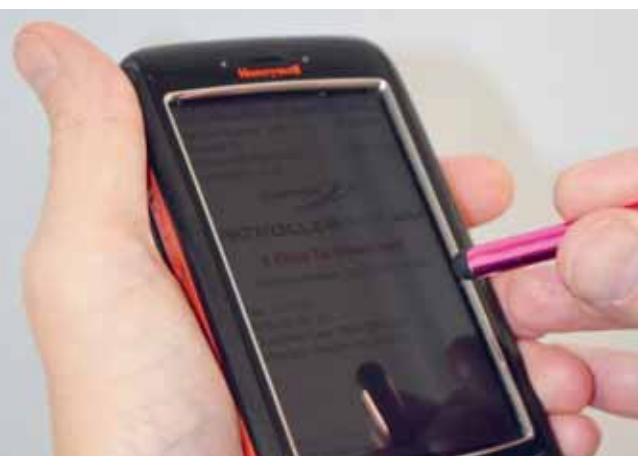




# Parking Services Annual Report 2016-2017



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## Foreword

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### **Welcome to Chichester District Council's Annual Parking Services Report for 2016-17.**

This sets out our achievements and the further improvements to the delivery of Parking Services we have made in the past year. The Report also provides information on how we will be making additional improvements to the service over the coming months. This report demonstrates the vital role that our Parking Services team plays in supporting and enhancing the vitality, safety and sustainability of the district, through the efficient management of parking spaces within our 29 car parks and the kerbside space across the district.



During 2016-17 the Council made a number of significant improvements to assist customers, both when using our car parks and when interacting with our service. In particular, the Council has replaced all the payment machines in the city to take card and contactless payments and provided a payment by phone service, MiPermit, throughout the district. In addition the Council has been assessing the future demands for parking over the coming years. Our many processes and systems online now also cater efficiently for those who wish to appeal against their parking penalties.

These innovations have been very popular with users and have been one of the reasons why the Parking Service won a coveted national PATROL award for Innovation and Customer Service.

During 2017/18 there will be increased emphasis on improving the car park experience for our customers through the refurbishment of one of our main car parks, along with further enhancements in payment facilities outside the city.

The Parking Services Team are always keen to receive ideas from customers on how to further improve the service offered. Should you have any comments or feedback on the service provided, please email [cdccarparks@chichester.gov.uk](mailto:cdccarparks@chichester.gov.uk)

Thank you for taking the time to read our Annual Report and I hope that you will find it of interest.

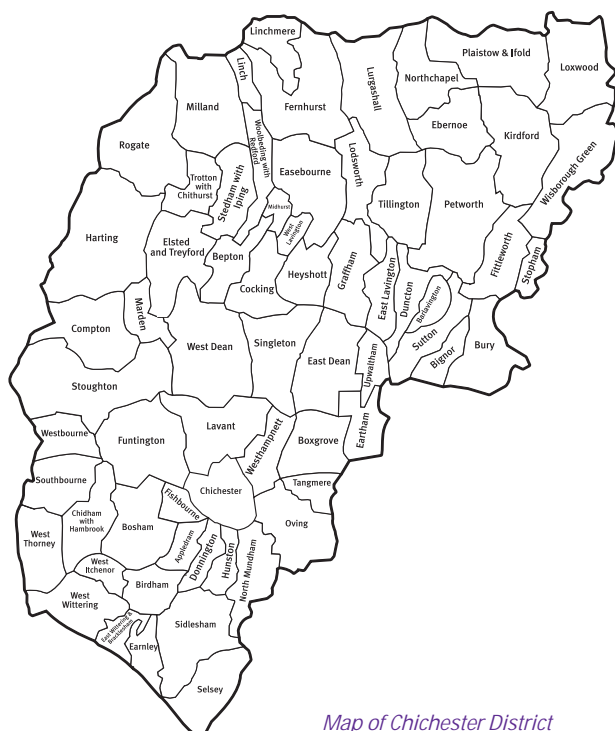
A handwritten signature in blue ink that reads "Tony Dignum". The signature is written in a cursive style.

Tony Dignum,  
**Leader of Chichester District Council**

The aim of **Chichester District Council's Annual Parking Report** is to look at the work undertaken by the Parking Services Team during 2016/2017, and to provide useful and factual information for our customers. This report is available online at [www.chichester.gov.uk](http://www.chichester.gov.uk) and is 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.



Map of Chichester District

Chichester District Council owns and manages 29 car parks across the district. To complement 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 manage on-street parking and loading bays for deliveries to maintain the vitality of, and access to, our district which covers 300 square miles. In addition to this, we arrange for minor works to lines on street and manage the on-street pay and display machines on behalf of WSCC.

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 is to balance the needs of all road users. We achieve this by working with our partners across the district and convening a Parking forum (*see page 20 for details*). 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 and to ensure that communication between the two organisations is reflected in enforcement.

A number of events take place within the district, which require 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.

## 1.2 District profile

Chichester District is a very special place with its stunning cathedral, sweeping downs and breath-taking coastline, its bustling shopping streets and well renowned higher education, arts and cultural scene. The District covers an area of almost 800 km<sup>2</sup> and is the largest of the seven districts and boroughs within West Sussex, stretching from the south coast to the southern border of Surrey and East Hampshire in the north; and from South Hampshire in the west to Arun and Horsham in the east. A large part (544 km<sup>2</sup>) of the north of the District forms part of the South Downs National Park. The A27 runs east-west through the south of the District, connecting to Portsmouth and Southampton to the west, and eastward to Worthing, Brighton and Eastbourne. There are also rail links along the south coast and to London from this part of the District.

The total population of Chichester District is 113,800, a 6.85% increase from 106,500 in 2001. There is a lower than national average population between the ages of 15-44, which is in contrast to the higher than average proportion of people aged over 65 (24% compared to the national average of 17%). This pattern is set to continue with predicted increases in the proportion of the population over 75 years, and continuing net loss of the population within the 15 to 24 year age range. By 2031, the number of retired people aged 65 and over is expected to account for almost one third of Chichester District's total population.

Car parking is an important element of our local infrastructure. The rural nature of our district and its attraction to many commuters and tourists heightens the importance of public parking to our communities. Provided and managed well it can contribute to the attractiveness, convenience and prosperity of a place to do business, visit or live. Done badly it can contribute to congestion, have a negative impact on appearance and compromise the safety of road users.

*Aerial view of Chichester Cathedral*



**1.3 Parking Services Team**

The Parking Services team includes a Notice Processing team and a Civil Enforcement (CEO's) Team. Body-worn video cameras have been purchased for all Civil Enforcement Officers to assist with their safety when patrolling. All CEOs are also using new handheld devices for issuing Penalty Charge Notices which have resulted in a more efficient service within the team, reducing the time taken to download data and therefore allowing the CEO to spend more time patrolling and assisting the public.



**1.4 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 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 and seasonal priorities.

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.

The Civil Enforcement Officers also check every parking payment machine each morning and regularly throughout the day to make sure that everything is working properly.

**1.5 Notice Processing Team**

Notice Processing is a demanding procedure requiring the understanding of the legal requirements and guidelines that impact on parking enforcement. The Notice Processing Team currently works Monday-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, all processes have been completed correctly and any points raised by the recipient are considered in relation to the ticket received.

# 2

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

**Table 1 - Total PCN's issued (2012-2017)**

Financial year	On Street	Off Street	All PCN's
2012-13	5,569	6,408	11,977
2013-14	5,577	5,165	10,742
2014-15	6,470	4,609	11,079
2015-16	5,410	4,247	9,657
2016-17	6,086	5,048	11,134

### 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 at £50 and £70 respectively (with a discount of 50% in first 14 days).

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.

Warning notices can sometimes be given as part of an educational approach to parking enforcement. 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.

**Table 2 - Higher and Lower statistics (2012-2017)**

Financial year	ON STREET				OFF STREET			
	Higher	Lower	Warning	TOTAL	Higher	Lower	Warning	TOTAL
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>
2015-16	4,228	1,171	11	<b>5,410</b>	473	3,761	7	<b>4,241</b>
2016-17	4,828	1,244	61	<b>6,133</b>	528	4,521	17	<b>5,066</b>

Parking Services operate an intelligence-led enforcement service; responding to feedback and concerns from residents and businesses to direct resources. The service provides enforcement around schools, along with providing free parking through a permit in some car parks to help parents to drop off and collect children safely. The list below shows the top five areas in the District where a Penalty Charge Notice was issued during 2016-17: North Street, Midhurst; Cattle Market Car Park, Chichester; East Pallant/Crawley Priory Car Park; Chichester South Pallant Car Park; Chichester West Street, Chichester.



## 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.

**Table 3 – Top 3 Contraventions statistics for On Street (2012-2017)**

Financial year	01 Waiting Prohibited	12 No Residents Permit	23 Prohibited vehicle class	16 No permit	30 Over stay
2012-13	1,845	589	790	-	-
2013-14	1,953	937	713	-	-
2014-15	1,563	1,071	-	1,105	-
2015-16	1,391	-	-	1,120	704
2016-17	1,610	-	813	962	-

**Table 4 – Top 3 Contraventions statistics for Off Street (2012-2017)**

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
2012-13	3,173	2,079	536
2013-14	2,473	1,906	319
2014-15	2,247	1,541	306
2015-16	2,185	1,289	287
2016-17	2,394	1,846	318

## 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 two thirds of all the PCN recipients took up this opportunity in 2016/17. There is a reduction of administrative time as a result of this.

**Table 5 – PCN's paid within 14 days (2012-2017)**

Financial year	On Street	%	Off Street	%	All PCN's	%
2012-13	2,733	49%	3,002	47%	5,735	48%
2013-14	2,878	52%	2,493	48%	5,371	50%
2014-15	3,420	53%	2,345	51%	5,765	52%
2015-16	2,068	38%	2,806	66%	4,876	51%
2016-17	3,903	64%	3,098	61%	7,001	63%

# 3

## 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.

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 considers best practice is cancellation rates between 7-12% and since 2014/15 the District Council service has always performed within this best practice benchmark.

**Table 6 – Percentages of PCN's cancelled (2012-2017)**

Month	2012-13	2013-14	2014-15	2015-16	2016-17
April	22%	19%	13%	11%	8%
May	22%	18%	14%	10%	10%
June	19%	16%	11%	8%	15%
July	18%	18%	12%	10%	16%
August	26%	14%	11%	8%	14%
September	22%	17%	13%	6%	13%
October	21%	19%	9%	7%	11%
November	21%	13%	6%	9%	10%
December	21%	11%	10%	12%	10%
January	20%	13%	10%	10%	8%
February	17%	15%	10%	11%	9%
March	14%	15%	8%	9%	9%
<b>Totals</b>	<b>20%</b>	<b>16%</b>	<b>11%</b>	<b>9%</b>	<b>11%</b>
Spoilt deduction*	18%	14%	9%	8%	7%

\*An error has occurred within the issuing of the Penalty Charge Notice therefore the ticket then becomes spoilt and another ticket reissued. Vehicle Drive Away (VDAs) cannot be reissued but are considered spoilt.

### 3.1 Top three reasons for cancellation

Table 7 – Top 3 reasons for cancellation (2012-2017)

Financial year	Reason	Amount
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
2015-16	Valid ticket produced	281
	Foreign Vehicle	94
	DVLA No response	77
2016-17	Valid ticket produced	158
	Foreign Vehicle	33
	DVLA No response	104

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 three requests for this information before finally having to write off 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 by another authority in West Sussex 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

## 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.

Currently around 25% of all PCN's now receive correspondence.

### 4.1 Online informal challenges

With the introduction of the new IT system, customers have been provided with further choice with regard to the methods which can be used when challenging a Penalty Charge Notice, this has meant that the option to challenge or submit evidence can be undertaken online.

The Parking Services website is currently under review with the intention of focussing on the online services including challenging 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. 43% of incoming challenges have been received online this year.

**Table 8 - Percentage of PCN incoming correspondence (2012-2016)**

Financial year	On Street	Off Street	Total
2012-13	24%	32%	28%
2013-14	29%	36%	32%
2014-15	31%	36%	33%
2015-16	30%	37%	33%
2016-17	23%	28%	25%

**Table 9 - Informal challenges**

	2016-17	average per month
Total Informal challenges received	1687	141
<b>POSTAL</b>		
Incoming - Pre Notice to Owner - Challenge	948	79
Incoming - Pre Notice to Owner - Challenge - No Details	8	1
2nd challenges	11	1
3rd challenges	0	N/A
<b>Total postal challenges</b>	<b>967</b>	<b>81</b>

**Percentage of online informal challenges**

ONLINE	2016-17	average per month
Website challenges	703	59
2nd email challenges	17	1
3rd challenges	0	N/A
<b>Total informal online challenges received</b>	<b>720</b>	<b>60</b>

**4.2 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.

**4.3 Appeals to TPT against parking Penalty Charge Notices for 2012-16****Table 10 – Percentages of Appeals**

Financial year	Appeals	Rate of appeal per PCN	Not contested by council	Cases Lost	Cases Won
<b>2012-13</b>	30	0.26%	6 20%	10 33%	14 47%
<b>2013-14</b>	50	0.47%	5 10%	11 22%	34 68%
<b>2014-15</b>	32	0.29%	1 3%	9 28%	22 69%
<b>2015-16</b>	42	0.43%	14 33%	8 19%	20 48%
<b>2016-17</b>	25	0.22%	4 16%	6 24%	15 60%

#### 4.4 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.

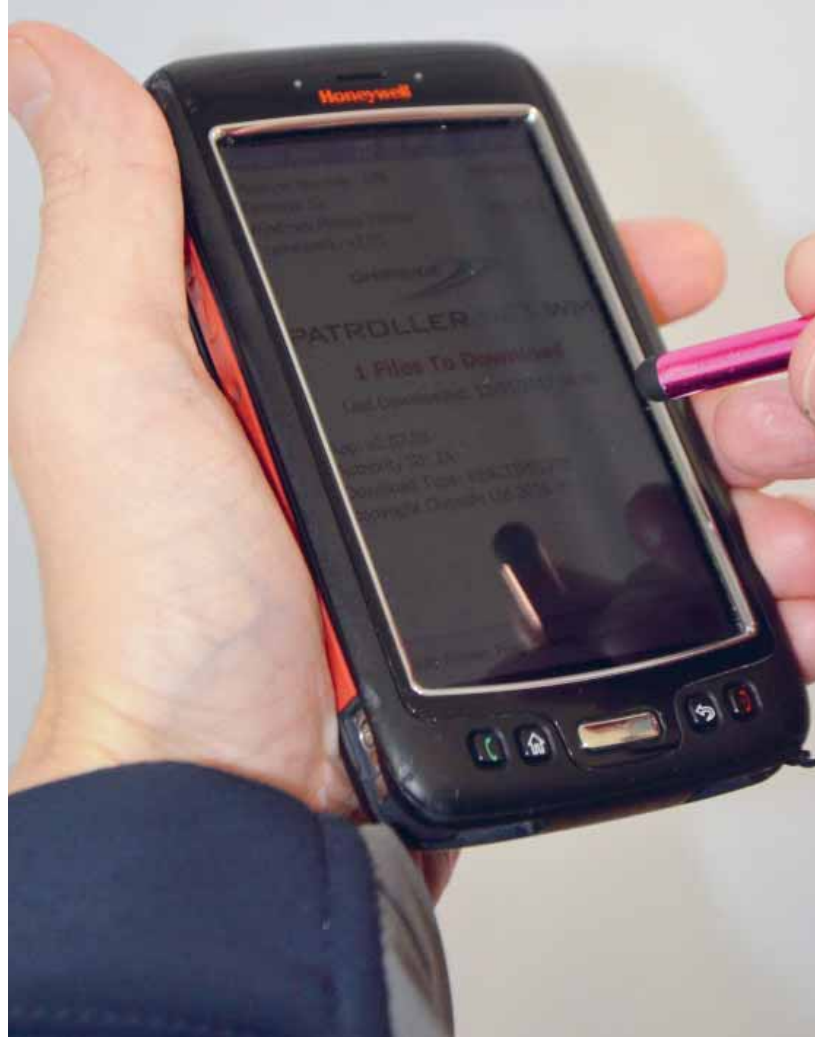
The adjudicator's decision is considered carefully to ensure that future cases benefit from any guidance given. It is also considered that if recommendations are stated, that these are considered within the internal procedures of Parking Services and that the relevant Policies or guidance notes are reviewed 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.

The high number of cases which have not been contested in the past year can be attributed to an increasing number of customers who do not supply evidence when requested in the Notices of Rejection but who provide evidence to support their representations with their appeal to the Independent Adjudicator. In these circumstances, the council will duly consider the evidence supplied and should it be deemed sufficient, the Council will non-contest the Penalty Charge Notice.

#### 4.5 FOAM (Fast Online Appeals Management

On 14th December 2016, the Traffic Penalty Tribunal introduced the new Fast Online Appeals Management (FOAM) system to Chichester. The aim of the new system is to encourage more motorists to challenge Penalty Charge Notices which they feel have been issued unfairly. The system is also designed to be a more open process where it is easy for all parties to access the portal, submit evidence and where the outcome is much quicker.



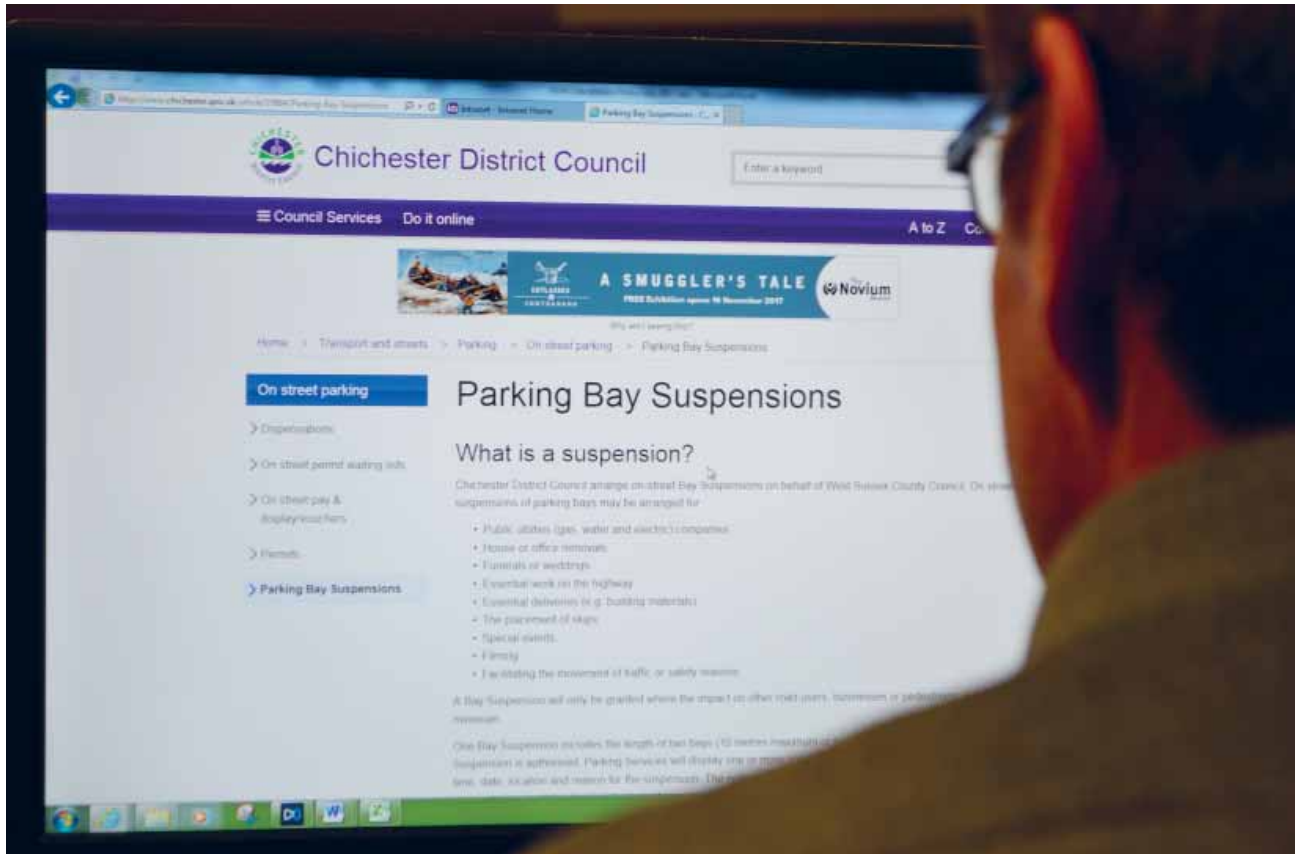
Whilst we did not see an increase in the number of appeals in the first quarter of 2017 since the introduction of FOAM, despite an increase in the number of Penalty Charge Notices being issued, this could be due to a number of factors:

- CEO's are issuing high quality PCN's
- The improved online portal where customer can view evidence prior to challenging
- Good quality responses to challenges and representations

In addition to providing customers with a user friendly system, the new way of compiling cases is less time consuming for Notice Processors and assists to reduce the costs associated with appeals.

# 5

## Our Online presence



### 5.1 Website

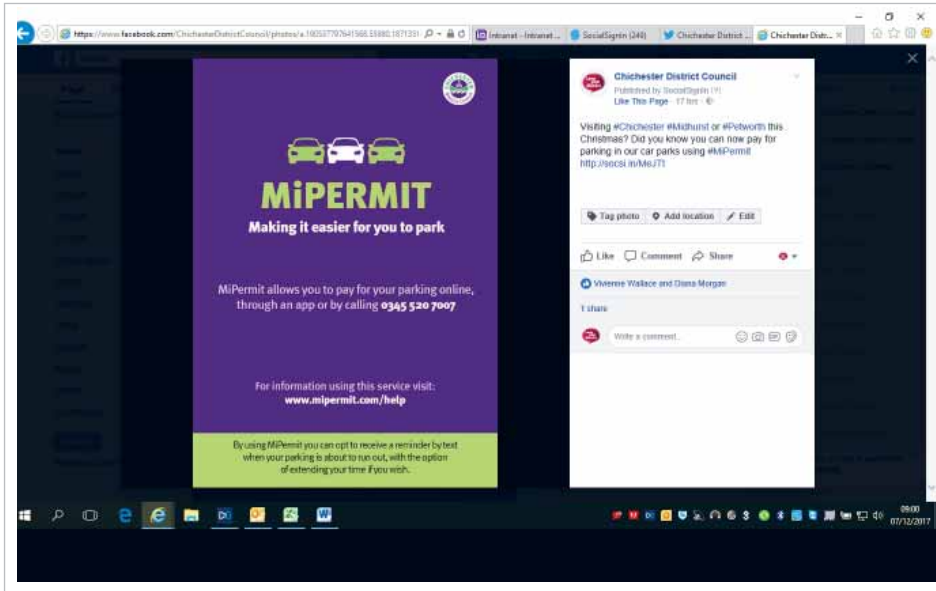
Our website meets the Web Content Accessibility Guidelines 2.0 assessed by SOCITM (Society for IT Practitioners in the Public Sector) annually. Our website is tablet and mobile friendly.

We have been working to make further improvements to the information available on our website, which provides information relating to all of our services. Customers are able to access documents such as Permit Changes forms, refund forms, Terms and Conditions and application forms. In addition to this, Car park maps and information relating to bay suspensions and season tickets and permits which are sold, along with Resident and Student Permit information.

With the introduction of the new IT system, customers are able to access all Penalty Charge Notice information; this includes the ability to see all evidence, submit a challenge and attach evidence and pay for the Penalty Charge Notice.

In December 2016, Parking Services introduced a new way for drivers who wish to appeal to the Independent Traffic Penalty Tribunal Service entirely online to do so via an online portal. This new system has proven very efficient for customers and the Parking team.

In Chichester District the number of customers purchasing their Season Tickets online has increased significantly by almost 10% over the past year.



Chichester District Council Facebook page promoting our new MiPermit initiative

We have a social media campaign for our Parking Services team which has been running since 2015, combined, these posts have reached 22,600 people.

We have used social media to communicate car park closures, our FREE Christmas Park and Ride Service and to share information relating to our payment methods. We also provide answers to questions from customers through these social media channels.

## 5.2 Social Media

Parking Services recognise the importance of social media to share messages with our customers. We have a presence on **Facebook**, with almost 6,000 page followers and over 6,000 page likes.

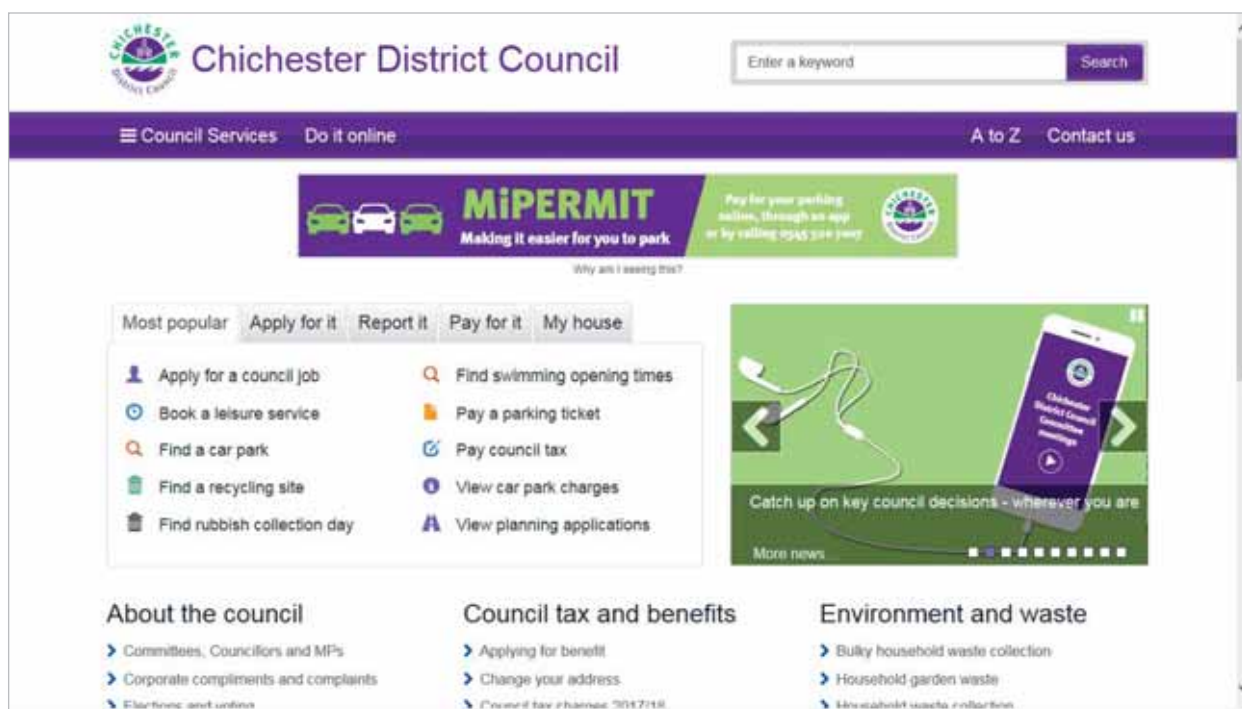
Our **Twitter** account has 6,500 followers. As part of our social media activities, for the past three years we have taken part in **#OurDay**, this is a national local government national Twitterthon which always includes the work of the Parking Services team.

## 5.3 MiPermit

The Parking Services team recently launched a campaign to promote its new MiPermit Initiative. As well as cash, contactless and card payments in many of our car parks, with MiPermit you can now pay for your parking in our traditional Pay & Display car parks using:

- Your mobile phone by SMS
- The smartphone application
- Online, or
- By telephone

Chichester District Council website page promoting our new MiPermit initiative





## 5.4 Website Page views

**Table 11** - The table shows that Chichester car park charges is our most visited page.

April 01 2016 - March 31 2017	Unique visits
Parking	17,856
Car park charges	9,745
Cashless pay & stay using MiPermit	93
Chichester car park charges	21,320
Rural & coastal car parks	3,021
Car park map	17,275
Chichester District Car Park Strategy 2010 - 2020	506
Closed Circuit Television (CCTV) in Chichester District	197
Disabled parking	1,854
Electric vehicle charging points	214
Motorcycle parking	330
On street parking	2,526
Dispensations	765
On street permit waiting lists	0
On street pay & display/vouchers	1,116
Permits	2,513
Carer permits	100
Healthcare permits	162
Non Residents permits	657
Resident permits	3,945
Student permits	221
Visitor permits	713
Traders permit	180
Parking Bay Suspensions	154
Parking ticket (Penalty Charge Notice)	8,297
Parking Services Annual Reports	76
Car park season tickets	15,168
<b>Total</b>	<b>109,004</b>



Advertising in our Avenue De Chartres car park.

## 5.5 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 Table 12 below.

Table 12 – Percentage of payments received

PCNs	Payments				
	Total	Web	%	Non Web	%
20015/16	8298	4539	55%	3759	45%
2006/17	8771	5572	64%	3199	36%

Season tickets and permits	Payments				
	Total	Web	%	Non Web	%
20015/16	13681	9877	72%	3659	28%
2016/17	13462	10205	76%	3257	24%

# 6

## Off-Street Car Parks

Chichester District Council operates 29 car parks across the district, with all Chichester city centre car parks having held the 'Park Mark' safer parking award for several years (*See Appendix B*). This award is administered by the British Parking Association (BPA) and supported by the Home Office and the Association of Chief Police Officers. The accreditation is primarily aimed at the prevention of criminal behaviour within the parking environment, and therefore requires car park owners/operators to adopt an active management strategy to ensure that there is minimal occurrence of crime. The existence of this accreditation assists with reducing crime and the fear of crime in car parks and provides assurance to the general public that measures have been introduced to ensure that the parking facility is a safe environment.

During 2016-17 we further improved this by applying for, and being successful in, achieving the accreditation for the 'Park Mark' Award for the majority of our rural car parks.

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.

During 2016/17 the council made a number of significant improvements across the council's car parks to payment methods. The council determined that payment machines in the city centre car parks should be capable of accepting coin, card and contactless payment. A tender exercise was undertaken and all machines were replaced with solar powered machines - to reduce the cost of electricity and support our environmental agenda and Climate Change Action Plan. These machines all accept coin, card and contactless payment which has received very positive feedback from customers who have flexibility in the manner in which they pay and has also reduced the amount of overpayments being made.

All rural car parks are currently being considered to enable card and contactless payment to be made in these car parks.

Alongside this improvement, and again responding to customer feedback and our commitment to providing choice to customers, the council introduced a facility to pay by mobile phone/app in all council car parks across the district during the year. The MiPermit app - [www.mipermit.com](http://www.mipermit.com) allows customers to also extend their stay remotely and to receive a reminder once their duration is due to expire. There have been a significant number of positive reports from customers and businesses relating to this system, with 5,500 customers having used and registered for the system in the first 3 months of introduction.



## 6.1 Season Tickets

There are a number of different types of season tickets which are offered across our car parks. These season tickets reflect the different nature and demands of the car parks and offer a significant discount on the daily price of parking.

The most popular season tickets sold are our X Roving Season ticket. In Chichester city a total of 8,494 tickets were sold last year. This offers customers a discount as well as the ability to purchase 24 hours a day, 7 days a week.

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. Where demand exceeds supply for season tickets we maintain a waiting list.

The busiest months in our car parks in the city centre are November and December. August is often busy in our rural car parks, although the use of our car parks at this time of year is weather dependant. The quieter months tend to be April and October. In our short stay car parks our 1-2 hours are the most popular tariffs, with the up to 3 hours being our most popular tariffs in the long stay car parks.

*Below: David Metcalf, British Parking Association Area Manager, awarding the Park Mark Safer Parking Accreditation to Gillian Keegan, MP for Chichester and District Councillor, with Tania Murphy, Parking Services Manager.*



# 7

## On-Street Parking

West Sussex County Council is the authority responsible for on-street parking provision; however, Parking Services at Chichester District Council process and issue permits on their behalf.

Eleven Controlled Parking Zones (CPZ's) are in place in Chichester, which are designed to manage on-street parking, improve safety and access and raise the commercial viability of the city (see *Appendix D for map of zones*).

On-street parking in Chichester city centre is subject to parking charges. The payment of these charges, which apply in Zone E of the Chichester controlled parking zone (CPZ), was managed through the sale and use of Parking Vouchers. In November 2015, 29 on street pay and display machines (see *Appendix C For machine location map*) were introduced to replace the existing voucher parking payment.

The change to on-street machines was a result of feedback from customers who stated that they had concerns regarding the operation of the scheme itself. These issues included:

- Locating an outlet to purchase a voucher – Over the years, we had seen a reduction in the amount of outlets selling the vouchers, as well as opening hours not coinciding with the parking charges operational hours.
- Validation of the vouchers – Customers were required to validate their vouchers by scratching off the relevant day, month, year and time. This could sometimes lead to the voucher then becoming invalid due to human error, or misunderstanding.
- Language barriers – Vouchers were only provided in English.

The introduction of these multi-lingual machines now make it very clear, and far more easily accessible for visitors to Chichester to pay to park on street. Parking Vouchers are still currently accepted, but the usage of these has reduced significantly.



## 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 August 17, out of 147 customers waiting for a permit across all 11 Zones, 87 customers were waiting for first permits, 54 for second permits and 6 for third permits.

*Please see Appendix C and D for further on street information and map of zones.*

As of the 31 March 2017, 5% of all on street permits are issued to disabled drivers.

Blue Badge holders who live within the Controlled Parking Zone and who do not have a disabled bay marked out for their own use can apply for a 'free' first resident's permit for their zone of residence.

Having identified a high demand for resident parking in Zone K where customers were on the waiting list and did not therefore have access to on street parking within their area, Parking Services introduced a trial permit scheme in January 2015 to operate alongside the existing Resident Parking Scheme. Following feedback from residents, in April 2015 alternative permits were offered to customers on the Zone K waiting list providing them with the opportunity to purchase a permit to park during specified periods in zone k or in neighbouring zones where there is sufficient capacity to absorb a limited number of additional permits.

**Table 13 – People on waiting list - all zones**

Permit	People on waiting list
1st	87
2nd	54
3rd	6
4th	N/A
<b>Total</b>	<b>147</b>

The alternative permit options include a Zone K Monday to Friday, a Zone N or a Zone J permit. This scheme has helped us to allocate parking to residents who otherwise, could not park on street near to their homes but has also enabled us to best utilise on street parking space in zones where there is less demand.

Permits issued for Zone K which are valid from Monday to Friday only were issued in stages and on a six monthly basis to allow us to measure the impact that these additional permits have had on the Zone. Whilst we continue to monitor Zone K, the introduction of the additional permits has been successful in reducing the length of time residents are waiting for a permit without access to on street resident parking.

## 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 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.

**Table 14 – Total resident visitor vouchers**

	Total Res Visitor Vouchers
<b>2016 - Apr</b>	966
May	823
Jun	896
Jul	1015
Aug	693
Sep	920
Oct	881
Nov	835
Dec	902
Jan	828
Feb	879
<b>2017 - Mar</b>	960
<b>Total</b>	<b>10598</b>

# 8

## 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 meets at least annually. Members of this forum include 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.

We recognise that our city attracts more visitors and users of our car parks in the run-up to Christmas. We therefore work in partnership with Chichester College to provide a FREE Park and Ride service each Christmas from the college car park.

# 9

## Dispensations and Suspensions

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Chichester District Council issued 303 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 92 bay suspensions were issued over the course of the year. This figure relates to the total number of requests and not the number of days suspended.

### 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.

We also assist with other community events such as Farmers' markets.





# 10

## 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.

In 2016/17, 26 requests were made under the FOI Act. This is an increase from last year's figures. This increase could be explained by the numerous FOI requests received from organisations, which appear to be using the Act to try and gather research for commercial use.

**Table 15 - Four most common questions we receive:**

Questions 2011-2017
How many CCTV cameras are in operation?
How much income was generated from Penalty Charge Notices?
How many Penalty Charge Notices were issued?
How much income was generated from Resident Parking Permit?

Data that covers the above questions can be found within this report.

### 10.1 CCTV

We currently have a monitored CCTV system for our council managed car parks and also on-street in the district.

Our CCTV centre has been in operation since 1996 and currently has 64 cameras in operation.

In 2016-17 a total of 1,631 incidents were observed by our CCTV centre, averaging 136 per month. A total of 239 arrests were made directly in response to these observations.

Whilst the District is a low-crime area, the CCTV system is in place to enhance public safety and reduce the fear of crime, to assist with the detection of crime and anti-social behaviour and to help the Police to respond more quickly to incidents.



# 11

## Equality of Access to our Services

The Chichester District Parking Forum continues to have the Chichester Access Group as one of its key members, contributing regularly to discussions. During the past year the Access Group have been consulted regarding the location and number of Blue Badge bays in council owned car parks, which has resulted in the designation of a standard bay to a Blue Badge bay in one of our car parks.

The British Parking Association provides an accreditation scheme, which assesses the safety of car parks. This accreditation has been in place for a number of years in city car parks, and during the last year accreditation was sought, and achieved, in the majority of our rural car parks. This provides assurances to customers from a safety perspective and feedback from customers (particularly those who are older) suggests that this is an important consideration to them. In addition to this accreditation, assessments were undertaken of council car parks under the Disabled Parking Accreditation, with eleven car parks having been accredited under this scheme. The scheme requires owners / operators of car parks to adopt an active management strategy to ensure that there is minimal occurrence of disabled bay abuse, there are facilities suitable for disabled people and that recognition is made of the extra time taken by disabled people in the form of a concession.

Parking Services have worked with engineers to improve the use of space within some of the council's car parks, to include the consideration of the number and location of Blue Badge bays. Works have been undertaken during 2017 to some of the car parks in the district.

To help people with disabilities gain easy access to the City, most pay and display car parks have specially allocated parking spaces. These spaces, along with any others in the pay and display car parks (with the exception of the Avenue de Chartres car park), can be used free of charge provided the vehicle is displaying a valid blue badge or foreign disabled badge and the registered person is driving or is a passenger.

Parking Services permit the Shopmobility vehicle to use a number of spaces within one of the city centre car parks to provide the Shopmobility service, which improves access to Chichester city centre, giving greater independence to people with limited mobility.

During the year a number of parking payment machines were replaced with machines which are fully compliant with the British Standard relating to Parking control equipment (BS 8300). In addition to this the MiPermit payment facility was launched across all car parks to enable payment for parking by phone or app. Whilst Blue Badge holders are able to park free of charge in council car parks there are some older customers who will benefit from the machines being designed in this accessible way or being able to use a phone or app to pay for parking without the need to visit a machine. Parking payment machines also provide information in a number of different languages. To ensure that those who speak languages other than English can still access our services, the council is part of a Language Line service to provide telephone translation service, along with a list of staff who are able to speak additional languages.

During the year three extra specific bays for Community Buses have been provided within council-owned car parks. These bays provide parking for organisations who transport often older, frail or disabled residents around the district and the bays provide a designated location for these customers to be safely dropped off and collected.

The Parking Services team continues to administer Health Care and Carer permits for people working within the healthcare services who need to visit patients or residents receiving care in their homes within the Controlled Parking Zone. The permits help to assist residents to stay in their homes for longer by enabling easy access to provide care to those people in the community who may require assistance.

# 12

## 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 2016/17 there has been a reduction in the number of complaints received by 25%.

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 2016 to 31st March 2017, there were a total of 22 complaints and 3 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 16 below details a sample of complaints/compliments and responses for 2016/17.*

**Table 16**

Complaint/Compliments	Response
<b>2016/17</b>	
<b>Complaints:</b>	
Parking Payment Machine Not working.	All parking payment machines are checked on a daily basis to ensure that they are in full working order and any issues are fed back to our contractor to rectify. The machines have been checked to ensure that they are in full working order to prevent this happening again.
Difficulty in purchasing an online season ticket.	Given that your original season ticket was not purchased online, you would not have been sent a pin to renew, as this is only required for online season tickets. The letter which was sent to you sets out the arrangements for renewing the season ticket and encourages customers to move across to the online version. Now that you have an online season ticket not only will you be in receipt of the online discount, you will also have a pin for which you can renew.
Customer has not been able to renew a season ticket now that the season ticket has been cancelled.	Given that your season ticket was not renewed within the timescale specified within the Terms and Conditions, the next person on the waiting list was offered the season ticket, Whilst an email reminder is sent to customers it is the responsibility of customers to renew the season ticket.
<b>Compliments:</b>	
"Amazing Customer Service."	
"I would like to take this opportunity to thank the council for the improvement to the car parking area . . . the marking out of parking places has really tidied up."	
"I would like to say how lovely the new parking machines are."	

## 13

## Financial Information

Income raised from parking charges and penalty charge notices is used to meet the direct costs of operating the car parks and to support the whole range of the council's services.

Table 17 shows all income generated by source, deducting any refunds issued and excluding any on-street income/expenditure.

**Table 17**

Income by Source	2013-14	2014-15	2015-16	2016-17
Pay and Display machines	4,015,021	4,184,106	4,421,530	4,548,588
Season Tickets (Car Parks)	563,677	647,337	817,716	768,006
Penalty Charge Notices (Car Parks)	307,507	327,349	326,498	342,409
Licence Income	81,481	90,153	96,581	88,798
Advertising Income	1,750	2,900	5,270	8,002
Franchising Income	19,833	27,916	29,500	30,000
Rental Income	1,276	20,716	9,736	8,176
Refunds	-211,880	-211,927	-7,733*	-12,232
<b>Totals</b>	<b>4,778,667</b>	<b>5,088,552</b>	<b>5,699,099</b>	<b>5,793,982</b>

\* Significant decrease in refunds due to change in policy for the Westgate parking refunds

2016-17 Pay & Display includes £78,408 VAT refund from HMRC in respect of overpayments in machines

Table 18 shows the total expenditure for each year which includes employees, premises, transport, supplies and services, contract and support services.

**Table 18**

Expenditure	2013-14	2014-15	2015-16	2016-17
Employees	545,896	552,786	566,990	486,541
Premises	694,014	755,558	798,903	697,919
Transport	11,061	19,758	30,185	19,934
Supplies and Services	300,445	489,780	341,044	498,228
Support Services	315,876	331,466	359,590	376,647
Capital Charges	140,511	73,142	572,016	112,244
<b>Totals</b>	<b>2,007,803</b>	<b>2,172,490</b>	<b>2,668,728</b>	<b>2,191,513</b>

# 14

## Looking ahead

### 14.1 Parking Services review

There have been a number of key achievements during the year relating to the service we provide to customers. These have included:

- A new IT system was introduced which provided major improvements, all CEO are able to use this system when patrolling across the district and it offers extensive reporting features. It also allows customers to submit challenges online, which includes attaching evidence to their cases. The system also provides for virtual permits.
- New parking payment options have been implemented. All city car park machines (with the exception of Avenue de Chartres where Pay on Foot is in place) were replaced during 2016-17. The new machines are all solar powered and offer coin, card and contactless payment. In addition to this, a new payment by phone facility has been introduced.
- A major refurbishment is underway in the Avenue de Chartres car park and will be complete during 2017. The re-furbishment of the car park includes structural repairs, waterproofing, new lighting and pedestrian safety barrier upgrade.
- Parking Charges continue to be reviewed across the district, to ensure that turnover of spaces and capacity is optimised.
- The service continues to generate additional income as a result of franchising opportunities (which include car washing) within car parks. In addition, the use of car parks for events, promotion and advertising has also resulted in an increase in income to the authority.

### Key areas of work for 2017/18

- A review will be undertaken of the CCTV service. This will involve working with Sussex Police and other partners and consideration given to the technology in place at present and how this might require upgrade in the future.



- Further improvements to Parking Payment Options, with the introduction of payment by card and contactless in rural areas, along with virtual season tickets.
- Monitoring and review of parking charges.
- Re-lining to be undertaken to ensure maximum use of space.
- Review of Parking Strategy, to include emerging issues from the WSCC Road Space Audit and Chichester City Vision.
- An Implementation Plan for the introduction of Electric Vehicle Charging points across the district.

### 14.2 Road Space Audit

As with many towns and cities across the UK Chichester faces a number of challenges – it must accommodate significant new development, both residential and commercial, whilst preserving

its historic character. Parking is particularly problematic, with high demands and constraints in meeting supply in the area of greatest demand. Chichester District Council has worked with West Sussex County Council to consider the parking issues and use of roadspace in Chichester city to consider the challenges and consider how these might be affected by emerging strategies and plans in the area, along with consideration of the changing role of the high street. The work undertaken will set the way for a strategic vision for parking within the city. This vision will help to inform the council's Parking Strategy and provide an action plan for the future. 'The Road Space Audit has been received and is under consideration by strategic partners. This document will be subject to public consultation during 2017-18.

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, 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 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/growth plans.

To inform the preparation of a strategic blueprint for Chichester, a 'road space audit' provides essential technical data and enables 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.

### 14.3 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 1000 enquiries were received, relating to changing the vehicle registration on permits
- Over 3500 enquiries regarding the payment of Parking fines
- Over 3000 enquiries received to obtain season tickets. The higher number of enquires relating to season tickets was related to the proposal to change season tickets in some of our car parks.

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.

# 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.



# A

# Appendices

## Appendix A – Contravention code list

### Contravention Code List - On Street

Higher/ Lower	Offence Code	Offence Name
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
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
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	2015-2016 Charge	2016-2017 Charge	
<b>BOSHAM</b>					
Bosham Lane car park PO18 8HT	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	
	Coaches £6.00 per day	Up to 7 days maximum	£18.00	£18.00	
<b>BRACKLESHAM</b>					
<b>Seasonal 1 April - 31 October</b>					
Bracklesham Lane PO20 8HP	9am to 5pm Monday to Sunday inclusive	Up to 2 hours	£2.00	£2.00	
		Up to 4 hours	£4.00	£4.00	
		More than 4 hours	£5.00	£5.00	
	<b>Seasonal 1 November - 31 March</b>				
		Up to 2 hours	50p	50p	
		More than 2 hours	£1.50	£1.50	
<b>CHICHESTER CITY CENTRE - Short stay Central</b>					
Baffins Lane PO19 9SB Little London PO19 1PL	8am to 6pm Monday to Saturday inclusive and Sunday 10am to 5pm	Up to 30 mins	70p	70p	
		Up to 1 hour	£1.40	£1.40	
		Up to 2 hours	£3.00	£3.00	
		Up to 3 hours	£4.50	£4.50	
		Up to 4 hours	£7.00	£7.00	
		Up to 5 hours	£8.40	£8.40	
		Up to 6 hours	£9.90	£9.90	
		Up to 8 hours	£11.70	£11.70	
		More than 8 hours	£14.00	£14.00	

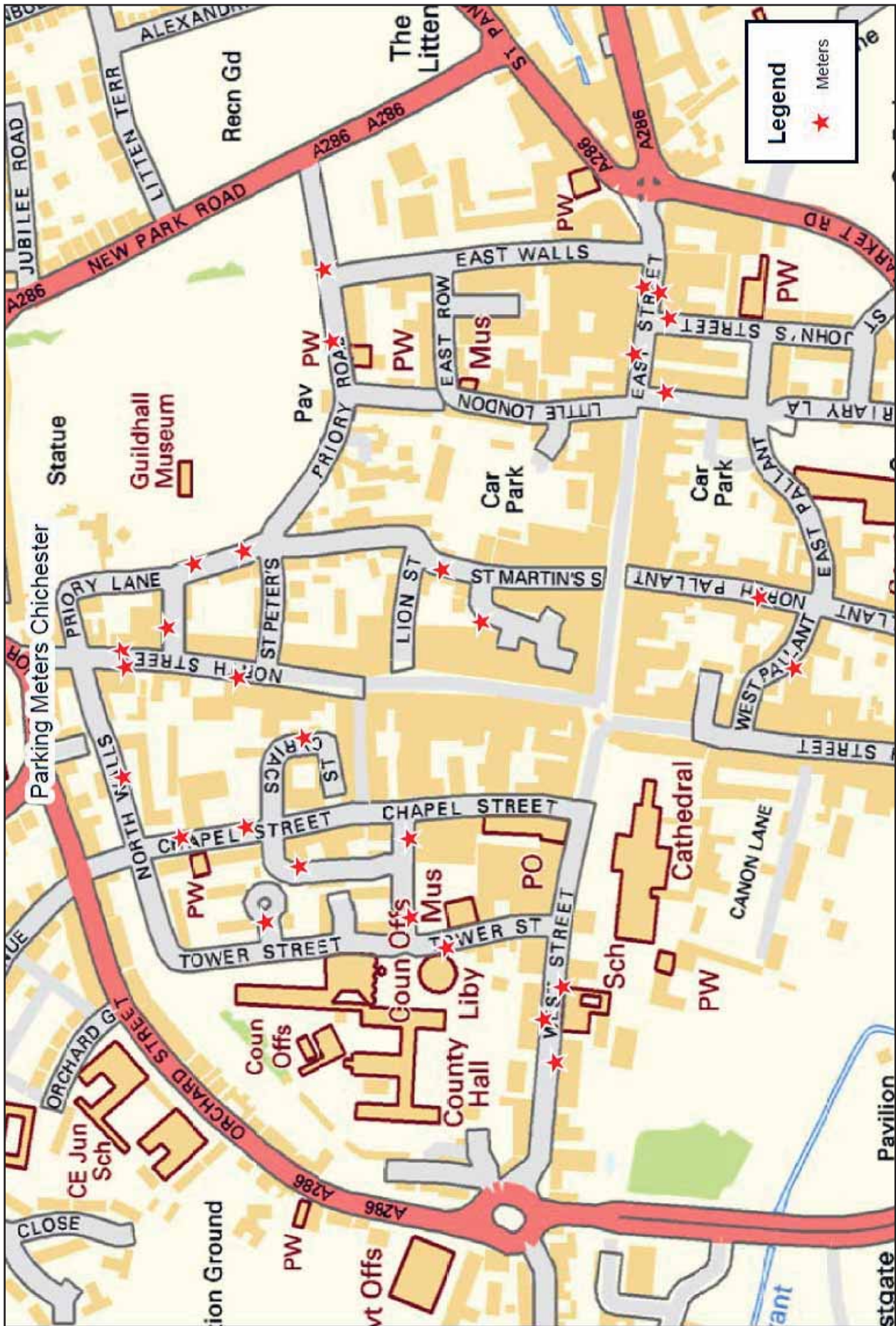
Parking Places	Present Days & Hours of Charging	Period of Parking	2015-2016 Charge	2016-2017 Charge		
<b>CHICHESTER CITY CENTRE - Short stay cont'd.</b>						
Orchard Street PO19 1DD St Cyriacs PO19 1AJ South Pallant PO19 1SU East Pallant/Cawley Priory PO19 1UF Market Ave/St John's St. PO19 1JU Market Road PO19 1JW Market Ave/South Pallant PO19 1SY New Park Road PO19 7SB	8am to 6pm Monday to Saturday inclusive and Sunday 10am to 5pm	Up to 30 mins	50p	50p		
		Up to 1 hour	£1.20	£1.20		
		Up to 2 hours	£2.60	£2.60		
		Up to 3 hours	£3.90	£3.90		
		Up to 4 hours	£6.10	£6.10		
		Up to 5 hours	£7.30	£7.30		
		Up to 6 hours	£8.60	£8.60		
		Up to 8 hours	£10.20	£10.20		
		More than 8 hours	£12.20	£12.20		
<b>CHICHESTER CITY CENTRE - Long stay</b>						
Avenue De Chartres PO19 1SB	8am to 6pm Monday to Saturday	Up to 30 mins	50p	50p		
		Up to 1 hour	70p	70p		
		Up to 2 hours	£1.50	£1.50		
		Up to 3 hours	£2.20	£2.20		
		Up to 4 hours	£3.10	£3.10		
		Up to 5 hours	£3.90	£3.90		
		Up to 6 hours	£4.30	£4.30		
		Up to 8 hours	£4.50	£4.50		
		More than 8 hours	£4.90	£4.90		
	Sunday 10am to 5pm	Up to 3 hours	£1.00	£1.00		
		Up to 4 hours	£2.00	£2.00		
		More than 4 hours	£3.00	£3.00		
		Basin Road PO19 8PU Northgate PO19 1BL Cattle Market PO19 1JW	8am to 6pm Monday to Saturday	Up to 30 mins	50p	50p
				Up to 1 hour	70p	70p
				Up to 2 hours	£1.50	£1.50
Up to 3 hours	£2.20			£2.20		
Up to 4 hours	£3.40			£3.40		
Up to 5 hours	£4.30			£4.30		
Up to 6 hours	£4.70			£4.70		
Up to 8 hours	£4.90			£4.90		
More than 8 hours	£5.40			£5.40		
Sunday 10am to 5pm	Up to 3 hours	£1.00	£1.00			
	Up to 4 hours	£2.00	£2.00			
	More than 4 hours	£3.00	£3.00			

Parking Places	Present Days & Hours of Charging	Period of Parking	2015-2016 Charge	2016-2017 Charge
<b>CHICHESTER CITY CENTRE - Long stay cont'd.</b>				
Westgate PO19 8DL	8am to 6pm Monday to Saturday inclusive and Sunday 10am to 5pm	Up to 30 mins	50p	50p
		Up to 1 hour	70p	70p
		Up to 2 hours	£1.50	£1.50
		Up to 3 hours	£2.20	£2.20
		Up to 4 hours	£3.10	£3.40
		Up to 5 hours	£3.90	£4.30
		Up to 6 hours	£4.30	£4.70
		Up to 8 hours	£4.50	£4.90
		More than 8 hours	£5.70	£6.20
Coach Park PO19 1RJ	Mon-Sat inclusive; Sun 10am-5pm	Up to 2 hours	£3.30	£3.30
		More than 2 hours (Max 24 hours)	£6.40	£6.40
Lorry Park PO19 1RJ	5pm to Midnight; Mon-Sun inclusive	Overnight fee	£6.40	£6.40
<b>FERNHURST</b>				
Crossfield GU27 3JL			FREE	FREE
<b>MIDHURST</b>				
Grange Road GU29 9LT	Mon-Sat 9am-5pm Free on Sundays	Up to 2 hours	FREE	FREE
		Up to 3 hours	60p	60p
		Up to 4 hours	80p	80p
		Up to 5 hours	£1.00	£1.00
		Up to 6 hours	£1.20	£1.20
		Up to 7 hours	£1.60	£1.60
		Up to 8 hours	£2.00	£2.00
North Street GU29 9DS Post Office GU29 9LT	Mon-Sat 9am-5pm Free on Sunday	Up to 1 hour	FREE	FREE
		Up to 2 hours	40p	40p
		Up to 3 hours	60p	60p
		Up to 4 hours	80p	80p
		Up to 5 hours	£1.00	£1.00
		Up to 6 hours	£1.20	£1.20
		Up to 7 hours	£1.60	£1.60
		Up to 8 hours	£2.00	£2.00

Parking Places	Present Days & Hours of Charging	Period of Parking	2015-2016 Charge	2016-2017 Charge
<b>PETWORTH</b>				
Pound Street GU28 0XD  (Coach bays available)	Mon-Sat 9am-5pm Free on Sunday	Up to 1 hours	FREE	FREE
		Up to 2 hours	40p	40p
		Up to 3 hours	60p	60p
		Up to 4 hours	80p	80p
		Up to 5 hours	£1.00	£1.00
		Up to 6 hours	£1.20	£1.20
		Up to 7 hours	£1.60	£1.60
		More than 7 hours	£2.00	£2.00
Sylvia Beaufoy GU28 0ET			FREE	FREE
<b>SELSEY</b>				
East Street PO20 0BH	Mon-Sat 9am-5pm Free on Sunday	Up to 1 hours	FREE	FREE
		Up to 2 hours	40p	40p
		Up to 3 hours	60p	60p
		Up to 4 hours	80p	80p
		Up to 5 hours	£1.00	£1.00
		Up to 6 hours	£1.20	£1.20
		Up to 7 hours	£1.60	£1.60
		Up to 8 hours	£2.00	£2.00
East Beach PO20 0BH Marine PO20 0LH	Mon-Sun 9am-5pm	<b>SEASONAL 1 April - 31 October</b>		
		Up to 1 hour	20p	20p
		More than 1 hour	£1.50	£1.50
<b>THE WITTERINGS</b>				
Marine Drive PO20 8HE	Mon-Sun 9am-5pm	Up to 2 hours	£2.00	£2.00
		Up to 4 hours	£4.00	£4.00
		More than 4 hours	£5.00	£5.00
	Mon-Sat 9am-5pm	<b>Seasonal 1 November - 31 March</b>		
		Up to 2 hours	50p	50p
		More than 2 hours	£1.50	£1.50

Parking Places	Present Days & Hours of Charging	Period of Parking	2015-2016 Charge	2016-2017 Charge
<b>THE WITTERINGS cont'd.</b>				
Northern Crescent PO20 8BD	Mon-Sat 9am-5pm	Up to 1 hour	FREE	FREE
		Up to 2 hours	40p	40p
		Up to 3 hours	60p	60p
		Up to 4 hours	80p	80p
		Up to 5 hours	£1.00	£1.00
		Up to 6 hours	£1.20	£1.20
		Up to 7 hours	£1.60	£1.60
		Up to 8 hours	£2.00	£2.00

## Appendix C - On street Pay and Display machines map

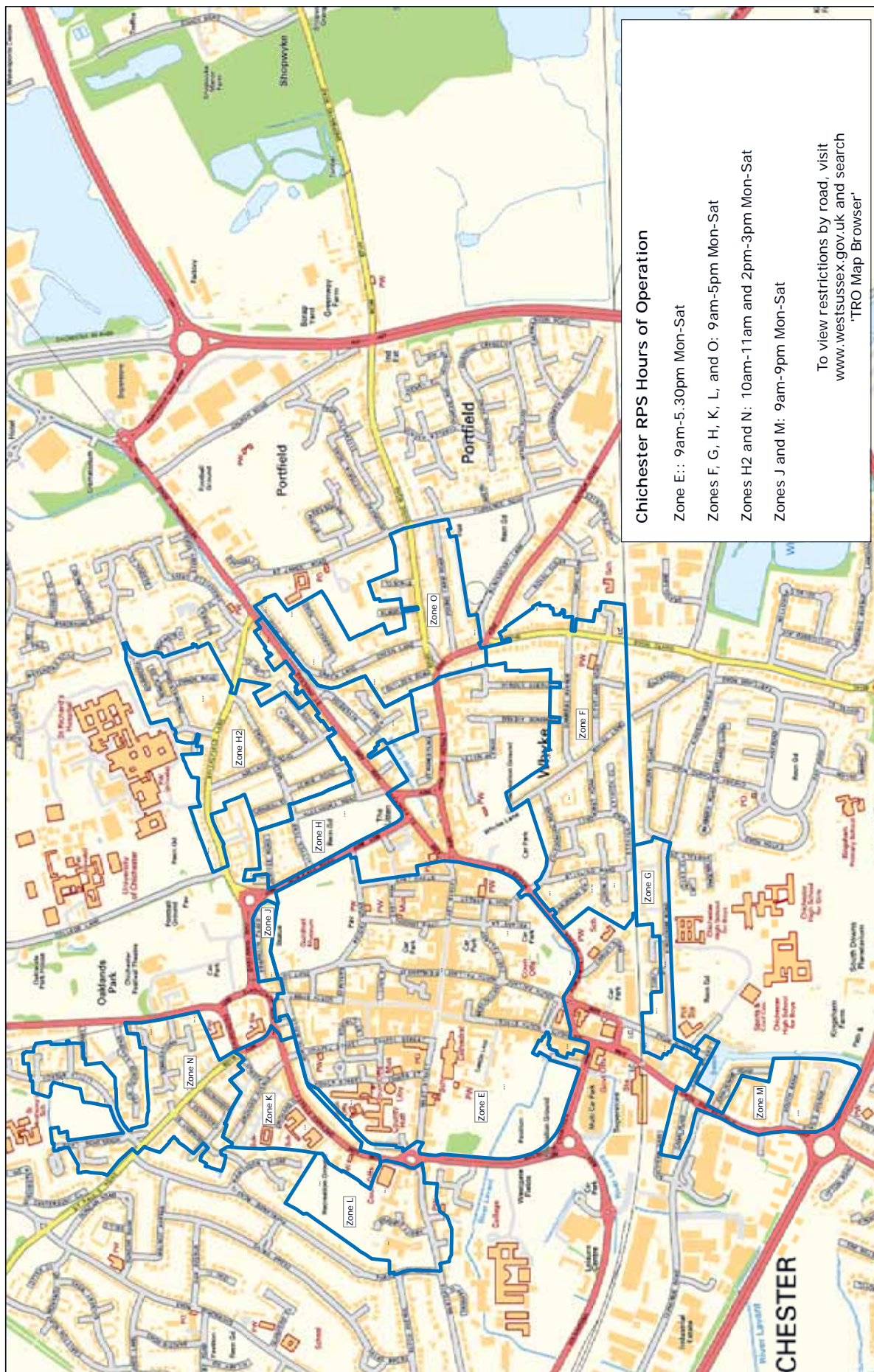




## On street Pay and Display machines and locations

Location	Note	Machine Number	Machine Type
Priory Road		200	Coin Only
Priory Road		201	Coin Only
Priory Road		202	Coin Only
Priory Road		203	Coin Only
North Street (Outside 41)		204	Coin Only
North Street (Outside 45)		205	Coin Only
North Street (Outside 38)		206	Coin Only
North Walls (Outside Renum Court)		207	Coin Only
St Cyiacs (side of number 3)		208	Coin Only
Tower Close		209	Coin Only
The Providence		210	Coin Only
Guildhall Street		211	Coin Only
Chapel Street		212	Coin Only
Chapel Street		213	Coin Only
Woolstaplers (Back BT Building)		214	Coin Only
Woolstaplers		215	Coin Only
Tower Street (Ramp to library)		216	Coin Only
West Street		217	Coin Only
West Street		218	Coin Only
West Street (Between 49 - 50)		219	Coin Only
West Pallant		220	Coin Only
North Pallant		221	Coin Only
St. Martins Service Area		222	Coin Only
St Martins Square		223	Coin Only
East Street (Outside Saddlers Walk)		224	Coin Only
East Street (Between H&M/New Look)		225	Coin Only
East Street		226	Coin Only
St John's St		227	Coin Only
Baffins Lane		228	Coin Only

# Appendix D - Controlled Parking Zones map



**Chichester RPS Hours of Operation**

Zone E: 9am-5.30pm Mon-Sat

Zones F, G, H, K, L, and O: 9am-5pm Mon-Sat

Zones H2 and N: 10am-11am and 2pm-3pm Mon-Sat

Zones J and M: 9am-9pm Mon-Sat

To view restrictions by road, visit [www.westsussex.gov.uk](http://www.westsussex.gov.uk) and search 'TRO Map Browser'


SCALE: 1:9,000
CHICHESTER RESIDENTS' PARKING SCHEME (RPS)
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# Appendix E - Location of Chichester City Centre Car Parks map



KEY:					
	Short Stay Car Parks		One Way Street		Tourist Information Centre
	Long Stay Car Parks		Toilets (including disabled)		Recycling Point
	Permit Parking for Residents		Pedestrian Access		Pedestrian Precinct
	On Street Pay & Display Parking 185 spaces		Shopmobility (Tuesday, Wednesday, Friday and Saturday)		Co-Wheels Car Club Parking Bays
	Disabled Parking Spaces On Street		Free Motorcycle Parking		Electric Car Charging Points
			Free Secured Motorcycle Parking		Community Bus bay
			Help Point		

**Produced by Parking Services**  
Chichester District Council  
East Pallant House, 1 East Pallant,  
Chichester, West Sussex PO19 1TY

**[www.chichester.gov.uk/parking](http://www.chichester.gov.uk/parking)**

December 2017

