

DUNDEE CITY  
COUNCIL

# ANNUAL PARKING REPORT

2019-2020



# DEFINITION OF THE TEAM'S ROLE WITHIN THE PARKING OPERATION

## AIMS AND BENEFITS OF DECRIMINALISED PARKING ENFORCEMENT

- Assist in the free flow of traffic
- Create a greener environment
- Maximise the use of spaces
- Increase Trade
- Promote safety for all road users
- Free up Police resources

## OUR TEAM

At the start of 2019, the Parking Team at Dundee City Council was restructured, with a new management team established, some colleagues moving into more senior roles and a number of new staff joining our Parking Team.

2019 also saw changes to the way that parking enforcement services and car parking payments were managed in Dundee. We updated the enforcement equipment used by our Parking Attendants to help achieve better productivity and more accurate enforcement. We upgraded the majority of our parking meters across the city to introduce contactless payment. We also said 'hello' to JustPark who took over from Ring-Go as the city's cashless payment provider and we made changes to our parking appeals portal to try and improve the response times when Penalty Charge Notices were challenged.

Usage of our multi-storey car parks was promoted and we introduced pricing incentives to increase visitor numbers at weekends and in the run up to Christmas, We also introduced charging at a number of new car parks in early 2020.

We continue to look for ways to improve parking in Dundee. We want to attract more visitors to our Council operated car parks and ensure they have a positive experience of them. On our city centre streets and across Dundee, we seek to ensure that inconsiderate parking is minimised and that drivers know that if they park in contravention of our rules they will receive a Penalty Charge Notice. Everyone is treated equally and fairly and we will always be prepared to change our minds if that is the appropriate thing to do.

## General information

This report covers parking information for the financial year  
April 2019 – March 2020.

There are 126 meters across the city which accept cash, card and cashless payments. We are happy to announce that in this financial year we have upgraded almost half of the meters to also allow contactless payments. (*Chip and contactless*). In addition to this, there is also the option to make cashless payments using our cashless parking provider, 'Just Park'

This means we can provide our customers with a wide option of payment methods.

**We would like to remind customers that they must use one of these methods of payment when parking in a charging zone.**

There are a further 11 Pay on Foot machines operating in our multi storey car parks where we offer a pay on exit service. These can all be found on the ground floor and should be used prior to returning to your vehicle.

Our car parks are all accredited with Park Mark Safer parking awards.

This year we also introduced electric charging hubs which are located on the roofs of Greenmarket MSCP and Olympia MSCP. They use solar canopies and a battery storage system to charge up to 20 vehicles at a time



# SECTION 1 – PARKING INCOME

## SUMMARY OF INCOME COLLECTED

### METER TRANSACTIONS

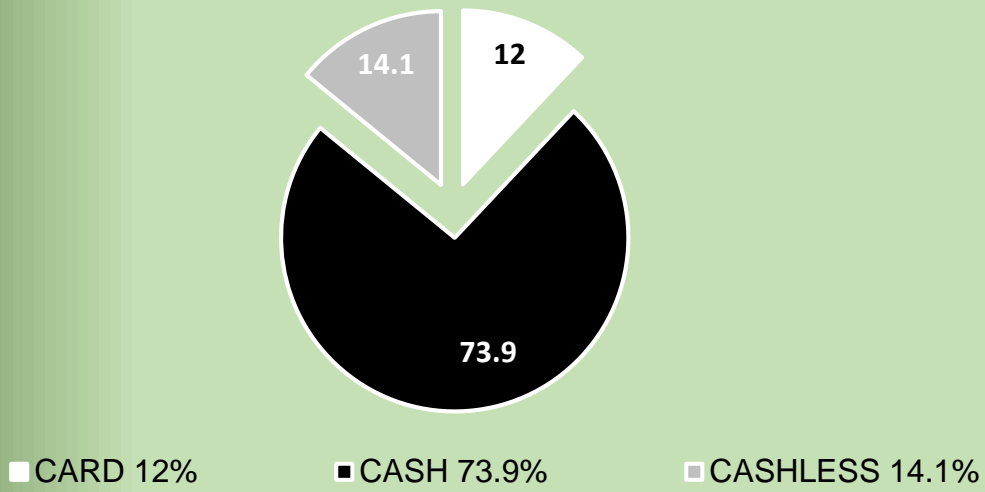
MONTH	CARD TRANSACTIONS	CARD AMOUNT £s	CASH TRANSACTIONS	CASH AMOUNT £s	TOTAL AMOUNT £s
APRIL	9027	36,041.70	59677	133,257.55	169,299.25
MAY	9487	36,840.40	61808	137,606.75	174,447.15
JUNE	9315	36,493.90	58561	132,806.15	169,300.05
JULY	9912	37,526.90	59496	136,943.95	174,470.85
AUGUST	10149	37,616.30	66099	152,810.90	190,427.20
SEPTEMBER	8366	31,522.40	60390	140,271.00	171,793.40
OCTOBER	8077	30,079.60	59507	138,296.90	168,376.50
NOVEMBER	7638	28,220.00	57229	130,912.20	159,132.20
DECEMBER	9249	32,512.40	56440	130,258.55	162,770.95
JANUARY	9468	34,525.20	49681	109,863.35	144,388.55
FEBRUARY	12259	45,152.10	53745	109,251.95	154,404.05
MARCH	7577	25,874.40	36558	66,698.65	92,573.05
<b>TOTALS</b>	<b>110524</b>	<b>412,405.30</b>	<b>679191</b>	<b>1,518,977.90</b>	<b>1,931,383.20</b>

### CASHLESS PARKING TRANSACTIONS

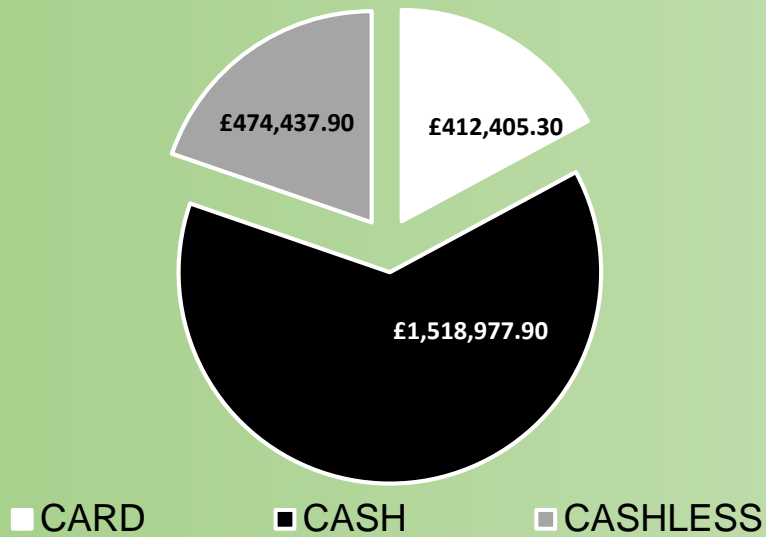
MONTH	RINGGO TRANSACTION	NET AMOUNT £s	JUST PARK TRANSACTION S	NET AMOUNT £s	TOTAL TRANSACTION	NET TOTAL £s
APRIL	6,350	24,399.30	2,693	10,345.24	9,043	34,744.54
MAY	6,392	24,481.90	3,971	14,792.56	10,363	39,274.46
JUNE	5,990	22,206.70	4,090	15,335.50	10,080	37,542.20
JULY	3,798	14,034.20	5,220	18,800.33	9,018	32,834.53
AUGUST	-----		9,168	33,221.38	9,168	33,221.38
SEPTEMBER	-----		11,303	42,426.82	11,303	42,426.82
OCTOBER	-----		13,243	49,258.79	13,243	49,258.79
NOVEMBER	-----		13,691	50,356.26	13,691	50,356.26
DECEMBER	-----		10,899	37,700.18	10,899	37,700.18
JANUARY	-----		11,193	41,364.83	11,193	41,364.83
FEBRUARY	-----		13,030	46,174.07	13,030	46,174.07
MARCH	-----		8,596	29,539.84	8,596	29,539.84
<b>TOTALS</b>	<b>22,530</b>	<b>85,122.10</b>	<b>107,097</b>	<b>389,315.80</b>	<b>129,627</b>	<b>474,437.90</b>

# SUMMARY OF TRANSACTIONS

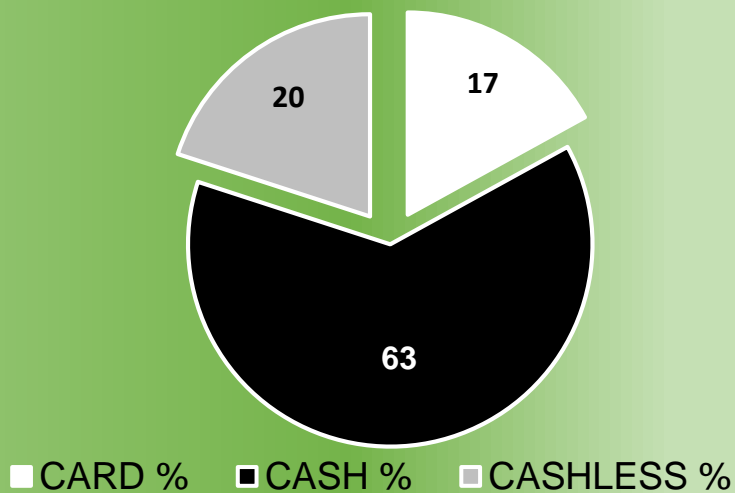
## NUMBER OF TRANSACTION - PERCENTAGES



## TRANSACTION INCOME AMOUNT £S



## INCOME £s PERCENTAGES



## INCOME FROM MONTHLY TICKETS

### DUNDEE CITY COUNCIL STAFF PARKING SCHEME (£80 per calendar month)

Date	Greenmarket	Bell Street	Olympia	Gellatly Street	Total	Amount £s
Apr 2019	45	40	6	34	125	10,000
May 2019	44	39	6	33	122	9,760
June 2019	39	38	6	32	115	9,200
July 2019	43	38	6	33	120	9,600
Aug 2019	43	38	6	33	120	9,600
Sept 2019	42	36	6	33	117	9,360
Oct 2019	42	37	6	33	118	9,440
Nov 2019	43	35	6	34	118	9,440
Dec 2019	44	35	6	34	119	9,520
Jan 2020	45	35	6	34	120	9,600
Feb 2020	43	35	6	35	119	9,520
Mar 2020	42	34	6	34	116	9,280
<b>Totals</b>	<b>515</b>	<b>440</b>	<b>72</b>	<b>402</b>	<b>1429</b>	<b>114,320</b>

### BULK BUYERS – (discount for organisations with 50+ employees in the scheme (£80 per calendar month))

Date	Greenmarket	Bell Street	Olympia	Hunter Street	Total	Amount £s
Apr 2019	44	349	31	2	426	34,080
May 2019	42	330	31	2	405	32,400
June 2019	44	305	30	2	381	30,480
July 2019	39	301	27	2	369	29,520
Aug 2019	39	306	27	2	374	29,920
Sept 2019	38	328	27	2	395	31,600
Oct 2019	38	338	30	2	408	32,640
Nov 2019	39	341	31	2	413	33,040
Dec 2019	38	323	31	2	394	31,520
Jan 2020	35	318	31	2	386	30,880
Feb 2020	35	341	31	2	409	32,720
Mar 2020	35	340	31	2	408	32,640
<b>Totals</b>	<b>466</b>	<b>3920</b>	<b>358</b>	<b>24</b>	<b>4768</b>	<b>381,440</b>



**RESTRICTED MONTHLY TICKET (available for general sale, only to be used in specified car parks - £100 per calendar month)**

Date	Greenmarket	Bell Street	Olympia	Gellatly Street	Total	Amount £s
Apr 2019	N/A	8	2	N/A	10	1,000
May 2019		12	2		14	1,400
June 2019		12	3		15	1,500
July 2019		13	3		16	1,600
Aug 2019		14	3		17	1,700
Sept 2019		14	3		17	1,700
Oct 2019		15	7		22	2,200
Nov 2019		15	7		22	2,200
Dec 2019		15	9		24	2,400
Jan 2020		17	11		28	2,800
Feb 2020		17	13		30	3,000
Mar 2020		19	15		34	3,400
<b>Totals</b>		<b>171</b>	<b>78</b>		<b>249</b>	<b>24,900</b>

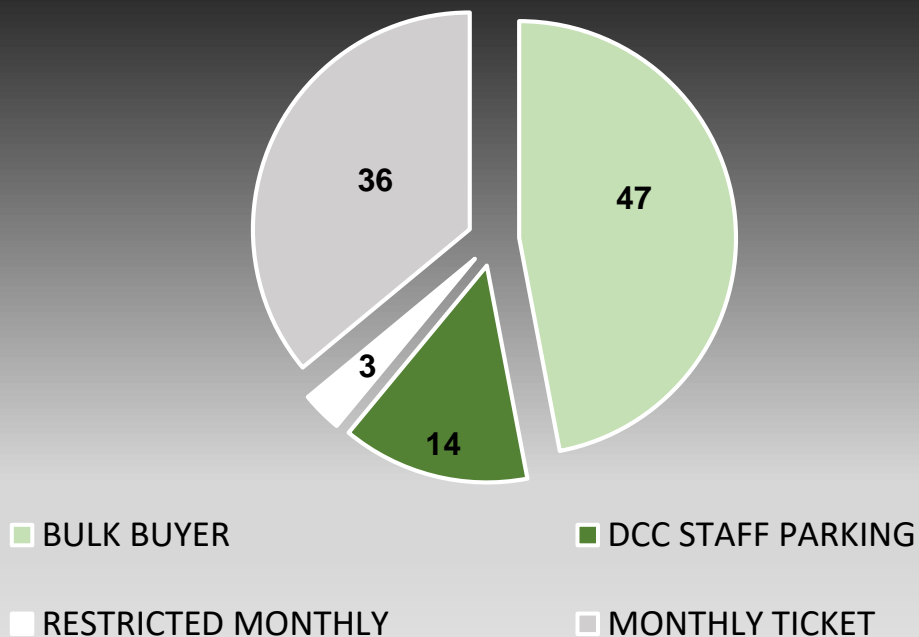
**REGULAR MONTHLY TICKET (available for general sale- £110 per calendar month)**

Date	Green market	Bell Street	Olympia	Gellatly Street	Hunter Street	Total	Amount £s
Apr 2019	55	9	16	128	13	221	24,310
May 2019	53	9	16	126	16	220	24,200
June 2019	50	9	16	129	16	220	24,200
July 2019	50	9	18	102	15	194	21,340
Aug 2019	51	9	18	122	12	212	23,320
Sept 2019	57	9	20	129	16	231	25,410
Oct 2019	50	9	18	133	13	223	24,530
Nov 2019	49	9	21	134	15	228	25,080
Dec 2019	49	9	21	124	12	215	23,650
Jan 2020	53	9	17	131	13	223	24,530
Feb 2020	64	9	17	140	11	241	26,510
Mar 2020	64	9	18	135	9	235	25,850
<b>Totals</b>	<b>645</b>	<b>108</b>	<b>216</b>	<b>1533</b>	<b>161</b>	<b>2663</b>	<b>292,930</b>

## TOTAL PARKING INCOME FROM ALL MONTHLY TICKETS

Date	STAFF PARKING SCHEME	BULK BUYERS	RESTRICTED MONTHLY TICKETS	REGULAR MONTHLY TICKETS	TOTAL AMOUNT £s
Apr 2019	10,000	34,080	1,000	24,310	69,390
May 2019	9,760	32,400	1,400	24,200	67,760
June 2019	9,200	30,480	1,500	24,200	65,380
July 2019	9,600	29,520	1,600	21,340	62,060
Aug 2019	9,600	29,920	1,700	23,320	64,540
Sept 2019	9,360	31,600	1,700	25,410	68,070
Oct 2019	9,440	32,640	2,200	24,530	66,610
Nov 2019	9,440	33,040	2,200	25,080	67,560
Dec 2019	9,520	31,520	2,400	23,650	64,690
Jan 2020	9,600	30,880	2,800	24,530	65,010
Feb 2020	9,520	32,720	3,000	26,510	68,750
Mar 2020	9,280	32,640	3,400	25,850	67,770
<b>Totals</b>	<b>114,320</b>	<b>381,440</b>	<b>24,900</b>	<b>292,930</b>	<b>813,590</b>

## MONTHLY TICKET PERCENTAGES





**TOTAL INCOME FROM MULTI STOREY CAR PARK (pay on foot)**

<b>CAR PARK</b>	<b>AMOUNT £</b>
West Bell St	£288,040
Gellatly St	£333,169
Greenmarket	£388.941
Olympia	£140,812
<b>TOTAL AMOUNT</b>	<b>£1,150,962.00</b>

**TOTAL INCOME FROM RESIDENT PERMIT SCHEMES**

<b>ZONE</b>	<b>CHARGE</b>	<b>NUMBER OF RESIDENTS</b>	<b>TOTAL INCOME</b>
CITY CENTRE	£100	251	£25,100
BROUGHTY FERRY	£70	20	£1,400
MENZIESHILL	£15	268	£4,020
		<b>539</b>	<b>£30,520</b>

**TOTAL PARKING INCOME 2019-20 (£s)**

<b>P&amp;D METER</b>	<b>1,931,383.20</b>
CASHLESS PARKING	474,437.90
<b>PAY ON FOOT (MULTI STOREYS)</b>	<b>1,150,962.00</b>
MONTHLY TICKETS	813,590.00
<b>RESIDENT PERMIT SCHEME</b>	<b>30,520.00</b>
PENALTY CHARGE NOTICE RECEIVED	759,255.00
<b>TOTAL PARKING INCOME</b>	<b>£5,160,148.10</b>

## RESIDENT PERMIT SCHEMES

### Permit Status: Permits Issued April 2019 - March 2020

Permit Zone: Broughty Ferry (£70)  
Permit Zone: City Centre (£100)  
Permit Zone: Menzieshill (£15)

	CHARGE	NUMBER OF RESIDENTS	TOTAL INCOME
CITY CENTRE	£100	251	£25,100
BROUGHTY FERRY	£70	20	£1,400
MENZIESHILL	£15	268	£4,020
		<b>539</b>	<b>£30,520</b>

### Resident Permit Scheme Update

**Dundee City Council approved consultation on the introduction of resident schemes in three areas.**

**West End:** Community engagement has taken place but progression has been delayed due to the Covid 19 pandemic.

**Coldside:** Consultation delayed due to Covid19 pandemic

**Maryfield:** Consultation delayed due to Covid19 pandemic

**Following government guidelines due to the COVID19 pandemic, it is with regret that we have had to put on hold any consultation processes with residents. As soon as we have the ability to hold meetings again, consultations will resume.**

# SECTION 2 – ENFORCEMENT

## SUMMARY OF PENALTY CHARGE NOTICE INCOME

### NUMBER OF PCNs ISSUED

ON STREET – 25,494 (79.80%)

OFF STREET – 6,455 (20.20%)

**TOTAL NUMBER ISSUED – 31,949**

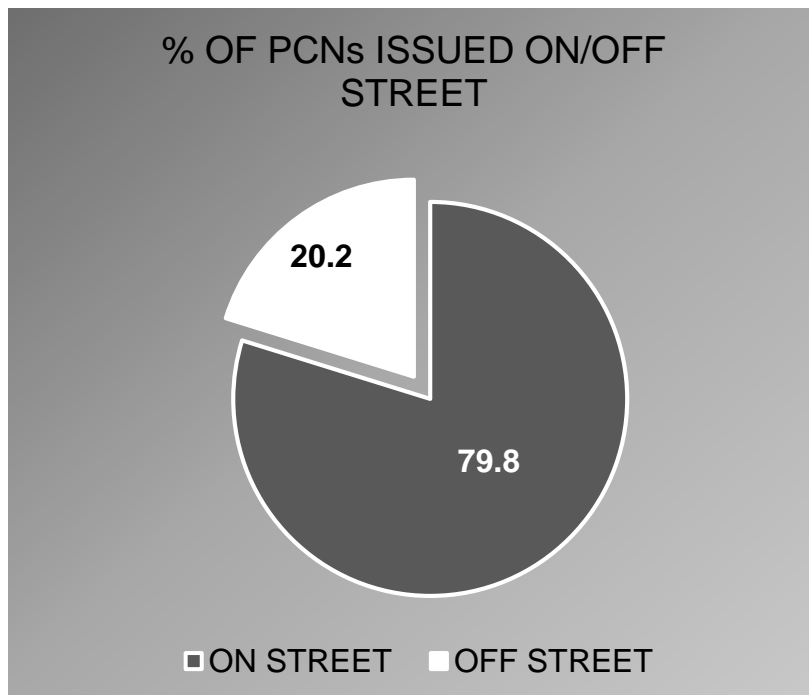
### PCNs PAID AND OUTSTANDING –

*(This number does not include PCNs that have already been cancelled, waived or written off)*

NUMBER PAID 20,537

Income received - £759,255

NUMBER UNPAID **8,226**



### CONTRAVENTION SUMMARY – 10 MOST FREQUENT CONTRAVENTIONS

- |    |    |                     |     |    |                                 |
|----|----|---------------------|-----|----|---------------------------------|
| 1. | 01 | RESTRICTED STREET   | 6.  | 25 | NOT LOADING                     |
| 2. | 06 | P&D NOT DISPLAYED   | 7.  | 40 | DISABLED BAY                    |
| 3. | 83 | NO P&D (OFF STREET) | 8.  | 82 | P&D TICKET EXPIRED (OFF STREET) |
| 4. | 30 | OVERSTAY            | 9.  | 02 | LOADING/UNLOADING               |
| 5. | 05 | P&D EXPIRED         | 10. | 15 | RESIDENTS PARKING               |

<b><u>Contravention Code, Name, &amp; Description</u></b>	<b><u>PCNs Issued</u></b>	<b><u>% of Total Issues</u></b>
<b>01 Restricted Street (e.g. double yellows)</b> Parked in a restricted street during prescribed hours	7,195	22.03%
<b>02 Loading/Unloading</b> Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	1,062	3.25%
<b>05 P&amp;D Ticket Expired</b> Parked after the expiry of paid for time at a pay and display bay	2,729	8.36%
<b>06 P&amp;D Ticket not Displayed</b> Parked without clearly displaying a valid pay & display ticket	5,676	17.38%
<b>07 Meter Feeding</b> Parked with payment made to extend the stay beyond initial time	3	0.01%
<b>14 Electric vehicles' charging place</b> Parked in an electric vehicles' charging place during restricted hours without charging	16	0.05%
<b>15 Residents' Parking</b> Parked in a residents' parking space without clearly displaying a valid residents' parking permit	594	1.82%
<b>21 Suspended Bay</b> Parked in a suspended bay/space or part of bay/space	1	0.00%
<b>22 Reparked</b> Reparked in the same parking place within the specified time of leaving	28	0.09%
<b>23 Wrong Vehicle Class</b> Parked in a parking place or area not designated for that class of vehicle	361	1.11%
<b>24 Outside Markings</b> Not parked correctly within the markings of the bay or space	467	1.43%
<b>25 Not Loading</b> Parked in a loading place during restricted hours without loading	2,138	6.55%
<b>30 Overstay</b> Parked for longer than permitted	3,386	10.37%
<b>40 Disabled Bay</b> Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	1,316	4.03%
<b>45 Taxi Rank</b> Parked on a taxi rank	134	0.41%

<b>Contravention Code, Name, &amp; Description</b>	<b><u>PCNs Issued</u></b>	<b><u>% of Total Issues</u></b>
<b>46 Red Route/Clearway</b> Stopped where prohibited (on a red route or clearway)	1	0.00%
<b>47 Bus Stop</b> Parked on a restricted bus stop/stand	295	0.90%
<b>48 School Restriction</b> Stopped in a restricted area outside a school	76	0.23%
<b>71 Electric vehicles' charging place</b> Parked in an electric vehicles' charging place during restricted hours without charging	16	0.05%
<b>80 Parked for longer than permitted</b> Parked for longer than permitted	166	0.51%
<b>81 Car Park Restriction</b> Parked in a restricted area in a car park	7	0.02%
<b>82 P&amp;D Ticket Expired</b> Parked after the expiry of time paid for in a pay & display car park	1,285	3.93%
<b>83 No P&amp;D Ticket</b> Parked in a pay & display car park without clearly displaying a valid pay & display ticket	4,167	12.76%
<b>84 Ticket Feeding</b> Parked with additional payment made to extend the stay beyond time first purchased	19	0.06%
<b>86 Outside Bay Markings</b> Parked beyond the bay markings	527	1.61%
<b>87 Disabled Parking</b> Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	276	0.85%
<b>90 Re-Parked</b> Re-parked within one hour of leaving a bay or space in a car park	1	0.00%
<b>91 Wrong Vehicle Class</b> Parked in an area not designated for that class of vehicle	7	0.02%

\* Categories highlighted in blue denote Off-Street Contraventions

## PCNs ISSUED BY STREET SUMMARY – 10 MOST FREQUENTLY ISSUED

### ON STREET

Perth Road	1,164
Whitehall Crescent	901
Brook Street (BF)	813
Union Street	799
South Tay Street	789
Exchange Street	771
Castle Street	683
Commercial Street	659
Crichton Street	653
Bell Street	651

### OFF STREET

Yeaman Shore Car Park	1,748
East Port Car Park	424
Millers Wynd Car Park	394
Discovery Car Park	366
Hunter Street North Car Park	351
Hunter Street Car Park	315
South Tay Street Car Park	297
Brook Street Car Park (BF)	286
Queen Street Car Park (BF)	276
Science Centre East Car Park	239

# SECTION 3 – APPEALS AND ADJUDICATION

## SUMMARY OF APPEALS

There are 3 stages in which an appellant can make an appeal against a penalty charge notice.

**1. Informal Challenge:** An informal challenge must be made in the first 28 days from when a PCN has been issued. If a challenge is made within the first 14 days, the charge will be held at the discounted rate of £30 until a decision has been met. If the PCN is upheld, the appellant has 14 days from the date on the rejection letter, to pay the discounted rate. After that period has expired the PCN must be paid in full.

**2. Formal Representation:** If the appellant does not agree with the decision made on an informal challenge he/she has the right to make a formal representation. This can only be done once a 'Notice to Owner' document is served. At this stage the PCN charge will be £60. Any right to pay the discounted rate has expired.

**3. Appeal:** If the appellant does not agree with the decision made at the formal representation stage then he/she has the right to take this to a tribunal. In Scotland this is the Parking and Bus Lane Tribunal Scotland (PBLTS). This is an independent body who will hear your case, and can be carried out face to face, by telephone or without any representation by the appellant.

## APPEALS AND ADJUDICATION 2015 – 2020 (financial years)

FINANCIAL YEARS	PCNs ISSUED	No PCNs CHALLENGED	SUCCESSFULLY CHALLENGED
2019-2020	31,948	4385	2415
2018-2019	29,130	3735	1856
2017-2018	30,083	3617	1859
2016-2017	29,266	3333	1712
2015-2016	31,236	4297	2157

FINANCIAL YEARS	% of PCNs CHALLENGED	% of PCNs SUCCESSFULLY CHALLENGED	% CHALLENGE SUCCESS RATE
2019-2020	13.8	7.6	55.0
2018-2019	12.8	7.6	49.7
2017-2018	12.0	6.2	51.4
2016-2017	11.4	5.8	51.4
2015-2016	13.8	6.9	50.2



## MULTI STOREY CAR PARK OCCUPANCY – (number of vehicles using carparks)

2019-2020

	OLYMPIA	GREENMARKET	GELLATY ST	W BELL ST	SHORE TCE
APR	6399	11907	15338	12232	7295
MAY	5393	11875	16725	12187	7419
JUN	4824	10645	16396	9865	7137
JUL	6694	11049	16383	9140	6798
AUG	6957	12709	17243	10194	6829
SEP	6957	11207	15570	13028	7601
OCT	5777	11259	13752	13474	7275
NOV	5142	11841	16521	13534	7094
DEC	5194	12056	18493	10696	7498
JAN	4859	10229	14049	12480	6435
FEB	5798	10608	14027	12966	6728
MAR	3564	5489	8576	8239	8239

## CAPACITY IN MSCPs

Olympia - 501  
 Greenmarket - 548  
 Gellatly Street - 460  
 W Bell Street - 930  
 Shore Terrace - 67