

Parking Services

Annual Report 2013-2014





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1.0 Introduction

Welcome to Chichester District Council's Annual Parking Report. The aim of this report is to look at the work undertaken by the Parking Services Team during 2013 / 2014, and to provide useful and factual information for our customers. This year's report will be made available online at www.chichester.gov.uk and will be publicly accessible at our Council offices.

This report reflects the range of services provided by Parking Services which cover managing and controlling our Car Parks, ensuring the free flow of traffic, and the issuing of Penalty Charge Notices. These all have a continuing positive influence on road safety, and ensuring the fair access of available parking spaces to different groups of motorists.

Chichester District Council is committed to providing a Parking Service that operates in a fair, consistent and transparent manner. We are also committed to providing a service that benefits residents, visitors and businesses of Chichester District, ensuring that our district is safe, easily accessible for all road users and thereby supports our local economy.

Chichester District Council owns and manages 29 car parks across the district. To compliment this, on street parking enforcement was contracted to us in 2010 as agents for West Sussex County Council. As part of this agency agreement we now manage on-street parking and loading bays for deliveries to maintain the vitality of, and access to, our district.

Parking charges and controls are used specifically to manage availability of short stay spaces, protecting the needs of town centre residents and encouraging long stay parking to take place off-street and in long stay car parks. This contributes to a higher turnover of vehicles

allowing ease of access for potential visitors and customers of the city, surrounding towns and villages.

The key objective of the Parking Services Team at Chichester is to balance the needs of all road users. We achieve this by working with our partners across the district and holding an annual Parking forum. This is reflected through our Parking Strategy for the district (Chichester District Car Park Strategy 2010-2020).

1.1 Overview

Parking controls in Chichester District are essential to keep traffic moving and provide ease of access for residents, businesses and our many visitors to the district. A high demand for parking exists in parts of the district and this must be managed and controlled effectively. The parking team work closely with West Sussex County Council to ensure that ad hoc demands and enforcement requests can be met. In turn a close relationship is maintained with our Civil Enforcement Officers, which helps to ensure that communication between the two organisations is reflected in enforcement.



A number of events take place within the district, which requires careful planning to ensure that any impact to the surrounding area is kept to the minimum. The Parking Team is equipped to arrange parking bay suspensions or dispensations. The provision of such bays plays a vital role in supporting the local economy and tourism helping to maintain a balance of the needs of residents, visitors and businesses. The successful implementation of bay suspensions contributes to sustainable economic growth and success within the district.

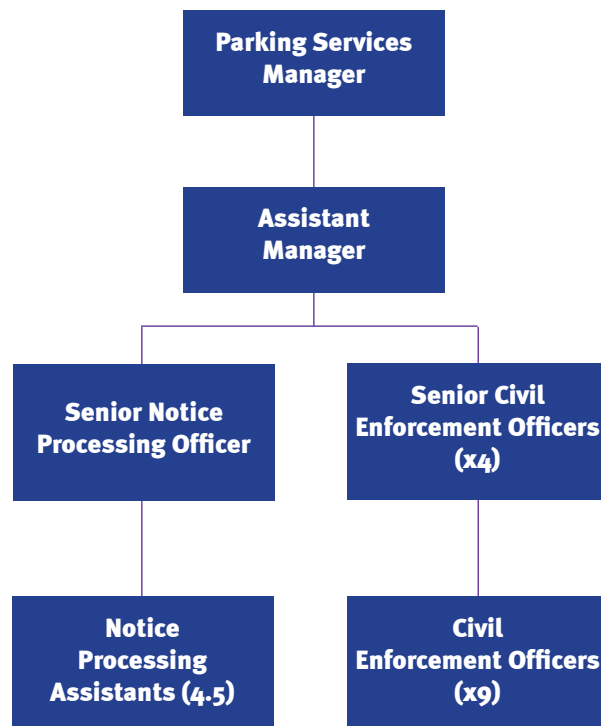
In June 2013 the district council made a commitment to review Parking Services. This review set out to consider the service offered to the public, efficiencies and the future of the service. This review will be completed in 2015 but has already begun to implement some of its findings. Public consultation has been undertaken and this has helped to determine how the service can move forward. We received 511 responses to this consultation. Our findings included the following:

- 97% of respondents were happy with our car parks, although some issues with the lighting and entrance / exit layout of specific car parks were mentioned.
- Nearly half of respondents prefer ‘pay on foot’ systems to pay for parking.
- Most of the respondents pay with coins in the Pay and Display machines and would like to keep this option, however, nearly half said that they would pay by card if this option was available.
- A high level of respondents wanted to see the car valeting service introduced in other car parks as well as maps and local information.

Since this time, the Parking Services team have been working hard to respond to some of these suggestions. During 2013, the authority went out to tender for a Pay on Foot system within the Avenue De Chartres car park. This is expected to be implemented by the end of December 2014. This project will be reviewed on completion to allow consideration of an extension to other appropriate car parks.

1.2 Parking Services Team

The Parking Services team includes a Notice Processing (NP’s) team and a Civil Enforcement (CEO’s) Team.



1.3 Civil Enforcement Officers (CEO’s)

The CEO team is responsible for on and off-street parking enforcement across the whole District and is operational 7 days a week, including evenings and Bank Holidays. CEO’s are deployed across the District with patrols concentrated at those locations where parking related issues (road safety, congestion or accessibility to shops and services) are most prevalent.

We operate intelligence led patrolling which means that the team frequently receives and responds to specific concerns / requests received for parking enforcement, from members of the public, Local Councillors, Town Councils and other agencies such as the Police, and local schools.

The district is large covering over 300 square miles and patrolling rotas are regularly reviewed to ensure adequate enforcement in all areas, giving the CEOs various routes to patrol as well as operating intelligence led patrolling, for example at local schools.



All CEOs have been trained and completed a City & Guilds level 2 qualification in Civil Parking Enforcement, which includes CEO roles and responsibilities and conflict management. They have also completed a range of other generic training (such as Health and Safety and Customer Services).

The main aims of the CEOs are to maintain the free flow of traffic and encourage compliance with parking restrictions. Compliance with parking restrictions plays an active role in maintaining road safety for drivers as well as pedestrians. Beyond their core duties, Civil Enforcement Officers regularly help members of the public whether it be providing local information, assisting at the scenes of accidents or supporting the Police.

1.4 Notice Processing Team (NP's)

Notice Processing is a demanding procedure requiring the understanding of the legal requirements and guidelines that impact on parking enforcement. The NP Team currently works Mon-Friday during normal office hours.

All staff within the team have completed a City and Guilds Level 3 Notice Processing

qualification which includes an Introduction to Notice Processing, Information Management, Processing PCNs & responding to challenges, representations & appeals.

Their principal duties are responding to challenges, representations and adjudications, which includes carrying out investigations into the issue of Penalty Charge Notices. This involves DVLA checks, location/map checks, evidence supporting the PCN and machine breakdown checks etc.

The team are also responsible for issuing permits, season tickets, managing waiting lists, arranging dispensations, and dealing with general correspondence.

The registration at court and instruction to Enforcement Agents (previously known as bailiffs) are also required for unpaid PCN's

The main aim of a Notice Processor is to ensure that all tickets have been issued appropriately, and fairly, ensuring that all processes have been completed correctly and any points raised by the recipient are considered in relation to the ticket received.

2.0 Penalty Charge notice (PCN'S) Statistics and Information

Table 1 - Total PCN's issued (2010-2013)

Financial year	On Street	Off Street	All PCN's
2010-11	5,932	4,725	10,657
2011-12	6,288	6,761	13,049
2012-13	5,569	6,408	11,977
2013-14	5,577	5,165	10,742

Some Penalty Charge Notices are issued instantly e.g. where a vehicle is parked within a restricted bay, whilst others require an observation e.g. vehicles parked in a car park without displaying a valid pay and display ticket or permit.

2.1 Higher and Lower PCN split

It is acknowledged that some contraventions are more serious than others. For example parking on a pedestrian crossing would be a higher band PCN, whereas parking for longer than permitted would be a lower band PCN. The two bands are priced accordingly to reflect this.

The number of higher contraventions that are recorded On-street exceeds those within our Car Parks.

Table 2 - Higher and Lower statistics (2010-2013)

Financial year	ON STREET				OFF STREET			
	Higher	Lower	Warning	TOTAL	Higher	Lower	Warning	TOTAL
2010-11	3,718	1,812	402	5,932	280	4,225	220	4,725
2011-12	4,914	1,365	9	6,288	385	6,186	190	6,761
2012-13	4,435	1,130	4	5,569	551	5,778	79	6,408
2013-14	4,540	1,017	20	5,577	451	4,698	16	5,165
TOTAL	17,607	5,324	435	23,366	1,667	20,887	505	23,059

2.2 Top 3 Contraventions

The table below indicates that parking in a restricted street during the prescribed hours is the main contravention that occurs on our streets. All of the top three contraventions that occur on street (see table 3 below) are classed as higher band penalties. The results shown appear to be consistent with other parking authorities.

Table 3 – Top 3 Contraventions statistics for On Street (2010-2013)

Financial year	01 Waiting Prohibited	12 No Residents Permit	23 Prohibited vehicle class
2010-11	1,827	474	365
2011-12	2,173	710	640
2012-13	1,845	589	790
2013-14	1,953	937	713

Table 4 – Top 3 Contraventions statistics for Off Street (2010-2013) – See Appendix A for Contravention code lists

The top three contraventions within our Car parks are listed below. These are all lower band penalties.

Financial year	83 No Valid P&D Ticket	82 Ticket Expired	86 Out Of Marked Bay
2010-11	2,061	1,977	187
2011-12	3,016	2,528	642
2012-13	3,173	2,079	536
2013-14	2,473	1,906	319

2.3 Paid at discounted rate (within 14 days)

The motorist has the opportunity to pay a PCN within 14 days to take advantage of a 50% reduction. Almost half of all the PCN recipients take up this opportunity. There is a reduction of administrative time as a result of this.

Table 5 – PCN's paid within 14 days including percentages (2010-2013)

Financial year	On Street	%	Off Street	%	All PCN's	%
2010-11	2,578	43.46	1,962	41.52	4,540	42.60
2011-12	3,023	48.08	2,943	43.53	5,966	45.72
2012-13	2,733	49.08	3,002	46.85	5,735	47.88
2013-14	2,878	51.60	2,493	48.27	5,371	50.00

3.0 Cancellations

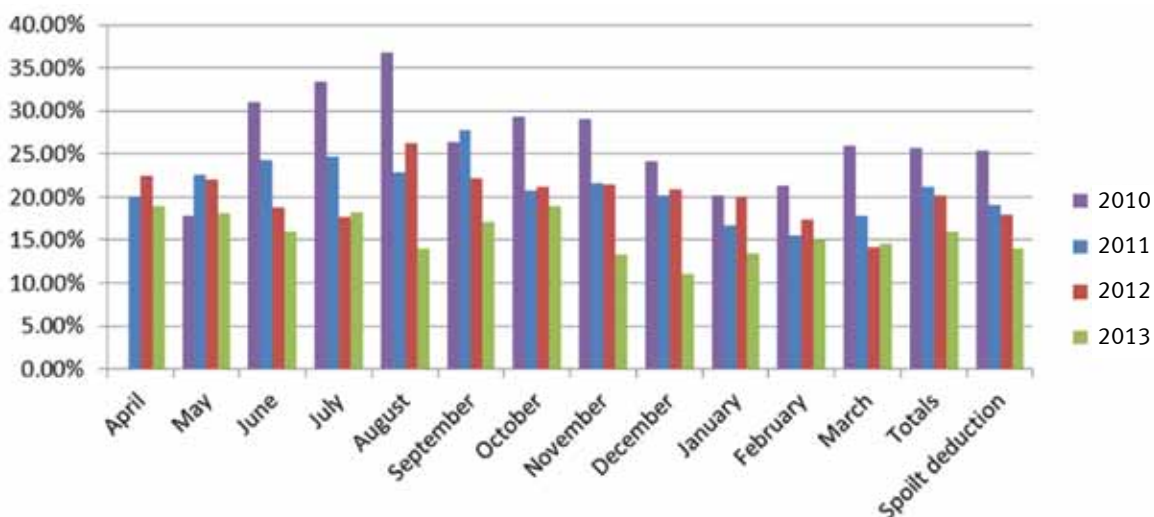
Where it is determined that a Penalty Charge Notice has been issued incorrectly then the ticket will be cancelled. In addition, cancellation may also result where there are significant mitigating circumstances which are supported by evidence, for example an urgent medical situation

Table 6 – Percentages of PCN's cancelled (2010-2013)

Month	2010-11	2011-12	2012-13	2013-14
April	0.00%	20.00%	22.45%	19%
May	17.76%	22.63%	22.04%	18.02%
June	30.96%	24.28%	18.76%	16%
July	33.38%	24.71%	17.70%	18.29%
August	36.85%	22.81%	26.25%	14%
September	26.38%	27.83%	22.10%	17.06%
October	29.27%	20.79%	21.11%	19%
November	29.01%	21.63%	21.41%	13.34%
December	24.09%	20.26%	20.90%	11%
January	20.20%	16.69%	19.94%	13.45%
February	21.38%	15.56%	17.42%	15%
March	25.91%	17.86%	14.21%	14.55%
Totals	25.65%	21.17%	20.21%	16%
Spoilt deduction*	25.37%	19.11%	17.94%	13.95%

*An error has occurred within the issuing of the Penalty Charge Notice therefore the ticket then becomes spoilt and another ticket reissued

Cancellation Data Chart



The rate of cancellations has decreased over the last four years. This is a result of additional training for staff and further clarification on the cancellation policy. Each case is considered on its own merit, taking into account all of the evidence available and the circumstances at the time. An acceptable level of cancellations will therefore always be seen.

3.1 Top three reasons for cancellation

Table 7 – Top 3 reasons for cancellation (2010-2013)

Financial year	83 No Valid P&D Ticket	82 Ticket Expired
2010-11	Valid ticket produced	519
	Blue Badge Holder	312
	Foreign Vehicle	133
2011-12	Valid ticket produced	531
	Blue Badge Holder	304
	Foreign Vehicle	211
2012-13	Valid ticket produced	468
	DVLA no response	263
	Blue Badge Holder	225
2013-14	Valid ticket produced	410
	Blue Badge Holder	183
	Valid Season Ticket	84

See Appendix A for further cancellations statistics

4.0 Challenges, Representations and Appeals

If the recipient of a PCN feels the PCN should not have been issued, they have the right to submit an appeal. All appeals must be received in writing, full instructions are printed on the back of the Penalty Charge Notice for the ease of the customer.

There are three stages of appeal that are open to the customer:

1. Informal Challenge (within 28 days)
2. Formal Representation (Customer receives a Notice to Owner which must be completed and returned within 28 days)
3. Appeal to Traffic Penalty Tribunal (A formal representation must have been received and rejected. Appeal to TPT must be made within 28 days of rejection of formal representation) Extensive information with regards to the appeal process and the options available can be found on **www.patrol-uk.info**

If the customer does decide to appeal within the 14 day discount period and parking services rejects the appeal, the 14 day discount period is re-offered.

The table below identifies that just under a third of PCN's issued receive correspondence requiring response.

Table 8 -Percentage of PCN incoming correspondence (2010-2013)

Financial year	On Street	Off Street	Total
2010-11	22.03	30.58	25.82
2011-12	26.10	33.13	29.74
2012-13	23.90	31.59	28.01
2013-14	29.14	35.62	32.26

Online informal challenges

The Parking Services website is currently under review with the intention of focussing on the online services including challenging against Penalty Charge Notices. It is expected that the number of online challenges will increase in line with the work being carried out on the website. Sending responses to informal challenges via email helps to decrease back office processing costs, stationery and postage.

Online Appeals

The proportion of appeals to the Traffic Penalty Tribunal that are pursued online have increased in popularity. A unique PIN number is provided within each Notice of Rejection to enable customers to do this. The majority of customers submit their appeals to the Tribunal via email and the Council in

turn email the case submission using their online web portal. This helps to ensure the service being provided is quicker and more convenient for the appellant, as well as the added benefit of reducing the cost of making an appeal and the costs associated with providing the service i.e. postal and printing costs.

4.1 Statistics for appeals against parking Penalty Charge Notices for 2010-13

Table 9 – Percentages of Appeals

Financial year	Appeals	Rate of appeal per PCN	Not contested by council	Cases Lost	Cases Won
2011-12	22	0.17%	3 14%	8 36%	11 50%
2012-13	30	0.26%	6 20%	10 33%	14 46.60%
2013-14	50	0.47%	5 10%	11 22%	34 68%

4.2 Learning from appeals

We aim to help motorists understand the parking regulations in our response to appeals. We do this by including evidence such as photos of the vehicle, photos of the relevant signs/road markings, extracts from the Highway Code, the blue badge scheme book and relevant legislation if appropriate.

The adjudicator’s decision is considered carefully to ensure that future appeals benefit from any guidance given. It is also considered that if recommendations are stated, that these are considered within the internal procedures of Parking Services and that the relevant Policies or guidance notes are reviewed if felt appropriate. An example of this, is a case we recently lost where a pay and display ticket was displayed but was unreadable. We have now changed our cancellation policy to reflect this.

We also benefit from sharing the adjudicator’s decision of our appeals amongst the Civil Enforcement Officers and Notice Processors as a continual learning process to ensure that every case is being dealt with at the highest standard – from issuing the PCN to responding to the appeal and providing clear and concise submissions.



5.0 Website

Information held on the CDC website (www.chichester.gov.uk/parking) relating to parking is constantly reviewed to ensure that it meets the needs of the customer. All change of tariffs are reflected.

In 2013/2014 extensions to the existing controlled parking zone in Chichester City were introduced. These changes were reflected on the website, with options available to the customer to self-serve with refunds and permit change forms etc. Unfortunately the facility to apply online is not yet available however the application forms can be downloaded.

All of the terms and conditions are also available to now download from the website including all season tickets and resident permits.

Additional information will be included on the website to inform customers of the frequently asked questions we receive, and information based on customer feedback.



5.1 Website Page views

Table 10 – Statistics on specific web pages

Page Detail	2011-12	2012-13	2013-14
Parking	14,988	24,450	27,209
Car park charges	6,603	8,761	11,834
Rural car parks	115	494	551
Business Permits	35	78	107
Car park charges - Bosham	*N/A	208	586
Car park charges - East Wittering/ Bracklesham Bay	80	400	803
Car park charges - Midhurst	60	400	683
Car park charges - Petworth	44	240	532
Car parking charges - Selsey	45	217	377
Chichester parking card	401	1,779	1,926
How to use the parking card	45	125	165
Car park map	10,601	26,324	38,619
Rural car park map	175	1,182	1,415
Car park safety	70	204	180
Car park season tickets	3,780	7,877	6,319
Roving season tickets	765	4,911	4,238
Rural season tickets	234	878	577
Specific season tickets	312	1,351	1,071
Disabled parking	1,477	1,343	1,178
Blue Badge Scheme	174	940	948
Shopmobility	90	544	742
On street parking	2,374	2,593	2,472
Dispensations	225	1,042	1,113
On street vouchers	215	850	969
Visitor permits	250	1,462	1,504
Non Residents Permits	51	584	519
Parking - about us	1,004	781	693
Parking fines	3,943	6,689	7,636
Resident Permits	341	1,696	1,758

*Bosham car park was controlled by the Harbour Conservancy prior to 2012/2013

Our most popular page is our Car Parking Map with a total of 38,619 views. This details where to park within in the district and provides information on the current pricing structures.



5.2 Payment Channels

The amount of payments via the website has significantly increased; this is evidence that customers have moved to self-serve, providing efficiencies within the department, and giving the customer a prompt service 24 hrs a day, 7 days a week. Details of this can be found in the tables below

Table 11 – Percentage of payments received

Season tickets and permits	2011-12	2012-13	2013-14
Web	76%	95%	96%
Post	24%	5%	4%

PCNs	2011-12	2012-13	2013-14
Web	63%	69%	73%
Post	37%	31%	27%

See Appendix B for Pay & Display Pricing details

6.0 Off-Street Car Parks

Chichester District Council operates 29 car parks across the district, with all Chichester city centre car parks having been awarded the 'Park Mark' safer parking award.

Pay and Display is the method of payment accepted within the car parks. However, the council has approved the installation of a Pay on Foot system into the Avenue De Chartres multi-storey car park in Chichester and it is anticipated that this will be implemented by December 2014.

Perpetual Season Tickets help customers to park as flexibly as possible in our season ticket car parks and also minimise the printing and postage costs associated with the each season ticket.

Table 12 – Car Park details

Site	No. of spaces	Debit card payment	Smart card payments	Park Mark Scheme (Only city Centre)	CCTV
Avenue De Chartres	890	No	Yes	Yes	Yes
Basin Road	115	No	Yes	Yes	Yes
Northgate	836	Yes	Yes	Yes	Yes
Cattle Market	836	No	Yes	Yes	Yes
Westgate Car Park	259	No	Yes	Yes	Yes
Little London Car Park	81	Yes	Yes	Yes	Yes
Baffins Lane	86	No	Yes	Yes	Yes
Orchard Street	25	No	Yes	Yes	Yes
St Cyriacs	50	No	Yes	Yes	Yes
South Pallant	52	No	Yes	Yes	Yes
East Pallant/Cawley Priory	246	Yes	Yes	Yes	Yes
Market Avenue/St Johns Street	29	No	Yes	Yes	Yes
Market Road	50	No	Yes	Yes	Yes
Market Avenue	75	No	Yes	Yes	Yes
New Park Road	95	No	Yes	Yes	Yes
Bosham Car Park	379	No	No	N/A	Yes
Bracklesham Car Park	97	No	Yes	N/A	Yes

Fernhurst Car Park	57	No		N/A	No
Midhurst Grange Road	169	No	Yes	N/A	Yes
Midhurst North Street Car Park.	170	No	Yes	N/A	Yes
Midhurst Post Office	43	No	Yes	N/A	Yes
Petworth Pound Street	482	No	Yes	N/A	Yes
Sylvia Beaufoy Car Park.	72	No	Yes	N/A	Yes
Selsey Marine Car Park	No Marked Bays	No	Yes	N/A	Yes
Wittering Northern Crescent Car Park	37	No	Yes	N/A	Yes
Wittering Marine Drive Car Park	65	No	Yes	N/A	Yes
Coach & Lorry Park	11	No	Yes	Yes	Yes

See Appendix B for Pay & Display Pricing details

6.1 Permits

Waiting Lists for Resident Permits are continually under review. Customers on waiting lists for zones where permits are in high demand are contacted periodically to ensure that the list is kept as up to date as possible. The number of customers on the waiting lists includes, non-residents, 1st, 2nd, 3rd and fourth permit requests.

Table 13 - Resident Permits statistics

Area	Resident Parking Zone – Capacity 110%	% of scheme take up 2013 / 2014	No. of people on waiting list 2013 / 2014	1st	2nd	3rd	4th	Non Res
Zone E	213	76%	22	0	19	2	0	0
Zone F	360	81%	30	1	19	4	2	4
Zone G	52	40%	0	0	0	0	0	0
Zone H	200	62%	7	0	0	0	0	7
Zone H2	407	52%	13	0	0	3	0	10
Zone J	48	67%	0	0	0	0	0	0
Zone K	62	98%	53	42	9	2	0	0
Zone L	45	86%	17	0	6	3	3	5
Zone M	138	48%	5	0	3	0	0	2
Zone N	299	69%	2	0	1	0	0	1
Zone O	308	60%	7	0	3	3	0	1

Examples of other Permits issued in 2013/2014 are Doctors permits, of which 75 were issued, Carers permits, totalling 20 and Car Club permits of which 6 have been issued.



6.2 Season Tickets

The most popular season tickets sold are our X Roving Season ticket. In 2013/2014 a total 7,671 tickets were sold. This season ticket is available for use by commuters in the outer city car parks - Avenue de Chartres multi-storey, Basin Road, Cattle Market and Northgate. It offers customers a saving of approximately 50% of the daily parking charge if used for six days a week.

We have recently introduced the option of 4 vehicle registrations to be included on one season ticket which promotes car sharing within the area.

See Appendix C for full list Permits & Season Tickets

7.0 Partnership working

Chichester District Council works in partnership with many organisations in its provision of Parking Services. These include:

- West Sussex County Council
- The British Parking Association
- Sussex Police

There is also a Parking Forum which is held annually. Members of this forum includes representatives from Chichester Residents Association, Chichester City Partnership, Chichester Access group, Chichester Access group and Voice for Disability, Chichester Chamber of Commerce & Industry, Federation of small businesses and numerous Chichester District Council members. The terms of reference for the Parking Forum cover issues such as making recommendations to the Council's Cabinet, considering the impact of parking charges and consulting and obtaining general views from the group on a wide range of parking issues.



8.0 Suspensions

Parking Bay suspensions are granted for various reasons, which include household removals, building works and for numerous special events and parking requests.

A total of 33 parking bays were suspended across the district in 2013/14.

8.1 Events

The district has several events which require changes in the usual parking arrangements. These include reoccurring events such as the Sloe Fayre, which is held in the Northgate car park, and the Christmas Park and Ride which is run in conjunction with Chichester College.

During 2013/2014, our Car Parks also assisted with the following events:

- Ride to Chi
- 10k Race
- Hammerbottom charity walk
- National Trust bus
- PDSA
- NHS Breast Screening
- Seaford College car washing event
- South Downs Run



9.0 Freedom of Information (FOI)

The Freedom of Information Act 2000 (FOI) came into force in January 2005. This means that the general public have even greater access to information held by Chichester District Council than they had previously. Parking Services receives Freedom of Information requests and must respond to these in accordance with the legislation.

For the financial year 2013-14, Parking Services received a total of 26 Freedom of Information Requests. This compares to 22 for the previous year.

Table 14 - Five most common questions we receive:

Questions 2011-2014
The number of Penalty Charge Notice issued within financial years
Income for Penalty Charge Notices issued within financial years
The number of Penalty Charge Notice cancelled within financial years
How many residents' on Waiting Lists for Res Permits (including 1st, 2nd 3rd, 4th and non-resident permit request)

The number of CCTV cameras your council has operated in each calendar year from 2008 to 2014 and the year that your council installed its first CCTV camera(s).

Data for the above questions can be found within the relevant sections of this report.

Our CCTV centre has been in operation since 1996. The table below shows how many cameras have been in operation.

Table 15 - Number of cameras

Year	No. of cameras
2010-11	61
2011-12	61
2012-13	62
2013-14	62

In 2013-2014 a total of 1571 incidents were observed by our CCTV centre, averaging at 130 per month. A total of 206 arrests were made directly in response to this.



10.0 Complaints and Compliments

Our aim is to provide a first class service, and knowing what our customers think of our service is important to us so that we can make improvements where they are most needed. The Council has a formal complaints procedure and also provides the opportunity for customers to compliment our services and staff.

Where complaints are received about Parking Services, these are investigated and the complainant responded to, outlining what action, if appropriate will be taken to rectify the matter.

For the period of 1st April 2013 to 31st March 2014, there were a total of 39 complaints and 13 compliments relating to Parking Services. The majority of complaints relate to Penalty Charge Notices, where a motorist is unhappy that a PCN has been issued to them.

Complaint	Response
2012-13 and 2013-14	
Season Ticket Renewals – pay by phone/via web	To purchase a new online season ticket, our customers are asked to apply online. As from April, customers were unable to renew an old style season ticket online as a new Web season ticket had been introduced to offer those customers using the website an online discount.
Enforcement in particular areas	Patrols are carried out using a rota to ensure that the district is well covered. Chichester District Council can confirm that most areas are visited on a regular basis by Civil Enforcement Officers, who will issue a Penalty Charge Notice where a contravention has occurred within an area which is enforceable by us. However, with over 100km of lines to enforce over 300 square miles a balance is required in terms of deployment across the district. All Civil Enforcement Officers have been provided with briefings regarding the areas within which they should patrol and we will act upon requests for enforcement as promptly as possible.
Civil Enforcement Officers Conduct	The conduct of our Civil Enforcement Officers is highly important to the Council and as such they receive training to encourage the implementation of Chichester District Councils high standard and principles. Their training focuses on successful communication with members of the general public and conflict management.

Compliments are generally received when a challenge has been received and the PCN has been cancelled. We have also received thank you letters when we have helped with events, for example we suspended some bays within Selsey High Street for their local bus launch. The thank you letter we received stated “the location was perfect and attracted a good interest from passing foot fall”.

11.0 Financial Information

The below table shows all income generated by source, deducting any refunds issued.

Income by Source*	2010-11	2011-12	2012-13	2013-14
Pay and Display machines	£2,958,714	£3,100,079	£3,706,083	£3,796,716
Season Tickets	£547,397	£457,009	£576,641	£592,190
Penalty Charge Notices	£218,789	£330,896	£344,727	£306,533
Residents Parking Vouchers	£91,182	£95,854	£89,921	£109,296
Totals	£3,816,082	£3,983,838	£4,717,372	£4,804,735

2010-11	2011-12	2012-13	2013-14
£1,778,361	£1,961,526	£2,018,389	£2,007,804

The table above shows the total expenditure for each year which includes employees, premises, transport, supplies and services, contract and support services.



12.0 Looking Ahead

A Review of Parking Services is currently underway. It is intended that the review will help to not only improve efficiencies, but also increase income, reduce costs and improve the customer experience. The Review has considered many elements of the service so far, which include the purchasing arrangements in place for the service, with plans to work in partnership with other authorities to achieve savings where possible. In addition, the Review has considered the IT system and how this best meets the needs of the service and the customer. Further consideration will be given to this in the coming months. Deployment of the Civil Enforcement Officers has been considered and changes made to ensure that the service is run in a manner which is both efficient and meets the needs of the customer.

A thorough process mapping exercise has been undertaken and changes to the system have begun to be implemented. Additional changes will be introduced in the coming months. The project to introduce Pay on Foot within the Avenue De Chartres car park has been progressing well and it is anticipated that this will come into effect from December 2014.

Parking Services continues to work in partnership with West Sussex County Council and will be looking to purchase machines to cover the on-street charging system within Chichester city centre (to replace the existing scratch-off cards).

A Review of the Parking Strategy will be considered within 2015-16. It is anticipated that this Review will reflect the recent changes in demand for parking and the additional new technologies now available.



13.0 Glossary of Terms

Glossary of Terms	
Charge Certificates	The notice served 28 days after the service of the Notice to Owner if the Penalty Charge Notice remains unpaid. This notice increase the Penalty Charge by 50%.
Civil Enforcement Officer (CEO)	The name given to the Officers that enforce parking restrictions for the Authority.
Civil Parking Enforcement (CPE)	The name given to the type of enforcement of parking restrictions by a Local Authority under the Traffic Management Act.
Contravention	Where a motorist does not comply with a parking regulation (formally referred to as an offence under the previous Police enforcement regime).
Dispensation	A dispensation is where permission to park in contravention of a parking restriction given. A dispensation may be requested by applying for a parking waiver in line with the Council's parking Policy.
DVLA – No response	The state refers to the DVLA being unable to provide an address for the owner of the vehicle at that time.
Formal Representation	An appeal made within 28 days of the service of the Notice to Owner to the Registered Keeper.
Informal Challenge	An appeal made within 28 days of the service of the Penalty Charge Notice
Notice to Owner (NTO)	The statutory notice issued to the Registered Keeper of the vehicle if a Penalty Charge Notice is not paid within 28 days of the date of service. The recipient may either pay in full or make a Formal Representation within 28 days of the service of the Notice to Owner.
Not Contested	The appeal has not been disputed by the Council
Off-Street	This relates to facilities and enforcement at Council managed Car Parks.
On-Street	This relates to facilities and enforcement on the Highway.
Park Mark (SC)	Safer Parking status, Park Mark, is awarded to parking facilities that have met the requirements of a risk assessment conduction by the police.

Glossary of Terms	
Parking Regulations / Parking Restrictions	The rules that motorists must follow. These can be a result of Traffic Regulation Orders or national legislation.
Penalty Charge Notice (PCN)	The notice issued to a vehicle believed to be parked in contravention of a parking regulation.
Registered Keeper	The person who is deemed responsible for the payment of a Penalty Charge Notice irrespective of whether they were driving at the time of the contravention. These details are obtained from the Driver and Vehicle Licencing Agency (DVLA).
Spoilt	An error has occurred within the issuing of the Penalty Charge Notice therefore the ticket then becomes spoilt and another ticket reissued.
Traffic Management Act 2004 (TMA 2004)	The legislation under which the Authority operates its Civil Parking Enforcement Scheme.
Traffic Penalty Tribunal (TPT)	The independent body that considers appeals in relation to Penalty Charge Notices where the appellant is unhappy with the Authority's response to their Formal Representation. This is the final stage of appeal for the motorist and their decision is binding on both the Authority and the motorist.
Traffic Regulation Order (TRO)	The legal basis for the majority of parking regulations. Traffic Regulation Orders may only be introduced following public consultation.
Waiver	An official notice issued by the Authority to a specific vehicle that has applied for a dispensation to park in contravention of a parking restrictions at a specified location, on a specified date, for a reason that meets the Authority's criteria for issuing a Waiver.

Appendices

Appendix A – Cancellation data

Stages of Cancellation

		On Street	Off Street	TOTAL	
2010-11	Cancelled before NTO issued	1,278	1,404	2,682	25.17%
	Cancelled after NTO issued	81	62	143	1.34%
	Cancelled after Charge Cert issued	196	153	349	3.27%
	Cancelled after Debt Reg issued	2	0	2	0.02%
	Not cancelled	4,374	3,106	7,480	70.19%
2011-12	Cancelled before NTO issued	773	1,582	2,355	18.05%
	Cancelled after NTO issued	84	95	179	1.37%
	Cancelled after Charge Cert issued	85	58	143	1.10%
	Cancelled after Debt Reg issued	5	1	6	0.05%
	Not cancelled	5,341	5,024	10,365	79.43%
2012-13	Cancelled before NTO issued	693	1,340	2,033	16.97%
	Cancelled after NTO issued	56	59	115	0.96%
	Cancelled after Charge Cert issued	14	23	37	0.31%
	Cancelled after Debt Reg issued	7	3	10	0.08%
	Not cancelled	4,799	4,982	9,781	81.66%
2013-14	Cancelled before NTO issued	523	925	1,448	13.48%
	Cancelled after NTO issued	42	56	98	0.91%
	Cancelled after Charge Cert issued	12	7	19	0.18%
	Cancelled after Debt Reg issued	10	3	13	0.12%
	Not cancelled	4,990	4,174	9,164	85.31%

Top 10 Cancellation Reasons 2010-2013

Valid Ticket Produced
Blue Badge Holder
DVLA No Response
Foreign Registration
Mitigation
Defective signs and lines
Valid Permit
Valid Season Ticket
Valid Parking Voucher
Loading/Unloading

Contravention Code List - On Street

Higher/ Lower	Offence Code	Offence Name (Long Legal Description)
Higher	01	Parked in a restricted street during prescribed hours
Higher	02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force
Lower	05	Parked after the expiry of paid for time
Lower	06	Parked without clearly displaying a valid pay & display ticket or voucher
Lower	07	Parked with payment made to extend the stay beyond initial time
Higher	12	Parked in a residents' or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place
Higher	16	Parked in a permit space without displaying a valid permit
Lower	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
Higher	21	Parked in a suspended bay or space or part of bay or space
Lower	22	Re-parked in the same parking place or zone within one hour* of leaving
Higher	23	Parked in a parking place or area not designated for that class of vehicle
Lower	24	Not parked correctly within the markings of the bay or space
Higher	25	Parked in a loading place during restricted hours without loading
Higher	26	Parked in a special enforcement area more than 50cm from the edge of the carriageway and not within a designated parking place
Higher	27	Parked in a special enforcement area adjacent to a dropped footway

Higher/ Lower	Offence Code	Offence Name (Long Legal Description)
Lower	30	Parked for longer than permitted
Higher	40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner
Higher	42	Parked in a parking place designated for police vehicles
Higher	45	Parked on a taxi rank
Higher	46	Stopped where prohibited (on a red route or clearway)
Higher	47	Stopped on a restricted bus stop or stand
Higher	48	Stopped in a restricted area outside a school when prohibited
Higher	49	Parked wholly or partly on a cycle track or lane
Higher	99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags

Contravention Code List - Off Street

Higher/ Lower	Offence Code	Offence Name (Long Legal Description)
Higher	81	Parked in a restricted area in a car park
Lower	82	Parked after the expiry of paid for time
Lower	83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock
Higher	85	Parked in a permit bay without clearly displaying a valid permit
Lower	86	Parked beyond the bay markings
Higher	87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner
Higher	91	Parked in a car park or area not designated for that class of vehicle

Appendix B - Pricing details for Pay & Display Car Parks across the district

Parking Places	Present Days & Hours of Charging	Period of Parking	2012-2013 Charge	2013-2014 Charge
BOSHAM				
Bosham Lane car park off Bosham Lane	8am to 6pm Monday to Sunday inclusive	Up to 1 hour	50p	60p
		Up to 2 hours	£1.50	£1.70
		Up to 3 hours	£2.00	£2.30
		Up to 4 hours	£3.00	£3.40
		Up to 6 hours	-	£3.80
		Up to 24 hours	£3.50	£4.00
		Up to 48 hours	£5.50	£6.00
		Additional 24 hours	£2.50	£3.00
		Up to 7 days maximum	£17.00	£18.00
		Coaches per day	£6.00	£6.00
CHICHESTER				
Baffins Lane Cawley Priory East Pallant Little London Market Avenue/ St John's Street New Park Road Orchard Street (southern part) South Pallant St Cyriacs	8am to 6pm Monday to Saturday inclusive and Sunday 10am to 5pm	Up to 20 minutes	-	30p
		Up to 1 hour	£1.10	£1.20
		Up to 2 hours	£2.30	£2.40
		Up to 3 hours	£3.40	£3.60
		Up to 4 hours	£5.70	£6.00
		Up to 5 hours	-	£7.10
		Up to 6 hours	-	£8.20
		Up to 8 hours	-	£8.40
		More than 8 hours	-	£11.90

Parking Places	Present Days & Hours of Charging	Period of Parking	2012-2013 Charge	2013-2014 Charge
Market Avenue/ South Pallant Market Road/ St John's Street Orchard Street (northern part)	8am to 6pm Saturday and Sunday 10am to 5pm	Up to 20 minutes	-	30p
		Up to 1 hour	£1.10	£1.20
		Up to 2 hours	£2.30	£2.40
		Up to 3 hours	£3.40	£3.60
		Up to 4 hours	£5.70	£6.00
		Up to 5 hours	-	£7.10
		Up to 6 hours	-	£8.20
		Up to 8 hours	-	£8.40
		More than 8 hours	-	£11.90
Avenue de Chartres Basin Road Cattle Market Northgate	8am to 6pm Monday to Saturday inclusive and Sunday 10am to 5pm	Up to 20 minutes	-	20p
		Up to 1 hour	70p	70p
		Up to 2 hours	£1.40	£1.50
		Up to 3 hours	£2.00	£2.10
		Up to 4 hours	£2.70	£2.80
		Up to 5 hours	£3.40	£3.60
		Up to 6 hours	-	£4.00
		Up to 8 hours	-	£4.20
		More than 8 hours	-	£4.60
Westgate Leisure	8am to 6pm Monday to Saturday inclusive and Sunday 10am to 5pm	Up to 20 minutes	-	20p
		Up to 1 hour	70p	70p
		Up to 2 hours	£1.40	£1.50
		Up to 3 hours	£2.00	£2.10
		Up to 4 hours	£2.70	£2.80
		Up to 5 hours	£3.40	£3.60
		Up to 6 hours	-	£4.00
		Up to 8 hours	-	£4.20
		More than 8 hours	-	£5.40

Parking Places	Present Days & Hours of Charging	Period of Parking	2012-2013 Charge	2013-2014 Charge
Coach and Lorry park, Via Ravenna, Chichester	Coaches - Monday to Saturday inclusive(24 hours) and 10am to 5pm Sunday -	Up to 2 hours	£3.00	£3.20
		More than 2 hours for a maximum of 24 hours	£6.00	£6.30
	Lorries - 5pm to Midnight Monday to Sunday inclusive	Overnight fee	£6.00	£6.30
EAST WITTERING AND BRACKLESHAM BAY				
Northern Crescent Marine Drive	9am to 5pm Monday to Saturday inclusive	Up to 1 hour	Free	Free
		Up to 2 hours	Free	20p
		Up to 3 hours	£1.00	£1.30
		Up to 4 hours (maximum stay - no return within 4 hours)	£2.00	£2.40
Bracklesham Lane	Seasonal April to October 9am to 5pm Monday to Sunday inclusive	Up to 2 hours	£1.20	£1.50
		More than 2 hours	£3.50	£4.00
	Seasonal April to October 9am to 5pm Monday to Sunday inclusive	Up to 2 hours	£1.20	£1.50
		More than 2 hours	£3.50	£4.00
	Seasonal November to March - 9am to 5pm Monday to Sunday inclusive	Up to 2 hours	Free	30p
		More than 2 hours	£1.00	£1.00

Parking Places	Present Days & Hours of Charging	Period of Parking	2012-2013 Charge	2013-2014 Charge
MIDHURST				
Grange Road including Post Office North Street	9am to 5pm Monday to Saturday inclusive	Up to 2 hours	Free	Free
		Up to 3 hours	20p	20p
		Up to 4 hours	40p	40p
		Up to 5 hours	60p	60p
		Up to 6 hours	80p	80p
		Up to 7 hours	£1.00	£1.00
		Up to 8 hours	£1.20	£1.20
PETWORTH				
Pound Street	9am to 5pm Monday to Saturday inclusive	Up to 1 hour	Free	Free
		Up to 2 hours	20p	20p
		Up to 4 hours	60p	60p
		More than 4 hours	£1.00	£1.00
SELSEY				
East Street	9am to 5pm Monday to Saturday inclusive	Up to 1 hour	Free	Free
		Up to 2 hours	Free	20p
		Up to 3 hours	20p	30p
		Up to 4 hours	40p	50p
		Up to 5 hours	60p	70p
		Up to 6 hours	80p	90p
		Up to 7 hours	£1.00	£1.10
		Up to 8 hours	£1.20	£1.30
East Beach Selsey Marine	Seasonal April to October 9am to 5pm Monday to Sunday inclusive	Up to 1 hour	Free	20p
		More than 1 hour	£1.00	£1.10

Appendix C - Permit information

Permits issued	2010-11	2011-12	2012-13	2013-14	2014-15	Total
Doctors 24 West Street	0	0	26	36	37	99
Doctors 27 West Street	0	0	25	22	22	69
Doctors 4 Parklands Road	0	0	17	17	17	51
Car Club Permit	0	0	6	0	0	6
Non-resident Zone E	1	1	1	0	0	3
Non-resident Zone F	11	15	14	15	5	60
Non-resident Zone G	1	3	3	2	0	9
Non-resident Zone H	20	35	26	20	2	103
Non-resident Zone H2	13	26	36	46	5	126
Non-resident Zone L	2	4	3	2	1	12
Non-resident Zone N	2	4	1	2	1	10
Resident Disabled Zone E	9	10	6	7	1	33
Resident Disabled Zone F	4	7	8	12	3	34
Resident Disabled Zone G	1	2	1	1	2	7
Resident Disabled Zone H	0	2	3	5	14	24
Resident Disabled Zone H2	1	2	3	11	11	28
Resident Disabled Zone J	0	1	2	2	1	6
Resident Disabled Zone K	3	3	3	4	3	16
Resident Disabled Zone M	1	1	0	3	1	6
Resident Disabled Zone N	4	5	6	6	2	23
Resident Disabled Zone O	0	0	0	2	11	13
Resident Zone E	107	194	190	204	94	789
Resident Zone F	158	232	217	215	194	1,016
Resident Zone G	16	22	25	21	11	95
Resident Zone H	38	51	59	56	85	289
Resident Zone H2	59	85	92	87	163	486
Resident Zone J	25	47	42	36	18	168
Resident Zone K	62	75	68	64	20	289
Resident Zone L	30	45	44	39	19	177
Resident Zone M	11	16	18	72	27	144
Resident Zone N	161	229	238	228	114	970
Resident Zone O	0	0	0	0	211	211
Residents' Carer Permit Zone E	0	0	0	3	0	3
Residents' Carer Permit Zone M	0	0	0	2	2	4
Residents' Carer Permit Zone F	0	0	0	1	1	2
Residents' Carer Permit Zone H2	0	0	0	0	2	2
Residents' Carer Permit Zone J	0	0	0	0	1	1
Residents' Carer Permit Zone N	0	0	0	14	0	14
Residents' Carer Permit Zone O	0	0	0	0	3	3
Residents Visitors Parking Permit	0	1	1	0	0	2
Traders Zone O	0	0	0	0	1	1

Permit Pricing 2013-2014

Resident's parking zone	Annual Charge	Operational times
F,G,H,K,L,O	First Permit £40	9.00 - 17.00
J,M	Additional Permit £80	9.00 - 21.00
H2 and N (part day)	First Permit £35	10.00 - 11.00 & 14.00 - 15.00
	Additional Permit	
City Centre E	First Permit £160	9.00 - 17.30
	Additional Permit £200	

ZONES F, G, H, J, K, L, M and O	NEW CHARGE (per year unless otherwise stated)
Non-resident Permit	£250.00
2 hour residents visitors permit	£0.35
Residents visitors permit	£1.40 a day/ £7.00 a week

ZONES H2 and N	NEW CHARGE (per year unless otherwise stated)
Non-resident Permit	£150.00
2 hour residents visitors permit	£0.35
Residents visitors permit	£1.40 a day/ £7.00 a week
2 hour residents visitors permit	£110.00
Residents visitors permit	£50.00

ALL ZONES	NEW CHARGE (per year unless otherwise stated)
Carers Permit	£20.00
Traders Permit (except Zones H2 and N)	£200.00
Charity Permit (except Zones H2 and N)	£100.00
Healthcare permit	£10.00
Government Office Permit (previously Countywide Permit)	£10.00
Doctors Permit	£200.00
Dispensation Notice	£5.00 a day/ £25.00 a week
Parking bay suspension – per 10 metre length	£20.00 a day

Appendix D - Season Ticket Information

Season Tickets issued	2010-11*	2011-12	2012-13	2013-14
#Bosham Car Park	0	0	0	214
E Selsey Car Parks	0	18	41	58
Grange Road, Midhurst Season Ticket	0	195	346	183
Marine Drive East Wittering Season Ticket	0	0	0	0
Market Avenue(South Pallant) Season Ticket	0	45	235	240
Market Road Season Ticket	0	22	103	116
North Street, Midhurst Season Ticket	0	139	340	358
Orchard Street Season Ticket	0	34	168	167
Post Office, Midhurst Season Ticket	0	37	146	165
Pound Street, Petworth Season Ticket	0	68	251	303
Web Market Avenue(South Pallant)	0	0	0	0
Web Market Road Season Ticket	0	0	0	0
Web Orchard Street Season Ticket	0	0	0	1
Web X Roving Season Ticket	0	0	0	10
X Roving Season Ticket	0	2,900	7,562	7,671
X Roving Season Ticket SPD (Paying)	0	0	0	0
Z Marine Drive East Wittering Business	0	11	27	16
Z Bosham Car Park Annual	0	0	71	1
Z Bosham Car Park Seasonal	0	0	45	0
Z S Season Ticket	0	212	1,065	1,599
TOTALS	0	5,693	13,005	13,782

Please note the number of season tickets shown is the total number issued within the year and not the total number in circulation at any one time.

*Please note in 2011 all tickets were issued manually and not computerised until 2012

#Bosham Season ticket replaced the Bosham Annual and Seasonal in 2014

Season Ticket Prices

Season Tickets issued	Price per Month	Online price per Month	Online price per Year
Avenue de Chartres	£43.00	£42.00	£473.00
Basin Road	£43.00	£42.00	£473.00
Cattle Market	£43.00	£42.00	£473.00
Northgate	£43.00	£42.00	£473.00
Specific Season Tickets			
Market Road (A)	£47.00	£46.00	£517.00
Market Avenue/South Pallant (C)	£47.00	£46.00	£517.00
Orchard Street (D)	£47.00	£46.00	£517.00
Rural & Coastal Season Tickets			Annual Cost
Bosham			
Bosham Lane	£10.00	n/a	£120.00
Midhurst			
Grange Road	£10.00	n/a	£120.00
North Street	£10.00	n/a	£120.00
Post office	£10.00	n/a	£120.00
Petworth			
Pound Street	£10.00	n/a	£120.00
East Wittering			
Marine Drive	£10.00	n/a	£120.00

Produced by Parking Services
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1 East Pallant, Chichester
West Sussex PO19 1TY

Chichester District Council

