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# DOVER DISTRICT COUNCIL DISTRICT COUNCIL Parking Services

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## ANNUAL REPORT 2018-2019



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## Local Context

The Dover District is situated in the East Kent peninsular at the extreme east of the south-east region and at the narrowest point of the English Channel. Its location means that the district is at the centre of travel to and from continental Europe but, on the edge of domestic economic activity. The Dover District covers an area of 31,484 hectares (123 sq. miles), with a coastline of around 20 miles. The district contains two urban areas, a market town and a large rural area made up of dozens of villages and smaller settlements.

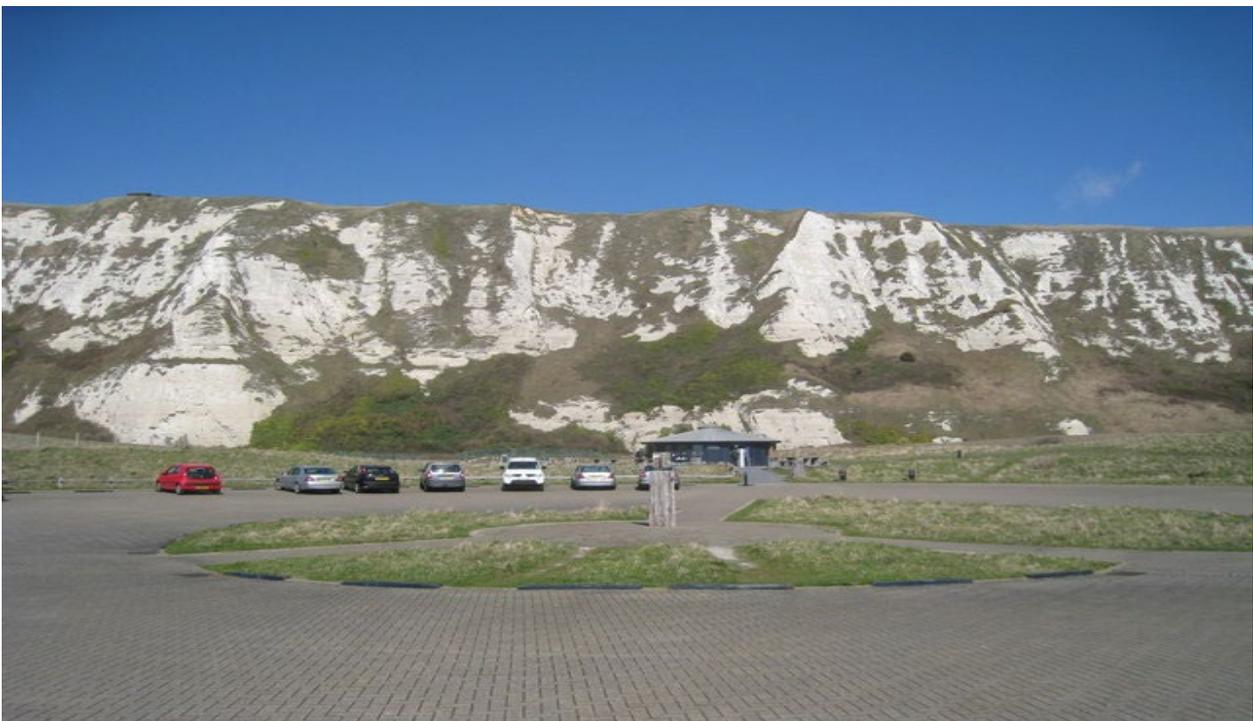
The district is connected to the main highways network by the M20/A20 and M2/A2 corridors, which provide a direct link to London. High-speed rail links also connect Dover, Deal and Sandwich to London and the wider rail network.

Keeping traffic moving is pivotal to Dover District Council's success, with the aim to ensure that Dover District is accessible to all, with places to safely stop without obstructing other road users. Effective traffic management is reliant on the placing of various restrictions including those on speed and parking. Limited waiting, pay and display, resident parking and no waiting restrictions are used to manage parking within the district's towns.

Parking Enforcement strategy is about creating a safer environment which has an impact on the reduction of accidents.

2018-19 Dover District Council managed and operated:

- 27 chargeable Car Parks providing 1,549 chargeable bays, 106 disabled bays and 23 motorcycle bays
- 16 Free Car Parks providing 795 parking bays



## Overview

Dover District Council is responsible for the enforcement of parking regulations both on and off street; the on-street enforcement is carried out by the Council; however, this is on behalf of Kent County Council who is the highway authority throughout Kent.

All parking enforcement activities are carried out in line with the legislative requirements as set out in the Traffic Management Act 2004 (part 6). This legislation was implemented on 31<sup>st</sup> March 2008 and enabled additional enforcement activities to be introduced i.e., serving Penalty Charge Notices via post, utilising approved devices, enforcing dropped kerbs, double parking and footway parking, this also provided local authorities with an opportunity to review their parking enforcement operations. The overarching aim of the Traffic Management Act 2004 is to obtain 100% compliance.

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

To ensure the above Dover District Council prioritises its on-street enforcement around five key areas:

- Road safety; making Dover District Council a safer place, to drive, walk or cycle
- Reducing congestion;
- Ensuring the road network is moving;
- Managing kerbside parking provisions; and
- Ensuring designated disabled bays are used only by a Blue Badge holder

The Council's parking strategy is to provide a clear framework for effective parking management throughout the authority whilst clearly prioritising the needs of the community and environment.

We aim to improve 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 for all Parking Service Officers and Civil Enforcement Officers (CEO's)
- Supporting effective parking management;
- Meeting environmental objectives;
- Co-ordinating and being compatible with neighbouring authorities; and
- Ensuring that the needs of personal users, disabled people, motorcycles, buses, taxis, coaches and local business are considered.

## Parking Enforcement

Parking enforcement is carried out under the Traffic Management Act 2004 with Civil Enforcement Officers (CEO's) issuing Penalty Charge Notices. CEO's patrol both on street and within all car parks managed by Dover District Council.

All CEO Officers receive formal training and are fully qualified 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; and
- The general environment to improve by providing a more environmentally efficient transport system in terms of reducing congestion.

### Double Yellow Lines

Double yellow lines mean no waiting at any time; unless there are signs that specifically indicate seasonal restrictions. They were first introduced in the UK by Section 51 of the Road Traffic Act 1960 (repealed in 1972 and replaced by later legislation).

During this financial year, Dover District Council issued 4,207 PCN's to vehicles parked in contravention of the double yellow line restriction. 3,148 in Dover, 694 in Deal, 200 in Sandwich and 165 in surrounding rural areas.



## PCN Charges

PCN's for both on and off-street are set by the Secretary of State, to ensure that charges are consistent.

PCN's 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 £8 is added; and
- If Enforcement Agents are instructed to recover the debt, enforcement charges are also payable.

We process PCN's 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 lent my car to a friend and they won't pay the PCN...
- There was nowhere else to park...

PCN's can be paid either online, in cash at an Area Office 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.

## Service Initiatives

### Body Worn Cameras

There are occasions when CEO's face verbal, and in some extreme cases, physical abuse whilst carrying out their duties, the officers can also find themselves the target of malicious complaints. The parking industry has introduced the use of body worn cameras to provide evidence of any altercations the officers may be subjected to and to also support their conduct when a complaint requires further investigations.



Following assessment, the CEO Officers utilise Pinnacle 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 device can prevent matters escalating to physical violence or assisting in criminal proceedings with the use of captured evidence. It has been observed that the use of BWV has acted as a deterrent in moderating aggressive behavior.

## Cashless Parking

Cashless parking was initially installed in 2011 throughout the authority; Dover District Council awarded the new cashless parking system contract to RingGo which was a very successful migration. This cashless option has assisted customers by providing an additional payment option and negates the need to find the correct change for a pay and display machine. Users can also benefit from text alerts to notify them when the parking time is due to expire whilst also providing the option to extend their stay.

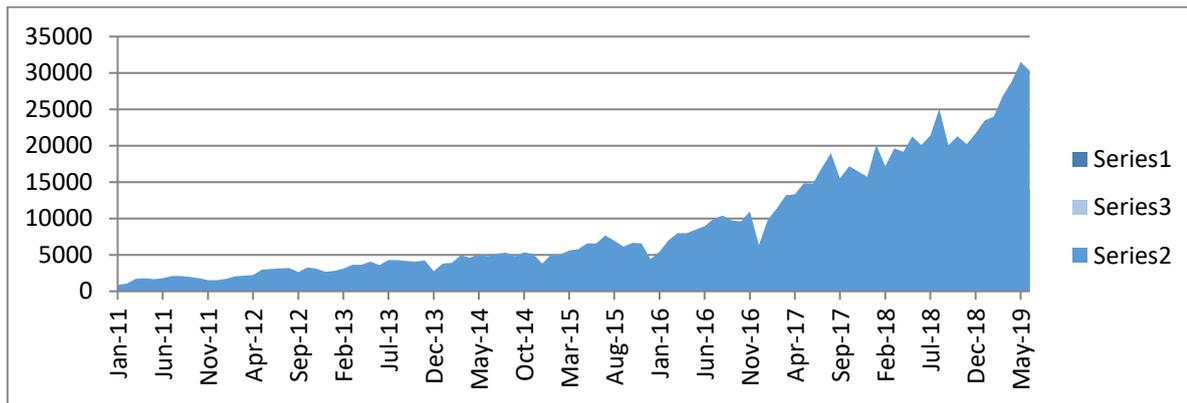


We are continually reviewing customer usage of the cashless payment model to ascertain the general shift from paying by cash to cashless. Pay and display equipment is expensive to buy, run and maintain and as part of our ongoing review of customers opting to pay by phone we are hopeful that in the long term we may be in a position to reduce the number of pay & display machines we have sited throughout the authority.

RingGo are aiming to implement the following to assist the customers even further:-

- Quick and easy login – using touch or Face ID
- Quick Park – set up regular parking sessions, especially handy for commuters allowing one click for saved favourite parking locations and duration
- Redesign – update the user interface for RingGo registration

Improvements to the cashless parking system has seen a positive trend month on month for customers opting to use the RingGo app rather than using the traditional pay & display machines and a year-on-year increase can be seen in the table below.



## Parking & Recovery Statistics

Penalties Issued	2018-2019
Total number of PCN issued	13,886
Number of PCN's issued on street	10,467
Number of PCN's issued off-street	3,419
Number of Cancelled PCN's	1,045

Off Street Contraventions	
Total Number of PCN's Issued	3,419
Total Number of Tickets with Payments	2,195
Percentage of Tickets with Payments	64.20%
Average Income Received per PCN	£38.63

On Street Contraventions	
Total Number of PCN's Issued in The Period	10,467
Total Number of Tickets with Payments	6,177
Percentage of Tickets with Payments	59.01%
Average Income Received per PCN	£16.00

PCN Issue & Payments	
No. of Higher Level PCN's issued	6,922
No. of Lower Level PCN's issued	6,964
No. of PCN's Paid at Discount Rate	6,392
No. of PCN's Paid at Non-Discount Rate	1,980
<b>TOTAL PAID</b>	<b>8,372</b>

Appeals	
No. of PCN's Challenged (Statutory & Other)	2,766
No. of PCN's Cancelled as a result of successful challenge	1,045
No. of PCN's Written-Off for Other Reasons	679

## 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 2018-2019, please see the tables below for Dover District Council's financial performance:

### **Expenditure and Income Totals for On & Off-Street**

	<b>2018 - 2019</b>
Parking services administration	£
Grounds maintenance	855,678.99
Repair and maintenance	35,600.81
Utilities	32,690.17
Rents payable	1,978.33
Business rates	40,123.52
Equipment	176,471.80
Printing	50,566.43
Legal Fees	8,348.96
Computer software maintenance	750.00
Subscriptions	11,353.38
Insurance	888.00
Bank charges	1,236.39
Agency payments	30,581.10
Publicity advert (not recruit)	10,988.98
Reimburse third party car parks	471.84
Reimburse RingGo fees collected	39,571.21
Central support costs	32,752.16
Capital Costs	69,478.87
Write Offs	21,771.50
Miscellaneous license income	55.00
Car park fee income	-12,111.44
Car park season tickets	-1,730,717.59
Penalty charge notices	-57,261.03
Restriction suspensions	-304,477.14
Residents permits	-16,710.23
Rent income	-138,433.54
Visitor Permits	-2,750.00
Wayleave rent income	-5,550.33
	-21,572.08

#### **Total On and Off-Street**

**-868,225.94**

#### **On and Off-Street Summary**

Income	-2,289,583.38
Expenditure	1,421,357.44

#### **Total**

**-868,225.94**

## Expenditure and Income On-Street

2018 - 2019

£

Parking services administration	587,079.34
Repair and maintenance	28,553.02
Equipment	21,636.34
Printing	2,987.45
Insurance	317.81
Bank charges	6,502.88
Agency payments	4,740.76
Publicity advert (not recruit)	30.03
Reimburse third party car parks	7,109.17
Central support costs	25,912.79
Write Offs	55.00
Car park fee income	-352,510.60
Car park season tickets	-3723
Penalty charge notices	-172,398.48
Restriction suspensions	-11,684.86
Residents permits	-99,880.55
Visitor Permits	-5550.33

**Total**

**39,176.49**

### **On-Street Summary**

Income	-645,748.10
Expenditure	684,924.59

**Total**

**39,176.49**

## Expenditure and Income Off-Street

	<b>2018- 2019</b>
	<b>£</b>
Parking Services Admin	268,599.65
Grounds Maintenance	35,600.81
Repair and Maintenance	4,137.15
Utilities	1,978.33
Rents Payable	40,123.52
Business Rates	176,471.80
Insurance	918.58
Equipment Costs	28,930.09
Printing from External Printer	5,361.51
Legal Fees	750.00
Computer Software Maintenance	11,353.38
Subscriptions	888.00
Bank Charges	24,078.22
Agency Payments	6,248.22
Publicity Advert (Not Recruit)	441.81
Reimburse 3rd Party Car Parks	32,462.04
Reimburse Ringo Fees Collected	32,752.16
Central Support Costs	43,566.08
Capital Costs	21,771.50
Miscellaneous Licence Income	-12,111.44
Car Park Fee Income	-1,378,206.99
Car Park Season Tickets	-53,537.75
Penalty Charge Notices	-132,078.66
Restriction Suspensions	-5,025.37
Residents Permits	-38,552.99
Rent Income	-2,750.00
Wayleave Rent Income	-21,572.08
<b>Total</b>	<b>-907,402.43</b>
<b>Off-Street Summary</b>	
Income	-1,643,835.28
Expenditure	736,432.85
<b>Total</b>	<b>-907,402.43</b>

## Expenditure in Free Car Parks

	<b>2018 - 2019</b>
	<b>£</b>
Parking operations and enforcement	35,330.07
Repair and maintenance	11,955.61
Rents payable	1.00
Business rates	7,284.05
Central support	14,758.99
Wayleave rent income	-100.00
<b>Total</b>	<b>69,229.72</b>
<b>Free Car Park Summary</b>	
Income	-100.00
Expenditure	69329.72
<b>Total</b>	<b>69,429.72</b>

Pay & Display revenue is divided into On-Street and Off-Street, On-Street revenue surplus is legally ring-fenced for reinvesting back into the highway network or for providing transport initiatives / services. Off Street revenue surplus is directed back into the Council's general fund.

The primary reason for implementing parking charges is to manage demand at various locations, this can result in revenue being generated for the Council, at Dover District Council any surplus is reinvested into the Councils car parks, implementation of new resident parking schemes and other essential services that are required by our local residents, 2018/2019 the On-Street parking account was in deficit of £39,176.

Dover District Council always remain committed to ensuring a high quality parking service is provided by resurfacing car parks, implementing new parking schemes, ensuring Pay & Display facilities are available and in good working order, managing the Councils car parks to a high standard and ensuring adequate parking enforcement is fairly distributed.

## Key Contacts and Further Information

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

General enquiries concerning parking issues may be made by email or telephone however Dover District Council cannot accept challenges or representations made by telephone. The Dover District Council Parking Services telephone number for general enquiries is 01304 821199. Parking enquiries can be emailed to: [parking@dover.gov.uk](mailto:parking@dover.gov.uk)

Alternatively, a letter can be sent to:

Dover District Council, Parking Services, White Cliffs Business Park, Honeywood Close,  
Dover, CT16 3PJ.

To view or pay a Penalty Charge Notice:

<https://parking.dover.gov.uk/3scuserservices/default.aspx>

Other useful contacts:

Traffic Penalty Tribunal:

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

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

- <https://www.patrol-uk.info/contravention-codes>

## Parking Spaces - Summary

Total managed parking spaces	Off-Street	Chargeable	1,549
		Non-Chargeable	129
	On-Street	Chargeable	394
		Non-Chargeable	1,633
Total length of yellow lines (km)			710 metre increase from last year

Dover District Council  
Parking Services Structure

