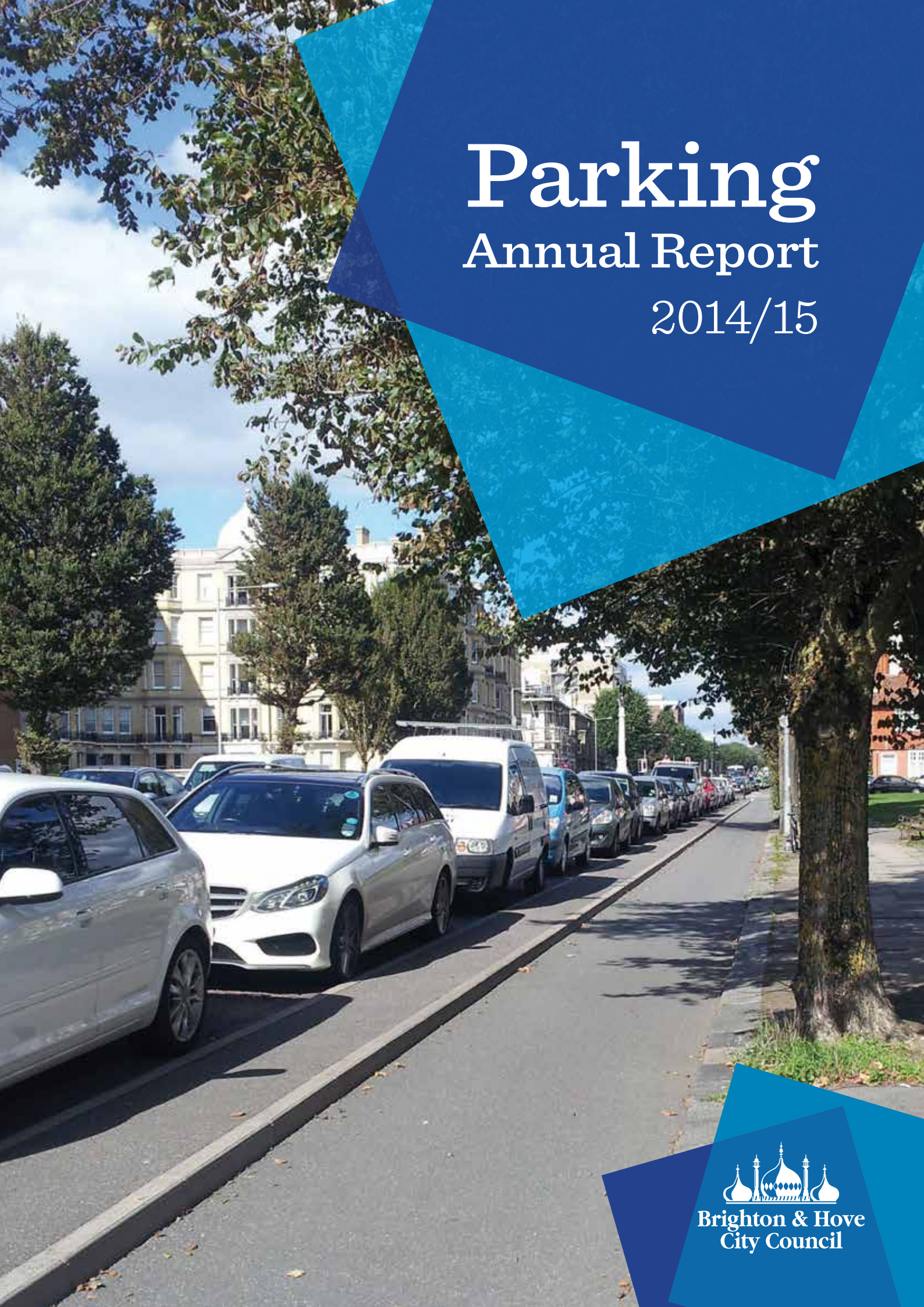


# Parking Annual Report 2014/15



Brighton & Hove  
City Council

# Parking Annual Report 2014/15

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## Foreword



It is my pleasure to introduce Brighton & Hove's seventh Parking Annual Report. The report provides an overview of publicly operated parking in the city, highlighting new initiatives and developing trends.

There has been a slight increase in the number of Penalty Charge Notices issued (122,737) compared to last year (117,772) although the numbers still remain at historically low levels. The small increase is largely due to the introduction of new parking schemes.

Partnership working features strongly in this year's report. Parking Services have been working with Sussex Police and East Sussex County Council to tackle Blue Badge misuse by prosecuting persistent offenders. Feedback from Blue Badge holders whose badges have been checked has been very positive. Disabled bays can make a huge difference to the lives of people with severe mobility problems. It's encouraging to read about the innovative enforcement work being carried out by the service to ensure these bays are available for the use of genuine blue badge holders.

Last year's Parking Annual Report covered the introduction of paying for parking by phone. Since then the number of people choosing to pay for their parking by phone in the city has continued to grow from 10% of transactions last year to almost 25% this year. The service has also been expanded with over 150 PayPoint shops citywide also able to take payments for parking in cash at no additional cost. This helps reduced wear and tear on the city's Pay and Display machines many of which are over ten years old and would otherwise need expensive replacement. In light of this and the cost of changing machines to accept the new pound coin from 2017 the decision was taken to

reduce the number of pay and display machines in the city to around 650 on street which should save the city around £250,000 annually. We aim to keep at least one Pay & Display machine in every street, taking public feedback into account when deciding where the remaining machines are located.

Parking Services has also been researching how new technologies could help improve customer experience by providing live information to drivers about which parking spaces in the city are available. This will help both residents and visitors plan their journey and find a space more quickly; reducing the amount of time spent driving around looking for a space which only adds to congestion on our streets.

As in previous years, the report explains how surplus income from parking is spent with most used to provide 46,000 free bus passes for the elderly and disabled as well as a range of other 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](mailto:parking@brighton-hove.gov.uk) or alternatively by posting your comments on our twitter [www.twitter.com/bhcc\\_transport](https://www.twitter.com/bhcc_transport) Thank you for taking the time to read our 2014-15 Parking Annual Report.

A handwritten signature in black ink that reads "Gill Mitchell". The signature is written in a cursive style and is positioned above a horizontal line.

Cllr Gill Mitchell

**Chair of Environment Transport  
& Sustainability Committee**



## Chapter 1

# Service overview

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.

Poor compliance with the bus lane on the A259 meant that buses were being delayed at Rottingdean on their journey along the coast to Brighton. The Council announced through press releases that it would be enforcing this bus lane. Large signs were also installed in advance of enforcement, and warning notices were initially issued to vehicles observed in the bus lane. Compliance with the bus lane has improved significantly since the introduction of enforcement. On average the city issues around 15 PCNs per day to unauthorised vehicles for being in a bus lane.

There have also been changes to national legislation since last year's report. Penalty Charge Notices can no longer be issued by CCTV to vehicles parking on double yellow lines with a loading ban (usually at junctions or key sections of busy roads). Penalty Charge Notices can similarly no longer be issued by CCTV for parking on a pedestrian zig zag. These contraventions can however still be enforced on foot by Civil Enforcement Officers. We are monitoring whether this change is impacting congestion in our busiest streets. Vehicles parking in bus stops or driving in bus lanes can still be issued with a Penalty Charge Notice by CCTV.

Automatic traffic counts monitor flow at key roads throughout the city and cycle counters provide information on the use of the city's cycle lanes. All data is published online for these sites and can be viewed here <http://www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/counting-traffic-brighton-and-hove>

## Provide access safely to those that need it most

Following feedback from the citywide parking review and blue badge holders we are 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.

We are working with partner organisations including Sussex Police and East Sussex County Council on a range of new initiatives to tackle Blue Badge misuse following a successful bid for funding in 2014. We have raised the profile of this issue over the year, by explaining the impact misuse can have on genuinely disabled drivers. Please see the chapter on Blue Badge enforcement for more information about this initiative.

Controlled parking has an important role to play in ensuring the safety of all road users. Although many factors can influence road traffic collision figures, parking enforcement helps by keeping pedestrian crossings, school keep clears and junctions free of dangerously parked vehicles, which are dealt with as a priority. Overall road traffic safety data for Brighton & Hove shows that between 2008 and 2014 both the numbers of collision incidents and casualties in the city have reduced. Compared to 2013 there were fewer fatalities but an increase in casualties on the city's streets. Any one collision can result in one or more casualties and the tables below from our Road Safety team show a year by year comparison of both figures.

**More information about road traffic safety can be found here. [www.brighton-hove.gov.uk/road-safety-data](http://www.brighton-hove.gov.uk/road-safety-data)**

### Collisions

Year	Fatal	Serious	Slight	Total
2014	2	146	645	793
2013	3	136	599	738
2012	5	147	637	789
2011	5	159	729	893
2010	7	123	771	901
2009	2	143	748	893

### Casualties

Year	Fatal	Serious	Slight	Total
2014	2	156	829	987
2013	3	142	763	908
2012	5	155	818	978
2011	6	166	934	1106
2010	8	128	974	1110
2009	2	148	954	1104

## Deliver excellent customer service

Parking Services has been working with partner organisations to provide information about free parking spaces in the city. The aim is to reduce congestion caused by drivers looking for spaces. For more information please see the chapter on key developments and technology.

We would like to apologise to our customers for any inconvenience caused due to the Hove Town Hall building works. Opening hours have had to be reduced with the Customer Service Centre opening at 10am to allow noisy drilling to take place before this time. The building works are part of a project to make better use of Council buildings and save public money.

### Brighton & Hove City Council's parking operation

	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
On street parking spaces	23,333	25,039	25,213	27,628	29,143	30,323
Off street parking spaces	2,490	2,490	2,490	2,490	2,490	2,490
Pay & display only bays	903	929	929	1,001	1,028	1,032
Permit only bays	11,696	12,830	12,830	13,189	16,012	16,889
Shared bays (permit and pay & display)	9,127	9,553	9,553	10,006	10,648	10,856
Disabled bays	511	571	571	630	668	699
Other bays	558	618	618	723	744	807
Number of vehicle removed	1,268	1,057	956	1,017	0*	0*
Bays suspended during the year	4,081	4,003	4,089	4,186	5,030	5,349
On street Penalty Charge Notices issued	116,369	109,275	116,097	114,332	117,772	122,737
Items of correspondence received	37,716	35,856	35,284	32,373	35,374	32,034
Resident permits issued (including match day)	20,783	22,583	22,542	25,918	27,432	30,342
Resident Visitor permits issued	319,820	422,583	509,100	463,609	502,300	504,670
Blue Badges on issue	11,978	13,265	12,967	13,472	12,926	12,832

\*the Council car pound closed in 2013 when the previous on street parking contract ended. Savings arising from this are detailed in last year's Parking Annual Report.





## Chapter 2

# Key service developments

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. 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 held.
- A main consultation phase with detailed consultation with stakeholders including ward members and a sample postal consultation of 6000 households city wide to which 1,842 responses were received from residents.

An independent scrutiny panel also considered the draft report on the city wide parking

review and identified a number of issues to be prioritised. These were published in the final report on the review and a summary was included in last year's Parking Annual Report. An update on progress in key issues raised by the review can be found below.

## 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. A report setting out the criteria to be applied for applicants of personalised bays and recommending that they be introduced in the city was approved in October 2013.

You can read the report at:  
[www.brighton-hove.gov.uk/ETS8-10-15](http://www.brighton-hove.gov.uk/ETS8-10-15).

## Technology and Parking- Improving the customer journey

Parking Services has been working with partner organisation Ethos VO to develop a 'future parking platform' as part of a smart city project. The company is working with a

number of other Local Authorities and is funded by Innovate UK. The initiative aims to reduce congestion, improve air quality and make it easier for motorists to find an available parking space.

The first phase of the project has been to provide live information from car parks in the city showing which ones are full and which ones have spaces to allow drivers to better plan their journeys using live information. Occupancy data for the following car parks can be viewed online.

Car Park	Current Occupancy	Capacity	Available
London Road	48%	510	267
Regency Square	48%	497	258
The Lanes	79%	350	73
Trafalgar Street	16%	138	116

We hope to make available live information from Norton Road car park and parking availability along Madeira Drive in due course.

The next phase of the project is being considered by Councillors and would involve installing parking bay sensors in key parking bays in the city.

## Motorcycles

Motorcycles were granted the permanent right to use the bus lanes in Brighton & Hove on the A23 and A259 by the Council's Environment, Transport and Sustainability committee on October 7th 2014. A further trial extension of

this right will run for 18 months on the Lewes Road A270 north of the Vogue gyratory from December 2015. Central city bus lanes will not be included due to narrow widths and high numbers of pedestrians and cyclists.

In the first six months of 2014 there were 45 motorcycle reported casualties in Brighton & Hove including 0 fatalities, 10 serious injuries and 35 slight injuries. This compares with 8 serious and 22 slight injuries for the same period in 2013.

Registrations of scooters and motorcycles under 500cc have not increased significantly in Brighton & Hove since the start of the recession



(Q3 2008). Motorcycles including scooters accounted for just 4% of the city's registered vehicles in the first quarter of 2014.

The Phase 1 area of 20mph showed a drop in motorcycle casualties in the first year of its operation 8 April 2013 to 7 April 2014.

Motorcycle bays are available throughout Brighton & Hove and they are free for all solo motorcycles including secure motorcycle bays. More information can be found [www.brighton-hove.gov.uk/motorcyclebays](http://www.brighton-hove.gov.uk/motorcyclebays)

## Cycle parking places

Demand for cycle parking in the city has increased substantially in recent years. Since 2005 the city Council has installed no less than 100 new cycle stands (200 cycle parking spaces) each year in Brighton & Hove.

Following the installation of a secure community cycle store in Shaftesbury Road in 2013, a second store opened on Cobden Road, Hanover, in 2015. This was funded by the Council and has been formally handed over to the Hanover Community Association to manage.

Since 2007 the city Council has been installing Pedal Cycle Parking Places. This is where cycle stands are placed on the carriageway rather than on footway areas and are increasingly popular with pedestrians and cycle users alike.

Parking and Transport Planning have worked together to consult and install Pedal Cycle Parking Places in new Controlled Parking Zone areas where demand and justification is clear.

In 2014/15 the following cycle parking facilities were installed:

- 16 Pedal Cycle Parking Places, 86 cycle stands (172 cycle parking spaces)
- 1 community cycle store, (32 cycle parking spaces)
- 139 individual cycle stands (278 cycle parking spaces) All cycle parking installed in 2014/15 was funded from a variety of sources including the Local Transport Plan, Section.106 planning consent and Local Sustainable Transport Funding from the Department for Transport.



## Chapter 3

# Pay by Phone Parking

Feedback from the Citywide Parking Review (2011) showed that many residents wanted to be able to pay for parking without having to carry coins for the Pay and Display machines. A new service allowing residents to pay for their parking by phone was first introduced in September 2013 and was rolled out across the whole city by July 2014.

The service has been popular with over 130,000 residents and visitors using the service in the city. Nearly a quarter of all parking is now paid for by phone or at a PayPoint shop.

With the introduction of a new twelve-sided pound coin in 2017, the cost of updating all the city's 1,119 Pay & Display machines to make them fit for purpose would be substantial. Also many machines are old and would be expensive to replace. In response to this, and the increase in phone parking, 600 Pay and Display machines will be taken out of service.

Whilst some Pay & Display machines are being removed, we are intending to leave a machine on most streets, so people will have the choice on how they choose to pay. You can also pay for parking from one of over 150 PayPoint outlets across the city.



## PayByPhone brings many benefits to residents and visitors of Brighton & Hove:

- It's quick, easy and safe to pay using PayByPhone
- You never need to find change for the Pay & Display machines again
- Once you are registered you can use PayByPhone for all future parking sessions
- You can receive optional text message reminders before your parking ends so you can get back to your vehicle or top up your parking in plenty of time and avoid a penalty
- You can top up your parking session by phone without having to go back to your vehicle
- Account transactions can be viewed online by businesses as well as individual account holders

## How?

Using PayByPhone is straightforward and you do not need a smartphone to access the service. Either load the mobile website or app, or call the number on the sign and take the following steps:

- Enter the five digit location number that is printed on the PayByPhone sign where you are parked
- Enter how long you want to park for
- Enter the three digit security number from the back of your registered payment card

You do not need to display a ticket in your vehicle as Civil Enforcement Officers check vehicle registrations of people who've paid by phone on their handheld devices. You can choose to receive optional text message reminders before your parking ends for 15p.



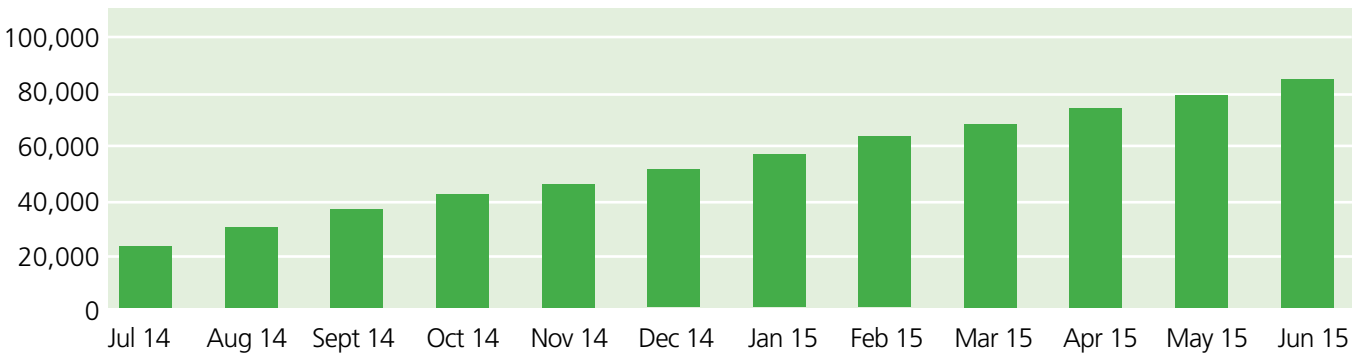


## Data

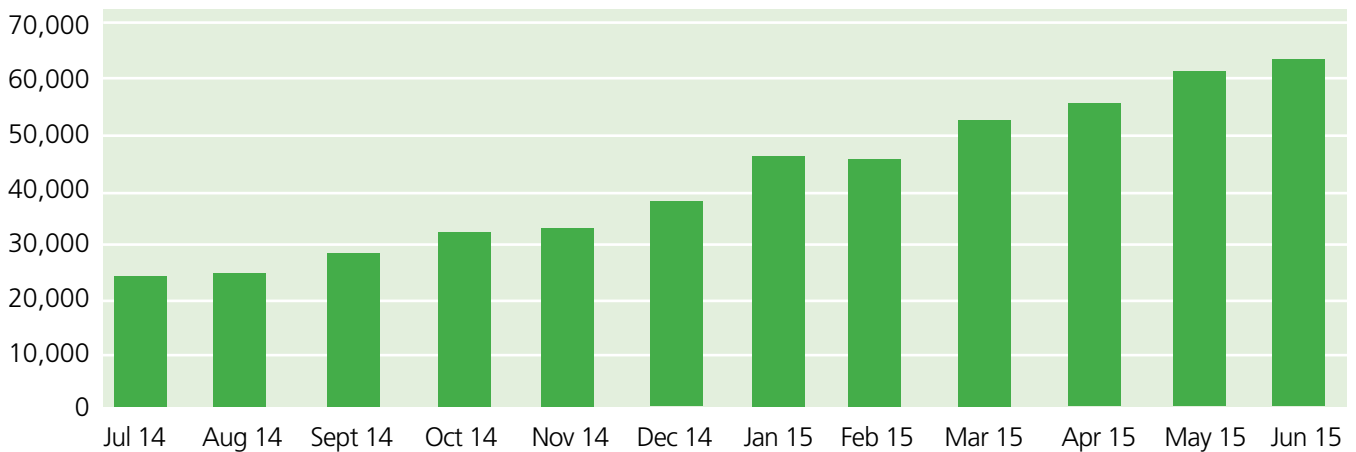
The graphs on this page show the increasing popularity of PayByPhone. Over 130,000 people have now signed up for PayByPhone and used the service at least once in the city with over 600,000 transactions being made since it was launched.

**Almost a quarter of on street parking is now paid by phone.**

**PayByPhone Cumulative First Time Users**



**PayByPhone Transactions**



### PayByPhone Transactions and Duration



This graph shows the amount of transactions for each parking zone since July 2014. The higher up the page the bubble is, the more transactions have taken place by PayByPhone. The size of each bubble represents the average length of stay for each transaction. So the larger the bubble, the longer people have paid to park.



## Chapter 4

# New / Upcoming Resident Parking Schemes

Following resident consultations new schemes were introduced to alleviate parking issues.

### Area J Extension - Lewes Road Triangle

Following consultation with residents and organisations in the Lewes Road Triangle area the Environment, Transport & Sustainability Committee meeting of 7th October 2014 approved the implementation of the scheme and the changes were implemented for an operational start in December 2014.

### Bolsover Road (extension to Area R) and Wish Park area

Following consultation with residents and organisations in the Bolsover Road and Wish Park area the Environment, Transport & Sustainability Committee meeting of 7th October 2014 approved the scheme being advertised through a traffic order. No objections were received to the traffic order advertised so the changes were implemented for an operational start on 2nd March 2015.



## Area E (Preston Park Station North) resident parking scheme

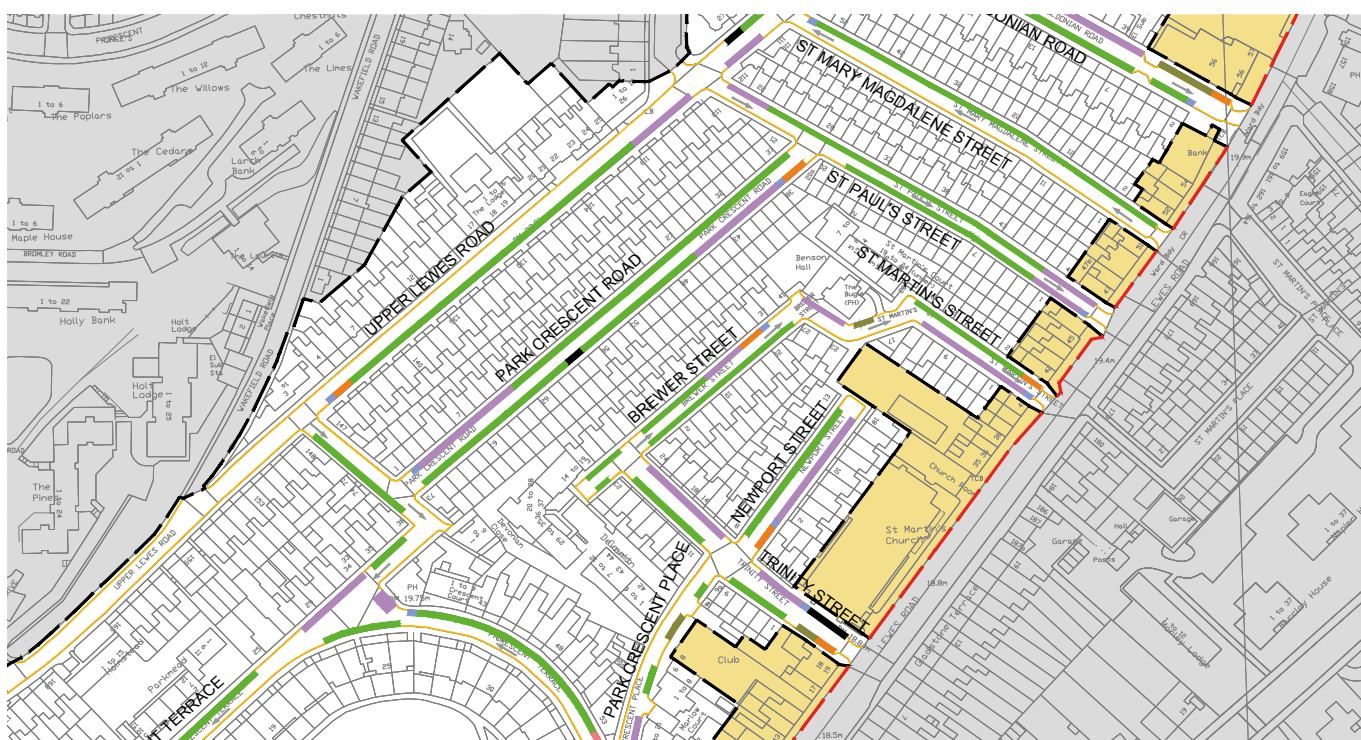
Following consultation with residents and organisations in the Preston Park Station North area the Environment, Transport and Sustainability Committee meeting on 4th March 2014 approved the implementation of proposals giving priority to parking for residents. The changes which involved a revised Monday to Friday parking scheme were implemented for an operational start on 1st May 2014.

## Bakers Bottom area – Area U extension

The results of a consultation with residents and organisations in this area showed that the majority of returned surveys were in favour of an extension of the light touch scheme (Area U) although residents in the Craven Vale area did not want a parking scheme so this area was not taken forward. The Bakers Bottom scheme was advertised through a Traffic Regulation Order in August 2014 with support, comments and objections being presented to the Environment, Transport & Sustainability Committee on 7th October 2014 with the scheme implemented shortly after.

## Surrenden & Fiveways parking scheme proposal

This area's currently under consultation with the results being presented to the Environment, Transport & Sustainability Committee on 13th October 2015 to discuss the way forward.



Map: © Crown Copyright. All rights reserved. Licence: 100020999, Brighton & Hove City Council. 2015.



## Chapter 5 Permits

In line with our service improvement commitment, we are continuing to improve our web pages and to add on more features. We have also kept the popular 'do it now' facility.

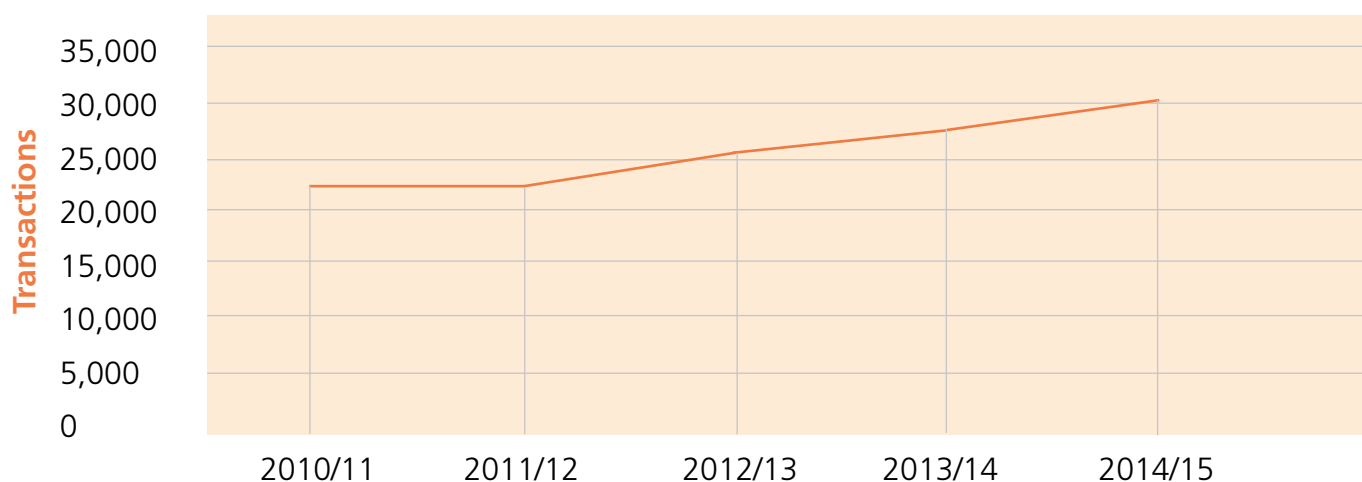
### The online facility now includes the following: -

- Resident permits renewal
- Traders permits renewal
- Business permits renewal
- Requesting a suspension
- Requesting visitor permits
- Applying for Blue Badges using the new national Blue Badge online application form

Overall, the number of people on the waiting list fell from 1,260 in 2010/11 by over 65% to 394 in 2013-14. We have observed a reversal of this trend 2014-15 with the number of residents waiting for a permit in areas M, Y, or Z has increasing to 506. Many factors can affect the number of people on the waiting list.

The broad downward trend of recent years could be due to less car dependency and greater use of public transport, city car clubs cycling etc. Factors which would increase the waiting list include an increase in the population density in these areas.

The total number of permits issued has been increasing steadily over the last 5 years. In 2014/15, the number of permits issued increased by 10% compared to the previous year due to the extensions to some of the Controlled Parking Zones.



## Resident Permits

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

Resident Parking zone and (visitor allowance)	Resident Permits on issue 2012/13	Resident Permits on issue 2013/14	Resident Permits on issue 2014/15	No. of people on waiting list 2012/13	No. of people on waiting list 2013/14	No. of people on waiting list 2014/15	Resident Permits allowed 2014/15
Preston Park*, A (50)	618	607	611	0	0	0	657
Coldean, B (25) +1	986	1166	1267	n/a	n/a	n/a	No limit
St James*, C (50)	1739	1681	1743	0	0	0	1943
Moulsecoomb, D (25)+1	1528	1918	2510	n/a	n/a	n/a	No limit
Preston Park Station (Nth)*, E (50)	n/a	253	202	n/a	n/a	n/a	372
Kemptown*, H (50)	2494	2467	2544	0	0	0	2552
London Road*, J (50)	2301	2262	3852	0	0	0	2811
Brunswick, M(50)	1650	1650	1659	202	193	179	1650
Central Hove, N (50)	4589	4478	4619	67	0	0	4589
Goldsmid, O (50)	2066	2037	2128	0	0	0	2283
Prestonville, Q (50)	1048	1013	1048	0	0	0	1092
Westbourne, R (50)	3527	3384	3572	0	0	0	4077
Hove Park, T (50)	368	340	341	0	0	0	524
St Luke's, U (50)	279	265	339	0	0	0	411
Westbourne, W (50)	811	756	1009	0	0	0	1069
North Central, Y (25)	1750	1750	1748	211	112	168	1750
South Central, Z (25)	1150	1150	1150	166	89	159	1150
<b>Total</b>	<b>25918</b>	<b>27177</b>	<b>30342</b>	<b>646</b>	<b>394</b>	<b>506</b>	

\*scheme extended in period covered by table

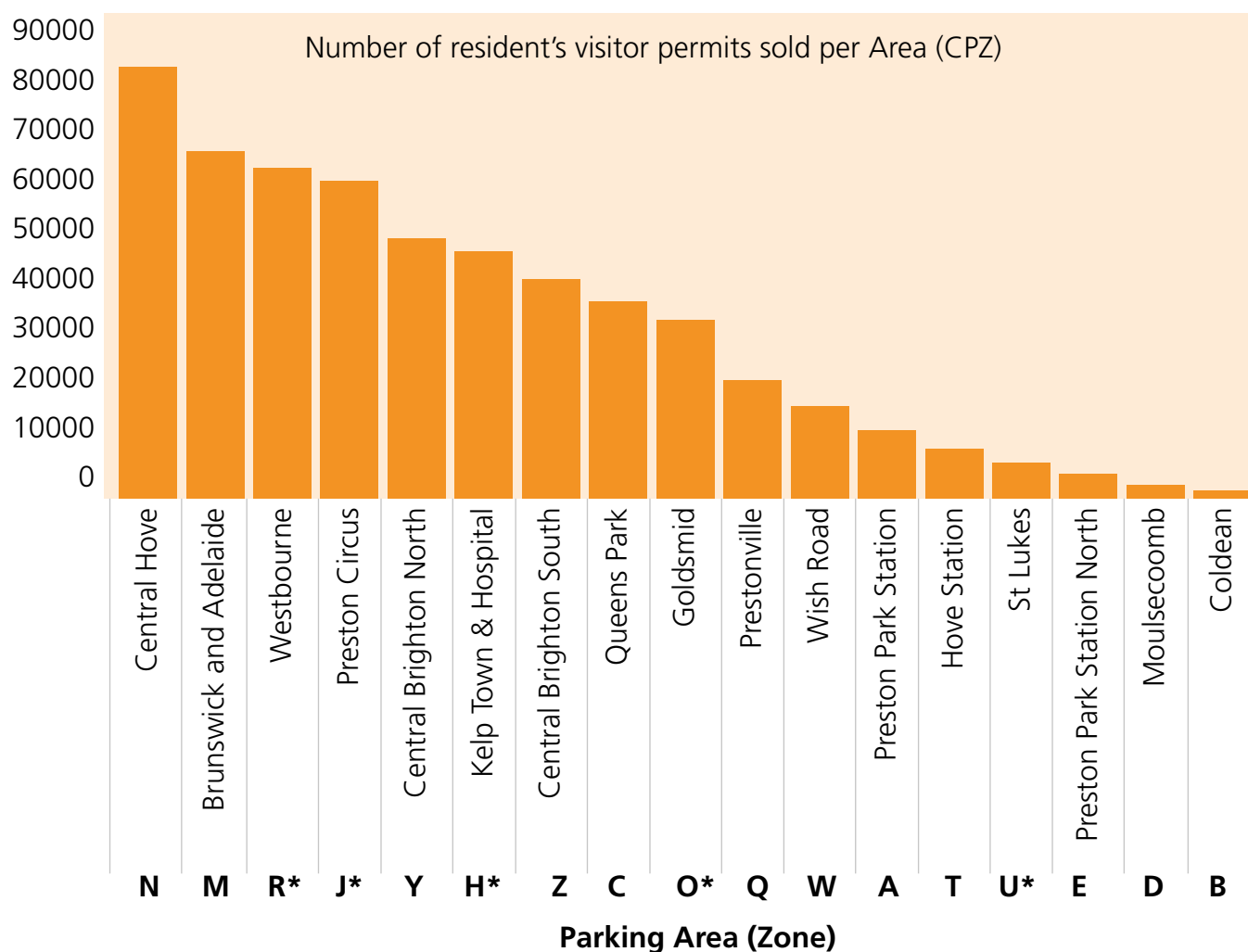
+1 means one transferrable visitor permit valid for all match days



## Visitor permits

In the last 5 years, the average number of visitor permits sold yearly has been at approximately 491,000. In 2014/15, there has been a slight increase of 1% of the number of permits sold compared to the previous year.

**In 2014/15, the majority of visitor permits sold were to residents living in the following areas: -**



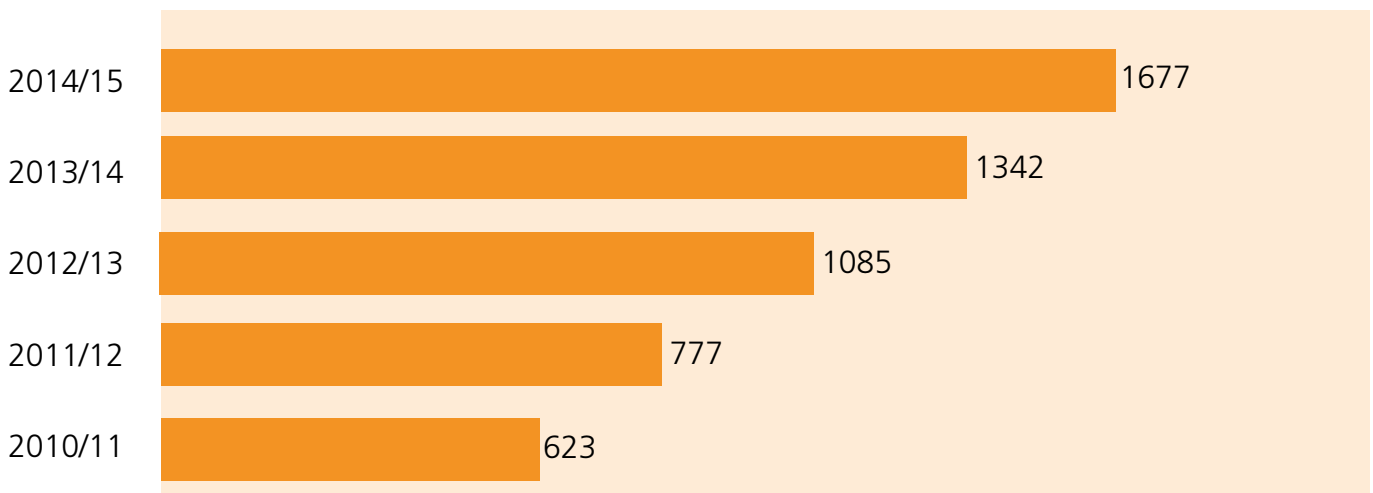
Preston Park area J had two extensions implemented in 2014/15 which increased the number of visitor permits sold

\* denotes zones that have been extended in the past

## Traders permits

In the last 5 years, the number of permits issued to Traders has been increasing. Compared to the previous year the number of Traders permits issued increased by 23% in 2014/15.

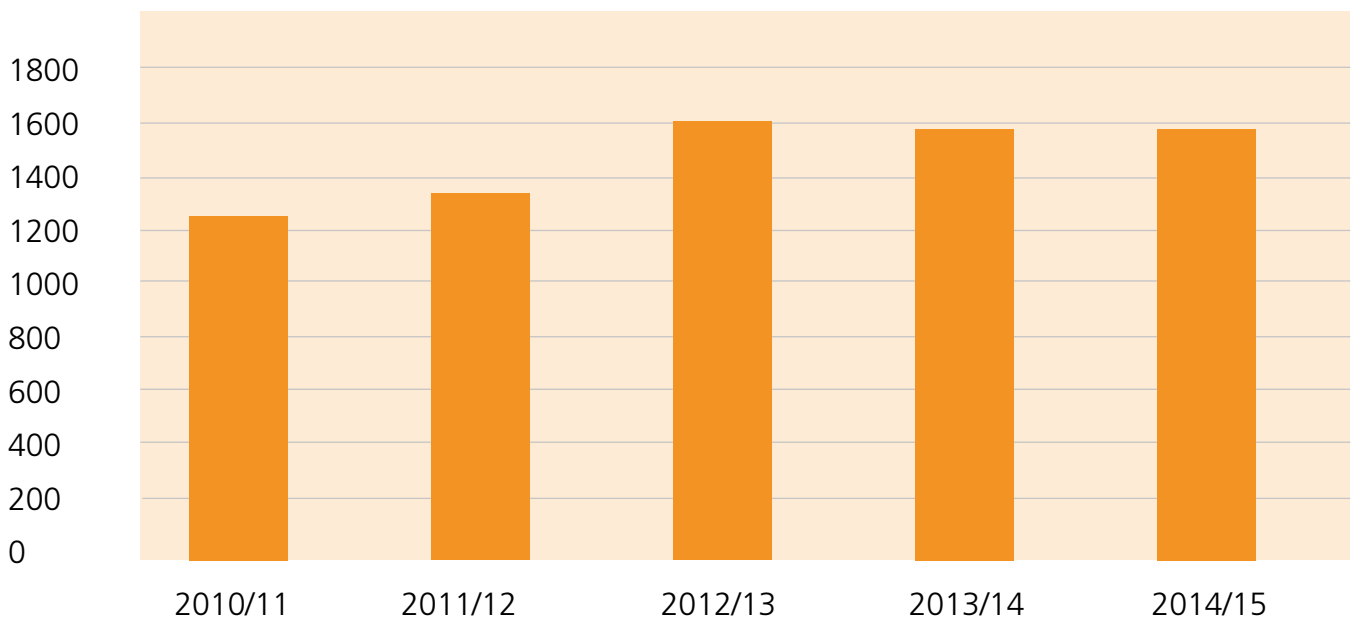
### Number of Traders Permit in last 5 years



## Business permits

In the last 5 years the average issue rate of Business permits is at 1555 permits per year. Compared to the previous year there has not been a significant change despite an increase in controlled parking areas.

### Number of Business permits issued per year



## Low emission Permits

In 2005, the city Council introduced the low emission discount for Resident permits, in recognition of the less damaging impact these vehicles have on the environment. To qualify for the Low Emission discount, a vehicle must be registered with the DVLA as being in road tax bands A or B as shown on the vehicle logbook.

Based on national statistics at the time the report was written, it was estimated that there were only 70 vehicles in the city that would qualify for the discount.

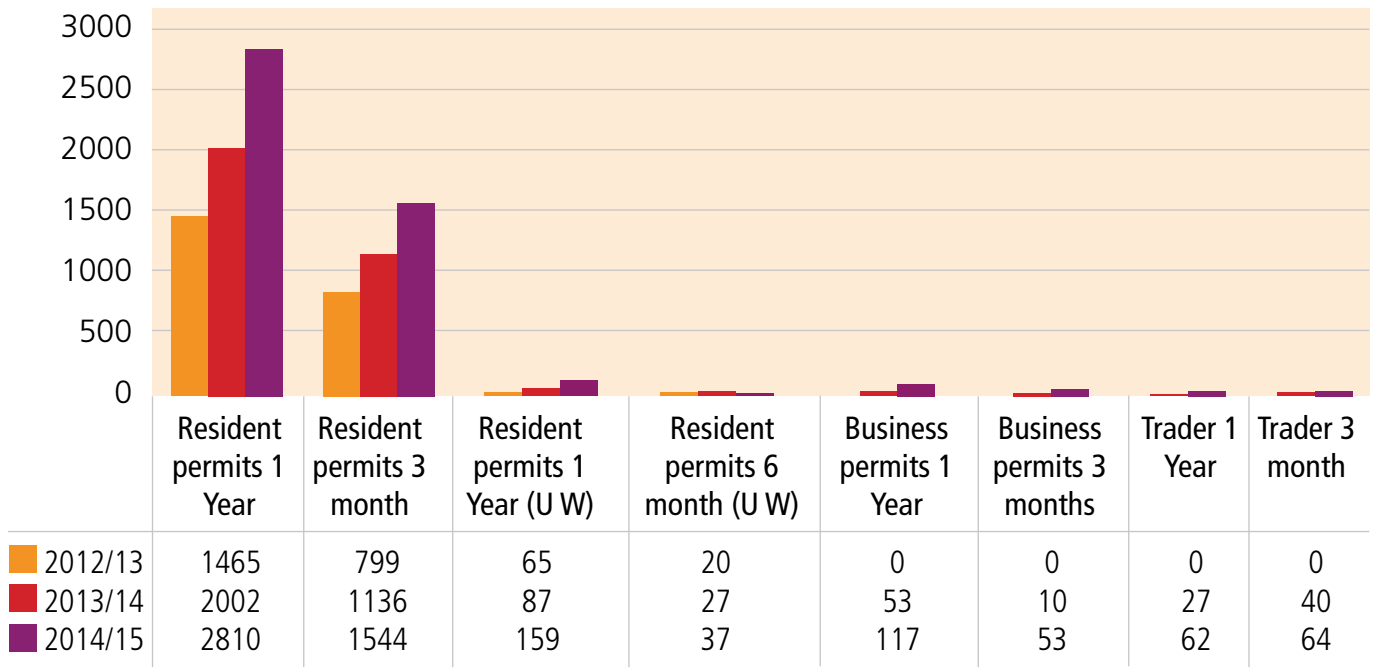
Number of permit issued at low emission discount per year	2012/13	2013/14	2014/15
Resident permits 1 Year	1465	2002	2810
Resident permits 3 month	799	1136	1544
Resident permits 1 Year (U W)	65	87	159
Resident permits 6 Month (U W)	20	27	37
Business Permits 1 Year	N/A	53	117
Business Permits 3 Months	N/A	10	53
Trader 1Year	N/A	27	62
Trader 3 month	N/A	40	64
<b>Total</b>	<b>2349</b>	<b>3382</b>	<b>4846</b>

By 2013/14, the eligibility for the Low Emission discount extended to Traders and Business permit holders. Compared to the previous year, the number of permits issued at the Low Emission discount has increased significantly by 30% with those issued to Business and

Traders permit holders at the discount rate also significantly increasing by 63% for Business permits and by 47% for Traders permits compared to the previous year. Of the total permits issued 12% permits were issued at the discount rate, a 2% increase on last year.



### Number of permits issued at Low Emission discount



## Summary of permits issued by type

Permit type on issue	2010/11	2011/12	2012/13	2013/14	2014/15
Business	1353	1417	1662	1670	1672
Car Club	63	74	89	89	112
Carer	132	137	161	201	230
Dispensation	411	443	468	487	557
Doctor	132	130	126	120	124
Electric Vehicle	18	25	45	72	116
Resident (includes match day)	22,583	22,542	25,918	27,432	30,342
Professional Carer	1861	1843	2029	2070	2203
Schools	137	128	148	174	215
Trader*	623	777	1085	1342	1736
Visitor permits sold	476,067	509,100	463,609	502,300	504,670
Hotel permits sold**	37,656	36,087	35,889	35,730	33,042

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

\*\* Visitor and hotel permits shows actual permits sold, not permits 'on issue'

## Parking Permit Review

We are currently reviewing some aspects of parking permits policy and a survey is being carried out to consult permit holders on their views of the permits policy.

A survey is being carried out online and at the Parking Information Centre, and once the results are finalised a report will on the findings will be presented to Committee in November 2015.







## Chapter 6

# Blue Badge Counter Fraud Initiative – A new approach to tackling blue badge misuse!

The Blue Badge scheme is a national initiative to help disabled people to park close to their destination either as a passenger or driver. There are around 13,000 blue badges issued in Brighton & Hove and the audit commission estimates that 20% of Blue Badges are misused. Nationally this costs £46 million per year.

### The Cost of Fraud

The primary motivation for undertaking enforcement is to combat Blue Badge fraud and misuse. This prevents people in genuine need from accessing parking space where they most need it. Abuse of the scheme by those who are not entitled to its concessions can undermine the schemes credibility. This can impact on the mobility of disabled people, who have a genuine requirement and are unable to make use of parking spaces, which are being used illegally. Also, It is not uncommon for Blue Badge holders to be accused of fraud when their disability is not 'visible' this can cause further anguish and bring the scheme into further disrepute.

### Types of Fraudulent Use

Fraudulent Blue Badge Parking can be categorised into two groups.

**Misuse of genuine badges** - This is when the badge is used when the holder is not present. Many people who fall into this category often believe that what they are doing is not fraudulent.

**Abuse of badges** - This includes using a counterfeit badge, using a lost or stolen badge and using the badge of a deceased person.



## Government Funding

Brighton & Hove City Council are piloting a new initiative to tackle the major issue of disabled parking misuse. In 2014 Brighton & Hove together with East Sussex and Sussex Police were awarded £183,000 of government funding provided by the Department for Communities and Local Government to help tackle this misuse. The funding has enabled us to employ dedicated Blue Badge Investigators and arrange action days called Operation Bluebird, with Sussex Police, and East Sussex County Council. Working together we can improve detection and share intelligence. The last action day resulted in successfully prosecuting seven motorists who received fines up to £600.00. Both Councils are providing additional funding of £30,000 for this enforcement project.

## Community Resolution Order

Working in partnership with East Sussex County Council, Sussex Police and our enforcement contractor NSL, we have become one of the first authorities in the country to offer the option of a Community Resolution Order for some first time offenders. Prior to December 2014 our standard response to identified cases of misuse was to issue warning notices with very few prosecutions. This new process is different to prosecution as it works outside the judicial system. Once blue badge misuse has been identified the badge will be retained and the registered keeper will be invited to attend a Community Resolution event facilitated by the Police. A video is shown at the event explaining the impact misuse has on disabled people. This event will often make the offender understand this is not a victimless crime. There are also many occasions when misuse is simply down to a misunderstanding or lack of awareness on the part of the Blue Badge holder.

It has been found that Community Resolution Orders are more effective deterrent compared to Warning Notices. This is because a Police record was made and a repeat offence would result in automatic prosecution.

Since December 2014, in Brighton & Hove we have retained 90 Blue badges, agreed 38 Community Resolution Orders, issued 22 Warning Notices and made 15 successful prosecutions with fines from £600 up to £2,450.

## Blue Badge Amnesty

Alongside this BHCC recently held a two week Blue Badge amnesty. This gave motorists the opportunity to hand in illegally used badges without prosecution. A total of 36 blue badges were handed in as part of the amnesty.

## Public Response

We conducted a survey asking Blue Badge Holders what they thought the way the scheme is enforced. Our survey has shown that awareness of the initiative is very high (78%) and support for the initiative is even higher at (97%).

Blue Badge misuse can be reported in the following ways:

**By email:** [Bluebadge.fraud@brighton-hove.gov.uk](mailto:Bluebadge.fraud@brighton-hove.gov.uk)

**By completing our online report form** on the blue badge pages of our website

### In writing to:

Blue Badge Department  
Parking Information Centre  
Hove Town Hall  
Norton Road  
BN3 3BQ

**By telephone:** 01273 296270

### Summary of Blue Badge Prosecutions in 2014-15

Month	Prosecutions	Community Resolution	Warning Letter BB Holder	Warning Letter to Driver or No Further Action	Awaiting Completion	Total	BB Retained
January	4	21	4	13	0	42	33
February	4	9	1	5	1	20	15
March	2	8	3	7	1	21	14
April	3	6	4	2	1	16	11
May	6	7	5	10	1	29	22
June	6	2	1	11	6	26	48
July	1	0	7	9	16	33	18
August	0	0	1	2	9	12	4
Total	26	53	26	59	35	199	165

In June 31 Blue Badges were also handed in as part of the Blue Badge amnesty





## Chapter 7

# On street parking enforcement

NSL our enforcement contractor is working on a number of service initiatives including;

- Tackling persistent evaders by improving communication between the Civil Enforcement Officers and bailiffs
- Trial of electric bicycles
- World Host: Customer Service Training for all Civil Enforcement Officers to coincide with the Rugby World Cup
- Review of Civil Enforcement Officer equipment options
- Blue Badge misuse and abuse enforcement initiative
- Brighton Station Gateway marshalling to ease congestion during major roadworks

## Partnership Working

NSL works 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
- Problem parking around schools
- Blue Badge misuse / Joint project with Sussex Police and East Sussex



Our work with partner organisations to tackle problem parking was recognised at the British Parking Awards 2014 when Brighton & Hove City Council, jointly with NSL and Sussex Police were shortlisted as finalists for the 'Partnership Award'.

## Working together for safer roads

The Council's parking team works alongside our colleagues in the Council's road safety team and the police and together we work to improve road safety.

## School enforcement patrol

Both Council officers in parking and officers in NSL, the Council's parking contractor, work with the Council's road safety team to try to improve road safety at schools during opening and closing times.

We have a school enforcement patrol which is attended by civil enforcement officers. The school enforcement patrol is there to ensure that the school keep clear lines and restrictions are clear of traffic. Civil enforcement officers attend schools where we have received reports of unsafe parking. The officers who attend at opening and closing time also hand out leaflets and booklets to raise awareness of the school keep clear markings and safer parking. It is unusual that a penalty charge notice is issued, normally vehicles are moved on or do not stop.

## Joint Action Days

The Council, NSL, and the Police work together on joint action days to raise awareness of road safety and parking restrictions and where necessary take enforcement action. The action days show there is a commitment by all parties to improve safety.

## Piers the Meerkat

Piers the Meerkat is the city's road safety mascot and is part of the "Share the road, share the responsibility campaign" to raise awareness about road safety. Parking Services and Road Safety team have been discussing working on joint visits with the mascot and Civil Enforcement Officers. We are trying to find new and effective ways of helping schools experiencing parking problems, promote safer parking and deter the small minority of driver who park inconsiderately putting the safety of pupils at risk.



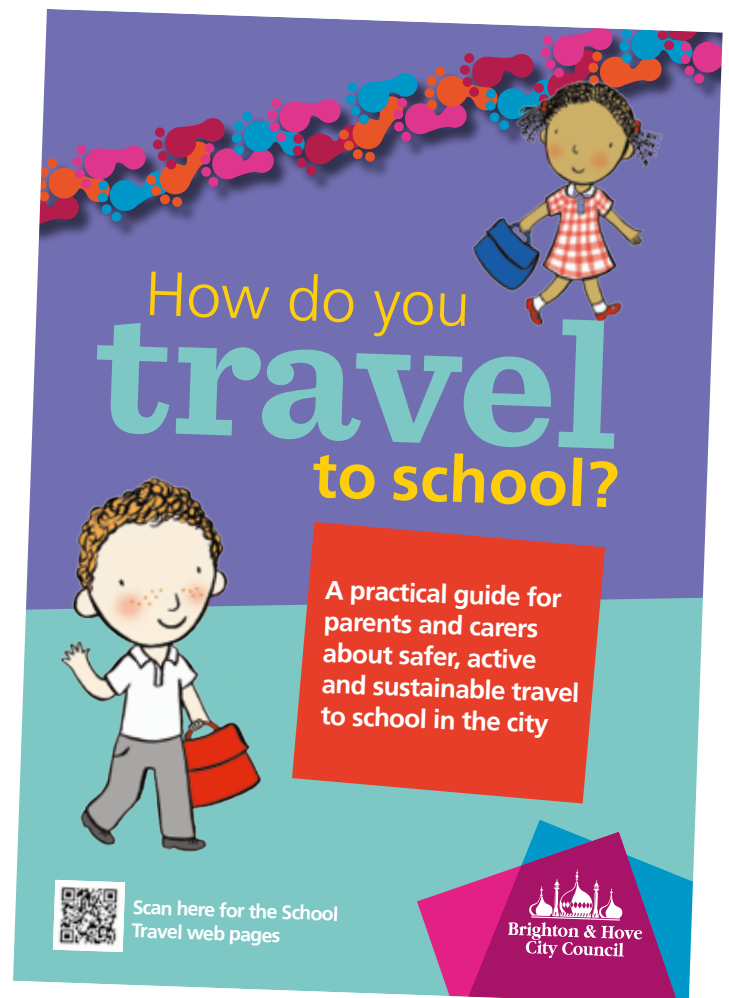
## School travel plan

The road safety team work with schools on school travel plans and to encourage families to choose safer, more active and sustainable travel options. They also aim to reduce road traffic, ease congestion and reduce carbon emissions on routes to schools.

Council officers in parking keep in regular contact with the Council's road safety team so we can discuss how we can work together to improve our services.

### The school travel teams priorities are:

- to encourage families to choose safer, more active and sustainable travel options as an alternative to driving
- to reduce road traffic, ease congestion and reduce carbon emissions, especially on routes to schools
- to contribute towards the immediate and long-term health and well-being of children and young people
- to provide guidance and support to schools which, through updating their School Travel Plan, are actively promoting walking and cycling to school
- allocating of Road Safety resources, for example, cycle, scooter and child pedestrian training to those schools which, through their School Travel Plan (STP) surveys, and associated targets, have highlighted a need for training etc within their plan.



## Biker Safety Nights

These are run jointly by the Council and the police as part of the Sussex Safer Roads Partnership. We have worked with our colleagues to allow the use of our parking bays for the biker safety nights on Marine Parade. By suspending the bays from their normal use there is places for the motorcycles to park and this allows the events to attract a large number of people and therefore raise awareness of road safety.



## Events

Our contractor has extensive experience of managing the enforcement of the wide range of events hosted in the city annually. Planning for these events often takes place many months in advance and which attract an estimated 8 million visitors annually. Planning is key to large events, which require areas of the city to be cleared of parked cars so that the event can take place, as well as an enforcement plan covering nearby areas to ensure emergency vehicle access if needed.

In 2014 /15 Brighton & Hove hosted a number of events such as the Brighton Marathon and half marathons, The London to Brighton Bike Ride, Pride, and the Labour Political Party conference. The Parking Team works closely with event organisers and the enforcement contractor NSL to ensure the efficient and smooth running of the event. An events listing is published on the Council's website.

## Bay Suspensions

In 2014-15, 1648 parking suspensions were processed by the Council and a total of 4,596 bays were suspended; NSL place suspension signs in advance to facilitate these suspensions. Bays were suspended for various reasons including household removals, skips, and building works. Parking Suspensions are crucial for the smooth running of many major events in the City. Brighton Marathon suspended 103 bays across the city to allow a clear passageway for runners. Pride suspended 75 bays to allow the parade to pass safely though the City. From small suspensions for removals to large event suspensions, the parking team works closely alongside NSL to ensure everything runs as smoothly as possible for the applicant.

## Brighton & Hove - a Film Friendly City!

Brighton & Hove is to be officially designated a Film Friendly City in recognition of the growing importance of the city as a film, television location and centre for creative talent and film related businesses. The Film Friendly Charter sends out a clear message to the film and TV industry that it is easy and straightforward to film in Brighton & Hove helping to attract crews to film here, bringing money into the local economy and supporting local jobs. Filming is important to the local economy and the city Council plays an important role, helping to encourage and facilitate filming here, and working with partners and local businesses to help develop all aspects of the film related industry in the city.

## From [www.FilmCityBrighton.org](http://www.FilmCityBrighton.org)

Parking Services have been involved with Film City to gain a better understanding of what film crews need from parking. We have produced a fact sheet along with the Outdoor Events team, which highlights parking options in the city and places of interest.

Parking Services have also supported Brighton & Hove Film Friendly City by liaising with film crews and production companies such as BBC with their latest police procedural drama Cuffs regarding the suspension of parking bays and parking enforcement. In 2014/15 we received a total of 21 requests for 159 parking bay suspensions with the majority of those requests made during the summer.



## Penalty Charge Notice statistics 2011 to 2014

Resident Parking zone and (visitor allowance)	2012-13			2013-2014			2014-2015		
	Off Street	On Street	Total Penalty Charge Notices	Off Street	On Street	Total Penalty Charge Notices	Off Street	On Street	Total Penalty Charge Notices
Number Of higher level PCN	179	78,077	78,256	234	83,008	83,242	193	84,452	84,645
Number of lower level PCN	2,990	33,086	36,076	2,543	31,987	34,530	2,305	35,787	38,092
Total number of PCNs issued	3,169	111,163	114,332	2,777	114,995	117,772	2,498	120,239	122,737
Number of PCNs paid	2,371	79,136	81,507	1,820	78,438	80,258	2,990	82,948	85,938
Number of PCNs paid at discount	1,675	65,578	67,253	1,482	64,543	66,025	2,474	68,540	71,014
Number of PCNs against which a representation was made (including Transfer of liability)	983	31,390	32,373	893	34,242	35,135	665	31,369	32,034
Number of PCNs cancelled as a result of representation or informal challenge	784	13,469	14,253	659	15,626	16,285	560	16,080	16,640
No of PCNs written off for other reasons	52	1,991	2,043	25	2,487	2,512	49	2,517	2,566



## Life of a Civil Enforcement Officer

### Antony Weir

**How long have you been working as a Civil Enforcement Officer (CEO)?**

I have worked in parking enforcement for 14 years now, and been a Senior Civil Enforcement officer for around 11 years.

**Describe what would be your typical working day.**

I start the day with briefings, I will usually go on patrol with a CEO or go out deployed on a scooter to enforce and respond to incidents. I will generally patrol a set area, stopping to enforce parking restrictions along the way. I also get called to respond to complaints of illegal parking across the city. I have to respond to incidents where CEO's require a senior to deal with a public query or aggressive member of the public. I have to issue PCN to vehicles parked in contravention and also be there to support the CEO's.

**What is the most memorable thing that has happened to you since you have been at the job?**

Way back in around 2003 I chased a man that had mugged an old lady in Palmeira Avenue Hove. Myself and another CEO followed the male stopping him from getting in taxis and buses and directing police to the scene. While this was happening a third CEO dealt with the victim who had received a broken arm and ankle. We were able to direct Police to the location of the lady's hand bag which the man had thrown away. The man received 8 years in prison as he was also convicted of another vicious mugging.

**As your time as a CEO, have you had to deal with any difficult or challenging situations?**

A few years ago I witnessed an incident with a man collapsed at the side of the road. I pulled over to give assistance. He was in some distress. A member of the public was on the phone to the emergency services and as I arrived on scene a doctor also arrived. I helped the doctor as best as I could. Medics arrived on scene so I took a step back. At this point the man had a cardiac arrest. I assisted police keeping the public back as the medics and the doctor worked on the man for some 30 minutes before taking him away in an ambulance. I never found out what happened to the man but I was left very shaken up by the incident.

**What are the most common queries you receive from the public?**

**Where can I park?**

**Where is Choccy Woccy Doo Dah?**

**Can I park here?**

**Where can I park for free?**

**Historically, there has always been some negative attitude towards the role of a Civil Enforcement Officer and parking enforcement in general; over the years, do you feel this perception from the media and public has changed?**

There is still a negative attitude from some members of the public, but on the whole I would say it has improved slightly.

**So do CEOs receive bonuses for issuing PCNs?**

No.





## Chapter 8

# Bus Lane Enforcement

Bus Lane enforcement has been taking place for the last 7 years along the North Street / Western Road corridor and has successfully improved compliance, improving journey times for bus and taxi passengers. Enforcement is by means of an attended system of networked fixed CCTV cameras we share with Sussex Police.

The civil enforcement of bus lane contraventions is regulated and we have permission from the Department for Transport for some of these cameras to become 'approved devices' for the purpose of bus lane enforcement.

In October 2013 with the success of improved compliance in existing enforcement areas and with funding secured to expand the bus lane network we proposed to extend CCTV bus lane enforcement. Agreement was given by the Environment Transport and Sustainability Committee to the extension of CCTV enforcement to all of the city's legally enforceable bus lanes. Without enforcement some 'opportunistic' drivers may decide to

use the bus lanes on key transport routes in sufficient numbers to affect public transport journey times. This in turn could reduce the expected benefits from investment in the bus lane network. Encouraging greater use of sustainable transport through ensuring that bus lanes are only used by authorised vehicles and should, in turn should lead to an improvement in air quality with benefits for public health.

In the autumn of 2014 Brighton & Hove City Council procured a new digital Traffic Enforcement System. One of the cameras was installed at an existing enforcement site and the other camera was installed east of the Rottingdean traffic lights on the A259. The A259 bus lane gives priority to buses, taxis,



cyclists and motorcycles and the decision to site the camera here was taken carefully to tackle the growing problem of cars and vans driving in the bus lane.

As soon as the camera system was certified by the Department for Transport and approved for bus lane enforcement we issued a press release to explain to unauthorised motorists using the A259 bus lane that they may receive a Penalty Charge Notice if they continue to contravene the bus lane regulations. We planned to issue warning notices to vehicles seen in the bus lane for the first week followed by full enforcement. 485 warning notices were issued between 24.03.15 – 31.03.15 and full enforcement commenced on 07.04.15.

Bus Lane Enforcement in the city forms part of a wide ranging programme of measures to improve the reliability and punctuality of public transport and provide extra space for cyclists. This in turn encourages more people to switch from the car to other forms of transport, reducing congestion and air pollution.

The number of people travelling by bus in the city has more than doubled in recent years and compliance with the bus lanes in the city is generally good which shows the effectiveness of CCTV enforcement.

We have a team of Council officers who use our network of CCTV cameras to enforce bus lanes in the city which helps to keep the city moving. Enforcement also adds to environmental objectives by promoting and encouraging greater use of public transport as a more sustainable alternative to private car use and assists the Council in meeting strategic objectives such as improving air quality and reducing vehicle emissions as set out in the Corporate Plan, the Sustainable Community Strategy and the Local Transport Plan.

**On average around 15 Penalty Charge Notices are issued per day for being in a bus lane.**

### Brighton & Hove bus lane appeals

Year	Appeals	PCNs issued	Rate of appeal per PCN	Not contested by Council	Allowed by Adjudicator	Total allowed including not contested by Council	Refused by Adjudicator including out of time and withdrawn by applicant	Consent order	Awaiting decision incl. Other decided
2014-15	19	5,542	0.34%	10	5	15	4	0	0
2013-14	8	4,676	0.17%	3	1	4	4	0	0

## Bus lane enforcement summary by month

	Bus Lane Enforcement Penalty Charge Notices issued				
	2010-11	2011-12	2012-13	2013-14	2014-15
April	424	413	743	210	636
May	543	507	605	251	367
June	670	697	304	261	639
July	915	962	160	371	558
August	690	860	87	320	554
September	758	976	40	258	483
October	822	1039	73	227	415
November	669	629	134	169	391
December	522	860	177	491	264
January	648	735	163	886	282
February	614	723	192	498	319
March	689	910	214	703	634
Total	7964	9311	2892	4645	5,542





## Chapter 9

# Challenges, representations & appeals

Online appeals have increased in popularity with the majority of representations now being sent in via this route.

### Online appeals and payments

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.

By sending our informal representations via email decreases back office processing costs of stationery and postage. We also request that evidence is sent via email for a quicker response.

Payment Channel Summary	Historic Years				Last 6 months					
	Jul 11	Jul 12	Jul 13	Jul 14	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15
Web %	37	42	49	56	59	57	58	58	58	58
IVR %	27	26	30	27	27	26	28	28	27	26
Postal %	15	12	10	8	6	6	6	5	7	7
Other (PIC etc) %	21	20	11	7	9	10	8	9	9	10

Highest web take up was in February 15: 59%



Correspondence Channel Summary	Historic Years					Last 6 months					
	July 11	July 12	July 13	July 14	July 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15
Web %	32	47	48	55	54	59	60	63	62	56	54
Postal %	68	53	52	45	46	41	40	37	38	44	46
Highest web take up was in April 15: 63%											

Brighton & Hove City Council is a pilot authority for the introduction of a national online facility to make appeals to the adjudicator. This has made the process of transferring information simpler for both the driver and the Council. The new facility went live on October 2014.

### Appeals against parking Penalty Charge Notices for 2013-14

#### Appeals to the adjudicator

Local Authority	Appeals	PCNs issued	Rate of appeal per PCN	Not contested by council	Allowed by adjudicator	Total allowed including not contested by council	Refused by Adjudicator including out of time and withdrawn	Awaiting decision including other decided
All councils Apr 13 – Mar 14 Latest info.	20,226	4,490,178	0.35%	4,701 30%	3,964 25%	8,665 56%	6,704 43%	126 1%
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 Apr 11 – Mar 12	646	116,097	0.56%	121 19%	217 34%	338 52%	279 43%	29 4%
Brighton & Hove Apr 12 – Mar 13	538	114,332	0.47%	105 20%	156 19%	261 49%	264 49%	12 2%
Brighton & Hove Apr 13 – Mar 14	507	117,772	0.43%	152 30%	111 22%	263 52%	235 46%	8 2%
Brighton & Hove Apr 14 – Mar 15	465	122,737	0.36%	127 27%	161 34%	288 61%	177 39%	9* (including consent decisions)
Brighton & Hove Apr 14 – Mar 15	465	122,737	0.36%	127 27%	161 34%	288 61%	177 39%	9* (including consent decisions)



### Parking & Transport

@BHCC\_Transport

Official Twitter account for parking & transport at Brighton & Hove City Council. "Parking penalty charge notices can not be appealed here"

Brighton & Hove, UK

brighton-hove.gov.uk/content/parkin...

Joined February 2011

Tweet to Parking & Transport

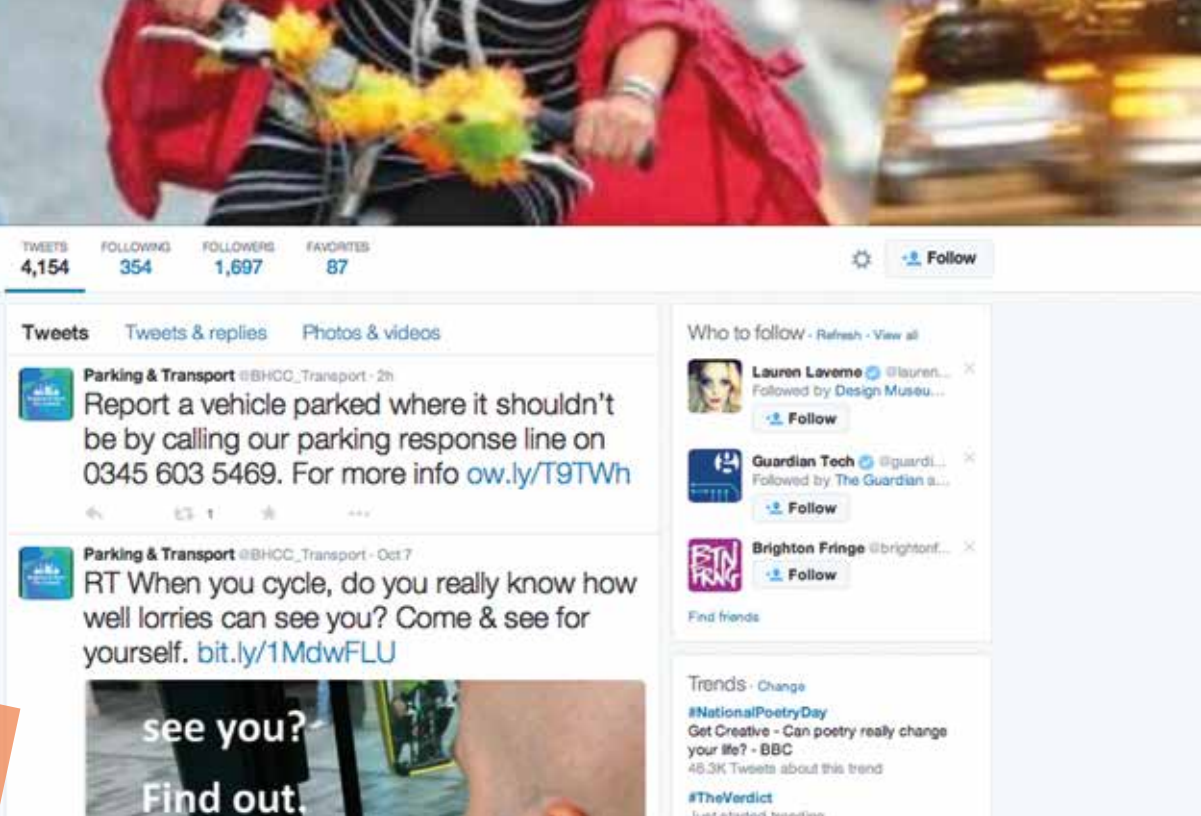
Followers you know



## Chapter 10

# Keeping in touch

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 feedback views.



## Website Analysis

One of the ways we continually improve how customers can access information is by analysing how our website is used. Below are some statistics on the use of the Council's parking website over the past year.

**2,331,514**

**Total number of page views**

**1,696,921**

**Total number of unique page views**

**46.93%**

**Percentage of single page visits**

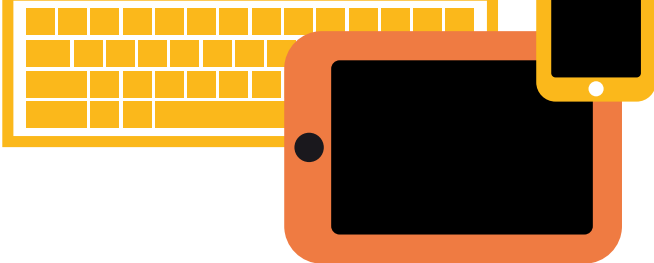


**01:42**

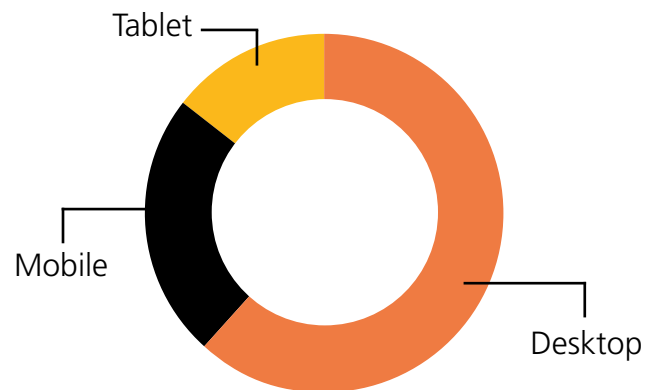
**The average length of time per session**

The average  
number of page  
views each day

**6,388**



## How people access the website



## Top searched for terms on the Parking Website

- |                           |                          |
|---------------------------|--------------------------|
| 1 Parking zone            | 11 Appeal parking ticket |
| 2 Penalty charge notice   | 12 Christmas parking     |
| 3 Suspension              | 13 Disabled parking      |
| 4 Park & ride             | 14 Parking office        |
| 5 Visitor parking permits | 15 Online payment        |
| 6 Parking permit          | 16 Pay parking fine      |
| 7 Opening hours           | 17 Motorcycle parking    |
| 8 Garages                 | 18 Sunday parking        |
| 9 Blue Badges             | 19 Trade permit          |
| 10 Change of vehicle      | 20 Electric car charging |



## Social Media

BHCC Transport / Parking use Social Media as a way to engage with the public and to provide up-to-date information regarding transport projects, new schemes and links to our 24 hour on-line services. We also use Twitter as a platform to raise awareness for road safety campaigns, such a promoting safer routes to school and to encourage sustainability within transport, for example, by encouraging local walking and cycle routes.

## Information Videos

As well as using social media and updating our website so that it is easy for phone and tablets users we have created information videos. We have produced three in house videos and one in joint partnership with Sussex Police and East Sussex County Council about blue badge misuse which can be found here:

[www.brighton-hove.gov.uk/visitorpermits](http://www.brighton-hove.gov.uk/visitorpermits)  
[www.brighton-hove.gov.uk/regencysquare](http://www.brighton-hove.gov.uk/regencysquare)  
[www.brighton-hove.gov.uk/lanescarpark](http://www.brighton-hove.gov.uk/lanescarpark)

The filming and editing involved our own staff using their own equipment; iPads, Smart phones and laptops. The videos have subtitles on them to ensure they can be understood by people with hearing difficulties. There were no external costs to making these three films.

The first film was to promote Regency Square car park and the surrounding area. The film used both live action and still photography and aimed to show that the car park had been renovated, won a Park Mark Award and was next to the seafront and close to the attractions and main shopping area

Our feed can provide a forum for various transport groups, residents and visitors to air their views and engage in a number of parking related topics, some of the most popular topics seem to be new parking schemes and parking fees in the City, which are also published on our website.

In addition to this our BHCC Live Traffic feed is fast becoming a popular way of informing the public with live network faults, delays and road closures.

We have also produced a film to promote the Lanes Car Park and the local attractions to it and a how to guide for using visitor permits

Our three in house videos can be seen both on the parking pages of the Council website and on the Councils Youtube account. We plan to upload a video shortly which will show how to use PaybyPhone



## Parking and the press

Parking is an issue which affects everyone, whether they own a car or not. The Council issues press releases about important decisions to be taken by Committee that will affect residents, visitors and businesses either in a small area of the city or citywide. A list of links to press releases about parking are provided below:-

### **Surrenden and Fiveways parking consultation**

<https://www.brighton-hove.gov.uk/content/parking-and-travel/parking/surrenden-fiveways-area-parking-consultation>

### **Parking Permit Survey**

<https://www.brighton-hove.gov.uk/content/press-release/take-part-parking-permit-survey>

### **East street traffic-free at weekends**

<https://www.brighton-hove.gov.uk/content/press-release/east-street-traffic-free-weekends>

### **Two week Blue Badge amnesty announced**

<https://www.brighton-hove.gov.uk/content/press-release/council-offers-two-week-blue-badge-amnesty>

### **Cashless parking options**

<https://www.brighton-hove.gov.uk/content/press-release/cashless-parking-options-suit-everyone>

### **Motorists fined after blue badge crackdown**

<https://www.brighton-hove.gov.uk/content/press-release/motorists-fined-following-blue-badge-crackdown>

### **Council wins bid to improve transport network**

<https://www.brighton-hove.gov.uk/content/press-release/council-wins-high-tech-bid-improve-transport-network>

### **Register now for phone parking as machines are going**

<https://www.brighton-hove.gov.uk/content/press-release/register-now-phone-parking-machines-are-going>

### **Consultation on parking in new developments**

<http://www.brighton-hove.gov.uk/content/press-release/consultation-parking-new-developments>

### **100 vehicle milestone for city's car club**

<https://www.brighton-hove.gov.uk/content/press-release/100-vehicle-milestone-citys-car-share-club>

### **Council wins funding to tackle Blue Badge misuse**

<https://www.brighton-hove.gov.uk/content/press-release/council-wins-funding-tackle-blue-badge-fraud>

### **Lewes Road Triangle parking scheme**

<http://www.brighton-hove.gov.uk/content/parking-and-travel/parking/parking-zone-j>



## Chapter 11

# Signs & Lines Maintenance

The Parking Infrastructure team deals with the maintenance and installation of new street signage within controlled parking zones , as well as the maintenance of existing parking signs outside of the controlled parking zone.

This 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 South Portslade ward 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 Q (Prestonville) and a part of Area C (Queens Park).

Parking Infrastructure spend was just under £494,000 for lining and signing maintenance/ works and Traffic Regulation Order costs this year.



The breakdown for this was as follows:

Type of work	2010-11	2011-12	2012-13	2013-14	2014-15
Signing	£245,288	£207,762	£178,493	£197,310	£239,032
Lining	£177,563	£259,241	£221,741	£207,910	£241,532
Traffic regulation Orders	£35,761	£25,416	£36,387	£33,380	£13,250
Total	458,612	£492,419	£437,027	£438,600	£493,814





## Chapter 12

# Off Street Car Parks

Brighton & Hove City Council operates half of the public car parks across the city, ranging from modern secure facilities to surface sites.

Four of these, The Lanes, Regency Square, Trafalgar Street and London Road have been awarded the **'Park Mark'** safer parking award with all car parks having energy efficient lighting and enhanced safety and security features. Trafalgar Street and Regency Square also have electric vehicle charging points.

The Lanes car park is ideally situated if you want to go shopping, enjoy the beach, see the Royal Pavilion or visit other local attractions. Regency Square, located just north of the West Pier and ideally situated for the new i360 project and has a new junction which improves vehicle and pedestrian access and provides easier and safer access to the seafront. Trafalgar Street car park is close to Brighton's North Laine area, which contains shops, cafes, bars and entertainment venues. It's also near to the city's Jubilee Library. London Road car park is perfectly situated for

accessing the shops on London Road. It's also close to the New England Quarter development, the North Laines and the Duke of York's Picture house.

The remainder of the Council car parks are single storey or surface sites, using Pay & Display or pay by Phone as a means of payment. This provides a range of Council operated and managed car parks in various locations in the city, all with a consistent 'feel' and customer experience.

## Brighton & Hove City Council Car Parks Summary

Site	No. Spaces	Card payments	Park Mark	CCTV
<b>Brighton</b>				
Lanes	360	✓	✓	✓
Regency Square	508	✓	✓	✓
Trafalgar Street	355	✓	✓	✓
London Road	526	✓	✓	✓
Carlton Hill	52	✓	×	×
Oxford Court	36	×	×	×
Black Rock	58	×	×	×
Rottingdean Marine Cliffs	77	×	×	×
Rottingdean West Street	65	×	×	×
<b>Hove</b>				
Norton Road	290	✓	×	✓
King Alfred	120	×	×	×

## Off Street Parking Financial Information

Car Park	Net income 2013-14	Net income 2014-15	Income 2013-14	Income 2014-15	Expenditure 2013-14	Expenditure 2014-15
Carlton Hill	115,977	125,663	167,964	175,438	51,986	49,775
High Street	14,287	18,568	60,129	68,810	45,842	50,241
London Road	448,069	339,962	754,537	762,306	306,468	422,344
Oxford Court	48,451	47,293	70,290	72,035	21,839	24,741
Regency Square	218,182	316,836	1,008,426	1,102,621	790,244	785,784
The Lanes	562,707	555,817	1,579,809	1,535,232	1,017,102	979,414
Trafalgar Street	344,369	356,565	1,087,210	1,062,760	742,841	706,195
Other Off-Street Parking	527,785	523,848	614,899	616,808	87,113	92,959
<b>Total</b>	<b>2,279,829</b>	<b>2,284,555</b>	<b>5,343,268</b>	<b>5,396,012</b>	<b>3,063,438</b>	<b>3,111,456</b>
Leased Car Parks	285,937	249,694	436,001	391,536	150,063	141,842

**Note:** The expenditure figures include direct costs incurred at each car park plus an apportionment of centralised costs.

**Note:** The High Street Car Park figures shown are after a contribution has been made to the Councils Housing Revenue Account.





## Chapter 13

# Freedom of Information

The Freedom of Information Act 2000 (FOI) came fully into force in January 2005.

There has been a significant increase in the number of Freedom of Information requests received by the parking team, which have almost doubled over the past few years.

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.

All responses to freedom of information requests are published online and can be found at [foi.brighton-hove.gov.uk/requests](http://foi.brighton-hove.gov.uk/requests). The table over leaf shows the total number of FOI request received by Parking in 2014/15 compared with previous years.



### Total number of FOI requests received in 2014-15 compared with previous years

Month	Total number of FOI requests received 2010-11	Total number of FOI requests received 2011-12	Total number of FOI requests received 2012-13	Total number of FOI requests received 2013-14	Total number of FOI requests received 2014-15
April	2	3	5	4	8
May	9	4	8	13	10
June	3	2	0	18	11
July	1	6	5	21	4
August	2	2	4	23	2
September	2	6	1	15	7
October	4	3	3	21	2
November	5	5	5	12	3
December	0	4	4	7	0
January	5	8	10	23	3
February	4	6	5	20	0
March	1	4	3	12	1
<b>Total</b>	<b>38</b>	<b>53</b>	<b>53</b>	<b>74</b>	<b>51</b>



## Chapter 14

# Financial Information

### Detailed Income and expenditure for the on street parking account

Income by source	£ 2009-10	£ 2010-11	£ 2011-12	£ 2012-13	£ 2013-14	£ 2014-15
On street parking charges	8,305,464	9,011,212	9,220,144	8,917,232	9,185,951	*8,439,569
Permit income	3,764,444	4,028,584	4,482,426	5,020,657	5,727,231	6,197,869
Penalty Charge Notices (inclusive of bad debt provision)	3,968,402	3,697,823	4,315,078	4,374,603	3,658,701	**2,052,477
Blue badge application fees	16,427	15,699	12,342	49,260	61,340	56,836
<b>Total</b>	<b>16,054,737</b>	<b>16,753,317</b>	<b>18,029,990</b>	<b>18,361,752</b>	<b>18,633,223</b>	<b>16,746,751</b>

Direct cost of Civil Parking Enforcement	£ 2009-10	£ 2010-11	£ 2011-12	£ 2012-13	£ 2013-14	£ 2014-15
Enforcement	3,588,029	3,587,194	3,459,669	3,502,230	3,282,153	3,190,050
Admin, appeals, debt recovery & maintenance	3,175,184	3,351,491	3,329,736	2,400,730	2,359,015	3,019,787
Scheme review / new schemes	776,610	892,716	939,709	814,352	865,846	849,639
Capital charges	1,119,727	1,355,570	773,718	698,089	647,814	518,215
<b>Total</b>	<b>8,659,550</b>	<b>9,186,971</b>	<b>8,502,832</b>	<b>7,415,401</b>	<b>7,154,828</b>	<b>7,577,691</b>

<b>Surplus after direct Costs</b>	<b>7,395,187</b>	<b>7,566,346</b>	<b>9,527,158</b>	<b>10,946,351</b>	<b>11,478,395</b>	<b>9,169,059</b>
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## 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	£ 2009-10	£ 2010-11	£ 2011-12	£ 2012-13	£ 2013-14	*£ 2014-15
Supported bus services	1,229,650	1,160,123	1,155,562	1,150,250	1,159,434	1,200,302
Other Public transport services	360,788	360,724	373,866	319,611	256,571	203,325
Concessionary fares	6,804,527	6,765,578	***9,277,361	9,797,801	10,217,230	10,542,672
Capital investment borrowing costs	3,264,169	3,327,000	3,382,755	3,155,540	3,029,319	2,914,638
<b>Total</b>	<b>11,659,134</b>	<b>11,613,425</b>	<b>14,189,543</b>	<b>14,423,203</b>	<b>14,662,554</b>	<b>**14,860,936</b>

\* 2014-15 figure includes approx. £1.261m for an impairment provision due to amounts owed by the Councils previous cash-in-transit provider at the time it went into administration. This was reported to Policy and Resources Committee in July 2014 and the full report can be found here.

\*\*A change in methodology for calculating the provision relating to Penalty Charge Notice required an increased impairment provision of £1.425m in 2014-15.

\*\*\* change to the government funding formula.





In 2014-15 the Civil Parking Enforcement surplus was £9,169,059 compared to £11,478,395 the previous year.

The surplus contributes towards the part funding of:

**Bus subsidies:** Various bus routes are subsidised throughout the city. For further information see [www.brighton-hove.gov.uk/content/press-release/council-steps-keep-bus-route-running](http://www.brighton-hove.gov.uk/content/press-release/council-steps-keep-bus-route-running)

**Concessionary Bus Fares:** Most of the Civil Parking Enforcement surplus is spent on 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 rising to over £10.5m. For more information about how to apply for a concessionary bus pass please see [www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/applying-a-bus-pass](http://www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/applying-a-bus-pass)

#### **Local Transport Plan Costs:**

The Local Transport Plan since 2011-12 has been 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 £2,914,638 relate to previous years Local Transport Plan schemes since 2001. Each year a report is presented to the Environment Transport and Sustainability 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 project
- 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
- 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	2013-14	2014-15	2015-16
<b>Car Parks</b>			
<b>The Lanes</b>			
1 hour	1.00	1.00	2.00
2 hours	5.00	5.00	5.00
4 hours	13.00	13.00	13.00
9 hours	20.00	20.00	20.00
24 hours / lost ticket	23.00	23.00	23.00
Weekend - 1 hour	4.00	4.00	4.00
Weekend - 2 hours	8.00	8.00	8.00
Weekend - 4 hours	15.00	15.00	15.00
Weekend - 9 hours	20.00	20.00	20.00
Weekend - 24 hours / lost ticket	25.00	25.00	25.00
Evenings 18:00 – 24:00	4.50	4.50	4.50
Night 24:00 – 11:00	N/A	5.00	5.00
Annual season ticket	2,500.00	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	1,500.00
Residents permit waiting list 16.00-11.00 Mon-Fri (Zone Z only)	1,500.00	1,500.00	
<b>London Road</b>			
1 hour	1.00	1.00	1.00
2 hours	3.00	3.00	3.20
4 hours	5.00	5.00	5.20
9 hours	8.00	8.00	8.40
24 hours / lost ticket	15.00	15.00	15.60
Saturday - 1 hour	N/A	2.00	2.00
Saturday - 2 hours	N/A	4.00	4.20
Saturday - 4 hours	N/A	6.00	6.20
Saturday - 9 hours	N/A	8.00	8.40
Saturday - 24 hours / lost ticket	N/A	17.50	18.20
Evenings 18:00 – 24:00	4.50	4.50	4.50
Night 24:00 – 11:00	N/A	5.00	5.00
Annual season ticket	1,000.00	1,000.00	1,040.00
Annual season ticket - reduced rate	750.00	750.00	780.00
Weekly	50.00	51.50	53.60
Residents permit waiting list 16:00 - 11:00 Mon-Fri (Zone Y only)	400.00	400.00	416.00
Residents permit waiting list 16.00-11.00 Mon-Fri (Zone Y)	400.00	400.00	

Parking Tariffs	2013-14	2014-15	2015-16
<b>Car Parks</b>			
<b>Regency Square</b>			
1 hour	1.00	1.00	2.00
2 hours	5.00	5.00	4.00
4 hours	12.00	12.00	7.00
9 hours	17.00	17.00	11.00
24 hours / lost ticket	20.00	20.00	16.00
Evenings 18:00 – 24:00	4.50	4.50	4.50
Night 24.00 - 11:00	N/A	5.00	5.00
Quarterly season ticket	650.00	650.00	300.00
Annual season ticket	2,000.00	2,000.00	1,000.00
Residents permit waiting list 16:00 -11:00 Mon-Fri (Zone M only)	750.00	750.00	750.00
Weekly	N/A	N/A	60.00
Commercial season ticket annual	N/A	N/A	1,200.00
Annual season ticket	2,500.00	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	1,500.00
Residents permit waiting list 16.00-11.00 Mon-Fri (Zone Z only)	1,500.00	1,500.00	
<b>Trafalgar Street</b>			
1 hour	1.00	1.00	2.00
2 hours	3.50	3.50	4.00
4 hours	6.00	6.00	7.00
6 hours	8.00	8.00	9.00
9 hours	10.00	10.00	11.00
24 hours / lost ticket	15.00	15.50	16.00
Weekend - 1 hour	2.00	2.00	2.50
Weekend - 2 hours	4.00	4.00	4.50
Weekend - 4 hours	6.00	6.00	7.50
Weekend - 6 hours	9.00	9.00	9.50
Weekend - 9 hours	11.00	11.50	12.00
Weekend - 24 hours / lost ticket	17.50	17.50	17.50
Evenings 18:00 – 24:00	4.50	4.50	4.50
Night 24:00 - 11:00	N/A	5.50	5.50
Quarterly season ticket	1,000.00	1,000.00	400.00
Annual season ticket	2,000.00	2,000.00	1,200.00
Residents permit waiting list 16:00 - 11:00 Mon-Fri (Zone Y only)	800.00	800.00	750.00

Parking Tariffs	2012/13	2013/14	2015-16
<b>Car Parks</b>			
<b>Carlton Hill</b>			
2 hours	4.00	4.00	4.20
4 hours	8.00	8.00	8.40
9 hours	10.00	10.50	11.00
24 hours	17.50	17.50	18.20
Quarterly season ticket	750.00	750.00	780.00
<b>High Street</b>			
2 hours	4.00	4.00	4.20
4 hours	8.00	8.00	8.40
9 hours	10.00	10.00	11.00
24 hours	17.50	17.50	18.20
Quarterly season ticket	750.00	750.00	780.00
Annual season ticket	2,000.00	2,000.00	2,080.00
<b>Oxford Court</b>			
2 hours	4.00	4.00	4.20
4 hours	8.00	8.00	8.40
9 hours	10.00	10.50	11.00
24 hours	17.50	17.50	18.20
Quarterly season ticket	750.00	750.00	780.00
<b>Norton Road</b>			
1 hour	1.00	1.00	1.00
2 hours	2.00	2.00	2.00
4 hours	3.00	3.00	3.20
5 hours	4.00	4.00	4.20
9 hours	4.50	4.50	4.60
12 hours	5.00	5.00	5.20
Annual season ticket	750.00	750.00	780.00
<b>King Alfred</b>			
1 hour	1.50	1.50	1.60
2 hours	2.00	2.00	2.00
3 hours	2.50	2.50	2.60
4 hours	3.00	3.00	3.20
<b>Rottingdean West Street</b>			
1 hour	1.00	1.00	1.00
2 hours	1.50	1.50	1.60
11 hours	2.50	2.50	2.60
Quarterly season ticket	50.00	50.00	52.00

Parking Tariffs	2012/13	2013/14	2015-16
<b>Car Parks</b>			
<b>Rottingdean Marine Cliffs</b>			
1 hour	1.00	1.00	1.00
2 hours	1.50	1.50	1.60
11 hours	2.50	2.50	2.60
Quarterly season ticket	50.00	50.00	52.00
<b>Haddington Street</b>			
1 hour	1.50	1.50	1.60
3 hours	2.50	2.50	2.60
<b>Black Rock</b>			
1 hour	1.00	1.00	1.00
2 hours	2.00	2.00	2.00
3 hours	3.00	3.00	3.20
4 hours	4.00	4.00	4.20
9 hours	5.00	5.00	5.20
<b>Madeira Drive Coach Park</b>			
4 hours	N/A	8.00	8.40
8 hours	15.00	15.00	15.60
<b>On-street (Pay &amp; Display)</b>			
<b>High Zone</b>			
<b>Zone Y - Central Brighton North</b>			
1 hour	3.50	3.50	3.60
2 hours	6.00	6.00	6.20
4 hours	10.00	10.50	10.40
<b>Zone Z - Central Brighton South</b>			
1 hour	3.50	3.50	3.60
2 hours	6.00	6.00	6.20
4 hours	10.00	10.50	10.40
<b>Seafront Inner - Marine Drive west of Madeira Lift (1 Mar - 31 Oct)</b>			
1 hour	3.00	3.00	3.20
2 hours	5.00	5.00	5.20
4 hours	10.00	10.00	10.40
11 hours	15.00	15.00	15.60



Parking Tariffs	2012/13	2013/14	2015-16
<b>On-street (Pay &amp; Display)</b>			
<b>Seafront Inner - Marine Parade west of Burlington Street</b>			
1 hour	3.00	3.00	3.20
2 hours	5.00	5.00	5.20
4 hours	10.00	10.00	10.40
11 hours	15.00	15.00	15.60
<b>Seafront Inner - King's Road</b>			
1 hour	3.00	3.00	3.20
2 hours	5.00	5.00	5.20
4 hours	10.00	10.00	10.40
11 hours	15.00	15.00	15.60
<b>Medium Zone</b>			
<b>Seafront Inner - Kingsway east of Fourth Avenue</b>			
1 hour	2.00	2.00	2.00
2 hours	4.00	4.00	4.20
4 hours	6.00	6.00	6.20
11 hours	10.00	10.00	10.40
<b>Zone Y - Central Brighton North Cheapside &amp; The Level</b>			
1 hour	2.00	2.00	2.00
2 hours	4.00	4.00	4.20
4 hours	6.00	6.00	6.20
<b>Seafront Inner - New Steine</b>			
1 hour	2.00	2.00	2.00
2 hours	4.00	4.00	4.20
4 hours	6.00	6.00	6.20
11 hours	10.00	10.00	10.40
<b>Low Zone</b>			
<b>Seafront Outer - Kingsway west of Hove Street</b>			
1 hour	1.00	1.00	1.00
2 hours	2.00	2.00	2.00
4 hours	3.00	3.00	3.20
11 hours	5.00	5.00	5.20

Parking Tariffs	2012/13	2013/14	2015-16
<b>Seafront Outer - Madeira Drive east of Madeira Lift</b>			
1 hour	1.00	1.00	1.00
2 hours	2.00	2.00	2.00
4 hours	4.00	4.00	4.20
11 hours	7.00	7.00	7.20
<b>Seafront Inner - Madeira Drive west of Madeira Lift (1 Nov - 28/29 Feb)</b>			
1 hour	1.00	1.00	1.00
2 hours	2.00	2.00	2.00
4 hours	4.00	4.00	4.20
11 hours	7.00	7.00	7.20
<b>Rottingdean High Street</b>			
1 hour	1.00	1.00	1.00
2 hours	2.00	2.00	2.00
4 hours	3.00	3.00	3.20
<b>Zone A - Preston Park Station</b>			
1 hour	1.00	1.00	1.00
2 hours	2.00	2.00	2.00
4 hours	3.00	3.00	3.20
11 hours	5.00	5.00	5.20
<b>Zone C - Queen's Park</b>			
1 hour	1.00	1.00	1.00
2 hours	2.00	2.00	2.00
4 hours	3.00	3.00	3.20
11 hours	5.00	5.00	5.20
<b>Zone E - Preston Park Station North</b>			
1 hour	N/A	1.00	1.00
2 hours	N/A	2.00	2.00
4 hours	N/A	3.00	3.20
11 hours	N/A	5.00	5.20
<b>Zone H - Kemp Town</b>			
1 hour	1.00	1.00	1.00
2 hours	2.00	2.00	2.00
4 hours	3.00	3.00	3.20
11 hours	5.00	5.00	5.20

Parking Tariffs	2012/13	2013/14	2015-16
<b>Zone J - London Road Station</b>			
1 hour	1.00	1.00	1.00
2 hours	2.00	2.00	2.00
4 hours	3.00	3.00	3.20
11 hours	5.00	5.00	5.20
<b>Zone M - Brunswick</b>			
1 hour	1.00	1.00	1.00
2 hours	2.00	2.00	2.00
4 hours	3.00	3.00	3.20
11 hours	5.00	5.00	5.20
<b>Zone N - Central Hove</b>			
1 hour	1.00	1.00	1.00
2 hours	2.00	2.00	2.00
4 hours	3.00	3.00	3.20
11 hours	5.00	5.00	5.20
<b>Zone O - Goldsmith</b>			
1 hour	1.00	1.00	1.00
2 hours	2.00	2.00	2.00
4 hours	3.00	3.00	3.20
11 hours	5.00	5.00	5.20
<b>Zone Q - Prestonville</b>			
1 hour	1.00	1.00	1.00
2 hours	2.00	2.00	2.00
4 hours	3.00	3.00	3.20
11 hours	5.00	5.00	5.20
<b>Zone R - Westbourne</b>			
1 hour	1.00	1.00	1.00
2 hours	2.00	2.00	2.00
4 hours	3.00	3.00	3.20
11 hours	5.00	5.00	5.20
<b>Zone T - Hove Station Area</b>			
1 hour	1.00	1.00	1.00
2 hours	2.00	2.00	2.00
4 hours	3.00	3.00	3.20
11 hours	5.00	5.00	5.20

Parking Tariffs	2012/13	2013/14	2015-16
<b>Permits</b>			
<b>Residents permits</b>			
1 year (full scheme)	120.00	120.00	125.00
3 months (full scheme)	40.00	40.00	41.50
1 year (light touch)	90.00	90.00	95.00
6 months (light touch)	55.00	55.00	57.00
1 year (full scheme) - low emission	60.00	60.00	62.50
3 months (full scheme) - low emission	20.00	20.00	20.75
1 year (light touch) - low emission	45.00	45.00	47.50
6 months (light touch) - low emission	27.50	27.50	28.50
Resident zone change (admin fee)	10.00	10.00	10.00
Refunded permit (admin fee)	10.00	10.00	10.00
Resident change of vehicle (admin fee)	10.00	10.00	10.00
Replacement resident permit (admin fee)	10.00	10.00	10.00
Blue Badge resident permit	10.00	10.00	10.00
Blue Badge resident permit (light touch)	10.00	10.00	10.00
<b>Visitors permits</b>			
Full scheme - per permit	2.60	2.60	2.80
Light touch- per permit	1.60	1.60	1.60
<b>Hotel Permits</b>			
Area C (24 hours)	7.50	7.50	7.80
Area N (1 day)	3.00	3.00	3.20
<b>Traders Permits</b>			
1 year	600.00	600.00	624.00
3 months	160.00	160.00	166.40
1 year - low emission	300.00	300.00	312.00
3 months - low emission	80.00	80.00	83.20
Refunded permit (admin fee)	10.00	10.00	10.00
Change of vehicle permit (admin fee)	10.00	10.00	10.00
Replacement traders permit (admin fee)	10.00	10.00	10.00



Parking Tariffs	2012/13	2013/14	2015-16
<b>Business Permits</b>			
1 year	300.00	300.00	312.00
3 months	85.00	85.00	88.40
1 year - low emission	150.00	150.00	156.00
3 months - low emission	42.50	42.50	44.20
Business zone change (admin fee)	10.00	10.00	10.00
Refunded permit (admin fee)	10.00	10.00	10.00
Change of vehicle permit (admin fee)	10.00	10.00	10.00
Replacement business permit (admin fee)	10.00	10.00	10.00
<b>School Permits</b>			
1 year	120.00	120.00	125.00
3 months	40.00	40.00	41.50
Doctors Permits (per bay)	85.00	90.00	93.60
Electric Vehicle Permit	25.00	25.00	26.00
Carers Permit (not professional)	0.00	0.00	0.00
<b>Suspensions</b>			
Suspensions (1st 8 weeks)	40.00	40.00	40.00
Suspensions (Over 8 weeks)	20.00	20.00	20.00
Blue Badge (3 years)	10.00	10.00	10.00
Car Club (1 year)	20.00	20.00	20.80
Waivers (1 day)	10.00	10.00	10.00
Professional Carers (1 year)	25.00	25.00	26.00
Dispensations (1 year)	30.00	30.00	31.20

## Appendix 2 Civil Enforcement Officers Contravention Code of Practice

On street - Penalty Charge Parking contraventions			
Code	Description	Notes	
1	Parked in restricted street during prescribed hours		5 mins
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force		Instant
12	Parked in a residents' or shared use parking place without clearly displaying either a permit, voucher, or pay and display ticket for that place	This code relates only to resident or shared use bays. This code is used where the driver has made no attempt to park correctly and is either displaying nothing, or something that could never have been valid for that parking place, e.g. a permit for a different zone, no permit or P&D ticket that has been expired for more than 24 hours	5 mins
14	Parked in an electric vehicles' charging place during restricted hours without charging		5 mins
16	Parked in a permit space without displaying a valid permit	Not for use in resident or shared use bays. Applies in permit bays designated for specific users such as businesses, ambulance, car club and doctors bays	5 mins
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	This is not used	
20	Parked in a loading gap marked by a yellow line	This is not used	
21	Parked in a suspended bay/space or part of a bay/space		Instant

23	Parked in a parking place or area not designated for that class of vehicle	This depends on the tax class of the vehicle and applies where a vehicle of a different tax class uses a bay, e.g. a car parked in a motorcycle bay or a coach bay, a coach parked in a motorcycle bay. The bay has to be designated for a specific class of vehicle (not a type of vehicle, like a permit bay) and any vehicle of that class can park there, e.g. any coach can park in a coach bay, any motorcycle can park in a motorcycle bay - no permit is needed	5 mins
25	Parked in a loading place or area not designated for that class of vehicle	On street loading bays	5 for cars 10 for commercial
26	Vehicle parked more than 50 cm from the edge of the carriageway and not within a designated parking place	Double Parking	5 mins
27	Parked adjacent to a dropped footway	If DYL then issue and remove unless blue badge holder in which case issue and relocate - Issue as a 01  If no yellow lines - providing a complaint from the resident then issue and remove on code 27	5 mins
40	Parked in a designated disabled persons' parking place without clearly displaying a valid disabled persons badge	If a vehicle is seen parked in a disabled parking bay not displaying a valid Disabled Blue Badge, or displaying a badge the incorrect way this could lead to a PCN being issued and the vehicle being relocated	Instant
41	Parked in a parking place designated for police vehicles		Instant
45	Parked in a taxi rank		
46	Stopped where prohibited	This is not used on a red route clearway)	
47	Stopped on a restricted bus stop/stand		Instant
48	Stopped in a restricted area outside a school		Instant
49	Parked wholly or partly on a cycle track		Instant

55	A commercial vehicle parked in a restricted street in contravention of the overnight Waiting Ban	This is not used	
56	Parked in contravention of a commercial vehicle waiting restriction	This is not used (no overnight waiting restriction)	
57	Parked in contravention of a coach ban	This is not used (no overnight waiting restriction)	
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways		5 mins
62	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)		5 mins
99	Stopped on a pedestrian crossing and/or crossing area marked by zig zags		Instant

### On street - Lower level penalty charge parking contraventions

Code	Description	Notes	
4	Parked in a meter bay when penalty time is indicated	This is not used	
5	Parked after the expiry of paid for time	Parked after the expiry time of the initial paid for ticket from the pay and display machine. If pay and display ticket has a time of 13.00 a PCN can be issued at 13.10	10 mins
6	Parked without clearly displaying a valid pay and display ticket	If a pay and display ticket has been purchased from the machine, but has not been placed in the vehicle clear to see. Also if no pay and display ticket is purchased, therefore parking with no payment.	5 mins
7	Parked with payment made to extend the stay beyond initial time	Meter feeding' In pay and display bays after the initial payment to park has been made, then purchasing a further pay and display ticket to extend the time to park without moving the vehicle Providing the time in the bay has not been exceeded then we should issue	5 mins



8	Parked at an out of order meter during controlled hours	This is not used	
9	Parked displaying multiple pay and display tickets where prohibited	This is not used	
10	Parked without clearly displaying two valid pay and display tickets when required	This is not used	
11	Parked without payment of the parking charge	This is not used	
15	Parked in a residents' parking space without clearly displaying a valid residents' parking permit.	Not for use in England	
19	Parked in a residents' or shared use parking place displaying an invalid permit, an invalid voucher or an invalid pay and display ticket	As for a code 12, this is only for use in resident or shared use bays. It is used where the driver has made some attempt to park correctly and is displaying something which could have been valid or was valid at some time for that bay, for example, a resident permit that has expired (depending on what grace period is given for expired permits, e.g 7 days), or a pay and display ticket that has expired by less than 24 hours, or an incorrectly completed voucher.	5 mins
22	Re parked in the same parking place or zone within one hour of leaving	On time limited bays (e.g. 3 hour max stay no return 1 hour) if the vehicle is parked in the same set of bays even if the vehicle has left and returned 1 hour would have had to lapsed.	Instant
24	Not parked correctly within the marking on the bay or space	If a vehicle is parked not fully within the markings of the bay as marked on the highway. ( One third of the vehicle has to be overhanging the bay markings or one third of the connecting bay is obstructed)	Instant
30	Parked for longer than permitted	If there is a time limit to the bay (e.g.2 hours no return in 1 hour) and the vehicle is seen parked for longer than the allowable time then a PCN will be issued	10 mins

35	Parked in a disc parking place without clearly displaying a valid disc	This is not used
36	Parked in a disc parking place for longer than permitted	This is not used
63	Parked with engine running where prohibited	This is not used

### Off street - Penalty Charge Parking contraventions

Code	Description	Notes	
80	Exceeded the max Stay - For example Haddington St where the max stay is 3 hours	Lower PCN	Instant
81	In restricted area - Parked in a restricted area of the car park not designated as a parking bay	Higher PCN	Instant
82	Overstaying P&D ticket- Parked after expiry time	Lower PCN	10 mins
83	No valid P&D ticket	Lower PCN	5 mins
84	Additional payment made to extend the parking from the first time purchased	Lower PCN	Instant
85	In permit section - parked in permit bay without clearly displaying a valid permit	Higher PCN	Instant
86	Parked beyond the bay markings ( outside the marking of the bay)	Higher PCN	Instant
87	Parked in a Disabled Persons parking space without clearly displaying a valid disabled persons badge	Higher PCN	Instant
89	height/weight limit	This is not used	
91	Wrong class of vehicle	Higher PCN	Instant
92	Causing an obstruction -i.e. on ramp or blocking exit points	Higher PCN	Instant

# 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, Oxford Street (34J ONLY)

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 47 – Parked on a restricted bus stop/stand.

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 issued on foot

Regulation ten PCNs will only be issued by 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

### **Bikehangar**

on-carriageway secure, sheltered cycle parking facility for 6 bicycles TRO specifies use for pedal cycles only, this is the first Bikehangar facility in the city and is managed by a constituted community group.

### **Bus Lane**

Priority lanes for buses, coaches and taxis (and cyclists in some instances).

### **Bus Lane Enforcement**

A bus lane is restricted to buses and is used to speed up the bus service and aide 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 of 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 and is the sole responsibility of the Local Authority and not the police. 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.

### **Motorcycles**

Powered two-wheelers

### **Motorcycle casualties**

Motorcyclists

### **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

### **Pedal Cycle Parking Place (PCPP)**

on-carriageway public cycle parking facility usually for a minimum of 10 bicycles (5 stands). TRO specifies use for pedal cycles only, CEOs can enforce against any illegitimate use.

### **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.

### **Scooters**

Powered two-wheelers

### **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.

