



# **PARKING SERVICES**

## **ANNUAL REPORT 2017 – 2018**

## INDEX

	<b>Page No.</b>
Introduction	2
Car Parks	3
Current Operation	4
Penalty Charge Notices	5 + 6
Statistics	7
Appeals and Challenges	8
Income and Expenditure	9 + 10
Civil Enforcement Officers	11
Transparency	11
Contact details	11

## INTRODUCTION

Dover District Council took on responsibility for the enforcement of on-street parking regulations from Kent Police on 23<sup>rd</sup> January 2001. This document reports on the performance of Dover District Council's Parking Services between 1<sup>st</sup> April 2017 and 31<sup>st</sup> March 2018.

Whilst parking in contravention of the parking regulations is no longer a criminal act, it nonetheless remains an illegal act. The legislation under which Dover District Council operates its parking services are:-

- Kent County Council (various roads, Dover District) (waiting restrictions and street parking places) Order March 2005 (with amendments); and
- Dover District Council (Off-Street Parking Places) Order 2017.

A copy of the KCC On-Street Order is available via: -

[www.kent.gov.uk/roads\\_and\\_transport/highway\\_maintenance/traffic\\_regulation\\_orders](http://www.kent.gov.uk/roads_and_transport/highway_maintenance/traffic_regulation_orders)

A copy of the DDC Off-Street order is available on our website via: -

[www.dover.gov.uk/parking/documents\\_policies/off-street\\_parking.aspx](http://www.dover.gov.uk/parking/documents_policies/off-street_parking.aspx)

Dover District Council acts as an agent on behalf of Kent County Council for enforcement of parking restrictions on the roads throughout the district. Any surplus made from this part of our service is ring-fenced and must be used for transport or environmental projects. A surplus of £63,226.34 was made from on-street parking during 2017 – 2018.

On 31<sup>st</sup> March 2008, new parking enforcement related legislation was introduced, known as the Traffic Management Act 2004. More information on this legislation is available from previous annual reports, which can be found on our website at:-

[www.dover.gov.uk/parking/documents\\_policies/traffic\\_management\\_act.aspx](http://www.dover.gov.uk/parking/documents_policies/traffic_management_act.aspx),

Or the Government Services website at <https://www.gov.uk/browse/driving>

## CAR PARKS

Dover District Council operates the majority of public car parks throughout the district. However, the following car parks, whilst available to the public, are managed by Dover District Council on behalf of the landowner:-

- Park Street and St. Ethelburga's, Deal: The Co-operative Group Limited;
- Sainsbury's car park, West Street, Deal: Sainsbury's Supermarkets Limited;
- Samphire Hoe: Euro Tunnel;

A full list of all the car parks operated by Dover District Council can be found at: -

[www.dover.gov.uk/parking.aspx](http://www.dover.gov.uk/parking.aspx)

Most car parks and roads in Dover district are free of charge to users on Sundays, apart from the following areas, which are "Pay and Display" seven days per week: -

- Camden Crescent car park, Dover;
- The Seafront, Dover;
- Beach Street car park, Deal;
- Beach Street on-street, Deal; and
- The Quay car park, Sandwich.

Linear charging is available in most Dover district public car parks and on-street. Linear charging is recognised as a fairer system for paying for parking as after a minimum charge customers are able to pay by the minute for the time they require. This eliminates the need for the correct change and the need to purchase parking by the hour when less time is required. In the past, this minimum charge period was typically 30 minutes. However, on 8<sup>th</sup> February 2016 this minimum period charge was reduced to 40p except in car parks where minimum charge was already less.

We continue to offer payment for parking by mobile telephone, using a system operated by RingGo. Details of this service are available on our website at: -

[www.dover.gov.uk/parking/pay\\_by\\_phone.aspx](http://www.dover.gov.uk/parking/pay_by_phone.aspx)

## **CURRENT OPERATION**

Parking Services operates from bases in Dover and Deal, with enforcement carried out seven days a week including the evenings. The district is split into seven beats, four in Dover, two in Deal and one covering Sandwich and the rural areas. Two Civil Enforcement Officers are on duty most evenings and three are on duty on Sundays throughout the district subject to the availability of staff.

The Parking Support section is operational from 9am until 5pm Monday to Friday. This section does not deal with personal callers although enquiries can be made in person at either of the Council's public offices. Addresses and opening hours of these offices are available on our web site at [www.dover.gov.uk](http://www.dover.gov.uk)

Drivers who have been issued with a Penalty Charge Notice (PCN) are able to pay the charge or appeal on-line. A person appealing on-line is able to access any evidence obtained at the time, including photographs, to help them make an informed decision as to whether or not to continue with the appeal. Details on how to do this are shown on the PCN.

Parking Support can be contacted on [parking@dover.gov.uk](mailto:parking@dover.gov.uk)

## PENALTY CHARGE NOTICES (PCN's)

In the financial year 2017-2018, 16,205 PCN's were issued; 11,158 on-street and 5,047 in car parks. This was 171 more than in 2016-2017.

The table below gives a breakdown of reasons for issuing PCN's, and whether they were on or off-street for 2017-2018: -

	On-Street	Off-Street	Total
<b>All contraventions</b>	<b>11,158</b>	<b>5,047</b>	<b>16,205</b>
<b>On Street</b>			
<b>Lower level</b>	<b>3,618</b>		<b>3,618</b>
05 Parked after expiry of paid time	242	0	242
06 Parked without displaying valid pay and display ticket	1,238	0	1,238
07 Parked beyond expired time	-	0	-
22 Reparked in parking place before return time expired	9	0	9
24 Not parked within the markings of a bay or space	-	0	-
30 Parked longer than permitted in free parking place	2,129	0	2,129
<b>Higher level</b>	<b>7,540</b>	0	<b>7,540</b>
01 Parked in a restricted street during prescribed hours	4,613	0	4,613
02 No waiting/loading	758	0	758
16 Parked in a permit bay without a valid permit	16	0	16
21 Parked in a suspended bay/space	15	0	15
23 Parked in an area not designated for that vehicle	428	0	428
25 Parked in loading space during prescribed hours	258	0	258
26 Double parked	5	0	5
27 Dropped footway	56	0	56
40 Parked in a disabled bay without displaying badge	248	0	248
45 Parked in a taxi rank	347	0	347
47 Parked in a restricted bus stop/stand	116	0	116
48 Stopped in a restricted area outside a school	37	0	37
61 Commercial vehicle	616	0	616
99 Pedestrian crossing	27	0	27
<b>Off-Street</b>			
<b>Lower level</b>	0	<b>4,633</b>	<b>4,633</b>
80 Parked for longer than maximum period permitted	0	88	88
82 Pay and Display ticket expired	0	1,233	1,233
83 No ticket displayed	0	3,036	3,036
86 Parked beyond the bay markings	0	256	256
93 Parked in a car park when closed	0	20	20
<b>Higher level</b>	0	<b>414</b>	<b>414</b>
70 Parked in a loading area without reasonable excuse	0	38	38
81 Parked in a restricted area in a car park	0	23	23
85 Parked in permit bay without valid permit	0	62	62
87 Parked in a disabled bay without displaying badge	0	156	156
91 Parked in an area not designated for that vehicle	0	135	135

When all attempts by Parking Services to recover outstanding charges have failed, Dover District Council utilises the services of three Enforcement Agencies (previously referred to as bailiffs) to recover this money. This is at no cost to the Council and so is not a demand upon public money. 1,297 cases were passed to the Enforcement Agencies in 2017 – 2018, 610 more than the previous financial year. Prior to passing any cases to Enforcement Agencies, where possible we will endeavour to reach a compromise on payment, including accepting payment by instalments. However, where all reasonable attempts to seek repayment have failed, we will have no hesitation in passing cases on in order that we can properly recover money owing to the public purse.

The Enforcement Agencies utilised by Parking Services do not operate under contract, but under a Service Level Agreement, which is renewed annually.

Penalty Charge Notices are issued to foreign registered vehicles parked in contravention of the regulations within Dover district. Many of these are paid. However, in cases where payment is not made, Dover District Council utilises the services of a company specialising in the recovery of debts from abroad. In 2017 – 2018, 1,829 cases were passed to this collection agency, an increase of 864 on the previous reporting year. Of these, 128 payments were recovered, an increase of 60 on the previous year.

## STATISTICS

There were no cases of violence reported by Civil Enforcement Officers this reporting year compared to two the previous year. This continued decline in such incidents is clearly welcomed, and may well be accounted for by the introduction of Body Worn Video cameras.

Of the 16,205 Penalty Charge Notices issued during 2017 – 2018, 1,776 were subsequently cancelled or written off for a variety of reasons. It is important to stress that every case is treated individually and on its own merits and mitigating circumstances will always be considered. Along with other local authorities in Kent, Dover District Council has agreed and published its cancellation policy. This is in line with our aim to be open and transparent in parking matters. This policy and other parking related documents can be found at: -

[www.dover.gov.uk/parking/documents\\_policies.aspx](http://www.dover.gov.uk/parking/documents_policies.aspx)

The table below shows a breakdown of where PCNs were issued during 2017 – 2018:

	On-Street	Off-Street	Total
<b>Dover</b>	7,490	1,593	<b>9,083</b>
<b>Deal</b>	2,514	2,856	<b>5,370</b>
<b>Sandwich</b>	824	569	<b>1,393</b>
<b>Rural</b>	330	29	<b>359</b>
<b>Total</b>	<b>11,158</b>	<b>5,047</b>	<b>16,205</b>



## **APPEALS AND CHALLENGES**

Following the issue of a PCN, the vehicle owner may dispute its issue at three stages:

- An “informal challenge/representation” to the Local Authority prior to the issue of a Notice to Owner;
- Once a Notice to Owner has been issued, a formal representation to the Local Authority may be made; and
- If a formal representation is rejected the owner may appeal to an independent adjudicator at the Traffic Penalty Tribunal.

The process of considering challenges, representations and the defence of appeals is a legal process that requires officers dealing with these aspects to be trained in the relevant legislation and how to apply it. There must be a clear separation between the staff that decide on the issuing of PCN's and the staff that decide on representations. Within DDC, the issuing of PCN's is carried out by our own Civil Enforcement Officers, managed by a Parking Operations Manager and representations are considered by the Parking Administration staff managed by their own Manager to ensure that the required separation is in place.

28 formal representations were made to an independent adjudicator at the Traffic Penalty Tribunal during 2017 – 18. Of these, 10 were found in favour of DDC, 13 in favour of the appellant, 4 were not contested and 1 was not registered by the Adjudicator.

As referred to above, not all appeals go to an Adjudicator. During the year, 5,345 appeals and challenges were received by Parking Services. Of these, 1,592 resulted in the cancellation of the charge and the remainder were pursued for payment.

## INCOME AND EXPENDITURE

### Expenditure and Income in surface-paying car parks

	2017 - 2018
	£
Parking services administration	227,761.01
Grounds maintenance	37,733.11
Repair and maintenance	3,826.86
Utilities	2,638.64
Rents payable	43,427.10
Business rates	161,334.90
Equipment	17,127.55
Printing	7,959.80
Compensation Payments	904.00
Computer software maintenance	4,728.76
Computer link telephones	30.00
Subscriptions	2,570.50
Insurance	933.40
Bank charges	<b>21,542.16</b>
Agency payments	928.45
Publicity advert (not recruit)	2,934.88
Reimburse third party car parks	43,618.24
Reimburse RingGo fees collected	24,559.62
Central support costs	38,412.69
Capital Costs	260,749.50
Miscellaneous licence income	-16,365.42
Car park fee income	-1,470,063.02
Car park season tickets	-31,895.01
Penalty charge notices	-117,932.06
Builders permits	-6,261.93
Residents permits	-40,324.50
Rent income	-2,750.00
Wayleave rent income	-61,018.78
	<b>-842,889.55</b>
	<hr/>
Income	-1,746,610.72
Expenditure	376,797.97
Capital	16,253.00
Parking Services Administration	227,761.01
Central Service Administration	38,412.69
	<b>-842,889.55</b>
	<hr/>

## Expenditure in free car parks

	<b>2017 - 2018</b>
	<b>£</b>
Parking operations and enforcement	31,693.98
Repair and maintenance	8,526.50
Rents payable	1.00
Business rates	6,821.98
Subscriptions	1,594.25
Central support	12,182.31
Wayleave rent income	-45.83
	<b>63,226.34</b>
Expenditure	13,120.39
Parking Services Administration	34,146.13
Central Service Administration	10,072.14
Income	-95.83
	<b>54,790.68</b>

## Expenditure in multi-storey car park

	<b>2017 - 2018</b>
	<b>£</b>
Repair and maintenance	2.27
Rents payable	0.00
Business rates	4,289.10
Premises insurance	0.00
Central support	5,875.81
	<b>10,167.18</b>
Expenditure	4,291.37
Parking Services Administration	0
Central Service Administration	5,875.81
	<b>10,167.18</b>

Additional financial information, particularly in relation to on-street, can be found at

<http://www.dover.gov.uk/Transport,-Streets--Parking/Parking/Documents--Policies/Home.aspx>

## CIVIL ENFORCEMENT OFFICERS

Weekly briefings are held with all Civil Enforcement Officers during which they are updated with current legislation and regulations and informed of any particular issues. This ensures accurate, fair, transparent and consistent enforcement across the district.

In 2017/18 DDC had an establishment of 2 CEO supervisors and 11 Civil Enforcement Officers. We also employ two part-time Parking Assistants, whose role is to collect cash and undertake minor maintenance issues, freeing up the CEOs to undertake their enforcement role.

During this reporting year, we recruited to our full strength and for the majority of the year had few absences other than annual leave.

## TRANSPARENCY

Councils are required to publish annually the number of controlled parking spaces within their area. The table provides that information:

<b>CONTROLLED OFF-STREET SPACES</b>			
<b>TOWN</b>	<b>P&amp;D SPACES</b>	<b>DIS. SPACES</b>	<b>TOTAL</b>
<b>Dover</b>	691	26	<b>717</b>
<b>Deal</b>	960	46	<b>1006</b>
<b>Sandwich</b>	427	12	<b>439</b>
<b>Total</b>	<b>2078</b>	<b>84</b>	<b>2162</b>

<b>ESTIMATED CONTROLLED OFF-STREET SPACES</b>	
<b>TOWN</b>	<b>ESTIMATED SPACES</b>
<b>Dover</b>	352
<b>Deal</b>	1073
<b>Sandwich</b>	191
<b>Total</b>	<b>1616</b>

## CONTACT DETAILS

If you have any questions relating to any part of this report, please do not hesitate to contact Mr. Roger Walton, Director of Environment & Corporate Assets, via email at: [Roger.walton@dover.gov.uk](mailto:Roger.walton@dover.gov.uk).