

Parking Services Annual Report 2024/2025

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 2024/2025.

Parking remains a key service for Dorset Council, balancing the needs of residents, businesses, commuters, visitors, schools, and Blue Badge holders. Providing the right parking solutions for each location helps keep traffic moving, roads clear, and supports the safety of pedestrians and cyclists.

2. Introduction

Dorset is a distinctive county, home to some of the country's most beautiful beaches, countryside landscapes, and historic market towns. With a rich and well-documented heritage, Dorset continues to preserve its traditional character while embracing modern development and enhanced digital connectivity.



Dorset Council's Parking Services team is responsible for managing both on-street parking in town centres and off-street parking across town, coastal, and rural destinations. Because these areas vary widely in size, population, amenities, and levels of tourism, parking tariffs are set to reflect the needs and characteristics of each location

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 2024 to 31 March 2025. 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 2023/2024 to 2024/2025, categorised by the type of contravention and level of PCN.

PCN statistic	2023/2024		2024/2025	
	On-street	Off-street	On-street	Off-street
Higher Level PCNs issued	10610	1440	12300	1729
Lower Level PCNs issued	5586	7657	5477	8299
Total PCNs issued	16196	9097	17777	10028
PCNs paid at discount rate	9849	5394	11002	5865
PCNs paid at non-discount rate	2130	1204	2063	1202
Total PCNs paid	11979 75%	6598 73%	13065 73%	7067 70%
Total PCNs unpaid	4217	2499	4712	2961
PCNs registered at TEC ¹	3035	1192	3080	1515
Appeals/Representations received	2976	2220	3058	2367
PCNs cancelled through the use of discretion or due to evidence being supplied	614	701	728	947
PCNs cancelled for statutory reasons	18	11	18	5
Total PCNs cancelled				
PCNs going to Adjudication	6	4	12	2
PCNs written off (untraceable keepers)	206	207	286	131

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.

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

¹ Traffic Enforcement Centre

4. Financial Data

Income and expenditure statement 2024/2025

	2023/2024 (£)	2024/2025 (£)
Expenditure		
Internal Charges (Expenditure)	291,803	308,904
Pay Related Costs	1,280,443	1,340,960
Premises Related Costs	1,699,302	1,598,056
Transport Related Costs	64,295	88,601
Supplies and Services	711,374	858,447
Third Party (Contracted Out) Payments	7,077	30,075
Total Expenditure	4,054,294	4,225,043
Income		
Parking Waivers & Permits	905,344	1,261,254
Pay & Display Charges	4,515,228	1,861,232
Pay & Display Card (Income)*		3,482,980
Mobile Phone Charges (Income)	4,912,724	3,866,162
Penalty Charge Notices	721,550	844,416
Internal Charges (Income)	184,619	201,387.50
Other income	169,304	205,360
Total Income	11,408,769	11,722,791
Financial adjustments		
Deficit/Surplus	7,354,475	7,497,748

*Previous years included in Pay & Display charges – new machines provide card payment options in all car parks and allow us to break down income further.