

# **Middlesbrough Council**

## **Parking Annual Report 2023/2024**



## Introduction

1. The Council operates its parking enforcement service under the provisions of the Traffic Management Act 2004 (TMA). Statutory Guidance issued by the Secretary of State under the TMA requires that local authorities produce an annual report about their parking enforcement activities. This report sets out various facts and figures relating to parking enforcement and the performance of the Parking Service in general during 2023/2024. It also includes a Frequently Asked Questions section that answers the most popular queries about parking in Middlesbrough. The report is intended to be made available to the public and will be published on the Council's website.

## Parking Enforcement in Middlesbrough

2. The main objective of the parking service in Middlesbrough is to provide, operate and enforce on and off-street parking facilities to support the Mayor's Vision and to comply with the Council's statutory obligations in relation to road safety, traffic management and crime prevention.
3. The Council operates Civil Parking Enforcement to control parking, waiting and loading restrictions across the town. Enforcement is carried out by our team of Civil Enforcement Officers (CEOs) who also patrol the Council's town centre car parks and Resident Parking Schemes.
4. The team of CEOs issue Penalty Charge Notices (PCNs) to motorists who break the rules. The Council enforces waiting and loading restrictions to:
  - Improve road safety
  - Reduce congestion
  - Support the local economy
  - Improve access to public transport
  - Reduce commuter parking in residential areas
  - Improve accessibility for people with disabilities
5. Legislation requires that income received from Penalty Charge Notices and On Street Pay & Display Parking Places is used exclusively to pay for the provision of the parking service and any surplus must be reinvested into transport related schemes in Middlesbrough.

## Civil Parking Enforcement

6. The Traffic Management Act 2004 places a statutory Network Management Duty on the Council to manage the traffic network to ensure the expeditious movement of all traffic modes.
7. The Council operates Civil Parking Enforcement (CPE) in Middlesbrough in accordance with the provisions of Part 6 of the Traffic Management Act 2004 (TMA). Part 6 of the TMA provides a single framework in England for the civil enforcement of parking, bus lanes and some moving traffic offences. The aim of CPE is to provide for a reasonable, transparent and proportionate system of parking enforcement that is applied consistently across the country. The objective is to promote enforcement regimes that can be seen to be balanced and fair to the motorist whilst satisfying the Council's transport and parking policy aspirations.

8. Statutory Guidance issued under the Traffic Management Act states that Councils should produce an annual report on their parking enforcement activities and that this report should contain financial, statistical and performance related data in respect of its parking operations. Reports should be made available to the public with the aim of improving the public's understanding of the Council's aims & objectives in relation to parking and their acceptance of Civil Parking Enforcement.
9. As well as providing the statistical information required by the Statutory Guidance this report includes a full overview of the Parking Service, its contributions to the Council's overall aims & objectives and a summary of the main developments & achievements during 2023/2024. The Council regularly receives Freedom of Information Requests for parking related information. By including the most frequently requested statistical data in this report along with a Frequently Asked Questions section; this information can be made freely available to the public via the Council website.
10. This report covers the year 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024 but also includes data from previous years. This is to allow comparisons to be made with the results from other years.
11. Although this is an annual parking report, details on the number of PCNs issued in Middlesbrough Council's camera enforced bus lane on Newport Road has also been included in Appendix A for completeness.

## Information

12. Parking services are provided across three service areas within Middlesbrough Council: -
  - The Transport and Infrastructure Service oversees the management, operation and maintenance of the parking facilities and residents parking schemes in Middlesbrough. As well as the management of Traffic Regulation Orders relating to parking, waiting and loading restrictions.
  - The enforcement of parking, waiting and loading restrictions is undertaken by the Neighbourhood Safety Warden Team. The Parking Civil Enforcement Officer team was merged with the larger Street Warden and Environmental Enforcement team in late 2019, creating the Neighbourhood Safety Enforcement Team.
  - The Penalty Charge Notice Processing & Adjudication team were integrated with the Council's Resident and Business Support Service, within the Finance, Governance & Revenue Service Area, in July 2021.
- The Maintenance & Development side comprises of a Principal Parking Engineer with assistance from a Technician and is responsible for the maintenance of the Council operated car parks and on-street parking facilities, signs & lines inspection/ maintenance and development along with TRO implementation.
- The Neighbourhood Safety Warden team, now includes the Parking Enforcement team and three Car Park Attendants. The role of the enforcement team is to patrol and enforce yellow line waiting restrictions, loading restrictions, residents parking schemes and car parking contraventions along with providing customer assistance, security and crime prevention in the Council's car parks. They also manage the day-to-day operation and maintenance of the Council's on and off street pay & display ticket machines. Enforcement of parking, waiting and loading

restrictions is completed alongside other Environment and Anti- Social behaviour enforcement roles. The Car Park Attendants look after the day to day opening & closing, cleaning and maintenance of the Captain Cook Square & Zetland multi storey car parks.

- The Penalty Charge Notice Processing & Adjudication team is made up of an Adjudication Officer, a Senior Parking Process Officer and a Technical Assistant supported by administration staff in the Customer Centre. They deal with all Penalty Charge Notice (PCN) representations, appeals and correspondence and pursue unpaid PCNs. They prepare cases for consideration by the independent Traffic Penalty Tribunal and carry out some administration duties in relation to parking permits.

## Review of Performance in 2023/2024

13. The following initiatives, projects and improvements have been completed or commenced in 2023/2024:

- Maintaining and monitoring the Council's parking initiatives to support the town centre
- Consultation and making permanent Traffic Regulation Orders to improve Road Safety and Traffic Movements
- Working alongside the Council's Regeneration department and Private Developers to introduce or amend parking restrictions to support regeneration and developments within Middlesbrough Centre
- Maintaining 'Park Mark' Safer Parking Award status for the main town centre car parks
- Maintaining car park crime at low levels
- Replacing 73 pay & display ticket machines for the latest generation models that include credit and debit card payment facilities

## Parking Facts & Figures

14. Middlesbrough Council operates 2,955 parking spaces in 12 pay & display car parks in Middlesbrough Town Centre including the Zetland & Captain Cook Square Multi Storey Car Parks. There are also a number of privately operated car parks including those associated with the Cleveland Centre, Dundas Arcade and Hillstreet shopping centres and Sainsbury's Supermarket. These private facilities provide most of the shopper parking in the town centre. In 2023/24 over 750 thousand parking acts within Council operated facilities were recorded. Income and levels of use for each of the town centre pay and display car parks along with the total number of vehicles using the on street pay & display parking bays are shown in the following tables:

### Town Centre Pay & Display Car Parks Usage

Car Park	Spaces	Type	Number of vehicles		
			21/22	22/23	23/24
Captain Cook Square	780	Long & Short Stay	261313	294110	223969
Buxton Street	93	Short Stay	38895	39545	45917

Mima	37	Short Stay	11804	16355	21777
France Street	531	Long Stay	17858	31954	41921
Zetland	746	Long Stay	49694	58793	49210
Station Street	116	Long Stay	18679	21428	25184
Gurney Street	46	Long Stay	8185	13082	16660
Wood Street	45	Long Stay	2913	7097	5296
Cannon Park (Used as a covid 19 testing centre Oct 20- June22)	228	Long Stay	0	8247	10579
Cannon Park Way	250	Long Stay	4754	1992	1174
Jedburgh Street	11	Long Stay	1254	3414	3089
Amber Street (opened Feb 15 & additional car park opened in Dec 15)	72	Long Stay	15875	18527	21946
<b>Dock Street</b> (operated by Middlesbrough College from Sept 2024)	0	Long Stay	1112	4811	1839
Total Council Off Street Spaces	<b>2955</b>	Total Vehicles Off Street	<b>432336</b>	<b>519355</b>	<b>468561</b>
Total On Street P&D Spaces	<b>840</b>	On-street Long & Short Stay	<b>203645</b>	<b>294181</b>	<b>288669</b>
Total Council Spaces	<b>3795</b>	<b>Total Vehicles</b>	<b>635981</b>	<b>813536</b>	<b>757230</b>

<b>Private Car Parks</b>	<b>Spaces</b>	<b>Type</b>
Cleveland Centre	588	Short Stay
Hillstreet Centre	653	Short Stay
Sainsbury's Supermarket	550	Short Stay
Dundas Arcade	150	Short Stay
Middlesbrough Leisure Park	163	Short Stay
<b>Total Private Spaces</b>	<b>2104</b>	
<b>Total Town Centre Spaces</b>	<b>5934</b>	

### Town Centre Pay & Display Car Parks and On-Street Income

Cash and card income taken at each car park through the pay & display ticket machines and from debit/credit card payments via the RingGo mobile phone parking payment system. (Excludes permit income)

Car Park	Spaces	Type	Total Income (net of VAT) £		
			21/22	22/23	23/24
Captain Cook Square	780	Long & Short Stay	80157	81080	315083
Buxton Street	93	Short Stay	50113	67243	80393
Mima	37	Short Stay	17989	35341	42449
Amber Street	72	Short Stay	47147	52690	63441
France Street	531	Long Stay	43485	77461	104599
Zetland	897	Long Stay	107965	123000	106488
Station Street	116	Long Stay	61859	60165	59708
Gurney Street	46	Short Stay	21094	35159	45880
Wood Street	45	Long Stay	5706	13687	10647
Cannon Park	228– Used as COVID 19 testing centre from Oct 2020 to June 2022	Long Stay	0	16862	22209
Cannon Park Way	250	Long Stay	9915	3837	2215
Jedburgh Street	13	Long Stay	2549	6625	6207
Dock Street	19 - Opened in Oct 2018	Long Stay	2294	4811	3699
Total Council Off Street Spaces	<b>3127</b>	Total Income Off Street	<b>450273</b>	<b>577961</b>	<b>863018</b>
Total On Street P&D Spaces	<b>854</b>	Total Income On Street	<b>237412</b>	<b>480740</b>	<b>687792</b>
Total Council Spaces	<b>3981</b>	<b>Total Income</b>	<b>687685</b>	<b>1058702</b>	<b>1550810</b>

### Town Centre Car Park Charges

15. In March 2024 the Council's Executive approved increases in parking charges between 20p -50p. Please see below table outlining the current off-street parking charges;

Captain Cook Square (levels 0-3) short stay levels	£1.50 for three hours, £7.20 for up to 4 hours then £1.80 per hour thereafter
Buxton Street, Mima & Amber Street Short Stay Car Parks	£1.80 per hour
Captain Cook Square (levels 4-6) Long stay levels	£1.80 for 3 hours, £3.00 for 4 hours, £4.00 for all day
Zetland & Station Street Long Stay Car Parks	£2.50 all day, £45 monthly Season Ticket, £500 annual Season Ticket

All Other Long Stay Car Parks	£1.20 or £1.50 for 2 hours and £3.00 to £4.50 for all day depending on location
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16. Within the private shopping centre car parks at Hill Street, the Cleveland Centre and Dundas Shopping Centre charges vary between £1.40 - £1.70 for the first two or three hours and between 50p - £1.60 per hour thereafter. The Dundas Shopping Centre car park offers all day parking for £3.00 per day and the Hill Street car park also offers a £2.00 long stay daily parking rate for motorists that arrive prior to 10am Monday – Friday.

## Security

17. Levels of crime in Council car parks remained relatively low, in 2023/2024 there were 12 incidents of crime reported to the police. The Council's main town centre car parks have maintained their "Park Mark" Safer Parking Award status and a day time award was issued for Amber Street car parks in 2023/2024. "Park Mark Safer Parking Awards" are granted to car parks in recognition of active and effective measures being put in place to create a safe and secure environment for car park users. The "Park Mark" awards underline the Council's on-going commitment to eradicating crime and the fear of crime in all its parking facilities making the town centre a safe and attractive location for people to visit and shop.

## On Street Pay & Display & Business Parking

18. On street pay & display has been proven to make more efficient use of valuable on street parking space by encouraging greater turnover and creating more space availability. Levels of use of the on-street spaces have increased in recent years illustrating the popularity and importance of spaces conveniently located in relation to shops and businesses. Within Middlesbrough Town Centre 840 parking spaces are controlled in this way.
19. A number of on street business parking areas are in operation in key locations to support the operational parking needs of town centre businesses. In 2023/2024 102 business parking permits were issued for the on- street business parking bays in the town.

## Parking for Blue Badge Holders

20. The Council is committed to providing high quality facilities in its car parks for blue badge holders. The Council allows free parking without time limits in all its pay and display car parks for blue badge holders. This provision applies to all spaces in all types of car parks (long and short stay) and not just in dedicated disabled bays.
21. Dedicated disabled parking bays (free of charge & no time limit) are available in the following Council car parks:

Car Park	Number of Disabled Bays
Captain Cook Square Multi Storey	45
Zetland Multi Storey	15



France Street	5
Buxton Street	3
Gurney Street	3
Mima	6
Fairbridge Street (Disabled Only)	6
Civic Centre (Saturdays Only)	3
<b>Total</b>	<b>88</b>

On street disabled parking bays (free of charge & no time limit) can be found in the following locations: -

<b>Location</b>	<b>Number of Disabled Bays</b>
Newport Crescent	3
Baker Street	3
Bedford Street	3
Bolckow Street	3
Grange Road (opposite Mima)	15
Hill Street	1
Grange Road (close to McDonalds)	2
Oak Street	3
Zetland Place (Teesside Archives)	1
Abingdon Road (International Centre)	3
Binks Street (Linthorpe Village)	2
Ferry Road (Transporter Bridge)	2
Clive Road (Linthorpe United Reform Church)	1
Beresford Buildings (Thorntree Surgery)	2
Harris Street (Haven Medical Centre)	1
Linthorpe Road (Village Medical Centre)	1
Linthorpe Road (Linthorpe Village)	2
Southfield Road (east of junction with Woodlands Road)	4
Woodlands Road (Woodlands Surgery)	1
Park Road (Dorman Museum)	2
Viewley Centre Hemlington	10
<b>Total</b>	<b>65</b>

Blue Badge Holders can also park free of charge and without time limit in any of the on street pay and display bays around the town centre.

22. A hire scheme operates from the Environment City Cycle Centre, based in Middlesbrough Bus Station, providing daily hire of wheelchairs and mobility scooters for people with limited mobility to access the town centre. Further information can be obtained by calling the Cycle Centre using direct line 01642 219620.
23. The Civil Enforcement Officers routinely inspect blue badges to ensure they are being used correctly and to deter abuse of the scheme by able-bodied drivers. Since new legislation came into force in October 2013 the CEOs have had the power to seize blue badges in the following circumstances;
  - If the badge is a fake
  - If the badge has been cancelled or reported lost or stolen



- If the badge should have been returned to the issuing authority because it has expired, the holder has died or is no longer disabled, the badge has become faded or damaged or has been recalled by the issuing authority.
- If the badge was being misused (including by someone other than the holder when the genuine holder is not involved in the journey).

24. In 2023/24 our CEOs seized 8 blue badge badges. In most of these cases, it was found that someone other than the badge holder was using the badge. Seized badges are returned to the issuing authority who then decides what action should be taken in respect of the badge holder. In the first instance this usually involves a warning letter but ultimately can result in the withdrawal of the badge.

## **Parking Enforcement**

25. The aim of the Council's parking enforcement operation is to discourage dangerous and inconsiderate parking and to persuade motorists to comply with the regulations. The priority is to remove vehicles as soon as possible from locations where they should not be parked and may be causing problems for other road users. Therefore, in situations where the motorist is still with their vehicle the Civil Enforcement Officers (CEOs) will always give the driver the opportunity to move the offending vehicle before issuing a Penalty Charge Notice (PCN). The CEOs will however always issue Penalty Charge Notices to vehicles left unattended in contravention of parking regulations.
26. Priority enforcement areas for the Civil Enforcement Officers are those where illegal parking can cause serious road safety and traffic management problems. Such locations include keep clear markings outside schools, no stopping restrictions at bus stops, and yellow line waiting and loading restrictions on traffic sensitive town centre routes. The enforcement of disabled parking bays both on street and in the Council's car parks is also given a high priority. Other locations such as residents parking schemes and out of town waiting restrictions are enforced as staffing resources permit with frequencies of visits based on the seriousness of the problems found. The overall aim is to encourage compliance by motorists so that restrictions become largely self-enforcing and hence require fewer visits by the CEOs.
27. There are different Penalty Charge levels depending on the seriousness of the contravention. A higher level Penalty Charge of £70 (discounted to £35 for payments made within 14 days) is issued for parking in a place where it is always prohibited such as on No Waiting At Any Time and No Loading restrictions or parking in a disabled bay without displaying a valid badge. A lower level Penalty Charge of £50 (discounted to £25 for payments made within 14 days) is issued for lesser offences such as overstaying in a parking place or parking outside a marked bay.

## **Road Safety & Enforcement Vehicle**

29. A camera enforcement car is used in Middlesbrough to enforce dangerous parking near schools and at bus stops.
30. Parked vehicles create a hazard for children trying to cross the road, preventing them from seeing oncoming vehicles clearly or being seen themselves. Another area of concern is bus stops. Vehicles parked in bus stops prevent buses from accessing the low floor platform and creates serious difficulties for elderly and mobility impaired passengers.

31. The vehicle clearly marked as Middlesbrough Council's "Road Safety and Enforcement Vehicle" – is designed to change driver behaviour and reduce road casualties around the town's 50-plus schools and 700 bus stops. The distinctive silver Peugeot 107 is fitted with equipment to record parking contraventions, and allows for many more schools to be covered during critical start and finish times and many more bus stops to be checked throughout the day. Legislation stipulates that the car can only be used to enforce school keep clear restrictions and bus stops but cannot be used to enforce other issues such as parking on yellow lines.
32. Its introduction, led by the Council's Safe and Active Travel team working closely with schools, followed numerous complaints from members of the public about inconsiderate and dangerous parking.
33. The £62,000 total cost of the vehicle and equipment was funded from a Local Transport Plan Government grant, with annual running costs estimated at around £8,000.
34. The aim of the Road Safety and Enforcement Vehicle is to change driver behaviour, while any surplus income generated from Penalty Charge Notices is reinvested in road safety or transport initiatives. For an initial period those caught stopping or parking illegally were issued with a warning, before formal enforcement was taken against offenders.

### Penalty Charge Notices

35. In 23/24 the Council's Civil Enforcement Officers issued a total of 6630 Penalty Charge Notices for parking contraventions in the town, a decrease on the 7910 issued in 22/23.
36. Further information about the Penalty Charge Notices issued by the Council's Civil Enforcement Officers in Middlesbrough in 2021/2022, 2022/2023 and 2023/24 can be found in Appendix A.

### Penalty Charge Notice Appeals Process

37. If a motorist receives a PCN, full details on how to make a representation are set out on the Notice they receive. The process followed by Councils in dealing with representations and appeals is prescribed by legislation and set out in the Traffic Management Act 2004 Part 6. Further information on the appeal process can be found on the parking section of the Council's website and on [www.patrol-uk.info](http://www.patrol-uk.info).
38. Each representation and appeal is considered individually on its merits by specially trained staff that have access, via the computerised notice processing system, to all details relating to the case. This includes the CEOs notes and photographs along with scanned copies of all relevant correspondence. The notice processing staff work to a comprehensive set of guidelines to ensure consistency of decision-making.
39. If the Council refuses to withdraw a PCN then the motorist can appeal to the Traffic Penalty Tribunal (TPT). The TPT are the independent adjudicators for Penalty Charge appeals for England & Wales. The adjudicators, who are all qualified barristers and completely independent, will look at all the evidence from the Council & the motorist and come to a decision that is binding on both parties.

40. Many PCNs are withdrawn following representation to the Council, once mitigating circumstances or other information comes to light that would not have been apparent to the CEO who issued the notice.
41. Any parking enforcement regime that consistently withdraws some of its PCNs after considering representations is demonstrating that it is operating in a reasonable and consistent manner that can be seen to be fair to the motorist. This is precisely what the government intended when they introduced Civil Parking Enforcement through the Traffic Management Act 2004.
- 42.

### Civil Enforcement Officers

43. Parking enforcement is carried out by the Council's team of Civil Enforcement Officers (CEOs). The CEOs also carry out a valuable security and crime prevention role in the car parks as well as dealing with the day-to-day maintenance of the pay & display ticket machines. They provide a reassuring uniformed presence on street and act as town guides providing advice and directions to the public. These duties are completed alongside the Environment and Anti-Social Behaviour enforcement duties of the Neighbourhood Safety Warden Team.
44. Unfortunately, the nature of the parking enforcement duties the CEOs carry out, do leave them particularly vulnerable to verbal abuse from motorists and the general public. The generally negative portrayal of parking enforcement in the media has perpetuated the view that it is acceptable to abuse Civil Enforcement Officers. The CEOs receive full training on how to deal with violence and aggression and how to avoid confrontation and all incidents are reported and recorded.
45. In 2023/2024 there was an increase in the number of incidents of verbal abuse reported by the CEOs with two incidents being reported in the year compared with none in 2022/23. Action taken as a result of the reports, included individuals being interviewed and warned by the Police.
46. In 2023/2024, three complaints were received, and four service compliments were received from the public. These were received as an email, phone calls and a card thanking the staff for assistance, advice or information received.
47. Every opportunity is taken to promote a positive image for the CEOs both through Council publications and the media. The aim is to emphasise the major role played by the CEOs in effectively eradicating car park crime and supporting the Council's transport objectives for the town. In this way it is hoped to continue to reduce the levels of abuse against the CEOs.

### Financial Information

48. Parking is operated on a self-financing basis. The principle is that the cost of operating and maintaining parking facilities is paid for by the motorists using the services. Parking Charges are reviewed annually and are set to support the Council's sustainable regeneration objectives for the town. The parking charges in force in the Council's facilities over the last three years are shown in the following table:  
**\*Please note that parking charges were suspended in all Council operate car parks and On-Street parking bays between 24<sup>th</sup> March 2020 and 23<sup>rd</sup> August 2020.**

	From 09/07/2018	From 28/11/2022	From 11/03/2024
<b>Captain Cook Square (levels 4-6) Long Stay</b>	Free for 2 hours (3 hours from 01/02/2021)	Free for 3 hours (from 01/02/2021 until 03/04/2023)	£1.50 for 3 hours
	£2.30 for 4 hours	£2.50 for 4 hours	£3.00 for 4 hours
	£3.30 for all day	£3.50 for all day	£4.00 for all day
<b>France Street</b>	£1.30 for 2 hours	£1.50 for 2 hours	£2.00 for 2 hours
	£2.30 for 4 hours	£2.50 for 4 hours	£3.00 for 4 hours
	£3.30 for all day	£3.50 for all day	£4.00 for all day
<b>Zetland and Station Street Long Stay</b>	£2.00 for all day Season Tickets £360 per year	£2.30 for all day Season Tickets £435 per year	£2.50 for all day Season Tickets £500 per year
<b>Jedburgh Street &amp; Wood Street Long Stay</b>	80p for 2 hours	£1.00 for 2 hours	£1.50 for 2 hours
	£1.30 for 4 hours	£1.50 for 4 hours	£3.00 for 4 hours
	£2.30 for all day	£2.50 for all day	£4.50 for all day
<b>Gurney Street Premium Long Stay</b>	£1.30 for 2 hours	£1.50 for 2 hours	£1.50 for 2 hours
	£3.30 for 4 hours	£3.50 for 4 hours	£3.50 for 4 hours
	£4.30 for all day	£4.50 for all day	£4.50 for all day
<b>Cannon Park Long Stay</b>	80p for 2 hours	£1.00 for 2 hours	£1.20 for 2 hours
	£1.30 for 4 hours	£1.50 for 4 hours	£2.00 for 4 hours
	£2.30 for all day	£2.50 for all day	£3.00 for all day
<b>Cannon Park Way Long Stay</b>	80p for 2 hours £1.30 for 4 hours £2.30 for all day	£1.00 for 2 hours £1.50 for 4 hours £2.50 for all day	£1.20 for 2 hours £2.00 for 4 hours £3.00 for all day
<b>Long Stay Sunday Charges</b>	Zetland £2.00 Demark St £1.30 Gurney St 80p for all day	Zetland £2.30 Gurney St £1.00 for all day	Zetland £2.50 Gurney St £2.00 for all day
<b>Captain Cook Square (levels 0-3), Amber Street, Buxton Street &amp; Mima Short Stay</b>	<b>Captain Cook Square:</b> Free for 2 hours (3 hours from 01/02/2021) <b>Buxton Street &amp; MIMA</b> £1.30 per hour	<b>Captain Cook Square:</b> Free for 3 hours (from 01/02/2021 – 03/04/2023) £6.00 for up to 4 hours and £1.50 per hour thereafter	<b>Captain Cook Square:</b> £1.50 for 3 hours £7.20 for up to 4 hours and £1.80 per hour thereafter
	<b>Captain Cook Square:</b> £1.30 per hour thereafter <b>Buxton Street &amp; MIMA:</b> £1.30 per hour	<b>Buxton Street &amp; MIMA:</b> £1.50 per hour	<b>Buxton Street &amp; MIMA:</b> £1.80 per hour
<b>Short Stay Sunday Charges</b>	<b>Captain Cook Square only:</b> 2 hours free (3 hours from 01/02/2021) £1.60 for all day	<b>Captain Cook Square only:</b> 3 hours free (from 01/02/2021 – 03/04/2023) £1.80 for all day	<b>Captain Cook Square only:</b> £1.50 for 3 hours £1.80 for all day
<b>Town Centre On Street Charges</b>	40p for up to 15 minutes*	50p for up to 15 minutes*	60p for up to 15 minutes*

	80p for up to 30 minutes	£1.00 for up to 30 minutes	£1.20 for up to 30 minutes
	£1.30 for 1 hour	£1.50 for 1 hour	£1.80 for 1 hour
	£1.80 for 2 hours	£2.20 for 2 hours	£2.50 for 2 hours
	£2.60 for 4 hours*	£2.80 for 4 hours*	£3.00 for 4 hours*
	£3.30 for all day*	£3.50 for all day*	£4.00 for all day*
<b>Middlehaven (north) On Street Charges</b>	£1.20 for all day	£1.50 for all day	£2.00 for all day
<b>Middlehaven On Street Charges</b>	£1.30 for 2 hours	£1.50 for 2 hours	£1.80 for 2 hours
	£1.90 for 4 hours	£2.20 for 4 hours	£2.50 for 4 hours
	£2.50 for 10 hours	£2.70 for 10 hours	£3.00 for 10 hours
<b>Business Permits Town Centre</b>	£818 per year	£900 per year	£960 per year
<b>Business Permits Middlehaven</b>	£555 per year	£600 per year	£660 per year
<b>Off Street Business Permits Southfield Lane</b>	£818 per year	£900 per year	£980 per year
<b>Season Tickets Long Stay</b>	£594 per year	£665 per year	£700 per year

\* 15 minute, 4 hour and all day tariff available on North Ormesby Road, Bright Street and Russell Street. 15 minute tariff available on Dunning Street.

49. Parking income comes from the on and off street pay & display parking fees, permit fees and Penalty Charge Notices (PCNs). The income is used to pay for the operation and development of the parking service with any surplus used to fund transport, highways and environmental projects across the town.
50. The following table shows parking income and expenditure for 2021/2022, 2022/2023 and 2023/2024:

<b>Income</b>	<b>2021/2022</b>	<b>2022/2023</b>	<b>2023/2024</b>
<b>Off – Street Car Park Income</b>			
Long Stay	£318900	£401803	£458880
Short Stay	£131400	£176158	£417630
Permits	£68700	£74600	£80539
<b>Total Off-Street Car Parks</b>	<b>£519000</b>	<b>£652561</b>	<b>£957049</b>
<b>On Street Income</b>			
Pay & Display	£435000	£480740	£508627
Penalty Charge Notices	£267000	£301100	£303247
<b>Total On Street</b>	<b>£702000</b>	<b>£781840</b>	<b>£811874</b>
<b>Total Income</b>	<b>£1221000</b>	<b>£1434401</b>	<b>£1768923</b>
<b>Expenditure</b>			
<b>Off – Street Car Park Expenditure</b>			
Staff	£372300	£394640	£372297
Running Costs	£514000	£594166	£659058
Support Services	£46500	£67330	£87738

<b>Total Off-Street Car Parks</b>	<b>£932800</b>	<b>£1056136</b>	<b>£1119093</b>
<b>On Street Expenditure</b>			
Staff	£186150	£197319	£186149
Running Costs	£71900	£94100	£87268
Support Services	£23200	£33670	£43869
<b>Total On Street</b>	<b>£281250</b>	<b>£325089</b>	<b>£317286</b>
<b>Total Expenditure</b>	<b>£1214050</b>	<b>£1381225</b>	<b>£1436379</b>
<b>Total Off- Street Car Park Surplus</b>	<b>-£413800</b>	<b>-£403575</b>	<b>-£162044</b>
<b>Total On Street Surplus</b>	<b>+£420750</b>	<b>+£456751</b>	<b>+£494588</b>
<b>Total Parking Surplus</b>	<b>+£6950</b>	<b>+£53176</b>	<b>+£332544</b>

## Frequently Asked Questions

51. The following is a summary of the most frequently asked questions about the Council's parking operation along with our answers to each.;

**Q.** How much profit does the Council make from parking and what happens to this money?

**A.** The income from the parking operation in 2023/2024 is set out in the table above. The income is used to pay for the operation and development of the parking service with any surplus used to fund transport, highway and environmental projects across the town.

**Q.** Is it true that the Council issues parking tickets just to raise money and do the Civil Enforcement Officers receive a bonus depending on the number of Penalty Charge Notices they issue?

**A.** The Council carries out parking enforcement to improve road safety, reduce congestion and to support the town centre economy. We do not issue Penalty Charge Notices to raise revenue. Civil Enforcement Officers are paid a basic annual salary. They do not have targets for PCNs issued and do not receive bonuses based on the numbers of PCNs they issue to motorists.

**Q.** Why don't the Council's ticket machines give change?

**A.** The Council operates pay & display parking in its car parks and on street in the town centre. Pay & Display ticket machines in Middlesbrough do not give change in common with those in pay and display car parks across the country, and this is clearly labelled on the machines. Payment points that give change are generally limited to shopping centre pay-on-foot, barrier-controlled car parks such as those at the privately operated Cleveland Centre and Hillstreet car parks.

**Q.** Where in Middlesbrough have the most Penalty Charge Notices been issued?

**A.** Details of Penalty Charge Notices issued by location in 2023/2024 are set out in Appendix A.

**Q.** Where can I find a map of Middlesbrough's Car Parks?

**A.** A map of all town centre parking facilities can be downloaded from the parking section of the Council's website at

[https://www.middlesbrough.gov.uk/sites/default/files/Middlesbrough\\_Town\\_Centre\\_Parking\\_Plan.pdf](https://www.middlesbrough.gov.uk/sites/default/files/Middlesbrough_Town_Centre_Parking_Plan.pdf)

**Q.** How much does it cost to park in Middlesbrough?

**A.** Parking for up to 3 hours is £1.50 at Captain Cook Square & Ferry Road car parks. Full details of prices in all the Council's car parks can be found by going to the parking section of the Council's website at

<https://www.middlesbrough.gov.uk/parking-roads-and-footpaths/parking-permits-and-penalty-charge-notices/car-park-locations-and-charges>



## APPENDIX A

### Penalty Charge Notice Data

Data relates to PCN's issued by a Civil Enforcement Officer (CEO) unless stated

	Total PCNs			On street			Off street		
Year	21/22	22/23	23/24	21/22	22/23	23/24	21/22	22/23	23/24
Number of higher level PCNs issued	5312	5505	5057	4971	5189	4738	341	316	319
Number of lower level PCNs issued	2485	2405	1573	1757	1333	837	728	1072	736
Total Number of PCNs issued	7797	7910	6630	6728	6522	5575	1069	1388	1055
Number of PCNs paid at discount rate	4301	4565	3947	3710	3772	3350	591	793	597
Number of PCNs against which an informal or formal representation was made	1759	1589	1119	1486	1253	893	273	336	226
Number of PCNs cancelled as a result of an informal or a formal representation	547	506	325	450	349	238	97	157	87
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	775	592	496	685	502	428	90	90	68
Number of appeals to adjudicators	17	22	19	16	14	15	1	8	4
Number of appeals allowed by adjudicators	4	3	6	4	2	6	0	1	0
Number of appeals refused by adjudicators	6	17	12	6	10	8	0	7	4
Number of appeals not contested by the Council & allowed by the adjudicators	11	5	7	10	4	7	1	1	0

<b>Number of appeals still awaiting decision</b>	0	0	0	0	0	0	0	0	0
<b>Number of applications made to register road traffic debts at the Traffic Enforcement Centre</b>	1314	1112	1217	1170	980	1103	144	132	114

### On Street Penalty Charge Notices Issued by Contravention Code

<b>Code</b>	<b>Contravention (on street)</b>	<b>Penalty</b>	<b>PCNs Issued 21/22</b>	<b>PCNs Issued 22/23</b>	<b>PCNs Issued 23/24</b>
01	Parked in a restricted street during prescribed hours	£70	1811	2081	2089
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	£70	1060	1268	963
05	Parked after the expiry of paid for time	£50	157	84	21
06	Parked without clearly displaying a valid pay and display ticket or voucher	£50	n/a	n/a	n/a
07	Parked with payment made to extend the stay beyond initial time	£50	0	0	0
11	Parked without payment of the parking charge	£50	956	879	676
12	Parked in a resident's or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place	£70	864	514	584
16	Parked in a permit space without displaying a valid permit	£70	182	247	212

19	Parked in a residents or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	£50	17	30	17
21	Parked in a suspended bay or space or part of bay or space	£70	85	28	16
22	Re-parked in the same parking place or zone within one hour or other specified time of leaving	£50	3	0	0
23	Parked in a parking place or area not designated for that class of vehicle	£70	10	10	7
24	Not parked correctly within the markings of the bay or space	£50	51	75	22
25	Parked in a loading place during restricted hours without loading	£70	340	392	392
26	Parked more than 50cm or other specified distance from the edge of the carriageway and not within a designated parking place	£70	10	21	10
27	Parked adjacent to a dropped footway	£70	50	89	68
28	Parked on a special enforcement area on part of the carriageway raised to meet the level of the footway, cycle track or verge	£70	2	2	1
30	Parked for longer than permitted	£50	573	265	89
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	£70	449	418	361
45	Parked on a taxi rank	£70	40	53	32
46	Stopped where prohibited (on a red route or clearway)	£70	0	6	4

47	Stopped on a restricted bus stop or stand	£70	40	34	60
48	Stopped in a restricted area outside a school when prohibited	£70	10	9	10
49	Parked wholly or partly on a cycle track or lane	£70	0	4	2
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	£70	18	13	15

### Off Street Penalty Charge Notices Issued by Contravention Code

Code	Contravention (off street)	Penalty	PCNs Issued 20/21	PCNs Issued 22/23	PCNs Issued 23/24
71	Parked in a electric vehicles charging place during restricted hours without charging	£70	1	0	10
73	Parked without payment of the parking charge	£50	576	675	674
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	£70	0	0	0
80	Parked for longer than the maximum period permitted	£50	1	0	0
81	Parked in a restricted area in a car park	£70	1	0	0
82	Parked after the expiry of paid for time	£50	44	19	11
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	£50	66	306	0

84	Parked with additional payment made to extend the stay beyond time first purchased	£50	0	0	0
85	Parked in a permit bay without clearly displaying a valid permit	£70	86	134	85
86	Parked beyond the bay markings	£50	39	69	52
87	Parked in a designated disabled persons parking place without displaying a valid disabled persons badge in the prescribed manner	£70	236	181	147
91	Parked in a car park or area not designated for that class of vehicle	£70	17	1	0
92	Parked causing an obstruction	£70	0	0	0
93	Parked in a car park when closed	£50	2	3	0
95	Parked in a parking place for a purpose other than the designated purpose for the parking place	£50	0	0	0

**Penalty Charge Notices Issued by a Civil Enforcement Officer, By Location 23/24  
(top 20 locations)**

<b>Location</b>	<b>PCNs Issued 23/24</b>
Bedford Street	390
Johnson Street	331
Heath Road	263
Grange Road	258
Albert Road	256
Corporation Road	222
Captain Cook Square Multi Storey Car Park	212
Hill Street	204
Linthorpe Road	155
Whin Street	141
Zetland Multi Storey Car Park	140
Gurney Street Car Park	131
Clarendon Road	122
Dockside Road	110
Baker Street	109
Davison Street	109

Fairbridge Street	105
Buxton Street Car Park	101
Woodlands Road	94
Pelham Street	88

**Camera Car Penalty Charge Notice Data**

<b>Year</b>	<b>21/22</b>	<b>22/23</b>	<b>23/24</b>
<b>Number of PCNs issued</b>	314	100	202
<b>Number of PCNs paid</b>	255	76	150
<b>Number of PCNs against which a formal representation was made</b>	70	18	24
<b>Number of PCNs cancelled as a result of a formal representation</b>	18	5	9
<b>Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)</b>	9	8	7
<b>Number of appeals to adjudicators</b>	1	0	1
<b>Number of appeals allowed by adjudicators</b>	0	0	0
<b>Number of appeals refused by adjudicators</b>	0	0	1
<b>Number of appeals not contested by the Council &amp; allowed by the adjudicators</b>	0	0	0
<b>Number of appeals still awaiting decision</b>	0	0	0
<b>Number of applications made to register road traffic debts at the Traffic Enforcement Centre</b>	60	22	25

**Camera Car Penalty Charge Notices Issued by Contravention Code**

<b>Code</b>	<b>Contravention (on street)</b>	<b>Penalty</b>	<b>21/22</b>	<b>22/23</b>	<b>23/24</b>
47	Stopped on a restricted bus stop or stand	£70	211	44	67
48	Stopped in a restricted area outside a school when prohibited	£70	103	56	135

**Camera Car Notices Issued By Location 23/24 (top 15 locations)**

<b>Location</b>	<b>PCNs Issued 23/24</b>
Acklam Road	46
Crescent Road	29
Overdale Road	27
Cargo Fleet Lane	24
Beechwood Avenue	17
Breckon Hill Road	13

Eastbourne Road	10
Worcester Street	9
Gribdale Road	8
Stainsby Road	6
Trimdone Avenue	5
Darnton Drive	4
Green Lane	4
James Street	4
Oxford Road	3

**Bus Lane Notice data**

<b>Year</b>	<b>21/22</b>	<b>22/23</b>	<b>23/24</b>
<b>Number of PCNs issued</b>	1470	1665	1581
<b>Number of PCNs paid</b>	1278	1455	1287
<b>Number of PCNs against which a formal representation was made</b>	205	212	254
<b>Number of PCNs cancelled as a result of an a formal representation</b>	25	30	83
<b>Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)</b>	31	35	37
<b>Number of appeals to adjudicators</b>	2	0	3
<b>Number of appeals allowed by adjudicators</b>	1	0	1
<b>Number of appeals refused by adjudicators</b>	1	0	2
<b>Number of appeals not contested by the Council &amp; allowed by the adjudicators</b>	1	0	1
<b>Number of appeals still awaiting decision</b>	0	0	0
<b>Number of applications made to register road traffic debts at the Traffic Enforcement Centre</b>	203	236	298
<b>Income</b>	£49,792	£58,337	£62,507