



Medway Council

Parking Services

ANNUAL REPORT

2020-2021

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

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Foreword

This is the fourth annual parking report for Medway Council, and I am pleased to announce Medway Council has once again had a successful year in the maintenance and service we provide.

Parking Services have continued to work hard to ensure the roads are kept safe for all residents. Their work has also contributed to reducing congestion and ensured traffic in Medway keeps moving. Work has also continued in development and improving services in Medway including moving towards cashless parking and working with our back-office service provider RingGo to ensure that service works efficiently. The service continues to provide user friendly parking, giving our customers a quick and easy payment method.

Enforcement levels have continued to increase with the implementation of changes in the enforcement model last year and as before this has benefited locals from the best use of on and off-street parking in making this both an efficient and fair use of allocated parking spaces. In addition, a new provider was commissioned to replace and update a number of parking machines across the borough to improve obsolete machines.

Work has continued on plans to implement virtual permit applications and customers now have the opportunity to apply for resident, business, carers and late-night parking permits online. We hope to expand this service further in the near future for other types of permits.

I would like to conclude with a thank you for the hard work and continued efforts of the Parking Services and Enforcements teams in providing Medway towns an accessible and safe place for residents and businesses.

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 2020-21, Medway Council managed and operated:

- 47 Chargeable Car Parks providing 4,618 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



Online Permit Applications

In the previous year, our back-office team who are responsible for the processing of parking permit applications for our Controlled Parking Zones have shifted to using Jadu in 2019. 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 the system allows residents and businesses to apply online for their resident and business parking permits, using the Medway Council website. The system also allows yearly email reminders to be sent out to residents which means parking do not have to post out as many renewal letters. This year, the team have increased the type of permits available online with the addition of being able to apply for both carers parking permits and the late-night parking permit through the Council website. The future aim is to move more permit types online and have all applications coming through the same portal.

This year, Parking Services were faced with changes to their service bought about by the COVID-19 Government Lockdown and this impacted the process of obtaining visitors parking vouchers. Following all Government Guidelines around social distancing, the Community Hubs were forced to closed and residents were unable to both pay and collect vouchers face-to-face from the hubs. The back-office team looked towards the future and encompassed the protocols of COVID-19 which meant a new system was required. Along with the Business Change team, Parking Services and representatives from the libraries set about looking into a click & collect facility which would allow the residents to order, pay, and dictate method of obtaining these visitors vouchers (by collection or by post). The teams incorporated the current Jadu system, allowing residents to apply for vouchers using the Medway Council website. This new system went live in September 2020 and has seen a steady increase in users over the remaining 6 months of the financial year 2020/21.

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.

In addition, 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.

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>

41 of Medway's car parks were awarded the nationally recognised standard for the quality of the parking facility with the Pass Mark Award in 2019. 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	KING STREET
BALMORAL GARDENS	KINGS HEAD CAR PARK
BLUE BOAR LANE	LITTLEWOODS
BOLEY HILL	LONGLEY ROAD
BRITTON FARM STREET	OLD ROAD
CATHEDRAL GARAGE	PARKWOOD SHOPS C/P
COMMERCIAL ROAD	QUEEN STREET
CORPORATION STREET	RHODE STREET
CRICKETERS	RIVERSIDE
CRONEENS	RAILSIDE (GILLINGHAM)
EASONS YARD - Short Stay (White)	SIR JOHN HAWKINS
EASONS YARD - Long Stay (Yellow)	SLICKETTS HILL
FULLAGERS YARD CAR PARK	SOLOMANS ROAD CAR PARK
GAS HOUSE ROAD	STATION ROAD (RAINHAM)
GROVE ROAD	TEMPLE STREET
GUN WHARF	THE PADDOCK
HENRY STREET (LUTON SHOPPERS)	TOWN HALL
HIGH STREET 1(ROCHESTER)	TWYDALL GREEN SHOPS C/P
HIGH STREET 2 (ROCHESTER)	UNION STREET (ROCHESTER)
JAMES STREET	UPPER MOUNT
JEFFREY STREET	



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.

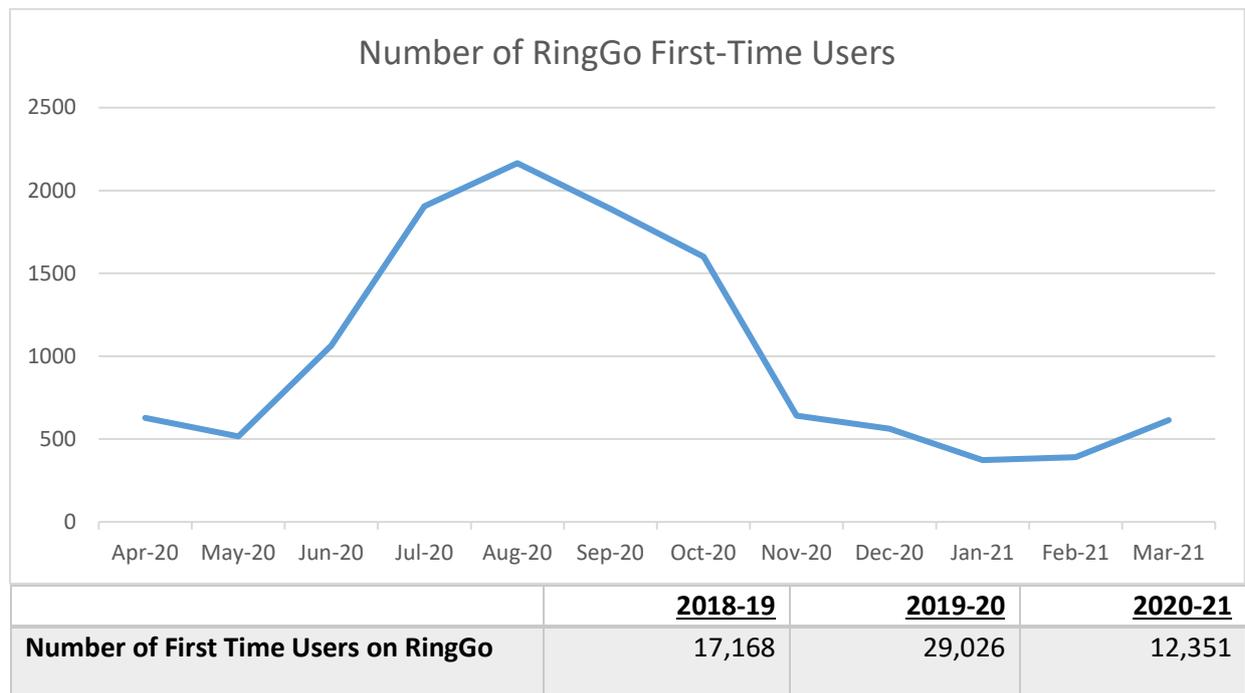
On street pay and display equipment is expensive to buy, run and maintain and as part of our ongoing review of our customers opting to pay by phone, we are reviewing the number of machines required on and off-street. Medway Council awarded the cashless parking system contract to RingGo, which was fully 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 a decline in the number of new RingGo customers during April to May 2020 and November 2020 to March 2021 because of the national lockdowns and local restrictions imposed in Kent in response to COVID-19. However, the trend is forecasted to continue increasing into 2021/22 as more users are expected to use the cashless facility in response to COVID-19 social distancing measures.

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 £8 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 £8 will be added to the charge (£98). 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 188 disabled bays have been installed, and additional bays that were no longer required have been removed.

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 disabled bay applications, traffic order amendments and residents parking enquiries. The new 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 93 locations across Medway and 28 Traffic Orders were drafted, advertised and sealed to allow for the schemes to be installed.

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

- Junction protections and double yellow lines proposed at 29 locations across St Mary's Island, Chatham.
- 546 properties consulted about possible changes to the Rainham Controlled Parking Zone W.
- 98 residents of Hathaway Court, Rochester consulted on a potential new Controlled Parking Zone.
- 105 properties consulted on parking on Bishop's Square, Rochester
- Consultations held on 84 other parking schemes across Medway.

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

Parking Spaces Statistics

Parking Spaces as of April 2021:

<u>Type of Parking Spaces</u>	<u>Number of Spaces</u>
Total on-street spaces*	1,688
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	2020-2021
Total Number of PCN's issued	54,739
Total Number of Tickets with Payments	29,329
Total Percentage of Tickets with Payments	53.58%
Total Average Income Received per PCN	£38.80

Bus Lane Contraventions	
Total Number of PCNs Issued in The Period	2,391
Total Number of Tickets with Payments	1,340
Percentage of Tickets with Payments	56.04%
Average Income Received per PCN	£34.25

CCTV Contraventions	
Total Number of PCNs Issued in The Period	418
Total Number of Tickets with Payments	301
Percentage of Tickets with Payments	72.01%
Average Income Received per PCN	£40.15

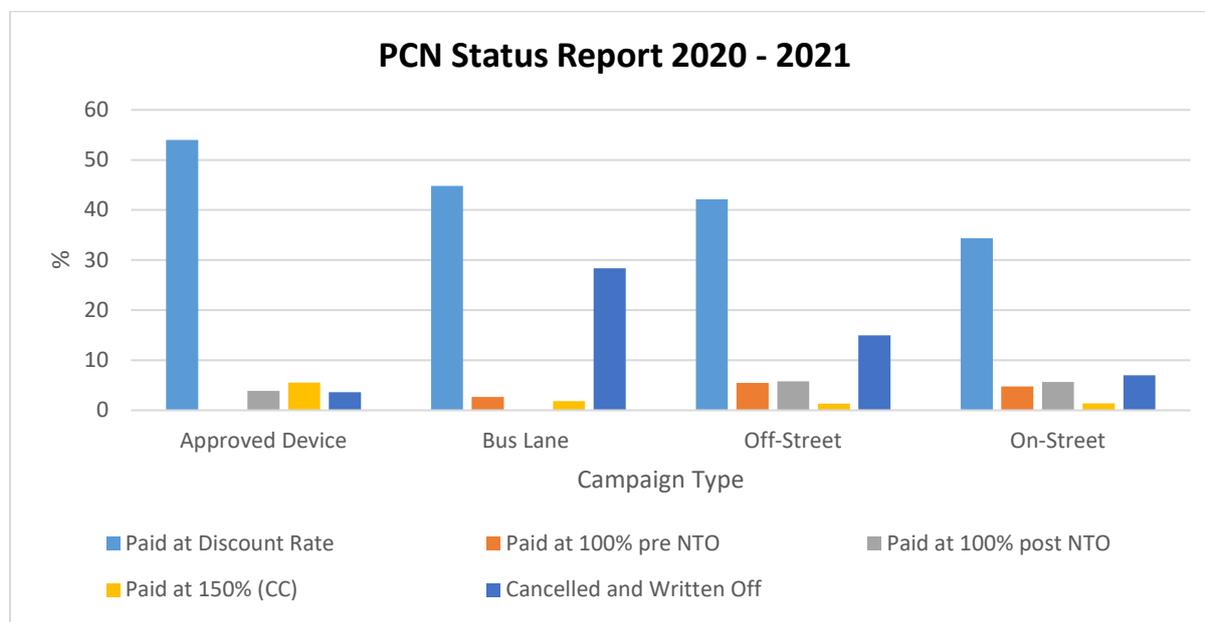
Off Street Contraventions	
Total Number of PCNs Issued in The Period	8,901
Total Number of Tickets with Payments	5,375
Percentage of Tickets with Payments	60.39%
Average Income Received per PCN	£31.45

On Street Contraventions	
Total Number of PCNs Issued in The Period	43,029
Total Number of Tickets with Payments	22,313
Percentage of Tickets with Payments	51.86%
Average Income Received per PCN	£40.83

Campaign Type	Total PCNs issued
Approved Device	418
Bus Lane	2,391
Off Street	8,901
On Street	43,029

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	1,867	3.4%
Informal representations	5,179	9.5%

From a total of 54,739 PCN's issued for the year, there were 1,867 formal and 5,179 informal representations.

The re-investment into the parking equipment has seen a reduction in the cancellation rates in the following areas from the previous financial year. 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 7,198 PCNs cancelled for 20-21 which is relatively lower than previous years. This was caused by enforcement being relaxed at the peak of the COVID-19 pandemic.

	2018-19	2019-20	2020-21
Machine Error	1.9%	0.7%	1.6%
Processing Error	1.6%	1.6%	1.9%
System Error	0.2%	0.2%	1.6%

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>2018-19</u>	<u>2019-20</u>	<u>2020-21</u>
<u>ON STREET</u>			
<u>Income</u>			
Pay and Display	(466,270)	(477,430)	(208,167)
Permits	(992,692)	(1,077,446)	(797,621)
PCN	(1,671,350)	(1,362,354)	(960,345)
Other Income	(2,148)	(2,589)	(1,485)
<u>Expenditure</u>			
Staff Related incl. agency	1,108,019	925,958	1,084,107
Premises	7,243	1,822	4,287
Transport Related	38,247	29,734	42,108
Supplies & Equipment	311,969	182,665	268,962
Traffic Penalties Tribunal	27,031	38,562	1,792
TEC Northampton	4,132	74,079	3,009
Support Services	278,080	382,831	230,422
Total Income	(3,132,460)	(2,919,819)	(1,967,617)
Total Expenditure	1,774,721	1,622,651	1,634,686
(Surplus)/Deficit	(1,357,7390)	(1,257,168)	(332,931)
<u>OFF-STREET</u>			
<u>Income</u>			
PCN	(442,078)	(439,094)	(106,703)
<u>Expenditure</u>			
Employee Related	293,118	307,134	120,443
Premises	178	300	151
Transport Related	10,118	9,582	4,453
Supplies & Equipment	54,510	53,645	28,182
Traffic Penalties Tribunal	7,150	10,437	199

TEC Northampton	24,639	23,875	334
Support Services	73,564	43,173	18,618
Total Income	(442,078)	(439,094)	(106,703)
Total Expenditure	463,276	448,146	172,381
(Surplus)/Deficit	21,199	9,052	65,678
<u>TOTAL ON-STREET & OFF-STREET</u>			
INCOME	(3,574,538)	(3,358,913)	(2,074,320)
EXPENDITURE	2,237,997	2,110,797	1,807,067
(SURPLUS)/DEFICIT	(1,336,541)	(1,248,116)	(267,253)

Trading Operations Off-Street Car Parks:	<u>2018-19</u>	<u>2019-20</u>	<u>2020-21</u>
Turnover	(5,139,264)	(4,913,139)	(1,825,984)
Expenditure	2,476,530	2,469,207	1,945,904
(Surplus)/Deficit	(2,662,733)	(2,461,932)	119,920

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 2017/18 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 2017/18 Section 55 Parking Account surplus has been applied to partly meet the service costs of providing public passenger transport services, as follows:-

	<u>2018-19</u>	<u>2019-20</u>	<u>2020-21</u>
Highway, Road Improvement and Subsidised Bus Services	1,366,541	1,248,116	267,253

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	167,116	480,524	358,003	183,852
	Off Street	219,900	773,052	590,367	362,276
Visitor Vouchers	-	30,548	115,163	99,094	73,381
Parking Permits	-	128,299	171,675	147,624	129,806

*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	49,015	58,991	74,125	57,817
	Gillingham	115,192	173,777	191,537	157,030
	Rainham	2,676	7,117	4,854	3,268
	Rochester	23,873	27,080	35,390	23,639
	Strood	18,498	13,555	27,170	25,429
Off Street	Chatham	9,123	16,598	19,939	10,250
	Gillingham	4,786	6,161	8,612	6,965
	Rainham	2,162	6,099	5,706	2,487
	Rochester	15,970	33,631	28,431	13,854
	Strood	2,210	2,146	2,907	2,249

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

CAR PARK	LOCATION	CAR BAYS	MOTORCYCLE BAYS	DISABLED BAYS	TOTAL
ALMON PLACE	ROCHESTER	22	0	2	24
BALMORAL GARDENS	GILLINGHAM	126	0	8	134
BERKELEY HOUSE	ROCHESTER	12	0	0	12
BLUE BOAR LANE	ROCHESTER	123	1	7	131
BIRLING AVENUE	RAINHAM	29	0	2	31
BOLEY HILL	ROCHESTER	22	0	0	22
BRITTON FARM STREET	GILLINGHAM	176	1	4	181
BROOK MULTI STOREY CAR PARK	CHATHAM	556	0	2	558
CATHEDRAL GARAGE	ROCHESTER	78	1	3	82
CHURCH STREET	CHATHAM	18	0	0	18
COMMERCIAL ROAD	STROOD	80	1	6	87
CORPORATION STREET	ROCHESTER	98	2	8	108
CRICKETERS	RAINHAM	92	1	4	97
CRONEENS	GILLINGHAM	69	1	0	70
EASONS YARD - Short Stay (White)	ROCHESTER	22	0	0	22
EASONS YARD - Long Stay (Yellow)	ROCHESTER	23	0	3	26
GAS HOUSE ROAD	ROCHESTER	52	1	0	53
GROVE ROAD	STROOD	97	0	2	99
GUN WHARF	CHATHAM	209	0	9	218
HENRY STREET (LUTON SHOPPERS)	CHATHAM	58	0	0	58
HIGH STREET (RAINHAM)	RAINHAM	29	0	2	31
HIGH STREET 1(ROCHESTER)	ROCHESTER	20	0	0	20
HIGH STREET 2 (ROCHESTER)	ROCHESTER	22	0	1	23
JAMES STREET	CHATHAM	45	1	1	47
JEFFREY STREET	GILLINGHAM	34	1	2	37
KING STREET	ROCHESTER	42	1	3	46
LITTLEWOODS	GILLINGHAM	39	0	0	39
LONGLEY ROAD	RAINHAM	193	1	11	205
MARKET HALL	CHATHAM	193	0	10	203
MEDWAY PARK (BLACK LION)	GILLINGHAM	221	1	10	232
NELSON TERRACE	CHATHAM	24	0	1	25
OLD ROAD	CHATHAM	82	1	0	83
QUEEN STREET	CHATHAM	44	1	5	50
RHODE STREET	CHATHAM	133	1	2	136

ROCHESTER RIVERSIDE MSCP	ROCHESTER	302	1	18	321
RIVERSIDE*	CHATHAM	103	0	10	113*
RAILSIDE (GILLINGHAM)	GILLINGHAM	77	0	0	77
SIR JOHN HAWKINS	CHATHAM	139	1	10	150
SLICKETTS HILL	CHATHAM	50	0	0	50
STATION ROAD (RAINHAM)	RAINHAM	284	0	0	284
TEMPLE STREET	STROOD	66	0	2	68
THE PADDOCK	CHATHAM	51	1	0	52
THE STRAND	GILLINGHAM	235	0	8	243
TOWN HALL	CHATHAM	49	0	4	53
UNION PLACE (CHATHAM)	CHATHAM	49	0	0	49
UNION STREET (ROCHESTER)	ROCHESTER	26	0	0	26
UPPER MOUNT	CHATHAM	104	1	0	105

* Total has 7 Library Bays included

Appendix 2 – Free Car Parks

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

Appendix 3 – Disabled Car Parks

DISABLED CAR PARKS	LOCATION	TOTAL
FULLAGER'S YARD (DISABLED)	ROCHESTER	8
KING'S HEAD (DISABLED)	ROCHESTER	6
SOLOMON'S ROAD (DISABLED)	CHATHAM	19