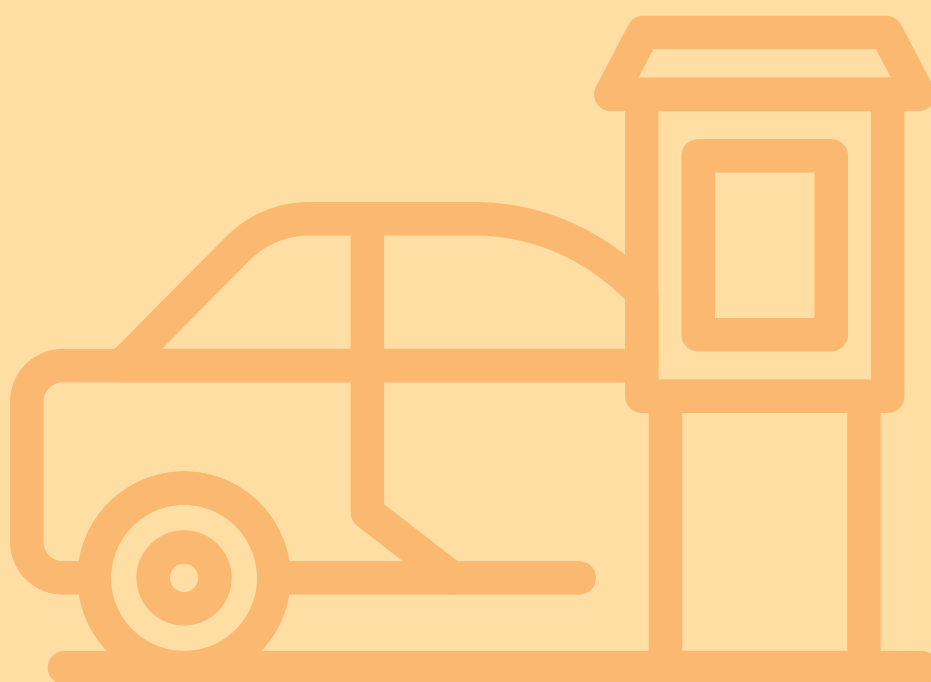


# **Car Parks Annual Report**

**2021/2022**



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## INTRODUCTION

Welcome to the Arun District Council's annual parking report. The main purpose of this report is to look at the work undertaken by the parking services team during 2021/2022 and to provide useful and factual information for our customers.

The report highlights the full range of services provided by Parking Services which includes carrying out Civil Parking Enforcement, managing the Bognor Regis Controlled Parking Zone on behalf of West Sussex County Council and managing Arun District Council's off-street car parks.

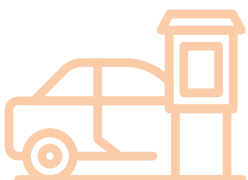
The council vision is to provide safe, well maintained car parks that meet the needs of the residents, shoppers and visitors to Arun, providing an income for the council as well as supporting economic growth, promoting a sustainable environment and creating a positive parking experience.

Parking is a valuable asset for a council. Provision of good parking can help an area to thrive, reduce nuisance parking and provide an income for the council that we can re-invest in our car parks for the benefit of all.

In order to achieve these benefits the council has a parking strategy with a framework in which we can develop detailed policies to achieve our vision for parking. Through the strategy an Action Plan has been created to deliver the following benefits:

- investment in car parks through a planned Investment Strategy to ensure they are fit for the future
- employment of enhanced technology and information to improve customer experience
- appropriate management and charging structures to support vitality and economic growth

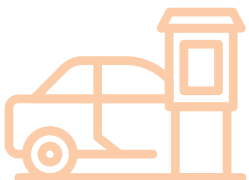
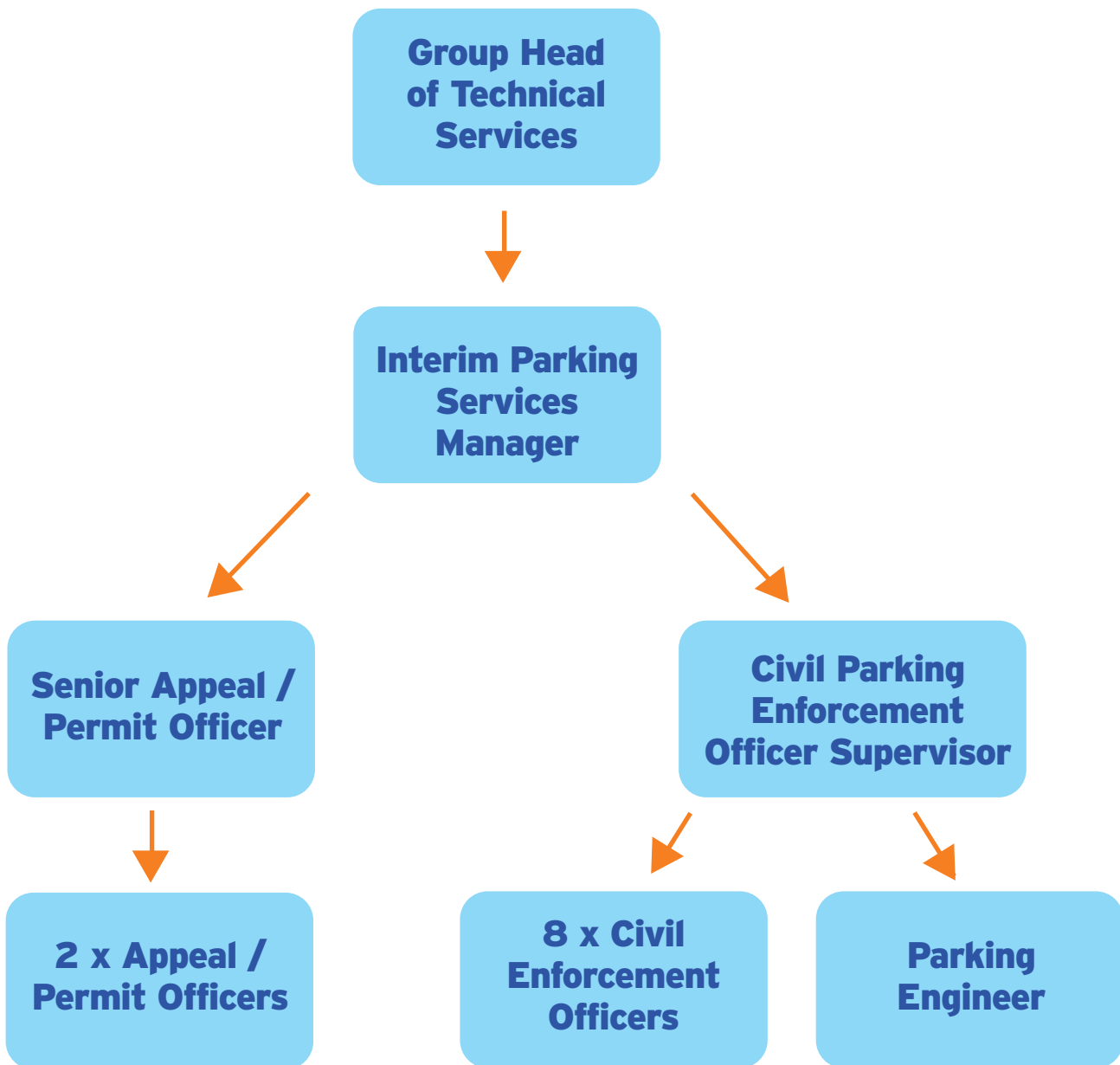
A link to the council's off-street parking strategy can be found at <https://www.arun.gov.uk/off-street-parking-strategy>



## Car Parking Team

### Overview

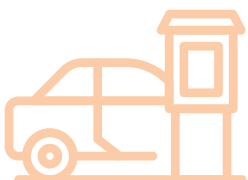
Arun District Council owns 25 public car parks and manages one car park on behalf of the Arundel Community Trust.



## Parking Services responsibilities

Some functions are carried out by Arun District Council's Parking Services Team and others by colleagues at West Sussex County Council.

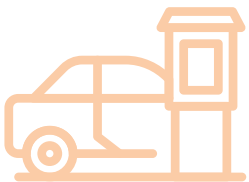
Arun District Council	West Sussex County Council
Administer on street permit schemes including resident permits and parking vouchers and administer season tickets for car parks	Implement and review on-street parking restrictions and resident parking schemes
Employs Civil Enforcement Officers to patrol and enforce on-street and off-street parking	Maintain lines and signs on-street
Employ an administration team including Notice Processing Officers	Coordinate street works
Process and respond to appeals against Penalty Charge Notices (PCNs) on and off-street	Process request for new Traffic Regulation Orders
Administer bay suspensions and dispensations	Process and issue skip licenses
Repair defects in the council's off-street car parks	Repair potholes on-street
Deal with requests for parking enforcement	Administer Blue Badge Scheme
Attend to and maintain Pay & Display ticket machines on and off-street	Issue Temporary Traffic Regulation Orders
Set rules for Arun District Council owned car parks and determine the parking charges.	Determine the parking charges on-street



## Parking enforcement

### Penalty Charge Notices issued

2021/2022	On-Street	Off-Street	Total
April	983	300	1,283
May	1,060	276	1,336
June	945	382	1,327
July	888	563	1,451
August	911	685	1,596
September	832	458	1,290
October	1,042	451	1,493
November	589	257	846
December	547	267	814
January	718	277	995
February	654	458	1,112
March	544	370	914
<b>Total</b>	<b>9,713</b>	<b>4,744</b>	<b>14,457</b>



## Appeals received and answered on-street

2021/2022	Informal received			Formal received		
	Accepted	Rejected		Accepted	Rejected	
April	115	25	58	17	2	5
May	110	36	51	68	6	3
June	104	46	84	44	4	1
July	99	23	46	19	4	6
August	101	28	64	22	4	4
September	92	32	55	18	4	6
October	105	35	64	23	5	6
November	54	26	31	15	2	9
December	62	14	34	10	1	5
January	73	22	49	14	4	5
February	64	16	32	11	1	1
March	52	17	32	16	7	8
<b>Total</b>	<b>1,031</b>	<b>320</b>	<b>600</b>	<b>277</b>	<b>44</b>	<b>59</b>



## Appeals received and answered off-street

2021/2022	Informal received	Accepted	Rejected	Formal received	Accepted	Rejected
April	129	65	32	4	4	0
May	98	49	16	4	0	1
June	116	89	39	5	1	0
July	139	84	30	12	2	2
August	213	158	49	21	1	0
September	118	91	19	12	5	8
October	138	89	35	18	7	3
November	68	48	14	8	7	4
December	74	51	16	8	4	2
January	69	44	10	3	7	6
February	142	76	40	5	0	1
March	107	65	47	8	3	4
<b>Total</b>	<b>1,411</b>	<b>909</b>	<b>347</b>	<b>108</b>	<b>41</b>	<b>31</b>





## Penalty Charge Notices issued by Contravention Code on-street

1	Parked in a restricted street during prescribed hours	3,791
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	129
5	Parked after the expiry of paid for time	259
6	Parked without clearly displaying a valid pay and display ticket or voucher	1,117
12	Parked in a resident's or shared use parking place or zone without a valid virtual permit or clearly displaying a valid physical permit or voucher or pay and display ticket issued for that place where required, or without payment of the parking charge	1,124
16	Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required	9
19	Parked in a resident's or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay and display ticket, or after the expiry of paid for time	45
21	Parked wholly or partly in a suspended bay or space	181
22	Re-parked in the same parking place or zone within one hour after leaving	2
23	Parked in a parking place or area not designated for that class of vehicle	394
24	Not parked correctly within the markings of the bay or space	0
25	Parked in a loading place or bay during restricted hours without loading	224
30	Parked for longer than permitted	1,551
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	616
45	Stopped on a taxi rank	63
47	Stopped on a restricted bus stop or stand	107
48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited	41
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	60
	<b>Total</b>	<b>9,713</b>



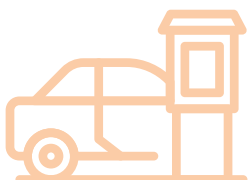
## Penalty Charge Notices issued by Contravention Code off-street

71	Parked in an electric vehicle's charging place during restricted hours without charging	2
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	1
80	Parked for longer than permitted	16
81	Parked in a restricted area in an off-street car park or housing estate	1
82	Parked after the expiry of paid for time	700
83	Parked in a car park without clearly displaying a valid pay and display ticket or voucher or parking clock	3,555
85	Parked without a valid virtual permit or clearly displaying a valid physical permit where required	42
86	Not parked correctly within the markings of a bay or space	192
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	138
90	Re-parked in the same car park within one hour after leaving	2
91	Parked in a car park or area not designated for that class of vehicle	95
	<b>Total</b>	<b>4,744</b>



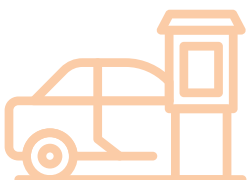
## Penalty Charge Notice cancellation reasons on-street

2021/2022	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
PCN spoiled	5	16	15	18	34	17	27	18	23	21	11	14
CEO error	4	5	3	1	1	7	2	1	2	1		
Pay & Display machine faulty	1							1				
Inadequate signs/lines	7	8	4	1	2	1	2	2	1	6	4	3
Loading/unloading												
Evidence	3	1	1	1			3	1		2		
Exempt vehicle												
Vehicle broken down	2	1	3	1	1	5	1	1				1
Valid Pay & Display ticket	5	14	7	8	6	6	10	6	9	5	5	6
Dispensation Certificate						1						
Representations allowed				4	2		1	2			1	
Valid Resident's Permit	3	3	4	1	10	7	9	7	2	6	3	4
Valid Disabled Badge	1	2	7	4	5	2	5	2	2	2	2	
Mitigating circumstances	3	3	5	6	4	6	6	7	1	3		3
Foreign driver					1	2						
Foreign vehicle	3	5	7	5		2	5	2	4	1	1	3



## Penalty Charge Notice cancellation reasons off-street

2021/2022	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
PCN spoiled		22	27	25	24	12	22	6	8	9	16	8
CEO error	2	1		2	2	2	1		1	1	3	1
Pay & Display machine faulty	2	1	3		1	1						
Child related issues	1			1	1						1	
Paid by RingGo	18	19	31	35	53	35	27	13	12	12	16	18
Valid Pay & Display Ticket	34	32	27	38	69	36	43	18	25	18	41	24
Special circumstances	1	1	1								2	
Mewsbrook Permit	3											
Valid Disabled Badge	3	2	3	4	7	5	9	2	3	4	8	11
Valid permit	7	4	3	13	9	4	11	11	12	5	9	8
Lack of supporting evidence			1									
Invalid signs/lines				2			1					1
Foreign driver vehicle			1	1	1	3	2	2	1		2	2
ADC Staff		1					1		2		7	
Police					1						4	
Mitigating circumstances						2					1	1



## Looking back

### What we have achieved:

#### Accreditation of a Safer Parking Award

All car parks across the district continue to hold the British Parking Association Safer Parking Award. This yearly accreditation assists with reducing crime and assures the public that measures have been introduced to ensure that the parking facility is a safe environment.

#### Parking strategy

We published a parking strategy which sets out a framework within which we can develop detailed policies to achieve our vision for parking. This helps us create an action plan for our future.

<https://www.arun.gov.uk/off-street-parking-strategy>

#### Webchat

Working with our customer services team we developed our webchat to cover all things parking related. This is also available outside office hours and can give automated responses.

#### Virtual season permits for our car parks

Customers can now self-serve by purchasing permits online and are able to change the registration number on the permit online at any time when they update their vehicle. The Civil Enforcement Officers' handheld devices are linked to the virtual permit system and can check if a vehicle has a valid virtual permit. The self-serve system is more convenient for customers as they do not have to remember to display a physical permit in the vehicle or wait for changes to the registration to be implemented on a physical permit. They can also use the MI permit app on their phones to manage the permit. This helps us deliver permits more efficiently to our customers.

#### EV charging points

Along with West Sussex County Council, we entered an agreement with Connect Kerb to install electric charging points in our off-street car parks and on-street.

This will bring us closer to the council's vision and help us progress our climate sustainability targets for the new financial year.



## Looking forward

### What we will do:

#### Pay & Display machines in our car parks

The council has made a commitment to upgrade all our pay and display machines in our car parks so that customers can make contactless payments, as well as cash and the ability to pay by phone.

#### Installation of electric charging points

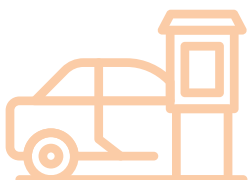
Brand new EV charging points will be placed in our car parks in both Littlehampton and Bognor Regis. The new charging points in Littlehampton will be in our Manor Road, River Road, and Surrey Street car parks and in Bognor Regis they will be in Hothampton and Regis Centre.

#### West Sussex County Council will also be placing some EV charging points on-street

Arun District Council will invest in electric vehicles for council use when our contract ends on our current vehicles. This is in line with the council's Climate Action and Biodiversity Work Plan.

#### Virtual on-street permits

In consultation with West Sussex County Council, on-street virtual permits will be available for residents and non-residents in early 2023.







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