

# 2017/18

## Dorset County Council Parking Services ~ Annual Report



## **1. Background**

1. Where Local Authorities have taken up Civil Parking Enforcement (CPE) powers, they are required to submit a statistical return to the Department for Transport (DfT) at the end of each financial year. The data relates to parking related activities and Penalty Charge Notices (PCNs) issued during the financial year 2017/18.
2. This is the ninth CPE Annual Report for Dorset County Council. Prior to the implementation of TMA 2004 on 31/03/2008, there was no requirement for local authorities to report on their CPE operation. This is now mandatory and the report must include a financial account.

## **2. Information**

1. For comparison purposes, and where available, the Annual Report includes statistics from the previous two financial years (2015/16 and 2016/17).
2. The Annual Report deals with the following issues :
  - Introduction, setting out the background and purpose of Civil Parking Enforcement (CPE).
  - Parking Information with links to other parking websites and the Council Parking Policy.
  - Enforcement.
  - Challenges and Appeals
  - Bailiffs and Recovery
  - Permitted Parking
  - Parking for Blue Badge Holders
  - Operational Statistics
  - Operational and Financial Statistics
  - Parking Accounts
  - Conclusion

## **3. Summary**

1. The Traffic Management Act requires that the Council take measures in order to achieve self-financing status for the Parking Service so as not to place a burden upon the public purse.
2. On-street Pay & Display parking is currently available in Weymouth, Dorchester, Blandford and Wareham, and was introduced at Swanage in 2013. It must be remembered that on-street parking should not be considered as an income resource, but is one of the many tools used within traffic engineering for pro-active management of the highway.
3. The Parking Service is regularly reviewed to ensure it provides value for money and efficiency savings are implemented where possible.

4. Should there be any surplus revenue generated, it will be allocated as determined within the Road Traffic Regulation Act 1984 s.55 to Environmental or Highways related schemes such as Park & Ride and Pay and Display.

Simon Gledhill  
Network Traffic Manager    November 2018



## Civil Parking Enforcement Annual Report ~ 2017/18

### 1. Introduction

1. Dorset County Council (the County Council) has been operating **Civil Parking Enforcement or CPE** across its six District Areas since July 2002. Dorset County Council is directly responsible for on street parking in East Dorset, North Dorset, Purbeck, West Dorset, the Borough of Christchurch and the Borough of Weymouth and Portland. In addition, Dorset County Council enforces parking regulations in off street car parks on behalf of Purbeck District Council (PDC) and Wareham Town Council (WTC).
2. The **purpose of parking enforcement** is to prevent obstructions in order to reduce traffic congestion and improve the safety of all road users. It encourages compliance with the parking regulations and allows effective management of the on-street parking stock. Enforcement is reviewed regularly to meet demands from the Police, local councils and residents. Increased enforcement in problem areas does increase the number of Penalty Charge Notices (PCNs) issued in those areas but this is balanced out by other areas of Dorset where compliance has improved.



***Parked in a bus stop area***

The benefits of controlled parking and waiting restrictions include:

- Protect visibility at junctions and pedestrian crossings
  - Improve road safety outside or near schools
  - Increase the turnover of short stay spaces in town centres for economic reasons
  - Prevent long term parking around local shops
  - Maintain bus route and bus bay access at all times
  - Control the loading and unloading of vehicles
  - Prevent parking on bends, narrow roads and junctions
  - Clear areas suffering from heavy congestion
  - Allow trades-persons to park where they need to access their vehicles.
3. Dorset is a rural county which attracts many tourists to attractive towns and villages and to its coastline. Residents, businesses, shoppers, commuters and visitors have different parking needs and parking enforcement is required for the benefit of all road users. These needs are reviewed

from time to time and some changes are implemented under new Traffic Regulation Orders (TROs) following consultation with the Police, Emergency Services, Elected Members, relevant District, Town and Parish Councils. Public consultation is carried out via notices in the press and on street together with letter drops to local residents and/or businesses as appropriate. Traffic Regulation Orders fall within the remit of the County Council Traffic Manager, with the enforcement being carried out by Parking Services.

4. Parking enforcement has a key part to play in achieving traffic management objectives. It encourages compliance with parking regulations and links in with transport strategies and the Council's corporate priorities.
5. The County Council Parking Service aims to increase public satisfaction with timely and efficient enforcement whilst providing value for money. It is financed from penalty charges, permits and Pay & Display income. The objective is to achieve a self-financing service that is not a burden on the public purse whilst maintaining the quality and efficiency of a comprehensive parking operation to include civil enforcement and statutory appeals.
6. Parking enforcement contributes to road safety which is a primary concern for the Council. The Traffic Safety Team's priorities are to:
  - Meet casualty reduction targets
  - Continue to work with all partners to deliver the "no excuse" enforcement/publicity initiative
  - Ensure a smarter evidence led approach to casualty reduction
  - Ensure strong partnership working delivers a co-ordinated programme of education, enforcement and engineering initiatives
  - Focus on specific high-risk road user groups such as motorcyclists, younger and older drivers and business drivers
  - Focus on a route analysis and treatment approach for the highest risk routes
  - Develop a sound methodology for prioritising route management schemes
  - Ensure efficient and effective management and delivery of the School Crossing Patrol Service
  - Enable opportunities for as many drivers as possible to undertake driver refresher sessions
  - Enable regular deployment of Speed Indicating Devices.

## **2. Parking Information:**

1. Parking information is available to the public on the Council Website at [www.dorsetforyou.com/](http://www.dorsetforyou.com/) with links to neighbouring Local Authorities, DVLA, the Traffic Penalty Tribunal and the Department for Transport (DfT). The Council's Parking Policy can also be found on the website at [www.dorsetforyou.com/parking/](http://www.dorsetforyou.com/parking/)
2. More information about parking regulations and what to do if one receives a PCN can be found at [www.patrol-uk.info](http://www.patrol-uk.info) .
3. The Council email address for parking enquiries and appeals is [parking@dorsetcc.gov.uk](mailto:parking@dorsetcc.gov.uk) and the telephone number 01305 228110. The Parking Office is open from 9am to 4:30pm, Monday to Thursday, 9am to 3:30pm Friday, excluding Bank Holidays.

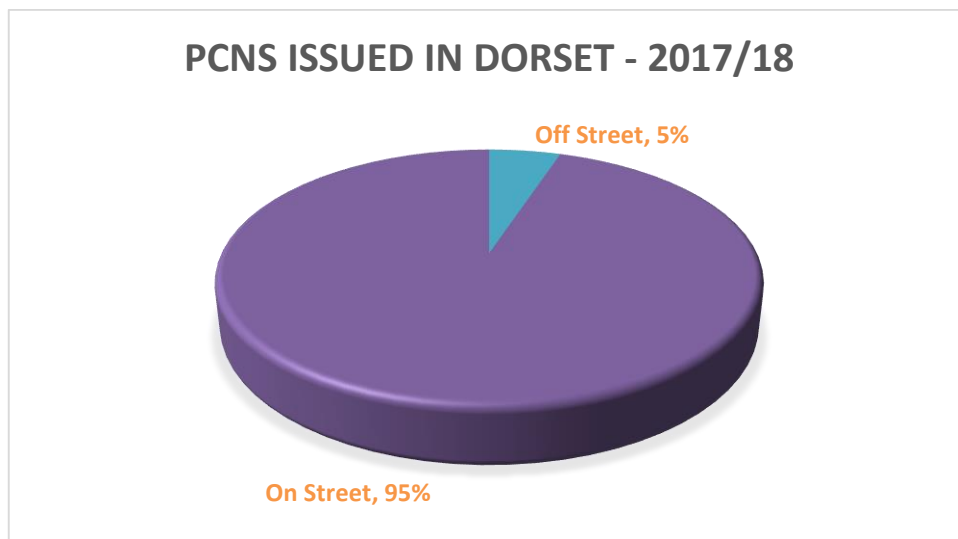
## **3. Enforcement :**

1. Uniformed Civil Enforcement Officers or CEOs (formerly known as Traffic Wardens or Parking Attendants) enforce the parking regulations as set out in the Traffic Management Act 2004 (TMA) and the TROs. Parking Services staff are City & Guilds qualified and carry out their duties as set out in the TMA statutory guidelines, the Department for Transport Operational Guidance to Local

Authorities: Parking Policy and Enforcement and instructions issued by the Council. Part 1 of the Council's Parking Policy published on the Council Website is the "Enforcement Practice Guide". It sets out the enforcement procedures CEOs are expected to follow in the course of their duties. In addition to their professional qualifications, CEOs undertake First Aid, Health & Safety and Driver Development training. CEOs are permanent members of the County Council staff, are not set targets and they are not paid bonuses. Appeals Officers are also directly employed by the County Council and are experts in their field of work, concentrating solely upon parking related matters.

2. The majority of contraventions are recorded in towns and tourist locations. Whilst CEOs visit rural areas, in most cases they will not observe any infringements to the parking regulations. Quite often, drivers will be in or near their vehicles and the CEOs will be able to move the vehicles on without having to issue a PCN.

In 2017/18, 18,715 contraventions resulted in the issue of a Penalty Charge Notice (PCN) by DCC Civil Enforcement Officers. Across the county, 95% of contraventions occurred on street with 5% of Penalty Charge Notice's being issued in car parks.



3. The adoption of additional powers in 2011 saw the prohibitions of **Double Parking** and **Parking across Dropped Footways** being enforced by the County Council. These, along with the ability to serve PCN's by post for occasions where there is a **Vehicle Drive Away (VDA)**, have enabled Parking Services to address these specific problem areas.

**Double parking** is where a vehicle is parked at more than 0.5, from the kerb and presents a hazard too other road users. This type of parking is irresponsible and can be the cause of accidents due to vehicles having to swerve to avoid, cyclists being forced to move out into the traffic stream and reduced sight lines for pedestrians crossing.



**Parking whilst obstructing a pedestrian dropped kerb** is inconsiderate and can cause real problems for pedestrians such as the disabled, wheelchair users, parents with prams and members of the public with mobility problems. There is no excuse for parking across a dropped kerb and this bad practice by drivers is not tolerated by the County Council Parking Service, with Penalty Charge Notices being served whenever this contravention is observed.

During the financial year 2017/18, 265 PCN's were served for this contravention

A **Vehicle Drive Away (VDA)** is a situation where a Civil Enforcement Officer has started to serve a PCN for a contravention but is prevented from doing so, for example because the driver removes the vehicle from the scene, or there is a real threat of violence against the CEO. In situations such as these, the PCN can be sent Royal Mail First Class to the registered keeper of the vehicle.

During the financial year 2017/18, 103 PCN's were served as VDA's.

### **Challenges, Representations & Appeals :**

4. TMA sets out the statutory process for drivers and vehicle keepers to make representations against the issue of a PCN and to appeal to the Traffic Penalty Tribunal in due course if initial challenges and formal representations to the Council have not resulted in a satisfactory conclusion. Legislation requires the Council to consider formal representations on statutory grounds against the issue of a PCN, including mitigating circumstances.
1. Appeals Officers consider challenges and representations against PCNs according to council guidelines. These are published as Part 2 of the Council's Parking Policy - "Guidance for the Consideration of Challenges and Representations". The Council does consider challenges at any time during the life of the PCN, including those received before the issue of a Notice to Owner. If a challenge is received within 14 days from the issue of the PCN the period for payment of a Penalty Charge at the discounted rate will be automatically extended. All challenges and representations must be made in writing, either in person, by post, website portal or via email, and should include supporting documentary evidence where applicable. Some drivers want to pay the charge at the discounted rate to stop the charge going up to its full original amount whilst they appeal against the issue of PCN. However, as explained on the back of the PCN, they must choose whether to pay or appeal; they cannot do both. Once a PCN has been paid, the case is closed.



2. There is general misconception in the public mind that Civil Enforcement Officers (CEOs) are unfairly targeting drivers without good reason. Drivers also often feel aggrieved that CEOs do not seem to accept their explanations and that they do not “take back” a ticket / PCN which has already been issued. Unfortunately, this view is often reinforced by the media. The reality is that CEOs are carrying out their statutory duties as required under TMA and they do not have the discretion to “take back” a PCN. The discretion rests with the Appeals Officers who are trained to consider appeals and make decisions after considering all aspects of a particular case.
3. In 2017/18, a total of 18,715 PCN's were issued, of which 1241 Penalty Charge Notices were cancelled following a challenge, representation or appeal. The total number of all PCN's cancelled was 2656, the breakdown of which is below. The cancellation rate for PCN's following a challenge for 2017/18 equates to 6.6% of PCN's issued. A challenge, representation or appeal are all mechanisms for the public to contest the issued PCN, but occur at different stages of the process.

4. **Penalty Charge Notices Cancelled in 2017/18**

Accept Informal - Admin Error	4
Accept Informal - Apology General	9
Accept Informal - Blue Badge Holder	416
Accept Informal - Broken Down	31
Accept Informal - CEO Error	183
Accept Informal - Dropped Kerb	4
Accept Informal - General (Mitigating Circumstances)	208
Accept Informal - Lines and Signs	22
Accept Informal - Loading/Unloading	64
Accept Informal - PD Machine Error	9
Accept Informal - PD Motorcycles	1
Accept Informal - PD Telephone Payment	70
Accept Informal - PD Ticket Provided	60
Accept Informal - Permit Holder	153
Accept Informal - Police Vehicle Unmarked	4
Accept Informal – Suspension	2
Accept Informal – Waiver	1
Cancelled - DVLA No Trace	184
Cancelled - Foreign Driver	93
Cancelled – General	66
Cancelled - PCN Not Issued by Officer	326
Cancelled - Test Notice Imported	63
Cancelled - TPT Appeal Allowed	14
Cancelled - TPT Appeal Not Contested	3
Cancelled – VDA	102
Incoming - Challenge - Acknowledgment Letter Sent	3
Payment - Accept Part Payment	40
Payment - Backdated Under Payment	4
Payment - Full Payment Received	116
Payment - Over Payment Received	5
Post NTO - Cancel Accept Formal Acceptance	105
TEC - Debt Registration Prior Review Stage	3
Waive - Accept Part Payment	1
Write Off - Bailiff Untraceable	165
Write Off - Outstanding Monies	86
Write Off – Untraceable	36

**TOTAL**

**2,656**



5.

The screenshot shows a web browser window with the URL <https://www.dorsetforyou.gov.uk/parking/parking-fines/pay-or-challenge-a-parking-fine>. The page title is "Challenge a parking fine". Below the title, a message states: "Your challenge must be received by us within 14 working days of the parking fine being issued". There is an orange button labeled "Start now". Below this, the text reads: "The information we need with your informal challenge:". A bulleted list follows: "• the serial number of the Penalty Charge Notice (PCN)", "• the date when the parking fine was issued", "• the vehicle registration number", and "• an explanation of the circumstances". Below this list, it says: "In addition, when relevant, you must:". Another bulleted list follows: "• supply supporting documentation, such as a copy of a pay and display ticket or blue badge", "• provide written evidence from an independent third party, eg the garage that repaired your car", and "• quote the serial number of a valid permit for the parking area". At the bottom, a note states: "Please note, If you need to supply supporting evidence, please email it to: [parking@dorsetcc.gov.uk](mailto:parking@dorsetcc.gov.uk) or alternatively send it by post to PO Box 7736, Dorchester, DT1 9GN."

**Challenge a parking fine**

Your challenge must be received by us within 14 working days of the parking fine being issued

[Start now](#)

The information we need with your informal challenge:

- the serial number of the Penalty Charge Notice (PCN)
- the date when the parking fine was issued
- the vehicle registration number
- an explanation of the circumstances

In addition, when relevant, you must:

- supply supporting documentation, such as a copy of a pay and display ticket or blue badge
- provide written evidence from an independent third party, eg the garage that repaired your car
- quote the serial number of a valid permit for the parking area

Please note, If you need to supply supporting evidence, please email it to: [parking@dorsetcc.gov.uk](mailto:parking@dorsetcc.gov.uk) or alternatively send it by post to PO Box 7736, Dorchester, DT1 9GN.

**Rate this page**

[Have some feedback?](#)

**This is a screen-shot of the web page which enables motorists to challenge their penalty charge notice at either informal or formal stages.**

6. Traffic Penalty Tribunals occur when a PCN has progressed through an informal challenge and a representation to the County Council but remains outstanding.

Very few cases are not resolved by the Council which result in a PCN appeal progressing to the Traffic Penalty Tribunal (TPT) who are specially qualified legal professionals working for the Parking & Traffic Regulations Outside London national Committee (PATROL). This adjudication decision is legal and binding on both parties and brings a final determination as to whether the penalty charge was correctly served or not and therefore whether it should be cancelled or not. For Dorset, 0.25% of PCN's issued are formally appealed compared to a national average of 0.35% (latest TPT figures). These low percentages are indicative of the high and consistent quality of enforcement, from PCN issue to appeal service.

7. For 2016/17, 35 cases progressed to the Traffic Penalty Tribunal (TPT) 20 appeals were refused in favour of Dorset County Council (DCC) 11 were allowed and 4 not contested. For 2017/18 48 cases progressed to the Traffic Penalty Tribunal (TPT) 25 appeals were refused in favour of Dorset County Council (DCC) 17 were allowed (1 with consent) and 5 not contested.

## Bailiff Services/Debt Recovery

Penalty Charge Notices which remain unpaid are a debt to the public purse and the County Council have a duty to employ means to recover unpaid debt. It must be considered that every debt owed to the council that remains unpaid is a financial burden upon the remainder of the public. The use of Enforcement Agents is the industry standard for parking debt recovery. In accordance with Department for Transport guidance, the use of certificated bailiffs is essential to ensure that those who disregard parking restrictions and persist in not paying their debt are properly pursued. If we fail to pursue penalty charge notices then the public as a whole will come to realise that parking restrictions are not enforced and it will become impossible to manage traffic effectively.

For the financial year 2017/18, certificated bailiffs recovered £65,092.65 of public monies at nil cost to the public purse.

### Enforcement Agent Recovery Performance

No. Warrants issued to bailiff for recovery	1752
No. Warrants collected by bailiff	681
% of Warrants collected	38.87%
% Value collected	37.18%
Value of debt for recovery	£175,095.00
Value of public debt collected	£65,092.65

## 6. Permitted Parking :

### 6.1 On Street Pay & Display

Dorset County Council operates Pay and Display parking on-street in four towns within the County, these being Blandford: Market Place and Sheep Market Hill, Wareham: The Quay and St John's Hill / Church Green, Dorchester and Swanage.

It must be remembered that unlike off-street Pay & Display car parks, whose purpose is for parking and income generation, on-street Pay & Display is fundamentally about traffic management over the Highway network and is just one of the mechanisms used to fulfil the obligations placed upon the County Council under the Traffic Management Act 2004

6.2 A “**pay by phone**” trial was introduced in Dorchester and Wareham in February 2010. Pay by phone was already popular in West Dorset District Council Car parks as well as in Bournemouth and Poole. This method of payment does not generate any additional income for the Council as drivers pay the same parking fee as they would if they purchased a ticket from a machine to display in their vehicle

6.3 This trial proved to be successful in providing a means of cashless parking for the public across most of the County.

6.4 During this period a joint tendering exercise took place with other participating authorities with a contract awarded to Just Park. By using the Just Park app motorists pay only for their parking with no additional costs. Payment by phone continues to increased month by month and now accounts for around 12% of all pay and display income.

Pay By Phone Figures for 2017/18		
Month	Total Sessions	Amount
April 2017	2587	£ 7,100.16
May 2017	2413	£ 5,607.60

June 2017	2367	£ 5,639.90
July 2017	2224	£ 5,030.00
August 2017	2919	£ 8,103.70
September 2017	2587	£ 5,351.60
October 2017	2939	£ 6,401.30
November 2017	2802	£ 4,845.40
December 2017	2595	£ 4,199.80
January 2018	2999	£ 4,954.50
February 2018	2949	£ 4,988.30
March 2018	3134	£ 5,100.50

## 6.5 Permit Parking

The County Council has operated an on-street Residents Parking Scheme for many years and it has proven to be very popular for residential areas. Dorset County Council are changing the way we deal with processing resident and visitor permits and 2017/18 saw the introduction of the virtual permit scheme, managed on behalf of the County Council by MiPermit. The introduction of virtual permits means that the motorist can apply for and renew permits online, in keeping with the Council's overall digital strategy, and reducing the burden of cost to the tax payer of the previous cumbersome system of having to provide paper documents and records of proof of address.

- 6.6 In 2017 visitor permits also became virtual and are valid for 24 hours from activation. Resident permits are available at a maximum of 100 per 12 month period at a cost of £40.
- 6.7 Charges to the public for participation in a Residents Parking Scheme have not increased since 2012.

## 7. Parking for Blue Badge Holders

The Blue Badge Scheme is a national initiative designed to give assistance to members of the public with mobility problems. The aim of this scheme is to enable either drivers or passengers who hold a current blue badge to access shops and services wherever possible. It is an on-street scheme but some off-street car parks also participate to varying degrees. This scheme is designed to help combat access difficulty, it is not one to be of financial benefit.

Blue Badge holders must still park responsibly and must not park causing an obstruction or danger for other road users, and where these practices are observed by a Civil Enforcement Officer, a PCN will be served. Similarly, as Blue Badges are a valuable commodity, the CEO's on patrol will inspect badges displayed to ensure they are valid, in date and genuine, with suspect badges being reported to the county blue badge team.

- 7.1 There are designated disabled parking bays on street in many towns and villages. In most cases, there is no time limit for Badge Holders in Disabled Bays but a few disabled bays are time restricted. Badge Holders must display their Blue Badge and where there is a time restriction; the Time Clock must also be displayed, set at the time of arrival.

- 7.2 Blue Badge Holders can also park on waiting restrictions (marked by a single or double yellow line) for a maximum of three hours except where there are transverse kerb markings indicating that a loading ban is in force. They are also exempt from payment in on street pay and display bays and without time limit in residents' bays unless there are signs indicating otherwise.
- 7.3 Off-street car parks do not fall directly under the remit of the County Council, although we do manage several under service level agreements. As such the terms and conditions relating to Blue Badge Holders are different to on-street and are stated on the car park signs. The Blue Badge scheme is primarily one designed to address access issues, financial not being a determining factor, therefore pay and display car parks are not generally free for blue badge holders.



***A Blue Badge holder parked in a restricted area indicated by the kerb blip markings***

## **8. Operational Statistics :**

	<b>PCN Statistics</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>Explanatory Notes</b>
8.1	Higher Rate PCNs issued	9,650	12,694	11524	Where parking is prohibited or restricted such as on yellow lines, bus stops, taxi ranks, disabled bays.
8.2	Lower Rate PCNs issued	8,622	8,345	7,191	Where parking is permitted, but controlled (e.g. in car parks or pay and display bays on street)
8.3	<b>Total PCNs issued</b>	<b>18,272</b>	<b>21,039</b>	<b>18715</b>	50% of full rate and is accepted within 14 days of PCN issue or when a challenge has been received during the same 14-day period.
8.4	PCNs paid at discount rate	N/A	14,252	13,112	
8.5	PCNs paid at full rate	0	3,158	2,464	PCNs paid after expiry of the discount period

8.6	<b>Total PCNs paid</b>	<b>0</b>	<b>17,777</b>	<b>15,756</b>	
8.7	Total PCNs unpaid	0	223	958	PCNs still being progressed under the statutory procedure
8.8	PCNs registered as Debts	601	N/A	1362	Where PCNs remain unpaid they are registered as debts at Northampton County Court and eventually, warrants may be issued to bailiffs who pursue the debts on behalf of the Council.
8.9	Appeals/Representations received	4,098	4,074	3,749	Appeals include informal challenges and formal representations
8.10	PCNs cancelled through the use of discretion or due to evidence being supplied	1,073	803	542	Where the Council has exercised discretion on mitigating circumstances or due to evidence being supplied, such as proof of loading or breakdown etc.
8.11	PCNs cancelled for statutory reasons	472	414	567	Statutory reasons include wrong location, incorrect or missing signage or lines, etc.
8.12	<b>Total PCNs cancelled</b>	<b>3,017</b>	<b>2,491</b>	<b>3078</b>	
8.13	PCNs going to Adjudication	16	35	48	Cases referred to the Traffic Penalty Tribunal for an independent decision
8.14	PCNs written off (untraceable keepers)	191	436	433	Vehicles not registered at DVLA, foreign drivers, etc.
8.15	Vehicles clamped or removed	0	0	0	Dorset County Council does not operate vehicle clamping or removal but bailiffs may do so to recover the debts on behalf of the Council.

**PCNs Served by DCC by Code & Contravention Group Comparison for FY 2016/17 against FY  
2017/18**

<b>Code</b>	<b>Contravention</b>	<b>2016/17</b>	<b>2017/18</b>
01	Parking in a restricted street	6,358	5,885
02	Parked or (Un) Loading in restricted street	1,698	1,237
05	Time expired - pay & display	718	468
06	Unclear display of pay & display ticket	1,026	843
07	Meter feeding	25	20
12	Parked in a residents or shared use parking	494	387
16	Parked in a permit space	131	163
19	Parked in a residents or shared use parking	61	12
20	Parked in a loading gap	0	1
21	Parked in a suspended bay	31	57
22	Re-parked in same parking place	30	24
23	Parked in place/area not designated for class	519	434
24	Not parked within bay markings	88	92
25	Parked in a loading place without loading	792	728
26	Double parking in a SEA	69	50
27	Dropped footway in a SEA	248	265
30	Parked for longer than permitted	4,910	4,842
40	Parked in disabled bay without displaying	1,506	1,598
42	Police vehicles	16	12
45	Parked on taxi rank	286	293
46	Clearway	25	59
47	Parked on a restricted bus stop/stand	194	170
48	Restricted school area	16	11
49	Parked upon cycle track	2	2
62	Footway parking	6	3
70	Parked in a loading area	0	1
80	Parked longer than permitted	44	72
81	Parked in a restricted area	2	5
82	Parked after the expiry time	349	158
83	Parked in a pay & display without displaying	1,000	592
84	Feeding the meter	12	1
85	Parked in a permit bay without displaying	32	31
86	Parked beyond the bay markings	90	31
87	Parked in disabled bay without displaying badge	71	44
89	Wrong size of vehicle	0	1
90	Re-parked in the same place	2	2
91	Parked in an area not designated for vehicle	10	12
92	Parked causing an obstruction	0	5
99	Stopped on area marked by zigzags	179	102
	<b>Grand Total :</b>	<b>21,038</b>	<b>18,715</b>

## **9. Operational & Financial Information :**

- 9.1 Although the majority of parking restrictions apply during week days, there are numerous regulations requiring enforcement at night, at weekends and on Bank Holidays. The Dorset Civil Enforcement Area stretches from Lyme Regis and Bridport in the West to Ferndown and Christchurch in the East, Sherborne and Shaftesbury in the North to Wareham and Swanage in the Isle of Purbeck and Weymouth & Portland Borough

Due to the varying demands upon the highway network, the traffic and road space management has to be flexible to accommodate changing priorities. To this end, the County Council Parking Service operate a single service model, as opposed to an area based scheme, which enables demands to be balanced across the whole of the service establishment. This method of delivery is essential for efficient deployment in a county with massively varying population numbers due to seasonal influx.

- 9.2 TMA was introduced on 30 March 2008 to deal with illegally parked cars more effectively. Whilst previously all penalties attracted a charge of £60 regardless of the severity of the infringement, with TMA PCNs issued for contraventions such as parking on a double yellow line which causes congestion or possible danger attract a higher charge of £70 (discounted to £35 on prompt payment) whereas a lesser contravention such as overstaying a parking time period is at the lower charge of £50 (discounted to £25 on prompt payment). These differential penalty charges are fairer than the previous uniform charge but they have resulted in a reduction of the income needed to fund the enforcement.



## 10. Parking Account

### Dorset County Council - Parking Services

#### 2015/2016, 2016/2017 & 2017/2018

<u>Expenditure</u>	2015/16	2016/17	2017/18
	£	£	£
Internal Charges	68,968	81,001	101,685
Pay Related Costs	584,751	609,315	628,897
Premises Related Costs	46	47	271
Transport Related Costs	10,896	27,424	12,301
Supplies & Services	152,534	233,510	138,557
Third Party Payments	8,040	12,514	1,153
<b>TOTAL</b>	<b>825,235</b>	<b>963,811</b>	<b>882,864</b>
<u>Income</u>			
Internal Charges	-130	-60	-30
Fees & Charges	-3,069	-67	-50
Pay & Display	-536,482	-596,874	-663,993
Fixed Penalty Notices	-571,130	-746,748	-579,714
Residents Permits	-178,856	-79,161	-207,659
Waivers	-22,509	-16,942	-32,017
Visitor Permits	-30,274	-16,555	-25,720
<b>TOTAL</b>	<b>-1,342,450</b>	<b>-1,583,044</b>	<b>-1,509,183</b>
<b>Current Budget</b>	<b>-517,215</b>	<b>-657,770</b>	<b>-735,791</b>
<b>Expenditure</b>	<b>825,235</b>	<b>983,811</b>	<b>882,864</b>
<b>Income</b>	<b>-1,342,450</b>	<b>-1,583,044</b>	<b>-1,509,183</b>
<b>Under-recovery</b>	<b>0</b>	<b>58,537</b>	<b>109,472</b>

## **11. Conclusion :**

Dorset County Council is committed to enable communities in Dorset to thrive now and for the future. Management of parking places and enforcement of the parking regulations are essential tools to control traffic congestion, promote road safety and provide for the different needs of residents, retailers, shoppers and visitors. Enforcement is often seen as a revenue raiser by the public but in reality, it is in place for the benefit of all road users. The Council aims to achieve its objectives by providing a quality service without putting financial pressure on the public purse. Procedures are regularly reviewed in order to achieve efficiency savings and are documented in the Parking Policy published on the Council Website.

The delivery of a comprehensive parking service such as that provided by Dorset County Council is an eclectic mix of elements of road space management tools from on and off street parking space provision enabling a turnover of appropriate space to fulfil the needs of tourism, commerce and trade activities, to the enforcement of parking contravention.

The enforcement element of the service can be challenging both in terms of the Civil Enforcement Officers on patrol and the Appeals Officers dealing with an often disgruntled member of the public. The reputation of the County Council rests with the professional and consistent approach of these experienced and dedicated members of staff.

This Parking Service Annual Report demonstrates the depressed marketplace we are operating in with nationally falling incomes and ever increasing challenges and appeals being made due largely to the accessibility of information through modern media channels such as the worldwide web and the internet.

During 2018/19 work commenced on converging the existing Parking Services (Dorset County Council on-street enforcement, and Dorset Councils Partnership – car parks) to provide a single Parking Service for the new Unitary Authority, Dorset Council. A separate Unitary Authority will serve the areas of Bournemouth, Christchurch and Poole.

Although the impact on the public should be minimal, what it will mean in practical terms is that a simplified system of contacting the parking team will exist, one back-office parking team will be able to answer all queries and one single team of Enforcement Officers will be patrolling the on and off-street parking areas within the Dorset Council area. It is anticipated that the new service will be in place for 1 April 2019.