



Medway Council

Parking Services

ANNUAL REPORT

2021-2022

MEDWAY COUNCIL
GUN WHARF, DOCK ROAD, CHATHAM, ME4 4TR

Contents

Foreword	2
Local Context	3
Policy Overview	4
Developing our Service	5
Park Mark Award	8
Parking Spaces Statistics	16
Parking Enforcement	11
Contravention Charges	12
Bus Lane Enforcement	13
Controlled Parking Zone (CPZ)	14
Disabled Parking & Parking Design	15
Parking & Recovery Statistics	17
Financial Performance	19
Quarterly Performance	21
Key Contacts and Further Information	22
Appendix 1 – Medway Car Parks	23
Appendix 2 – Free Car Parks	24
Appendix 3 – Disabled Car Parks	24

Foreword

This is the fifth annual parking report for Medway Council, and once again I am pleased to confirm Medway Council has had a very good year across all areas of parking services.

The Transport and Parking Service has again worked hard to ensure the roads are kept safe and that parking across Medway is managed efficiently. With car ownership and car usage continuing to rise, this is more important now than it has ever been. Guaranteeing ease of transportation across all of Medway is one of the keys to the areas continued development and prosperity.

The team's work across the year has helped to reduce congestion, contributing to reduced journey times across the Medway road network. The team also continued to work with back-office service provider RingGo to continue the excellent work in ensuring Medway's car parks are efficiently run and easy to use for residents.

The excellent work undertaken by Medway's Parking Enforcement team continued across the year, helping to ensure that parking in Medway is fair for all. Their work also helps to keep roads safe and clear of obstruction, to the benefit of all road users in Medway. The Parking Service team has also worked hard to ensure that the high standard of online services, including the ability for resident, business, carers and late-night to apply for parking permits online, have continued.

Finally, I would like to offer my thanks to the Parking Design, Parking Services, and Parking Enforcements teams for all of their continued hard work in providing the residents of Medway with an excellent service over the past year.

Councillor Phil Filmer



Local Context

Medway Council covers 192 square miles and covers the following towns, Chatham, Gillingham, Rainham, Rochester and Strood.

With major international Universities, the University of Kent and the University of Greenwich both recently having investments in student housing on the Medway campuses has now attracted even more students from around the world. Rochester the birthplace of Charles Dickens, boasts many fine 17th century buildings and two of the most spectacular examples of medieval architecture in Rochester Castle and Rochester Cathedral, which is the second oldest Cathedral in England.

Keeping traffic moving is pivotal to Medway's success, with the aim to ensure that Medway 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 wait, pay and display, resident parking and no waiting restrictions are used to manage parking within the Medway towns.

One of Medway Council's key priorities is to ensure everybody benefits from our regeneration plans, to ensure this is the case we have been reviewing customer feedback to improve our service and develop our approach. Parking Enforcement strategy is about creating a safer environment which has an impact on the reduction of accidents.

In 2021-22, Medway Council managed and operated:

- 47 Chargeable Car Parks providing 4,477 chargeable, disabled and motorcycle bays
- 11 Free Car Parks providing 468 parking bays
- 3 disabled car parks, providing 33 parking bays



Policy Overview

Medway Council deliver our service in line with the objectives of the Traffic Management Act 2004. The implementation of the Traffic Management Act 2004 (Part 6) on 31 March 2008, gave local authorities an opportunity to review their parking enforcement operations.

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

To ensure the above, Medway Council prioritises its on-street enforcement around four key areas:

- Road safety
- Reducing congestion
- Ensuring the road network is moving
- Managing kerbside parking provisions

The Parking Enforcement Policy guides the Council's parking strategy of enforcement and provides a clear framework for effective parking management throughout the authority whilst clearly prioritising the needs of the community and environment.

Medway's policy improves 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 and policy for all Parking Service Officers and Civil Enforcement Officers (CEOs)
- Having a single point in which enforcement policy is documented and can be easily updated when change occurs
- Supporting effective parking management
- Seeking to improve sustainable access
- Meeting environmental objectives
- Co-ordinating and being compatible with neighbouring authorities
- Ensuring that the needs of personal users, disabled people, motorcycles, buses, taxis, coaches and local business are considered

Developing our Service

Body Worn Cams

Medway's enforcement team now adhere to the new enforcement model, which has seen CEO's operating hours change from 7am–10pm to 7am-1am.

CEO's face frequent verbal and sometimes physical abuse whilst performing their duties and can find themselves the target of malicious complaints. These tend to be when appealing a penalty charge notice and allegations are made to strengthen the case.



Following assessments with the CEO's, B-CAM was awarded the contract for 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 can be achieved by preventing matters escalating to physical violence or assisting in criminal proceedings with the use of captured evidence.

CEO feedback has confirmed the use of BWV has been an effective deterrent in moderating aggressive behavior and has also added weight to the evidence that the officers gather.

Double Yellow Lines



Double yellow line enforcement and tackling HGV Lorries parking on residential street overnight has been a development area. 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).

Online Permit Applications

In the past couple of years, Parking Services were faced with changes to their service, brought about by the COVID-19 restrictions and this impacted the process of obtaining visitors parking vouchers and permits. Both visitors' vouchers, and residents parking permit applications were moved online through our JADU system. JADU is a leading global provider specialising in web CMS, online forms, and customer case management. It has been a successful addition to Parking Services as a system which allows residents and businesses to apply online for their resident and business parking permits, using the Medway Council website. This year, the team have moved all most all their parking permit applications online and have confirmed that more customers than ever are using our online systems. This is saving time and there is far less paperwork to deal with and file as all these records are online. The back-office team will continue to guide customers to use our online portal for their applications and renewals.

Replacement of Pay and Display Machines

The Parking Enforcement Team who are responsible for enforcement of restrictions and car park management, this year upgraded car park equipment and facilities to provide a more efficient service to customers. The service commissioned a new provider to replace and update a number of parking machines across the borough. The upgrade took place in October 2020 whereby 45 new pay and display machines were installed for off-street and on-street to improve payment options for customers. The new machines allow customers to make payment using coin, card - chip and pin and contactless and replaced obsolete machines.

Maintenance Team

Following a restructure within the Parking Enforcement Team, Medway's car parks are now supported by a dedicated maintenance team that enables a faster and pro-active approach to repairs and maintenance issues, within both our surface and multi-storey car parks across the borough.

Automated Number Plate Recognition Technology

The Brook Multi-storey car park barrier system was also upgraded. The new provider designed and installed a new Automatic Number-Plate Recognition (ANPR) infrastructure to improve payment options. Again, this now allows customers to make payment using coin, card – chip and pin and contactless) and replaced the existing obsolete equipment. In addition, the Rochester Multi-Storey Car Park was also fitted ANPR technology.

Following the successful implementation of the ANPR technology, within two of our car parks, we will be looking to build on this and are currently working closely with the Business Development Team to install this at three more sites within Rochester. Civil works are due to start in September and are hoped to be completed in the Autumn. The move to ANPR within selected car parks has seen an increase in compliance in payment of the parking charge within those sites and has also shown that patrons prefer to pay via a cashless option. With Rochester Riverside MSCP moving to cashless payment only as part of the above project. Cash payment will still be available in the other selected sites.

Electric Vehicle (EV) Charging Bays

Our car park patronage is now able to use 34 newly installed electric vehicle charging points in three council-owned car parks across Medway. The charging points are the first to be installed in public car parks in Medway and Medway Council has plans to install more in other car parks in the future. Residents are now able to use the charging points in the Rochester Multi Storey Car Park in Corey's Road, in Station Road Car Park in Rainham, and in the Commercial Road Car Park in Strood. There has been a steady increase in charging sessions of 191% since the beginning of the calendar year. We are again working with the Business Development Team to implement further EV charging bays across our car park stock in the future. Residents can now also park for free in car parks with available EV charge points whilst charging between 6pm and 8am; further information on this can be found here –

https://www.medway.gov.uk/directory_record/150/rochester_multi-storey_car_park

Park Mark Award

The Pass Mark scheme measures parking facilities against strict criteria and aims to reduce crime in car parks. It is operated by the British Parking Association (BPA) who work with the Association of Chief Police Officers. A representative from the BPA and the police inspects these car parks every two years and then decide if the car park can retain the Park Mark award. Further information regarding the Park Mark Award can be found at: <http://www.britishparking.co.uk/Park-Mark---The-Safer-Parking-Scheme>

36 of Medway's car parks were awarded the nationally recognised standard for the quality of the parking facility with the Pass Mark Award in 2021. The Council endeavours to exceed the current level of car parks with the accreditation year on year, by ensuring our equipment is maintained and up to date with developing technology.

CAR PARKS WITH THE PASS MARK AWARD

ALMON PLACE	KINGS HEAD CAR PARK
BALMORAL GARDENS	LITTLEWOODS
BLUE BOAR LANE	LONGLEY ROAD
BOLEY HILL	OLD ROAD
BRITTON FARM STREET	PARKWOOD SHOPS C/P
CATHEDRAL GARAGE	QUEEN STREET
COMMERCIAL ROAD	RHODE STREET
CORPORATION STREET	RAILSIDE (GILLINGHAM)
CRICKETERS	SLICKETTS HILL
CRONEENS	SOLOMANS ROAD CAR PARK
EASONS YARD - Short Stay (White)	ST JOHN'S CAR PARK CHATHAM
EASONS YARD - Long Stay (Yellow)	STATION ROAD (RAINHAM)
FULLAGERS YARD CAR PARK	TEMPLE STREET
HIGH STREET 1(ROCHESTER)	THE PADDOCK
HIGH STREET 2 (ROCHESTER)	TOWN HALL
JAMES STREET	TWYDALL GREEN SHOPS C/P
JEFFREY STREET	UNION STREET (ROCHESTER)
KING STREET	UPPER MOUNT



Cashless Parking

Cashless parking was initially trialled in 2013 on two car parks in Rochester – Blue Boar Lane and Corporation Street. This has reduced the need to find the correct change for a pay and display machine. Users can also benefit from text alert to notify them when the parking session will run out and give the option to extend their stay within a long stay car park or on street long stay bays.

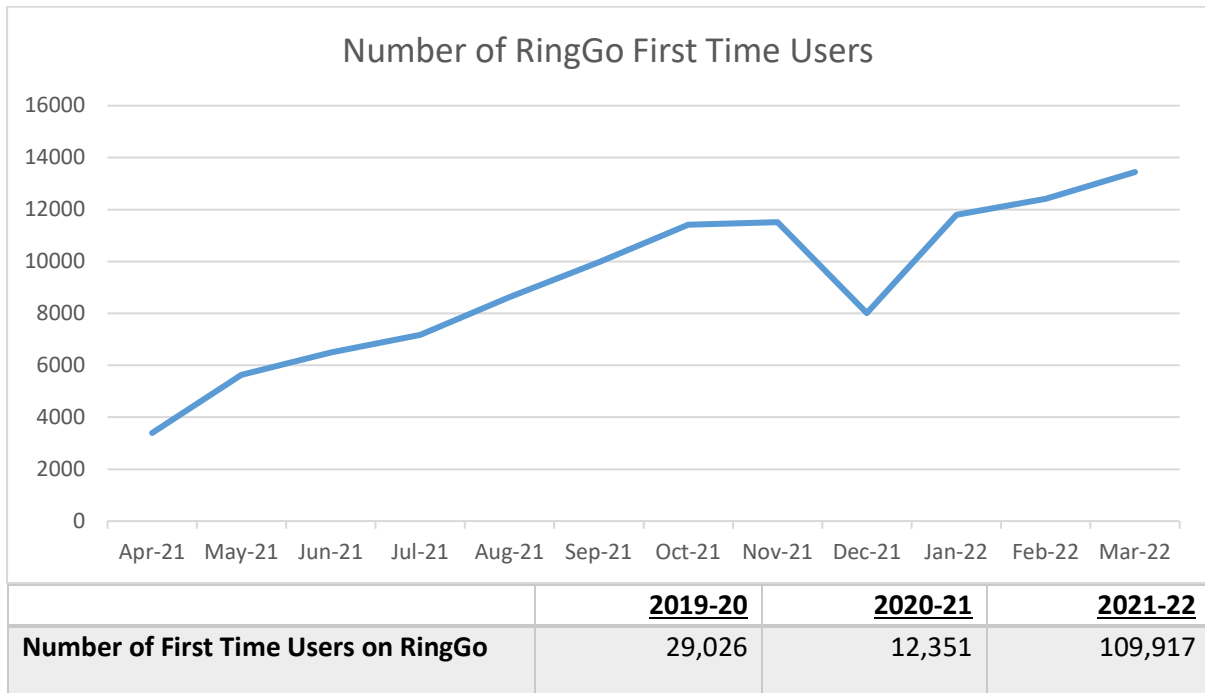
On street pay and display equipment is expensive to buy, run and maintain and as part of our ongoing review of our customers opting to pay by phone, we are reviewing the number of machines required on and off-street. Medway Council awarded the cashless parking system contract to RingGo, which was fully integrated in April 2017. This was a successful migration which allows customers to benefit from easy-to-use cashless parking across all car parks and on street parking within the Medway towns.



The benefits of using cashless parking:

- Quick and easy to use
- Simple, secure payment from the comfort of your own vehicle
- No need to find the change for parking machines
- No need to queue at machines during busy periods
- You can opt for text message reminder when your parking is about to expire
- You can extend your parking session without returning to your car
- Smartphone users can use an App or use the mobile web

In the graph below, it shows the number of first-time users choosing to pay cashless via RingGo each month.



There was an increase in the number of new RingGo customers during April to October 2021 and January 2022 to March 2022. We have seen the greatest number of new users this year as expected, as more users prefer to use the cashless facility in response to COVID-19 social distancing measures. We are predicting that this trend is forecasted to continue increasing into 2022/2023.

Parking Enforcement



Parking enforcement is carried out under the Traffic Management Act 2004 with CEO's issuing parking penalties. Patrol and enforcement are conducted both on and off-street by Medway Council's Parking Services enforcement team. Training is provided for each officer who obtain qualifications 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
- The general environment to improve by providing a more environmentally efficient transport system in terms of reducing congestion

The Medway Parking Enforcement Policy (MPEP) focuses on customer needs by:

- Ensuring an efficient, robust and customer friendly parking system
- Ensuring an effective, fair, and consistent enforcement operation to maximise compliance with Medway's parking regulations
- Consulting and communicating with both internal and external stakeholders to inform parking management issue

Contravention Charges

PCNs for on and off-street, bus lanes and moving traffic in Medway are set by the secretary of state, to ensure that charges are consistent.

PCNs are issued when a driver parks a vehicle in contravention of the regulations. PCNs 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 £9 is added
- If enforcement agents are instructed to recover the debt, enforcement charges are also payable

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

PCNs can be paid either online, by post 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.

Bus Lane Enforcement

Bus lanes help to improve journey times, reliability and punctuality for the people travelling by bus. When bus lanes are misused they are less effective, it can cause delays and increase the risk of accidents hence the need for effective enforcement.

The penalty for being caught in a bus lane is a £60 PCN. CCTV cameras record vehicles using bus lanes and the penalties are issued based on this information. Enforcement officers check the recordings to determine whether a contravention of the rules has taken place.

There are four approved device cameras on the network:

- Globe Lane, Chatham (north-western)
- Globe Lane, Chatham (south-eastern)
- Waterfront Way Chatham
- Canal Road, Strood

The PCN is posted to the registered keeper of the vehicle and upon receipt of this you should:

- Pay the discounted charge within 14 days (£30)
- If the discount is not paid within the 14 days - the full charge is payable within 28 days (£60)
- Make representation to Medway Council
- After 28 days of the date of issue of the PCN a Charge Certificate will be sent to the registered keeper of the vehicle, notifying the keeper that the charge has been increased by 50% (£90). If you receive a Charge Certificate you must pay within 14 days. There is no right to appeal at this stage.
- If the Charge Certificate is not paid within 14 days after the date of issue the debt will be registered with Traffic Enforcement Centre (TEC) and a registration fee of £9 will be added to the charge (£99). An Order for Recovery will be sent to the registered keeper of the vehicle.
- If the charge has not been paid or a statutory declaration has not been made after 21 days after the Debt Registration then the TEC will grant authority for a warrant to be issued and a certified Enforcement Agent (formerly known as a bailiff) will be requested to recover the debt from you. The Enforcement Agent will charge you for this.

Controlled Parking Zone (CPZ)

Residents and businesses situated within one of Medway's Controlled Parking Zones (CPZ's) are entitled to purchase yearly permits to enable them to park within that CPZ, there are currently 22 within Medway. An application form must be completed for each permit and supporting documentation is required to prove the applicant is eligible to purchase a permit:

- Ensure safe and sustainable access
- Achieve effective parking management
- Balance the needs of all road users
- Meet environmental objectives
- Focus on customer needs

The permit is not transferable and must be surrendered to Medway Council in the event of:

- The holder ceasing to be a resident as defined in the order
- The holder ceasing to be the owner of the vehicle for which the permit was issued
- The permit becomes illegible, mutilated, or defaced

The permit is only valid if displayed in a conspicuous position on the front windscreen of the vehicle for which it was issued. In the case of a vehicle not fitted with a front windscreen (i.e. motorcycles) the permit must still be exhibited in a conspicuous position so that the relevant details are legible from outside the vehicle.

Motorcycles do have the option to display an additional tax disc holder which would allow for the permit to be displayed safely and securely and in the correct manner. A PCN will be issued for any vehicle found to not be displaying a valid permit or not displaying it clearly to enable verification.

A permit does not guarantee the owner the right to park in any parking space. They can only park in their prescribed parking place, which is subject to availability and a space is not guaranteed. A permit cannot be used to park on single or double yellow lines within your CPZ. Vehicles must be roadworthy and display a valid road fund licence at all times. Renewal notices will be issued one month before expiry via email or post, this notice should not be relied upon.



Disabled Parking & Parking Design

Medway Council ensures all roads are safe and accessible to all and throughout the Medway towns, there are 3 disabled car parks providing 33 parking bays. Disabled parking bays are non-exclusive and can be used by anyone with a blue badge. Our Parking design team comprise of a Principal Parking Engineer and a Parking Design Engineer who look at the application for disabled bays.

Disabled Parking Bays

To be eligible for a disabled parking bay, you must be able to prove one of the following:

- You hold a current Blue Badge registered to the property you wish to make the application for
- You own and drive the vehicle registered at the home address. (In exceptional circumstances, the council may install a bay where the sole driver is also the primary carer and living at the same address.)
- You do not have adequate off-road parking facilities, such as a garage or driveway
- The location of a potential space is not listed in the Highway Code as a place where vehicles should not be parked
- The location is on a public road and not on private land
- There are no waiting restrictions or bus stops in front of your home

Bays can't be provided in the following locations:

- On a bend or brow of a hill
- Close to a junction
- Within a turning head of a cul-de-sac
- Where the road is too narrow
- Where parking is already prohibited (such as yellow lines, zigzags, etc.)

In this financial year, the Parking Design team have been carrying out site visits and assessments for all applications received for new disabled bays. In total 221 disabled bays have been installed, and additional bays that were no longer required have been removed and this work was undertaken in collaboration with the Customer and Business Support team.

New Schemes

In this financial year, the Parking Design Team completed a works programme, consisting of requests received in the previous year. In addition, the team was responsible for preparing plans for disabled bay applications, traffic order amendments and residents parking enquiries.

These schemes required site surveys, design works, traffic order amendments, public consultation, and installation. All this work was completed in collaboration with the Highways Team.

In total new parking restrictions were installed at 65 locations across Medway and 25 Traffic Orders were processed to allow for the schemes to be installed.

Public consultations were carried out on areas with parking issues and those that require specific schemes, this included:

- Junction protections and double yellow lines installed at 25 locations across St Mary's Island, Chatham.
- Residents of Hathaway Court, Rochester formally consulted on a potential new Controlled Parking Zone.
- Traffic order amendments to allow for the installation of dropped kerbs at a number of residential properties within CPZs
- Double yellow lines advertised and installed at a number of locations to assist bus operations.
- Numerous minor parking schemes, such as double yellow line junction protections, loading bans and parking bays were consulted on and installed where possible.

A full programme of works has been prepared for the following year, 2022-2023 financial year, with schemes prioritised from the requests received from residents and councillors in 2021-2022.

Parking Spaces Statistics

Parking Spaces as of April 2022:

<u>Type of Parking Spaces</u>	<u>Number of Spaces</u>
Total on-street spaces*	1,771
Total off-street spaces**	4,618

*Please note that as individual parking spaces are not marked out on-street in the borough, this is an estimated figure.

**Total is for off-street car parks where charges apply

Parking & Recovery Statistics

Penalties Issued	2021-2022
Total Number of PCN's issued	69,471
Total Number of Tickets with Payments	41,705
Total Percentage of Tickets with Payments	60.03%
Total Average Income Received per PCN	£38.25

Bus Lane Contraventions	
Total Number of PCNs Issued in The Period	4,232
Total Number of Tickets with Payments	3,023
Percentage of Tickets with Payments	71.43%
Average Income Received per PCN	£34.81

CCTV Contraventions	
Total Number of PCNs Issued in The Period	1,317
Total Number of Tickets with Payments	978
Percentage of Tickets with Payments	74.26%
Average Income Received per PCN	£41.73

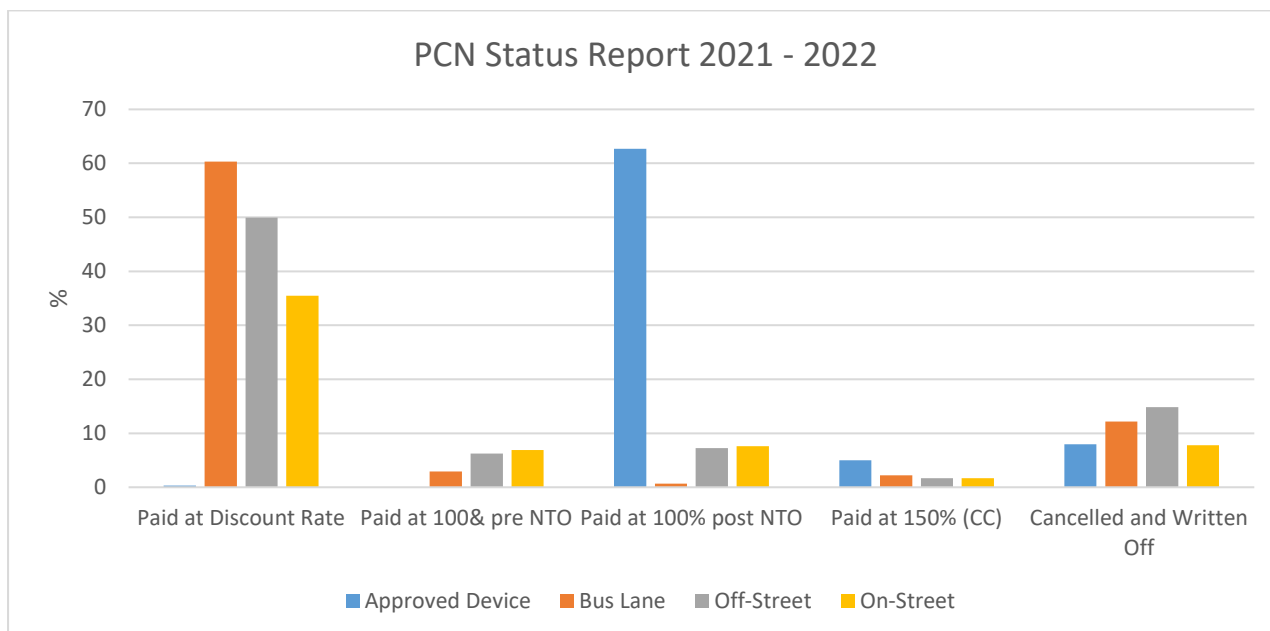
Off Street Contraventions	
Total Number of PCNs Issued in The Period	17,532
Total Number of Tickets with Payments	12,190
Percentage of Tickets with Payments	69.53%
Average Income Received per PCN	£31.33

On Street Contraventions	
Total Number of PCNs Issued in The Period	46,389
Total Number of Tickets with Payments	25,513
Percentage of Tickets with Payments	55%
Average Income Received per PCN	£41.83

Campaign Type	Total PCNs issued
Approved Device	1,317
Bus Lane	4,232
Off Street	17,532
On Street	46,389
Other	1

The graph below shows the status of when a Penalty Charge Notice has been paid:

- Paid at discounted rate – within 14 days
- Paid at 100% pre NTO – within 14-28 days before the Notice to Owner (NTO) is issued
- Paid at 100% post NTO – within 28 days after the Notice to Owner has been issued
- Paid at 150% at CC – after the Charge Certificate has been issued



No of Representations	Volume	%
Formal representations	1,842	2.7%
Informal representations	6,605	9.5%

From a total of 69,471 PCN's issued for the year, there were 1,842 formal and 6,605 informal representations.

The re-investment into the parking equipment has seen a major reduction in the cancellation rates for machine error/machine out of order. These are areas Medway Council have identified for areas of improvement to ensure a consistent and efficient service is provided. However, below the percentages are higher than previous years as there was only 6,204 PCNs cancelled for 21-22 which is relatively lower than previous years.

	2019-20	2020-21	2021 - 22
Machine Error	0.7%	1.6%	0.6%
Processing Error	1.6%	1.9%	3.1%
System Error	0.2%	1.6%	4.0%

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 2019 - 2020, please see the tables below for Medway Council's financial performance:

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>
<u>ON STREET</u>	£	£	£
<u>Income</u>			
Pay and Display	(477,430)	(208,167)	(418,936)
Permits	(1,077,446)	(797,621)	(950,418)
PCN	(1,362,354)	(960,345)	(1,105,699)
Other Income	(2,589)	(1,485)	(3,513)
<u>Expenditure</u>			
Staff Related incl. agency	925,958	1,084,107	900,894
Premises	1,822	4,287	6,556
Transport Related	29,734	42,108	39,809
Supplies & Equipment	182,665	268,962	232,940
Traffic Penalties Tribunal	38,562	1,792	10,795
TEC Northampton	74,079	3,009	89,583
Support Services	382,831	230,422	199,323
Total Income	(2,919,819)	(1,967,617)	(2,478,556)
Total Expenditure	1,622,651	1,634,686	1,479,898
(Surplus)/Deficit	(1,257,168)	(332,931)	(998,668)
<u>OFF-STREET</u>			
<u>Income</u>			
PCN	(439,094)	(106,703)	(313,351)
<u>Expenditure</u>			
Employee Related	307,134	120,443	255,371
Premises	300	151	652
Transport Related	9,582	4,453	10,759
Supplies & Equipment	53,645	28,182	61,628
Traffic Penalties Tribunal	10,437	199	3,060

TEC Northampton	23,875	334	25,394
Support Services	43,173	18,618	37,857
Total Income	(439,094)	(106,703)	(313,351)
Total Expenditure	448,146	172,381	394,721
(Surplus)/Deficit	9,052	65,678	81,370
<u>TOTAL ON-STREET & OFF-STREET</u>			
INCOME	(3,358,913)	(2,074,320)	(2,791,917)
EXPENDITURE	2,110,797	1,807,067	1,874,619
(SURPLUS)/DEFICIT	(1,248,116)	(267,253)	(917,298)

Trading Operations Off-Street Car Parks:	<u>2019-20</u>	<u>2020-21</u>	<u>2021 - 22</u>
Turnover	(4,913,139)	(1,825,984)	(4,239,043)
Expenditure	2,469,207	1,945,904	2,011,007
(Surplus)/Deficit	(2,461,932)	119,920	(2,228,036)

As per the Section 55 Regulations, any surplus can be applied to meeting all or any part of the cost of off-street parking accommodation. However, as in previous years, the 2021/22 off-street car parking service is also in surplus and so there has been no requirement for additional expenditure other than that budgeted and spent within the service. Therefore, the 2021/22 Section 55 Parking Account surplus has been applied to partly meet the service costs of providing public passenger transport services, as follows:-

	<u>2019-20</u>	<u>2020-21</u>	<u>2021-22</u>
Highway, Road Improvement and Subsidised Bus Services	1,248,116	267,253	917,298

Quarterly Performance

The table below shows the quarterly income from parking on-street and off-street, permits and vouchers.

Parking Income	Location	Q1	Q2	Q3	Q4
P&D*	On Street	504,062	513,324	360,314	250,255
	Off Street	1,011,312	1,155,146	1,050,874	559,614
Visitor Vouchers	-	106,050	111,108	108,534	102,962
Parking Permits	-	162,639	191,314	149,349	156,141

*Total includes cash, cashless and card payments

The table below shows the quarterly income from Penalty Charge Notices per location:

PCN Income	Location	Q1	Q2	Q3	Q4
On Street	Chatham	57,017	57,376	60,808	59,082
	Gillingham	165,251	148,530	170,203	169,398
	Rainham	5,212	5,829	6,738	6,916
	Rochester	27,379	28,821	35,885	35,075
	Strood	13,062	11,430	13,310	15,638
Off Street	Chatham	6,282	12,599	17,198	13,128
	Gillingham	9,758	11,644	12,164	10,171
	Rainham	6,297	7,482	11,608	11,738
	Rochester	32,924	53,206	58,437	44,371
	Strood	2,493	2,700	3,707	3,924

Key Contacts and Further Information

The process described throughout this report about challenging a PCN is set out by the Traffic Management Act 2004 or Transport Act 2000 (and accompanying regulations) and is the only way to challenge a PCN.

General enquiries concerning parking issues may be made by email or in writing, but Medway Council cannot accept challenges or representations made by telephone. Parking enquiries can be emailed to: parkingenquiries@medway.gov.uk alternatively a letter can be sent by post to Medway Council, Parking Services, Gun Wharf, Dock Road, Chatham, ME4 4TR.

To view or pay a PCN (both parking and bus lane):

[Medway Council PCN weblink](#)

Other useful contacts:

Traffic Penalty Tribunal:

- Traffic Penalty Tribunal, Springfield House, Water Lane, Wilmslow, Cheshire, SK9 5BG
- [Traffic Penalty Tribunal weblink](#)
- Email: help@trafficpenaltytribunal.gov.uk
- Telephone: 0800 160 1999
- Car Park Season Tickets are available by telephoning 01634 332266

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

- [Contravention Codes weblink](#)

Appendix 1 – Medway Car Parks

NAME OF CAR PARKS	CAR BAYS	MOTORCYCLE BAYS	DISABLED BAYS	ELECTRIC BAYS	DISABLED ELECTRIC BAYS	NHS BAYS	TOTAL
ALMON PLACE	22		2				24
BALMORAL GARDENS	126		8				134
BERKELEY HOUSE	12						12
BLUE BOAR LANE	123	1	7				131
BIRLING AVENUE	29		2				31
BOLEY HILL	22						22
BRITTON FARM STREET	47	1	2			42	92
BROOK MULTI STOREY CAR PARK	556		2				558
CATHEDRAL GARAGE	78	1	3				82
CHURCH STREET	18						18
COMMERCIAL ROAD	74	1	6	4			85
CORPORATION STREET	98	2	8				108
CRICKETERS	92	1	4				97
CRONEENS	69	1					70
EASONS YARD - Short Stay (White)	22						22
EASONS YARD - Long Stay (Yellow)	23		3				26
GAS HOUSE ROAD	52	1					53
GROVE ROAD	97		2				99
GUN WHARF	209		9				218
HENRY STREET (LUTON SHOPPERS)	58						58
HIGH STREET (RAINHAM)	29		2				31
HIGH STREET 1(ROCHESTER)	20						20
HIGH STREET 2 (ROCHESTER)	22		1				23
JAMES STREET	45	1	1				47
JEFFREY STREET	34	1	2				37
KING STREET	42	1	3				46
LITTLEWOODS	39						39
LONGLEY ROAD	193	1	11				205
MARKET HALL	214		10				224
MEDWAY PARK (BLACK LION)	221	1	10				232
NELSON TERRACE	24		1				25
OLD ROAD	82	1					83
QUEEN STREET	44	1	5				50
RHODE STREET	133	1	2				136
ROCHESTER RIVERSIDE MSCP	280		18	18	2		318
RIVERSIDE	104		10				114
RAILSIDE (GILLINGHAM)	77						77
ST JOHN'S	139	1	10				150
SLICKETTS HILL	50						50
STATION ROAD (RAINHAM)	278			9	1		288
TEMPLE STREET	66		2				68
THE PADDOCK	51	1					52
THE STRAND	235		8				243
TOWN HALL	49		4				53

UNION PLACE (CHATHAM)	49					49
UNION STREET (ROCHESTER)	26					26
UPPER MOUNT	104	1				105
TOTAL	4477	20	158			4731

Appendix 2 – Free Car Parks

NAME OF CAR PARK	CAR BAYS	MOTORCYCLE BAYS	DISABLED BAYS	TOTAL
HOO St WERBURGH	34	0	0	34
JEZREELS	16	0	0	16
KESTRAL ROAD	49	0	1	50
LOWER STOKE	20	0	0	20
LOWER UPNOR	66	0	0	66
M2 COMMUTER CAR PARK	91	0	10	111
REED STREET (CLIFFE)	15	0	0	15
SILVERWEED ROAD	12	0	0	12
SULTAN ROAD	46	0	0	46
TWYDALL GARDENS	58	0	6	64
UPPER UPNOR	30	0	4	34
TOTAL	437	0	21	468

Appendix 3 – Disabled Car Parks

NAME OF CAR PARK	CAR BAYS
FULLAGER'S YARD (DISABLED)	8
KING'S HEAD (DISABLED)	6
SOLOMON'S ROAD (DISABLED)	19
TOTAL	33