 8 parent and child bays were installed, 4 on level 2 and 4 on level 3, to support Chatham as a child-friendly city.

In addition, the Brook was chosen as a trial site for a project that monitors mobile phone signals and the length of time these remain in certain areas and has been identified as a way of potentially identifying a person that may be at risk of falling from the car park and hopefully sending assistance if required. The project has now ended, and we have been informed that the trial is continuing on Tower Bridge in London.

Also, the Brook undertook and passed an internal Health and Safety audit in February 2023 with Parking Maintenance Technicians being trained in Health and Safety, and the Parking Maintenance Supervisor undertaking the IOSH qualification.

# **Electric Vehicle (EV) Charging Bays**

Our car park patronage is now able to use 34 newly installed electric vehicle charging points in three council-owned car parks across Medway. The charging points are the first to be installed in public car parks in Medway and Medway Council has plans to install more in other car parks in the future.

Residents are now able to use the charging points in the Rochester Multi Storey Car Park in Corey’s Road, in Station Road Car Park in Rainham, and in the Commercial Road Car Park in Strood. There has been a steady increase in charging sessions of 191% since the beginning of the calendar year.

We are again working with the Business Development Team to implement further EV charging bays across our car park stock in the future.

|  |  |
| --- | --- |
| Car park Location  | Number of EV Points  |
| Rochester MSCP | 20, including 2 disabled charging bays |
| Commercial Road Strood  | 4 |
| Station Road Rainham  | 10 including 1 disabled charging bay |

# **Park Mark Award**

The Pass Mark scheme measures parking facilities against strict criteria and aims to reduce crime in car parks. It is operated by the British Parking Association (BPA) who work with the Association of Chief Police Officers. A representative from the BPA and the police inspects these car parks every two years and then decide if the car park can retain the Park Mark award. Further information regarding the Park Mark Award can be found on the [British Parking website.](http://www.britishparking.co.uk/Park-Mark---The-Safer-Parking-Scheme)

38 of Medway’s car parks were awarded the nationally recognised standard for the quality of the parking facility with the Pass Mark Award in 2022. The Council endeavours to exceed the current level of car parks with the accreditation year on year, by ensuring our equipment is maintained and up to date with developing technology.

**CAR PARKS WITH THE PASS MARK AWARD**

|  |  |
| --- | --- |
| ALMON PLACE | LITTLEWOODS |
| BALMORAL GARDENS | LONGLEY ROAD |
| BLUE BOAR LANE | OLD ROAD CAR PARK  |
| BOLEY HILL | PARKWOOD SHOPS C/P |
| BRITTON FARM STREET | QUEEN STREET |
| CATHEDRAL GARAGE | RAILSIDE (GILLINGHAM) |
| COMMERCIAL ROAD | RIVERSIDE (CHATHAM) |
| CORPORATION STREET | RHODE STREET |
| CRICKETERS | SLICKETTS HILL |
| CRONEENS | SOLOMANS ROAD CAR PARK |
| EASONS YARD  | ST JOHN’S CAR PARK CHATHAM (UPPER) |
| FULLAGERS YARD CAR PARK | ST JOHN’S CAR PARK (LOWER) |
| GROVE ROAD | STATION ROAD (RAINHAM) |
| HIGH STREET 1 (ROCHESTER) | TEMPLE STREET |
| HIGH STREET 2 (ROCHESTER) | THE PADDOCK |
| JAMES STREET | TOWN HALL |
| JEFFREY STREET | TWYDALL GREEN SHOPS C/P |
| KINGS STREET | UNION STREET (ROCHESTER) |
| KINGS HEAD CAR PARK | UPPER MOUNT |

**Cashless Parking**



Drivers using pay and display car parks and paid on-street bays across Medway can use cashless parking provided by RingGo. Cashless parking is a quick and secure way to pay for parking. Instead of having to find the right change for a pay and display machine, you can simply use your mobile phone to pay, and the parking fee is charged to your credit or debit card.

There are many benefits to cashless parking which include:

* register just once and you can use the service to pay for future parking sessions.
* there is no need to find change for parking machines.
* it is quick and easy to use.
* simple, secure payment – from the comfort and safety of your vehicle
* you can choose to receive text messages when your parking is about to expire.
* you can extend your parking without returning to your vehicle (this does not apply to all car parks or on-street areas. Please check the signage at each location for full details of maximum parking time restrictions)
* smartphone users can download and use RingGo’s mobile app to make payments.

**RingGo PayLater**

From the 1st November 2022, drivers were able to pay using RingGo PayLater at Rochester Multi-Storey Car Park. This works in a slightly different way as you will not need to pay for parking until you return to your vehicle.

# **Parking Enforcement**



Parking enforcement is carried out under the Traffic Management Act 2004 with CEO’s issuing parking penalties. Patrol and enforcement are conducted both on and off-street by Medway Council’s Parking Services enforcement team. Training is provided for each officer who obtain qualifications in City and Guilds Parking Enforcement Level 2 and Conflict Management.

The aim of enforcement is to maximise motorist compliance with regulations to make our streets safer for all road users, to prevent obstruction and delays (especially for buses and emergency vehicles), to ensure that parking bays are available for their intended use and to improve the general street scene.

Clear and consistent parking enforcement strategies allow for:

* Safer environment for drivers and pedestrians as the focus on enforcement means clearer roads and pavements.
* Fewer illegally parked vehicles amount to fewer accidents, better traffic flow and accessibility.
* Emergency and service vehicles being able to operate more effectively along roads as the emergency corridors and public transport routes will have fewer inconsiderately parked vehicles.
* The general environment to improve by providing a more environmentally efficient transport system in terms of reducing congestion.

The Medway Parking Enforcement Policy (MPEP) focuses on customer needs by:

* Ensuring an efficient, robust and customer friendly parking system
* Ensuring an effective, fair, and consistent enforcement operation to maximise compliance with Medway’s parking regulations.
* Consulting and communicating with both internal and external stakeholders to inform parking management issue.

# **Contravention Charges**

Penalty Charge Notices (PCNs) for on and off-street, bus lanes and moving traffic in Medway are set by the secretary of state, to ensure that charges are consistent.

PCNs are issued when a driver parks a vehicle in contravention of the regulations.  PCNs can be categorised as higher or lower depending on the seriousness of the contravention.  Higher level tickets for more serious breaches are £70 (i.e. parking in a restricted street) and lower level tickets for less serious breaches are £50 (i.e. parking with an expired permit or P&D ticket).

* There is a 50% discount if payment of a PCN is received by us within 14 days
* If the charge is unpaid after 28 days, a Notice to Owner is sent to the registered keeper of the vehicle and the full charge is payable
* If the charge is unpaid, it increases by 50% upon issue of a Charge Certificate
* If the charge is subsequently registered as a debt, a court fee of £9 is added
* If enforcement agents are instructed to recover the debt, enforcement charges are also payable

We process PCNs according to the necessary regulatory steps to recover payment of the ticket.  There is also provision for drivers to appeal a parking ticket which is heard by an independent Parking Adjudicator, the decision of the adjudicator is final.  Often the adjudicators will provide advice to local authorities on how matters could be dealt with in the future and all authorities are obliged to consider that advice.

Below, are reasons given that will not be considered as a means of appeal:

* I went to get change for the P&D machine, and it took quite some time…
* I was delayed in an important meeting…
* I didn’t see the lines or signs…
* I got lost and couldn’t find my car…
* I’d lent my car to a friend, and they won’t pay the PCN…
* There was nowhere else to park…
* I have a Blue Badge but forgot to display it.
* I have a daily visitor voucher which was not present at the time of the contravention or misfiled.

PCNs can be paid either online, by post or by telephone.  Once payment has been made, the driver/owner/hirer has accepted liability for the PCN and is no longer able to pursue a challenge/representation against the PCN.

# **Bus Lane Enforcement**

Bus lanes help to improve journey times, reliability and punctuality for the people travelling by bus.  When bus lanes are misused they are less effective, it can cause delays and increase the risk of accidents hence the need for effective enforcement.

The penalty for being caught in a bus lane is a £60 PCN.  CCTV cameras record vehicles using bus lanes and the penalties are issued based on this information.  Enforcement officers check the recordings to determine whether a contravention of the rules has taken place.

There are five approved device cameras on the network:

* Globe Lane, Chatham (north-western)
* Globe Lane, Chatham (south-eastern)
* Waterfront Way Chatham
* Canal Road, Strood
* Kestrel Bus Terminus

The PCN is posted to the registered keeper of the vehicle and upon receipt of this you should:

* Pay the discounted charge within 14 days (£30)
* If the discount is not paid within the 14 days - the full charge is payable within 28 days (£60)
* Make representation to Medway Council
* After 28 days of the date of issue of the PCN a Charge Certificate will be sent to the registered keeper of the vehicle, notifying the keeper that the charge has been increased by 50% (£90).  If you receive a Charge Certificate you must pay within 14 days.  There is no right to appeal at this stage.
* If the Charge Certificate is not paid within 14 days after the date of issue the debt will be registered with Traffic Enforcement Centre (TEC) and a registration fee of £9 will be added to the charge (£99).  An Order for Recovery will be sent to the registered keeper of the vehicle.
* If the charge has not been paid or a statutory declaration has not been made after 21 days after the Debt Registration then the TEC will grant authority for a warrant to be issued and a certified Enforcement Agent (formerly known as a bailiff) will be requested to recover the debt from you.  The Enforcement Agent will charge you for this.

## **Controlled Parking Zone (CPZ)**

Residents and businesses situated within one of Medway’s Controlled Parking Zones (CPZ’s) are entitled to purchase yearly permits to enable them to park within that CPZ, there are currently 22 within Medway. An application form must be completed for each permit and supporting documentation is required to prove the applicant is eligible to purchase a permit:

* Ensure safe and sustainable access
* Achieve effective parking management
* Balance the needs of all road users
* Meet environmental objectives
* Focus on customer needs

The permit is not transferable and must be surrendered to Medway Council in the event of:

* The holder ceasing to be a resident as defined in the order
* The holder ceasing to be the owner of the vehicle for which the permit was issued
* The permit becomes illegible, mutilated, or defaced

The permit is only valid if displayed in a conspicuous position on the front windscreen of the vehicle for which it was issued. In the case of a vehicle not fitted with a front windscreen (i.e. motorcycles) the permit must still be exhibited in a conspicuous position so that the relevant details are legible from outside the vehicle.

Motorcycles do have the option to display an additional tax disc holder which would allow for the permit to be displayed safely and securely and in the correct manner. A PCN will be issued for any vehicle found to not be displaying a valid permit or not displaying it clearly to enable verification.

A permit does not guarantee the owner the right to park in any parking space. They can only park in their prescribed parking place, which is subject to availability and a space is not guaranteed. A permit cannot be used to park on single or double yellow lines within your CPZ. Vehicles must be roadworthy and display a valid road fund licence at all times. Renewal notices will be issued one month before expiry via email or post, this notice should not be relied upon.



# **Disabled Parking & Parking Design**

Medway Council ensures all roads are safe and accessible to all and throughout the Medway towns, there are 3 disabled car parks providing 45 parking bays. Disabled parking bays are non-exclusive and can be used by anyone with a blue badge. Our Parking design team comprise of a Principal Parking Engineer and a Parking Design Engineer who look at the application for disabled bays.

**Disabled Parking Bays**

Our residents can apply for a designated disabled parking bay. Disabled parking bays are non-exclusive and can be used by anyone who displays a blue badge. To be eligible for a disabled parking bay, you must meet the following criteria:

* You hold a current Blue Badge registered to the property you wish to make the application for
* You own and drive the vehicle registered at the home address. (In exceptional circumstances, the council may install a bay where the sole driver is also the primary carer and living at the same address.)
* You do not have adequate off-road parking facilities, such as a garage or driveway
* The location of a potential space is not listed in the Highway Code as a place where vehicles should not be parked
* The location is on a public road and not on private land
* There are no waiting or stopping restrictions in front of your home, including marked bus stops
* The available spaces reserved for disabled parking do not exceed 25% of the total number of parking spaces in the road
* Bays can't be provided in the following locations:
* On a bend or brow of a hill
* Close to a junction
* Within a turning head of a cul-de-sac in use
* Where the road is too narrow
* Where parking is already prohibited (such as yellow lines, zigzags, etc.)
* Where an applicant would be required to cross the road each time to use it
* Where there is insufficient space to mark a disabled bay (minimum length is 6.6 metres as prescribed by law)

In this financial year, the Parking Design team carried out assessments and site visits for all applications received for new disabled bays and responded to a large number of enquiries and complaints. In total, 256 disabled bays were installed and 172 disabled bays that were no longer required were removed, with a number of others adjusted at applicants’ requests. There are approximately 1700 disabled bays throughout Medway. This work is undertaken in collaboration with the Customer and Business Support team and the Highways Operations team.

**New Schemes**

The Parking Design team completes a works programme that is agreed for each financial year, consisting of requests received in the previous year and accommodating urgent requests whenever possible. The 2022-23 works programme saw a number of schemes added and subsequently completed that had been previously delayed by the Covid-19 pandemic, compounded by a changeover of key staff in the team, to ensure no work remained outstanding that could affect progress of the agreed programme.

All schemes required assessment, correspondence, design works, traffic orders and associated legal documents, formal public consultation, reports and installation of approved proposals. Installation work was completed in collaboration with the Highways teams. In addition, the team was responsible for preparing technical drawings for parking schemes and disabled bay applications, traffic order amendments for approved vehicle crossings, issuing 14 Minor Works Briefs in relation to sign and road markings adjustments/corrections and responding to around 60 enquiries, formal complaints and FOI requests in total each week.

New parking restrictions were installed, and some existing restrictions reviewed, in 101 roads across the Medway towns. To enable these schemes to be installed, 15 traffic orders were drafted and processed, facilitating:

* road safety and traffic management improvements, for example double yellow lines on junctions, assisting bus services and waste collection services to complete their routes, and improving traffic flows.
* the installation of dropped kerbs (vehicle access) at residential properties within CPZs (controlled parking zones) where adjacent restrictions needed to be amended.
* a review of existing parking restrictions in a number of locations to improve parking opportunities where possible.

A full programme of works was prepared for the subsequent 2023-24 financial year, which is now underway. For context, there were 163 locations on the list for the 2023-24 works programme, reduced to 121 but remaining significantly oversubscribed. Therefore, locations have been prioritised in response to concerns raised by residents, businesses, councillors, motorists generally, the emergency, public and delivery services, Medway Council colleagues (traffic management, road safety etc.) and/or where accident data indicates a particular issue that needs to be addressed.

# **Parking Spaces Statistics**

Parking Spaces as of March 2023:

|  |  |
| --- | --- |
| Type of Parking Spaces | Number of Spaces  |
| Total on-street spaces\* | 1,783 |
| Total off-street spaces\*\* | 4,527 |

\*Please note that as individual parking spaces are not marked out on-street in the borough, this is an estimated figure.

\*\*Total is for off-street car parks where charges apply

# **Parking & Recovery Statistics**

| ****Penalties Issued**** | 2022-2023 |
| --- | --- |
| Total Number of PCN’s issued | 72,119 |
| Total Number of Tickets with Payments | 42,278 |
| Total Percentage of Tickets with Payments | 58.62% |
| Total Average Income Received per PCN | £40.20 |

| ****Bus Lane Contraventions**** |  |
| --- | --- |
| **Total Number of PCNs Issued in The Period** | **3,964** |
| **Total Number of Tickets with Payments** | **2,970** |
| **Percentage of Tickets with Payments** | **74.92%** |
| **Average Income Received per PCN** | **£38.68** |

| ****CCTV Contraventions**** |  |
| --- | --- |
| Total Number of PCNs Issued in The Period | **757** |
| Total Number of Tickets with Payments | **569** |
| Percentage of Tickets with Payments | **75.17%** |
| Average Income Received per PCN | **£43.84** |

| ****Off Street Contraventions**** |  |
| --- | --- |
| Total Number of PCNs Issued in The Period | **18,009** |
| Total Number of Tickets with Payments | **12,376** |
| Percentage of Tickets with Payments | **68.72%** |
| Average Income Received per PCN | **£33.61** |

| ****On Street Contraventions**** |  |
| --- | --- |
| **Total Number of PCNs Issued in The Period** | **49,388** |
| **Total Number of Tickets with Payments** | **26,363** |
| **Percentage of Tickets with Payments** | **53.38%** |
| **Average Income Received per PCN** | **£43.38** |

| **Campaign Type** | **Total PCNs issued** |
| --- | --- |
| Approved Device | 757 |
| Bus Lane | 3,964 |
| Off Street | 18,009 |
| On Street | 49,388 |
| Other  | 1 |

The graph below shows the status of when a Penalty Charge Notice has been paid:

* Paid at discounted rate – within 14 days.
* Paid at 100% pre NTO – within 14-28 days before the Notice to Owner (NTO) is issued.
* Paid at 100% post NTO – within 28 days after the Notice to Owner has been issued.
* Paid at 150% at CC – after the Charge Certificate has been issued.

| **No of Representations**  | **Volume** | **%** |
| --- | --- | --- |
| Formal representations | 1,229 | 1.7% |
| Informal representations | 7,880 | 10.9% |

From a total of 72,119 PCN’s issued for the year, there were 1,229 formal and 7,880 informal representations.

The re-investment into the parking equipment has seen a major reduction in the cancellation rates for machine error/machine out of order. These are areas Medway Council have identified for areas of improvement to ensure a consistent and efficient service is provided. The below the percentages are lower than previous years as there was only 5,127 PCNs cancelled for 22 - 23 which is relatively lower than previous years.

|  | **2020-21** | **2021 - 22** | **2022 - 23** |
| --- | --- | --- | --- |
| Machine Error | 1.6% | 0.6% | 0.02% |
| Processing Error | 1.9% | 3.1% | 0.2% |
| System Error | 1.6% | 4.0% | 0.02% |

# **Financial Performance**

Whilst it was always noted that caution must be applied to any financial projections related to income, this cannot be a focus of parking enforcement. For the financial year 2022-2023, please see the tables below for Medway Council’s financial performance:

|  |  |  |  |
| --- | --- | --- | --- |
|  | 2020-21 | 2021-22 | 2022-23 |
| ON STREET | £ | £ | £ |
| Income  |  |  |  |
| Pay and Display | (208,167) | (418,936) | (469,212) |
| Permits | (797,621) | (950,418) | (979,036) |
| PCN | (960,345) | (1,105,699) | (1,282,499) |
| Other Income | (1,485) | (3,513) | (1,584) |
| Expenditure |  |  |  |
| Staff Related incl. agency | 1,084,107 | 900,894 | 983,599 |
| Premises | 4,287 | 6,556 | 6,976 |
| Transport Related | 42,108 | 39,809 | 40,087 |
| Supplies & Equipment | 268,962 | 232,940 | 257,411 |
| Traffic Penalties Tribunal | 1,792 | 10,795 | 9,856 |
| TEC Northampton | 3,009 | 89,583 | 0 |
| Support Services | 230,422 | 199,323 | 215,391 |
| Total Income | **(1,967,617)** | **(2,478,556)** | **(2,732,330)** |
| Total Expenditure | **1,634,686** | **1,479,898** | **1,513,321** |
| (Surplus)/Deficit | (332,931) | (998,668) | (1,219,010) |
| OFF-STREET  |  |  |  |
| Income  |  |  |  |
| PCN | (106,703) | (313,351) | (322,906) |
| Expenditure |  |  |  |
| Employee Related | 120,443 | 255,371 | 247,619 |
| Premises | 151 | 652 | 1,294 |
| Transport Related | 4,453 | 10,759 | 10,092 |
| Supplies & Equipment | 28,182 | 61,628 | 61,489 |
| Traffic Penalties Tribunal | 199 | 3,060 | 2,481 |
| TEC Northampton | 334 | 25,394 | 0 |
| Support Services | 18,618 | 37,857 | 36,445 |
| Total Income | **(106,703)** | **(313,351)** | **(322,906)** |
| Total Expenditure | **172,381** | **394,721** | **359,420** |
| (Surplus)/Deficit | 65,678 | 81,370 | 36,514 |
| TOTAL ON-STREET & OFF-STREET |  |  |  |
| INCOME  | (2,074,320) | (2,791,917) | (3,055,236) |
| EXPENDITURE | 1,807,067 | 1,874,619 | 1,872,741 |
| (SURPLUS)/DEFICIT | (267,253) | (917,298) | (1,182,496) |

|  |  |  |  |
| --- | --- | --- | --- |
| Trading Operations Off-Street Car Parks:  | 2020-21 | 2021 - 22 | 2022-23 |
| Turnover | **(1,825,984)** | **(4,239,043)** | **(4,987,361)** |
| Expenditure | 1,945,904 | 2,011,007 | 2,286,073 |
| (Surplus)/Deficit | 119,920 | (2,228,036) | (2,701,288) |

As per the Section 55 Regulations, any surplus can be applied to meeting all or any part of the cost of off-street parking accommodation. However, as in previous years, the 2022/23 off-street car parking service is also in surplus and so there has been no requirement for additional expenditure other than that budgeted and spent within the service. Therefore, the 2022/23 Section 55 Parking Account surplus has been applied to partly meet the service costs of providing public passenger transport services, as follows:-

|  |  |  |  |
| --- | --- | --- | --- |
|  | 2020-21 | 2021-22 | 2022-23 |
| Highway, Road Improvement and Subsidised Bus Services | 267,253 | 917,298 | 1,182,496 |

# **Key Contacts and Further Information**

The process described throughout this report about challenging a PCN is set out by the Traffic Management Act 2004 or Transport Act 2000 (and accompanying regulations) and is the only way to challenge a PCN.

General enquiries concerning parking issues may be made by email to parkingenforcement@medway.gov.uk or in writing, but Medway Council cannot accept challenges or representations made by telephone.

Parking enquiries can be emailed to: parkingenquiries@medway.gov.uk alternatively a letter can be sent by post to Medway Council, Parking Services, Gun Wharf, Dock Road, Chatham, ME4 4TR.

To view or pay a PCN (both parking and bus lane) please visit the [Medway Council Parking Services webpage](https://www.medway.gov.uk/paypcn).

Other useful contacts:

Traffic Penalty Tribunal:

* Traffic Penalty Tribunal, Springfield House, Water Lane, Wilmslow, Cheshire, SK9 5BG
* [Traffic Penalty Tribunal weblink](https://www.trafficpenaltytribunal.gov.uk/)
* Email: help@trafficpenaltytribunal.gov.uk
* Telephone: 0800 160 1999

Car Park Season Tickets are available by applying online via the Medway Council on the [Car Park Season Tickets page.](https://www.medway.gov.uk/info/200159/parking/154/car_park_season_tickets/6)

Information on parking permits and the application process can be found on our [Parking Permits page.](https://www.medway.gov.uk/info/200245/parking_permits)

For a comprehensive list of all on and off-street contravention codes and level:

* [Contravention Codes weblink](https://www.patrol-uk.info/contravention-codes/)

# **Appendix 1 – Medway Car Parks**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| NAME OF CAR PARKS | CAR BAYS | MOTORCYCLE BAYS | DISABLED BAYS | ELECTRIC BAYS | DISABLED ELECTRIC BAYS | NHS BAYS | TOTAL |
|   |   |   |   |   |   |   |   |
| ALMON PLACE | 22 |   | 2 |   |   |   | 24 |
| BALMORAL GARDENS | 119 |   | 11 |   |   |   | 130 |
| BERKELEY HOUSE | 12 |   |   |   |   |   | 12 |
| BLUE BOAR LANE | 124 | 1 | 7 |   |   |   | 132 |
| BIRLING AVENUE | 30 |   | 2 |   |   |   | 32 |
| BOLEY HILL | 22 |   |   |   |   |   | 22 |
| BRITTON FARM STREET | 47 | 1 | 2 |   |   | 42 | 92 |
| BROOK MULTI STOREY CAR PARK | 615 |   | 2 |   |   |   | 617 |
| CATHEDRAL GARAGE | 77 | 1 | 7 |   |   |   | 85 |
| CHURCH STREET | 16 |   |   |   |   |   | 16 |
| COMMERCIAL ROAD | 76 | 1 | 6 | 4 |   |   | 87 |
| CORPORATION STREET | 98 | 3 | 8 |   |   |   | 109 |
| CRICKETERS | 93 | 1 | 4 |   |   |   | 98 |
| CRONEENS | 69 | 1 |   |   |   |   | 70 |
| EASONS YARD - Short Stay (White) | 22 |   |   |   |   |   | 22 |
| EASONS YARD - Long Stay (Yellow) | 23 |   | 3 |   |   |   | 26 |
| GAS HOUSE ROAD | 52 | 1 |   |   |   |   | 53 |
| GROVE ROAD | 97 |   | 2 |   |   |   | 99 |
| GUN WHARF | 186 | 1 | 9 | 20 |   |   | 216 |
| HIGH STREET (RAINHAM) | 30 |   | 2 |   |   |   | 32 |
| HIGH STREET 1(ROCHESTER) | 20 |   |   |   |   |   | 20 |
| HIGH STREET 2 (ROCHESTER) | 22 |   | 1 |   |   |   | 23 |
| JAMES STREET | 47 | 1 | 1 |   |   |   | 49 |
| JEFFREY STREET | 34 | 1 | 2 |   |   |   | 37 |
| KING STREET | 42 | 1 | 3 |   |   |   | 46 |
| LITTLEWOODS | 39 |   |   |   |   |   | 39 |
| LONGLEY ROAD | 214 | 1 | 11 |   |   |   | 226 |
| MARKET HALL | 0 |   | 0 |   |   |   | 0 |
| MEDWAY PARK (BLACK LION) | 205 | 1 | 10 |   |   |   | 216 |
| NELSON TERRACE | 25 |   | 1 |   |   |   | 26 |
| OLD ROAD | 82 | 1 | 1 |   |   |   | 84 |
| QUEEN STREET | 44 | 1 | 5 |   |   |   | 50 |
| RHODE STREET | 128 | 1 | 2 |   |   |   | 131 |
| ROCHESTER RIVERSIDE MSCP | 280 |   | 19 | 18 | 2 |   | 319 |
| RIVERSIDE | 103 |   | 10 |   |   |   | 113 |
| RAILSIDE (GILLINGHAM)  | 77 |   |   |   |   |   | 77 |
| ST JOHN's | 141 | 1 | 14 |   |   |   | 156 |
| SLICKETTS HILL | 50 |   |   |   |   |   | 50 |
| STATION ROAD (RAINHAM) | 276 |   |   | 9 | 1 |   | 286 |
| TEMPLE STREET | 71 | 1 | 2 |   |   |   | 74 |
| THE PADDOCK | 53 | 1 |   |   |   |   | 54 |
| THE STRAND | 240 |   | 4 |   |   |   | 244 |
| TOWN HALL | 49 |   | 4 |   |   |   | 53 |
| UNION PLACE (CHATHAM) | 49 |   |   |   |   |   | 49 |
| UNION STREET (ROCHESTER) | 26 |   |   |   |   |   | 26 |
| UPPER MOUNT | 105 |   |   |   |   |   | 105 |
|   |   |   |   |   |   |   |   |
| TOTAL | 4252 | 22 | 157 |   |   |   | 4527 |

#

# **Appendix 2 – Free Car Parks**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| NAME OF CAR PARK | CAR BAYS | MOTORCYCLE BAYS | DISABLED BAYS | TOTAL |
| HENRY STREET (LUTON SHOPPERS) | 58 |   |   | 58 |
| HOO St WERBURGH | 34 | 0 | 0 | 34 |
| JEZREELS | 16 | 0 | 0 | 16 |
| KESTRAL ROAD | 49 | 0 | 1 | 50 |
| LOWER STOKE | 20 | 0 | 0 | 20 |
| LOWER UPNOR | 66 | 0 | 0 | 66 |
| M2 COMMUTER CAR PARK | 91 | 0 | 10 | 101 |
| REED STREET (CLIFFE) | 15 | 0 | 0 | 15 |
| SILVERWEED ROAD | 12 | 0 | 0 | 12 |
| SULTAN ROAD | 46 | 0 | 0 | 46 |
| TWYDALL GARDENS | 58 | 0 | 6 | 64 |
| UPPER UPNOR | 30 | 0 | 4 | 34 |
| PARKWOOD CP | 110 |   | 7 | 117 |
|   |   |   |   |   |
| TOTAL | 547 | 0 | 28 | 633 |

# **Appendix 3 – Disabled Car Parks**

|  |  |
| --- | --- |
| NAME OF CAR PARK | CAR BAYS |
| FULLAGER'S YARD (DISABLED) | 20 |
| KING'S HEAD (DISABLED) | 6 |
| SOLOMON'S ROAD (DISABLED) | 19 |
| TOTAL | 45 |