



Parking Services Annual Report 2019/2020



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F Foreword

Welcome to Chichester District Council's Annual Parking Services Report for 2019-20. 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 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 2019-20 the Council continued to make significant improvements to assist customers, both when using our car parks and when interacting with our service. Digital season tickets have now been rolled out to the majority of our season ticket holders offering a greatly improved service which has been received very well. MiPermit is also becoming more widely used for every day paying customers offering flexibility when visiting the District and helping to maximise the length of time visitors stay in the area.

A major project to resurface and re-line North Street car park in Midhurst was completed successfully this year and this busy car park offers a smart and safe place for visitors to the town to park.

All car parks across the district holding the British Parking Association's Safer Parking Award, successfully maintained their accreditation and we were also pleased to receive this award for an additional car park – Florence Road Park. This accreditation now held in 28 of our 31 car parks, 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 28 car parks have also been awarded the Disabled Parking Accreditation which recognises off-street parking facilities which are accessible to disabled people.

Our commitment to take action against climate change also led us to submit a bid for and subsequently win a grant to install 18 new electric vehicle charging bays across our car parks which provide both fast and rapid charging solutions for motorists. These were successfully installed and complement the pair of electric vehicles which were purchased in the previous year.

Parking Services experienced dramatic changes in March and April during the Health Emergency, the effects of which will impact the service for some time. However the work undertaken over the past year, which continues over 2020 has enabled the team to react with resilience so customers have not been affected adversely. During 2020-21 the team will consider carefully how to continue to deliver services in these challenging times as customers gradually begin to return to our city and towns in the safest way.

During 2020-21 we will be looking to redesign Northgate car park in Chichester, an exciting project which endeavours to provide a better link between the northern side of the city with the city centre. 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

parkingservices@chichester.gov.uk

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

Tony Dignum

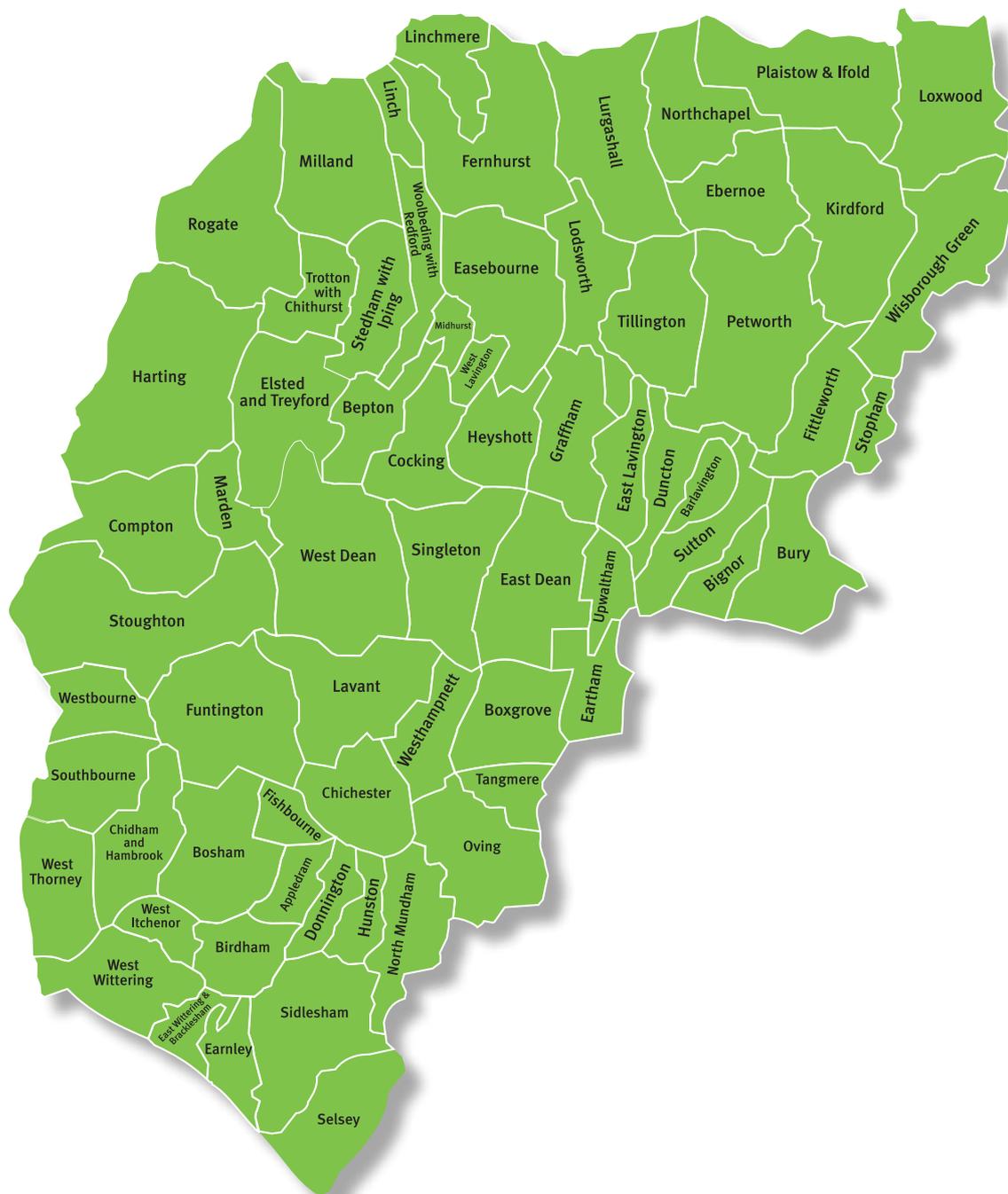
Chichester District Councillor

1

Introduction

Our annual report aims to provide a useful overview of the work carried out by the Parking Services team during 2019-2020 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.

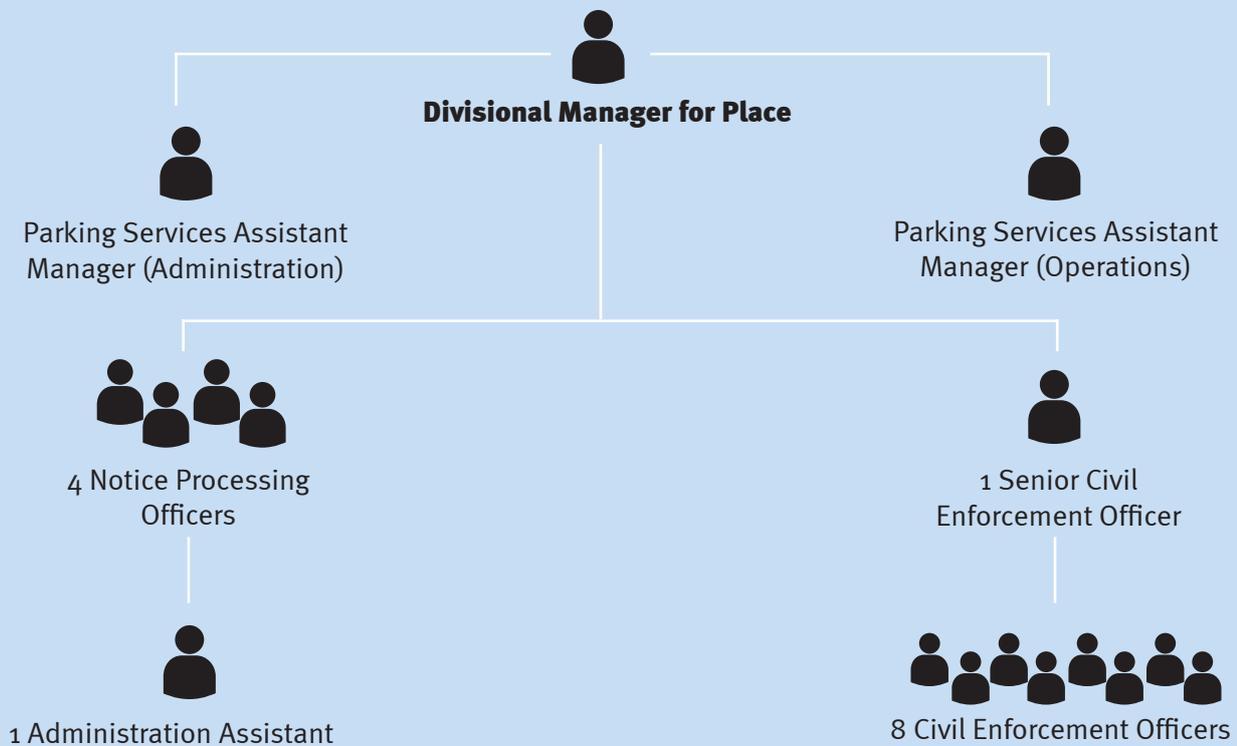


1.1 Overview

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 (WSCC) 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 Common misconceptions in parking

**Myth:
Civil Enforcement
Officers have targets.**

CEOs do not have targets. They can only issue a PCN if a parking contravention is observed and they must gather prescribed information which supports the Notice. CEOs also make notes for every PCN and this information can help to either uphold the PCN if it is challenged or can support a customer's comments so the PCN is cancelled.

**Myth:
CEOs can issue a PCN
if a car is parked causing
an obstruction.**

While CEOs can issue a PCN for many reasons if they observe the parking contravention where restrictions are in place, they do not have the power to issue a PCN if it is causing an obstruction. This is the responsibility of the police and customers should report incidents such as these to their non-emergency telephone number - 101. If a vehicle is parked dangerously, endangering life, customers should call 999.

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Penalty Charge Notice (PCN) Statistics and information

Table 1. Total PCNs Issued

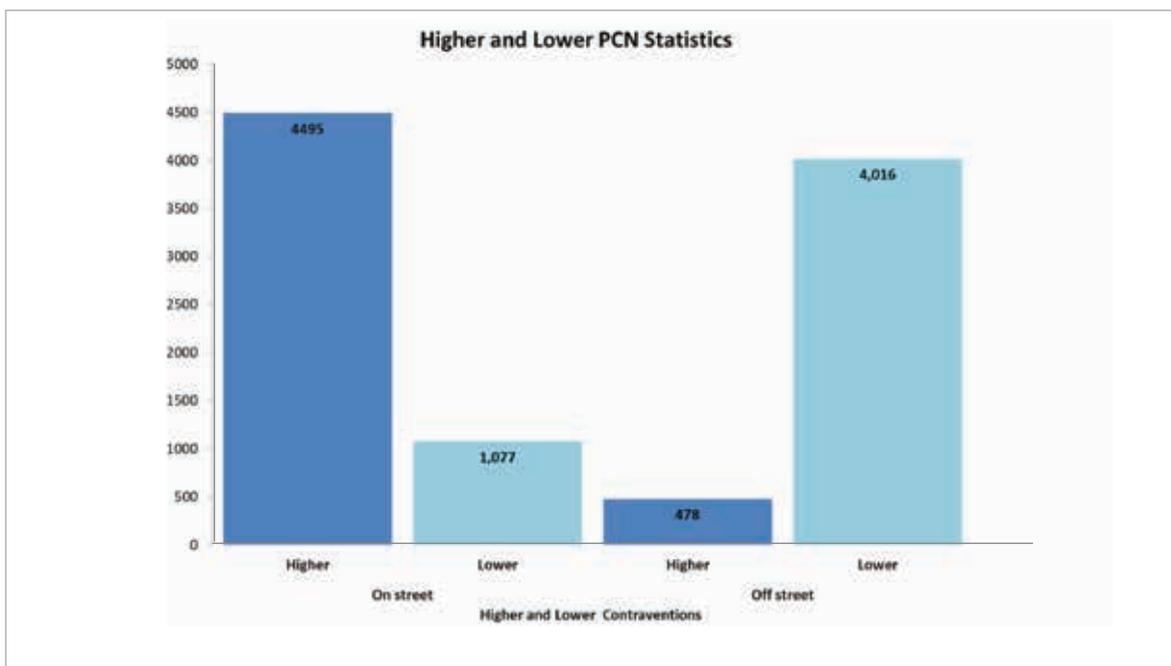
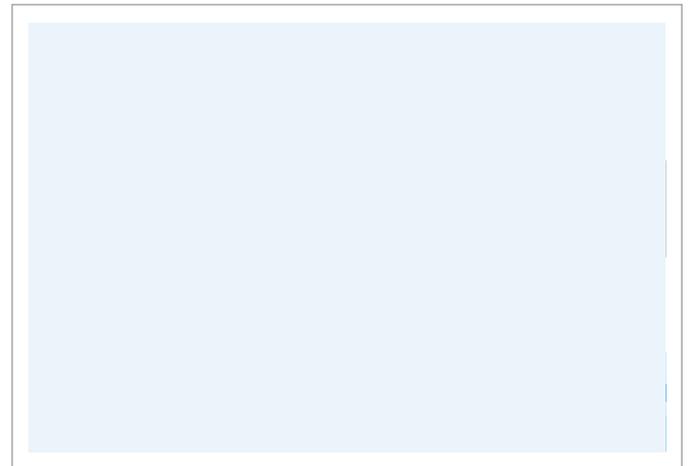
Financial year	On street	Off street	All PCN's
2017-18	5,409	5,355	10,764
2018-19	5,240	4,607	9,847
2019-20	5,572	4,494	10,066

CEOs undertake a wide range of duties as part of their enforcement role. Throughout the year, all CEOs have completed training which results in more efficiency throughout the enforcement of parking contraventions. Where the PCN issue rate has remained largely consistent over the past three years this may indicate that motorists are accustomed to the conditions of parking in an area and demonstrates similar levels of compliance with the

regulations. 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 2019-20, a total of 7 on street and 3 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

For the second year, CEOs have been able to issue Regulation 10 PCNs 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.

The level of Regulation 10 PCNs has remained low during 2019-20. All CEOs are trained to clearly inform a motorist of the process in place for serving PCNs by post and a driver may reconsider their intention to avoid being served a PCN when this information is provided. However, over the course of the year:



2

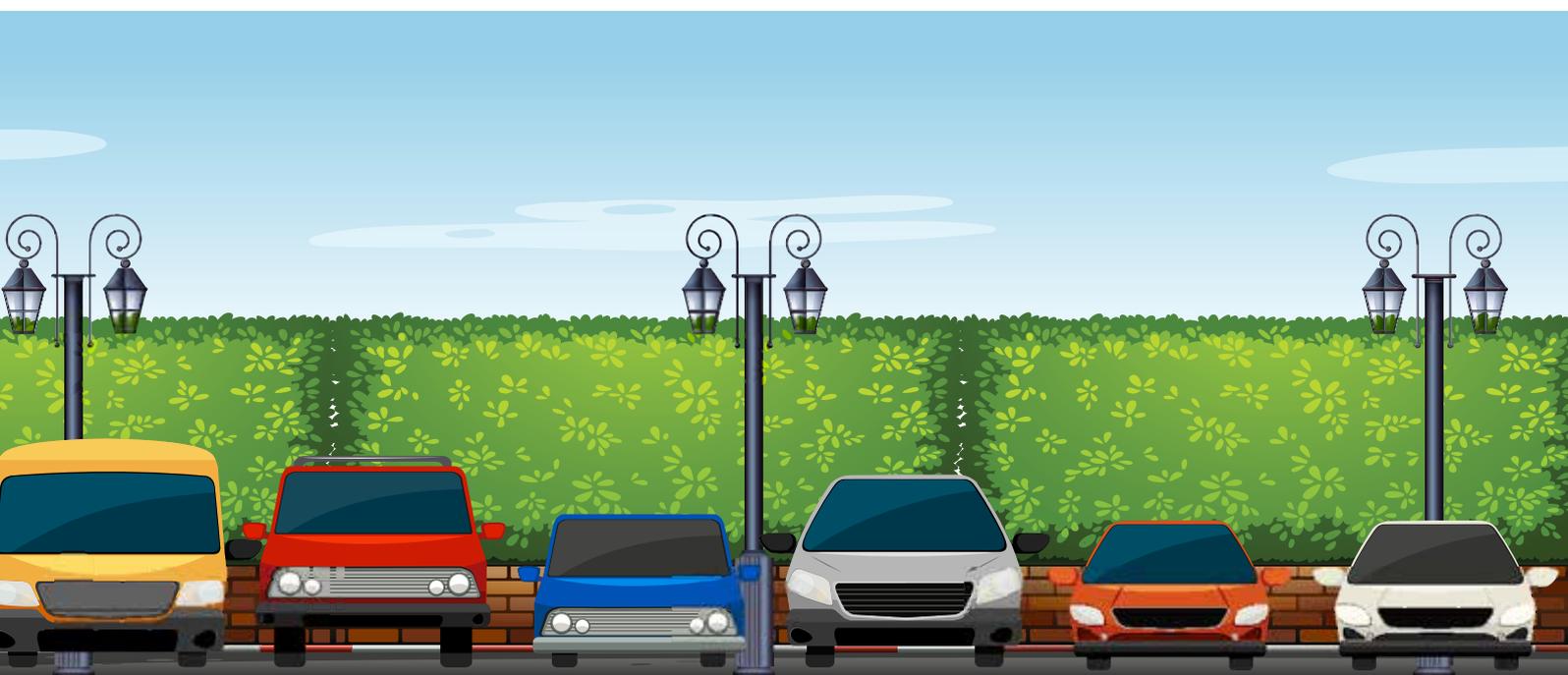
**Regulation 10
PCNs issued.**

2

**PCNs where the vehicle had
driven away before PCN was
served.**

**Both PCNs fully paid
within 14 days**

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 where the CEO was prevented from issuing a PCN 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

1,445 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.



1,256 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.

571 PCNs Issued, Contravention Code 30

Over Stay – Limited Waiting

Limited waiting bays provide short stay parking places and promote a higher turnover of parking spaces. These restrictions can prevent vehicles parking for long periods of time which in turn encourages more visitors to the area.



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

2,992 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 2019-20 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 almost 30% of all notices issued.

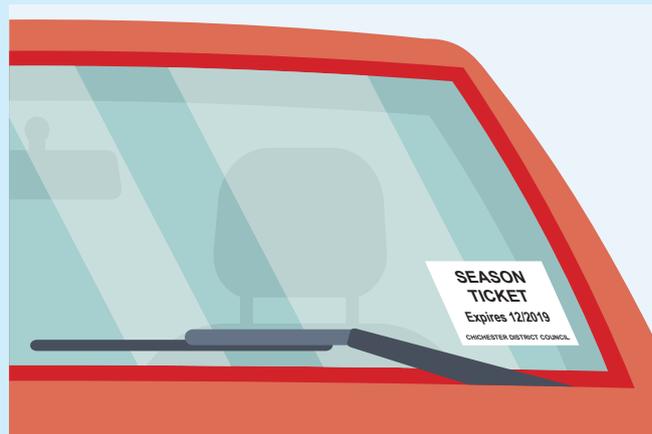


743 PCNs issued, Contravention Code 82 Parked with expired ticket

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 third 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.

297 PCNs issued Contravention 85 Parked without displaying a permit

Season ticket car parks/areas are designated for season ticket holders only. During 2019-20, an increase in the number of customers failing to park with a valid season ticket has led to an increase in the number of PCNs issued. CEOs have reacted to misuse of season tickets and dedicated enforcement has been carried out to ensure that customers are aware of the conditions of car parks when using season tickets.

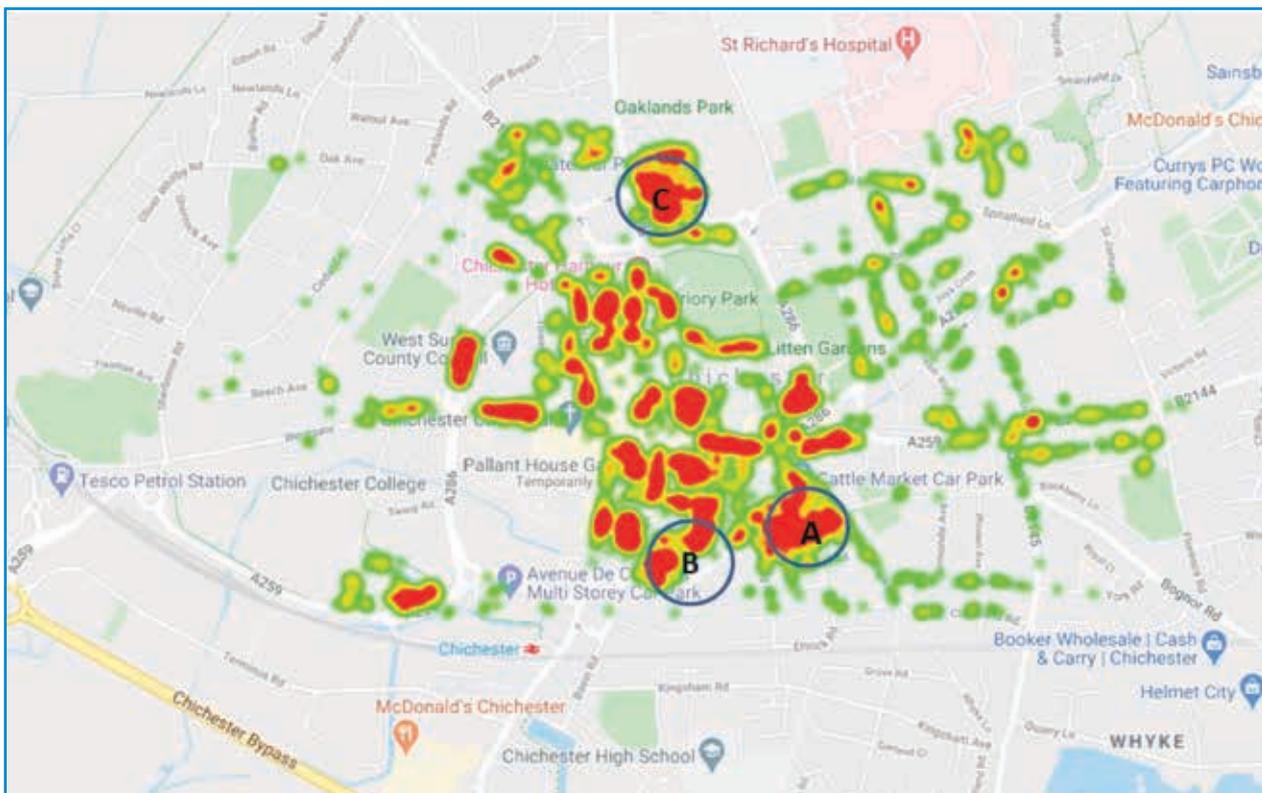


2.4 Top 3 Locations to receive a PCN

The heat map below shows the top three locations where the most PCNs (showing Chichester city only) have been issued over the course of the year (A, Cattle Market car park, B, East Pallant/Cawley Priory car park and C, Northgate 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. On street locations where the highest number of PCNs have been issued include, North Street, Midhurst, East Street, Chichester and Priory Road Chichester which are all town centre locations where there is a higher demand for 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.

86%

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

Notice to Owner served

10%

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

4%

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.



parkingservices@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; C
(England) General Regulations 2007; C
(England) Regulations at
CHICHESTER DISTRICT COUNCIL is the Enforcement
agent for WEST SUSSEX COUNTY COUNCIL
for on-street

PCN Number: ZK20189
Served on: 08/07/20
By Civil Enforcement Officer
Who had reason to believe
contravention had occurred
charge is now payable:

Contravention Code: 01
Contravention: Parked
during prescribed hours

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

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

For information relating to
challenge please see reverse
challenge is sent by post
slip at the bottom of this
the details on the reverse
correspondence.

DO NOT PAY THE CIVIL

Tear-off -----
PCN

For further details see over
PCN Number: ZK20189
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
and will 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 2019-20, there were a total of **3,518**, challenges, representations and other correspondence received and processed by the Notice Processing team.

Currently just under **35%** of PCNs attract correspondence.

PCN (Penalty Charge Notice) issued

65%

of all correspondence was received during the informal challenge stage. 1288 (57%) challenges related to off street PCNs and 994 (43%) to on street PCNs. A challenge can be made online, verbally, by email or by letter.

11%

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. 117 (43%) representations related to off-street PCNs and 234 (57%) to on-street PCNs.

3%

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.

2.5%

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.

18.5%

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 through Enforcement Agents (EAs) when all other methods have been unsuccessful. Processes are in place to communicate what a customer can expect if a PCN remains unpaid.

By way of The Taking Control of Goods Regulations 2014 (TCOG), the team will instruct EAs to recover unpaid debts. Whilst most PCNs have been either paid or a challenge accepted by this stage, the team during 2019-20 1049 PCNs were sent to Enforcement Agents as warrants.

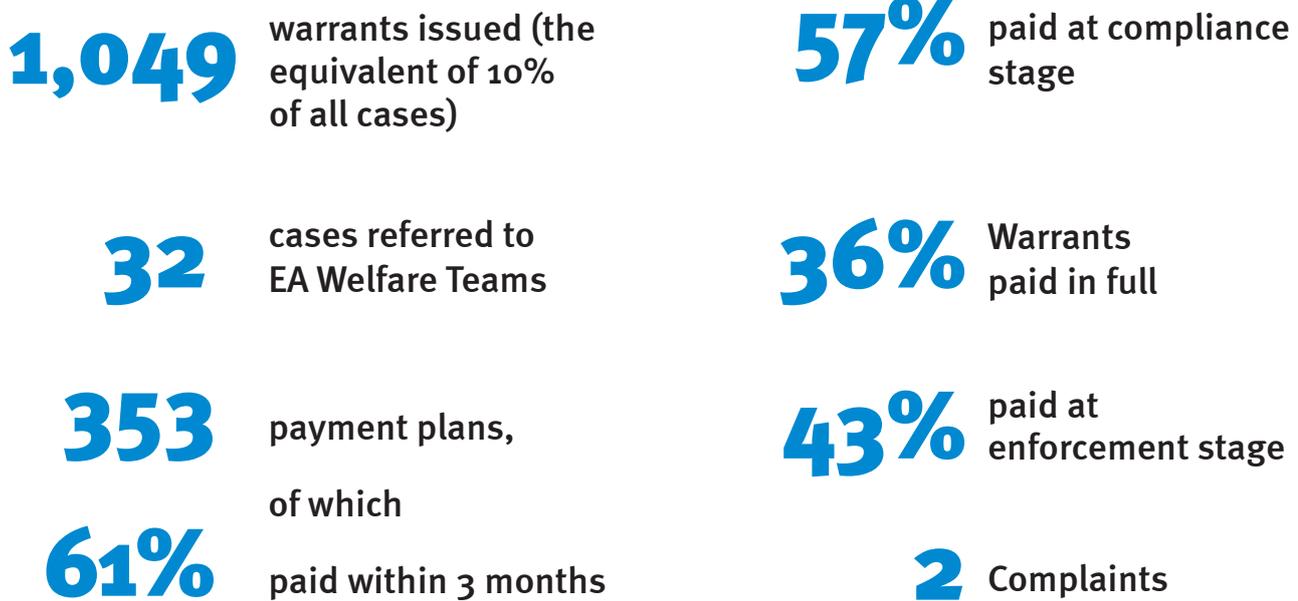
EA fees are set out in The Taking Control of Goods (Fees) Regulations and 2014 (TCOG).

Compliance stage - £75.00 applies in addition to the debt and EA will seek to contact the debtor

Enforcement stage - £235.00 applied to debt and compliance fee where an EA will seek to visit the debtor.

Sale or disposal stage - £110.00 applied in addition to the aforementioned fees, should the EA take control of goods.

Debt Collection in numbers:



A higher proportion of debts being paid at compliance stage this year (57% compared with 47% in 2018-19), implies that strategies adopted by EAs to contact debtors early, are successful. 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. During 2019-20, Enforcement Agents received 2 complaints, however, neither were upheld.

Vulnerability

The Taking Control of Goods Regulations place an emphasis on identifying and considering vulnerability and during 2019-2020, 33 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.

CEOs are careful to ensure that all PCNs are issued correctly and accurately, however some errors can occur. Processes are in place to address concerns and raise training issues to prevent errors occurring. As specific details are required to be recorded correctly in line with regulations, should these details be incorrect, the PCN will be cancelled. For example, the wrong contravention code.

As expected, where use of the MiPermit digital parking system is growing, the number of PCNs being cancelled for reasons relating to use of this service has increased. The team consider mitigation when reviewing challenges where circumstances leading to a contravention may have been out of the motorists control.

A reduction in the number of PCNs cancelled due to a defect being found in the notice during 2019-20 has been a positive reflection of the new Hand Held Devices which have been issued to CEOs. In 2018-19, 96 PCNs were cancelled while in 2019-20 this has reduced to 62. The new devices are better able to handle large amounts of digital data which is now required for short term and season ticket customers and will work more effectively in areas where phone reception can be more patchy.

Table 2 – Percentages of PCNs cancelled (2017-2020)

	2017-18	2018-19	2019-20
April	7%	8%	8%
June	8%	8%	7%
August	9%	7%	9%
October	7%	9%	10%
December	4%	6%	10%
February	6%	8%	12%
Spoilt deduction*	7%	7%	8%

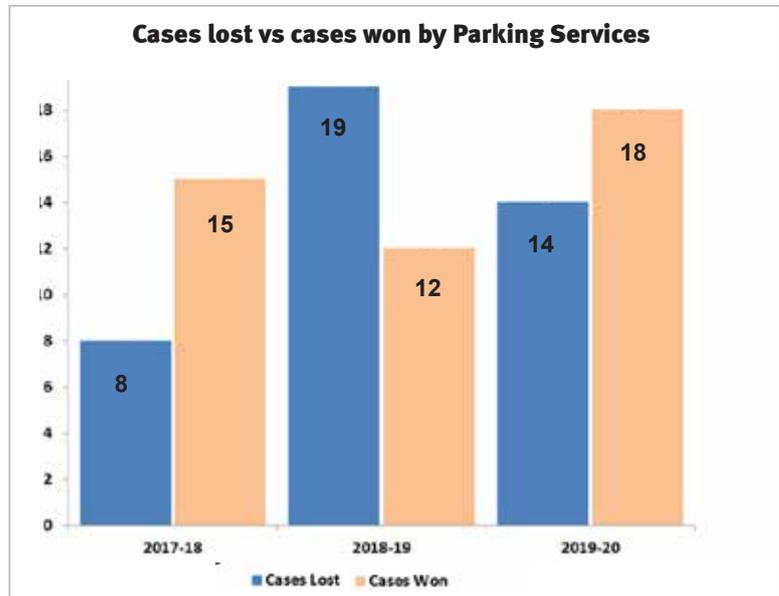
*A PCN may be spoiled where the CEO has recognised there is an error in the Notice or where a customer returned to the vehicle before the notice is completed.

Table 3 – Top 3 reasons for cancellation

Year	Reason	Count
2019-20	P&D not displayed	171
	CEO error	86

4 Online appeals and FOAM

If a customer is unhappy with the decision made by the Council, once a rejection to a representation has been made they have the right to appeal to the Traffic Penalty Tribunal (TPT). During 2019-20, 34 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, a third of all customers using the appeal service still requested their cases to be printed and posted to them. 71% of customers were happy for the Adjudicators to make their decision using their written appeal with only 29% requesting a hearing with the Council present.



Whereas during 2018-19 for the first time since introducing Civil Parking Enforcement the number of cases lost at TPT was greater than the number of cases which were won, this year Notice Processing Officers have utilised Adjudicator decisions and made improvements to case evidence and have won more cases, as indicated in the table. Attending TPT workshops and sharing best practice has reflected positively in outcomes to appeals.

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
2017-18	23	0.21%	0	8	15
2018-19	32	0.32%	1	19	12
2019-20	34	0.33%	2 (6%)	14 (41%)	18 (53%)

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, the increase in appeals was remained higher.

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

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)

Work to increase the provision of electric vehicle (EV) bays across the District has been undertaken during 2019-20 and following a successful bid for a grant from the Office for Low Emission Vehicles (OLEV), 18 new bays have been installed to add to the existing 2 bays. It is recognised that while relatively few motorists opt for electric vehicles currently, commitments to reduce carbon emissions are high priority both locally and nationally and that the infrastructure for electric vehicles will therefore help encourage use of green modes of transport.

The EV bays have been located in the following car parks in rural, coastal and city locations and combine both fast (3 hour) and rapid (1 hour) charging points.

- Bosham Lane car park, Bosham
- Northern Crescent car park, East Wittering
- North Street car park, Midhurst
- East Pallant car park, Chichester
- Northgate car park, Chichester
- East Pallant car park, Chichester
- Avenue de Chartres car park, Chichester
- Pound Street car park, Petworth
- East Street car park, Selsey

Using 'InCharge' customers are able to register their vehicle to use the EV bays. Reviewing the use of these charging bays since implementation began in November, the three most popular locations are , Northgate Car Park Chichester, East Pallant Car Park Chichester and North Street Car Park Midhurst.

Parking Services continue to support the Council's environmental agenda and help customers choose environmentally friendly methods of transport. 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, CEOs have continued 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 and to enable use of accessible spaces. For a second consecutive year Parking Services has endeavoured to communicate the importance of the scheme to enable use of accessible spaces and a second social media campaign has been carried out reaching nearly 50,000 people. The messages provided 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.



Some of the important messages we shared:

“ Did you know that if you are a Blue Badge holder, you must be driving or travelling in the car for the badge to be valid? It cannot be used by someone who is running errands for you or visiting you. Keep an eye out for more messages like this as we look to make people aware of some of the myths and facts around Blue Badge use. Find out more about the Blue Badge scheme at www.westsussex.gov.uk/roads-and-travel/parking/blue-badge-scheme-and-disabled-parking ”

“ Are you aware that your Blue Badge is only valid for three years? Blue Badges do not automatically renew so you must apply for a new one, so it's ready to display when your badge expires. Help us protect Blue Badge holders by returning expired badges to help prevent badge misuse. Keep an eye out for more messages like this as we look to make people aware of some of the myths and facts around Blue Badge use. Find out more about the Blue Badge scheme at www.westsussex.gov.uk/roads-and-travel/parking/blue-badge-scheme-and-disabled-parking ”

32 Disabled Blue Badges have been retained.

1 Case has been sent for prosecution.

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

13 Disabled Blue Badges have been destroyed.

8 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.

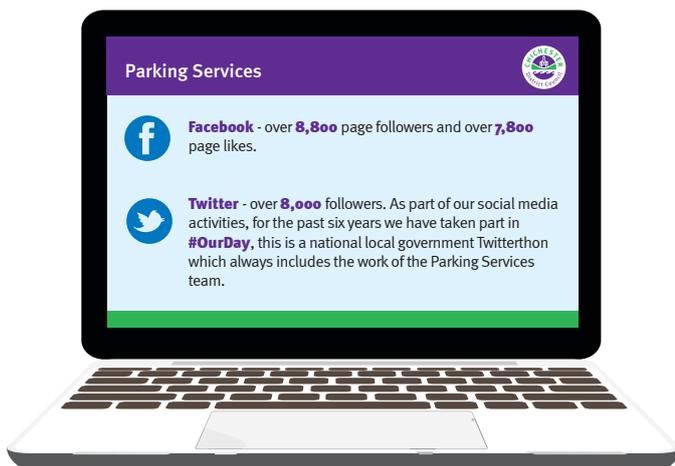
PCNs

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.

Resident Permits

Customers can renew resident permits online.



During 2019-20, 136 customers used our 'Report a Parking Problem' facility on our website. Reporting a parking problem in this way provides customers with the opportunity to address local issues and nuisance parking habits quickly and easily.

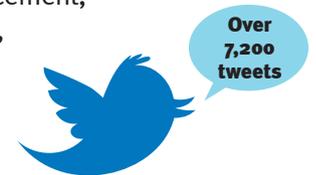
The most common reason customers report problems, is

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 2019-20 we reached 588,000 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 promoting use of car parks, Blue Badge Enforcement, Reporting Blue Badge Fraud, MiPermit Services, Christmas information and Park and Ride, parking charges and information relating to COVID 19, season tickets, events in the area, new electric vehicle charging points and Car Park Improvements.

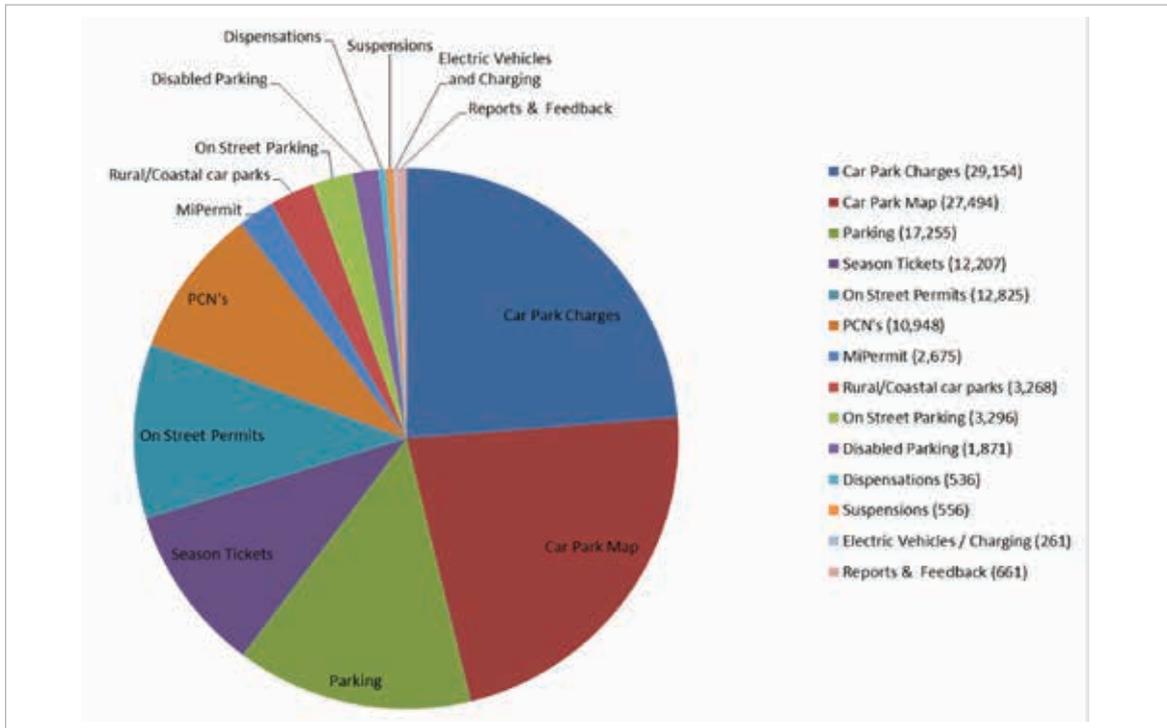


Incoming!

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 2019-20, 47 customers tweeted us with direct messages and 96 customers commented on our posts or sent us messages on twitter.

6.3 Website Page views

With over 56,000 visits between them, during 2019-20 the car park charges and the car park map page remain the most visited across all the parking services website pages. Overall visits to the Parking Services pages have risen again by 3%. Where MiPermit has been introduced to season ticket holders and customers are no longer using traditional season tickets, visits to the season ticket pages have decreased. 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 online services for PCNs, Permits and Season Tickets (including MiPermit season tickets) have increased again during 2019-20. Most notably, 86% of permits and season ticket payments are now made through MiPermit, the remaining 14% representing customers purchasing new on-street permits which are not yet digitally available or Avenue de Chartres season tickets where customers are still calling the Contact Centre to make payment. Online services 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%
2019/20	8,987	6,920	77%	2,067	23%
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%
2019/20	11,641	9,989	86%	1,652	14%

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 28 our car parks. The award demonstrates our continued commitment to provide safe places for customers to leave their vehicles and also discourages criminal behaviour.

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.

North Street car park and Improvements

In 2019-20, a major project was completed in North Street car park, Midhurst where the car park was resurfaced and re-lined. All season ticket holders were contacted and provided with alternative parking arrangements and the work was completed successfully, significantly improving the parking environment. In addition to these works, a larger disabled and a service bay were introduced in Florence Road car park, Chichester and a new three hour limit is now operating to address reports of abandoned vehicles and commuters parking all day. Refurbishment of the Avenue de Chartres car park located south of the city centre has also continued and a motorcycle bay has been introduced in Bosham car park.

Subsidised and 'free' parking

During 2019-20, we continued to offer subsidised parking in the rural car parks and 278,759 tickets were issued free of charge. Whilst it has historically been suggested that 'free' tickets encourage customers to visit areas in the District, evidence suggests that customers do not always stay beyond the free period which does not always benefit or support the local economy. Last year, the issuing of free tickets represented a loss of £159,133.10 to the council and the provision of non-charging parking spaces also meant that some car parks were unable to cover their own costs

Managing demand

Where car park charges have been reviewed, concerns were raised at the Chichester District Council Parking Forum. As part of the discussions on charges, concerns were raised by members about vehicles queuing into city centre short-stay car parks. As a way encouraging customers to use quieter car parks, the tariffs will therefore be increased to £2.00 per hour in Little London and Baffins Lane car park. Vehicles queuing in central locations creates congestion and raising tariffs aims to reduce queuing which also assists with air quality in our city centre. 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.

Car parks throughout the year

The busiest months in our car parks are August and December. The quieter months during 2019-20 were February and March which coincided with the COVID 19 health emergency where customers limited any unnecessary travel. August is often busy in our rural car parks, although the use of our car parks at this time of year is weather dependant. 4 hour stays are the most popular tariffs across all car parks which demonstrates that while the overall number of parking stays has reduced, the length of time customers stay has increased. 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.



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 are all trained to respond to reports of antisocial behaviour, assisting our Communities team and the Police.

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

Season tickets provide good value for frequent customers. A reduction in season ticket sales has been observed during 2019-20 which may in part be due to the change in parking habits as working from home becomes more common place. During March the sale of season tickets was significantly impacted by the Covid-19 pandemic, where all employees were advised to work from home if possible to do so, during the lock down period. 73% of customers still choose to buy monthly season tickets with the second and third most popular durations being 3 and 12 months, respectively.

8.1 Season tickets in numbers:

11 digital season ticket types live on MiPermit

765 customer service enquiries for season tickets

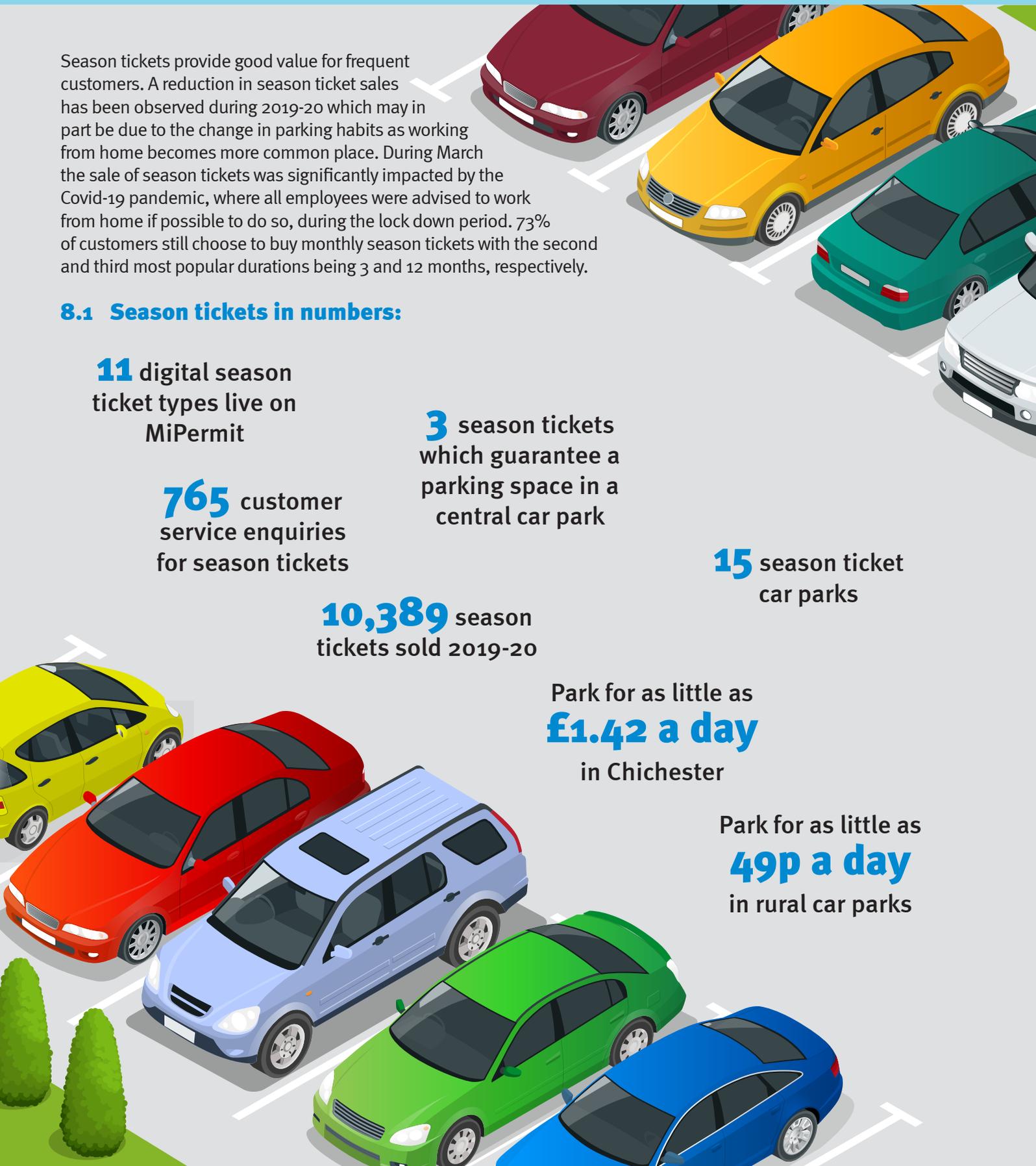
3 season tickets which guarantee a parking space in a central car park

15 season ticket car parks

10,389 season tickets sold 2019-20

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 34,033 MiPermit accounts been created by customers using this service but the number of parking stays has increased by 49% 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
- By SMS Text PARK with your vehicle registration to 61600

MiPermit payments made up 6% of all our car park transactions during 2019-20, 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 (Nortgate, Cattle Market and East Pallant).

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.

Table 6 – MiPermit parking stays

Baffins Lane	2,507	4,944	7,368
Bosham Lane	1,117	1,363	2,360
Bracklesham Lane	1,031	920	1,398
Cawley Priors	1,897	3,290	4,592
East Beach	125	92	107
East Street	172	245	322
Little London	3,003	4,897	8,141
Marine Drive	998	435	574
Market Avenue/St John's Street	509	960	1,136
New Park Road	3,416	4,112	6,417
Northern Crescent	97	115	164
Orchard Street	522	1,553	1,947
Post office	1,166	2,148	2,148
Selsey Marine	16	34	61
St Cyriacs	1,621	2,803	5,087

9.2 Digital season tickets

Parking Services has been working hard to make the most of technological advances to improve the service provided to season ticket holders. The team will shortly complete the successful roll out of Digital Season Tickets.

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 for third consecutive year there was a substantial reduction of 58% in season ticket related enquiries during the year.

MiPERMIT
Making it easier for you to park

Chichester District Council

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

WSCC Charge Reviews

WSCC undertake to review on street charges each year. In September the team implemented charge changes affecting all on street permits. The team proceeded to implement further changes to on street charges for April. Charges being implemented for 2020-21 include the introduction of 6 month permits across most permit types and included provision for owners of Low Emission Vehicles to obtain permits for 25% less than the standard permit charge, a decision which reflects the County Council's commitment to become carbon neutral by 2030.

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 third year, Parking Services has ordered work to resolve on-street defects which are found within the Controlled Parking Zones (CPZ). CEOs are also now reporting and ordering remedial work for defects outside of the CPZ.

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. During 2019-20, the team responded to incidences of Doctor, Healthcare and Resident Permit misuse and action was taken in light of each report. The Council's Fraud Investigation Officer will investigate such cases as abuse of parking schemes is not tolerated.

Seasonal parking

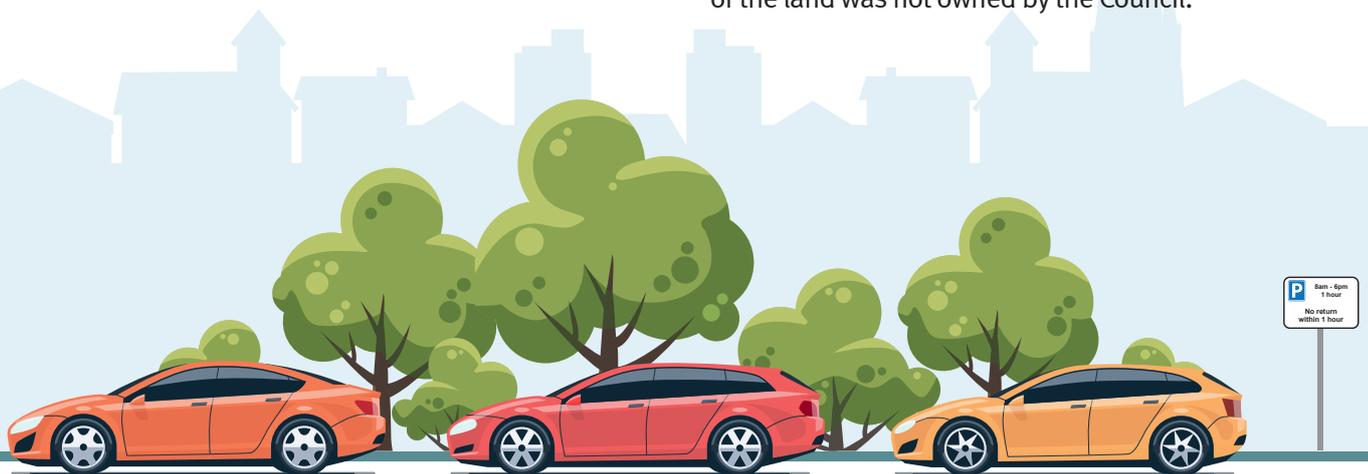
Understanding and planning CEO patrol routes to reflect the season is important when considering that the south coast attracts a substantial number of visitors every year. Increased enforcement to coastal areas during the summer is essential. In summer months, patrol routes are designed to promote the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

Problem parking and directing enforcement

In 2019-20, Parking Services logged 202 requests for enforcement from members of the public and action was taken to address each one. The majority of reports related to on street parking issues, the top three reasons related to:

- Vehicles parking on yellow line restrictions - 87
- Vehicles parking without valid permits in CPZs - 40
- Vehicles causing obstruction – 34

CEOs will issue a PCN where a contravention has occurred, however, on 23 occasions no action could be taken as a Traffic Regulation Order was not in place or the land was not owned by the Council.



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
- 788 Customer Services enquiries
- 1,753 Live Permits issued
- 9,561 Resident Visitor Permits issued

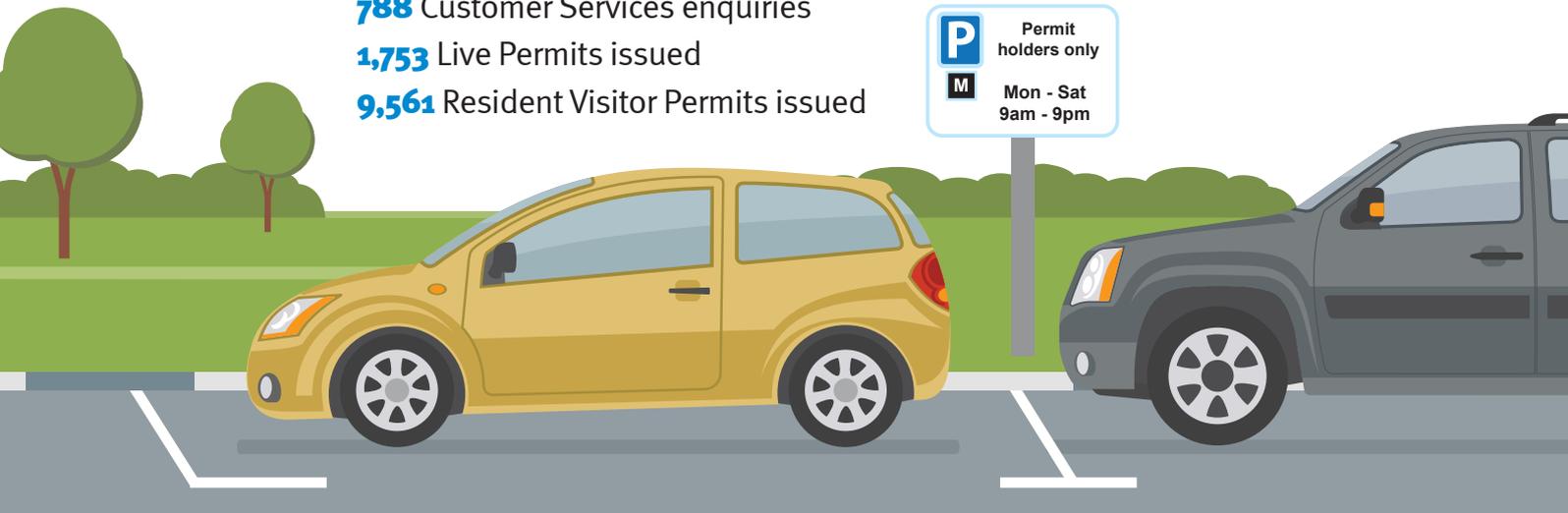


Table 7 – Permits in Controlled Parking Zones

E	85%	148	11	0	5	4	237	0	
G	31%	10	3	0	3	0		4	
H2	62%	170	33	0	14	1		29	
K	100%	54	0	0	5	0		0	
K Alt N	N/A	7	0	0	0	0		0	
L	91%	34	6	0	0	0		1	
N	72%	171	21	0	5	1		3	

*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.

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). Across the Resident Parking Scheme (RPS) permits enable customers to park in permitted parking bays.

The largest group of permit holders are residents who make up 78% of live permits. Amongst those who are also eligible to apply for permits are residents holding Blue Badges, Carers and Healthcare workers, making up 18% of the permits we issued. Where demand exceeds supply, the team manage waiting lists. Waiting lists are monitored regularly and to minimise the length of time that customers spend waiting.

12.1 Non-Resident Permits

Non-Resident Permit holders account for 4% of permits issued during 2019-20 which represents an increase of 1.5% on last year. It is acknowledged that, amongst other reasons, permits are required for motorists working in the CPZ who do not live in Chichester. Recognising this, WSCC requested that Non-Resident Permits were offered to customers in roads where surplus capacity was recorded by CEOs. 15 Non-Resident permits types are now available, many of which offer the user a choice of up to three roads to park in.

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

Total RVPs	6,275	3,130	156

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, **2,528** customers visited the Council offices for visitor parking.



13 Dispensations and Suspensions

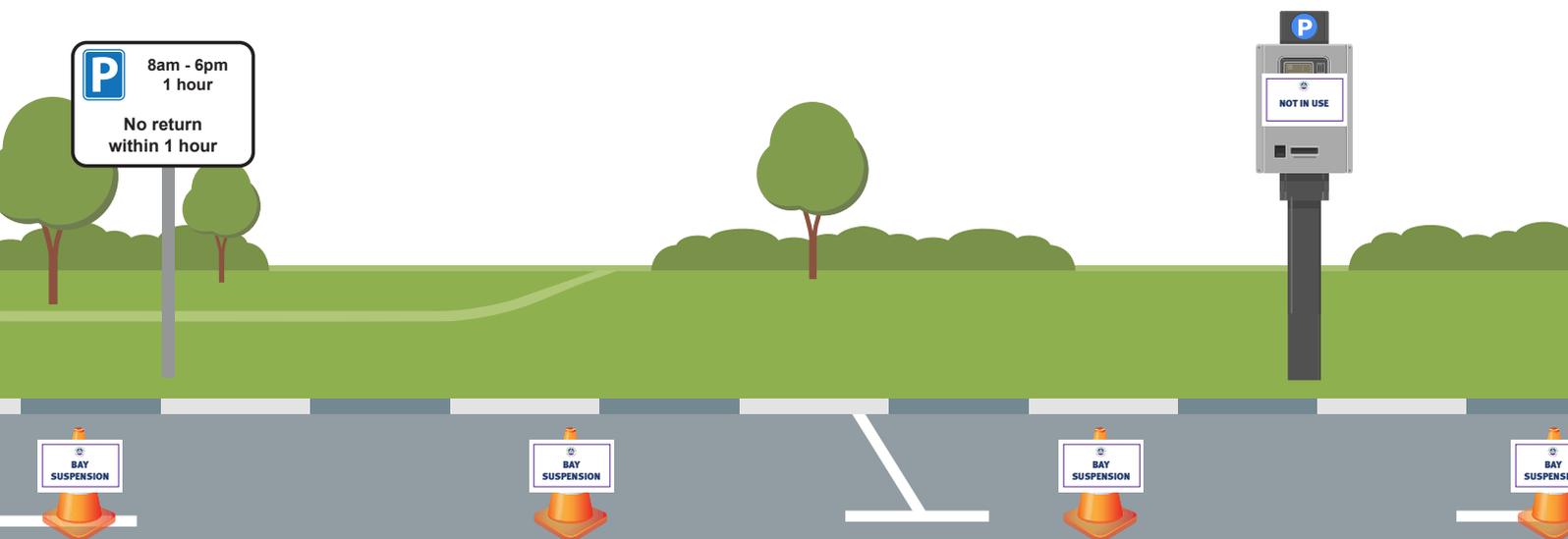
The purpose of dispensations is to help ensure that trades people who carry out work across the District can do so safely and conveniently if their vehicles are required for the activity taking place. Since 2018, the number of dispensations issued to tradespeople had reduced. Charges for dispensation had remained static since 2013 and therefore since 2018 when this cost increased, fewer dispensations have been issued. The raised cost of dispensations has assisted to ensure that only vehicles which have good reason to park on the highway do so and those who were benefitting from inexpensive on street parking without good reason, relocate to more suitable parking places.

Parking suspensions

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. Suspensions can also help facilitate events, by preventing the use of parking bays throughout road closures. 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	8	10
May	13	9
June	8	7
July	29	12
August	18	8
September	5	12
October	6	7
November	2	6
December	0	7
January	17	9
February	8	5
March	26	4
Total	140	96



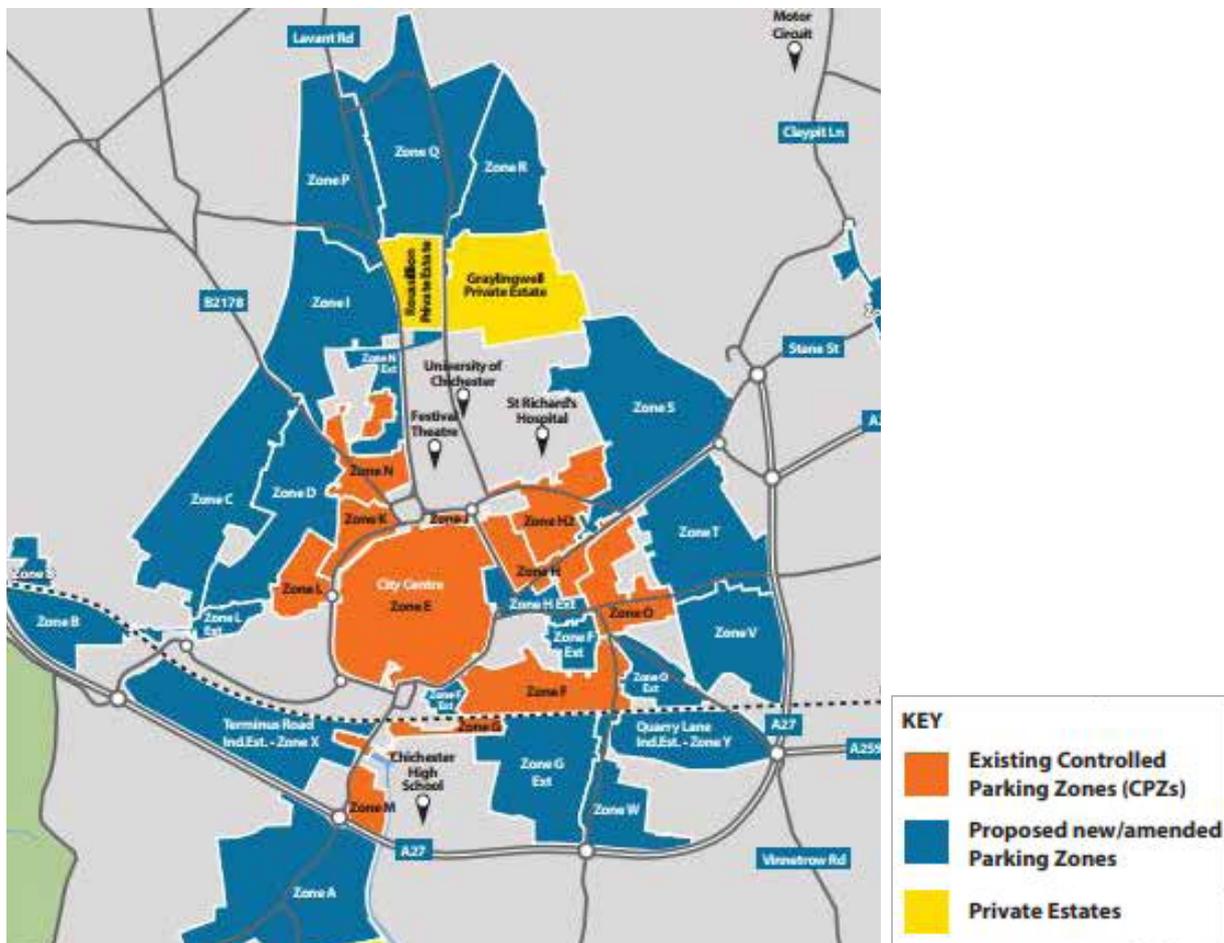
14 West Sussex County Council Parking Management Plan

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 2018, 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. Having considered the survey responses, revised plans were produced and a formal consultation began 13th February and ended 5th March 2020. The responses to the consultation will be reported to WSCC Members to determine the next steps.

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



15 Partnership working

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.



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?**
- **How many warrants have been processed?**

During 2019-20, 21 FOI requests were received, compared to 36 the previous year. While the number has reduced, the two most common questions still relate to the number of PCNs issued and the income generated by the service.

Other FOI requests have included enquiries into the number of warrants issued to our customers but also in relation to sign-posting for residents with debts. It is acknowledged that often the type of FOI requests being received reflect current issues and in 2019, further work was carried out by the Money Advice Trust into 'Stop the Knock' research which looks at Local Authority debt Collection and may have given rise to the FOIs being received by the team.

Reviewing 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, one Subject Access Request (SAR) was submitted to Parking Services. As a requirement of regulations, those requests which require excessive amount of Officer time will attract a charge. Due to the size of the request and the charge associated with gathering the information, the customer chose not to pursue it. 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 to discussions.</p>
	<p>The British Parking Association provides an accreditation scheme, which assesses car park safety. This scheme has been in place in Chichester city car parks for a number of years; however, we have continued to work towards gaining it in as many car parks as possible. 28 of the 31 car parks across the District now have the accreditation. This provides assurances to customers from a safety perspective and feedback (particularly from older customers) suggests that this is important to them. In addition, Disabled Parking Accreditation assessments have been carried out, with 28 car parks accredited under this scheme. The scheme requires owners/operators of car parks to adopt an active management strategy to ensure minimal occurrence of disabled bay abuse, facilities are suitable for disabled people and recognition is made of the extra time taken by disabled people in the form of a concession.</p>
<p>Health Care and Carer Permits</p>	<p>The Parking Services team continue to administer Health Care and Carer permits for healthcare workers needing to visit those receiving care in their homes within the Controlled Parking Zone. The permits help residents stay in their own homes for longer by enabling easy access to provide the required care. Where customers are in receipt of particular benefits, carer permits can be provided free of charge.</p>
	<p>Parking Services has undertaken to review and update the procedure for verbal challenges against PCNs. The process ensures that those who are unable to write to the council have other means to make their challenge, either in person or over the phone and that all staff are properly trained to follow the procedure.</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 (the Avenue de Chartres Pay on Foot car park excepted) 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 a passenger. This year, further parking bays for blue badge holders have been provided.</p>

<p>Parking Payment Options</p>	<p>Parking payment machines have been replaced with machines that are fully compliant with the British Standard relating to Parking control equipment (BS 8300). All machines except for those in the Westgate and Avenue De Chartres car parks accept coin, card and contactless payment. In addition, the MiPermit payment facility is in place across all car parks, enabling payment by phone or app. Many customers from protected groups (particularly older customers and those with mobility issues) benefit from the accessible machines or from 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. Since the new machines have been introduced there has been a reduction in machine-related complaints.</p>
<p>Blue Badge Enforcement</p>	<p>Civil Enforcement Officers continue to support West Sussex County Council to tackle Blue Badge misuse. They are trained to identify and retain misused and/or expired badges. In 2018/19, 48 badges were retained, which led to nearly 30 motorists attending a Community Resolution and 2 cases being sent for prosecution. To strengthen the campaign against Blue Badge misuse, a media release was shared and online platforms were used to encourage people to report misuse and to support the scheme. This initiative 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.</p>
<p>Community Bus Bays</p>	<p>Several bays for Community Buses are provided within council-owned car parks for use by organisations who transport older, frail or disabled residents around the district. The bays provide a designated location for these customers to be safely dropped off and collected. This year, due to the demand, further bays have been provided in a rural car park.</p>
<p>Shopmobility</p>	<p>A Shopmobility service provided by Community First continues to operate from East Pallant car park, providing mobility scooters for visitors with limited mobility, to enable improved access to the city centre retail and cultural destinations. The service also provides training for new mobility scooter users as well as longer term equipment hire. The service is supported by Parking Services (a number of parking bays are set aside for the service to operate from) and in part with Council Grant funding.</p>

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 2019-20, we received a total of 10 first stage complaints, 4 second stage complaints and 1 complaint which was made submitted to the Local Government Ombudsman. For the fourth consecutive year, our complaints have reduced which is a reflection of the continued commitment to improving the service.

18.1 Complaints

Customer: Last year I simply renewed our two resident parking permits online. This time I was emailed letters telling me that it couldn't be done online. You're asking for documents you've already had (or you wouldn't have issued the permits in the first place).

Parking services: The team carry out their work in line with WSCC Controlled Parking Zone guidance and therefore all advice offered to customers should be consistent with this. The team are required to obtain proof of residency and proof of vehicle ownership for every permit. Evidence is requested irrespective of whether it has been provided before. Ideally all services will be available online to allow customers to self-serve when they choose to. This has been a significant focus for the team over the last few years and we have taken advantage of new technology available to us to introduce numerous improved services.

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. I have been advised by the contractor we only need to replace the lights I have also ask for a date when the will be repaired. We have also carried out a light check and found 5 faults which we have reported.

We know it's more likely to hear from customers if something went wrong, but during the year we receive good feedback too. Compared to 4 last year, during 2019-20, we received 9 compliments.

18.2 Compliments

Just a note to thank you for the work, commitment and planning that has gone into the revamped North Street car park.

Really pleased to get this press release, you've just delivered on one of our emerging business plan priorities! Please pass on my thanks to the team; we really appreciate the work you're doing to support Selsey as a town.

I tried to pay the parking fee in a machine on the first floor of the Southgate multi-storey car park. The machine was not working so I contacted a female member of staff on the intercom. She handled the problem in a very calm, polite and friendly manner and I would be grateful if you would pass on my thanks to her. She was an excellent ambassador for your Council.

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.

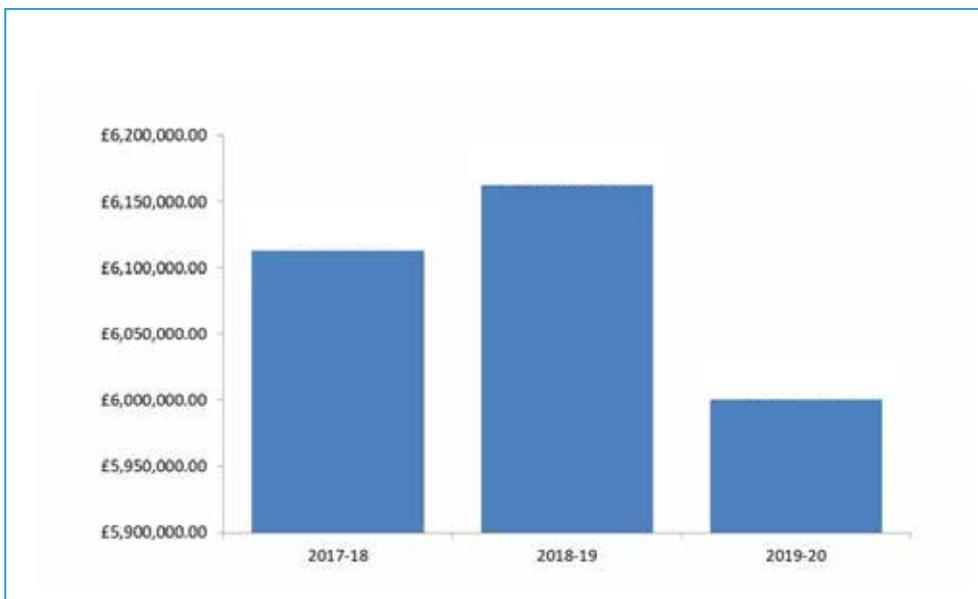


Table 10 – Income by source

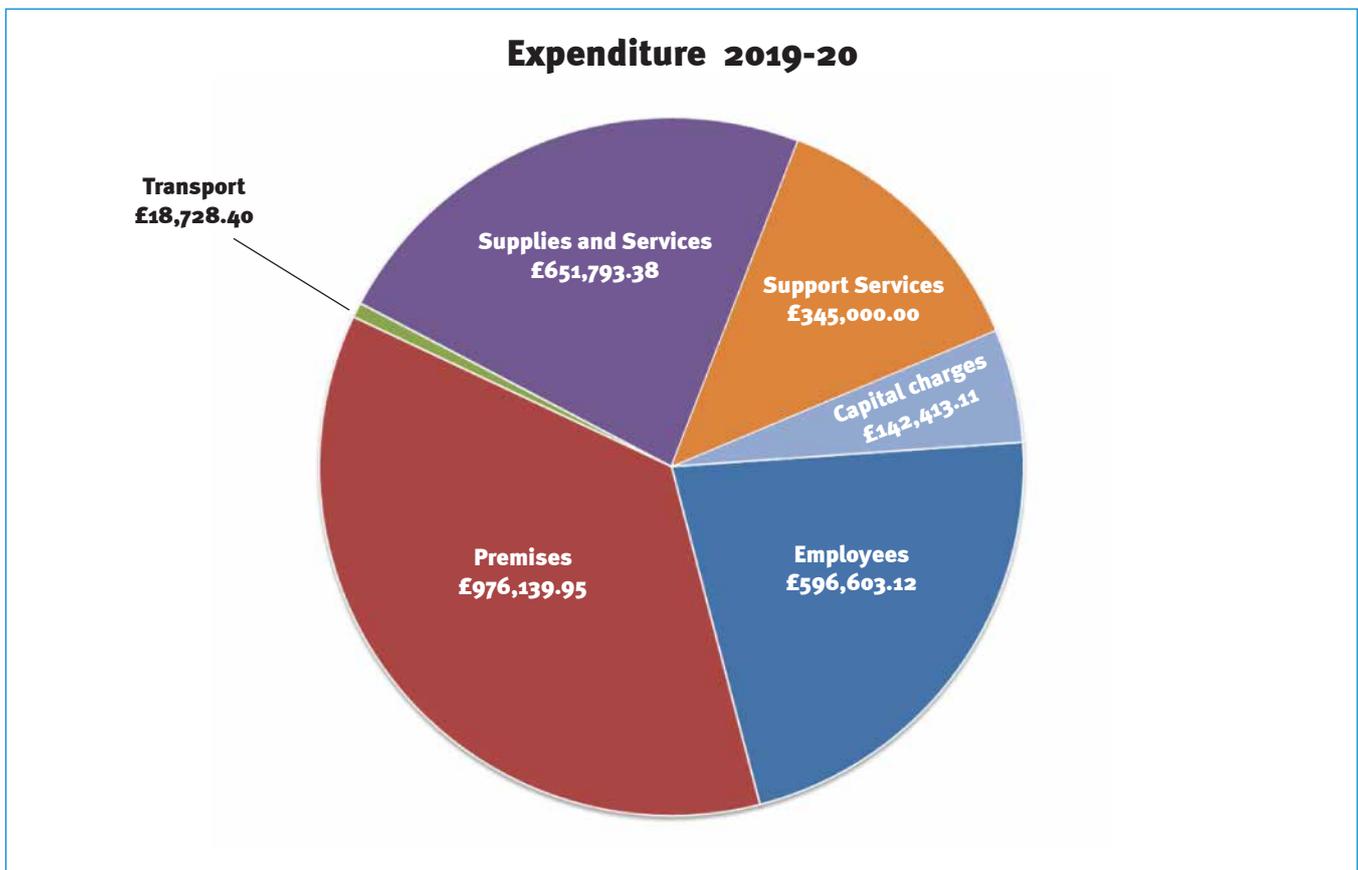
Source	Income (£)	Percentage
Pay and display machines	£4,493,430.98	74.89%
Penalty Charge Notices (car parks)	£343,282.36	5.72%
Licence income	£127,296.39	2.12%
Rental income	£13,177.00	0.22%

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

Professional Service costs relating to the provision for card and contactless payments at each parking machine have increased again over the past year where customers make use of these methods of payment instead of using cash. A rise in the number of customers benefiting from digital services has also led to an increase in costs where the Council pay a fee for each digital season ticket to the service provider. A 50% rise in these costs demonstrates the increase in the number of customers benefitting from our digital services. While these costs have increased, the demand on the budget to provide for resources to administer the service have reduced.

Additional costs in the Avenue de Chartres car park during 2019-20 which placed a demand on the budget included responding to vandalism of council equipment, to flooding of the car park during persistently poor weather conditions and also an upgrade to the ‘chip and pin’ machines to ensure their continued compliancy with current Payment Card Industry Data standards.



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

All car parks across the district holding the British Parking Association's Safer Parking Award (27 of our 30 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.

Christmas Park and Ride

Our popular, free, Christmas Park and Ride service was again operating within the city centre for ten 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. 4,836 passengers benefitted from this service this year.

Digital season tickets

Digital season tickets have been introduced and rolled out to all but one of the car parks. 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 formal consultation process which surveyed how residents and non-residents felt about potential amendments to the CPZ within Chichester city which could include a significant increase to the zone. The consultation period ran from 13th February, until 5th March and all responses are now being considered.

Blue Badge Fraud

In partnership with WSCC, following successful schemes run in our neighbouring districts and boroughs, Parking Services has continued to increase the number of 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

18 further electric vehicle charging bays have been installed across nine of the council car parks with a combination of fast 3 hour and rapid one hour bays. There are now 20 bays in total.

Parking Strategy

Work on a revised Parking Strategy for Chichester District has begun, to reflect the requirements of the district, which will include consideration of the themes and issues from the West Sussex County Council Road Space Audit.

North Street resurfacing

North Street Car Park in Midhurst has been resurfaced and relined to improve further the street scene in this location.

21 Parking Strategy

During this year, work has begun to review the existing Chichester District Council Parking Strategy 2010-20. A Parking Strategy recognises the importance of car parking for the local infrastructure, tourists, commuters and residents and also supports that when parking is provided well it can contribute to the attractiveness, convenience and prosperity of a place to do business, visit or live.

The Chichester District Council Parking Strategy 2020-25 will attempt to balance the often-competing demands from car park users and pedestrians and ensure that the public car parking service continued to meet the needs of various users.

Amongst others, key considerations will be:

- The changing use of our high streets on the demand for parking
- Air quality action plans
- The emerging developments in parking payment technology and enforcement
- Electric Vehicle Charging points.
- The provision and location of disabled parking facilities
- Proposals relating to the Local Plan and other projects which will impact parking
- Factors affecting the need for parking in the district and determine the quantity of parking required to support anticipated growth in housing numbers but potential decline in the need for spaces linked to employment.
- The implications of the proposals from the WSCC-led Road Space Audit.
- Current car park usage including spare capacity and predictions of future use.

Parking Services appointed a consultant to undertake the parking review across the District in January and work to survey the current parking demand alongside any current parking issues took place in February and March. It was recognised that alongside Chichester City, another area of interest is Midhurst where parking issues have been raised. Although progress has been hindered in light of COVID 19 which will inevitably impact the results of demand surveys, work will continue into 2020-21.

22 Key areas of work for 2020/21

- Re-design of Northgate car park
- Complete roll out of Digital Season Tickets
- Replace car park lighting considering energy efficiency



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	47	Stopped on a restricted bus stop or stand
Higher	49	Parked wholly or partly on a cycle track or lane

Contravention Code List - Off-street

Higher	71	Parked in an electric bay without charging
Lower	82	Parked after the expiry of paid for time
Higher	85	Parked in a permit bay without clearly displaying a valid permit
Higher	87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner
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	

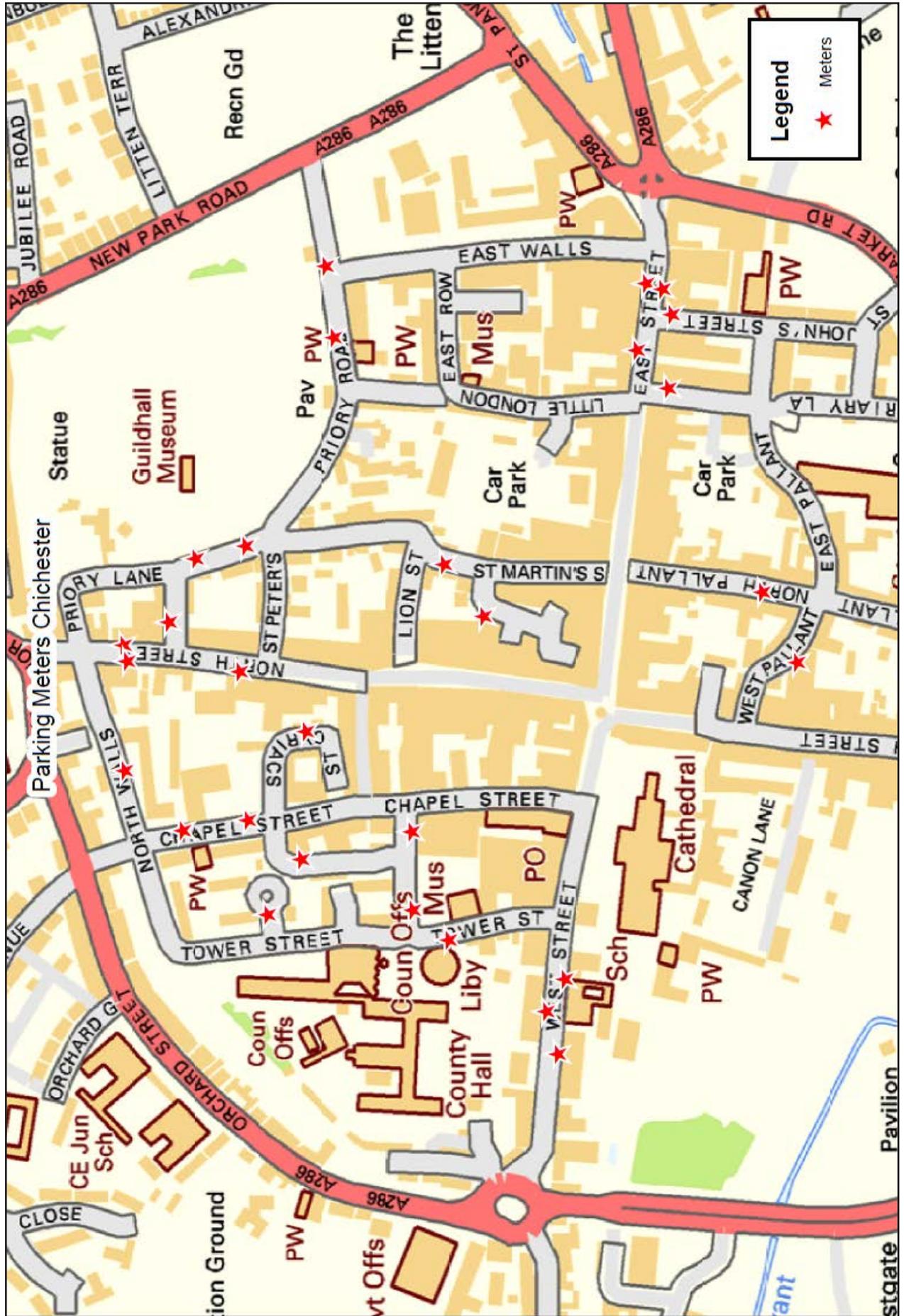
Orchard Street PO19 1DD St Cyriacs PO19 1AJ South Pallant PO19 1SU East Pallant/Cawley Priory PO19 1UF Market Ave/St John's St. PO19 1JU Market Road PO19 1JW Market Ave/South Pallant PO19 1SY New Park Road PO19 7SB	8am to 6pm Monday to Saturday inclusive and Sunday 10am to 5pm	Up to 30 mins	50p	60p
		Up to 2 hours	£2.60	£2.60
		Up to 4 hours	£6.10	£6.70
		Up to 6 hours	£8.60	£9.40
		More than 8 hours	£12.20	£13.40
Avenue De Chartres PO19 1SB	8am to 6pm Monday to Saturday	Up to 30 mins	50p	50p
		Up to 2 hours	£1.50	£1.60
		Up to 4 hours	£3.10	£3.20
		Up to 6 hours	£4.30	£4.60
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 2 hours	£1.50	£1.60
		Up to 4 hours	£3.40	£3.20
		Up to 6 hours	£4.70	£4.60
Florence Road		Maximum stay 3 hours, no return within 3 hours.	FREE	FREE
Avenue De Chartres, Basin Road, Cattle Market, Northgate and Westgate	Sunday 10am to 5pm	Up to 3 hours	£1.00	£1.00
		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

Pound Street GU28 oXD (Coach bays available)	Mon-Sat 9am-5pm Free on Sunday	Up to 1 hours	FREE	FREE
		Up to 3 hours	60p	70p
		Up to 5 hours	£1.00	£1.20
		Up to 7 hours	£1.60	£1.80
Sylvia Beaufoy GU28 oET			FREE	FREE
East Street PO20 oBH	Mon-Sat 9am-5pm Free on Sunday	Up to 1 hours	FREE	FREE
		Up to 3 hours	60p	70p
		Up to 5 hours	£1.00	£1.20
		Up to 8 hours	£2.00	£1.80
East Beach PO20 oBH Marine PO20 oLH	Mon-Sun 9am-5pm	Up to 1 hour	20p	30p
Marine Drive PO20 8HE	Mon-Sun 9am-5pm	Up to 2 hours	£2.00	£2.10
		More than 4 hours	£5.00	£5.20
	Mon-Sat 9am-5pm	Up to 2 hours	50p	60p

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

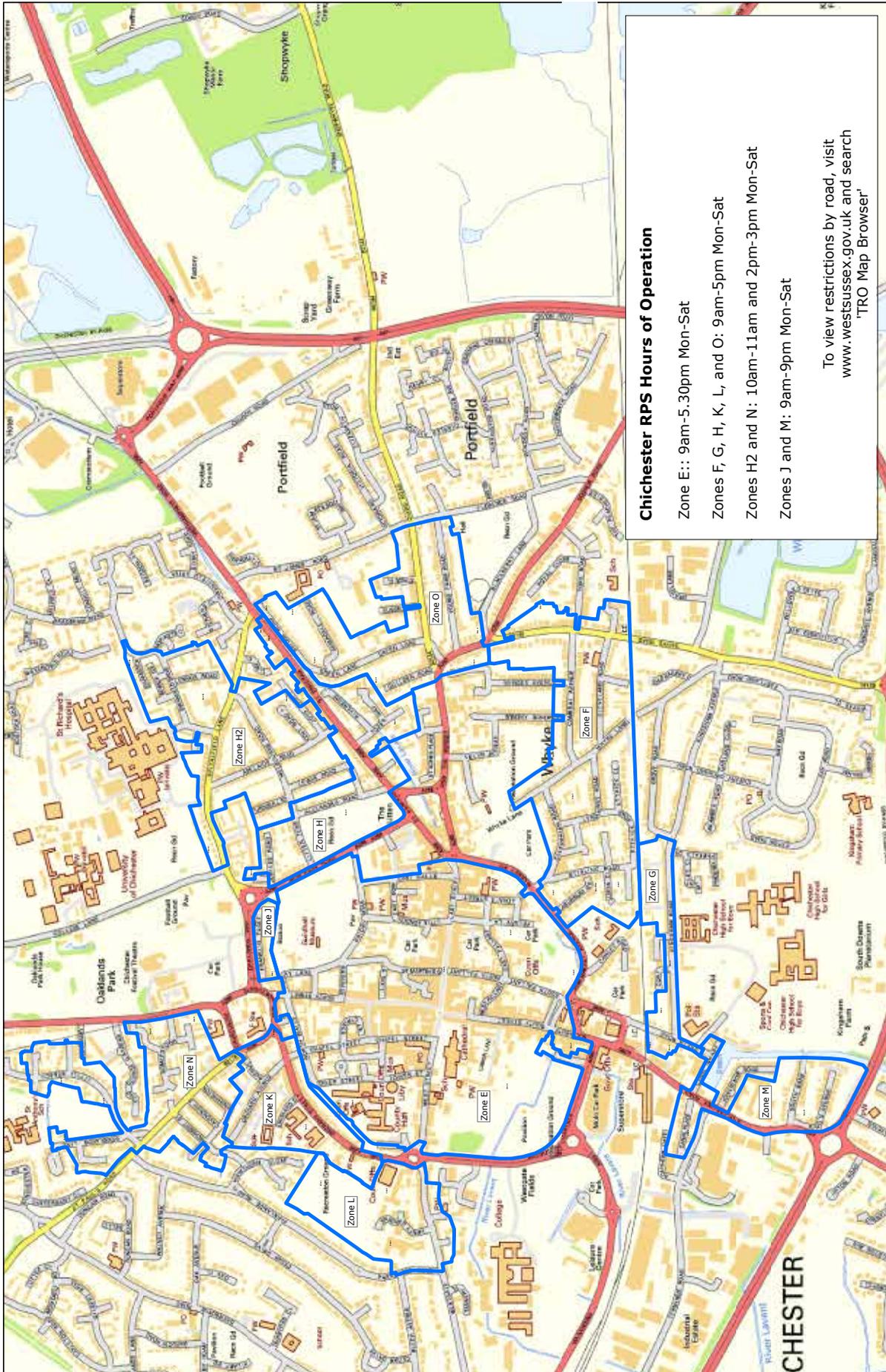
Appendix C - On-street Pay and Display machines map



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"

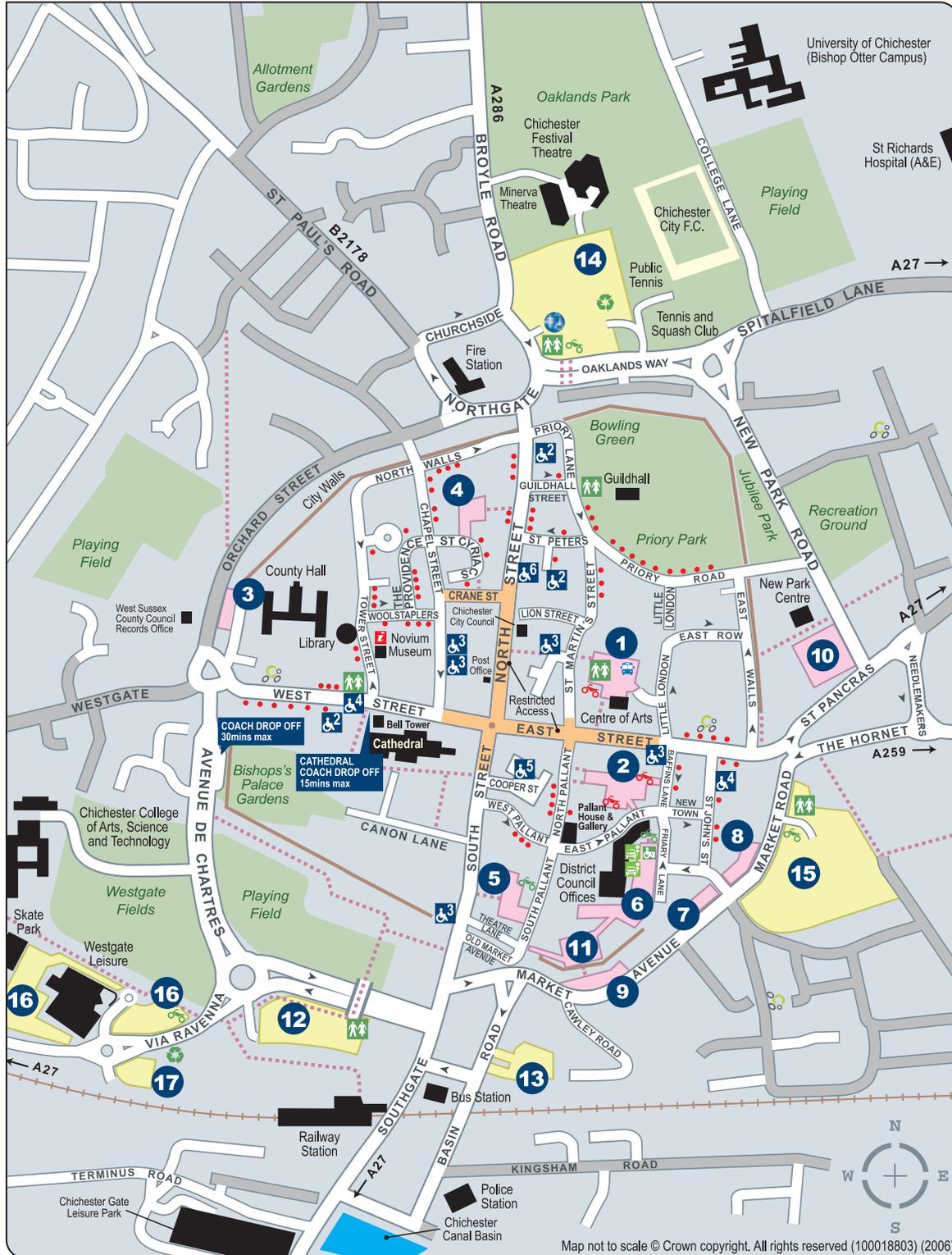


SCALE: 1:9,000

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		Disabled Parking Spaces On Street		Shopmobility (9am – 3pm Tuesday, Wednesday, Friday and 1st Saturday of month)
	Disabled Parking Spaces On Street		Free Motorcycle Parking		Free Secured Motorcycle Parking
			Co-Wheels Car Club Parking Bays		Electric Car Charging Points
			Community Bus bay		Community Bus bay
			Accessible toilet		



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 **www.chichester.gov.uk/parking**