

Parking Annual Report

2012 – 2013



Brighton & Hove
City Council

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Foreword

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It is my pleasure to introduce our fifth Parking Annual Report. The aim of the Parking Annual Report is to provide information to the public about the objectives, priorities and challenges of managing parking in our city.

This year's report includes headline results from the 'Citywide Parking Review', the most extensive review of parking ever conducted in the city. I would like to take this opportunity to thank the nearly 2,000 residents, businesses and visitors who took the time to give their views of parking in the city. The Parking Annual Report includes an update on how a number of initiatives that have been prioritised in light of this feedback such as the introduction of payment for parking by phone and mobile apps, trials of pavement parking enforcement, permit specific disabled parking spaces, more cycle parking spaces.

This has been a particularly busy year for Parking Services with the introduction of 3 new parking zones following consultation with residents with the majority of respondents in favour of the new schemes. In the case of the match day parking scheme for the Amex Stadium Parking Services were able to provide a temporary permit application processing service at Coldean Library and Moulsecoomb Housing Office to help the 2,500 permit applicants. This type of joined up service provision has proved popular with new applicants by providing a local service which avoids the need for them to travel across the city to apply.

The move of the service from temporary accommodation to a new Customer Service Centre at Hove Town Hall has helped improve services by providing a modern, first rate environment for customers and staff. At the same time I am pleased to note that the waiting list for permits in central areas has nearly halved over the past 3 years from 1,260 to 646. The waiting list for trader

permits has been eliminated altogether following agreement at Transport Committee last year, with 1,085 trader permits now on issue, up from the 777 on issue to businesses last year.

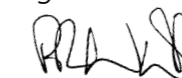
Parking Services objective to 'reduce congestion and keep traffic moving' is also being met through a range of policy and operational initiatives, including the introduction last year of static CCTV parking enforcement on key routes into the city such as London Road, Lewes Road and the North Street / Western Road corridor.

The number of parking Penalty Charge Notices issued in Brighton and Hove decreased slightly this year from 116,000 to 114,000 This is the second lowest number of Penalty Charge Notices issued in the city since 2001 and shows that there is a high level of understanding and compliance with the parking regulations amongst residents and visitors.

As in previous reports, we explain how surplus income from parking is spent: providing free bus passes for the elderly and disabled as well as a range of transport and public realm improvement projects.

If you have any questions or comments about our Parking Annual Report please let us know by telephoning our Parking Information Centre on 01273 296622, emailing us at parking@brighton-hove.gov.uk or alternatively by posting your comments on our facebook or twitter pages : www.facebook.com/transportandparking and www.twitter.com/bhcc_transport

Thank you for taking the time to read our 2012-13 Parking Annual Report



Cllr Pete West

Chair of Environment Transport & Sustainability Committee

Overview

1



Parking controls in Brighton & Hove are essential to keep traffic moving and provide access for residents, businesses and our 8 million annual visitors. Parts of the city are amongst the most densely populated in the country and there is huge demand for parking along the seafront and city centre which must be managed.

The city has a packed and diverse calendar of events many of which require the suspension of hundreds of parking bays in the areas of highest demand. Parking plays a vital role in support of the city's Tourism Strategy and managing the city's gateways which are the first arrival point for all those coming to enjoy all that Brighton & Hove has to offer. Balancing the needs of residents, visitors and businesses is key to sustainable economic growth and success.

In last year's Parking Annual Report we explained what we are doing to meet our parking policy objectives and how they were being monitored. In addition to the items shown in last year's report the following projects are underway or have

been completed which will support our policy objectives to:

- **Reduce congestion and keep traffic moving**
£1.9m is being invested in the Lewes Road corridor with work due to be completed in September 2013. The new road layout will include a bus lane and cycle lane. Over the past year parking enforcement has been carried out both on foot and for the first time by CCTV to improve traffic flow along this important gateway to the city. A part of this project data on traffic flow and bus passenger numbers and journey times has been gathered to compare with information to be collected after the project is complete.
- **Provide access safely to those that need it most**
The limit on the number of Trader Permits has been lifted and over 300 additional trader permits have been issued to businesses throughout the city. This has in turn reduced the number of waivers for parking on double yellow lines being issued to businesses providing safer places to park.

Following feedback from the citywide parking review and blue badge holders we will be trialling blue badge bays which can only be used by a particular blue badge holder or 'dedicated blue badge bays'. These will be trialled for blue badge holders with the most severe mobility problems.

- **Deliver excellent customer service**

Our Parking Information Centre has moved to our new modern Customer Service Centre at Hove Town Hall. Screens between staff and the public have been removed and a new queue management system has helped create a more welcoming environment for our customers.

The number of permits renewed online continues to increase with over 40% of renewals now completed online. We plan to continue to invest and stream line this facility over the coming year with a view to making the process simpler.

Local Transport Plan 3

Brighton and Hove's third Local Transport Plan was approved by the council in May 2011. You can find it here: http://www.brighton-hove.gov.uk/downloads/bhcc/transport/LTP3_Part_A.pdf

Key themes from the Local Transport Plan are to:

- Reduce transport congestion and journey delay
- Improve the city's public transport network to cope with increasing demands

- Provide cycling and walking routes which connect communities, natural environments and key local services and activities
- Create attractive and safe routes and places
- Reduce the number of killed or seriously injured on our network
- Control and mitigate carbon emissions, air quality and noise effects of traffic

The city's Sustainable Community Strategy (http://bit.ly/sustainable_community_strategy), outlines its aims for transport, which is to provide "An integrated and accessible transport system that enables people to travel around and access services as safely and freely as possible while minimising damage to the environment and contributing to a safer, cleaner, quieter and healthier city".

"An integrated and accessible transport system that enables people to travel around and access services as safely and freely as possible while minimising damage to the environment and contributing to a safer, cleaner, quieter and healthier city"

The table below is a year on year summary of the parking operation in Brighton & Hove.

Brighton & Hove City Council's parking operation	2012/13	2011/12	2010/11	2009/10	2008/09
On street parking spaces	27,628	25,213	25,039	23,333	22,031
Off street parking spaces	2,490	2,490	2,490	2,490	2,490
Pay & display only bays	1,001	929	929	903	534
Permit only bays	13,189	12,830	12,830	11,696	11,554
Shared bays (permit and pay & display)	10,006	9,553	9,553	9,127	8,918
Disabled bays	630	571	571	511	464
Other bays	723	618	618	558	549
Number of vehicles removed	1,017	956	1,057	1,268	1,073
Bays suspended during the year	4,186	4,089	4,003	4,081	3,735
On street Penalty Charge Notices issued	114,332	116,097	109,275	116,369	129,837
Items of correspondence received	32,373	35,284	35,856	37,716	43,472
Resident permits issued (including match day)	25,918	22,542	22,583	20,783	19,885
Resident Visitor permits issued	463,609	509,100	422,583	319,820	345,581
Blue Badges on issue	13,472	12,967	13,265	11,978	13,000



The Citywide Parking Review

2



In October 2011, the city council made a commitment to review its parking schemes to ensure a fair balance between the needs of residents, business and visitors. The purpose of the review was to improve the way we manage parking and to look at the future of residents parking schemes and whether to consult on new parking schemes or to extend existing schemes.

Community engagement and consultation

The consultation for the review was carried out in two phases.

- A community engagement phase identifying issues and local concerns - over 40 community group meetings were attended and detailed notes were taken.
- Then there was a main consultation phase with detailed consultation with stakeholders including ward members and a sample postal consultation of 6,000 households city wide.

An independent scrutiny panel also considered the draft report on the city wide parking review and identified the following concerns:

- preventing displacement parking
- mobile phone technology for payment and finding vacant parking
- use of other innovative technologies in line with other councils
- enforcement of restrictions outside Controlled Parking Zones
- reminding non car owning residents that they are entitled to buy scratch cards for visitors
- More information on the number of cars owned and vehicles used
- Schedule for parking reviews

Postal consultation – summary of results

- 1842 people responded to the survey.
- 46% of respondents thought that residents parking schemes work well / mostly well for residents and their guests, compared to 43%

who thought they caused problems.

- 64% of respondents had concerns about how parking for visitors, shoppers and businesses are affected by residents parking schemes.
- 51% of respondents agreed / strongly agreed that resident parking schemes have improved the management of parking across the city.
- 42% of people agreed with the current hours of operation, but another 42% of people wanted to reduce the number of hours. Of those who disagreed with the hours of operation, 83% wanted parking enforcement to end earlier.
- 63% of people agreed / strongly agreed that there should be a limit on the number of permits issued per household in each parking scheme.
- For residents who live in resident parking schemes, 93% reported that they felt that parking was enforced where they live.
- 78% of respondents said they would make use of being able to pay by credit or debit card at pay and display machines. Support for mobile and smart phone payment methods was highest amongst younger age groups with 67% of people saying they would use this method of payment at least some of the time.

Conclusions of Review

The conclusions of the review are based on the analysis of the community engagement and the postal consultation results together with a study of available data and from published and commissioned research.

Are existing resident parking schemes popular and should they be extended?

Resident parking schemes have proved popular where they have been implemented. For example in Scheme J (London Road) 84% of residents said they did not want their road to be removed from the scheme, this is compared to 67% who originally voted for the scheme. Over the city as a whole more people thought they worked well for residents and their visitors than not. There is demand for consultation on new or extended controlled parking schemes from a number of areas in the city.

- Bakers Bottom (Hendon, Bute & Rochester Streets)
- Hanover
- Hove Park between Old Shoreham road and Woodruff Avenue

The council does not impose schemes on areas – schemes are only introduced after careful consultation and if the consultation produces a negative vote they do not proceed.

- The Upper Lewes Road/Lewes Road triangle area
- Portslade, south of Old Shoreham Road
- The Preston Park triangle (roads between Preston Park Avenue, Stanford Avenue and Preston Drive)
- West Hove.

Of these areas it was agreed, following further discussion, to consult in:

- West Hove (excluding Boundary Road Hove) 2013 -15
- Preston Park & Lewes Road triangles. 2013 - 15
- Hove Park & Bakers Bottom. 2015 -16

It was decided not to go ahead in Hanover because, when last consulted this area was very opposed to parking controls. The narrow widths of roads meant that there would be a loss of on street parking.

As a general principle it was agreed that new areas should only be considered for inclusion in future parking scheme timetables where there have been requests from residents, ward councillors and others within the area asking for parking controls.

The council does not impose schemes on areas – schemes are only introduced after careful consultation and if the consultation produces a negative vote they do not proceed.

In dealing with larger areas we have to consider all views and if roads on the edge of proposals reject a scheme a smaller scheme may still be considered. Alternatively these roads may have to be included otherwise they may be used by vehicles without permits. In all cases we look at the design and geography of the scheme and consider a natural boundary where possible.

Grass verge and pavement parking controls

Many complaints were received about driving and parking on pavements (footways) and grass verges. Driving on a footway is a criminal offence under both Section 72 of the Highways Act 1835 and Section 34 of the Road Traffic Act 1988 and any driver may be prosecuted for doing so, unless a vehicle crossover has been constructed to provide access to private property or in an emergency. The Police have powers to enforce this legislation and residents should report it to the police first.

Pavement and verge parking need to be distinguished. Parking on the pavements causes obstruction and impacts particularly on vulnerable road users. It can also cause damage to basement areas. Council policy is not to condone parking on pavements and this continues to be the case. Persistent parking on verges is unsightly and can lead to significant erosion. Replacing verges with tarmac can cause problems with rapid surface water runoff. Bollards can also be unsightly, require upkeep and prevent grass cutting.

In 2011 the Department of Transport introduced new powers including signage for area based verge and pavement parking restrictions which can be enforced by the issue of penalty charge notices (PCN). We consulted as to the suitability of these measures in parts of the city and propose to advertise verge and pavement parking restrictions in selected roads in North Portslade and the Varndean area.

Traffic orders for the verge & pavement pilot schemes were advertised in the summer and representations received will also be presented to Environment Transport and Sustainability Committee.



Permit specific Disabled Persons' Parking Places

Requests were made by individuals and disability groups for a facility for disabled bays reserved for specific blue badge holders. Disabled bays would have a sign plate with a specific permit number related to an individual resident. Other badge holders would be liable to a PCN if they parked in that bay. They could improve access for individual blue badge holders in residential areas where there is parking pressure often coupled with local facilities such as schools and community venues.

The principle is accepted and further work and consultation is being undertaken with stakeholders as to the eligibility criteria that should be applied.

Vehicles parked in areas just outside existing schemes (displacement) and spare capacity in streets in existing schemes (underutilisation)

Inevitably, a scheme in one area may displace vehicles to an adjacent area. This, combined with high density housing, new developments and additional sources of demand such as access to rail stations and key bus routes have led to more areas asking for parking controls.

Other than the Sussex Downs there are few natural boundaries for schemes. Whilst railway lines and dual carriageway roads can act as boundaries they are imperfect. Displacement takes place in parts of West Hove, Hanover & Queen's Park next to the existing light touch areas W & U and next to any other parking scheme. It also occurs in streets next to single yellow line waiting restrictions around Hove Park.

Underutilisation is linked to displacement but can be associated with the street environment security/overlooking/urban blight), terrain, number of private driveways, patterns of daily demand and parking tariffs.

We looked at the feasibility of certain options such as permitting streets outside a scheme to purchase a permit to enable parking within the adjacent scheme (a buffer zone). This policy has been adopted by West Sussex County Council however their parking schemes work at lower capacities, typically 80%. Most parking schemes in Brighton and Hove are at 90% or above and the long term capacity is not guaranteed. For example the central Hove scheme had capacity five years ago but not currently. Buffer zones also avoid the question of whether streets outside a scheme should first have the opportunity to be consulted on a scheme in their area.

We consulted on proposals for full or partial mergers of schemes or sharing of streets between schemes but no consensus could be found. In the past light touch schemes have been offered as a solution but have well documented disadvantages, see below.

Light touch schemes

Light touch schemes are where parking is restricted to permit holders only for two hours in the day, one hour in the morning and one hour in the afternoon/evening. They do not contain pay and display parking.

We looked at views expressed as part of this consultation and reviewed our experience since light touch schemes were introduced in 2006. Take up of permits in light touch schemes is low relative to full schemes, at 70-75%. The enforcement costs are the same as full schemes. They do not offer flexibility of parking options such as short, medium and long term pay and display. On the positive side they reduce street clutter and can be popular with residents in those schemes.

It has been agreed that no further light touch schemes will be proposed and existing schemes will only be re consulted if this is supported by local councillors.

Waiting Lists for resident permits

Waiting lists are longest in Areas M (Brunswick & Adelaide), Y (Central Brighton North) & Z (Central Brighton South), 12 months in each case and there is a few months wait in Area N (Central Hove). This is historic and a reflection of the parking demand and housing density in these areas.

There have been regular reviews of waiting restrictions in these schemes and six years ago the merger of eight small central Brighton schemes into two schemes Y & Z did have a positive effect. We have looked at mergers or partial mergers of schemes but there is no consensus and there is a risk of increasing internal commuting within larger schemes.

Since the northward extension of Area C, (Kemp town) residents in Richmond Place (Area Y) have been unable to park in these streets, made worse by being cut off from the rest of Area Y. Residents have requested this street is moved into Area C.

Converting some of the seafront pay and display bays into resident or shared resident /pay and display bays would have a negative effect on the

tourist economy (estimated £250K net reduction). Residents in Schemes M & Y already have the option of purchasing a discounted permit for specified council off street car parks.

The postal survey has indicated that city residents support a limit on the number of permits that can be issued per household, but there isn't clear support for charging a higher amount for a second permit. If permit numbers are not controlled through pricing, any rationing system raises issues of equalities and exactly what criteria to apply. Other local authorities do not seem to have introduced limits except through price although some suspend applicants from the waiting list if they have unpaid Penalty Charge Notices.

Overall the waiting list for permits has nearly halved over the past 3 years from 1,260 to 646

Times of parking scheme operation

When talking to community groups there was general satisfaction with times of operation. However the postal survey response was evenly split and of those who disagreed with hours of operation 83% wanted enforcement to end earlier in the day. Some residents wanted unrestricted parking on weekends or on a Sunday.

We reviewed this policy, however, the reason why restrictions are in force until 8pm is to make it easier for residents returning home from work to find a space near their home. As the city is a popular tourist destination demand for parking is particularly high at weekends so restrictions are there to help residents. In past situations where restrictions have been less, residents have campaigned for extensions due to displaced

parking at those times e.g. Queen's Park extension to Sundays in 2011.

Enforcement

Residents in existing controlled parking zones believe their areas are properly enforced (93%). However community engagement shows clear demand for more enforcement in areas outside controlled parking schemes, particularly outside schools, shopping areas and footways and verges. The review suggested an increase in enforcement presence outside Controlled Parking Zones.

The new parking enforcement contract includes two vehicles, scooters and bicycles to enable Civil Enforcement Officers to allow them to reach areas of problem parking more quickly.

Cycle parking places and car club spaces

There is demand for increased on street cycle parking which increases with the number of bicycles owned in a household, but even non bicycle owners are more supportive than not.

Our transport strategy includes a target to create 100 -160 cycle parking spaces a year and a proportion of these will be on street spaces.



The opinion survey was unclear on whether there should be more electric vehicle parking places and car parking spaces. The council promotes car clubs where residents can use shared vehicles by booking online. They work best in dense urban areas where some residents choose to give up their cars and use car club vehicles so reducing parking congestion.

There is a growth in a new business model where drivers rent out their own vehicles to others on the internet.

Multi modal payment cards such as 'Oyster' could be applied to car club usage.

Research is also being carried out into a one way usage vehicle, the car club equivalent of "Boris bikes".

Technology & parking - payment methods

Cash payment can be inconvenient to the public and there are costs and security implications to collection. Residents clearly want to be able to use credit and debit cards to pay for parking (78%). We have already introduced additional on and off street card payment machines e.g. in Madeira Drive, Brighton and Grand Avenue, Hove, Norton Road car park, Hove. Support for mobile and smart phone payment methods was highest amongst younger age groups (67%).

A new service to allow people to pay for their parking by phone, text or smart phone app is being rolled out across the city starting with the Seafront in September followed by Central Brighton with the service available citywide by April 2014.

Technology & parking - roadside parking bay sensors

These detectors are mounted in the road and bay availability can be checked by drivers using an app which is compatible with satellite navigation devices. Following a successful testing period Westminster Council have installed parking bay sensors as a pilot scheme in several west end streets.

The system also gives historic data on availability of parking in the area and makes predictions for future availability.

The council will be looking at the results of this pilot to decide whether it could be used in Brighton & Hove. Some of the potential benefits would be:

- Real time parking availability on a Smartphone application
- Links with the Pay by Phone system and a Smartphone application
- Real time data available to Traffic Marshals to help them direct motorists to available parking space around the city
- Analysis of the demand for space and its use

Rolling out this scheme across the city would represent a considerable capital investment and there would have to be a proven business case.

Coach parking

The negative impact of coach parking (in Roedean Road) has been identified by the Roedean Community Association. The council is continuing in its efforts to find a viable location for a dedicated coach parking facility.

The effects of parking controls and level of parking charges

The most common comment by residents in the postal survey was either that parking was too expensive or that the level of parking charges discouraged visitors and was bad for the local economy. Many UK cities saw a reduction in visitor numbers during the unusually bad weather seen in 2012. Trends in Brighton and Hove have followed these weather patterns rather than changes to parking charges.

Both the RAC Foundation "Spaced Out" (2012) report and the London Councils "Relevance of parking to the prosperity of urban areas" (2012) report suggest that a supply and demand approach is best and that parking charges need to be set at a level to achieve 85% occupancy of spaces. This in turn reduces the amount of traffic searching for a parking space.

Parking and permit charges are reviewed annually to manage demand for parking and achieve a

high turnover of vehicles using the cities limited on street spaces and achieve wider transport objectives of reducing congestion and encouraging the use of sustainable transport. Many permit schemes are at or near capacity or have waiting lists for permits. As mentioned elsewhere in the report surplus income is spent mainly on providing free bus passes for the elderly and disabled.

It is generally accepted that charges should fall as you move away from the city centre and this zoned approach to tariffs was a theme of the last tariff review. Changes to tariffs were made in the Seven Dials and London Road areas in response to local concerns.

Scratch cards for residents' visitors

Although the number of resident visitor permits issued is rising, 319,00 in 2009, 416,000 in 2010 and 500,000 in 2011 many residents are unaware that they can purchase scratch cards visitor permits even though they do not themselves own a vehicle. In October 2011 it became possible to register for an online facility to order resident visitor permits. We aim to make it easier for residents to buy this type of permit by simplifying the process.

Motorcycle parking

There have been requests for more motorcycle parking bays, and secure motorcycle parking bays, especially in the city centre. We accept the need to provide more motorcycle parking as part of a balanced approach and for secure motorcycle parking to improve security and prevent damage. We have trialled a number of different types of secured parking on street to identify the best solution.



We are working with the 'Motorcycle Action Group' to identify suitable locations and a list of these is available on our website.

New Resident Parking Schemes

3



Canning Street and Richmond Heights Extension to Area C – Queens Park

Following consultation with residents and organisations in these areas, the Transport Committee meeting of 10th July 2012 approved the implementation of proposals for extensions to the Area C parking scheme, giving priority to parking for residents. The changes were implemented for an operational start on 1st September 2012.

The scheme gives priority to residents and their visitors only on days when outdoor events, including football matches, take place at the stadium. Match days are advertised on all road entry signs to the area and can also be found on the council's website. Parking controls aim to address the problems that residents have experienced due to high numbers of people parking in the area when football matches are being played.

For the first time staff trialed a 'check and send' permit application service locally at Coldean Library and Moulsecomb Housing Centre, a service which proved very popular with residents.

Amex Community Stadium match day parking scheme Parking Areas B – Coldean and D – Moulsecomb

Brighton & Hove Albion Football Club was granted planning permission for additional seating in the Amex Community Stadium, and as part of the planning permission agreed to pay for consultation on a scheme for controlled parking. Consultation showed 68% (Moulsecomb) and 78% (Coldean) of respondents in favour of a match day scheme.

London Road North and Roundhill Extension to Area J

Following consultation with residents with 56% of respondents in favour of a scheme, the extension to parking area J was implemented in July 2013. The scheme is running at 82% of capacity currently and we would expect that figure to continue to rise over the next 6 months.

Permits

4



Resident visitor permits

We have now completed a re-design of our website by reducing the amount of information shown on each page.

We have kept the popular 'do it now' facility permit to complete online transactions.

The chart on the next page shows a year on year comparison of the take up of resident permits for every parking area over the last 3 years.



Area	Resident Parking Zone and (visitor allowance)	Resident Permits allowed 2012/13	Resident Permits on issue 2012/13	Resident Permits on issue 2011/12	Resident Permits on issue 2010/11	% of scheme take up 2012/13	No. of people on waiting list 2012/13	No. of people on waiting list 2011/12	No. of people on waiting list 2010/11
Preston Park*	A (50)	642	618	639	642	96%	0	0	0
Coldean	B (25) +1	No limit	986	n/a	n/a	n/a	n/a	n/a	n/a
St James*	C (50)	1943	1739	1363	1311	90%	0	0	0
Moulsecroomb	D (25)+1	No limit	1528	n/a	n/a	n/a	n/a	n/a	n/a
Kempton*	H (50)	2552	2494	2519	2408	98%	0	0	0
London Road*	J (50)	2811	2301	829	857	82%	0	0	0
Brunswick	M(50)	1650	1650	1650	1650	100%	202	356	400
Central Hove	N (50)	4589	4589	4589	4589	100%	67	0	113
Goldsmid	O (50)	2283	2066	2099	2084	90%	0	0	0
Prestonville	Q (50)	1092	1048	1023	1092	96%	0	0	0
Westbourne	R (50)	4077	3527	3497	3572	87%	0	0	0
Hove Park	T (50)	524	368	365	369	70%	0	0	0
St Luke's	U (50)	411	279	288	265	70%	0	0	0
Westbourne	W (50)	1069	811	781	844	76%	0	0	0
North Central	Y (25)	1750	1750	1750	1750	100%	211	310	385
South Central	Z (25)	1150	1150	1150	1150	100%	166	259	362
Total			25,918	22,542	22,583		646	925	1,260

*scheme extended in period covered by table
+1 means one transferrable visitor permit valid for all match days

Three parking schemes have waiting lists with most areas almost full

The number of trader permits on issue has risen significantly following the abolition of the waiting list

Number of other permit types issued

(Visitor and hotel permits shows actual permits sold, not permits 'on issue')

Permit type	Total 2012/13	Total 2011/12	Total 2010/11	Total 2009/10	Total 2008/09
Business	1662	1417	1353	1257	1222
Car Club	89	74	63	75	47
Carer	161	137	132	128	117
Dispensation	468	443	411	453	446
Doctor	126	130	132	157	130
Electric Vehicle	45	25	18	n/a	n/a
Resident (including match day)	25,918	22,542	22,583	20,640	19,885
Professional Carer	2029	1843	1861	1916	1933
Schools	148	128	137	98	98
Trader	1085	777	623	649	599
Visitor permits sold	463,609	509,100	476,067	319,820	315,581
Hotel permits sold	35,889	36,087	37,656	22,285	30,602

Online Payments

You can now renew the following permits online at Brighton & Hove City Council by following the links on our parking web pages

- Resident permits
- Trader's permits
- Business permits

In line with plans explained in last year's annual report we have added the following services online;

- Requesting a suspension
- Requesting visitor permits

On street enforcement

5



On street parking contract

The on-street parking contract was re-let in 2012-13 following the expiry of the previous contract so that the council could ensure the best possible value for money. A full report into the on street parking contract retendering exercise can be found on our website.

NSL Services were successful and awarded a 3 year contract to provide enforcement services with an option to extend by a further two years subject to satisfactory performance. The new contract should result in savings to the council of around £400,000 annually.

The city's enforcement contractor currently employs 74 Civil Enforcement Officers (CEO's). This has been reduced from a high of 85 officers in 2009. The level of enforcement is closely monitored and varies as shown in the table below depending on enforcement priorities and compliance.

Civil Enforcement Officers employed by month

	2009	2010	2011	2012	2013
Jan	85	80	74	70	72
Feb	84	80	74	70	72
Mar	84	80	74	70	72
Apr	83	80	71	70	
May	83	80	71	70	
Jun	85	80	71	70	
Jul	82	80	73.75	70	
Aug	82	80	71.35	71	
Sep	85	78	71.35	70	
Oct	84	75	71.35	70	
Nov	84	75	71.35	73	
Dec	81	75	71.35	73	

Scooter and cycle enforcement

We now have 3 CEO's on scooters deployed each day. They focus on enforcement of the yellow lines and the Special Parking Areas of the city. They are able to get around the city much quicker than the foot beats and can attend to urgent issues such as obstruction of residential driveways and dropped kerbs. Under the new contract Civil Enforcement Officers will also be enforcing by bicycle in areas where that practicably to enforce by these means.

CEOs assisting the public

Beyond their core duties, enforcement officers regularly help members of the public whether it be providing local information, assisting at the scenes of accidents, supporting the Police or simply returning lost property. A new uniform is being launched as part of the new contract which is less formal than the old uniform style.

Partnership Working

We work in partnership with many organisations in the city for event management and to discuss specific problems or issues on request. These include:

- Local Action Groups focusing on parking enforcement
- The Brighton Festival
- The Brighton Marathon
- Kemp Town Carnival Association
- Federation of Disabled
- Sussex Police
- Major events such as party conferences

Suspensions

A total of 4,186 parking bays were suspended across the city compared to 4,089 bays suspended in 2011/12 across the city. These were for various reasons which include household removals, building work and for numerous special events and parking requests. The council processed 1,076 suspension applications with our contractor NSL placing the signs in advance to facilitate these suspensions. We applied to the Department of Transport for a larger more prominent suspension sign to make it clearer to drivers that a suspension was taking place. Details of the suspension are now printed rather than being hand written as



in previous years again to make the details of the suspension clearer to drivers.

Events

The city has a packed calendar of events for which changes in the usual parking arrangements are required. We have mentioned some of these in previous annual reports such as the Brighton marathon which continues to prove popular with visitors and residents. An events listing is published on the council's website.

Olympic Torch relay

Brighton and Hove were proud to host the Olympic Flame on day 59 of the Olympic Torch Relay. It was a fantastic occasion and over 80,000 people watched the relay pass through the city on 16th and 17th July 2012.

Transport Operations worked closely with the council's Highway team to ensure the Olympic Flame passed safely and successfully through the city. A total of 158 parking bays were suspended in Hove on 16th July. We have never had an event of this nature, it was moving and there were strict time limits the teams had to adhere to. If the route was obstructed in any way, the entire relay could have been adversely affected.



Parking bays were suspended in Goldstone Crescent, Kingsway, Adelaide Crescent and Palmeira Avenue allowing the torch and the convoy safe and clear passage to the Sussex County Cricket Ground. The Enforcement Contractors NSL drove ahead of the convoy to ensure the parking bays were clear. The parking bay suspension signage was implemented well in advance of the event giving motorists plenty of notice. Everything went smoothly on the day and there were no obstructions. This allowed the Olympic Flame to get to its destination and the many spectators to enjoy the event.

The number of parking Penalty Charge Notices issued in Brighton and Hove was less than last year. The second lowest number of Penalty Charge Notices issued in the city since 2001

Penalty Charge Notice statistics 2008-9 to 2011-12

	2012-13			2011-12			2010-11		
	Total Penalty Charge Notices	On Street	Off Street	Total Penalty Charge Notices	On Street	Off Street	Total Penalty Charge Notices	On Street	Off Street
Number Of higher level PCN	78,256	78,077	179	73,222	73,027	195	76,615	76,435	180
Number of lower level PCN	36,076	33,086	2,990	42,875	40,364	2,511	33,733	30,857	2,876
Total number of PCNs issued	114,332	111,163	3,169	116,097	113,391	2,706	109,275	106,292	2,983
Number of PCNs paid	81,507	79,136	2,371	82,964	81,117	1,787	78,995	77,139	1,856
Number of PCNs paid at discount	67,253	65,578	1,675	68,662	67,157	1,505	63,441	61,920	1,521
Number of PCNs against which a representation was made (including Transfer of liability)	32,373	31,390	983	35,284	34,131	1,153	35,856	34,503	1,353
Number of PCNs cancelled as a result of representation or informal challenge	14,253	13,469	784	14,371	13,970	401	16,207	15,311	896
No of PCNs written off for other reasons	2,043	1,991	52	3,250	3,203	47	3,204	3,145	59
Number of Postal PCNs issued	8,789	8,789	0	N/A	N/A	N/A	N/A	N/A	N/A
Number of vehicles immobilised	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Bus Lane Enforcement

6



Bus Lane Enforcement aims to give priority to buses and taxis in bus lanes by excluding other vehicle types during prescribed hours. Bus Lane Enforcement is part of a wide ranging programme of measures to improve the reliability and punctuality of public transport, reduce congestion and pollution.

The number of Penalty Charge Notices issued for being in a bus lane has decreased significantly over the past year.

Statistics for appeals against bus lane Penalty Charge Notices

Local Authority	Appeals received	Penalty Charge Notice (PCN's) issued	Rate of appeal per PCN	Not contested by council	Allowed by adjudicator	Total allowed including not contested by council	Refused by Adjudicator incl. Out of time and withdrawn by appellant	Awaiting decision incl. Other decided
All Areas Apr 08 - Mar 09	464	132,170	0.35%	189 41%	119 26%	308 66%	141 30%	15 3%
All Areas Apr 09 - Mar 10	634	172,390	0.37%	237 37%	175 28%	412 65%	187 29%	0
All Areas Apr 10 - Mar 11	1,410	321,607	0.43%	586 41%	256 18%	842 60%	484 34%	44 3%
All Areas April 11 - March 12	3,336	527,027	0.63%	1304 39%	826 25%	2130 64%	1061 32%	110 3%
All Areas April 12 - March 13	2,740	554,773	0.49%	651 24%	551 20%	1202 44%	1300 47%	109 4%
Brighton & Hove Apr 08 - Mar 09	82	5,702	1.44%	29 27%	15 18%	37 45%	45 55%	0
Brighton & Hove April 09 - Mar 10	74	6,737	1.1%	44 59%	13 18%	57 77%	10 14%	7 9%
Brighton & Hove Apr 10 - Mar 11	75	7,964	0.94%	13 17%	25 33%	38 51%	36 48%	0
Brighton & Hove April 11 - March 12	58	9,311	0.62%	34 59%	17 29%	51 88%	7 12%	0
Brighton & Hove April 12 - March 13	12	2,892	0.41%	1 8%	7 58%	8 67%	3 25%	1 8%

Month	Bus Land Enforcement Penalty Charge Notices issued 2012-13	Bus Lane Enforcement Penalty Charge Notices issued 2011-12	Bus Lane Enforcement Penalty Charge Notices issued 2010-11
April	743	413	424
May	605	507	543
June	304	697	670
July	160	962	915
August	87	860	690
September	40	976	758
October	73	1039	822
November	134	629	669
December	177	860	522
January	163	735	648
February	192	723	614
March	214	910	689
TOTAL	2892	9311	7964

The number of Penalty Charge Notices issued for being in a bus lane has decreased significantly over the past year. This fall is mainly due to bus lane monitoring officers completing training for CCTV parking enforcement and then carrying out CCTV parking enforcement in addition to their bus lane monitoring duties.

The addition of these duties has meant that they are able to prioritise incidents which affect traffic flow along the busy North Street / Western Road Corridor.



Challenges, representations and appeals



Online Appeals

We are now responding to the majority of online appeals via email making the service faster and more convenient, as well as reducing the cost of making an appeal and of providing the service.

Online appeals have increased in popularity with the majority of representations now being sent in via this route. By sending our responses to informal representations via email which decreases back office processing costs of stationery and postage (see Chapter 12). We also request that evidence is sent via email.

Payment Channels	Aug-13	Jul-13	Jun-13	Jul-12	Jun-11
Web %	52	49	51	42	37
IVR %	29	30	27	26	27
Postal %	9	10	10	12	15
Other (PIC etc) %	10	11	12	20	21
Correspondence	Aug-13	Jul-13	Jun-13	Jun-12	Jun-11
Web %	56	48	43	47	32
Postal %	44	52	57	53	68

New customer service centre

The new Customer Service Centre opened in February 2013 with 4 counters for permit and PCN enquiries, the Blue Badge office and a new self service area where you can appeal online or renew your permit online. The area is more open and modern without screens between staff and the public as used to be the case at the Parking Information Centre.

There are 'meet and greet' staff to direct the public to self service booths or the correct counter. The Centre also includes a new queue management system linked to our back office, which is immediately behind the Customer Services Centre in order to provide a joined up service. Interview booths are available for sensitive enquiries such as Blue Badge applications.

Blue Badges

As highlighted in last year's annual report, there have been changes with regards to Blue Badge processing.

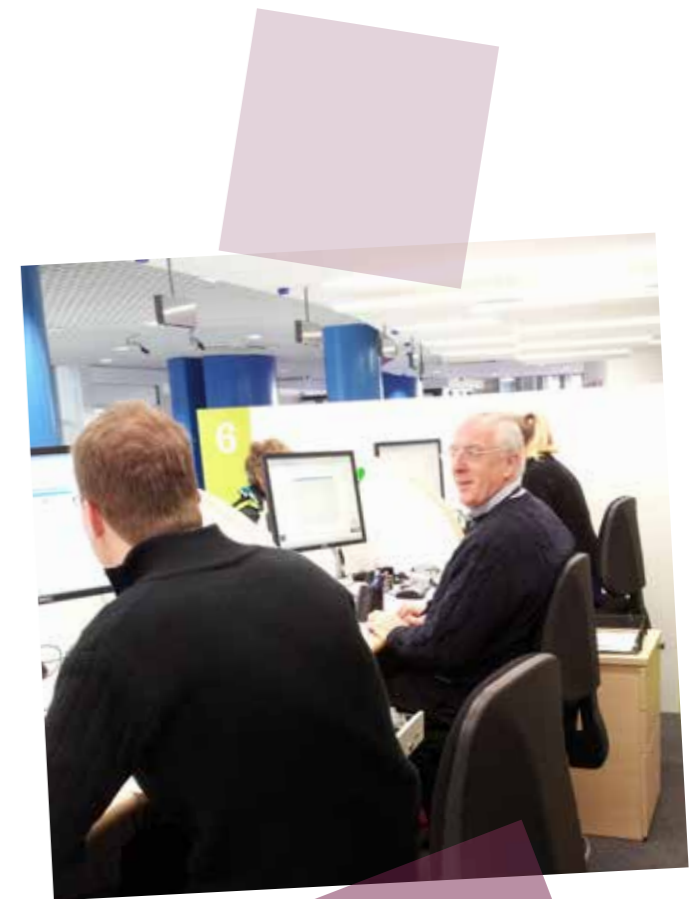
Brighton & Hove has adopted the Department for Transport's best practice for assessing and processing badges for approximately 1 year. The desk top assessments and independent mobility assessments have allowed us to identify badges that should not have been issued.

We have amended our response dates so that badges are sent to the applicant wishing to renew their badges well before the old badge expires. There are currently 13,472 Blue Badges on issue in Brighton and Hove most of which have now been issued via the new national system, with improved security features. As badges are valid for 3 years within the next 18 months all blue badges will have been issued using the new system.

Awards

This year we were shortlisted for:

- Parking Services Team of the Year
- Parking Annual Report for the fourth year in a row



Statistics for appeals against parking Penalty Charge Notices for 2012-13
Appeals to the adjudicator

Local Authority	Appeals	PCNs issued	Rate of appeal per PCN	not contested by council	Rate of appeal per PCN	Total allowed including not contested by council	refused by	Awaiting decision incl. Other decided
All councils April 12 - March 13	16,225		0.38%	4249 26%	3691 23%	7941 49%	6898 43%	389 2%
Brighton & Hove Apr 08 - Mar 09	811	129,837	0.62%	245 30%	292 36%	537 66%	254 31%	20 2%
Brighton & Hove Apr 09 - Mar 10	671	116,369	0.58%	162 24%	217 32%	379 56%	288 43%	4 1%
Brighton & Hove Apr 10 - Mar 11	722	109,275	0.66%	127 18%	216 30%	343 48%	336 47%	4 1%
Brighton & Hove April 11 - March 12	646	116,097	0.56%	121 19%	217 34%	338 52%	279 43%	29 4%
Brighton & Hove April	538	114,332	0.47%	105 20%	156 19%	261 49%	264 49%	12 2%

Learning from appeals

We aim to help motorists understand the parking regulations in our response to appeals. We do this by including photos of the vehicle, relevant signs and extracts from the highway code or the blue badge leaflet, if appropriate. We also try to learn from the types of appeals that we receive.

One common reason for appealing against a Penalty Charge Notice is that the driver didn't see that there was a suspension in force when they parked. We have worked with our contractor to ensure that signs are sited in the best locations to ensure they are as visible as possible. In 2012 we also applied to the Department of Transport for permission to use larger suspension signs in bright yellow to make suspensions more obvious

to drivers. We are pleased to note that the number of Penalty Charge Notices for being 'parked in a suspended bay' has fallen from 1,456 in 2011-12 to 1,212 (see appendix 2) despite a slight increase in the number of bays suspended in the city.

We will continue to work to make the parking regulations as clear as possible and to improve the information about parking regulations in the city on our website.

Keeping in touch

8



Over the past year we have been looking at different ways we can connect with our customers, to make it easier to get in touch, access information and feed back views.

Social Media

The Parking and Transport Operations Facebook page and Twitter feed has become an increasing popular way of assessing what people are saying about the services within parking and transport and creates a real interaction between us, residents and visitors to the city. Our pages provide a platform for open discussion about a subject matter the public are highly passionate about.

Important information such as road closures for large events, information on new parking schemes and links to our 24 hr on-line services are frequently posted, our feed also enables us to provide regular updates for the Traffic Control Centre. Alongside this, social media provides a platform to raise awareness of the services and road safety campaigns within Transport Operations, such as the Park Safe / Walk Safe, promoting safer routes to school and the need to keep areas outside schools safe and congestion free. Some of the more popular posts and re-tweets are

related to the promotion of sustainability within transport. For example, the most popular post last year was aimed to encourage people to walk in the City by providing a link to walking routes, this post reached 129 people.

Over the past 12 months the number of followers to our twitter account has increased from 400 to over 900.

Website re-design

Our new look parking website which makes the site easier to navigate by reducing the number of links, includes photos and links to external sites and provides a much easier and more convenient way of finding information. There are Do it Now options such as for appealing or paying a Penalty Charge Notice online and for providing feedback to the department. You can check out our new website at www.brighton-hove.gov.uk/parking.

The council connect service provided by volunteers in council libraries allows people without access to the internet or who would like help with using computers to access our online services. Please see www.brighton-hove.gov.uk/councilconnect for more information.

Signs & Lines Maintenance

9



The Parking Infrastructure team deals with the maintenance of existing street signs and installation of new ones both inside and outside of the controlled parking zone. The need for new signs or maintenance work generally comes from requests / comments from members of the public and through observations / checks made by CEOs and officers. New signage was also erected on all the existing advisory disabled bays within the Woodingdean and Rottingdean Coastal wards as well as signage for all new installed disabled bays within the Special Parking Area. (SPA)

As well as this there has been significant general lining maintenance including remarking of yellow lines, amendments and installation to various parking restrictions, installation of disabled bays and white return lines. Again this generally comes from requests / comments from members of the public and through observations / checks made by CEOs and officers. A planned lining maintenance project was also undertaken which refreshed and checked any lining needing maintenance within

Area T (Hove Station) and the majority of Area Y (North Central Brighton).

Parking Infrastructure spent just over £437,000 for lining and signing maintenance/ works and Traffic Regulation Order costs this year.

The breakdown for this was as follows:

Type of work	2012/13	2011/12	2010/11
Signing	£178,493	£207,762	£245,288
Lining	£221,741	£259,241	£177,563
Traffic regulation Orders	£36,387	£25,416	£35,761
Total	£437,027	£492,419	458,612

Off Street Car Parks

10



Brighton & Hove City Council operates 14 of the 27 public car parks across the city, ranging from modern secure facilities to surface sites. Two of these, The Lanes and London Road have been awarded the 'Park Mark' safer parking award, with reviews on the other sites pending.

In September 2011, the council's cabinet approved a £4.298 million capital funding for car park improvements to the four ex-leased parking facilities which returned to council control in 2008. These are the Regency Square, Trafalgar Street, Carlton Hill and Oxford Court Car Parks.

Work on all of these sites has now been completed, with the Trafalgar Street Car Park having improved energy efficient lighting and greatly enhanced safety and security features.

Regency Square, located just north of the West Pier and ideally situated for the new i360 project, has been transformed into a facility that offers visitors to the new attraction and seafront a pleasant

and secure welcome. Also, reconfiguration of the A259 / Regency Square (west) junction has significantly improved access in and out of the car park for vehicles. The junction has also improved pedestrian traffic in this location providing easier and safer access to the seafront.

The finished result is a range of council operated and managed car parks in various locations in the city, all with a consistent 'feel' and customer experience.

Brighton				
Site	No. Spaces	Card payments	Park Mark	CCTV
Lanes	360	√	√	√
Regency Square	508	√	√	√
Trafalgar Street	355	√	√	√
London Road	526	√	√	√
Carlton Hill	52	√	Pending	Pending
Oxford Court	36	x	Pending	Pending
Black Rock	58	x	x	x
Rottingdean Marine Cliffs	77	x	x	x
Rottingdean West Street	65	x	x	x
Hove				
Norton Road	290	√	x	√
King Alfred				
	120	x	x	x
Haddington Street	33	x	x	x



Freedom of Information (FOI) & Complaints

11



The Freedom of Information Act 2000 (FOI) came fully into force in January 2005. This means that the general public have even greater access to information held by Brighton & Hove City Council than they had previously. Its provisions affect all public sector bodies from large government departments to small primary schools. The council must respond to all Freedom of Information requests within 20 working days of receiving the request. We are only required to respond with information that we hold, we do not have to create or analyse information.

The council does not use mobile CCTV camera enforcement but static CCTV cameras

The table below shows the total number of FOI requests received by Parking in 2010/11 to 2012-13

Month	Total number of FOI requests received 2012/13	Total number of FOI requests received 2011/12	Total number of FOI requests received 2010/11
April	5	3	2
May	8	4	9
June	0	2	3
July	5	6	1
August	4	2	2
September	1	6	2
October	3	3	4
November	5	5	5
December	4	4	0
January	10	8	5
February	5	6	4
March	3	4	1
Total	53	53	38

The table below shows a number of common FOI questions we received

Do Civil Enforcement Officers receive bonuses or incentives based on the number of PCNs they issue?	The council uses the British Parking Association model contract which specifically prohibits the use of incentives and/or bonuses for Civil Enforcement Officers based on number of Penalty Charge Notices issued.
How many mobile CCTV parking enforcement vehicles does the council deploy?	The council does not use mobile CCTV camera enforcement but static CCTV cameras based in Lewes Road, London Road and the North Street / Western Road corridor.
How long the Council expects the meters to operate until they need replacing and the period over which the Council will depreciate their asset value in its accounts together with any associated interest charges	Our P&D machines are generally assumed to have a lifespan of 10 years and the asset value is depreciated accordingly
How many Civil Enforcement Officers does your parking department employ for: 1. on-street and 2. CCTV enforcement (including mobile enforcement)?	1. on street 74 CEOs 2. CCTV - 2 bus lane monitoring officers
What role specific training has been provided to you: 1. on-street and 2. CCTV Civil Enforcement officers since 2006?	1. On street City & Guilds training and in house ' Streets ahead' training – certificates awarded to all staff. 2.CCTV all staff received BTEC in CCTV surveillance from TAVCOM Ltd

Which streets in your council area have produced the highest income from parking enforcement in 2012-13?	Street	PCN's Issued
Please provide details of the number of tickets issued	Madeira Drive (C)	2597
	Marine Parade (C)	1512
	First Avenue (N)	1332
	Lansdowne Place (M)	1322
	Wilbury Road (N)	1312
	Old Steine (Z)	1194
	Regency Square (Z)	1157
	Grand Avenue (N)	1155
	Kings Road (Z)	1044
	New Steine (C)	1029
	Church Road (N)	983
	Blatchington Road (N)	888
	Third Avenue (N)	885
	The Drive (N)	872
	Bartholomews (Z)	829
Brunswick Place (M)	790	
King Alfred CarPark (N)	757	
Brunswick Square (M)	701	
Montpelier Road (Z)	698	
Spring Gardens (Z)	675	

Corporate complaints

Knowing what you think about the service you receive is important to us so that we can make improvements where they are most needed. Your comments, compliments and complaints will be treated in the strictest confidence. Appeals against Penalty Charge Notices have to be dealt with under the statutory appeals process. If you are unhappy with our response you can appeal to the Traffic Penalty Tribunal which is independent of the council and whose decision is final. Comments on a council service can be completed online, by emailing complaints@brighton-hove.gov.uk or calling the freephone number (0500) 291229. If you are not happy with something we have done, please contact us directly and we will try to resolve any issues as quickly as possible. We may be able to explain why things have been done a certain way. If you have contacted us and are still not happy with what we have done you can make a formal complaint by using the same contact details as above. It is always nice to get positive feedback too!

If you have any compliments, please let us know as this is greatly appreciated by the team The table below shows the number of complaints received by Parking Infrastructure and the average time to reply each month. Response times can be

affected by staff availability and the move to our new Customer Service Centre from temporary accommodation resulted in a significant increase in response times to complaints, which has since been addressed. The majority of complaints are about permit issues resolved on a case by case basis the increase in the number of permits on issue has resulted in an increase in complaints. Some complaints were received about the website and online services resulting in changes to procedures and how information is presented.

Month	Total number complaints received 2012/13	Average response time 2012/13	Total number complaints received 2011/12	Average response time 2011/12	Total number of complaints received 2010/11	Average response time 2010/11
April	18	9	2	10	9	8
May	7	4	2	0	9	10
June	9	10	2	4	8	6
July	8	8	6	15	5	6
August	11	8	8	13	8	4
September	16	7	2	22	8	20
October	6	6	11	7	8	7
November	15	18	12	10	3	7
December	9	32	6	22	3	5
January	10	61	6	18	9	4
February	11	28	8	11	6	4
March	11	17	8	10	6	7
Total / average	132	17	71	12	82	8

Penalty Charge Notices

Month	PCNs 2012-2013	CCTV Parking PCNs 2012-2013	VOID PCNs 2012-2013	Valid PCNs 2012-2013	PCNs 2011-2012	VOID PCNs 2011-2012	Valid PCNs 2011-2012	PCNs 2010-2011	VOID PCNs 2010-2011	Valid PCNs 2010-2011
April	9165	1	127	9039	10111	79	10032	9370	99	9271
May	9657	188	138	9707	10658	84	10574	9528	111	9417
June	8868	714	137	9445	9817	79	9738	9267	107	9160
July	9691	1180	82	10789	10978	78	10900	10144	122	10022
August	9757	1199	125	10831	10642	89	10553	10375	98	10277
September	9028	665	127	9566	9610	71	9539	8525	72	8453
October	9647	798	150	10295	10734	85	10649	9653	91	9562
November	9254	674	153	9775	9669	85	9584	8350	79	8271
December	8462	764	148	9078	9294	65	9229	6779	65	6714
January	7562	812	167	8207	9039	75	8964	9572	99	9473
February	8171	611	169	8613	8185	59	8126	8925	74	8851
March	8589	539	141	8987	8269	60	8209	9890	86	9804
TOTAL				114332			116097			109275

The number of Penalty Charge Notices (PCNs) issued by CCTV in the North Street/ Western Road corridor has fallen significantly as compliance with the regulations has improved.

Financial Information

12



On Street Parking Income

Income by source	2012-13	2011-12	£ 2010-11	£ 2009-10	£ 2008-09
On street parking charges	8,917,232	9,220,144	9,011,212	8,305,464	8,136,678
Permit income	5,020,657	4,482,426	4,028,584	3,764,444	3,423,926
Penalty Charge Notices (inclusive of bad debt provision)	4,374,603	4,315,078	3,697,823	3,968,402	4,210,984
Blue Badges*	49,260	12,342	15,699	16,427	10,711
Total	18,361,752	18,029,990	16,753,318	16,054,737	15,815,263

*Blue Badge fee increased to £10 for 3 year permit

Detailed Expenditure

Direct costs of Civil Parking Enforcement	2012-13	2011-12	£ 2010-11	£ 2009-10	£ 2008-09
Enforcement	3,502,230	3,459,669	3,587,194	3,588,029	3,614,447
Admin, appeals, debt recovery and maintenance	2,400,730*	3,329,736	3,351,491	3,175,184	3,004,859
Scheme review/new schemes	814,352	939,709	892,716	776,610	569,703
Capital charges	698,089	773,718	1,355,570	1,119,727	1,217,660
Total direct costs	7,415,401	8,502,832	9,186,971	8,659,550	8,406,669
Surplus after direct costs	10,946,351	9,527,158	7,566,346	7,395,187	7,408,594

- *The way in which the information has been reported has changed to be in line with regulatory recommended practice. The total expenditure costs of the service have now been split on an appropriate basis between costs relating to on-street parking and off-street parking. The value of expenditure associated to off-street parking that would have previously included within the DPE report is approximately £670,000
- There has also been a reduction in costs of approximately £417,000 in real terms

Surplus after direct costs is used to contribute towards spending in follow areas of Transport and Highways

Funding for other transport and highways related projects supported by CPE income	2012-13	2011-12	£ 2010-11	£ 2009-10	£ 2008-09
Supported bus services	1,150,250	1,155,562	1,160,123	1,229,650	1,103,928
Other public transport services	319,611	373,866	360,724	360,788	341,181
Concessionary bus fares	9,797,801	9,277,361*	6,765,578	6,804,527	5,757,141
Capital investment borrowing costs	3,155,540	3,382,755	3,327,000	3,264,169	3,023,631
Total	14,423,203	14,189,544	11,613,425	11,659,134	10,225,881

* change to the government funding formula

In 2012-13 Civil Parking Enforcement surplus was £10,946,351. This compares to £9,527,158 in the previous year. Income increased by £331,762 (a rise of 1.8%) and expenditure fell by £1,087,431 (a fall of 12.7%)

The surplus contributes towards the part funding of:

Bus subsidies: Various bus routes were subsidised throughout the city in 2010/11. For further information see <http://www.brighton-hove.gov.uk/indexcfm?request=c1000802&showTranslator=true#bodyText1> http://bit.ly/public_transport_news

Concessionary Bus Fares: The Civil Parking Enforcement surplus contributes towards providing free bus passes for the elderly and disabled. The central government funding formula for free bus passes changed in April 2011 which resulted in the cost of this service rising to £9.2m in the previous year and to £9.7m in 2012-13 For more information about how to apply for a concessionary bus pass please see <http://www.brighton-hove.gov.uk/index.cfm?request=c1132722> www.brighton-hove.gov.uk/eligibleforapass

Local Transport Plan Costs:

The Local Transport Plan for 2011-12 was 100% grant funded from the Department for Transport, so there are no borrowing costs included in relation to the Local Transport Plan for this year. The borrowings costs of £3,382,755 relate to previous years Local Transport Plan schemes since 2001 Each year a report is presented to the Environment

Cabinet Members Meeting to agree how funds will be allocated to deliver the Local Transport Plan capital programme for the following year.

Some of the projects include:

- Quality Bus Partnership Initiative
- Walking facilities (dropped kerbs & tactile)
- Cycle parking
- A23 Sustainable Transport Corridor
- Cycle Route signing
- Travel Plans for Schools
- Pedestrian priority Ship St/Old town
- Traffic control improvements
- Brighton station gateway
- Walking network improvements
- Cycle route Old Shoreham Road
- Pedestrian wayfinding and signing project
- Electric vehicle charging points (Local Transport Plan)
- Cycle priority
- New Road/Church Street junction and crossing
- Electric vehicles
- Madeira Drive structures
- Seafront railings
- Chatham Place rail bridge support
- Bear Road retaining wall
- Dyke Road Drive retaining wall
- Marine Parade retaining wall
- Footways maintenance 2011-12
- Highways Maintenance 2010-12
- Elm Grove – Local Transport Plan
- Queens Park –Local Transport Plan

Appendix 1 – Parking charges for off-street and other areas operated by Brighton & Hove

Parking Tariffs	12-13	13-14
The Lanes car park		
1 hour	1.00	1.00
2 hours	5.00	5.00
4 hours	12.00	13.00
9 hours	20.00	20.00
24 hours / Lost ticket	23.00	23.00
Weekend - 1 hour	4.00	4.00
Weekend - 2 hours	8.00	8.00
Weekend - 4 hours	15.00	15.00
Weekend - 9 hours	20.00	20.00
Weekend - 24 hours / Lost ticket	25.00	25.00
Evenings 18.00 – 24.00	4.50	4.50
Overnight 16.00 – 11.00	10.00	10.00
Lost ticket admin fee	5.00	5.00
Annual season ticket	2,500.00	2,500.00
Residents permit waiting list 16.00 - 11.00 Mon - Fri (Zone Z only)	1,500.00	1,500.00

Parking Tariffs	12-13	13-14
London Road car park		
1 hour	1.00	1.00
2 hours	3.00	3.00
4 hours	5.00	5.00
9 hours	8.00	8.00
24 hours / Lost ticket	15.00	15.00
Weekend - 1 hour	2.00	2.00
Weekend - 2 hours	4.00	4.00
Weekend - 4 hours	6.00	6.00
Weekend - 9 hours	8.00	8.00
Weekend - 24 hours / Lost ticket	17.50	17.50
Evenings 1800 - 2400	4.50	4.50
Overnight 16.00 – 11.00	8.00	8.00
Lost ticket admin fee	5.00	5.00
Annual season ticket	1,000.00	1,000.00
Annual season ticket - reduced rate	750.00	750.00
Weekly	50.00	50.00
Residents permit waiting list 16.00 - 11.00 Mon-Fri (Zone Y)	400.00	400.00

Regency Square car park	12-13	13-14
1 hour	1.00	1.00
2 hours	new	5.00
3 hours	5.00	delete
4 hours	7.00	12.00
6 hours	9.50	delete
9 hours	new	17.00
24 hours / Lost ticket	12.50	20.00
Weekend - 1 hour	2.50	3.00
Weekend - 2 hours	new	7.00
Weekend - 3 hours	5.00	delete
Weekend - 4 hours	7.00	14.00
Weekend - 6 hours	9.50	delete
Weekend - 9 hours	new	18.00
Weekend - 24 hours / Lost ticket	12.50	22.00
Evenings 1800 - 2400	4.50	4.50
Overnight 16.00 – 11.00	10.00	10.00
Lost ticket admin fee	5.00	5.00
Quarterly season ticket	500.00	650.00
Annual season ticket	1,500.00	2,000.00
Residents permit waiting list 16.00 -11.00 Mon-Fri (Zone M)	600.00	750.00

Trafalgar Street car park	12-13	13-14
1 hour	1.00	1.00
2 hours	2.50	3.50
4 hours	4.00	6.00
6 hours	6.00	8.00
9 hours	7.50	10.00
24 hours / Lost ticket	12.50	15.00
Weekend - 1 hour	new	2.00
Weekend - 2 hours	2.50	4.00
Weekend - 4 hours	4.00	6.00
Weekend - 6 hours	6.00	9.00
Weekend - 9 hours	7.50	11.00
Weekend - 24 hours / Lost ticket	12.50	17.50
Evenings 1800 - 2400	4.50	4.50
Overnight 16.00 – 11.00	10.00	10.00
Lost ticket admin fee	5.00	5.00
Quarterly season ticket	750.00	1,000.00
Annual season ticket	1,500.00	2,000.00
Residents permit waiting list 16.00-11.00 Mon-Fri (Zone Y)	600.00	800.00
Annual season ticket	1,500.00	2,000.00

Residents permit waiting list 16.00 -11.00 Mon-Fri (Zone M)	600.00	750.00
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Carlton Hill	12-13	13-14
2 hours	4.00	4.00
4 hours	8.00	8.00
9 hours	10.00	10.00
24 hours	17.50	17.50
Quarterly season ticket	750.00	750.00

High Street	12-13	13-14
2 hours	4.00	4.00
4 hours	8.00	8.00
9 hours	10.00	10.00
24 hours	17.50	17.50
Quarterly season ticket	750.00	750.00
Annual season ticket	2,000.00	2,000.00

Oxford Court	12-13	13-14
2 hours	4.00	4.00
4 hours	8.00	8.00
9 hours	10.00	10.00
24 hours	17.50	17.50
Quarterly season ticket	750.00	750.00

Norton Road	12-13	13-14
1 hour	1.00	1.00
2 hours	1.50	2.00
4 hours	2.50	3.00
5 hours	3.50	4.00
9 hours	4.50	4.50
12 hours	5.00	5.00
Annual Season Ticket	750.00	750.00

King Alfred	12-13	13-14
1 hour	1.50	1.50
2 hours	2.00	2.00
3 hours	2.50	2.50
4 hours	3.00	3.00

Rottingdean West Street	12-13	13-14
1 hour	1.00	1.00

2 hours	1.50	1.50
3 hours	2.50	2.50

Rottingdean Marine Cliffs	12-13	13-14
1 hour	1.00	1.00
2 hours	1.50	1.50
11 hours	2.50	2.50
Quarterly season ticket	50.00	50.00

Haddington Street	12-13	13-14
1 hour	1.00	1.50
2 hours	1.50	2.00
3 hours	2.50	2.50

Black Rock	12-13	13-14
1 hour	1.00	1.00
2 hours	2.00	2.00
3 hours	3.00	3.00
4 hours	4.00	4.00
9 hours	5.00	5.00

Madeira Drive Coach Park	12-13	13-14
8 hours	15.00	15.00

On-street (Pay & Display)	12-13	13-14
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High zone

Zone Y - Central Brighton North		
1 hour	3.50	3.50
2 hours	6.00	6.00
4 hours	10.00	10.00

Zone Z - Central Brighton South

1 hour	3.50	3.50
2 hours	6.00	6.00
4 hours	10.00	10.00

Seafront Inner - Madeira Drive - West of Madeira Lift (1 Mar - 31 Oct)

1 hour	3.50	3.00
2 hours	6.00	5.00
4 hours	10.00	10.00
8 hours	15.00	delete
11 hours	20.00	15.00

Seafront Inner - Madeira Drive - West of Burlington Street

1 hour	3.50	3.00
2 hours	6.00	5.00
4 hours	10.00	10.00
8 hours	15.00	delete
11 hours	20.00	15.00

Seafront Inner - King's Road

1 hour	3.50	3.00
2 hours	6.00	5.00
4 hours	10.00	10.00
8 hours	15.00	delete
11 hours	20.00	15.00

Meduim zone

Seafront Inner - Kingsway - East of Fourth Avenue

1 hour	2.00	2.00
2 hours	4.00	4.00
4 hours	6.00	6.00
11 hours	10.00	10.00

Meduim zone**Zone Y - Central Brighton North - Cheapside & The Level**

1 hour	3.50	2.00
2 hours	6.00	4.00
4 hours	10.00	6.00

Seafront Inner - New Steine

1 hour	3.50	2.00
2 hours	6.00	4.00
4 hours	10.00	6.00
8 hours	15.00	delete
11 hours	20.00	10.00

Low zone**Seafront Outer - Kingsway - West of Hove Street**

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Seafront Outer - Madeira Drive - East of Madeira Lift

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	4.00
11 hours	5.00	7.00

Seafront Inner - Madeira Drive - West of Madeira Lift (1 Nov - 28/29 Feb)

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	4.00
11 hours	5.00	7.00

Rottingdean High Street

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00

Zone A - Preston Park Station

1 hour	1.00	1.00
2 hours	2.00	2.00

4 hours	3.00	3.00
11 hours	5.00	5.00

Zone C - Queen's Park

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Zone H - Kemp Town

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Zone J - London Road Station

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Zone M - Brunswick

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Zone N - Central Hove

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Zone O - Goldsmid

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Zone Q - Prestonville		
1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Zone R - Westbourne		
1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Zone T - Hove Station Area		
1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Permits

Residents permits

1 year (full scheme)	115.00	120.00
3 months (full scheme)	40.00	40.00
1 year (light touch)	80.00	90.00
6 months (light touch)	50.00	55.00
1 year (full scheme) - low emission	57.50	60.00
3 months (full scheme) - low emission	20.00	20.00
1 year (light touch) - low emission	40.00	45.00
6 months (light touch) - low emission	25.00	27.50
Resident zone change (admin fee)	10.00	10.00
Refunded permit (admin fee)	10.00	10.00
Resident change of vehicle (admin fee)	10.00	10.00
Replacement resident permit (admin fee)	10.00	10.00
Blue Badge resident permit	10.00	10.00
Blue Badge resident permit (light touch)	10.00	10.00

Visitor permits

Full scheme - per permit	2.50	2.60
Light touch – per permit	1.50	1.60

Hotel permits		
Full scheme - per permit	2.50	2.60
Light touch – per permit	1.50	1.60

Trader permits

One year	600.00	600.00
3 months	160.00	160.00
One year - low emission	600.00	300.00
3 months - low emission	160.00	80.00
Refunded permit (admin fee)	10.00	10.00
Change of vehicle permit (admin fee)	10.00	10.00
Replacement traders permit (admin fee)	10.00	10.00

Business permits

One year	300.00	300.00
3 months	85.00	85.00
One year - low emission	300.00	150.00
3 months - low emission	85.00	42.50
Business zone change (admin fee)	10.00	10.00
Refunded permit (admin fee)	10.00	10.00
Change of vehicle permit (admin fee)	10.00	10.00
Replacement business permit (admin fee)	10.00	10.00

Hotel permits

One year	115.00	120.00
3 months	40.00	40.00

Doctors Permits (per bay)	80.00	85.00
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Electric Vehicles Permit	20.00	25.00
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Carers Permits (not Professional)	0.00	0.00
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Suspensions

Suspensions (1st 8 weeks)	40.00	40.00
Suspensions (Over 8 weeks)	20.00	20.00

Blue Badge (3 years)	10.00	10.00
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Car Club (1 year)	20.00	20.00
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Waivers (1 day)	10.00	10.00
Professional Carers (1 year)	25.00	25.00
Dispensations (1 year)	30.00	30.00

Appendix 2 – Penalty Charge Notices issued by contravention type

On Street

Code	Description	PCN's 2012/13	PCN's 2011/12
01	Parked in a restricted street during prescribed hours	17623	19,421
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	2394	2,025
05	Parked after the expiry of paid for time	4399	5,474
06	Parked without clearly displaying a valid pay & display ticket or voucher	12842	11,764
07	Parked with payment made to extend the stay beyond initial time	199	485
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	34720	36,420
14	Parked in an electric vehicles' charging place during restricted hours without charging	48	40
16	Parked in a permit space without displaying a valid permit	452	609
19	Parked in a residents' or shared use parking place or zone displaying an invalid permit or voucher or pay & display ticket, or after the expiry of paid for time	17214	21,494
21	Parked in a suspended bay/space or part of bay/space	1212	1,456
22	Re-parked in the same parking place or zone within one hour after leaving	18	50
23	Parked in a parking place or area not designed for that class of vehicle	815	990
24	Not parked correctly within the markings of the bay or space	485	482
25	Parked in a loading place during restricted hours without loading	4562	5,345
26	Parked more than 50cm from the edge of the carriageway and not within a designated parking place	458	669
27	Parked adjacent to a dropped footway	605	586
30	Parked for longer than permitted	918	1,477
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge	3274	3,202
42	Parked in a parking place designed for police vehicles	9	21
45	Parked on a taxi rank	616	564
47	Stopped on a restricted bus stop or stand	1074	1,057
48	Stopped in a restricted area outside a school	161	197
49	Parked wholly or partly on a cycle track	140	93
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	444	383
		104,682	114,304

Off Street

Code	Description	PCN's 2012/13	PCN's 2011/12
80	Parked for longer than the maximum period permitted	10	43
81	Parked in a restricted area in a car park	7	0
82	Parked after the expiry of paid for time	709	781
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	2119	1,482
84	Parked with payment made to extend the stay beyond initial time	2	3
85	Parked in a permit bay without clearly displaying a valid permit	35	42
86	Not parked correctly within the markings of a bay or space	150	202
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	128	141
89	Vehicle parked exceeds maximum weight and/or height and/or length permitted in the area	0	1
91	Parked in a car park or area not designated for that class of vehicle	7	11
92	Parked causing an obstruction	2	0
		3,169	2,706



Appendix 3 - Code of Practice for Postal Penalty Charge Notices

CCTV Parking Enforcement

To be undertaken in all locations visible to the static cameras located in North Street / Western Road, London Road, Lewes Road.

CCTV monitoring officers will be BTEC qualified in data protection and all relevant legislation and follow the Code of Practice for CCTV enforcement.

CCTV devices will be approved for parking enforcement by the Vehicle Certification Agency through submission of a technical file prior to enforcement and therefore be 'approved devices' in accordance with the legislation.

Only the following parking contraventions may be enforced by the CCTV cameras:

Contravention 02 Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.

Contravention 45 Parked in a taxi rank

Contravention 47 Parked on a restricted bus stop/stand.

Contravention 99 Stopped on a pedestrian crossing and/or area marked by zigzags

For all contraventions CCTV monitoring officers will:

- Zoom in for close up of vehicle
- Pan out for context shot
- Operator to make notes of any activity carried out by the driver

Regulation ten 'Postal' PCNs on issued on foot

Regulation ten PCNs will only be issued Civil Enforcement Officers following relevant training.

They may be issued for the following contravention codes:

Contravention 02 Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.

Contravention 40 Parked in a designated disabled person's parking place without displaying a valid disabled person's badge

Contravention 45 Parked in a taxi rank

Contravention 47 Parked on a restricted bus stop/stand.

Contravention 48 Parked in a restricted area outside a school

Contravention 49 Parked wholly or partially on a cycle track

Contravention 99 Stopped on a pedestrian crossing and/or area marked by zigzags

Comprehensive pocket book notes will be taken. Good quality photos are required for the contravention to be proved.

Regulation ten PCNs will be spot checked to establish whether sufficient evidence has been gathered for a PCN to be issued. Following enquiries with DVLA PCNs will be issued in accordance with statutory timescales and on notices specifically designed for regulation ten PCNs.

Glossary of Terms

Bus Lane Enforcement

A bus lane is restricted to buses and is used to speed up the bus service and aid in them running on time. In Brighton & Hove taxis and bicycles can also use bus lanes. The central bus lanes are enforced by the local authority. The police still enforce those outside of central Brighton.

Challenge

An objection made against a Penalty Charge Notice before a Notice To Owner is issued.

Cancellations

A Penalty Charge Notice is cancelled when we believe that it would be unjust to pursue the case or when there is an applicable exemption.

Civil Enforcement Officer – CEO

This is the name given to officers who used to be known as Parking Attendants. They must be employed by the council or through a specialist contractor. In Brighton & Hove they are employed through NSL (formerly NCP).

Civil Parking Enforcement – CPE

This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Traffic Management Act 2004.

Contravention

Failure of the motorist to comply with traffic or parking regulations as set by local Traffic Regulation Orders (TRO).

Controlled Parking Zone - CPZ

An area where parking is restricted during specified times. This ensures that the needs of all motorists are catered for within the city. Signs are placed at entry points throughout the zone and where the restrictions differ to those on entry. There is no requirement to sign double yellow lines however single yellow lines will be signed.

Decriminalised

This means that it is not illegal to park in contravention of parking regulations. Enforcement of regulations within a Special Parking Area is the responsibility of the Local Authority. Parking is a

civil offence rather than a criminal offence. Unpaid charges are pursued through debt collection agencies and not through the courts.

Decriminalised Parking Enforcement –DPE

This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Road Traffic Act 1991.

Department for Transport – DfT

This is the Government department responsible for the English transport network and transport matters in Scotland, Wales and Northern Ireland which are not devolved. The department is run by the Secretary Of State for Transport.

Differential Parking Penalties

This is the name for the different levels of charges implemented by the Traffic Management Act 2004. Higher level contraventions are £70 and lower levels are set at £50. The different charges reflect the seriousness of the offence.

Fixed Penalty Notice - FPN

These were introduced in Great Britain in the 1950s to deal with minor parking offences. These can only be issued by the police.

Local Transport Plan – LTP

These are an important part of transport planning within England. We are required to prepare them as plans for the future and present them to the Department for Transport.

NO

Nitrogen Oxide

NO2

Nitrogen Dioxide

Notice To Owner – NtO

This is a statutory notice that is served by the authority to the registered keeper of the vehicle that was issued with the Penalty Charge Notice (PENALTY CHARGE NOTICE (PCN)). This will be served when a PENALTY CHARGE NOTICE (PCN) is unpaid for 28 days. When the registered keeper, or the person the council believed to be the keeper of the vehicle, receives this they can either ;

- make a payment of the full charge
- make representation (an appeal)

NSL – formerly National Car Parks (NCP)

NSL are Brighton & Hove's parking enforcement service provider working under contract.

Off-street parking

These are facilities provided through car parks

On-street parking

These are facilities provided on the kerbside such as pay and display or permit parking

Penalty Charge Notice – (PCN)

This is issued to a vehicle that is believed to be parked in contravention of the local Traffic Regulation Order.

Registered Keeper

The person who is deemed to be legally responsible for the payment of a PCN. These details are obtained from the Driver and Vehicle Licensing Agency (DVLA)

Representation

This is a challenge against the PCN after the Notice To Owner is issued.

Special Parking Area - SPA

An area where on-street parking is subject to Civil Parking Enforcement (CPE). Local Authorities will enforce the regulations through Civil Enforcement Officers.

Traffic Management Act 2004 – TMA

This act was passed by UK government in 2004. This law details street works and parking regulations. The act has been implemented since 31st March 2008.

Traffic Penalty Tribunal –TPT

The Traffic Penalty Tribunal decides appeals against parking penalties issued by Civil Enforcement Authorities in England (outside London) and Wales and against bus lane penalties issued by Civil Enforcement Authorities in England (outside London).

The Traffic Penalty Tribunal is the final stage of appeal for motorists or vehicle owners against a penalty issued by a council in England (outside London) and Wales.

Traffic Regulation Order – TRO

This is the statutory legal document necessary to support any enforceable traffic or highway measures.