



Parking Services Annual Report 2018/2019



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F Foreword

Welcome to Chichester District Council's Annual Parking Services Report for 2018-19. This sets out our achievements and the further improvements to the delivery of Parking Services 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. It also 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 31 car parks and the kerbside space across the district.

During 2018-19 the Council made a number of significant improvements to assist customers, both when using our car parks and when interacting with our service. Digital permits for season ticket holders were introduced across a number of car parks and continue to be rolled out. These provide more flexibility for our customers when using the car parks. Work to expand this will continue during 2019-20.

All car parks across the district holding the British Parking Association's Safer Parking Award (27 of our 31 car parks), successfully maintained their accreditation. This accreditation assists with reducing crime and the fear of crime in car parks and provides assurances to the public that measures have been introduced to ensure that the parking facility is a safe environment. These same 27 car parks have also been awarded the Disabled Parking Accreditation which recognises off-street parking facilities which are accessible to disabled people.

Regulation 10 Penalty Charge Notices were introduced within the district, meaning that Penalty Charge Notices can be issued to vehicle owners through the post where a Penalty Charge Notice has been prevented from being served. Additional training has been provided to our Civil Enforcement Officers to assist with tackling Blue Badge misuse, in partnership with West Sussex County Council and trained investigators. We also replaced two of our Parking Services vehicles with Electric Vehicles during the year, along with submitting a bid for grant funding to increase our Electric Vehicle Charging points.

During 2019-20 the team will continue to deliver service improvements and reflect user feedback in their processes. The Parking Services Team always welcome ideas from customers on how to further improve the service. Should you have any comments or feedback on the service provided, please email cdccarparks@chichester.gov.uk

Thank you for taking the time to read our Annual Report which we hope you find interesting.



Tony Dignum

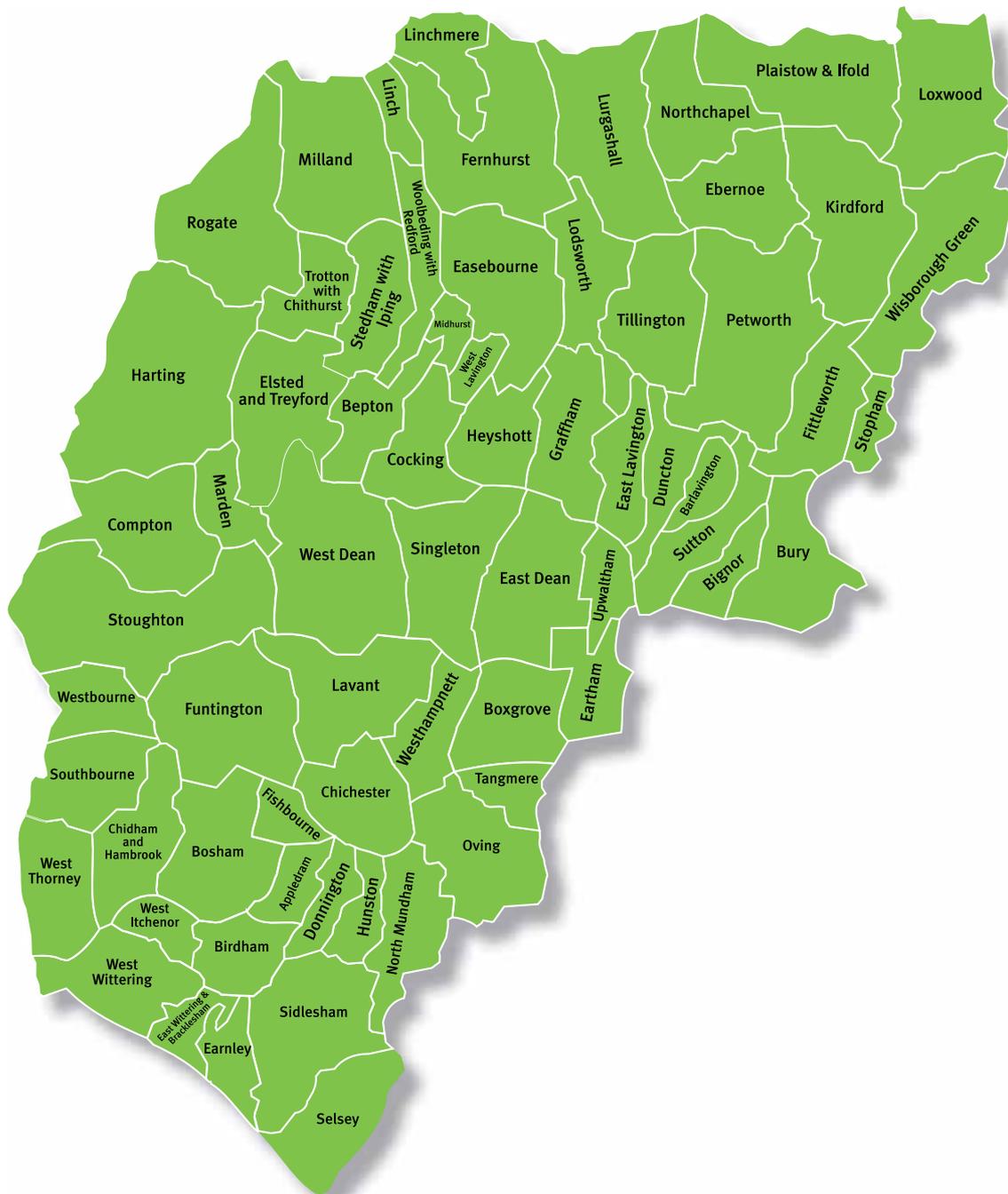
Cabinet Member for Finance, Growth, Place and Regeneration

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Introduction

Our annual report aims to provide a useful overview of the work carried out by the Parking Services team during 2018-2019 and also acts as a helpful tool to those who are curious about why we operate and how we deliver the service.

The total population of the Chichester District is 113,800 and we attract 6.2 million tourists a year. Residents and visitors alike enjoy the beauty and diversity of the rolling Sussex downs, our spectacular coastline and the historic prominence of the bustling city centre. As well as visiting for pleasure, the Chichester District also attracts more people into the area to work than there are residents who commute out and it's therefore continuously important for us to make sure that there are sufficient accessible and safe parking spaces to accommodate our visitors when they reach us.

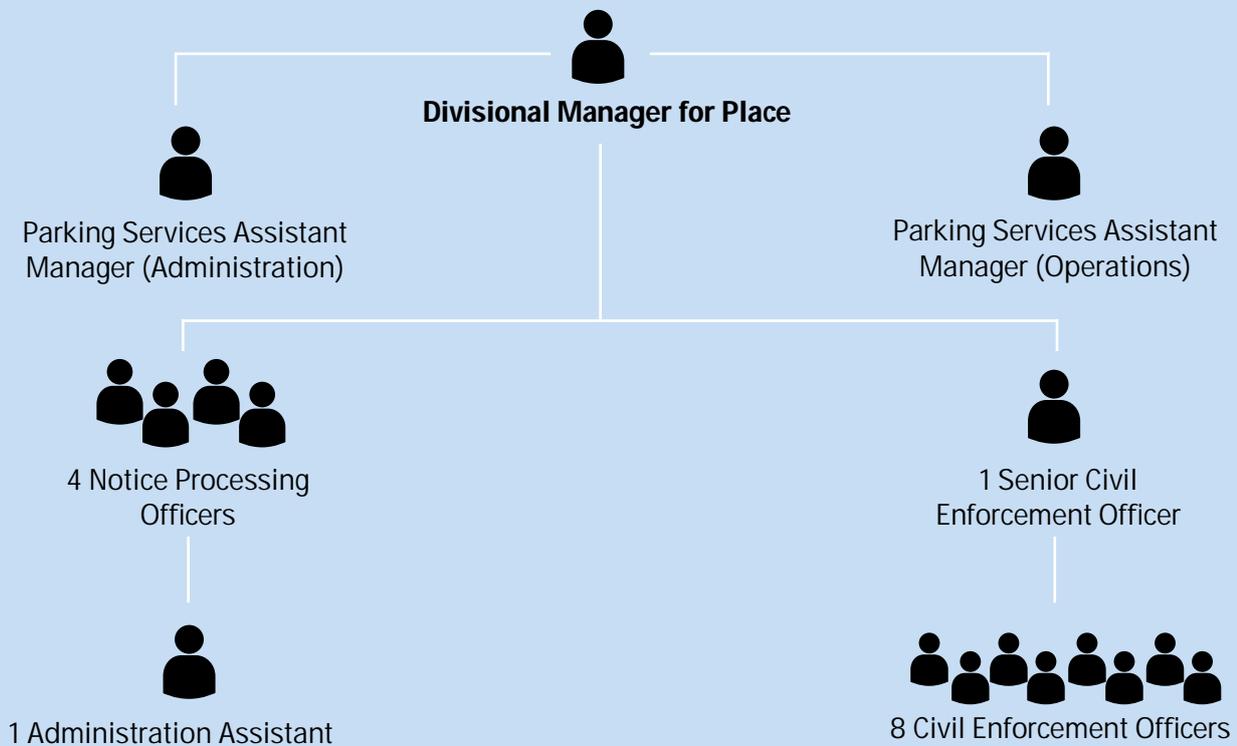


1.1 Overview

Parking Services in numbers:



The parking team:



Chichester District Council (CDC) has operated under Civil Parking Enforcement (CPE) since April 2010 and work as agents for West Sussex County Council (WSSCC) to cover on street enforcement across the district on their behalf. This complements the off street (car parks) service which is managed by CDC.

1.2 Parking Services responsibilities

Where we are a two tiered authority, some functions are carried out by the Parking Services Team and others by colleagues at West Sussex County Council.

 Chichester District Council:	 West Sussex County Council:
 Employs Civil Enforcement Officers to patrol and enforce on street and off street.	 Implement and review on street parking restrictions and resident parking schemes.
 Employ an Administration team including Notice Processing Officers.	 Maintain lines and signs on street (outside of the Controlled Parking Zones (CPZ)).
 Administer on street permit schemes Administer season tickets for car parks.	 Process and issue skip licences .
 Administer bay suspensions and dispensations.	 Coordinate street works.
 Process and respond to appeals against Penalty Charge Notices (PCNs) on and off street.	 Attending to pot holes.
 Report defects on and off street.	 Process requests for new Traffic Regulation Orders.
 Attend to and maintain payment machines on and off street.	 Issuing (Temporary Traffic Regulation Orders) (TTROs).
 Reacting to parking problems on and off street.	 Set on-street parking guidance for Chichester District Council and other local authorities in West Sussex.
 Carry out Blue Badge Enforcement.	 Determine parking charges on the highway.
 Set off-street parking guidance for District council owned car parks. Determine parking charges in council-owned car parks.	

1.3 Why have parking controls?

It is widely recognised that places need to adapt to keep up with the changing needs of the people who live, work or visit an area. Well planned restrictions, reasonable well designed charging tariffs and parking schemes help us to achieve this and respond to the changing demands of our city. Parking controls therefore aim to:

- Assist with the free-flow of traffic and reduce issues of access for emergency vehicles
- Support different groups of motorist
- Provide fair access to parking spaces
- Support the local economy
- Help reduce congestion on street and minimise the environmental impact of vehicles in town centres
- Support the environmental agenda

Whilst there is no doubt that parking restrictions are needed to manage the growing number of vehicles on our roads, the Parking Services department undertakes more than just issuing PCNs. The work carried out by the team assists to balance everyones needs, allowing Blue Badge holders to park close to amenities, delivery vehicles near to shops and resident's close to their homes, all of which promote the sustainable economic growth of the district.

1.4 Civil Enforcement Officers (CEOs) and Notice Processing Officers

Both CEOs and Notice Processing Officers have challenging and sometimes difficult roles and as such, all members of the team are highly trained and supported throughout their work. As well as obtaining formal qualifications, each Notice Processing Officer will be given opportunities to patrol with a CEO to obtain on street experience and CEOs are provided with one to one training with a Notice Processing Officer to reinforce their knowledge of the back office processes involved with Civil Parking Enforcement.

Given that this approach has proved successful, District Councillors and colleagues have been invited to join CEOs and Notice Processing Officers to promote a better understanding of the complex roles of parking services staff.

What do our staff say?

What does it mean to be a Notice Processing Officer?

Being a Notice Processing Officer is a responsible and varied role that requires attention to detail and consistency in the numerous processes we undertake. Some of our responsibilities include season ticket administration, processing PCNs, challenges and appeals, processing debts and warrants and managing the Resident Parking Schemes. However, we may also help to recover a lost car on one day and then organise parking for a special event the next. Many of our duties are time sensitive and require a thorough understanding of the parking regulations. It's important to me to consider how our work directly affects our customers and therefore how crucial it is to conduct ourselves in an efficient, calm and professional way so that whilst receiving a PCN can be perceived as a negative experience, we can still aim to deliver a high standard of customer service. As a team we respond to thousands of letters and emails a year and do so with great care and attention. We read and consider every piece of correspondence and we will cancel a PCN if it has been issued incorrectly or if there are mitigating circumstances.

What does it mean to be a Civil Enforcement Officer (CEO)?

I think from my perspective as a CEO, that the role is all encompassing. You are a member of the community and your role puts you in a position of trust which is vital to maintain. From the variety of shifts to the area we cover there is an expectation, within the role, to undertake the post with respect, understanding and fairness, upholding the legislation and encouraging compliance in a consistent, approachable and proper manner.

The role is ever changing, requiring new skills and training from day to day. From route learning, basic machine fixes, to identifying contraventions and offering advice or issuing PCNs. My role will see me working alone in out of the way places, anywhere in the 304 square miles of Chichester District. I need to be confident in what I am doing and the message that I am promoting.

We are also responsible for many aspects of health and safety. We can be called upon as first on scene at accidents. We also have safeguarding training and will be aware of the needs of the public in situations where their safety is put at risk. We also undertake our inspections and surveys within our patrol areas, to maintain high standards, in a proactive not reactive way, encouraging best use of spaces on street and ensuring that road markings and signs are kept to a high standard.

We carry out many checks throughout each day, be this permit checks on or off street, or monitoring areas where waiting is limited to a timed period. We also check disabled badges to identify both misuse and fraudulent badges and can now retain badges. We carry and use a variety of equipment, which we need to have both a good understanding how to use, but also be confident to use in the right way and for the right reason, when required. We use enforcing equipment and also with body worn cameras and phones which help us provide an intelligence-led service and stay safe at the same time. As well as Civil Parking Enforcement we report other offences through the Operation Crackdown or to the DVLA and whilst we do this, we are happy to accompany councillors and other council colleagues on field trips, to provide a glimpse of a day in the life of a CEO but also to tackle issues which may be raised along the way.

2 Penalty Charge Notice (PCN) Statistics and information

Table 1. Total PCNs Issued

Financial year	On street	Off street	All PCN's
2016-17	6,086	5,048	11,134
2017-18	5,409	5,355	10,764
2018-19	5,240	4,607	9,847

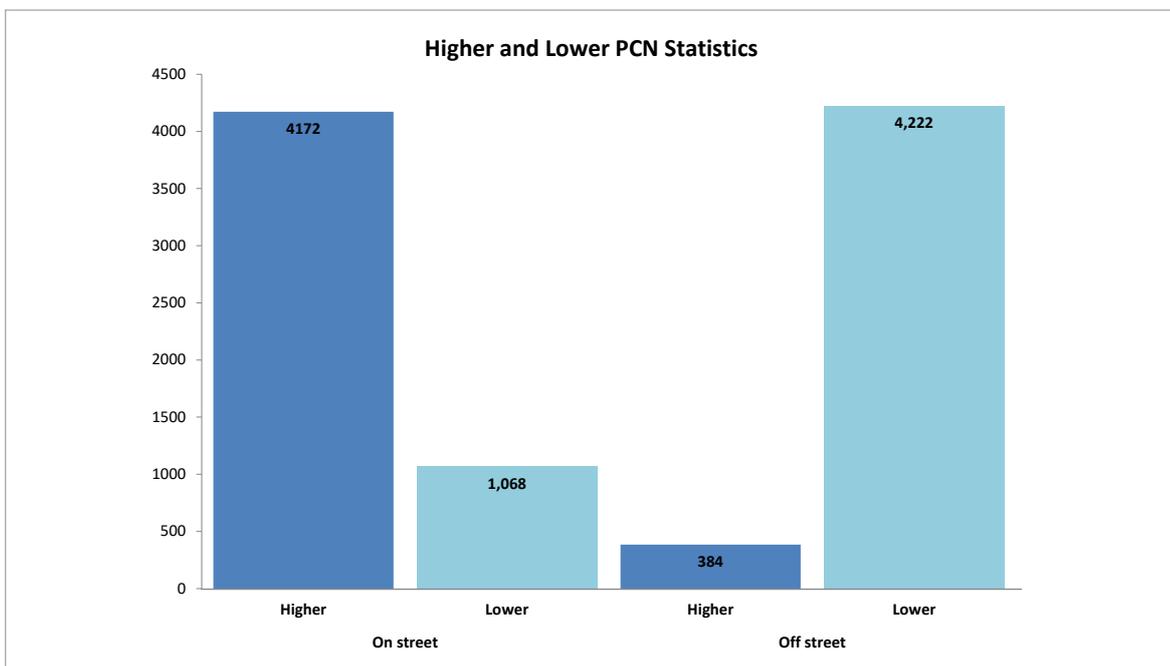
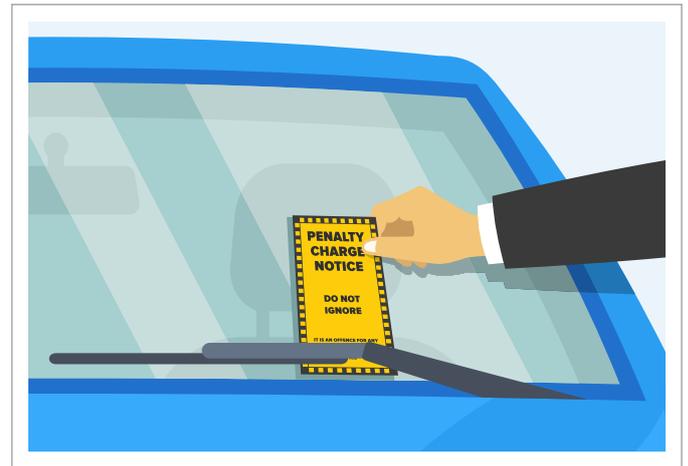
The reduction in the number of PCNs issued during 2018-19 is due to changes in staff resources as fewer PCNs are issued whilst new CEOs are training. Other factors which can affect PCN issue rates are an increase in time spent on other duties such as logging and reporting defects, organising parking suspensions and reacting to requests for enforcement. Given that Civil Parking Enforcement aims to promote compliance with

the regulations, a drop in PCNs may also be attributed to fewer vehicles parking in contravention where restrictions have been improved, or motorists becoming more accustomed to the conditions of parking in an area.

Where restrictions are newly implemented or where the parking conditions are insufficiently clear to a motorist a warning notice will be issued instead of a PCN. During 2018-19, a total of 113 on street and 8 off street warning notices were issued to vehicles. Warning notices help motorists to avoid future PCNs by drawing attention to the restrictions in place.

2.1 Higher and Lower PCN split

Some contraventions are less serious than others and this is reflected by the level of the charge. Higher contraventions are more likely to be on-street where there are safety related restrictions such as yellow lines and loading bans. A lower contravention may be where a customer failed to display a pay and display ticket correctly.



2.2 Regulation 10 PCNs

In 2017, WSCC determined that introducing the ability to issue Regulation 10 PCNs on street throughout the County would help to reduce the number of incidents where a Penalty Charge Notice has been prevented from being served.

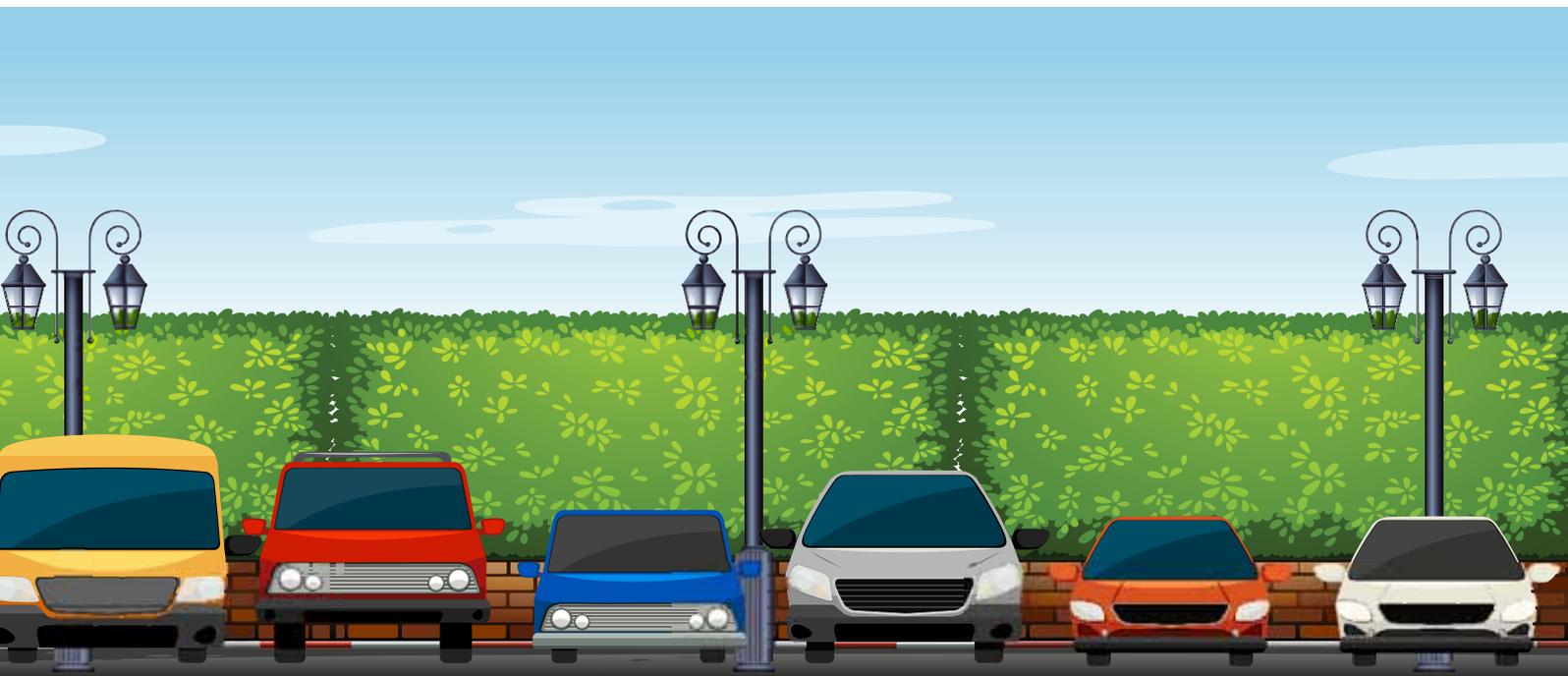
A Regulation 10 PCN refers to the manner in which a Notice is issued. Whilst the majority of PCNs are issued under Regulation 9 of The Civil Enforcement of Parking Contraventions (England) General Regulations 2007 which provides that a PCN can be either affixed to a vehicle or handed to the driver, Regulation 10 enables a local authority to serve the PCN by post if the CEO has been prevented from issuing the PCN, or where the vehicle drove away before the PCN could be served.

Chichester District Council Cabinet approved its introduction of Regulation 10 PCNs on-street and off-street from 1 April 2018. It was not anticipated that the number of Regulation 10 PCNs would be overly high in the district, however, over the course of the year:



4 Regulation 10 PCNs issued.	2 PCNs where the vehicle had driven away before PCN was served.
2 PCNs where CEO had been prevented from issue.	All 4 fully paid

It is essential that motorists feel that the system is fair and consistent. Issuing Regulation 10 PCNs helped demonstrate that anyone committing a parking contravention is subject to the same enforcement. Motorists who prevent a PCN being served by either driving away or adopting threatening or abusive behaviour towards CEOs, have historically avoided any penalty and therefore poor parking habits have been perpetuated. This has had a detrimental effect on road safety and compliance. By introducing Regulation 10 PCNs we sought to prevent the public perception of 'selective' enforcement and minimise the loss of Civil Enforcement Officer (CEO) time.



2.3 Top 3 Contraventions on-street and off-street

The top 3 on street contraventions account for over 30% of all PCNs issued.

1525 PCNs issued, Contravention Code 01

Waiting Prohibited

Yellow line restrictions or 'waiting restrictions' are sited in locations where it is unsuitable for vehicles to wait or park. Enforcing on vehicles parking on waiting restrictions helps to reduce congestion and helps to keep our roads safe. For the fifth consecutive year, 01 'Parked in a restricted street during prescribed times' has been the top reason for PCN issue on-street. Although yellow lines restrict vehicles waiting, there are various exemptions which apply to ensure that particular activities can be carried out. One example of an exemption enables a motorist to load and unload from a vehicle. Another may be if a vehicle is displaying a valid Blue Badge where the conditions of the Blue Badge Scheme allow parking for up to three hours.



1001 PCNs issued, Contravention Code 16

No permit

Within Chichester there are 11 Controlled Parking Zones (CPZs) which occupy the city centre and each zone provides designated Permit Holder bays for residents and their visitors. Other Permit Holders including Healthcare workers and carers can also use these bays whilst working to provide services to residents within parking schemes. Contravention Code 16, 'Parked in a permit space or zone without clearly displaying a valid permit' is one of the most common reasons a PCN is issued on-street. Motorists contravening this code could have forgotten to display a permit or may not be entitled to park in the bay at all.

593 PCNs Issued, Contravention Code 30

Over Stay – Limited Waiting

An increase in the number of PCNs issued under Code 30 'Parked longer than permitted', has been observed during 2018-19 which is partly due to work undertaken to the lining and signing in the limited waiting bays across the District. Where limited waiting bays had been unenforceable for some time, CEOs were able to begin enforcement again once the work had been carried out. When a restriction becomes operative after being unenforceable for a prolonged period, CEOs will temporarily issue warning notices to cars parked in contravention.



The top 3 off-street contraventions account for over 40% of all PCNs issued.

2955 PCNs Issued, Contravention Code 83

No valid ticket

Given the large number of pay and display tickets purchased from payment machines in car parks, during 2018-19 Contravention Code 83 'Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock' remained the most common reason for a PCN being issued and accounted for 30% of all notices issued.



1005 PCNs issued, Contravention Code 82

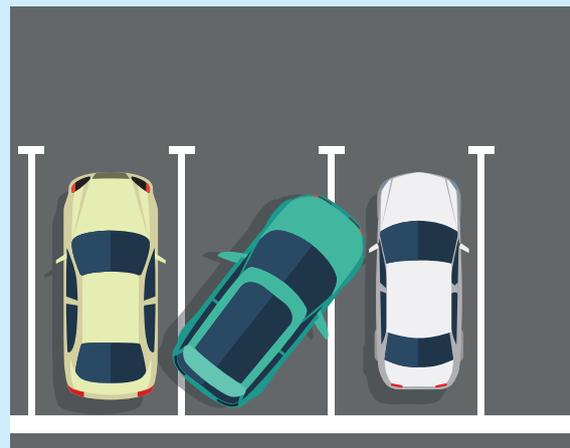
Parked with expired ticket

Where customers do not buy sufficient time to cover their stay or where they are late returning to their vehicle a PCN will be issued because the pay and display ticket has expired. Since phone payments were introduced in 2017, we have seen a reduction for the second year in PCNs issued under code 82. This may be due to customers using the Mipermit cashless parking service, which provides the ability to extend a parking stay remotely and opt for a reminder text when parking is due to expire.

274 PCNs issued, Contravention Code 86

Parked outside bay marking

Parking within the markings of a bay applies both on-street and off-street and attracts an instant PCN. Parking outside of a marked bay, prevents others parking in adjacent bays, can affect the safety of others, could cause damage to other vehicles, could cause an obstruction or may put pedestrians at risk too.



2.4 Top 3 Locations to receive a PCN

The heat map below shows the top three locations where the most PCNs have been issued over the course of the year (A, Northgate car park, B, Cattle Market Car Park and C, East Pallant/Cawley Prioory Car Park, all in Chichester). As would be expected, where there are a higher number of parking spaces in large busy car parks, the volume of PCNs issued is greater. Other locations in the top 5 include, West Street, Chichester where there are numerous different restrictions providing parking for different motorists groups and Baffins Lane City Centre car park where there is a high turnover of short stay parking spaces.

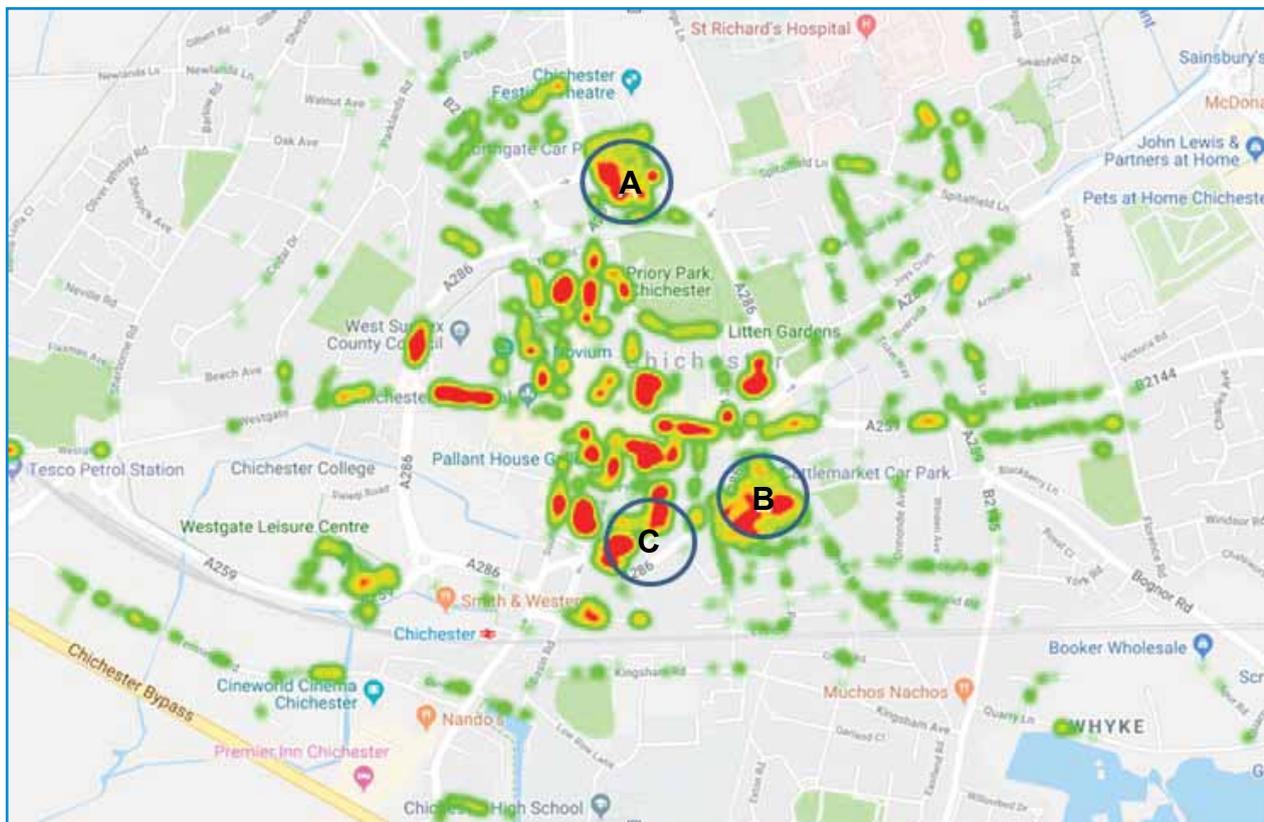
The use of heat mapping provides analysis of:

- The level of PCNs being issued
- How often vehicles are observed by the CEO
- CEO enforcement coverage across a specific area.

The heat mapping reporting tool can therefore provide useful information in the detection and prevention of perceived parking problems, by

producing data which helps to better direct resources. Revisiting and monitoring the maps following changes to enforcement, creates a visual representation about whether compliance improved, how effective the action has been and whether displacement is observed. Where high numbers of PCNs are issued, information provided by the heat mapping tool supports measures to maximise compliance with the restrictions. These measures can include, improving signage and lines, increased enforcement, providing different payment options and making it easier for customers to park correctly.

Where requests for enforcement are received or where Parking Services is asked to demonstrate how often CEOs patrols in a particular location, we are able to supply useful and clear information to support enforcement activities.



2.5 PCN Payments and Correspondence

There are defined stages to the Parking Penalty Enforcement Process and the charge will increase at each stage.

PCN (Penalty Charge Notice) issued

When it is issued, a PCN is discounted by 50%, to encourage early settlement.

63% of customers paid at the discounted amount of £25 or £35.

85% of customers pay during the informal stage between the PCN being issued and the Notice to Owner being served.

Notice to Owner served

9% of customers pay their PCNs during the formal stage, after the Notice to Owner has been served. At this stage the PCN will be at the full charge of £50 or £70.

Charge Certificate Served

6% of customers pay following service of the Charge certificate. The charge will have increased by an additional 50% and there is no longer the formal right to appeal.

To make challenging as accessible as possible, customers can contact us via our online portal, email us or write to us. Customers can also review photographic evidence and submit documents with their challenge, online.



cdccarparks@chichester.gov.uk



<https://www.chichester.gov.uk/parkingtickets>



Parking Services, 1 East Pallant, East Pallant House,
Chichester, West Sussex PO19 1TY



PENALTY CHARGE

The Traffic Management Act 2004, s.78; Civil (England) General Regulations 2007; Civil (England) Representations and CHICHESTER DISTRICT COUNCIL is the Enforcement agent for WEST SUSSEX COUNTY COUNCIL in for on-street con

PCN Number: ZK20 1999
Served on: 08/07/20
By Civil Enforcement Officer
Who had reason to believe th
contravention had occurred a
charge is now payable:

Contravention Code: 01
Contravention: Parked i
during prescribed hours

Date of Contravention: 08
Time of contravention: 07
Location: South Street, Chic
Vehicle Registration Number:
Make:
Colour:
Observed from 07:23 to 07:23

A penalty charge of £70 is to be paid no later than the 14th of 28 days beginning with the date the PCN was served. The penalty charge is reduced by 50% to £35 if it is paid by the last day of the period of 28 days with the date on which this

For information relating to a challenge please see reverse. A challenge is sent by post on a slip at the bottom of this notice. The details on the reverse of this notice are for correspondence.

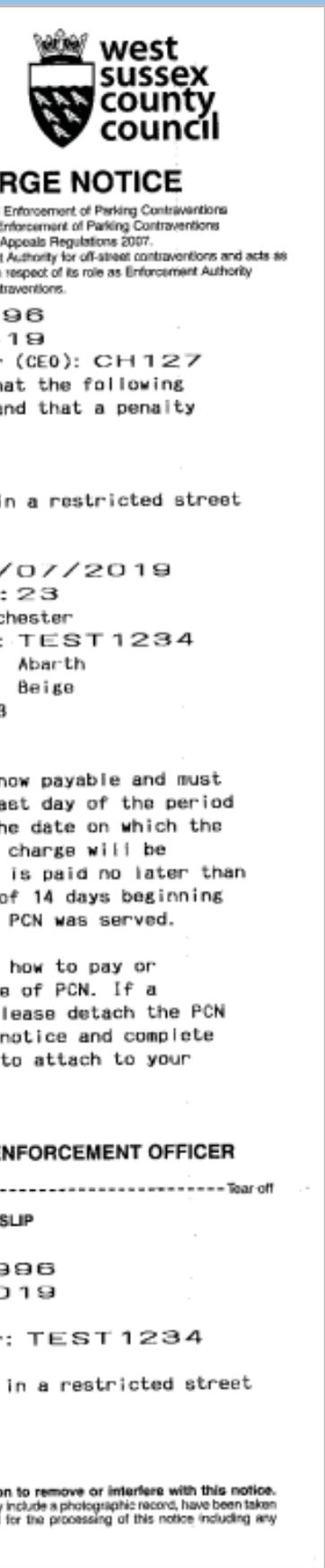
DO NOT PAY THE CIVIL PENALTY CHARGE

Tear-off -----

PCN

For further details see over
PCN Number: ZK20 1999
Served on: 08/07/20
At: 07:23
Vehicle registration Number:
Contravention Code: 01
Contravention: Parked
during prescribed hours

It is an offence for an unauthorised person to use the details of your vehicle and its location, which may be used by Chichester District Council for enforcement action that may be taken.



There are defined stages to the appeals process and three opportunities to challenge the PCN.

During 2018-19, there were a total of **3,549**, challenges, representations and other correspondence received and processed by the Notice Processing team.

Currently just under **36%** of PCNs attract correspondence.

PCN (Penalty Charge Notice) issued

60%

of all correspondence was received during the informal challenge. 1293 (60%) challenges related to off street PCNs and 851 (40%) to on street PCNs. A challenge can be made online, by email or by letter.

12%

of all correspondence was received at the formal representation stage where the owner or an authorised person can submit a representation against the Notice to Owner. 175 (41%) representations related to off-street PCNs and 252 (59%) to on-street PCNs.

4%

of all correspondence was received following service of the Charge Certificate. Whilst there is no formal right to appeal at this stage, Parking Services will check to ensure that a case has been carried out correctly and respond to the customer with the necessary information.

5%

of all correspondence was received following service of the Order for Recovery. Correspondence may include completed Witness Statements and applications for out of time witness statements, where the council is issued with instructions by the Traffic Enforcement Centre.

19%

of all correspondence received was supporting information, invariably where evidence has been requested in order to further consider a PCN.

Early settlement of PCNs incurs the customer less costs, therefore it is imperative that all challenges are considered fully and that a thorough response is sent to ensure that customers can make well informed decisions as to whether they will pay, or continue to appeal a PCN. As there are costs associated with the appeals process, it is also important to minimise the number of times a customer needs to contact Parking Services so that the team is able to direct resources efficiently.

2.6 Debt Collection and vulnerability

Parking Services uses debt collection when all other methods have been unsuccessful. To prevent this, we aim to provide as much information to customers as possible. Alongside each Charge Certificate and Order for Recovery, the team supplies additional information which sets out what a customer can expect if a PCN remains unpaid.

By way of The Taking Control of Goods Regulations 2014 (TCOG), Notice Processing Officers approach the Traffic Enforcement Centre (TEC) and request to register PCNs as debts and then serve the Order of Recovery. Whilst most PCNs have been either paid or a challenge accepted by this stage, during 2018-19 nearly 950 Order of Recoverys were sent to customers relating to unpaid debts and 738 PCNs were sent to Enforcement Agents as warrants.

Debt Collection in numbers:

738 warrants issued (the equivalent of 7.5% of all cases)

47% paid at compliance stage

28 cases referred to EA Welfare Teams

40.37% Warrants paid in full

277 payment plans, of which

53% paid at enforcement stage

79% paid within 3 months

0 Complaints

On average, Enforcement Agents contact a debtor at least 3 times during compliance stage, this will be by post and also phone, email and text. An emphasis is placed on contacting customers at compliance stage, to minimise potential costs should the case progress to Enforcement Stage.

Vulnerability

The Taking Control of Goods Regulations place an emphasis on identifying and considering vulnerability and during 2018-2019, 28 warrants were reviewed and investigated by dedicated welfare teams. Parking Services react to all claims of vulnerability and consider cases carefully should vulnerability be suspected or communicated to us. Based on the information available, Notice Processing Officers will consider the most appropriate course of action to take and whilst a PCN will not necessarily be written off, customers can be guided to support services and independent advice, or can be offered payment plans to help spread payments over longer periods of time.

3 Cancellations

3.1 Top 3 reasons for cancellation

Cancellations occur when a PCN is found to be incorrectly issued, incorrectly processed, where the contravention did not take place or where it is proven that mitigating circumstances took place. When a PCN is cancelled, Parking Services will record this and where there are contact details, write to the customer to explain that no payment or further action is required.

Notice Processing is a defined process which is set down in parking legislation. In some circumstances, failure to adhere to the requirements may result in the cancellation of the Notice, for example, where a processing error leads to a Charge Certificate being served before a representation is responded to. One of the more challenging areas of a Notice Processor's role is being able to determine whether mitigating circumstances led to the customer receiving a PCN by asking pertinent questions and obtaining adequate evidence to support a decision.

Whilst it may be the case that a customer deems a PCN to be unjust due to a perceived minor infringement, or that the actions which led to the PCN being issued were not deliberate, if a contravention has occurred and there were no mitigating factors which led to the PCN being issued, it may not be cancelled.

The number of PCNs being cancelled due to a defect in the notice has increased during the last year. These PCNs may have been cancelled because required data is absent from the case, affecting the quality of evidence. Reasons for defects occurring have largely been due to equipment issues, where:

- Changes to the way in which CEOs carry out vehicle checks mean that devices are reliant on good mobile data reception, which is not always available in certain areas of the district. This means they are not always able to access the latest information.
- Handheld devices are unable to cope with the speed and demand placed on them by new technology, associated with digital methods of payment.

Table 3 – Top 3 reasons for cancellation

Financial year	Reason	Amount
2018-19	Valid pay and display ticket	175
	Defect in notice	96
	Valid Season Ticket	94

Table 2 – Percentages of PCNs cancelled (2016-2019)

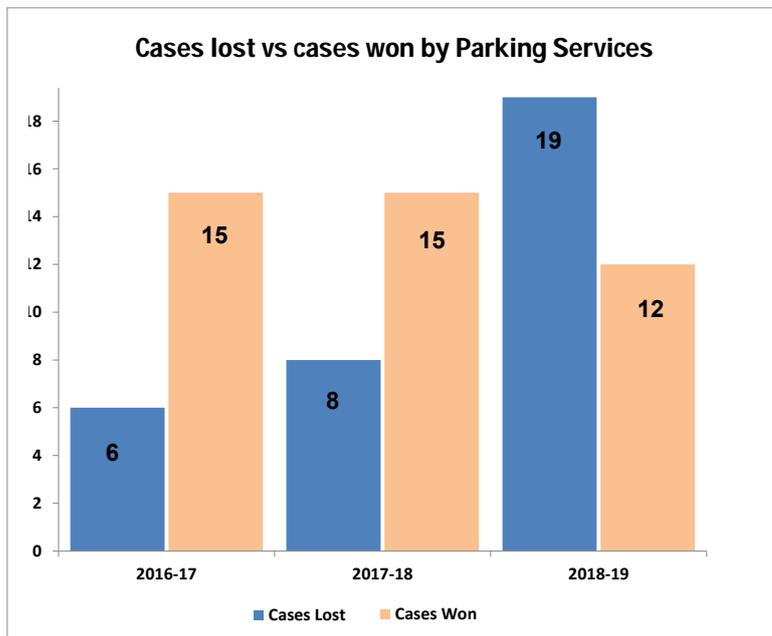
Month	2016-17	2017-18	2018-19
April	8%	7%	8%
May	10%	7%	7%
June	15%	8%	8%
July	16%	8%	7%
August	14%	9%	7%
September	13%	7%	10%
October	11%	7%	9%
November	10%	5%	7%
December	10%	4%	6%
January	8%	7%	10%
February	9%	6%	8%
March	9%	7%	8%
Totals	11%	9%	8%
Spoilt deduction*	7%	7%	7%

*A PCN may be spoiled where the CEO has recognised there is an error in the Notice or where a customer returned to the vehicle before the notice is completed.

4 Online appeals and FOAM

During 2018-19, 32 customers submitted appeals via the free Fast Online Appeals Management (FOAM) system provided by the Traffic Penalty Tribunal. FOAM has provided improved access to the tribunal service for both the appellant and the Council alike and this helps to reduce staff time and costs associated with compiling cases. Despite the use of the online interactive system, just over 21% of all customers using the appeal service still requested their cases to be printed and posted to them.

Where the number of appeals has increased, so too have the number of cases which have been lost at adjudication as indicated in the table. For the first time since introducing Civil Parking Enforcement, more appeals have been unsuccessful than successful for Parking Services.



4.1 New Notice of Rejection template

When a customer submits representations against the Notice to Owner, a formal Notice of Rejection of Representations must be served before a customer can make an appeal to the Traffic Penalty Tribunal. To drive consistency across all authorities and to encourage customers to read all the information contained within this important letter, a new Notice of Rejection template was adopted in October 2018. Since the new template has been introduced, there has been an increase in the number of appeals to the Tribunal. Whereas there were

15 appeals during the six month period from September 17 to March 18, there were 26 cases in the same period during 2018-9 - an increase of 42%.

An increase in the number of appeals may be due to:

- An increase in the number of challenges and representations being responded to in preceding months.
- Customers more inclined to use the online appeals system.
- Improved access to online technology.
- Improved content of new Notice of Rejection template.

Table 4 – Rate of TPT Appeals

Financial year	Appeals	Rate of appeal per PCN	Not contested by CDC	Cases Lost by CDC	Cases Won by CDC
2016-17	25	0.22%	4	6	15
2017-18	23	0.21%	0	8	15
2017-18	32	0.32%	1 (3%)	19 (59%)	12 (38%)

4.2 Learning from appeals

The Parking Services team reviews each appeal decision to ensure that future cases can be considered in light of observations made by adjudicators of the Traffic Penalty Tribunal. Adjudicator decisions are shared between other local authorities in West Sussex and discussed at Countywide meetings to ensure that all staff processing appeals are aware of useful information to improve their own appeal outcomes, and to promote consistency.

5

New projects and service improvements

5.1 Electric Vehicles (EV)

Following Chichester District Council Cabinet resolution in 2015, the Parking Services team has been working closely with the Council's Environmental Protection Manager to formulate a bid to apply for a grant from the Office for Low Emission Vehicles (OLEV) to support the installation of electric vehicle charging points across the District. The provision of further electric vehicle charging points will continue to support the Council's environmental agenda and help customers choose environmentally friendly methods of transport. Careful consideration was given to the reasons why electric vehicle charging points are needed:

- Destination charging
- Work and resident charging
- Pit-stop charging

It was important to consider different types of users to maximise the success of EV bays. Off-street locations have been chosen in both rural and coastal car parks and in Chichester city centre with the intention of also providing high speed charging facilities.

The climate is changing rapidly, because of human activity at a rate never seen before. We must plan for this change and together take action to reduce our contribution to it.

Chichester District Council recognised that Parking Services could contribute to its Climate Change Action Plan and in 2018 we were pleased to integrate two new electric cars into the fleet of CEO vehicles. The electric vehicles replaced petrol-run vans which were due to be replaced and have a driving range up to 200 miles.



5.2 Blue Badge Enforcement

On behalf of WSCC and with the help of Enforcement Officers from Brighton and Hove City Council, from August 2018 our trained CEOs began to enforce and retain misused Blue Badges. Blue Badges are vital to those who need them and the Parking Services team works hard to protect the integrity of the scheme.

To maximise the success of Blue Badge enforcement, in September, we began a social media campaign to promote our message. The campaign reached over 35,000 people with helpful tips about how Blue Badge misuse can be reported, and actively aimed to increase awareness of the scheme. In October, we produced a Media Release to reinforce our message and to further encourage members of the public to interact with us. Blue Badge cards were designed and are now handed to every person who assists our CEOs, by allowing their badge to be inspected.



As a result of the blue badge cards, feedback was received via our online Enforcement Feedback Form which stated:

// I currently have a Blue Badge, which I need and am grateful for. I fully support the Enforcement ensuring they are correctly used. //

// Not being aware of the current drive to weed out misusers of the Blue Badge scheme (which I wholeheartedly support), I was mildly surprised whilst parked this morning, to be asked by your officer to examine my displayed badge. On returning the badge he gave me a card No 142 about your Protection scheme. I would like to emphasise that throughout this encounter your Officer was polite & courteous. //

48 Disabled Blue Badges have been retained.

2 Cases have been sent for prosecution.

27 People have attended a Community Resolution at Hove Town Hall with the Police.

19 Disabled Blue Badges have been destroyed.

5 Special enforcement days

www.chichester.gov.uk/parkingfordisabledpersons



Special enforcement days are carried by designated officers who are deployed in the District solely to detect and retain misused Blue Badges. Most commonly, Blue Badges are misused where a friend or relative uses the badge for reasons which do not benefit the Blue Badge holder.

6 Our online presence

6.1 Online services

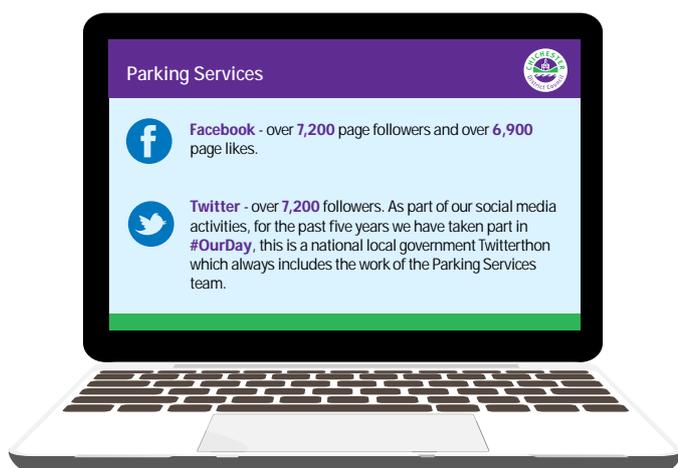
Providing reliable online services helps our customers to self-serve at a time which is convenient for them. Simple steps to direct customers online such as effective Interactive Voice Recording (IVR) messages and advertising have helped to increase online transactions for the fourth consecutive year.

Season Tickets

Our customers can purchase and renew their season tickets online 24 hours a day, 7 days a week.

PCNs

Customers can view photographic evidence, challenge and pay PCNs online 24 hours a day, 7 days a week.



Aside from these core online functions we also encourage customers to tell us what they think. Customers can get in touch about current parking consultations and about Blue Badge enforcement, by visiting our website.

In November 2018 'Report a Parking Problem' was introduced on our website which provides another

easy way to contact us. In 5 months, 17 reports were received which were subsequently actioned by the team. Reporting a parking problem in this way provides customers with the opportunity to address local issues and nuisance parking habits quickly and easily.

6.2 Social Media

Social platforms help us to connect with our customers, increase awareness about services and share important information. With so many people around the world using social media, communicating in a way that is relevant to different users is important to us.

Outgoing!

During 2018-19 we reached 290,000 people and sought to connect with them on social media platforms for a variety of reasons. We have been proactive in communicating with customers about Blue Badge Enforcement, Reporting Blue Badge Fraud, MiPermit Services, Christmas information and Park and Ride, Season Tickets and Car Park Improvements.

Incoming!

Where we use social platforms to share our messages, the platforms also provide our customers with another way to get in touch with us. During 2018-19, 64 customers tweeted us with direct messages and 63 customers commented on our posts or sent us messages on twitter.

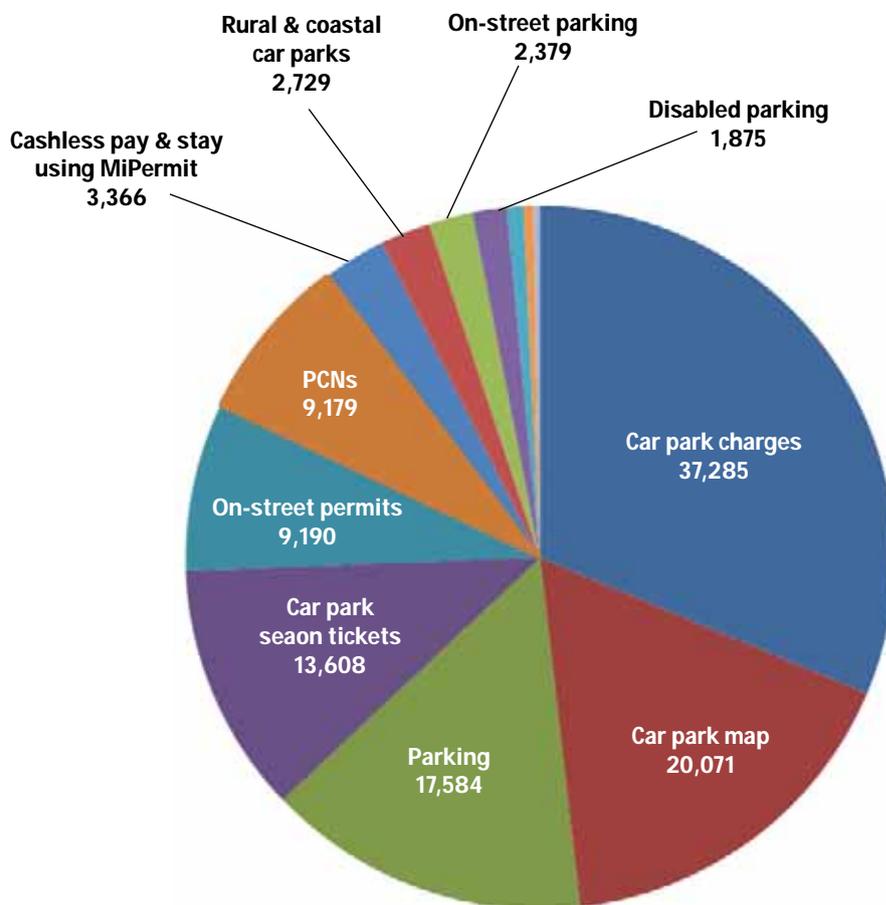


Resident Permits

Customers can renew resident permits online.

6.3 Website Page views

With over 36,000 visits during 2018-19, the car park charges page remains the most visited on the Chichester District Council website. Overall visits to the Parking Services pages have risen by 3.5%, however, in line with the work being undertaken around cashless and digital payments visits to these specific pages have risen by up to 19%. Understanding the information customers are looking for helps us to determine which pages should have convenient links on our main Council landing pages for a quicker customer journey.



6.4 Payments through website

Payments made through the website have increased again during 2018-19 reflecting the work which has been undertaken to shift users from services where staff are required, to methods which allow a customer to self-serve whilst maintaining a high level of service.

Table 5 – Web and Non Web Payments

PCNs	Payments				
	Total	Web	%	Non Web	%
2017/18	8,802	6,239	71%	2,563	29%
2018/19	7,959	5,931	75%	2,028	25%
Season tickets and permits	Payments				
	Total	Web	%	Non Web	%
2017/18	12,648	9,908	78%	2,740	22%
2018/19	11,581	9,280	80%	2,338	20%

These payments exclude PCNs paid in full through Enforcement Agents

7

Off-street car parks overview

Chichester District Council own 31 car parks across the district and manage everything from tree maintenance to machine faults. We are proud to have been awarded the 'Park Mark', safer parking award in the majority of our car parks. The award demonstrates our continued commitment to provide safe places for customers to leave their vehicles and also discourages criminal behaviour.

As part of the 'Life-Care Plan' programme of works to cover long-term maintenance in off-street car parks and also as part of wider projects to sustain the vitality and viability of the District, we are continually looking at the types of bays we provide and the layout and the feel of these public spaces. We recognise that car parks serve a large majority of visitors to the District on a daily basis and are also often the first impression visitors have of a place. It's important to make that first impression count.

Improvements in our car parks

In 2018-19, Northgate, Baffins Lane and Market Road car park in Chichester, Bracklesham Bay in Bracklesham and Marine Drive in East Wittering were relined and improvements made to the provision of motorcycle, limited waiting and disabled bays. The Avenue de Chartres car park located south of the city centre has also undergone a major refurbishment which has included extensive cleaning and resurfacing, lighting and structural improvements.

Subsidised and 'free' parking

During 2018-19, we continued to offer subsidised parking in the rural car parks and 284,335 tickets were issued free of charge. Whilst it has historically been considered that 'free' tickets encourage customers to visit areas in the District, evidence suggests that customers do not always stay beyond the free period and which does not always benefit or support the local economy. Last year, the issuing of free tickets represented a loss of £161,500 to the council and the provision of non-charging parking spaces also meant that some car parks were unable to cover their own costs.

Keeping it clean and safe

All our payment machines are solar powered to reduce the cost of electricity and support the Council's environmental agenda and Climate Change Action Plan. The team works to keep restriction signs and charges boards clean, line markings free of foliage and maintain our spaces by reporting and resolving defects. Taking into consideration feedback from CEOs, all defect reports are now input into a tablet, a tool which helps us to fulfil our safety obligations. In addition, CEOs attended training this year and can better respond to reports of antisocial behaviour, assisting our Communities team and the Police.

Managing demand

Where we look at ways to ensure that car parks are used effectively, evening charges have continued in two of Chichester's car parks. The Council monitored the potential impact of extending the charging period by two hours and it has not been found to impact local businesses or parking in neighbouring areas. With so much on offer in Chichester after 6pm, charges can be used to manage demand in busy areas but it is also considered to be important that all motorists choosing to use parking facilities are contributing to costs.

Charges frozen in car parks

Following a series of annual increases and recognising the level of work which is associated with implementing new charges, in April 2018 the decision was taken to freeze off-street parking charges for two years.

Car parks throughout the year

The busiest months in our car parks 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, 2- 3 hours are the most popular tariffs, with the "up to 5 hours" being our most popular tariff in the long stay car parks. The increase we have seen in the length of stay customers are buying may be due to a motorist being more likely to purchase more time when using contactless and card payment.

Providing flexibility when parking

All but one of our charging car parks provide payment machines which are capable of accepting coin, card and contactless payment. MiPermit, cashless parking is also offered across the district. Many frequent customers take advantage of season tickets which can be used in 15 of our car parks and are available to buy online, at a substantially reduced cost.



8 Season tickets

Having introduced new discounts for season tickets in April 2018 to offer better long term value to customers, it was expected that the reduction in cost for 3, 6 and 12 month season tickets would increase the sales for these durations. However, 73% of customers still choose to buy monthly season tickets and there has only been a marginal increase for the uptake of 6 monthly and annual season tickets with the number of season tickets being sold overall having dropped by 10%.

8.1 Season tickets in numbers:

9 digital season ticket types live on Mipermit

1,841 customer service enquiries for season tickets

3 season tickets which guarantee a parking space in a central car park

15 season ticket car parks

12,151 season tickets sold 2018-19

Park for as little as **£1.42 a day** in Chichester

Park for as little as **49p a day** in rural car parks



9 MiPermit

9.1 Cashless parking

MiPermit was introduced to customers as an alternative way to paying for parking at traditional pay and display machines, customers have benefitted from increased flexibility when parking in our car parks. Not only have over 17,000 MiPermit accounts been created by customers using this service but the number of parking stays has increased by 59% compared to last year.

MiPermit customers can pay for parking using:

- A smartphone app Apple/Android
- Online at www.mipermit.com
- By telephone
- A mobile phone by SMS

MiPermit payments made up 4% of all our car park transactions during 2018-19, a 2% increase on the previous year. The shift from cash payments to card/contactless or MiPermit payments has led to a significant reduction in the frequency of cash collection visits which has in turn resulted in a saving on cash collection costs.

The car parks attracting the highest number of MiPermit customers are our two largest long stay car parks and our largest city centre car park.

The Parking Services team have carried out social media campaigns to encourage use of the service as well as distributing MiPermit cards across the District. Utilising the work undertaken by our Rural Towns Coordinator, we have endeavoured to further promote the service in rural areas and coastal areas where fewer customers adopt cashless payment options.

Table 6 – MiPermit parking stays

Car Park	2017-18	2018-19
Baffins Lane	2507	4,944
Basin Road	824	1,706
Bosham Lane	1,117	1,363
Bosham Lane coach and lorry park	12	9
Bracklesham Lane	1,031	920
Cattle Market	9,142	13,887
Cawley Priory	1,897	3,290
Coach park Via Ravenna	55	105
East Beach	125	92
East Pallant	2,664	5,618
East Street	172	245
Grange Road	1,015	1,476
Little London	3,003	4,897
Lorry park Via Ravenna (overnight only)	1	3
Marine Drive	998	435
Market Avenue	145	248
Market Avenue/St John's Street	509	960
Market Road	123	288
New Park Road	3,416	4,112
North Street	1,467	2,093
Northern Crescent	97	115
Northgate	10,141	16,006
Orchard Street	522	1,553
Orchard Street (D park)	44	97
Post office	1,166	2,148
Pound Street	2,582	4,153
Selsey Marine	16	34
South Pallant	1,836	2,954
St Cyriacs	1,621	2,803
Total parking stays	48,248	76,554

9.2 Digital season tickets

The words 'digital' & 'virtual' are now common place in todays society and Parking Services has been working hard to make the most of technological advances to improve the service provided to season ticket holders. In September, we began to roll out Digital Season Tickets to our customers and by the end of March we had successfully introduced MiPermit to 9 season ticket types.

What benefits does Mipermit offer?

- ✓ No need to call or visit the Council
- ✓ No need to display a season ticket or ticket in a vehicle
- ✓ The ability to update vehicle details at any time, day or night.
- ✓ A secure and reliable way to purchase season tickets or parking stays
- ✓ Purchase stays in advance of your visit
- ✓ Use the basket function to purchase multiple season tickets
- ✓ Use a personal account via MiPermit Website or App

In addition to reducing the postage, stationery and administrative costs, the shift to MiPermit also helps to reduce the number of calls to the Council's Contact Centre and there was a 28% reduction in season ticket related enquiries during the year.

MiPERMIT
Making it easier for you to park

MiPermit allows you to pay for your parking online, through an app or by calling **0345 520 7007**

By using MiPermit you can opt to receive a reminder by text when your parking is about to run out, with the option of extending your time if you wish.

Pay using your mobile phone

Pay using the **MiPERMIT app** - available for Apple and Android devices or by using the online portal at www.wanttopark.com/chichester

Pay by **text message** - New customers send the word **PARK** and your **vehicle registration** number to **61600**. We'll call you back for location and payment details.
Example: PARK A1238CD
For information using this service visit www.mipermit.com/help

(Customers using this service will incur a 10p processing fee on top of the cost of parking)

For help with the **MiPERMIT** payment service:
0345 520 7007

VISA VISA MASTERCARD

10 On-street parking overview

Bay suspensions

Bay Suspensions suspend the normal restrictions in a parking bay which allows us to designate it for an alternative use. The provision of bay suspensions can assist with the delivery of large scale projects such as installing fibre optic cables throughout Chichester, to small scale home removals and local events. Suspensions are regulated to ensure that they are not authorised unless wholly necessary and cause as little disruption to the local area as possible. To optimise enforcement of bays, signs are displayed as early as possible and details of vehicles parked in the area are recorded by the CEO should a PCN be issued.

City Centre pay and display machines

The voucher scheme is now largely phased out and 29 solar powered payment machines are located in convenient locations in Chichester city centre (see Appendix C for machine location map). Motorists can make the most of city centre parking locations for up to 1 hour which assists with the turnover of spaces near shops and businesses.

Lines and signs

By nature of their position, lines on the highway can become worn or damaged and often CEOs are the first to discover these defects. For a second year, Parking Services has ordered work to resolve on-street defects which are found within the Controlled Parking Zones. Working on behalf of WSCC, records of a defect accompanied by photographic evidence can be uploaded to Love West Sussex www.love.westsussex.gov.uk which helps us to respond to defects more quickly.

Protecting parking schemes

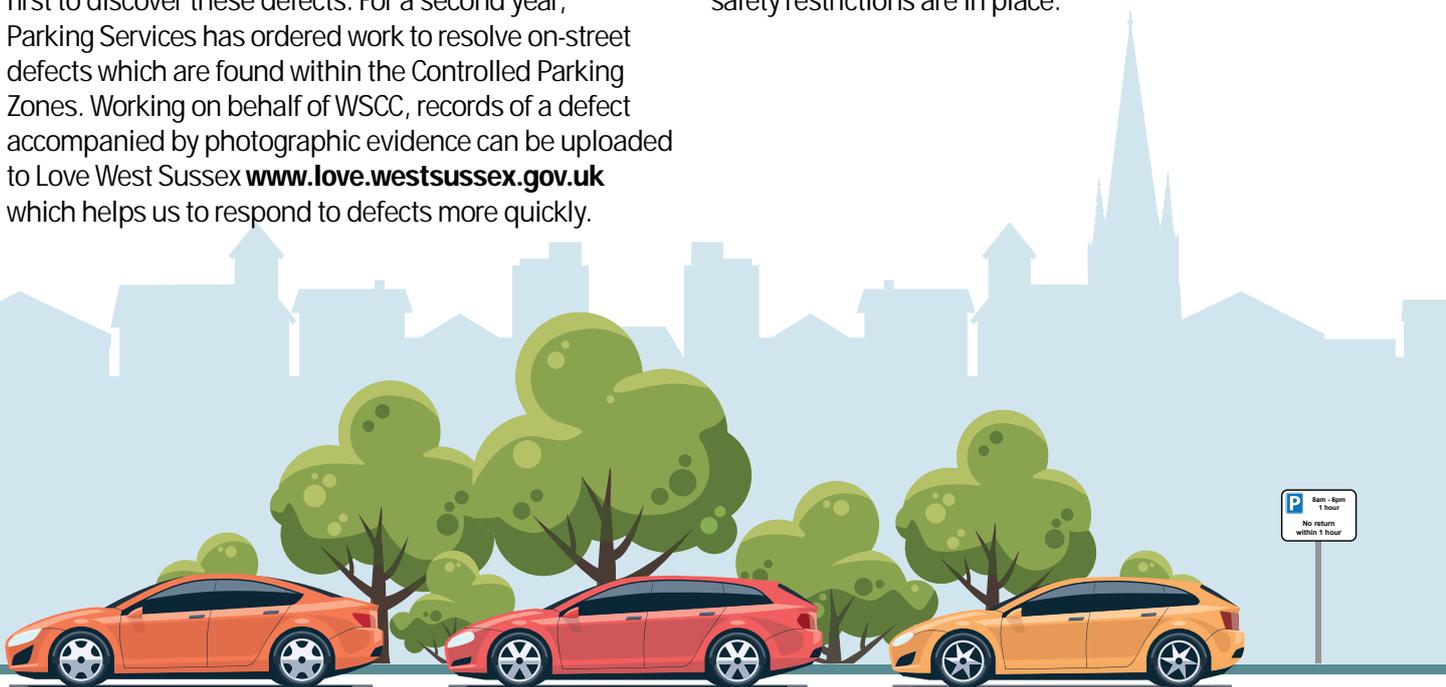
Permit schemes are managed stringently, to ensure that only those who are eligible to use permits are doing so. Enforcement of permit holder bays ensures that we secure the parking for those who need it most. Abuse of the scheme is not tolerated.

Seasonal parking

Understanding and planning CEO patrol routes to reflect the season is important when considering that the south coast attracts a substantial number of visitors every year. Increased enforcement to coastal areas during the summer is essential. In summer months, patrol routes are designed to promote the turnover of spaces, prevent dangerous parking and keeping traffic flowing.

Problem parking and directing enforcement

The Parking Services team acts as an important point of contact for customers to report 'problem parking'. Balancing the need for regular patrol routes to effectively cover the District and reacting to requests to carry out visits to specific locations is paramount. The team reacts to requests for enforcement and often a CEO will visit the area within an hour of a report being received. It isn't possible to react immediately in all circumstances, particularly where this stops a CEO enforcing where safety restrictions are in place.



11 School enforcement

Designated school enforcement is scheduled into CEO patrol rotas and whilst inherently time consuming, it is considered a very important part of their work. As we dedicate enforcement to 39 schools in the area, it is accepted that CEOs cannot always be present; however, a rota system allows officers to attend various locations as frequently as possible. When CEOs observe particular parking issues at schools it is raised and periods of concentrated enforcement can be scheduled. Central

School, Parklands School and The Seal School have all benefitted from increased enforcement where officers will attempt to break the cycle of dangerous parking, by educating motorists and issuing PCNs when necessary. Despite providing many schools with alternative parking options for 'drop offs' and 'pick ups', including short term parking passes for on and off-street locations, vehicles continue to be parked where safety restrictions are in place.



12 On-street Permits

Permits in Numbers:

9 types of on-street permits

3 types of Resident Visitor Permits

803 Customer Services enquiries

1,762 Live Permits issued

10,945 Resident Visitor Permits issued



Table 7 – Permits in Controlled Parking Zones

Controlled Parking Zone	Uptake of Permits %	1st Permit	*2nd Permits	*3rd and 4th Permits	Disabled Permits	Carer Permits	+Healthcare Permits	Non Resident Permits
E	85%	148	6	0	9	5	186	0
F	91%	274	51	0	8	3		12
G	44%	18	2	0	3	0		2
H	53%	97	16	0	11	0		6
H2	66%	185	34	1	12	0		14
J	93%	34	8	0	0	1		0
K	95%	50	0	0	5	1		0
K Mon-Fri	81%	13	0	0	0	0		0
K Alt N	N/A	2	1	0	0	0		0
K Alt J	N/A	2	0	0	0	0		0
L	89%	37	2	0	0	0		1
M	63%	60	15	2	3	2		3
N	74%	172	24	1	6	0		4
O	70%	153	36	4	14	2		1

*Where permits in zones are in high demand only 1st permits will be issued.

+Healthcare permits are valid for use by healthcare professionals across all zones.

Across all CPZs permits enable customers to park in bays across the Resident Parking Scheme (RPS) in Chichester. The largest group of permit holders are residents who make up 86% of live permits. Amongst those who are also eligible to apply for permits are residents holding Blue Badges, Carers and Healthcare workers, making up 15% of the permits we issued.

Where demand exceeds supply, the team manage waiting lists. Waiting lists are monitored regularly and as a result, have been significantly reduced. Permits are offered as soon as they become available, to minimise the length of time that customers spend waiting.

West Sussex County Council is the authority responsible for on-street parking provision; however, the Parking Services team processes and issues permits on its behalf. Eleven CPZs (Controlled Parking Zones) are in place in Chichester, designed to manage on-street parking, maintain safety and access and improve the commercial viability of the city (see Appendix D for map of zones).

12.1 Non-Resident Permits

Non-Resident Permits holders account for **2.5%** of permits in Chichester. Surveys undertaken during 2018, determined where additional permits can be issued to better use vacant road space throughout the CPZ. It is acknowledged that, amongst other reasons, permits are required for motorists working in the CPZ who do not live in Chichester. Recognising this, six new Non-Resident permits were created in Zone H, H2 and N offering the ability to park in permit holder bays in two roads.

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

12.2 Resident Visitor Permits (RVPs)

Table 8 – RVPs are available to residents to purchase for their visitors

Resident Visitor Permits			
Duration	2 hourly	Daily	Weekly
Total RVPs	6,860	3,874	211

The number of RVPs being issued has remained consistent over the past three years. During 2018-19, the sale of RVPs was highest in the spring and summer months. The sale of RVPs generates a high volume of customer transactions where last year, **2,280** customers visited the Council offices for visitor parking.



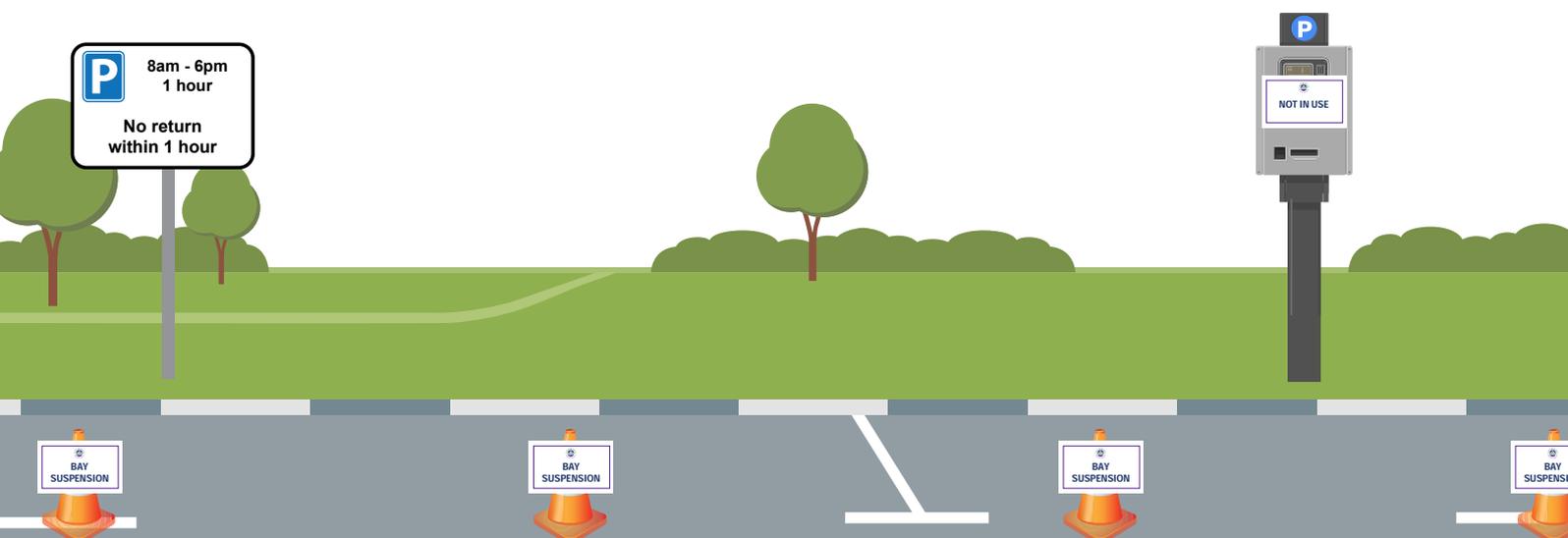
13 Dispensations and Suspensions

The purpose of dispensations is to help ensure that trades people who carry out work across the District can do so safely and conveniently if their vehicles are required for the activity taking place. Parking Suspensions suspend the normal restrictions in an area of the highway to allow a planned activity to take place. They may be requested in order to position a skip in a parking bay, to enable utility companies to carry out maintenance or simply to make certain that a space will be vacant. When West Sussex County Council reviewed its parking charges in September 2018 and implemented Traffic Management cost increases to dispensations and suspensions, the number of dispensations being issued has reduced and suspensions increased.

The increase in suspensions is largely due to local circumstances which affect parking provision. During 2018-19, widespread fibre optic cable installation within Chichester has led to an increase in the number of parking suspension requests. The Parking Services Team determines whether or not the location and timescales are suitable and how disruption can be minimised. By ensuring that signs are correctly displayed ahead of the suspension start date, the team provides warning to those who will be affected.

Table 9 – Dispensations and suspensions

Month	Dispensations	Suspensions
April	12	14
May	11	6
June	21	9
July	11	5
August	12	8
September	9	3
October	3	8
November	9	12
December	2	5
January	5	12
February	7	4
March	9	3
Total	111	89



14 West Sussex County Council Parking Management Plan

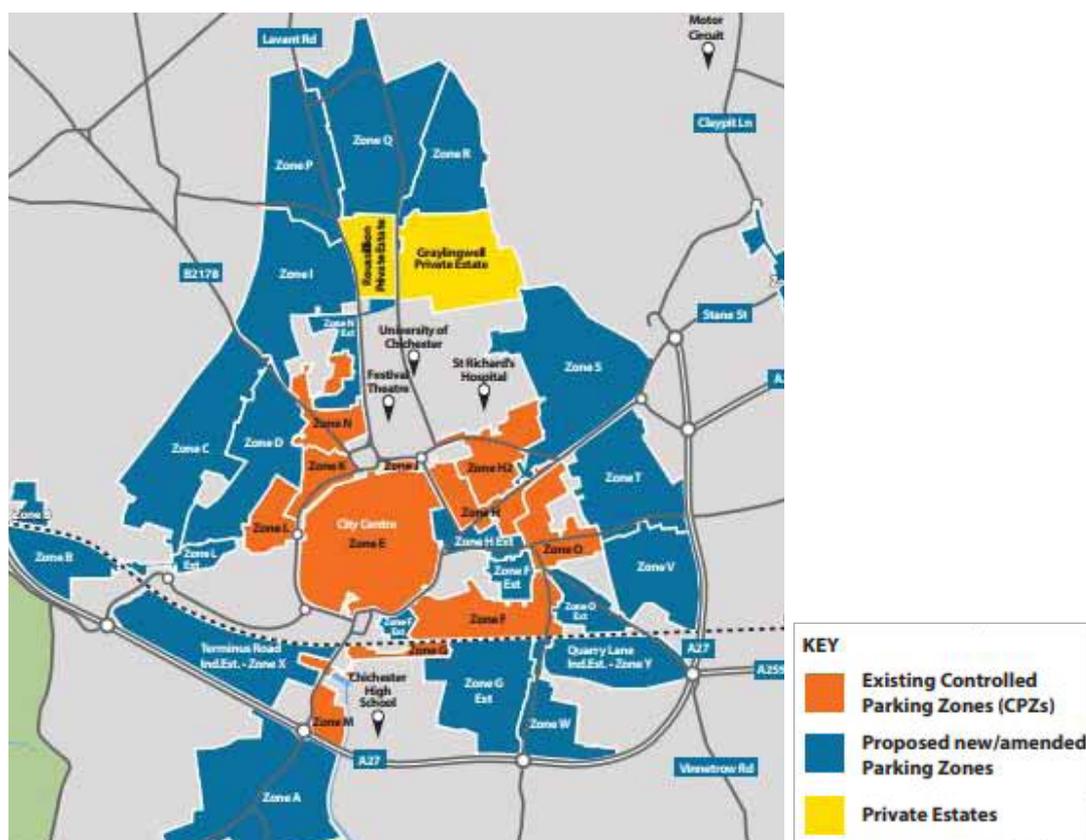
During 2017, a Road Space Audit (RSA) was carried out for WSCC which examined parking demand and considered future demands and pressures on the road network. WSCC recognised that parking in many towns and villages across West Sussex is currently characterised by limited supply in those areas of greatest demand, as well as associated access and safety problems caused by indiscriminate parking. Following publication of the proposals and a consultation from August to October, whilst not all concepts from the RSA were supported it, was considered that there was justification to develop one of the concepts, Tackling Parking Issues (On-Street). This concept focusses on developing a holistic city wide Parking Management Plan (PMP) where the introduction of waiting restrictions, including CPZs, is viewed as a suitable proposal to facilitate traffic management and help to resolve residents' concerns. WSCC Officers sought permission from County Local Committee (CLC) to progress with the concept designs which were subsequently agreed and during 2018-19, WSCC produced the plans for a city wide plan for Chichester,

with the understanding that providing on street parking in well-managed way helps to support local businesses, residents and communities.

Plans were shared with key stakeholders and consultation began on 25th February 2019 and ended 31st March 2019. During this consultation period, WSCC held 4 drop-in exhibitions to provide the public with the opportunity to view the plans, comment and ask lead professionals from the Parking Strategy team questions. A media campaign also encouraged the public to complete questionnaires which were available to anyone and incorporated a range of questions to determine if there was support for the plans.

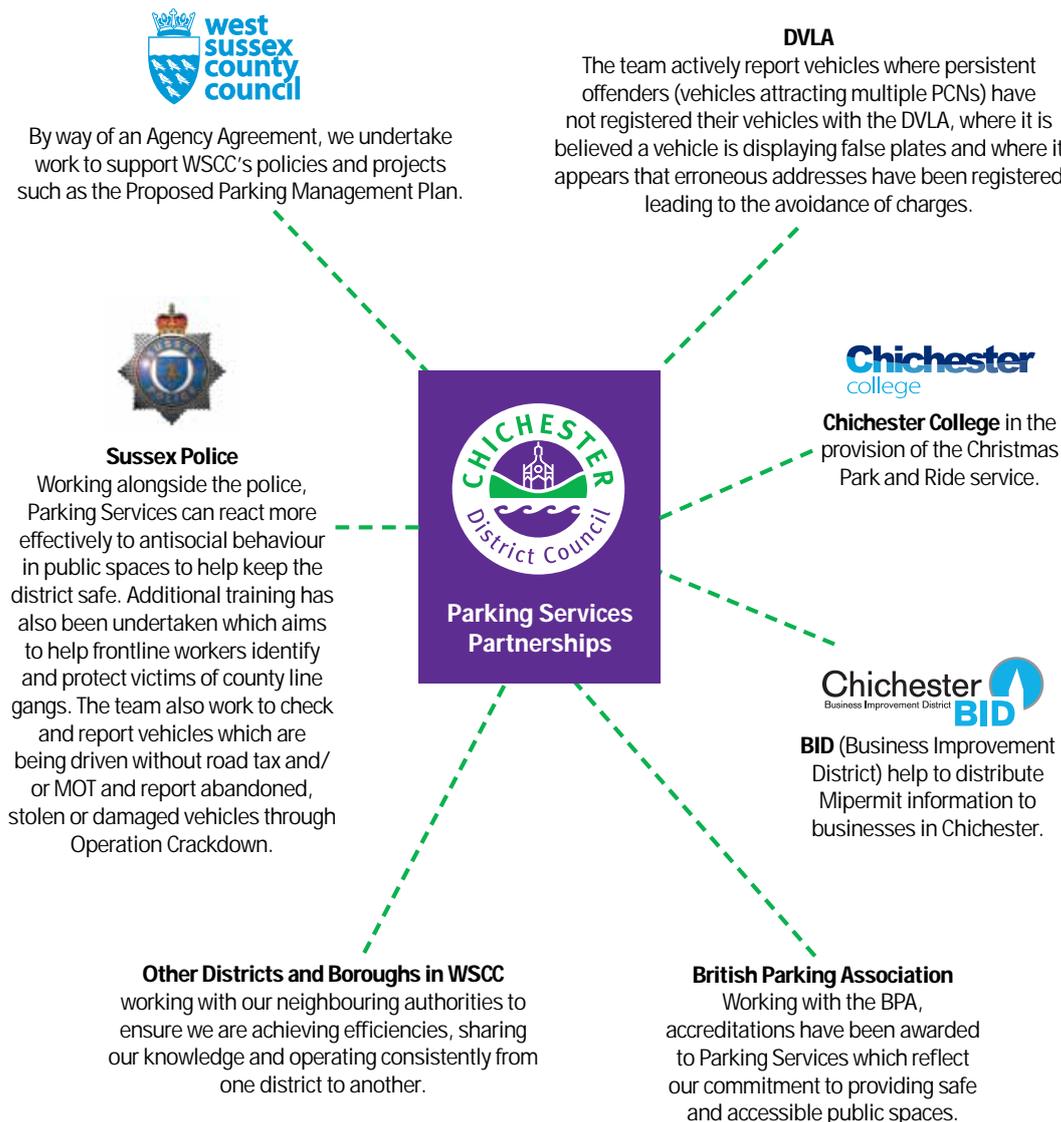
Given that Chichester's RPS currently comprises 11 zones and the PMP intends to create 15 new zones and expand 6 of the existing ones, the impact of these plans will be significant and will be far reaching across the city. Chichester District Council, as a consultee and with an operational interest in the proposed plans submitted comprehensive feedback to WSCC who also received a total of 1341 questionnaire responses, 1,252 online and 89 written, 39 e-mails and 6 letters from the public and another 6 stakeholders also provided responses.

Map indicating the current CPZs and proposed new amended parking zones.



15 Partnership working & events

Chichester District Council works in partnership with many organisations in its provision of the parking service. It is recognised that working in partnership assists us to deliver our services in the most effective way. Customers benefit from these partnerships as they enable us to deliver more joined-up services which better meet their needs and improves the customer experience. Partnerships also allow us to uphold the regulations which affect all road users more easily, minimising costs to the council.



Events - A Royal Occasion!

During October 2018, the team assisted with the preparation for a VIP visit to Chichester. The high profile VIP's were announced late September and on 3rd October, the Duke and Duchess of Sussex visited Edes House in West Street, Chichester.

To facilitate this high profile visit, the team worked with the Police and WSCC to suspend bays and prevent all parking in West Street, Chichester and arrange alternative parking for specific users where their parking would temporarily be disrupted. Many well-wishers were able to safely line the streets to welcome the newlyweds and the teams contribution was commended for its efficiency.

16 Freedom of Information and Subject Access Requests

All requests for information received by Parking Services are answered in accordance with the Freedom of Information (FOI) Act 2000. The only exception will be an individual's request for their own personal data, which must be handled under the terms of the General Data Protection Regulations (GDPR).

Most common FOI Topics 2018 - 19

How many Penalty Charge Notices were issued?

How much income was generated from Penalty Charge Notices?

How many resident permits have been issued?

How many Permits were issued?

Over the past year FOI requests relating to the availability of electric vehicle facilities have been received indicating the growing interest in sustainable transport. An increase in requests relating to software used by Parking Services and contracts in place for existing equipment has also been observed.

It is acknowledged that often the type of FOI requests being received reflect current issues and local circumstances. In 2018-19, proposed changes to Resident Parking Schemes were publicised by WSCC which led to an increase in the number of requests relating to on street permits.

Receiving FOI topics can help us determine where we can make improvements to information we provide which may in turn prevent any unavoidable requests in the future. Parking Services publishes policies relating to PCN decision making and offers advice online in relation to the PCN process which allows customers to find information themselves.

Subject Access Requests

Under GDPR, two Subject Access Requests (SAR) were submitted to Parking Services and both concerned personal data connected to Penalty Charge Notices. The Council adheres to the requirements under the regulations, however, the Parking Penalty Enforcement Process provides the opportunity to challenge PCNs and this process will continue independently from the FOI or SAR.



17 Equality of access to our services

<p>Chichester District Parking Forum</p>	<p>The Chichester District Parking Forum continues to have the Chichester Access Group as one of its key members, contributing regularly to discussions.</p>
<p>British Parking Association Safer Parking and Disabled Parking Accreditation</p>	<p>The British Parking Association provides an accreditation scheme, which assesses the safety of car parks. This accreditation has been achieved in the majority of car parks. In addition to this accreditation, assessments have been 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.</p>
<p>Parking for disabled customers</p>	<p>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.</p>
<p>Blue Badge enforcement</p>	<p>As part of a crackdown of Blue Badge misuse across West Sussex, Chichester District Council's CEOs are supporting the Blue Badge team at West Sussex County Council to tackle Blue Badge misuse in the area.</p> <p>This initiatives recognises that Blue Badge misuse is not only fraud, but can mean that genuine, vulnerable users are deprived of vital services because parking spaces are taken by fraudsters. This could include spaces near doctors' surgeries, chemists or other community facilities.</p>
<p>Shopmobility</p>	<p>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.</p>

Parking Payment Options	A number of Parking payment machines are fully compliant with the British Standard relating to Parking control equipment (BS 8300). In addition to this the MiPermit payment facility is in place 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 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.
Community Bus Bays	Several specific bays for Community Buses are 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.
Healthcare and Carer Permits	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 CPZ. The permits help to assist residents to stay in their homes for longer by enabling easy access to provide care for those people in the community who may require assistance.

18 Complaints and compliments

With such a busy service dealing with many customers, Parking Services has occasions where a customer wants to provide feedback. Whether it's due to a delay in postage, a faded permit or payment machine fault, whatever the complaint is we work very hard to sort it out. The Council's complaints procedure provides three stages at which the complaint can be investigated. During 2018-19, we received a total of 12 first stage complaints, 1 second stage complaint and 1 complaint which was made to but not investigated by the Local Government Ombudsman. For the fourth consecutive year, our complaints have reduced which is a reflection of the various improvements which have been made in the Service.

In response to the previous year's complaints, which often raised questions surrounding Penalty Charge Notices, Parking Services produced a Policy for Considering Penalty Charge Notices – Challenges and Representations which was published on our website. The Policy outlines the process in terms of decision making and mitigation, exercising discretion and also commonly asked questions to help customers understand the process being carried out.

18.1 Complaints

Customer: I have emailed the council twice to report that several street lights aren't working in your Little London car park including the one in the archway through to Little London.

Parking services: Our contractors have looked at the lights in Little London. None of the up-lights are working because they are wet inside. They have had to investigate to see if the water has penetrated the electrics - if this is the case the whole system will need replacing. I have however, been advised by the contractor that we only need to replace the lights. I have also asked for a date when they will be repaired and have carried out a light check and found 5 faults which we have reported.

Customer: I told your traffic warden about a car on double yellow lines making it hard to cross the children over the road last week and still have the same car this week parked.

Parking services: The Civil Enforcement Officer you had a conversation with was on other duties on the day however the Officer did pass your concerns to the rest of the team. Civil Enforcement Officers have to patrol the whole of the Chichester district which is 304 square miles, therefore locations cannot be visited every day of the week, however this is part of a route that is covered most days so we will increase the visits made to the area and this will be included in the morning team briefing.

We know it's more likely to hear from customers if something went wrong, but during the year we receive good feedback too.

18.2 Compliments

I would like to thank you for updating the ticket machines in town so it is now possible to pay using a card. I'm sure I speak for many car park users when I say that scrabbling around the car looking for the loose change has always been a dislike of mine. I was delighted to find the new machines, card ready, at the weekend. It really will remove one minor stress from my life and for that I thank you. Keep up the good work!

Thank you for your quick response and your prompt resolution to this matter. My husband and I would like it noted that it has been a pleasure to deal with a local council that is polite, pleasant and knows the importance of customer service.

He [the CEO] was patrolling outside a house that I am selling and was extremely pleasant to the lady who was viewing the house. A credit to your department.

19

Financial information

19.1 Income

Income from parking charges is used to meet the direct costs of operating the car parks, tickets and season tickets for customers, enforcement, staff costs, utilities, licencing, repair work and maintenance to lines and trees. Also in the future of the service to ensure we are introducing and taking advantage of new software/hardware and new technology.

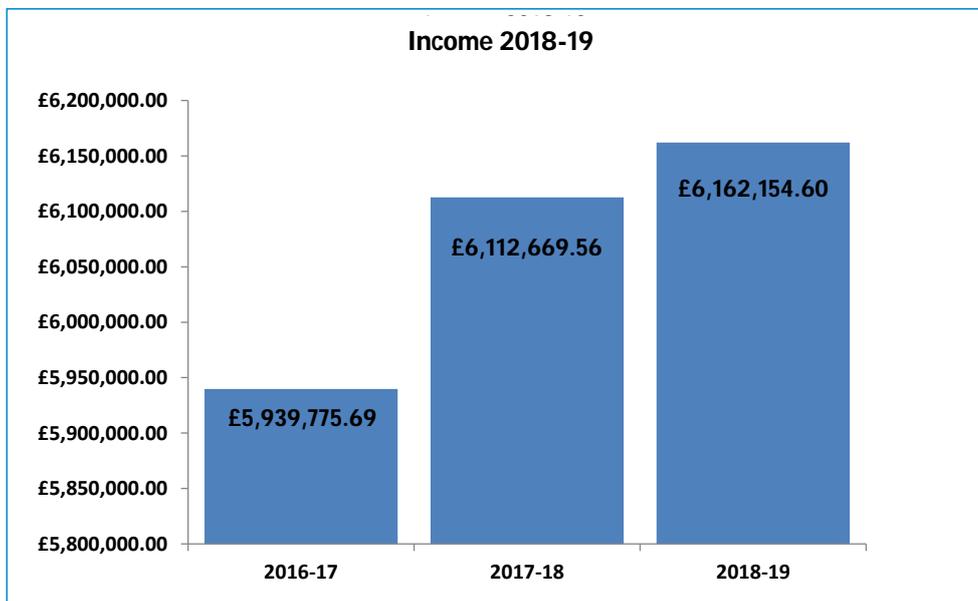


Table 10 – Income by source

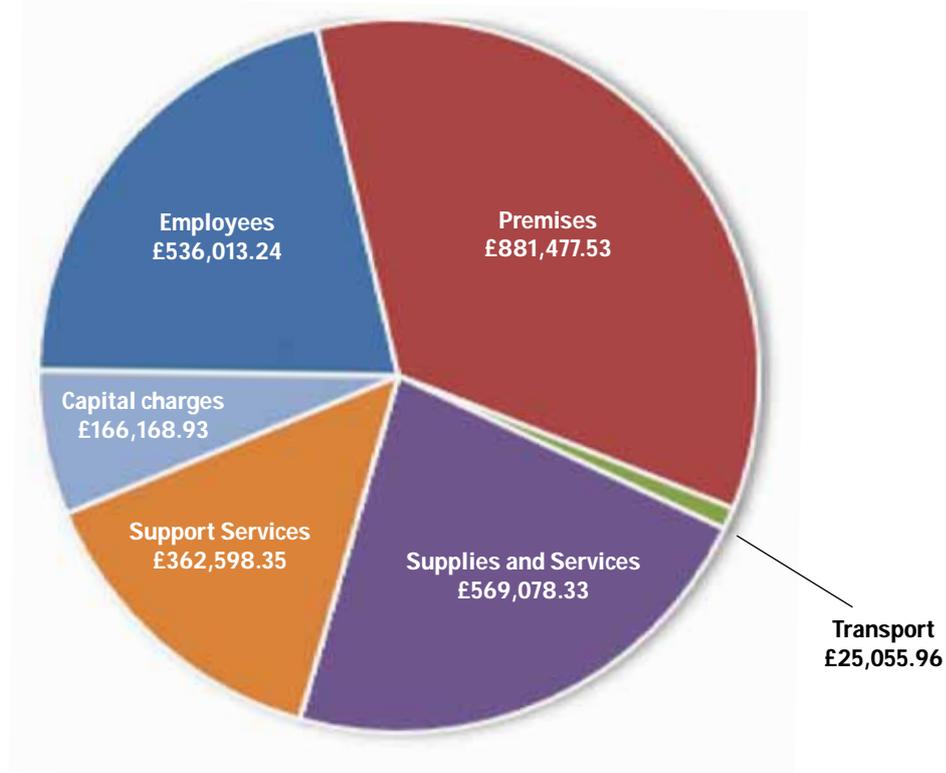
Income by source	Amount	% of Parking Services income
Pay and display machines	4,759,198.63	77.23
Season Tickets (car parks)	774,164.96	12.56
Penalty Charge Notices (car parks)	339,147.48	5.50
Residents Parking Vouchers	168,220.16	2.73
Licence income	104,030.88	8
Advertising income	9,711.00	3
Rental income	18,176.00	0.29
Refunds	10,494.51	0.17

On-street and off-street income and expenditure is managed and split according to the income source. As the Council works as agent for WSCC, an annual contribution is made to Parking Services which helps to pay for enforcement. Income generated through CPZs is paid to WSCC and the income from PCNs is split between the two authorities based on the percentage of on and off-street parking contraventions.

19.2 Expenditure

The maintenance cost of parking machines has increased over the past year, in addition the Council had initially benefitted (during the first six months of the year) from a significant reduction in costs relating to transaction fees for card payments. However, these were subsequently identified by the supplier as requiring amendment and an increased payment was therefore required during the second half of the year, which resulted in demand on the budget as these costs had not been initially expected. The level of increase in Supplies and Services also reflected the increase in the number of customers who were choosing to use card payment facilities in the parking machines.

Expenditure 2018-19



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

Accreditation of Safer Parking Award

Car parks within Chichester District have been accredited for a number of years with the Park Mark Safer Parking Award, which is administered by the British Parking Association (BPA) and supported by the Home Office and the Association of Chief Police Officers. This accreditation is primarily aimed at the prevention of criminal behaviour within the parking environment, and therefore requires 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. Inspections were carried out by the police and the BPA during the year and the majority of Council-owned car parks hold the accreditation.

Christmas Park and Ride

Our popular, free, Christmas Park and Ride service was again operating within the city centre for twelve days over the Christmas period. This runs every 15 minutes into three drop off points in the city centre for several dates up to Christmas. 5,000 passengers benefitted from this service this year.

Digital season tickets

Digital season tickets have been introduced and rolled out to a number of car parks over the last year. This has resulted in improvements for customers who are able to update their own details. These replace the paper season tickets and mean that any renewals and vehicle registration changes are valid instantly. All Terms and Conditions associated with the account can be viewed online at any time.

Chichester City Road Space Audit – Parking Management Plan

WSCC has undertaken a consultation process to consider potential amendments to the CPZ within

Chichester city which could include a significant increase to the zone. Feedback to these proposals were provided during the year and the Council now awaits the outcome of the considerations.

Blue Badge Fraud

In partnership with WSCC, following successful schemes run in our neighbouring districts and boroughs, Parking Services has been carrying out special enforcement days whereby trained Enforcement Officers work with our patrolling Civil Enforcement Officers to crack down on Blue Badge misuse and fraud. All our Officers are trained to detect and retain fraudulent Blue Badges and they have been working hard to ensure that Blue Badges remain only in the hands of those who really need them. Additional training has been provided to the team to deliver this added level of enforcement.

Electric Vehicles and Electric Vehicle Charging Points

Two Parking Services vehicles have been replaced with electric vehicles in an acknowledgement of the impact that the service can have on reversing climate change. An application has also been made for grant funding to assist with the delivery of additional Electric Vehicle Charging points across the council's car parks.

Regulation 10 Penalty Charge Notices (PCNs)

Regulation 10 PCNs have been introduced to the Parking service. This means that PCNs can be issued to vehicle owners through the post where a PCN has been prevented from service.

Non-Resident Permits

New Non-Resident Permits were created which offer motorists who visit Chichester regularly the ability to park in two named streets in a CPZ.

21 Channel shift

Channel shift is our project to help customers move from a method of customer interaction dependent on staff assistance to one where customers are able to help themselves. It is recognised that a proportion of customers will either wish to speak to a Customer Services Operator (CSO) or may have no access to internet, however, online facilities are available 24 hours a day, seven days a week and will often therefore improve the level of service we can provide. During 2018-19, further improvements have been made, including:

- The contact centre uses influencing strategies to encourage using its online services. Additional information about online services is also provided whilst the customer waits for their call to be answered.
- Interactive Voice Recording diverts callers using MiPermit to their services.
- Customer Services can click to send direct website links to specific website pages, to encourage self-service.

The table below demonstrates a significant reduction in the percentage of transaction 'in person', reflecting the move to online services.

	Total Interactions	% Reduction in Overall Interactions	% Reductions in Requests to Service Team for Action
2016-17	22555	-5%	-42%
2017-18	17867	-21%	-44%
2018-19	14934	-16%	-59%



22 Key areas of work for 2019/20

- Electric vehicle charging points to be implemented across the district.
- Review of Chichester District Parking Strategy to reflect the requirements of the District, which will include consideration of the themes and issues from the WSCC Road Space Audit.
- Re-surface and re-line Midhurst North Street car park and improve further the street scene in this location.
- Re-design of Northgate car park in Chichester.
- Continued roll-out of digital season tickets to our customers.
- Adopting enforcement of WSCC car parks



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	2017-2018 Charge	2018-2019 Charge	
BOSHAM					
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	
BRACKLESHAM		Seasonal 1 April - 31 October			
Bracklesham Lane PO20 8HP	9am to 5pm Monday to Sunday inclusive	Up to 2 hours	£2.00	£2.10	
		Up to 4 hours	£4.00	£4.10	
		More than 4 hours	£5.00	£5.20	
	Seasonal 1 November - 31 March				
		Up to 2 hours	50p	60p	
		More than 2 hours	£1.50	£1.70	
CHICHESTER CITY CENTRE - Short stay Central					
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	80p	
		Up to 1 hour	£1.40	£1.50	
		Up to 2 hours	£3.00	£3.00	
		Up to 3 hours	£4.50	£4.90	
		Up to 4 hours	£7.00	£7.70	
		Up to 5 hours	£8.40	£9.20	
		Up to 6 hours	£9.90	£10.90	
		Up to 8 hours	£11.70	£12.80	
		More than 8 hours	£14.00	£15.40	

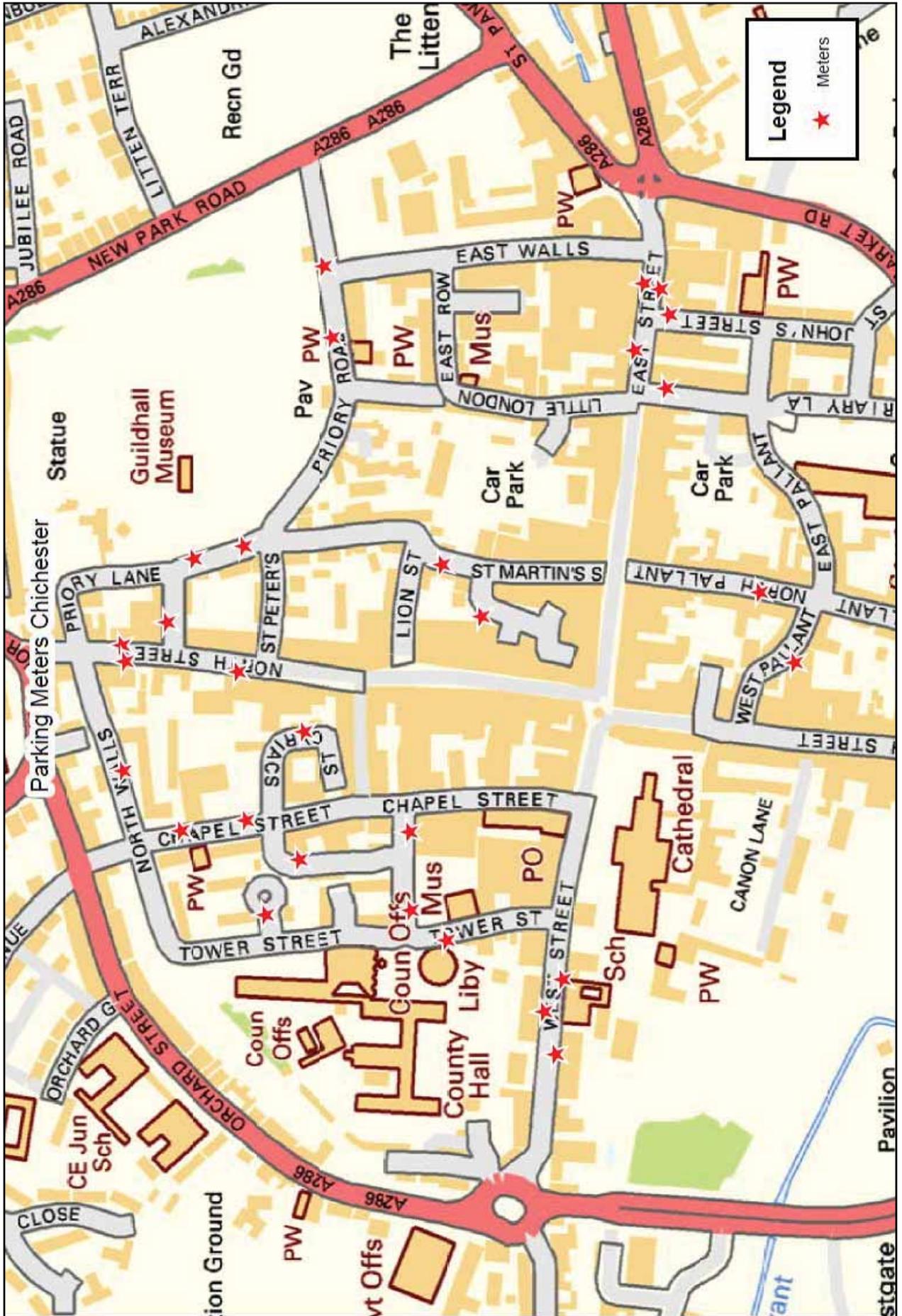
Parking Places	Present Days & Hours of Charging	Period of Parking	2017-2018 Charge	2018-2019 Charge
CHICHESTER CITY CENTRE - Short stay cont'd.				
Orchard Street PO19 1DD St Cyriacs PO19 1AJ South Pallant PO19 1SU East Pallant/Cawley Priory PO19 1UF Market Ave/St John's St. PO19 1JU Market Road PO19 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	60p
		Up to 1 hour	£1.20	£1.30
		Up to 2 hours	£2.60	£2.60
		Up to 3 hours	£3.90	£4.30
		Up to 4 hours	£6.10	£6.70
		Up to 5 hours	£7.30	£8.00
		Up to 6 hours	£8.60	£9.40
		Up to 8 hours	£10.20	£11.20
		More than 8 hours	£12.20	£13.40
CHICHESTER CITY CENTRE - Long stay				
Avenue De Chartres PO19 1SB	8am to 6pm Monday to Saturday	Up to 30 mins	50p	50p
		Up to 1 hour	70p	80p
		Up to 2 hours	£1.50	£1.60
		Up to 3 hours	£2.20	£2.40
		Up to 4 hours	£3.10	£3.20
		Up to 5 hours	£3.90	£4.00
		Up to 6 hours	£4.30	£4.60
		More than 6 hours	£4.50	£5.60
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	80p
		Up to 2 hours	£1.50	£1.60
		Up to 3 hours	£2.20	£2.40
		Up to 4 hours	£3.40	£3.20
		Up to 5 hours	£4.30	£4.00
		Up to 6 hours	£4.70	£4.60
		More than 6 hours	£4.90	£5.60
Florence Road		Maximum stay 3 hours, no return within 3 hours.	FREE	FREE
SUNDAY PARKING				
Avenue De Chartres, Basin Road, Cattle Market, Northgate and Westgate	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	2017-2018 Charge	2018-2019 Charge
CHICHESTER CITY CENTRE - Long stay cont'd.				
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	80p
		Up to 2 hours	£1.50	£1.60
		Up to 3 hours	£2.20	£2.40
		Up to 4 hours	£3.40	£3.40
		Up to 5 hours	£4.30	£4.40
		Up to 6 hours	£4.70	£5.20
		More than 6 hours	£4.90	£6.40
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
FERNHURST				
Crossfield GU27 3JL			FREE	FREE
MIDHURST				
Grange Road GU29 9LT	Mon-Sat 9am-5pm Free on Sundays	Up to 2 hours	FREE	FREE
		Up to 3 hours	60p	70p
		Up to 4 hours	80p	90p
		Up to 5 hours	£1.00	£1.20
		Up to 6 hours	£1.20	£1.40
		Up to 7 hours	£1.60	£1.80
		Up to 8 hours	£2.00	£2.20
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	50p
		Up to 3 hours	60p	70p
		Up to 4 hours	80p	90p
		Up to 5 hours	£1.00	£1.20
		Up to 6 hours	£1.20	£1.40
		Up to 7 hours	£1.60	£1.80
		Up to 8 hours	£2.00	£2.20

Parking Places	Present Days & Hours of Charging	Period of Parking	2017-2018 Charge	2018-2019 Charge
PETWORTH				
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	50p
		Up to 3 hours	60p	70p
		Up to 4 hours	80p	90p
		Up to 5 hours	£1.00	£1.20
		Up to 6 hours	£1.20	£1.40
		Up to 7 hours	£1.60	£1.80
		More than 7 hours	£2.00	£2.20
Sylvia Beaufoy GU28 OET			FREE	FREE
SELSEY				
East Street PO20 0BH	Mon-Sat 9am-5pm Free on Sunday	Up to 1 hours	FREE	FREE
		Up to 2 hours	40p	50p
		Up to 3 hours	60p	70p
		Up to 4 hours	80p	90p
		Up to 5 hours	£1.00	£1.20
		Up to 6 hours	£1.20	£1.40
		Up to 8 hours	£2.00	£1.80
		More than 8 hours	£2.00	£2.20
East Beach PO20 0BH Marine PO20 0LH	Mon-Sun 9am-5pm	SEASONAL 1 April - 31 October		
		Up to 1 hour	20p	30p
		More than 1 hour	£1.50	£1.70
THE WITTERINGS				
Marine Drive PO20 8HE	Mon-Sun 9am-5pm	Seasonal 1 April - 31 October		
		Up to 2 hours	£2.00	£2.10
		Up to 4 hours	£4.00	£4.10
	More than 4 hours	£5.00	£5.20	
	Mon-Sat 9am-5pm	Seasonal 1 November - 31 March		
		Up to 2 hours	50p	60p
More than 2 hours		£1.50	£1.70	

Parking Places	Present Days & Hours of Charging	Period of Parking	2017-2018 Charge	2018-2019 Charge
THE WITTERINGS cont'd.				
Northern Crescent PO20 8BD	Mon-Sat 9am-5pm	Up to 1 hour	FREE	FREE
		Up to 2 hours	40p	50p
		Up to 3 hours	60p	70p
		Up to 4 hours	80p	90p
		Up to 5 hours	£1.00	£1.20
		Up to 6 hours	£1.20	£1.40
		Up to 8 hours	£2.00	£2.20

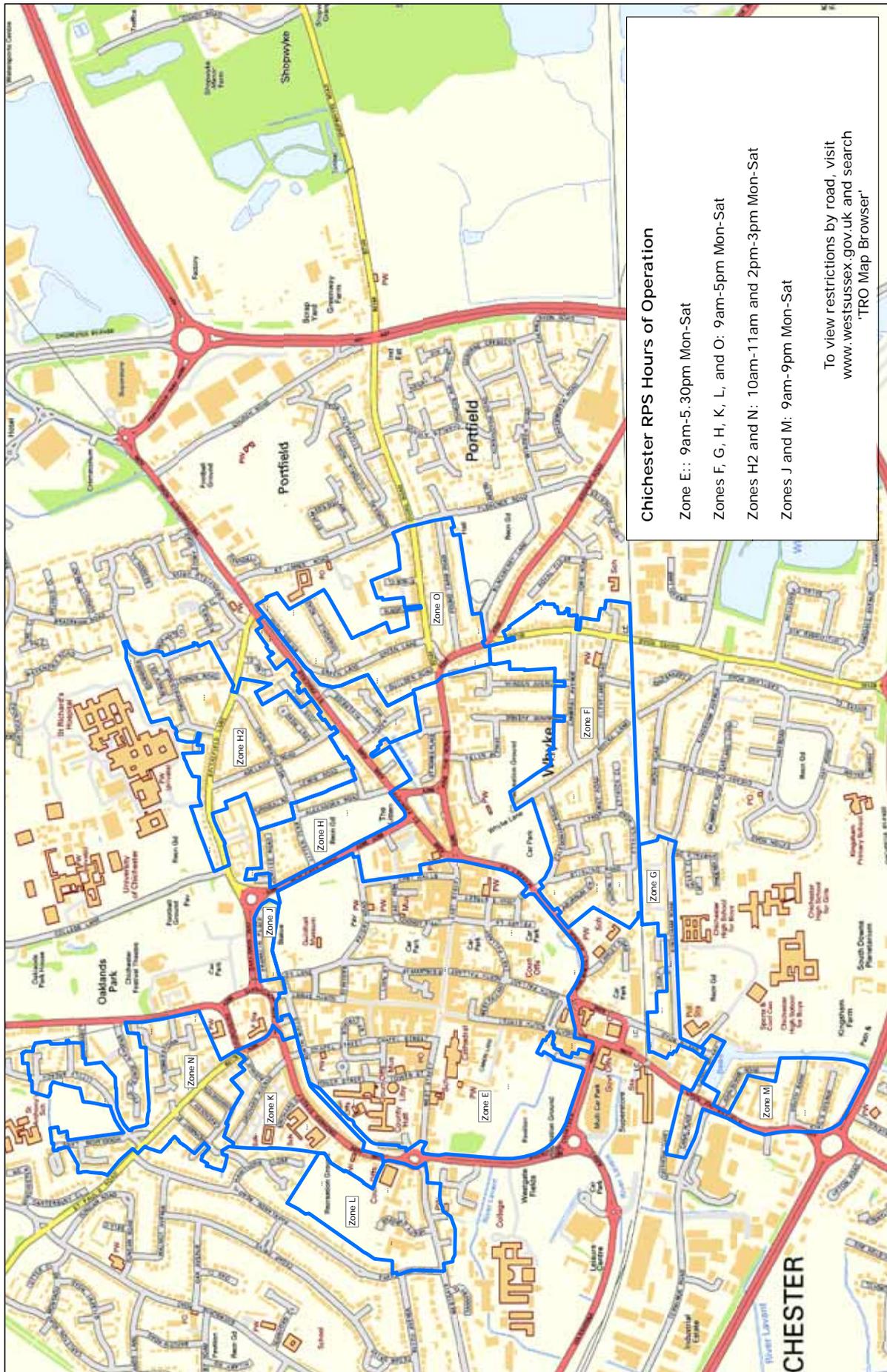
Appendix C - On-street Pay and Display machines map



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 Cyriacs (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 and search 'TRO Map Browser'

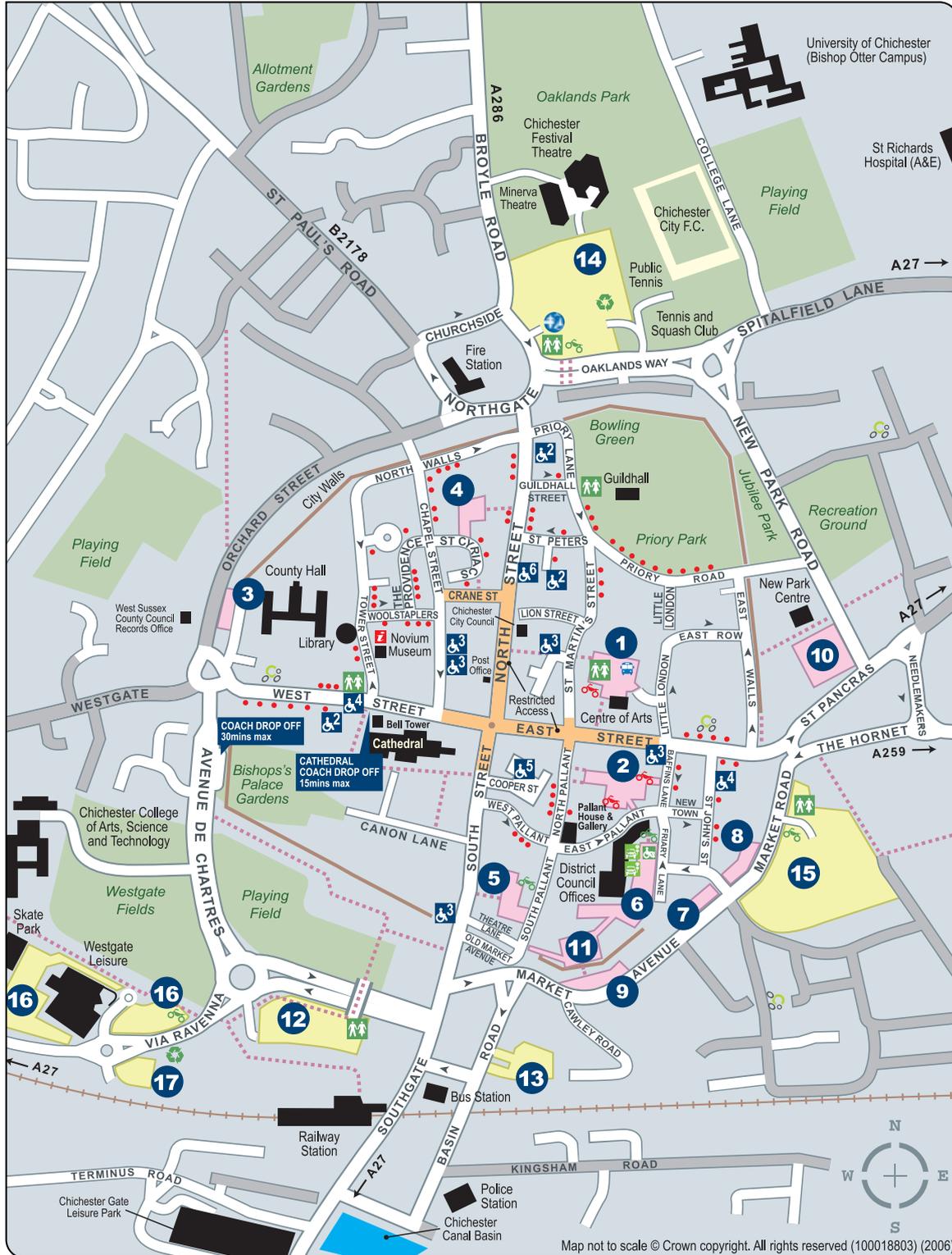


SCALE: 1:9,000

CHICHESTER RESIDENTS' PARKING SCHEME (RPS)

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Appendix E - Location of Chichester City Centre Car Parks map



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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 (9am – 3pm Tuesday, Wednesday, Friday and 1st Saturday of month)		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
					Accessible toilet



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 www.chichester.gov.uk/parking