



# Parking Services

## Annual Report

2009-2010

“ON THE

—RIGHT LINES”



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## 1. INTRODUCTION

- 1.1 Dover District Council took over responsibility for the enforcement of on-street parking regulations from Kent Police on 23 January 2001. This document reports on the performance of the Service from 1 April 2009 to 31 March 2010.
- 1.2 Parking in contravention of the parking regulations is no longer a criminal offence, although it is still an illegal act. The legislation under which the service operates are the Kent County Council (various roads, Dover District) (waiting restrictions and street parking places) Order March 2005 (with amendments), and the Dover District Council Off-Street Parking Places Order 2010. A copy of the off-street Order is available on our website - [www.dover.gov.uk/parking/documents\\_policies.aspx](http://www.dover.gov.uk/parking/documents_policies.aspx)
- 1.3 Dover District Council act as agents on behalf of Kent County Council for enforcement of parking restrictions on the roads throughout the district. Any surplus made from this part of the operation is ring-fenced, and must be used for transport, or environmental projects. A loss of £24,027 was made on street during 2009/10, following a surplus of £44,818 in 2008/9.
- 1.4 On 31 March 2008, new legislation was introduced -the Traffic Management Act 2004. Under this legislation, Parking Attendants became known as Civil Enforcement Officers (CEO), and there are higher and lower bands for penalty charge notices (£70 and £50 respectively). It is now also possible to post a penalty charge notice (PCN) to the registered owner or keeper of the vehicle, if a CEO has been prevented from issuing a PCN. More information on the Traffic Management Act 2004 is available on our website- [www.dover.gov.uk/parking/documents\\_policies.aspx](http://www.dover.gov.uk/parking/documents_policies.aspx)

## **2. Car Parks**

- 2.1 Dover District Council operates most of the car parks throughout the district. Somerfields and Sainsburys supermarkets in Deal, however, own their car parks, which are managed on their behalf by Dover District Council. This is also the case at Samphire Hoe, which is owned by Eurotunnel. A full list of the car parks operated by Dover District Council can be found on our website-  
[www.dover.gov.uk/parking/general\\_information/car\\_park\\_spaces.aspx](http://www.dover.gov.uk/parking/general_information/car_park_spaces.aspx)
- 2.2 Most car parks and roads in the district are free of charge to users on Sundays, but the following areas are pay and display on every day: -
- Camden Crescent car park, Dover
  - Beach Street car park, Deal
  - The Quay car park, Sandwich
  - The Seafront, Dover
  - Beach Street, Deal
- 2.3 Linear charging is available at most of our car parks, and on street. Linear charging is recognised as a fairer system for paying for parking, as, after a minimum charge for (typically) 40 minutes parking, customers pay by the minute for the time required. This eliminates the need for customers to have the correct change, or purchase parking by the hour, when a lesser time is required.
- 2.4 In June 2009, we introduced payment for parking using mobile phones at most of our car parks. This Service is currently provided by RingGo, and details are available on our website –  
[www.dover.gov.uk/parking/pay\\_by\\_phone.aspx](http://www.dover.gov.uk/parking/pay_by_phone.aspx)

### **3.Current Operation**

- 3.1 Parking Services operates from bases in Deal and Dover, and enforcement is carried out seven days a week including evenings. Seven beats cover the District- four in Dover, two in Deal and one in Sandwich and the rural areas from Monday- Saturday. Two Civil Enforcement Officers are on duty most evenings, and three are on duty on Sundays throughout the district.
  
- 3.2 The Administration Section is operational from 8am-5pm Monday- Friday. Whilst it is no longer possible for Parking Services to receive visitors, enquiries can be made in person at the Council Offices at Whitfield, The Gateway in Castle Street, Dover, the Health Centre at Queen's Road in Aylesham, The Library in Deal and The Guildhall in Sandwich. Opening days and times are available on our website [www.dover.gov.uk](http://www.dover.gov.uk)
  
- 3.3 Drivers who have been issued with a Penalty Charge Notice (PCN) are able to appeal or pay a penalty charge on-line, and to access any evidence (such as photographs) that may have been taken at the time of the parking contravention. An informed decision can then be taken whether to appeal or not against a charge. Details on how to use this Service are shown on the PCN.

### **4. Penalty Charge Notices (PCN'S)**

- 4.1 In the financial year 2009/10, 15,741 Penalty Charge Notices were issued, - 9,637 on street, and 6,104 in car parks. This figure is 2,035 less than in 2008/9.

The table below shows the reasons that Penalty Charge Notices were issued throughout the year.

	<b>On Street</b>	<b>Off Street</b>	<b>Total</b>
<b>2009/2010</b>	9,637	6,104	15,741
<b>All Contraventions</b>	9,637	6,104	15,741
<b>On Street</b>	9,637	0	9,637
<b>Lower Level</b>	4,896	0	4,896
05 Expired Time	517	0	517
06 No Valid Ticket	1,788	0	1,788
07 Beyond Expired Time	14	0	14
09 Extend Time Paid	3	0	3
22 Reparked within 2 hour	90	0	90
24 Not Parked Correctly	1	0	1
30 Free Parking Place	2,483	0	2,483
<b>On Street</b>			
<b>Higher Level</b>	4,741	0	4,741
01 In a Restricted Street	2,985	0	2,985
02 No Waiting/Loading	577	0	577
16 Permit Bay	12	0	12
21 Suspended Bay/Space	15	0	15
23 Area Not Designated	179	0	179
25 Loading Bay	79	0	79
40 Disabled	210	0	210
45 Taxi Rank	359	0	359
47 Bus Stop/Stand	37	0	37
48 Outside a School	13	0	13
61 Commercial Vehicle	275	0	275
<b>Off Street (car parks)</b>	0	6,104	6,099
<b>Lower Level</b>	0	5,656	5,656
80 Period Exceeded	0	87	87
82 Expired Ticket	0	1,816	1,816
83 No Ticket Displayed	0	3,498	3,498
86 Incorrectly parked	0	228	228
90 No Return in 1 Hour	0	1	1
93 Car Park Closed	0	26	26
<b>Off Street (car parks)</b>			
<b>Higher Level</b>	0	442	442
70 Loading\Unloading Area	0	9	9
81 In Restricted Area	0	28	28
85 In Permit Bay	0	54	54
87 In Disabled Bay	0	216	216
91 Class Prohibited	0	135	135

4.2 When all attempts to recover outstanding charges have failed, Dover District Council employs bailiffs, at no cost to the Authority, to obtain the charges due to the public purse on our behalf. 779 cases were despatched on an equal basis to three firms of Court Enforcement Officers in 2009/10, which is 359 less than in 2008/9. It is regrettable that this course of action becomes necessary, and it is only taken when all other attempts to collect this public money have failed.

## **5. Statistics**

5.1 6,391 items of mail, (excluding e-mails) were received at the Parking Services office throughout the year. In total, mail received and sent from the Parking Services Office during the year amounted to 17,299 – 11,006 of these were for Contraventions committed at the lower charge, and 6,293 related to PCN's issued at the higher charge.

5.2 Civil Enforcement Officers experienced 13 cases of violence against them that were serious enough to document through the Council's Violence at Work procedure. This was an increase of 2 on the previous year.

5.3 2,418 of the 15,741 Penalty Charge Notices issued during 2009/10 were subsequently cancelled for a variety of reasons. Each case rests on its own merit and mitigating circumstances will be taken into account. Along with most other local Authorities in Kent, Dover District Council has taken the unusual step of publishing its cancellation policy. Parking Services is striving to become more open and transparent, and our cancellation policy, together our Enforcement Policy and our Customer Charter can be viewed at [www.dover.gov.uk/parking/documents\\_policies.aspx](http://www.dover.gov.uk/parking/documents_policies.aspx).

- 5.4 Civil Enforcement Officers report all untaxed vehicles that are observed during the course of their patrols to the DVLA. During 2009/10, 153 vehicles were reported seen without a valid tax disc in Dover, 75 in Deal, and 30 in Sandwich and the rural areas. This action is undertaken at the request of the DVLA, who have stated that action is taken against all cases reported to them.
- 5.5 The table below shows the breakdown of penalty charge notices, issued by town, and whether these were issued On- Street, or in a car park during the year.

	On Street	Off Street	All Contraventions
All Contraventions. Deal	2,442	2,938	5,379
All Contraventions. Dover	6,146	2,463	8,609
All Contraventions. Rural Areas	233	4	237
All Contraventions. Sandwich	816	699	1,515
All Contraventions. All Places	9637	6104	15741



## **6. Appeals and challenges**

- 6.1 All members of the public have recourse to appeal to an independent adjudicator if they wish to challenge a decision made by Parking Services about a particular Penalty Charge Notice. Seventeen representations were made to the Traffic Penalty Tribunal over the year, and seven of these were found in favour of the Council. Six were found in favour of the Appellant, and four were not contested. Details of the Adjudication Service, which is operated independently of the Council, may be found at [www.trafficpenaltytribunal.gov.uk](http://www.trafficpenaltytribunal.gov.uk)
- 6.2 Not all appeals go to the parking Adjudicator. During the year, Parking Services received 4,568 appeals and challenges. Of these, 2,418 resulted in the cancellation of the charge, whilst the remainder were pursued for payment.

## 7. Income and Expenditure

### 7.1 On Street Income and Expenditure

	<b>2009/10</b>
<b>Account description</b>	<b>£</b>
DIV EMPLOY-PARKING SERVS ADMIN	87,401.37
DIV EMPLOY-PARKING OPS & ENFMT	228,194.96
DIV EMPLOY-PROJECTS & TRANSP'T	64,231.33
GENERAL REPAIRS & MAINTENANCE	-
GROUNDS MAINTENANCE-ROUTINE	29,150.00
GROUNDS M/CE-NOT CENTRAL POT	2,251.94
ELECTRICITY	75.00
CLEANING OF BUILDINGS	-
TMA IMPLEMENTATION COSTS	-
EQUIPMENT-MAINTENANCE	7,356.93
EQUIPMENT-PURCHASE	1,242.80
PRINTING FROM EXTERNAL PRINTER	4,941.18
COMPUTER SOFTWARE MAINTENANCE	10,000.00
COMPUTER LINK TELEPHONES	3,092.19
INSURANCE-NOT VEHICLES OR BLDG	196.51
AGENCY PAYMENTS (EKHA ETC)	274.90
CENTRAL SUP-DDC @ YOUR SERVICE	38,500.00
CENTRAL SUPPORT-ACCOUNTANCY	1,350.00
CENTRAL SUPPORT-INTERNAL AUDIT	580.00
CENTRAL SUPP-PROPERTY SERVICES	224.00
CENTRAL SUP-PROCUREMENT & CREDITS	1,330.00
CENTRAL SUP-CORP INCOME COLLEC	2,530.00
CENTRAL SUPP-MAISON DIEU PREMS	2,600.00
DIV OHEAD-PARKING SERVS ADMIN	55,048.51
DIV OHEAD-PARKING OPS & ENFCMT	45,101.93
DIV OHEAD-PROJECTS & TRANSP'T	31,919.22
CAR PARK FEE INCOME	-303,882.70
PREPAID CAR PARK FEES	- 292.23
CAR PARK SEASON TICKETS	- 6,600.17
PENALTY CHARGE NOTICES	-219,056.87
BUILDERS PERMITS	- 8,064.66
DISABLED BAYS	- 635.00
RESIDENTS PERMITS	- 54,218.48
ACCESS HIGHLIGHT MARKINGS	- 815.00
	<b>24,027.66</b>
Income	-593,565.11
Expenditure	58,581.45
Parking Service Administration	415,746.77
Central Service Administration	143,264.55
	<b>24,027.66</b>

## 7.2 Expenditure & Income in surface-paying car parks

<b>K4010</b>	<b>2009/10</b>
<b>Account description</b>	<b>£</b>
DIV EMPLOY-PARKING SERVS ADMIN	37,460.00
DIV EMPLOY-PARKING OPS & ENFMT	118,960.00
DIV EMPLOY-CARELINE TRADING	-
GENERAL REPAIRS & MAINTENANCE	20,384.54
BUILDINGS-VANDALISM	-
VANDALISM OF PLANT	1,122.75
GROUNDS MAINTENANCE-ROUTINE	9,784.17
REMOVAL OF GYPSIES	-
ELECTRICITY	2,337.58
SEWERAGE AND ENV SERVICES	380.72
RENTS PAYABLE	27,498.13
BUSINESS RATES NNDR	153,406.67
PREMISES INSURANCE	-
EQUIPMENT-MAINTENANCE	16,481.22
EQUIPMENT-PURCHASE	1,574.75
EQUIPMENT-LEASE COSTS	8,430.86
PRINTING FROM PRINT UNIT	100.75
PRINTING FROM EXTERNAL PRINTER	19,318.97
COMPUTER SOFTWARE MAINTENANCE	6,015.06
COMPUTER LINK TELEPHONES	4,744.52
SUBSCRIPTIONS	2,900.00
INSURANCE-NOT VEHICLES OR BLDG	872.89
AGENCY PAYMENTS (EKHA ETC)	278.90
PUBLICITY ADVERT(NOT RECRUIT)	1,248.21
LICENCES-NOT VEHICLES	-
RE-IMBURSE 3RD PARTY CAR PARKS	199,756.48
REIMBURSE RINGO FEES COLLECTED	376.05
CENTRAL SUP-DDC @ YOUR SERVICE	45,960.00
CENTRAL SUPPORT-ACCOUNTANCY	4,220.00
CENTRAL SUPPORT-INTERNAL AUDIT	1,360.00
CENTRAL SUPPORT-LEGAL	1,760.00
CENTRAL SUPP-PROPERTY SERVICES	13,303.38
CENTRAL SUP-PROCUREMENT & CREDITS	3,040.00

CENTRAL SUP-CORP INCOME COLLEC	3,090.00
CENTRAL SUPP-MAISON DIEU PREMS	2,170.00
DIV OHEAD-PARKING SERVS ADMIN	23,590.00
DIV OHEAD-PARKING OPS & ENFCMT	23,500.00
DIV OHEAD-CARELINE TRADING	-
DEPRECIATION-BUILDINGS	112.95
LEGAL FEES RECEIVABLE	- 1,500.00
MISCELLANEOUS LICENCE INCOME	- 14,473.56
CAR PARK FEE INCOME	- 1,306,278.58
PREPAID CAR PARK FEES	59.34
CAR PARK SEASON TICKETS	- 76,020.37
PENALTY CHARGE NOTICES	- 119,310.34
BUILDERS PERMITS	- 321.39
RESIDENTS PERMITS	- 37,778.09
WAYLEAVE RENT INCOME	- 49,710.72
PRIOR YEAR INCOME	-
	<hr/>
	- <b>849,794.16</b>
Income	- 1,605,333.71
Expenditure	276,880.69
3rd party Refunds	200,132.53
Capital costs	112.95
Parking Service Administration	203,510.00
Central Service Administration	74,903.38
	<hr/>
	- <b>849,794.16</b>

## 7.4 Expenditure in free car parks

	<b>2009/10</b>
<b>Account description</b>	<b>£</b>
DIV EMPLOY-PARKING OPS & ENFMT	16,720.00
GENERAL REPAIRS & MAINTENANCE	2,481.73
GROUNDS MAINTENANCE-ROUTINE	2,341.74
RENTS PAYABLE	1.00
BUSINESS RATES NNDR	5,650.26
PREMISES INSURANCE	-
EQUIPMENT-PURCHASE	636.77
SUBSCRIPTIONS	1,520.00
CENTRAL SUPPORT-ACCOUNTANCY	430.00
CENTRAL SUPP-PROPERTY SERVICES	2,579.38
CENTRAL SUP-PROCUREMENT & CREDITS	470.00
CENTRAL SUPP-MAISON DIEU PREMS	870.00
DIV OHEAD-PARKING OPS & ENFCMT	3,300.00
	<hr/> <b>37,000.88</b> <hr/>

Income	
Expenditure	12,631.50
3rd party Refunds	
Capital costs	
Parking Service Administration	20,020.00
Central Service Administration	4,349.38
	<hr/> <b>37,000.88</b> <hr/>

7.5 Expenditure- Multi Storey Car Park

<b>Account description</b>	<b>2009/10</b>
	<b>£</b>
DIV EMPLOY-PARKING OPS & ENFMT	-
GENERAL REPAIRS & MAINTENANCE	592.90
GROUNDS MAINTENANCE-ROUTINE	-
ELECTRICITY	1,312.96
WATER CHARGES-METERED	40.68
SEWERAGE AND ENV SERVICES	46.67
RENTS PAYABLE	22,500.00
BUSINESS RATES NNDR	-
PREMISES INSURANCE	7,420.33
CENTRAL SUPPORT-ACCOUNTANCY	430.00
DIV OHEAD-PARKING OPS & ENFCMT	-
CAR PARK SEASON TICKETS	-
PENALTY CHARGE NOTICES	-
	<b><u>32,343.54</u></b>

Income	
Expenditure	31,913.54
3rd party Refunds	
Capital costs	
Parking Service Administration	
Central Service Administration	430.00
	<b><u>32,343.54</u></b>

## 8. Training

- 8.1 Regular briefings are held with all Civil Enforcement Officers in order to ensure that enforcement throughout the district is accurate, fair, transparent and consistent.
- 8.2 It takes around six months to fully train a Civil Enforcement Officer, who will walk up to ten miles in a day. All staff are formally trained to NVQ standards by an outside trainer, as well as accompanying a more experienced member of staff in the early days. Three new members of staff joined the Team in 2009.



## 9. Safer Parking

- 9.1 The total Safer Parking awards in the Dover District amount to 37 – 93% of the total car parks owned or managed by Dover District Council.
- 9.2 These awards are given to car parks that have very low crime rates, and when good management practices have been demonstrated. Accredited assessors from Kent Police and the British Parking Association inspect car parks, and more information on this scheme is available on the British Parking Association's website – [www.britishparking.co.uk](http://www.britishparking.co.uk). All car parks that have been accredited with the Park Mark® are listed on the safer parking website - [www.saferparking.com](http://www.saferparking.com)

## 10. The Future

- 10.1 Software has been installed that will enable citizens to apply for permits on-line. In certain cases, this transaction will be 100% electronic. The system is currently under test, and it is anticipated that it will become live late in 2010.
- 10.2 It is anticipated that payments for PCN's will be enabled in Post Offices in 2010. It is understood that Dover will be the first Authority Nationally to offer payment in this way.



If you have any questions relating to any part of this report, please do not hesitate to contact Dianne Hopper, Parking Services and CCTV Manager on 01304 216860 or e-mail on [diannehopper@dover.gov.uk](mailto:diannehopper@dover.gov.uk).



