

# Parking Services

Annual Report 2014-2015







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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 2014/2015, and to provide useful and factual information for our customers. This year's report will be made available online at [www.chichester.gov.uk](http://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:

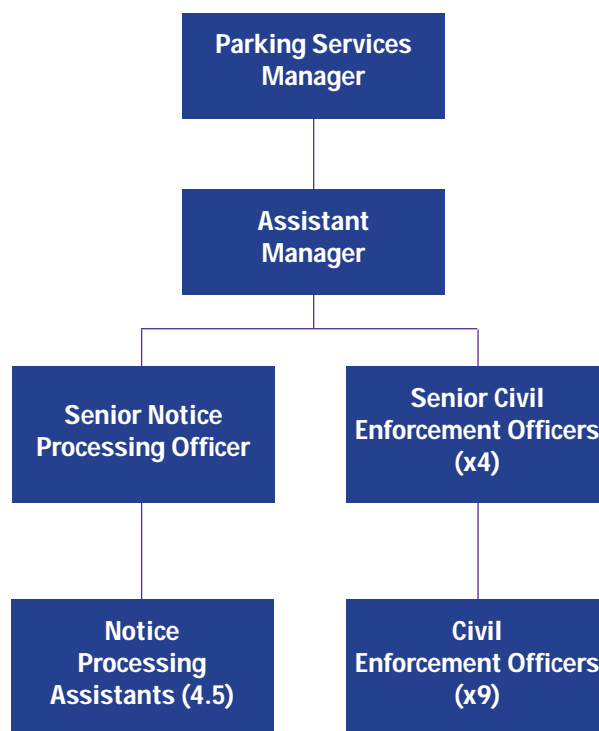
- 97% of respondents were happy with our car parks, although some issues with the lighting and entrance / exit layout of specific car parks were mentioned.
- Nearly half of respondents prefer 'pay on foot' systems to pay for parking.
- Most of the respondents pay with coins in the Pay and Display machines 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.

The system, which uses a barrier system to enter and exit the car park, went live on Monday 26 January 2015.

The solution has been introduced following feedback from customers who don't want to worry about returning to their car by a specific time. Instead, when they return to the car park, they can enter their ticket into the machine and pay for the period of time that they have used. The car park now has cameras that automatically register number plates and so the barrier automatically lifts for season ticket holders. The council has contacted season ticket holders reminding them to make sure that they have provided their most up to date car registration details, to avoid any problems. Also within the Parking Services review we have carried out a joint tendering process around our pay and display machine replacements. Our customers informed us that they would prefer to pay by debit card if available so we are currently working on introducing this facility in the majority of city centre car parks within 2015.

## 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 and Parish 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 (2011-2015)**

Financial year	On Street	Off Street	All PCN's
2011-12	6,288	6,761	13,049
2012-13	5,569	6,408	11,977
2013-14	5,577	5,165	10,742
2014-15	6,470	4,609	11,079

Over the last year we have seen an increase in the amount of On street tickets issued compared to off street. This may be impacted by the increase in the controlled parking zones around the area but also we have tried to use more intelligent led patrolling, and increasing the hours of operation.

### 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 (Off Street).

Looking back historically as Chichester District council took over the on street parking enforcement in 2011/2012 this would explain the higher amount of tickets issued in that first year.

**Table 2 - Higher and Lower statistics (2011-2015)**

Financial year	ON STREET				OFF STREET			
	Higher	Lower	Warning	TOTAL	Higher	Lower	Warning	TOTAL
2011-12	4,914	1,365	9	<b>6,288</b>	385	6,186	190	<b>6,761</b>
2012-13	4,435	1,130	4	<b>5,569</b>	551	5,778	79	<b>6,408</b>
2013-14	4,540	1,017	20	<b>5,577</b>	451	4,698	16	<b>5,165</b>
2014-15	5,190	1,170	110	<b>6,470</b>	504	4,099	6	<b>4,609</b>
<b>TOTAL</b>	<b>17,607</b>	<b>5,324</b>	<b>435</b>	<b>23,366</b>	<b>1,667</b>	<b>20,887</b>	<b>505</b>	<b>23,059</b>

Warning notices can sometimes be given as a soft approach. For example, when a new resident's zone is created or extended there may be a period of time where leniency is given and therefore a warning noticed issued.

## 2.2 Top 3 Contraventions (Please see Appendix A for full list of contravention codes)

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 are consistent with other parking authorities.

This year we have seen a slight change in the previous year's trend, which is an increase in the amount of tickets issued for non-display of permits. Again this would indicate the controlled parking zones are being enforced and having the desired effect.

**Table 3 – Top 3 Contraventions statistics for On Street (2011-2015)**

Financial year	01 Waiting Prohibited	12 No Residents Permit	23 Prohibited vehicle class	16 No permit
2011-12	2,173	710	640	-
2012-13	1,845	589	790	-
2013-14	1,953	937	713	-
2014-15	1,563	1,071	655	1,105

**Table 4 – Top 3 Contraventions statistics for Off Street (2011-2015)**

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
2011-12	3,016	2,528	642
2012-13	3,173	2,079	536
2013-14	2,473	1,906	319
2014-15	2,247	1,541	306

See Appendix A for Contravention code lists

## 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. Over 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 (2011-2015)**

Financial year	On Street	%	Off Street	%	All PCN's	%
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
2014-15	3,420	52.86	2,345	50.88	5,765	52.04



## 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 (2011-2014)**

Month	2011-12	2012-13	2013-14	2014-15
April	20.00%	22.45%	19%	12.92%
May	22.63%	22.04%	18.02%	14.18%
June	24.28%	18.76%	16%	10.77%
July	24.71%	17.70%	18.29%	12.28%
August	22.81%	26.25%	14%	10.65%
September	27.83%	22.10%	17.06%	12.96%
October	20.79%	21.11%	19%	8.87%
November	21.63%	21.41%	13.34%	6.04%
December	20.26%	20.90%	11%	10.33%
January	16.69%	19.94%	13.45%	9.72%
February	15.56%	17.42%	15%	10.47%
March	17.86%	14.21%	14.55%	7.76%
<b>Totals</b>	<b>21.17%</b>	<b>20.21%</b>	<b>16%</b>	<b>10.47%</b>
Spoilt deduction*	19.11%	17.94%	13.95%	9.33%

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

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. West Sussex County Council states best practise is cancellation rates between 7-12%.

### 3.1 Top three reasons for cancellation

Table 7 – Top 3 reasons for cancellation (2011-2014)

Financial year	Reason	Amount
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
2014-15	Valid ticket produced	244
	Foreign Vehicle	114
	DVLA No response	113

In order to progress with a PCN we require the vehicle owner's details from the DVLA. No response from the DVLA means at the time of contact they have no current records for the vehicle owner. We would make numerous requests for this information before finally having to cancelling the ticket.

Foreign Vehicles are extremely difficult to trace as the DVLA does not hold the details for vehicles not registered within the UK. A pilot scheme is currently being undertaken with a company trying to trace these vehicle owners. Dependant on the outcome of this scheme we may have further options available to us to try and resolve this issue.

## 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](http://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.

Over the last few years we have seen an increase in the amount of incoming correspondence received, currently just under a third of all PCN's now receive correspondence. As part of the parking services review the extra resources required to deal with this increase will be considered.

**Table 8 -Percentage of PCN incoming correspondence (2011-2014)**

Financial year	On Street	Off Street	Total
2011-12	26.10	33.13	29.74
2012-13	23.90	31.59	28.01
2013-14	29.14	35.62	32.26
2014-15	31.41	35.79	33.23

### 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 (TPT) that are pursued online have increased. 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 Appeals to TPT against parking Penalty Charge Notices for 2010-14

**Table 9 – Percentages of Appeals**

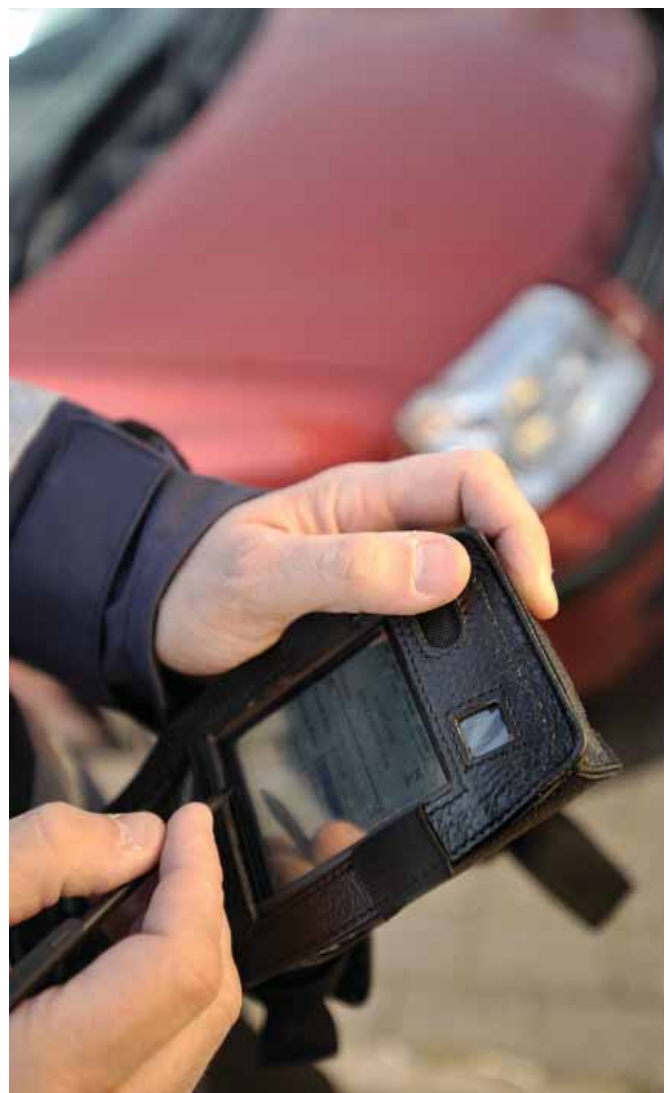
Financial year	Appeals	Rate of appeal per PCN	Not contested by council	Cases Lost	Cases Won
2012-13	30	0.26%	6 20%	10 33%	14 46.60%
2013-14	50	0.47%	5 10%	11 22%	34 68%
2014-15	32	0.29%	1 3.13%	9 28.13%	22 68.75%

#### 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 cases 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.

We also benefit from sharing the adjudicator’s decision of our appeals amongst our 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

Now that WSCC has completed the Controlled Parking Zone expansion, work to improve the information available on the website has taken place. The website now provides comprehensive, clear information in relation to all on street permits.

Customers are also able to access related documents such as Permit Changes forms, refund forms, Terms and Conditions and application forms.

As part of the website review, emphasis on developing scripting for the contact centre was scrutinised to aid training and to also improve customer transactions. A new map was designed to assist the contact centre finding properties within Controlled Parking Zones and the time in which the restrictions within the Zones are operative which is also available for the public to use.

In Chichester District the number of customers purchasing their Season Tickets online has increased by 24%.

	2013/2014		2014/2015	
Season ticket	Total no Season Ticket	Online Season Ticket	Total no Season Ticket	Online Season Ticket
<b>C</b>	78	14	80	16
<b>A</b>	63	22	65	35
<b>D</b>	43	26	41	31
<b>X</b>	1441	504	1628	980
<b>Total</b>	1625	566	1814	1062
<b>% Web S/T's</b>	<b>35%</b>		<b>59%</b>	



## 5.1 Website Page views

**Table 10** – Information is split into two tables to represent the new Chichester district website launched at the end of October 14. Table 1 is consistent with previous year's trends, of the car parking map being the most popular page. The new website was aimed at improving the user's experience, and streamlining the information to make it more accessible to the customers. The parking page is the mostly viewed.

Table 1

id	Webpage	Unique page views
4528	Parking	17,067
11824	Car park charges	12,447
17375	Rural car parks	494
19461	Business Permits	140
19920	Car park charges - Bosham	592
17622	Car park charges - East Wittering/Bracklesham Bay	1,031
17618	Car park charges - Midhurst	863
17619	Car park charges - Petworth	632
17620	Car parking charges - Selsey	521
17370	Chichester parking card	1,998
17624	How to use the parking card	197
16074	Car park map	33,801
18384	Rural car park map	1,435
18383	Car park safety	233
4669	Car park season tickets	8,286
18380	Roving season tickets	5,133
18381	Rural season tickets	706
18382	Specific season tickets	1,321
6483	Disabled parking	1,230
18377	Blue Badge Scheme	934
18378	Shopmobility	1,082
4532	On street parking	2,999
17613	Dispensations	1,083
18376	On street vouchers	1,168
17616	Visitor permits	1,943
19460	Non Residents Permits	854
4670	Parking - about us	970
4529	Parking fines	5,829
18085	Resident Permits	1,696

Table 2

id	Webpage	Unique page views
23954	Parking	7,150
24040	Car park charges	8
24041	Chichester car park charges	3,115
24042	Chichester parking smart card	408
24043	Rural car parks	154
24044	Car park map	4,669
24045	Car park season tickets	2,746
25690	Chichester District Car Park Strategy 2010 - 2020	99
24046	Disabled parking	220
26226	Electric vehicle charging points	0
24047	On street parking	653
24054	Dispensations	310
25646	On street permit waiting lists	83
24055	On street vouchers	336
24048	Permits	609
24596	Carer permits	55
24597	Healthcare permits	61
24051	Non-residents permits	198
24052	Resident permits	575
24598	Student permits	33
24053	Visitor permits	407
24595	Traders permit	53
24056	Parking fine ( Penalty Charge Notice)	1,633
26033	Parking Services Annual Report 2013 - 2014	0*

\*Please note no views are showing as we have recently moved this page



## 5.2 Payment Channels

The amount of payments via the website has significantly increased; this is evidence that customers are embracing self-serve, providing efficiencies within Parking Services, 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**

PCNs	2011-12	2012-13	2013-14	2014-15
Web	63%	69%	73%	75%
Post	37%	31%	27%	25%

Season tickets and permits	2011-12	2012-13	2013-14	2014-15
Web	76%	95%	96%	97%
Post	24%	5%	4%	3%



## 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. See Appendix B.

Pay and display is the method of payment within the car parks with the exception of Avenue De Chartres which is now a pay on foot system.

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 each season ticket.



### 6.1 Season Tickets

The most popular season tickets sold are our X Roving Season ticket. In 2014/2015 a total of 7438 tickets were sold of the newly introduced web season ticket. This offers customers a discount as well as the ability to purchase 24 hours a day, 7 days a week. Please note this is not the total amount in circulation but the total amount of ALL tickets sold.

This season ticket is available for use in the outer city car parks - Avenue de Chartres multi-storey, Basin Road, Cattle Market and Northgate and is popular with commuters. 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.



## 7.0 On Street Parking

Over a 6 month period from February 2014, a significant Controlled Parking Zone expansion took place within Chichester City. The scheme led by West Sussex County Council created, improved and amended existing restrictions and a new resident scheme was also introduced. By way of the expansion the total number of residents and permit holder bays, shared use bays, voucher bays and limited waiting bays increased by 104% from 962 to 1965 bays.

In addition to amending and improving restrictions and the expansion of 7 of the existing zones, a new Zone, (Zone 0), was also introduced east of Chichester City Centre which provided resident's parking for 8 new roads containing 280 new parking bays.

Working alongside West Sussex County Council, Parking Services successfully administered the expansion of existing Zones and the implementation of the new Zone. In the last year we have increased the number of permits being sold by 12% and in March 2015, Parking Services recorded a total of 1782 on street permits in use.

As well as administering and issuing Resident's Permits to those living with the 11 Controlled Parking Zones, we are also keen to provide parking for other groups of motorists within the city. This year, we are pleased to have introduced Carer Permits and Healthcare permits in Chichester and these are acknowledged to play an important role in supporting the care work in our community.



As of the end of March 2015, 5% of all on street permits are issued to disabled drivers.

*Please see Appendix C for further on street statistics and map of zones*

### 7.1 Waiting Lists

Waiting Lists are managed carefully and where permits become available, these permits are offered as swiftly as possible. Reducing Waiting Lists to minimise waiting times is continually a focus. When considering applicants, priority is given to resident’s requesting first permits and also to Blue Badge holders. As of March 15, out of 139 customers waiting for a permit across all 11 Zones, 75 customers were waiting for first permits, 42 for second permits, 17 for third permits and 5 for fourth permits.

A proactive approach to the organisation of waiting lists has been taken to ensure that our records remain as current as possible. Where we note high demand and growing waiting lists, we contact these applicants to provide additional information in relation to alternative parking options and also to determine where permits are no longer required. As a result we have been able to significantly reduce waiting lists in Zone F, K and Zone E which reduces the time residents wait for a permit to be offered. This has resulted in a reduction of residents on the Waiting Lists for the past 3 years.



### 7.2 Residents Visitors Permits

In order to provide parking to accommodate a variety of visitors in the Controlled Parking Zones, new Resident Visitor Permits were introduced for the first time in Chichester in October 2014. We are now able to offer daily and weekly Resident Visitor Permits in addition to the existing Visitor Permits which are valid for 2 hours. By providing further Resident Visitor Permits we are able to cater for different types of visitors and tradespeople alike.

In response to customer feedback and to streamline our service we have adopted a more customer friendly approach to selling products by developing and implementing a new electronic Resident Visitor Permit form which improves and accelerates interactions with customers. In the next year a similar approach will be taken for other products to further improve the customer service.

	Total Res Visitor Vouchers
2014 Apr	1285
May	1080
Jun	894
Jul	1103
Aug	973
Sep	1004
Oct	1091
Nov	751
Dec	833
Jan	931
Feb	814
2015 - Mar	908
<b>Total</b>	<b>11667</b>



## 8.0 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 normally meets at least 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 Parking Forum makes recommendations to the Council's Cabinet on parking charges and provides general views on a wide range of parking issues.







## 9.0 Dispensations and Suspensions

Chichester District Council issued 3037 Dispensation Notices on behalf of West Sussex County Council. The purpose of these is to help ensure that trades people who carry out work across the district can carry out their work safely whilst causing minimal disruption on-street.

A total of 263 bay suspensions were issued over the course of the year. This figure includes each bay suspended and the amount of days it was suspended for.

### 9.1 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 2014/2015, our Car Parks also assisted with the following events:

- Grace Church Car Wash
- Police tyre safety checks
- PDSA
- Ride to Chi



# 10.0 Freedom of Information (FOI)

The Freedom of Information Act 2000 (FOI) came into force in January 2005. This provides the general public with 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.

20 requests were made under the freedom of information. We have seen a reduction in these from previous years which we anticipate is due to the amount of information we now publicly display on our website. The common threads of the questions are around income received/ generated and expenditure. Details of this information can be located in the financial section at the end.

**Table 12 - Five most common questions we receive:**

Questions 2011-2014
The number of Penalty Charge Notice issued
Income for Penalty Charge Notices issued
The number of Penalty Charge Notices cancelled
How many residents' on Waiting Lists for Residents 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 this report.

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

**Table 13 - Number of cameras**

Year	No. of cameras
2011-12	61
2012-13	62
2013-14	62
2014-15	62

In 2014-2015 a total of 1464 incidents were observed by our CCTV centre, averaging 122 per month. A total of 237 arrests were made directly in response to these observations.





# 11.0 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, these are investigated and the complainant responded to, outlining what action, if appropriate will be taken to rectify the matter. During 2014/15 there has

been a reduction in the number of complaints received. We take the complaints received very seriously and where appropriate we use these to feed into our service improvements.

For the period of 1st April 2014 to 31st March 2015, there were a total of 31 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.

**Table 14**

Complaint	Response
<b>2014/15</b>	
Problems with receiving the season ticket renewal emails	Customers are able to renew online 24 hours a day seven days a week through the Council's website. Parking Services are currently undertaking a review and the service provided to our customers. Part of this review is considering the methods we offer to customers to purchase season tickets and will be considering how this best meets the needs of our users. These views have fed into the review process.
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".

## 12.0 Financial Information

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

**Table 15**

Income by Source	2014-15	2013-14	2012-13	2011-12
Pay and Display machines	4,184,106.45	4,015,021.68	3,877,337.95	3,436,721.29
Season Tickets (Car Parks)	647,337.56	563,677.21	546,178.69	516,051.43
Penalty Charge Notices (Car Parks)	327,349.81	307,507.27	345,177.00	331,546.00
Residents Parking Vouchers	129,499.19	111,209.49	91,310.19	95,854.00
Licence Income	90,153.24	81,481.74	68,159.16	64,868.63
Advertising Income	2,900.00	1,750.00	300.00	N/A
Franchising Income	27,916.68	19,833.34	3,500.00	N/A
Rental Income	20,716.00	1,276.00	1,276.00	32,548.19
Refunds	211,927.26	211,880.67	142,632.68	192,805.66
<b>Totals</b>	<b>5,218,051.67</b>	<b>4,889,876.06</b>	<b>4,790,606.31</b>	<b>4,284,783.88</b>

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

**Table 16**

Expenditure	2014-15	2013-14	2012-13	2011-12	2010-11
Employees	552,786.42	545,896.00	519,889.00	475,734.00	492,507.00
Premises	755,558.19	694,014.00	659,820.00	631,319.00	558,045.00
Transport	19,758.34	11,061.00	6,317.00	6,583.00	6,204.00
Supplies and Services	489,780.39	300,445.00	380,600.00	345,493.00	307,283.00
Contract Services	-	1.00	2,000.00	43,238.00	37,438.00
Support Services	331,466.51	315,876.00	294,797.00	248,560.00	257,813.00
Capital Charges	73,142.93	140,511.00	154,966.00	210,599.00	119,071.00





## 13.0 Looking ahead

### 13.1 Parking Services review

A review of Parking Services has been taking place over the last year and many changes have already taken effect and are set out in this report. Looking into 2015/16 we will be reviewing the existing staffing structure, the equipment provided for our CEO's, our ICT requirements, Pay and Display machine functionality, ensuring best use of our assets and ensuring we are working in line with the Parking Strategy which will also be reviewed.

### 13.2 Parking Strategy 2010 – 2020

It is acknowledged that we must meet our customers' needs and cater for a continually evolving service. In light of this a review of the current parking strategy will be taking place. The vision for the current strategy is:

*“To provide and manage a range of safe, secure, attractive, well maintained and affordable car parking that meets the needs of residents, shoppers, visitors and commuters, in a manner compatible with the settlements' character and environment, and so ensure the economic well-being of the District”*

This vision will be tested to ensure it continues to reflect local needs and priorities. In particular the Integrated Parking Strategy identifies the link between economic viability and adequate car parking in town centres, optimises the use of conveniently located short stay spaces, provides long-stay spaces in less central locations and the need to review charges to ensure that schemes cover operating costs.

### 13.3 Road Space audit

As mentioned in this report, April 2014, saw a number of new zones added to the residents

parking scheme (RPS), primarily to deal with high levels of parking by groups such as commuters, non-residents, shoppers and students in unrestricted roads on the edge of the existing scheme.

Whilst the extension of the RPS and other waiting restrictions into outlying residential roads has been beneficial for many residents as well as other road users, the inevitable consequence has been that a large number of vehicles have 'displaced' into other unrestricted roads, either because these offer free long term parking or because there are fewer off-street car parks available to use further away from the city centre. Some of these roads may have rarely experienced parking congestion before but others may already be congested and the displacement merely intensifies the problems. Those tending to park are often commuters, but can also be shoppers, local workers or residents who are unable or unwilling to pay for parking but happy to walk a considerable distance to get to their home or place of work.

The County Council, working closely with the District Council, has monitored the impact of the new RPS zones and both authorities are committed to carrying out a further review of parking and transport in the city of Chichester.

Work on a first phase of this review is already underway having recently advertised various proposed amendments to the Traffic Regulation Order (TRO). Whilst further waiting restrictions (including a possible extension to the RPS) may be justified in some areas on safety, access and amenity grounds, it is clear that these alone do not offer a long term solution to the overall growth in car use and demand for parking space and therefore displacement is likely to continue in unrestricted roads across the city.

In the meantime, new housing allocations and redevelopment, business and retail expansion, the growth in the visitor economy and the associated growth in car use places continual pressure on the existing road network across the city as well as its car parks.

The County and District Councils are therefore keen, as part of a second phase to the Chichester parking review, to adopt a broader approach that looks beyond parking measures alone in order to meet current and future demands on the road network. In line with emerging corporate objectives, the aim is to now move towards wider place/locality based planning, the outcome being a strategic blueprint for Chichester that defines how parking, various alternative travel solutions (bus, rail, cycle, walk etc.), infrastructure improvements, safety considerations and future development (e.g. housing) can be integrated across the city so that the road network is used and managed in the most efficient way possible. This blueprint will ideally allow both councils to understand what resources and funding is required to carry out sustainable transport related improvements (not just parking) in Chichester but also take a view on how similar studies might be prioritised and implemented across the district and indeed the county of West Sussex in the context of locality/place plans.

To inform the preparation of a strategic blueprint for Chichester, both the County and District Council see merit in first carrying out a 'road space audit' within a defined study area. This would provide essential technical data and enable officers to identify and assess the current demands upon the road network and parking stock (i.e. how it is currently being used), whether these demands are actually being met by the existing infrastructure and/or market as well as how users actually feel about that road network. Furthermore, by identifying potential future demands/pressures on the road network and parking stock and making recommendations for improvement, an audit could also enable officers to assess what measures and resources might be required in order to meet these challenges, adjust supply and ultimately optimise the efficiency of the road.

### 13.4 Channel Shift

Channel shift is our project to help customers move from a method of customer interaction where they are dependent on staff assistance to that where they are able to help themselves. This increases efficiencies and the level of service we provide to our customers the following statistics were gathered from our Customer Services Centre, in relation to Parking enquiries.

- Over 800 enquiries were received, relating to changing the vehicle registration on permits
- Over 3000 enquiries regarding the payment of Parking fines
- Over 2500 enquiries received to obtain season tickets.

With the above data we are considering alternative ways in which the customer may be able to self serve and these methods would enable us to provide services 24 hours a day, seven days a week. In particular, we are currently considering the following areas:

- Electronic forms on our website for changes to vehicle registrations
- Further promotion of our discounted season tickets if obtained online
- Direct Payment lines.



# 14.0 Glossary of Terms

Glossary of Terms	
<b>Charge Certificates</b>	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%.
<b>Civil Enforcement Officer (CEO)</b>	The name given to the Officers that enforce parking restrictions for the Authority.
<b>Civil Parking Enforcement (CPE)</b>	The name given to the type of enforcement of parking restrictions by a Local Authority under the Traffic Management Act.
<b>Contravention</b>	Where a motorist does not comply with a parking regulation (formally referred to as an offence under the previous Police enforcement regime).
<b>Dispensation Notice</b>	A dispensation notice 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.
<b>DVLA – No response</b>	The state refers to the DVLA being unable to provide an address for the owner of the vehicle at that time.
<b>Formal Representation</b>	An appeal made within 28 days of the service of the Notice to Owner to the Registered Keeper.
<b>Informal Challenge</b>	An appeal made within 28 days of the service of the Penalty Charge Notice
<b>Notice to Owner (NTO)</b>	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.
<b>Not Contested</b>	The appeal has not been disputed by the Council
<b>Off-Street</b>	This relates to facilities and enforcement at Council managed Car Parks.
<b>On-Street</b>	This relates to facilities and enforcement on the Highway.
<b>Park Mark (SC)</b>	Safer Parking status, Park Mark, is awarded to parking facilities that have met the requirements of a risk assessment conduction by the police.



<b>Glossary of Terms</b>	
<b>Parking Regulations / Parking Restrictions</b>	The rules that motorists must follow. These can be a result of Traffic Regulation Orders or national legislation.
<b>Penalty Charge Notice (PCN)</b>	The notice issued to a vehicle believed to be parked in contravention of a parking regulation.
<b>Registered Keeper</b>	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).
<b>Spoilt</b>	An error has occurred within the issuing of the Penalty Charge Notice therefore the ticket then becomes spoilt and another ticket reissued.
<b>Traffic Management Act 2004 (TMA 2004)</b>	The legislation under which the Authority operates its Civil Parking Enforcement Scheme.
<b>Traffic Penalty Tribunal (TPT)</b>	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.
<b>Traffic Regulation Order (TRO)</b>	The legal basis for the majority of parking regulations. Traffic Regulation Orders may only be introduced following public consultation.
<b>Waiver</b>	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 – Contravention code list

### 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
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/ Lower	Offence Code	Offence Name (Long Legal Description)
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	71	Parked in an electric bay without charging
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
Lower	93	Parked in a car park when closed

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

Parking Places	Present Days & Hours of Charging	Period of Parking	2013-2014 Charge	2014-2015 Charge
<b>BOSHAM</b>				
Bosham Lane car park off Bosham Lane	8am to 6pm Monday to Sunday inclusive	Up to 1 hour	60p	60p
		Up to 2 hours	£1.70	£1.70
		Up to 3 hours	£2.30	£2.30
		Up to 4 hours	£3.40	£3.40
		Up to 6 hours	£3.80	£3.80
		Up to 24 hours	£4.00	£4.00
		Up to 48 hours	£6.00	£6.00
		Additional 24 hours	£3.00	£3.00
		Up to 7 days maximum	£18.00	£18.00
<b>CHICHESTER - Short stay</b>				
Baffins Lane Cawley Priory East Pallant Little London Market Avenue/ St John's Street New Park Road Orchard Street South Pallant St Cyriacs	8am to 6pm Monday to Saturday inclusive and Sunday 10am to 5pm	Up to 30 minutes	30p	50p
		Up to 1 hour	£1.20	£1.20
		Up to 2 hours	£2.40	£2.60
		Up to 3 hours	£3.60	£3.90
		Up to 4 hours	£6.00	£6.10
		Up to 5 hours	£7.10	£7.30
		Up to 6 hours	£8.20	£8.60
		Up to 8 hours	£8.40	£10.20
		More than 8 hours	£11.90	£12.20

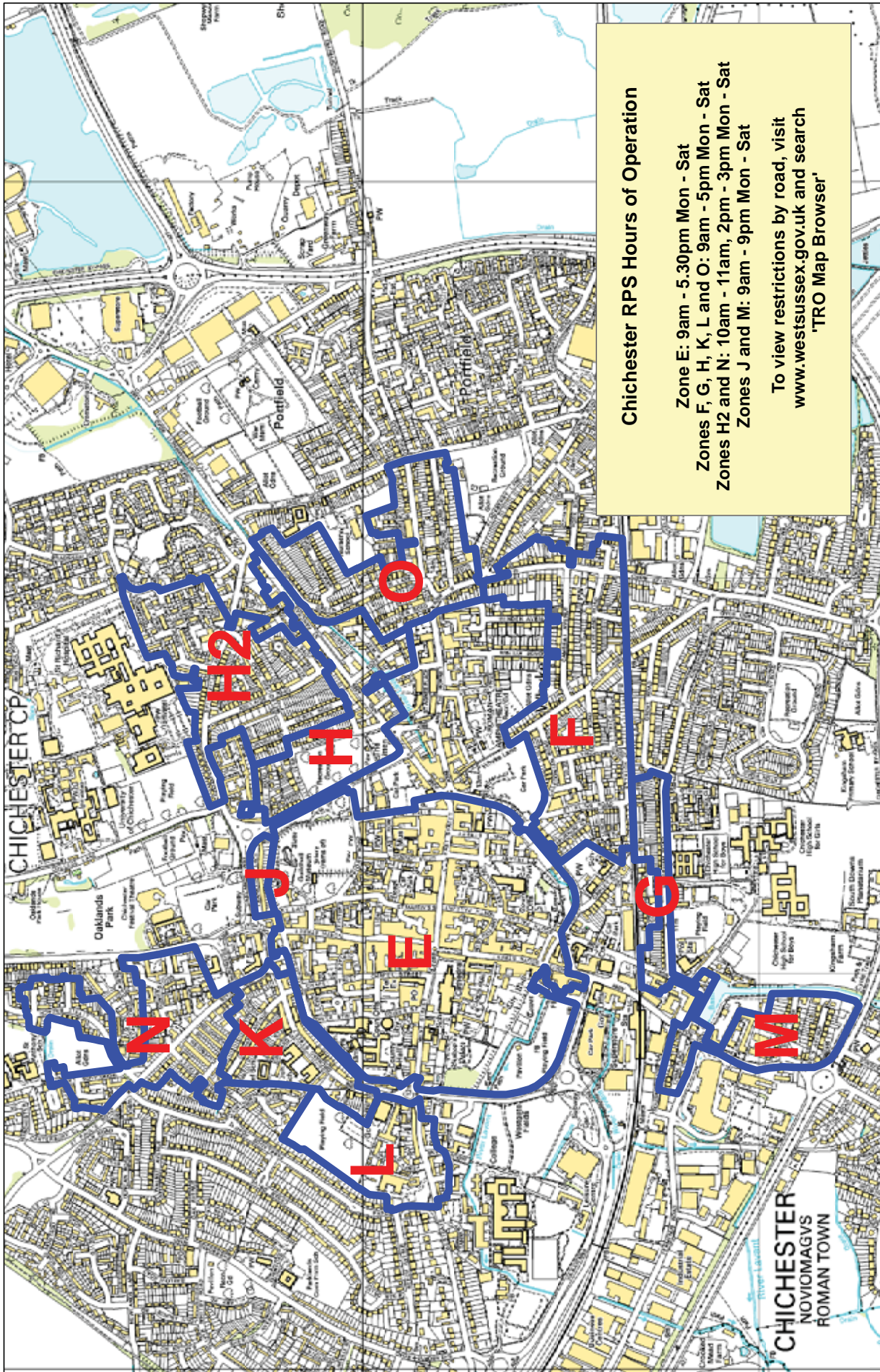
Parking Places	Present Days & Hours of Charging	Period of Parking	2013-2014 Charge	2014-2015 Charge
Market Avenue/ South Pallant Market Road	8am to 6pm Saturday and Sunday 10am to 5pm	Up to 30 minutes	30p	50p
		Up to 1 hour	£1.20	£1.20
		Up to 2 hours	£2.40	£2.60
		Up to 3 hours	£3.60	£3.90
		Up to 4 hours	£6.00	£6.10
		Up to 5 hours	£7.10	£7.30
		Up to 6 hours	£8.20	£8.60
		Up to 8 hours	£8.40	£10.20
		More than 8 hours	£11.90	£12.20
Avenue de Chartres Basin Road Cattle Market Northgate	8am to 6pm Monday to Saturday inclusive and Sunday 10am to 5pm	Up to 30 minutes	20p	50p
		Up to 1 hour	70p	70p
		Up to 2 hours	£1.50	£1.50
		Up to 3 hours	£2.10	£2.20
		Up to 4 hours	£2.80	£3.10
		Up to 5 hours	£3.60	£3.90
		Up to 6 hours	£4.00	£4.30
		Up to 8 hours	£4.20	£4.50
		More than 8 hours	£4.60	£4.90
Westgate Leisure	8am to 6pm Monday to Saturday inclusive and Sunday 10am to 5pm	Up to 30 minutes	20p	50p
		Up to 1 hour	70p	70p
		Up to 2 hours	£1.50	£1.50
		Up to 3 hours	£2.10	£2.20
		Up to 4 hours	£2.80	£3.10
		Up to 5 hours	£3.60	£3.90
		Up to 6 hours	£4.00	£4.30
		Up to 8 hours	£4.20	£4.50
		More than 8 hours	£5.40	£5.70



Parking Places	Present Days & Hours of Charging	Period of Parking	2013-2014 Charge	2014-2015 Charge
Coach and Lorry park, Via Ravenna, Chichester	Coaches - Monday to Saturday inclusive(24 hours) and 10am to 5pm Sunday -	Up to 2 hours	£3.20	£3.30
		More than 2 hours for a maximum of 24 hours	£6.30	£6.40
	Lorries - 5pm to Midnight Monday to Sunday inclusive	Overnight fee	£6.30	£6.40
<b>EAST WITTERING AND BRACKLESHAM BAY</b>				
Northern Crescent	Monday to Saturday 9am-5pm	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
Marine Drive	Seasonal April to October 9am to 5pm Monday to Sunday inclusive	Up to 2 hours	£1.50	£3.00
		More than 2 hours	£4.00	£6.00
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 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	2013-2014 Charge	2014-2015 Charge
<b>MIDHURST</b>				
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	40p
		Up to 4 hours	40p	60p
		Up to 5 hours	60p	80p
		Up to 6 hours	80p	£1.00
		Up to 7 hours	£1.00	£1.20
		Up to 8 hours	£1.20	£1.40
<b>PETWORTH</b>				
Pound Street	9am to 5pm Monday to Saturday inclusive	Up to 1 hour	Free	Free
		Up to 2 hours	20p	40p
		Up to 4 hours	60p	80p
		More than 4 hours	£1.00	£1.20
<b>SELSEY</b>				
East Street	9am to 5pm Monday to Saturday inclusive	Up to 2 hours	20p	20p
		Up to 3 hours	30p	30p
		Up to 4 hours	50p	50p
		Up to 5 hours	70p	70p
		Up to 6 hours	90p	90p
		Up to 7 hours	£1.10	£1.10
		Up to 8 hours	£1.30	£1.30
East Beach Selsey Marine	9am to 5pm Monday to Sunday inclusive	Up to 2 hours	20p	20p
		Up to 3 hours	30p	30p
		Up to 4 hours	50p	50p
		Up to 5 hours	70p	70p
		Up to 6 hours	90p	90p
		Up to 7 hours	£1.10	£1.10
		Up to 8 hours	£1.30	£1.30

# Appendix C - Controlled Parking Zone map



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## Chichester Residents' Parking Scheme (RPS)

1:9,000





**Produced by Parking Services**  
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