

Parking Services Annual Report 2023/2024

www.dorsetcouncil.gov.uk/parking



1. Forward



Councillor Jon Andrews
Cabinet Member for Place Services

Welcome to the Parking Services annual report for Dorset Council for 2023/2024. I am thrilled to be introducing my first report for the service and look forward to working with the team in future.

Parking continues to be an important service for Dorset Council, balancing the needs of residents, businesses, commuters, visitors, schools and Blue Badge holders. Ensuring that parking is right for each area, helps to keep traffic flowing and our highways clear. It also supports safety for pedestrians and cyclists.

This year has seen continued improvements of the service, with a focus on providing better payment options for customers. To do this, all pay and display machines were replaced, 237 new machines were installed in our pay for parking locations. The new machines have the option of cash, card and contactless payments, we continue to offer JustPark as an alternative to machine payment.

2. Introduction

Dorset is unique, having some of the most stunning beach and countryside locations, as well as many historic market towns. It has a long and documented history, and today manages to maintain character from the past as well as looking to the future with modern developments and digital connectivity.



Dorset Council Parking Services are responsible for providing parking on the street in town locations and in car parks across town, beach and rural locations. Due to the variation in parking destinations the tariffs have been set to fit the size, population, amenities and visitor attractions of the area.

The purpose of this report is to provide financial, statistical and performance data relating to Parking in Dorset Council and covers the period from 1 April 2023 to 31 March 2024. Reports for previous years can be found on Dorset Council's website at <https://www.dorsetcouncil.gov.uk/parking>

3. Enforcement

The table below shows the number of PCNs issued from 2022/2023 to 2023/2024, categorised by the type of contravention and level of PCN.

PCN statistic	2022/2023		2023/2024	
	On-street	Off-street	On-street	Off-street
Higher Level PCNs issued	8732	1132	10610	1440
Lower Level PCNs issued	4619	5813	5586	7657
Total PCNs issued	13351	6945	16196	9097
PCNs paid at discount rate	8414	4142	9849	5394
PCNs paid at non-discount rate	1955	976	2130	1204
Total PCNs paid	10369	5118	11979	6598
	77%	74%	75%	73%
Total PCNs unpaid	2982	1827	4217	2499
PCNs registered at TEC ¹	3122	1041	3035	1192
Appeals/Representations received	2530	1884	2976	2220
PCNs cancelled through the use of discretion or due to evidence being supplied	723	879	614	701
PCNs cancelled for statutory reasons	26	17	18	10
Total PCNs cancelled	749	896		
PCNs going to Adjudication	5	5	6	4
PCNs written off (untraceable keepers)	233	138	206	207

Please note that the figures for paid and unpaid PCNs can vary significantly depending on when they were issued. For instance, if many PCNs were issued towards the end of the period, a higher number might appear unpaid as they are still within the initial two-week challenge period.

¹ Traffic Enforcement Centre

Additionally, an increase in the number of unpaid PCNs is expected due to the overall rise in PCNs issued.

4. Financial Data

Income and expenditure statement 2023/2024

	2022/2023 (£)	2023/2024 (£)
Expenditure		
Internal Charges (Expenditure)	293,099	291,803
Pay Related Costs	1,132,510	1,280,443
Premises Related Costs	1,601,095	1,699,302
Transport Related Costs	39,623	64,295
Supplies and Services	770,220	711,374
Third Party (Contracted Out) Payments	18,347	7,077
Total Expenditure	3,854,896	4,054,294
Income		
Parking Waivers & Permits	795,350	905,344
Pay & Display Charges	23,934	4,515,228
Mobile Phone Charges	8,114,306	4,912,724
Penalty Charge Notices	610,510	721,550
Internal Charges (Income)	179,087	184,619
Other income	211,794	169,304
Total Income	9,935,089	11,408,769
Financial adjustments		
Deficit/Surplus	6,080,193	7,354,475