

# Parking Annual Report 2015/16



Brighton & Hove  
City Council

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## Foreword

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

This has been another busy year for the service with new parking zones introduced following consultation with residents with the majority in favour of a parking scheme in their area. There has been a slight increase in the number of parking penalty charge notices issued as a result of this larger area to enforce from 122,737 last year to 123,556. This year we are currently consulting with residents and businesses on two further schemes.

Two years ago the council received regular complaints from bus drivers and passengers about delays caused to their journey along the A259 coastal road. This was caused by a small minority of the 20,000 vehicles that use the road daily, driving in the bus lane. The council began enforcing the bus lane at Rottingdean in April 2015 when almost 3,000 bus lane Penalty Charge Notices (PCNs) were issued across the city. As compliance with the regulations has improved, helping improve bus journey times, we have seen the number of bus lane PCNs issued fall to fewer than 1,000 per month.

The number of people using Pay by Phone to pay for their parking has continued to grow, and the Pay by Phone company has also been engaging with customers to see how they rate the service and what they think could be done to improve. Work is also continuing to extend the range and quality of our online services.

At the same time the council is investing £1.8 million in new pay and display machines and introducing card only machines.

This follows attempted thefts of cash, causing damage and inconvenience to customers. The new machines should prove to be more secure and reliable than our current stock of on-street cash machines, some of which are more than 15 years old and showing signs of wear and tear.

This year the city's parking team received national recognition by winning three parking awards.

Two were British Parking Awards for our work with partners in East Sussex County Council and Sussex Police on tackling Blue Badge misuse, through the innovative use of Community Resolution Orders to educate people about the impact Blue Badge misuse has on the disabled.

The third was a Parking and Traffic Regulations Outside London (PATROL) award for the best overall Parking Annual Report (2014-15).

I hope you find this Annual Report 2015-16 informative and interesting, and I thank you for taking the time to read it.

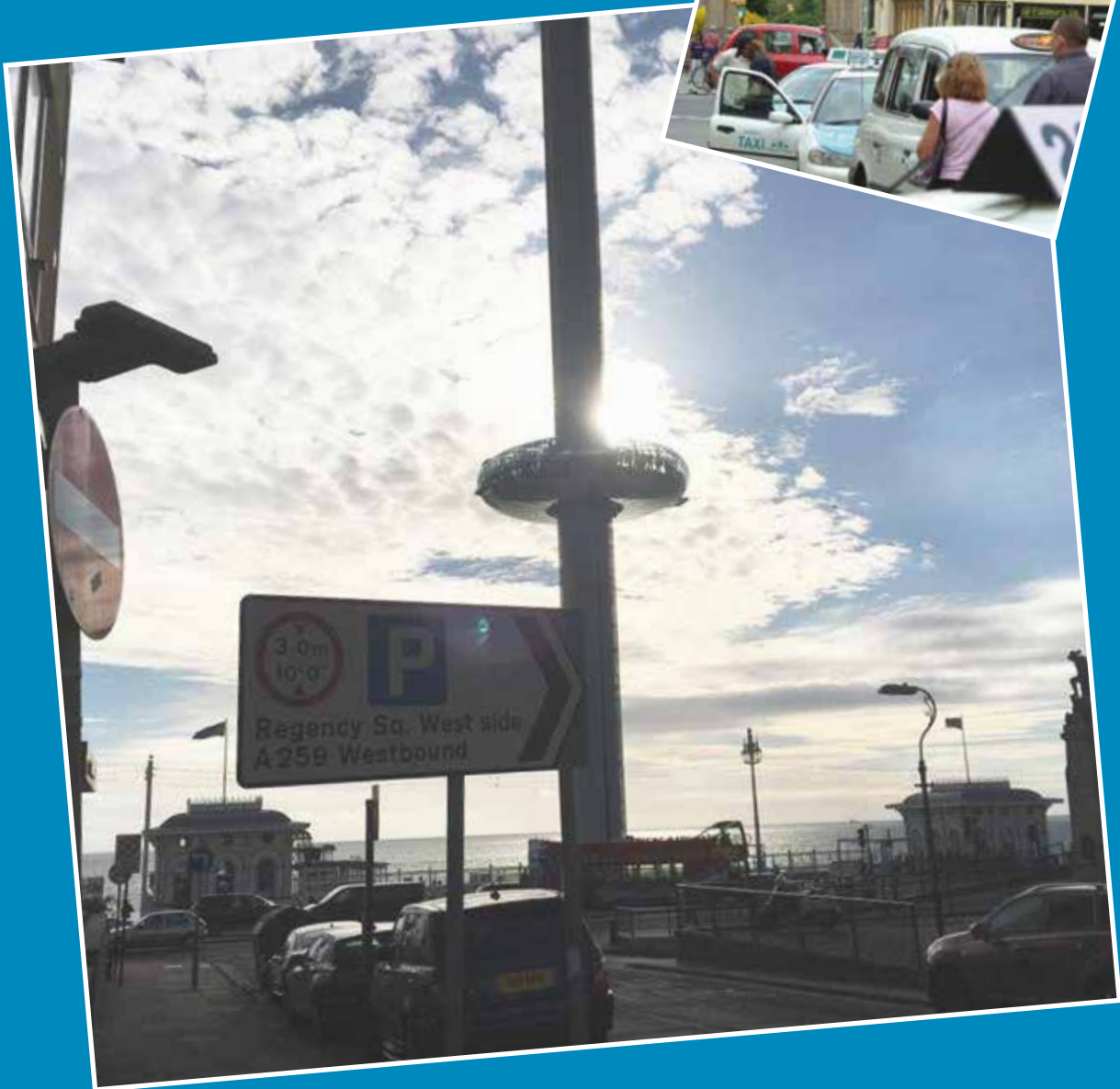


Cllr Gill Mitchell

**Chair of the Environment, Transport & Sustainability Committee**

## Chapter 1

# Service overview



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 for parking. A major attraction for conferences and tourists, Brighton & Hove also has a growing population. There were 281,000 residents in 2014, which is estimated to grow to 298,000 by 2024.

Balancing the needs of residents, businesses and visitors is key to sustainable economic growth and success, and makes the city a place people want to visit, live and work.

Parking and bus lane enforcement plays a vital role in helping to keep traffic moving, supporting the city's tourism strategy and managing the gateways, which are the first arrival point for those who come to enjoy all that Brighton & Hove has to offer.

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. We are now enforcing this bus lane by CCTV and issuing PCNs to vehicles in contravention. Taking enforcement action has already led to better compliance of bus lane regulations.

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

	2015/16
On street parking spaces	31,291
Off street parking spaces	2,490
Pay & Display only bays	1,032
Permit only bays	17,607
Shared bays (permit and pay & display)	11,042
Disabled bays	722
Other bays	828
No. of vehicles removed to car pound	0
Bays suspended during the year	6,314
Parking PCNs issued	123,556
Items of correspondence	48,593
Resident permits issued (including match day)	31,867
Resident visitor permits issued	551,619
Blue Badges on issue	12,676

### Collisions

Year	Fatal	Serious	Slight	Total
2015	1	139	640	780
2014	2	146	644	792
2013	3	136	599	738
2012	5	147	637	789
2011	5	159	729	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	1,106
2010	8	128	974	1,110

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 clear lines 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 2011 and 2015 both the numbers of collision incidents and casualties in the city have reduced.

Compared with 2014, there were fewer fatalities and serious casualties on the city's streets. Any one collision can result in one or more casualties. The tables provided from our road safety team show a year-by-year comparison of both figures.

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

## Chapter 2

# Pay by Phone service



Following the introduction and continued take up of Pay by Phone parking, as well as the forthcoming introduction of 650 card only pay & display machines, there will be a full review of signage throughout the city to help guide people to the appropriate payment method.

Question	Average response
How easy was it to register with Pay by Phone?	7.46/10
How easy was it to use Pay by Phone?	7.56/10
On a scale of 0 to 10, how likely are you to recommend using Pay by Phone to a friend or colleague?	6.79/10

More than 50 per cent of parking transactions are now made using a mobile phone and over 340,000 people have registered for Pay by Phone and used it at least once in Brighton & Hove since its introduction in September 2013. A total of 72 per cent of these transactions are completed through a mobile app or website every month. More than 4 million people have signed up for Pay by Phone nationally. We have also passed the one million transactions mark for those using the Pay by Phone service in the city.

Pay by Phone sent out an email survey to 6,125 customers who parked in Brighton & Hove and used the service in the first two weeks of July. They asked three questions where customers can score between 0-10 on each one, with 10 being the highest rating. The results of the questions are shown in the table above.

PayPoint outlets, usually found in local newsagents, convenience stores etc, provide an alternative way to pay for parking. There are 150+ shops across Brighton & Hove that accept these payments, which are signposted with two blue Ps on a yellow background.



### **You don't need a Pay by Phone account or mobile phone to use PayPoint**

**You just need your vehicle registration and the location code, which is shown on the parking sign.**

Drivers can pay using card or cash, including banknotes, and will receive change, unlike with a pay & display (P&D) machine. They can also remotely top up their parking session at any outlet without having to return to their vehicle, and there is no service fee just like a P&D machine. Using PayPoint also saves the city money by reducing the cost of maintaining P&D machines.

People can find PayPoint outlets in advance by visiting the PayPoint or city council websites.

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

[www.paypoint.com/en-gb](http://www.paypoint.com/en-gb)

Brighton & Hove's parking services ran an awareness week at Hove Town Hall in May offering to assist people with setting up a Pay by Phone account and answer questions about the service.

The drop-in is also offered as an ongoing service should anyone require Pay by Phone support.

### **Registration is easy and only takes a few minutes, so why not let us help?**

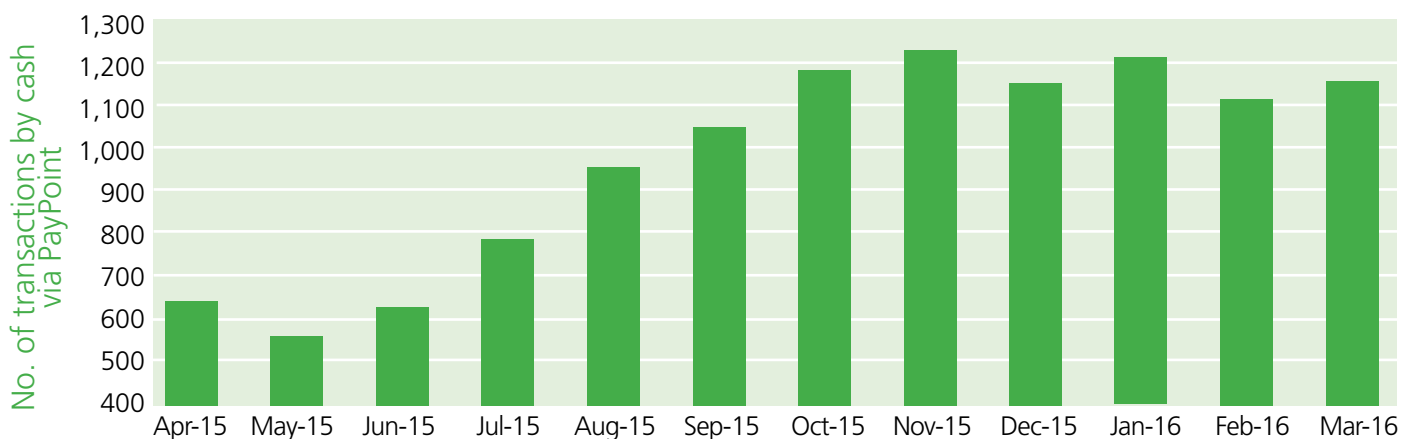
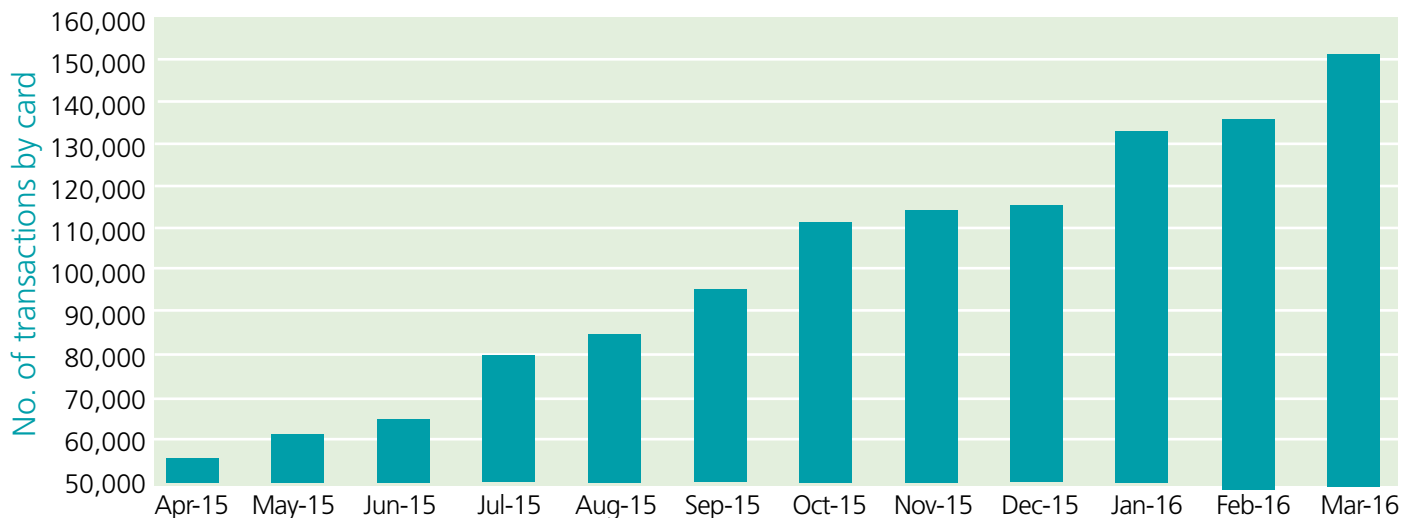
Just come and ask at reception:

Parking Services

Customer Service Centre

Hove Town Hall, Norton Road, Hove BN3 2LS.

The graphs below show how the popularity of the service has increased over the last year



### Transactions total (card & cash)

Month	Transactions
April 2015	56,702
May 2015	61,710
June 2015	66,736
July 2015	80,797
August 2015	84,698
September 2015	96,116
October 2015	112,952
November 2015	118,091
December 2015	119,023
January 2016	133,265
February 2016	139,577
March 2016	152,098



## Chapter 3

# Permits



We are continuing to improve our online system to make it easier to renew permits.

### Our online facility includes the following services

- 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

We are working on a new online permit system to make the renewal process easier for customers.

The council encourages the use of low emission vehicles and offers a 50% discount on permits for people with low emission vehicles. The table below shows the percentage of permits that are low emission.

Permit type	% of all permits
Resident low emission	15%
Business low emission	10%
Trader low emission	13%

The number of permits issued overall is increasing, and the table below shows the increases in the last three years.

Permit type	On issue as at 01/07/14	On issue as at 01/07/15	On issue as at 01/07/16
Business	1,670	1,672	1,672
Car club	89	112	120
Carer	201	230	250
Dispensation	487	557	533
Doctor	120	124	120
Electric vehicle*	72	116	3
Resident (inc. match day)	27,432	30,342	31,867
Professional carer	2,070	2,203	2,287
Schools	174	215	271
Trader	1,342	1,736	2,098
Visitor permits sold**	502,300	504,670	551,619
Hotel permits sold	35,730	33,042	31,452

\* Electric vehicles no longer need a permit to use charging points and therefore there is a decline in the permits issued.

\*\*Visitor and hotel permits show actual permits sold between 01/07/15 & 30/06/16 and not permits 'on issue'.



## Resident permits

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

Resident parking scheme and (visitor allowance)	Resident permits on issue as at 01/07/13	Resident permits on issue as at 01/07/14	Resident permits on issue as at 01/07/15	Resident permits on issue as at 01/07/16
Preston Park*, A (50)	618	607	611	646
Coldean, B (25) +1	986	1,166	1,267	1,497
St James'*, C (50)	1,739	1,681	1,743	1,805
Moulsecoomb, D (25)+1	1,528	1,918	2,510	2,526
Preston Park Station (Nth)*, E (50)	n/a	253	202	202
Fiveways, F (50)	n/a	n/a	n/a	849
Hollingbury Road, G (50)	n/a	n/a	n/a	102
Kempton*, H (50)	2,494	2,467	2,544	2,498
London Road*, J (50)	2,301	2,262	3,852	3,962
Brunswick, M (50)	1,650	1,650	1,659	1,626
Central Hove, N (50)	4,589	4,478	4,619	4,490
Goldsmid, O (50)	2,066	2,037	2,128	2,189
Prestonville, Q (50)	1,048	1,013	1,048	1,090
Westbourne, R (50)	3,527	3,384	3,572	3,677
Hove Park, T (50)	368	340	341	356
St Luke's*, U (50)	279	265	339	412
Wish Ward, W (50)	811	756	1,009	1,032
North Central, Y (25)	1,750	1,750	1,748	1,786
South Central, Z (25)	1,150	1,150	1,150	1,122
<b>Total</b>	<b>26,904</b>	<b>27,177</b>	<b>30,342</b>	<b>31,867</b>

\*Scheme extended in period covered by table

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

The chart below shows a comparison of residents on the waiting list for every parking zone over the last four years.

Resident Parking Zone	No. of people on waiting list 2012/13	No. of people on waiting list 2013/14	No. of people on waiting list 2014/15	No. of people on waiting list 2015/16
Preston Park*, A	0	0	0	0
Coldean, B	n/a	n/a	n/a	0
St James*, C)	0	0	0	0
Moulsecoomb, D	n/a	n/a	n/a	0
Preston Park Station (Nth)*, E	n/a	n/a	n/a	0
Fiveways, F	n/a	n/a	n/a	26
Hollingbury Road, G	n/a	n/a	n/a	0
Kempton*, H	0	0	0	0
London Road*, J	0	0	0	0
Brunswick, M	202	193	179	272
Central Hove, N	67	0	0	62
Goldsmid, O	0	0	0	0
Prestonville, Q	0	0	0	0
Westbourne, R	0	0	0	0
Hove Park, T	0	0	0	0
St Luke's*, U (50	0	0	0	0
Wish Ward, W	0	0	0	0
North Central, Y	211	112	168	134
South Central, Z	166	89	159	240
<b>Total</b>	<b>646</b>	<b>394</b>	<b>506</b>	<b>734</b>

## Tackling permit fraud

We have recently increased our anti-fraud checks to make sure parking permits are only used by people entitled to a permit.

The offence of fraud happens when a person uses or obtains any kind of parking permit to which that person is not entitled. For example, fraud can include:

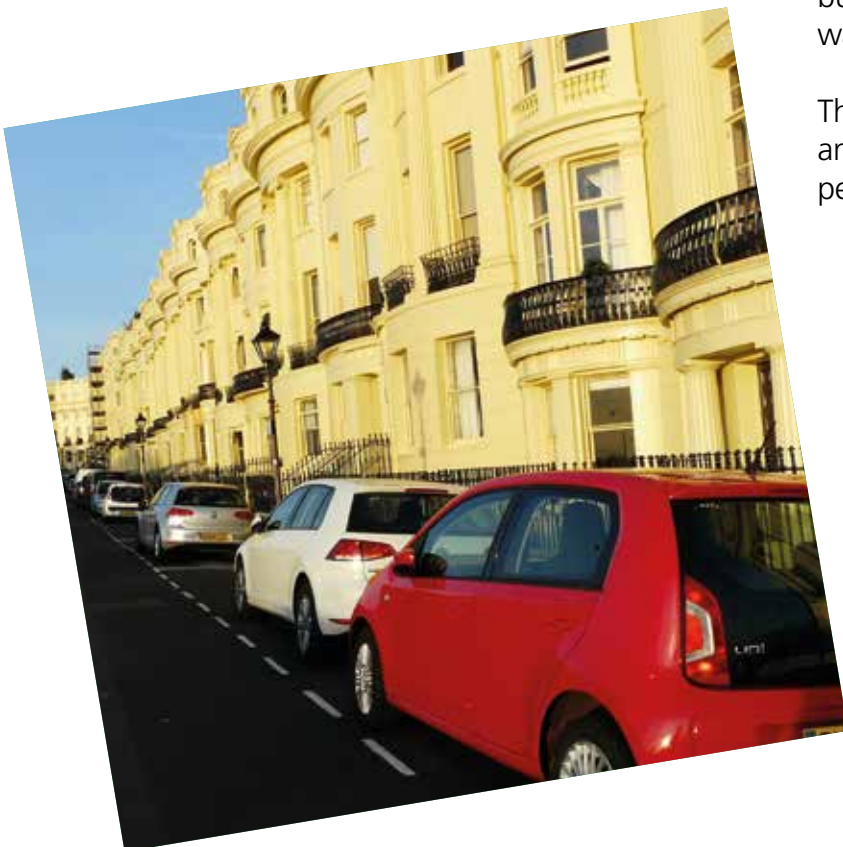
- someone using a permit after that person has moved from the address for which the permit was issued
- a permit application form or proofs being completed with incorrect information, resulting in a permit having been issued to a person where, had the information been correct, the permit would not have been issued
- permits being amended/altered/copied, etc.

When a person moves to a new address outside the controlled parking zone, the parking permit must be surrendered or, if the new address is in the same parking zone, the person must write to the council with the new address.

As part of the anti-fraud procedures, the council ran a media campaign informing the public about the fraud issue and the 'permit amnesty' that operated throughout August. The amnesty meant that anyone who had a permit to which the person was not entitled, could return it to the council for cancellation, with no questions asked.

At present, we have 27,000 resident permits on issue. Making sure that permits are only held by those people entitled to one will help permit holders find permit parking spaces more easily. The increased cross checking of existing permits and new applications will not only reduce fraud but also minimise permit misuse and permit waiting lists.

The council has a zero tolerance policy on fraud and may prosecute any person found having a permit to which they are not entitled.



## Chapter 4

# New and proposed parking schemes



Following resident consultations, we have introduced two new residents parking schemes, with two new proposals forthcoming.

## New resident parking schemes

### Area F (Fiveways)

Following consultation with residents and organisations in the Fiveways area, the council's Environment, Transport and Sustainability Committee (19 January 2016) approved the implementation of proposals giving priority to parking for residents. The changes, which involved a seven day 9am-8pm parking scheme, were implemented for an operational start on 4 April 2016.

### Area G (Hollingbury Road and Ditchling Gardens)

Following consultation with residents and organisations in the Hollingbury Road and Ditchling Gardens area, the Environment, Transport And Sustainability Committee (19 January 2016) approved the implementation of proposals giving priority to parking for residents. The changes, which involved a seven day 9am-8pm parking scheme, were implemented for an operational start on 4 April 2016.

## Proposals

### Preston Village & Balfour Road area parking

These areas are currently under consultation with the results being presented to the Environment, Transport & Sustainability Committee (17 January 2017) to discuss the way forward.

### Hanover & Elm Grove / Craven Vale parking

These areas are currently under consultation with the results being presented to the Environment, Transport & Sustainability Committee (14 March 2017) to discuss the way forward.

More information can be found online at [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk)



## Chapter 5

# Blue Badges



The city council is working in partnership with East Sussex County Council and Sussex Police to tackle Blue Badge misuse.



## Blue Badge assessment

From 1 April 2012 national guidance changed the way local authorities assess applications for a Blue Badge. The national criteria, which sets out who should receive a Blue Badge, has not changed. It remains that someone must be 'unable to walk or has very considerable difficulty in walking'. A major change in the way councils assess applications was recommended by the Department for Transport. If an applicant is not automatically eligible for a Blue Badge they may still be eligible, subject to further assessment.

We are now able to use independent mobility assessors who have a full understanding of the Blue Badge scheme and the qualifying factors. The mobility assessors will make a recommendation to the council on the criteria for Blue Badge eligibility, and whether the application should be approved or declined. The final decision to issue a Blue Badge remains with the council.

Task	Per Year
Applications	4,200
Replacement badge	110
Stolen badge	7
Terminally ill	183
Organisational badges	60
Desk assessment	2,800
Refusal	490
Appeals	190
Cancellations because deceased	600
Inbound calls	12,000
Emails	1,600
Counter customers	2,500



## Operation Bluebird

Misuse of a Blue Badge by someone who is not disabled is an offence under section 117 of the Road Traffic Act 1984. Blue Badge offenders can be prosecuted and receive a fine of up to £1,000. There may also be a penalty charge imposed for any parking offence that has been committed.

Blue Badge misuse stops disabled people being able to access services and park close to their destinations. It also means that councils have less money to spend on services such as transport and travel-related projects like concessionary travel.

Brighton & Hove City Council is working in joint partnership with East Sussex County Council and Sussex Police to tackle Blue Badge misuse.

Dedicated Blue Badge investigators have been employed and action days take place with Sussex Police.

To date, as a direct result of partnership work through Operation Bluebird in Brighton & Hove:

- 519 Blue Badges have been retained
- 92 prosecutions carried out
- 250 Community Resolution Orders issued
- 214 fraudulent Blue Badges destroyed

Blue Badge misuse offenders may be offered Community Resolution Order (CRO) instead of a warning or prosecute.

CROs are run in collaboration with Sussex Police and designed to educate how misuse impacts on genuine Blue Badge holders, whether through lack of understanding or to gain parking concessions.

Attendees watch a short film where three residents with disabilities explain what having a Blue Badge means to them, how it enhances their quality of life and enables them to be independent by attending activities, appointments and completing errands.

The repercussions when badges are misused are that Blue Badge holders may be unable to park close enough to their destination and either struggle, which can impact their health, or have to abandon the trip entirely.

Attendees pay a £40 attendance fee in advance and after the film there is a short test to complete to ensure they have absorbed the information.

A CRO may show up on an enhanced Disclosure & Barring Service security check (DBS), so it could be considered by prospective employers and influence whether they consider the applicant is of good character.

Since February 2015, 225 attendees have completed a CRO. Only one individual has proceeded to re-offend and has since been prosecuted.

## British Parking Awards 2016

The British Parking Awards (BPA) are held annually to recognise the leading examples of enforcement, car park management, design and teamwork.

They are open to all UK local authorities and attract a large number of entries.

This year the Blue Badge team at the city council, together with East Sussex County Council, Sussex Police and NSL, the city council's parking enforcement contractor, were nominated for two awards; Parking in the Community and Parking Partnerships, for their work on Operation Bluebird.

On 4 March 2016 the Blue Badge team attended the BPA and won both the awards for which they were nominated.

### Parking in the Community Award

For Operation Bluebird. This award recognises people working within the parking sector that have engaged with and supported their local communities.

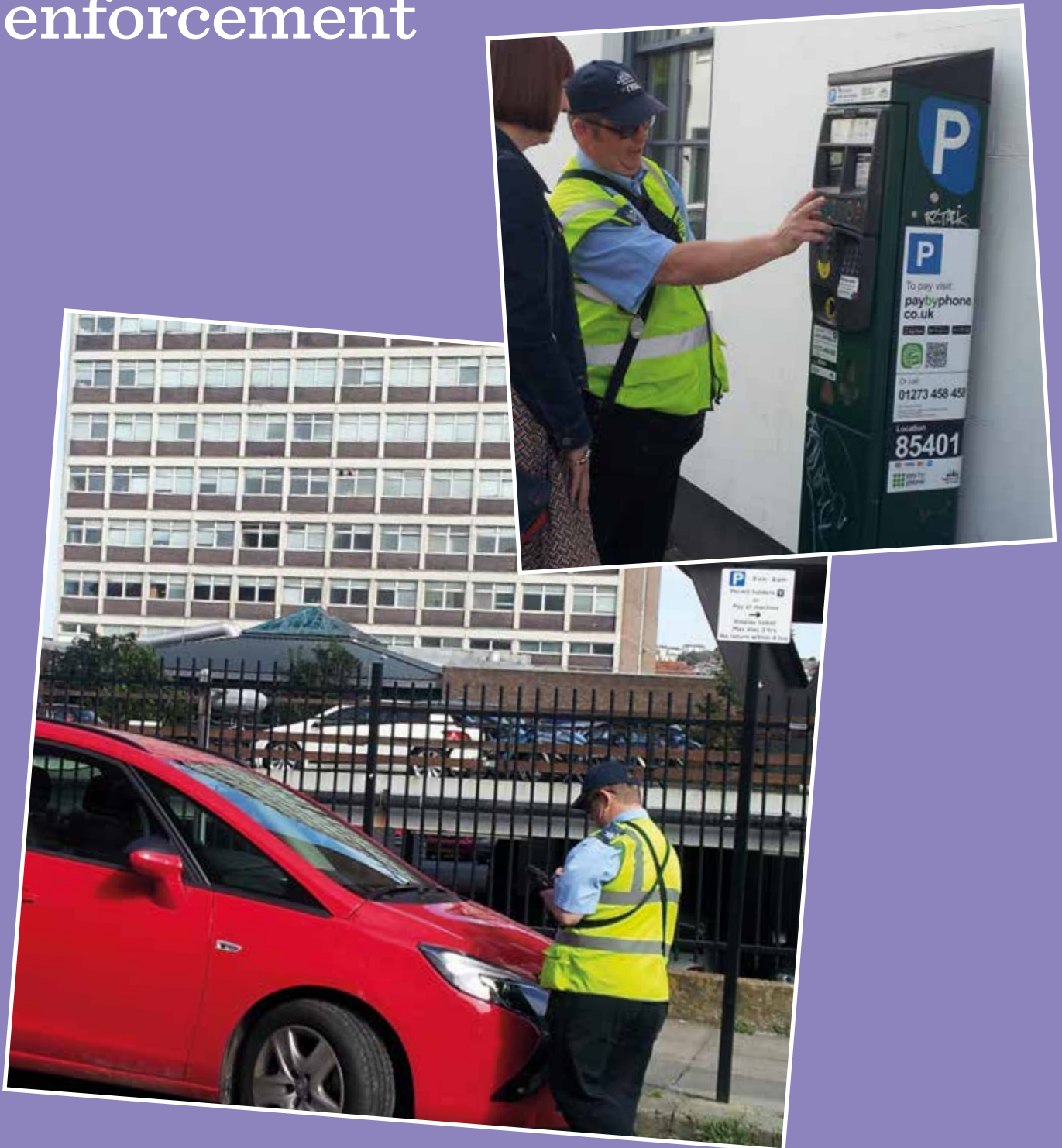
### Parking Partnerships Award

For Operation Bluebird. This award recognises partnerships that are deeper and more ambitious than a conventional term contract.



## Chapter 6

# On street parking enforcement



NSL, our enforcement contractor, provides a number of services throughout the city.

## Events and suspensions

Brighton & Hove has a packed and diverse calendar of events that occur throughout the year. Parking bay suspensions and enforcement is often crucial for events to run smoothly and, in some cases, the events would not be possible without the suspension of parking bays.

In 2015-16, parking bays were suspended for major city events that included the Brighton Marathon, Pride, the London to Brighton bike ride and the Rugby World Cup.

As well as enabling these events to take place, the majority of suspensions we process are for residents, utility works, house removals, skips and building works.

The parking team works closely with residents and event organisers to ensure the bay suspension requests are reasonable and necessary. Balancing the needs of residents, visitors and businesses while supporting the city's tourism strategy is a priority.

NSL has years of event management experience. Its expertise allows it to develop enforcement strategies that minimise disruption while ensuring the suspensions are enforced effectively.

Wherever possible, we try to limit the impact suspensions have on residents. If a vehicle in a suspended bay has a residents' permit, NSL try to telephone the permit holder prior to issuing a penalty charge notice (PCN) to allow them to move the vehicle.



We encourage residents to make sure the parking services has their correct contact details, so that wherever possible residents do not receive PCNs and suspensions can be cleared quickly.

In 2015-16, we processed 1,986 suspensions, an increase of 338 from the previous year.

A total of 6,314 parking bays were suspended in the city during this period.

## Civil Enforcement Officers in the community

As a uniformed presence on-street across the city, civil enforcement officers (CEOs) deal with much more than just parking. As well as providing advice on parking and assisting the public with tourist information or directions, CEOs often make a huge difference to our community:

**CEO Paul said:** 'There was a call over the radio for a missing autistic teenager, and another officer and I remembered seeing him nearby, so we both walked back to where we saw him. He was with a member of the public and quite distressed so I used my basic Makaton sign language skills to calm him down until the police and his carer arrived.'

**Removal vehicle driver, Dan said:** 'Whilst dealing with vehicles on the seafront, I noticed a young woman close to us on the pavement crying. I approached her and asked if she was okay and she explained that her friend was missing and it transpired that she last saw her going into the sea to swim. I called the police and coastguard and stayed with the woman. After the police arrived and began searching, I saw two fishermen near to the pier so went and asked them if they had seen anything. They had seen the woman leave the beach and she was later found safe at home.'

**Senior CEO Chris said:** 'A colleague and I came across a very confused man in Hove who didn't understand where he was. We stayed with the man and tried to comfort him and make him feel safe. Whilst doing so I called round the local care homes and located where he had gone missing from. It was close by so we walked him there to ensure he was back safe and sound.'

**CEO Matt said:** 'A colleague and I were on Sackville Road and noticed a distressed and confused elderly lady. It was a hot day and she was wearing a thick winter coat. She asked us where she was as she was lost – she wanted to get home but couldn't remember how to get there. We assisted her to the nearest bus stop in the shade, found out where she lived and called a taxi for her. We stayed with her until the taxi arrived, explained the situation to the driver who then took her home.'

**Senior CEO Liza said:** 'A colleague was patrolling Kingsway and an elderly gentleman stopped her and asked for help as he was lost. The officer contacted me as she was having problems understanding him. When I arrived I chatted to him and my colleague called the police. He'd come to Brighton on a day trip from Dartford and had been out walking all day and missed his return minibus. He had no family except a brother in Australia. He was very cold and wet due to the rainfall. After speaking to the police, I took him to Hove Town Hall where a PCSO took him inside to get him warm while they sorted out how to get him home.'



## Reporting parking problems

Illegal parking can have a significant impact on residents in Brighton & Hove. Reporting problems allows us to resolve the issue and understand where we can better direct enforcement.

There are two ways to report a parking problem:

### 1. Telephone

**0345 603 5469** (option 2): The line is an answer machine service for parking complaints that need attending to urgently. Between 9am and 8pm every day, complaints will be attended to within 1 hour where possible.

In 2015-16 the parking enforcement team dealt with 5,018 complaints through the rapid response line. The vast majority of complaints related to vehicles outside of controlled parking zones on double yellow lines.

### 2. Online

[www.brighton-hove.gov.uk/parking](http://www.brighton-hove.gov.uk/parking)

For on-going issues that do not require an urgent response, send us the details via the website. We will always respond to your complaint and can put in place an enforcement plan to deal with the problem or do our best to direct you to the right people to help. In 2015-16 we dealt with 1139 enquiries through the online form.

## New technology

### Automatic Number Plate Recognition (ANPR)

Earlier this year, NSL undertook a trial of ANPR vehicles to assess whether such technology could be used to achieve efficiencies and assist the foot patrols that are undertaken throughout the city.

Such systems are used by other local authorities and are seen as an effective way of scanning digital records quickly and directing foot patrols to where they are needed.

The ANPR vehicles are fitted with cameras that can scan a vehicle's number plate as it travels through a street. The in-built computer checks against Pay by Phone sessions and permit data to identify vehicles that are not listed. The ANPR vehicle acts as a 'spotter' only and does not issue PCNs. Once checks have been completed by the ANPR spotter and a vehicle has been alerted as being in contravention, a CEO can attend the location and take appropriate action.

The trial was conducted in the following streets in the Preston Park area:

Preston Park Avenue	Cleveland Road
Beaconsfield Villas	Lucerne Road
Havelock Road	Southdown Road
Waldegrave Road	Edburton Avenue
Chester Terrace	Preston Drove
	Stanford Avenue

The efficiencies that ANPR technology could bring is dependent on digitalised parking data. With the increased use of Pay by Phone and the prospect of an online permit system, ANPR technology could play an important part in future enforcement in our city.

## Chapter 7

# Bus lane enforcement



Bus lane enforcement is vital to keep traffic flowing throughout our city.

Department for Transport statistics show Brighton & Hove has the highest number of bus journeys made per head of population outside London. There are 158 bus journeys per head of population, more than three times the national average of 50 journeys per head.

The table below shows the number of passengers over ten years.

Year	Bus Passengers	Increase from previous year	% increase
2004/5	35,240,000	974,000	2.8%
2005/6	36,393,000	1,153,000	3.3%
2006/7	39,415,656	3,022,656	8.3%
2007/8	39,399,896	- 15,760	0.0%
2008/9	40,093,630	693,734	1.8%
2009/10	41,038,135	944,505	2.4%
2010/11	42,954,168	1,916,033	4.7%
2011/12	43,002,325	48,157	0.1%
2012/13	44,779,699	1,777,374	4.1%
2013/14	46,373,095	1,593,396	3.6%
2014/15	46,112,322	- 260,773	- 0.6%





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.

Compliance with the bus lanes in the city is generally good, which shows the effectiveness of CCTV enforcement.

Enforcement also adds to environmental objectives by promoting and encouraging greater use of public transport as a more sustainable alternative to private car use. It 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 30 penalty charge notices are issued per day for being in a bus lane.

The table below shows bus lane PCNs issued by month:

Month	2014/15	2015/16
April	636	2,957
May	367	2,264
June	639	1,129
July	558	1,569
Aug	554	1,590
Sept	483	1,180
Oct	415	1,148
Nov	391	1,039
Dec	264	1,050
Jan	282	941
Feb	319	883
March	634	972
<b>Total</b>	<b>5542</b>	<b>16722</b>

The increase is due to the introduction of the automatic enforcement cameras in Rottingdean and Western Road.

Recent traffic counts have shown that 22,000 vehicles a day use the A259 coast road.

Monitoring shows that 96% fewer cars used the bus lane in a 24 hour period than in 2013. Reductions were similar for goods vehicles. This resulted in significantly fewer lane changing manoeuvres.

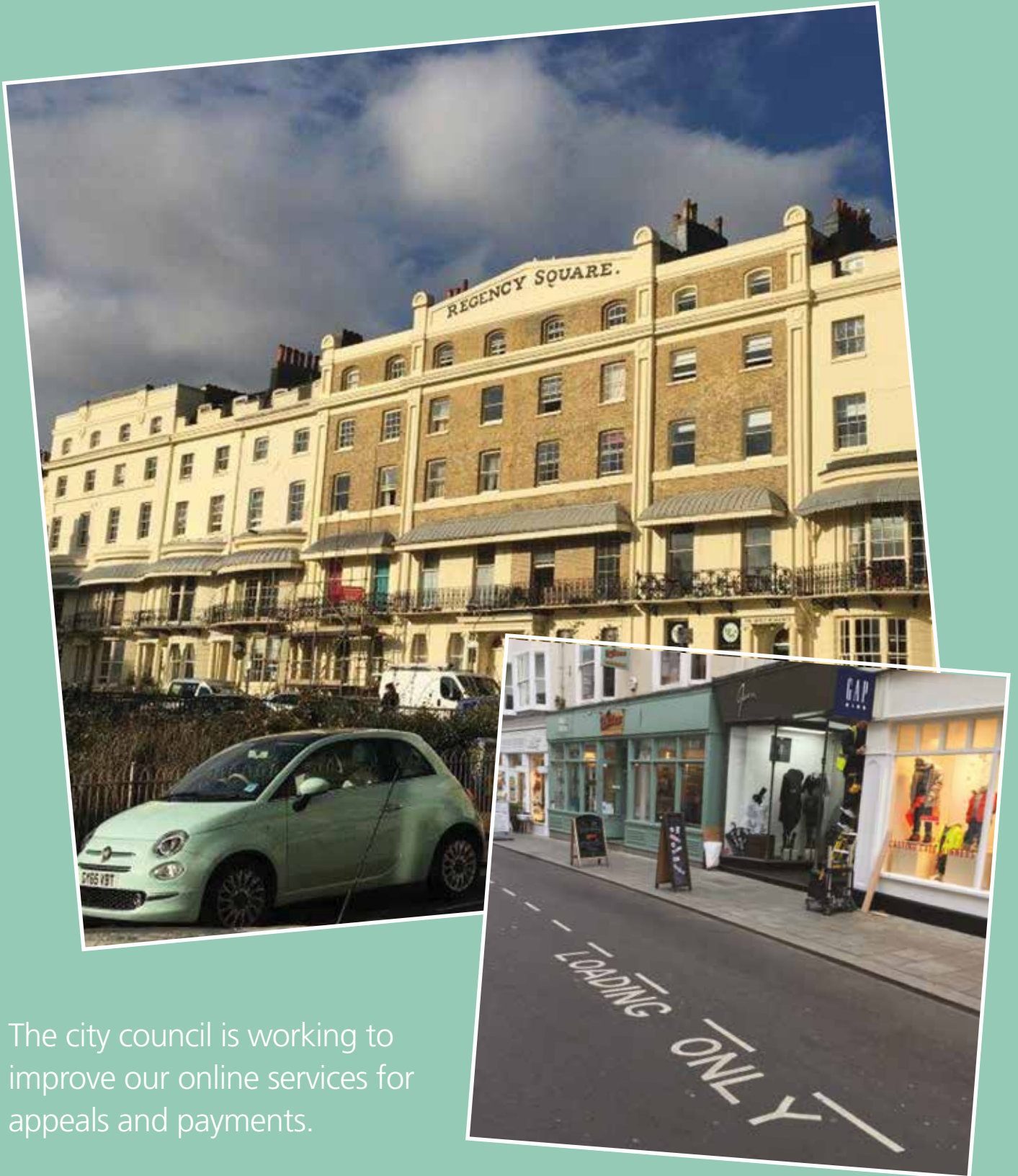
All the data has been passed to the council's parking enforcement team which is proposing permanent sites for bus lane cameras.

The figures suggest cameras will have a positive impact on safety as well as keeping the bus lanes clear.



## Chapter 8

# Challenges, representations & appeals



The city council is working to improve our online services for appeals and payments.

## Email & online appeals

The council continues to improve its online services, promoting the option to appeal through our website or by email. The aim is to provide a more efficient and effective way of tracking and dealing with appeals. During April 2014 - April 2015 the council received 22,571 appeals using these methods and the following year this figure rose to 26,648.

## Appeals at adjudication

The introduction of an online service for traffic penalty appeals has offered both parties (the council and the appellant) greater transparency with ease of access to videos and photos. The language explaining appeals outcomes has also been simplified. The emphasis is now on conflict resolution with a written dialogue possible between all parties.

## Payments and correspondence

### Payments

The majority of people now choose to make payments online.

The first table below shows the latest available figures for the six months from Feb '16-July '16, and the second table shows the last six years.

#### Last six months

Pay channel summary	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16
Web %	64	66	62	64	64	63
IVR %	23	25	25	24	24	25
Postal %	4	4	4	4	4	5
Other (PIC, EPC)	8	5	8	7	7	8

#### Last six years

Pay channel summary	Jun 11	Jun 12	Jul 13	Jul 14	Jul 15	Jul 16
Web %	37	42	49	56	58	63
IVR %	27	46	30	27	26	25
Postal %	15	12	10	8	7	5
Other (PIC, EPC)	21	20	11	9	9	8

## Correspondence

The majority of people now choose to correspond with us online.

The first table below shows the latest available figures for the six months from Feb '16-July '16, and the second table shows the last six years.

#### Last six months

Correspondence channel summary	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16
Web %	63	63	64	64	68	67
Postal	37	37	36	36	32	33

#### Last six years

Correspondence channel summary	Jun 11	Jun 12	Jul 13	Jul 14	Jul 15	Jul 16
Web %	32	47	48	55	54	67
Postal	68	53	52	45	46	33

This table shows the number of penalty charge notices (PCNs) issued in the last three years.

	2013-14			2014-15			2015-16		
	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 PCNs	234	83,008	83,242	193	84,452	84,645	127	86,008	86,135
Number of lower level PCNs	2,543	31,987	34,530	2,305	35,787	38,092	2,204	35,217	37,421
Total number of PCNs issued	2,777	114,995	117,772	2,498	120,239	122,737	2,331	121,225	123,556
Number of PCNs paid	1,820	78,438	80,258	2,990	82,948	85,938	1,460	87,678	89,138
Number of PCNs paid at discount	1,482	64,543	66,025	2,474	68,540	71,014	1,192	70,578	71,770
Number of PCNs against which a representation was made (including transfer of liability)	893	34,242	35,135	665	31,369	32,034	855	31,311	32,166
Number of PCNs cancelled as a result of representation or informal challenge	659	15,626	16,285	560	16,080	16,640	551	17,896	18,447
Number of PCNs written off for other reasons	25	2,487	2,512	49	2,517	2,566	53	4,208	4,261

## Chapter 9

# Off-street car parks



Throughout Brighton & Hove, the city council operates and maintains a range of car parks.

Four of our cars parks – The Lanes, Regency Square, Trafalgar Street and London Road – hold the British Parking Association ‘Park Mark’ safer parking award.

They have 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 for shopping, enjoying the beach, visiting the Royal Pavilion and other local attractions.

**Regency Square car park** is located just across from the i360 – ideal for visitors to this new attraction.

**Trafalgar Street car park** is close to Brighton’s North Laine area, with its shops, cafés, bars and entertainment venues. It’s also near the 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’s car parks are single storey or surface sites, using Pay & Display or Pay by Phone.

**This table shows the average occupancy at our four-barrier car parks at different times of the day.**

London Road					
Time	8am-9am	12pm-1pm	3pm-4pm	5pm-6pm	9pm-10pm
Occupancy	43%	69%	72%	47%	31%
Regency Square					
Time	8am-9am	12pm-1pm	3pm-4pm	5pm-6pm	9pm-10pm
Occupancy	41%	62%	69%	59%	47%
The Lanes					
Time	8am-9am	12pm-1pm	3pm-4pm	5pm-6pm	9pm-10pm
Occupancy	46%	88%	90%	75%	62%
Trafalgar Street					
Time	8am-9am	12pm-1pm	3pm-4pm	5pm-6pm	9pm-10pm
Occupancy	20%	88%	85%	50%	19%

Visitors can find out where parking spaces are available as they come into the city by visiting <http://parking.ethosvo.org/datasets/brighton>.

## People's Parking accreditation

The city's four barrier car parks have been awarded 'People's Parking' accreditation – a scheme which aims to improve parking by enabling customers to find a car park that specifically meets their needs.

People's Parking was launched early this year and has been designed by Founder and Director Helen Dolphin MBE. As an independent mobility consultant and a disability rights campaigner, Helen felt it was time for a change within the parking industry.

The scheme has a number of requirements such as location, suitability for disabled people, parents with children and additional amenities including electric charging points. People's Parking also aims to drive up standards in the parking industry as all car parks will need to demonstrate that they have good signage and pedestrian routes, are well lit, clean and actively managed.

Helen said: "I'm delighted that the city council applied for my People's Parking accreditation and in doing so demonstrated their commitment to improving parking for everyone. The scheme is growing steadily and I'm really grateful for councils coming on board as I want this to be an accreditation for all car parks, not just those that are privately run. Congratulations once again to Brighton & Hove for having such well maintained car parks which meet the needs of many different motorists."

For more information please visit

[www.peoplesparking.org](http://www.peoplesparking.org)

## Chapter 10

# Bicycle parking



The city council has been installing pedal cycle parking places since 2007.



Bicycle parking is where cycle stands are placed on the carriageway rather than on footway areas. They are increasingly popular with pedestrians and cycle users alike.

Parking and transport planning officers have worked together to consult on and install pedal cycle parking in new controlled parking zone areas where demand and justification is clear.

Since the council began installing this parking, spaces for more than 600 bikes have been provided at 61 locations across the city.

All new cycle parking installed in 2015/16 was paid for by the Department for Transport. New cycle parking places are shown below:

#### **Pedal cycle parking places as part of existing controlled parking zones:**

- Richardson Road
- Ruskin Road
- Hove Park Villas
- Bartholomews (extension to existing places)
- Eaton Place
- Devonshire Place
- Broad Street
- Walpole Terrace
- Bonchurch Road
- Franklin Street
- Egremont Place

#### **Pedal cycle parking places as part of Fiveways controlled parking zone:**

- 1 (Osborne Road)

#### **Stands off the carriageway:**

- Hartington Road
- Hove Lagoon
- London Road

You can find more information on cycle parking and other cycle facilities at:

**[www.brighton-hove.gov.uk/cycleparking](http://www.brighton-hove.gov.uk/cycleparking)**

The council is working to set up a bike share service to launch in summer 2017 and hopes to have 430 bikes and 50 docking stations across the city, open 24 hours a day, all year around. The aim is to provide an easy, healthy way for residents, visitors and commuters to travel round the city.

Bike hub locations will be finalised when the operator is in place, and will be in high density areas where people will find them most convenient. They will be on commuter routes and near other transport hubs like train stations, and have a consistent coverage across the scheme area.

The total capital cost of the scheme is £1.45 million. An award of £1.16 million has been granted by the Coast to Capital (C2C) Local Enterprise Partnership (LEP) with match funding of £290,000 from the city council.

For more info please see [www.brighton-hove.gov.uk/bikeshare](http://www.brighton-hove.gov.uk/bikeshare)

## Chapter 11

# Signs and lines maintenance



Maintenance is usually carried out after requests and comments from the public, and through observations and checks made by council staff and civil enforcement officers.

Maintenance work has included surveys of the existing disabled bays within the Hanover & Elm Grove area and signage for all new installed disabled bays within the Special Parking Area (SPA).



There has also been significant general lining maintenance, including remarking of yellow lines, amendments and installation to various parking restrictions, disabled bays and white return lines.

A planned lining maintenance project has also been undertaken to check and refresh any lining within Controlled Parking Zone N (Central Hove).

Parking infrastructure spend for lining and signing maintenance/works and Traffic Regulation Order costs this year was just under £460,000.

## Chapter 12

# Who are our customers?



Our customers are the city's residents, businesses and visitors – in fact everyone who uses our roads, highways and parking facilities.



Parking in Brighton & Hove has to balance the needs of residents, businesses and visitors alike, which includes supporting the entertainment industry or ensuring the needs of its more vulnerable residents are met.

**Telephone** – Of the 7,630 calls received by the city council in February (where the reason for contact was recorded) resident parking permits represented the highest number of queries at 12 per cent, or 916 calls. In the same month, visitor permits were just 3 per cent, or 229 calls.

**Online** – A significant amount of parking-related information can be found online through the council website, and a growing number of residents are accessing services this way.

## Hotel visitor permit survey

We contacted hotels and guesthouses to gain a greater understanding of why the number of hotel permits being sold is decreasing each year. The main reasons included guests using public transport to travel to Brighton & Hove as well as an increase in non-driving overseas guests. In addition, a lot of hotels and guesthouses were actively promoting alternate forms of transport through their websites and as part of their booking confirmation.

Furthermore, guests from London, the surrounding areas and other major UK cities are more accustomed to the challenges of driving and parking in highly populated and built up areas and are therefore choosing to use public transport.

## TV and movie filming

A new six part ITV drama series called *The Level* was filmed in Brighton in April and June 2016. The production team used Black Rock Car Park, off Madeira Drive, for their unit base as well as suspending numerous parking bays across the city. This contributed towards a smooth running schedule and helped ensure the scenes were accomplished successfully.

Brighton & Hove has been officially designated a Film Friendly City in recognition of the growing importance of the city as a film and television location.

## Car club

Car clubs and car-sharing schemes provide members with flexible access to a pool of vehicles 24 hours a day, 7 days a week.

Car clubs also enable communities to share assets, and by working with developers and local authorities, they can help communities tackle local parking pressures, support sustainable transport initiatives and improve accessibility. Car club cars are more environmentally friendly, emitting more than 20 per cent less CO2 per kilometre than the average car.

It is estimated that one car club car replaces between 6 and 24.5 private cars depending on the town or city, helping to reduce traffic jams and free up parking spaces. There are 117 car club spaces across the city.

[www.enterprisecarclub.co.uk](http://www.enterprisecarclub.co.uk)

## Chapter 13

# 15 years of civil parking enforcement in Brighton & Hove



Since 2001, the city council has been responsible for parking enforcement throughout Brighton & Hove. These duties were previously undertaken by the police.



Civil parking came into force in Brighton & Hove 15 years ago after the council took over parking enforcement responsibility from the police. Before this, traffic wardens spent only a third of their time on parking enforcement as they were often diverted to other police duties. Civil parking enforcement affects almost everyone in the city and not just the obvious road user. These include businesses and people visiting them; children whose school entrances must be kept clear; buses and emergency vehicles whose access is protected; residents who park outside their homes; and people with disabilities whose quality of movement is improved.

The objective of parking enforcement is not to issue penalty charge notices (PCNs), but to achieving greater compliance with parking regulations. There are 31.7m cars in the UK, which is double the figure 30 years ago and statistically a road user will receive one PCN every three to four years. In 2014 Brighton & Hove had 93,446 registered cars, compared to 96,311 in 2004, a fall of 3 per cent. Factors contributing to this fall include traffic restrictions, an effective public transport network and residents taking fuel efficiency and environmental factors into account.

Over the last 15 years we have worked alongside many local action groups trying and overcome parking issues with residents, business and other agencies such as the police and emergency services. Some of the action groups include:

- Bevendean Local Action Team
- Brighton Old Town
- Central Hove Local Action Team
- Hanover & Elm Grove Local Action Team
- Hollingbury Local Action Team
- Preston Park and Fiveways
- Queens Park Local Action Team
- St James Community Action Group
- Turner Area Partnership
- Rottingdean and Saltdean Local Action Team

## Major changes within parking in Brighton & Hove over the last 15 years

### July 2001

- **Decriminalised parking introduced**

Brighton & Hove City Council takes parking enforcement over from police control. NCP is contracted to run the operation.

- **Area N (Hove) and Central Brighton**

the first schemes to be introduced.

### May 2005

- **Low emission permit discounts**

Our low emission vehicle policy was approved and any vehicle qualifying could apply for 50 per cent reduction on a resident permit.

### March 2007

- **Bus Lanes**

Following a public information campaign, we began enforcing bus lane restrictions in central Brighton. It became key to ensuring buses could keep to a more accurate timetable. Prior to enforcement, buses were regularly held up.

### May 2007

- **Central Brighton**

Following a review, eight small zones were merged into two larger zones, creating areas Y & Z. This allowed the council to:

- Replace voucher parking with Pay & Display parking
- Replace time-limited parking with resident parking bays
- Standardise the payment structure.

### March 2008

- **Traffic Management Act 2004 came into effect**

Parking attendants became Civil Enforcement Officers (CEOs) and decriminalised parking enforcement became known as Civil Parking Enforcement. CEOs could enforce double parking or dropped kerbs. Lower & higher PCN offences £50 or £70.

### July 2009

- **Double parking and dropped kerb obstructive parking became enforceable**

Residents could now report vehicles parking in front of their driveways.

### 2009

- **Electrical charging points**

Central Brighton saw the first electric charging points outside London, following a successful application for European funding.

### 2010

- **Car Club bays and permits introduced**

The City Car Club began offering a pay-as-you-go alternative to owning a car. This also helped reduce on-street parking.

### 2011

- **Air Quality**

In 2011 we released our second Air Quality Action Plan. This included a comprehensive set of measures and recommendations aimed at improving air quality in the city.

- **Transport opens up it's first Twitter account**

@BHCC\_transport

- **City-wide parking review**

After 10 years, the council made a commitment to review parking schemes to ensure a fair balance of parking for residents, businesses and visitors. The purpose was to look at the future of parking schemes by surveying residents, businesses, Local Action Teams, and disability and community groups. This was published in 2013 and more than 2,000 people responded.

- **CCTV enforcement and postal PCNs**

In November 2011 we introduced CCTV PCNs for the most serious type of contravention along North Street, Western Road, Lewes Road and London Road. Foot patrols were becoming ineffective along this route and as a result traffic safety was becoming an issue.

### 2012

- **Blue Badges**

New national guidelines and assessment introduced for Blue Badge through a national database.

- We stopped towing vehicles to the city car pound and relocated vehicles only.

### 2013

- **Match day parking scheme**

After consulting residents and visitors in controlled parking zones B & D, they were given parking priority when events take place at Brighton & Hove Albion's football stadium.

- **Introduction of online permit system**

Residents, traders and businesses could renew permits online.

- **Pay by Phone & PayPoint introduced –**

This allowed motorists to pay for parking by mobile phone. It was rolled out city-wide in July 2014. Pay & Display machines reduced to one in each street.



**2014**

- **Disabled bays**  
Permit-specific disabled parking bays introduced.
- **Technology and improving the customer experience in a digital age**  
Working with Ethos VO to develop future parking aimed at reducing congestion, improving air quality and making it easier to find a parking space. Phase 1 provides live car park occupancy information which can be found at <http://parking.ethosvo.org/datasets/brighton/>
- **Blue Badge Amnesty**

- **Blue Badge counter fraud initiative** – £183,000 of Government funding for the city council and East Sussex County Council to tackle misuse, and be the first authorities to introduce Community Resolution Orders.

**2015**

- **Parking permit review** – Residents were surveyed on their views of the council's permit policy.

**2016**

- **Permit fraud initiative and permit amnesty**
- **Pay & Display machine removal and upgrade project**

**The Future**

- **Virtual Permits**
- **20 schemes and growing.**

Steven Parish is account director for NSL South East. He has worked in a number of roles within the company since the beginning of civil parking enforcement in 2001, and has seen a number of changes within parking legislation, including the role of the civil enforcement officers (CEOs). We asked him about what he's encountered over the last 15 years.

**1) How has the motorist's attitude changed about parking enforcement since 2001?**

There has been a marked change in motorist's attitudes. When parking was managed by the police there was a general resentment towards the enforcement of the parking restrictions. These days there appears to be a general acceptance that fair kerbside management is beneficial for the residents, traders and visitors of Brighton & Hove.

**2) What have been the positive and negative impacts?**

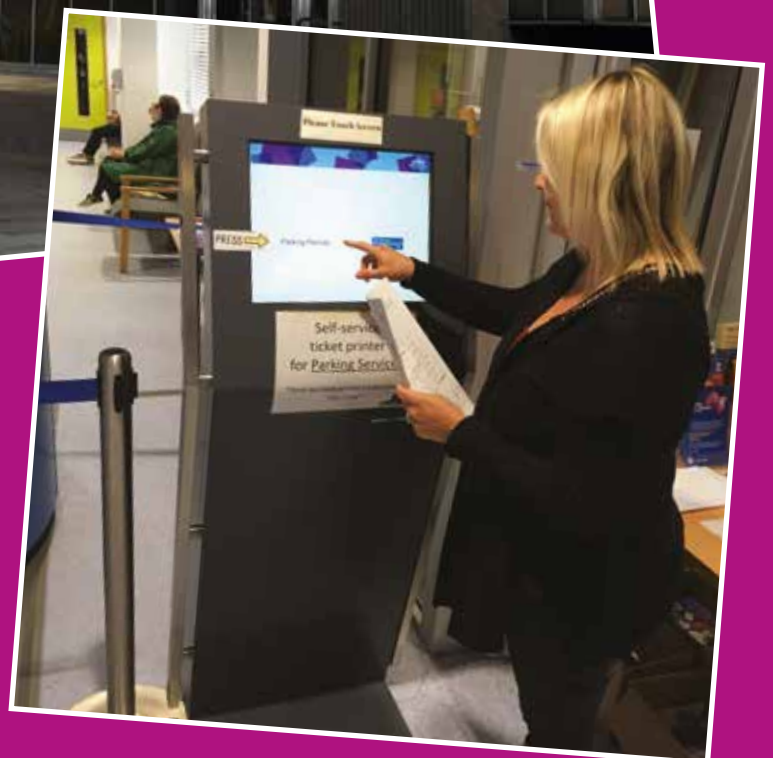
The benefit to businesses and residents is through a service that encourages high levels of compliance. In addition, the deployment of CEOs across the city each day, providing high quality face to face customer service, enhances the city's reputation. Although possibly seen as a negative, it is important to remember the amount of investment in the city's sustainable transport infrastructure that this service provides.

**3) Do you think the role of the CEO is perceived differently now?**

I believe there is now an acceptance of the need to manage parking and as such CEOs are seen as providing a necessary service. In many cases an officer is seen as an important part of the community, providing local knowledge, advice on parking, public transport and routes as well as encouraging compliance. As a highly visible, uniformed presence they are also the first person people will turn to when they require urgent support and assistance.

## Chapter 14

# Financial information



Fees and charges are reviewed annually to make sure they cover the cost of the services and provide value for money.

The latest surplus from on-street parking for 2015/16 is £12.69 million, up from £11.47 million in 2013/14. The increase reflects the introduction of the Fiveways residents' parking scheme, lower direct costs to run the city's parking operation and more PCNs issued as a result of new bus lane enforcement. The surplus is the actual figure Brighton & Hove has left after direct costs of enforcement, administration, maintaining parking machines and reviewing or introducing new schemes have been taken into account.

Nearly all of the parking surplus is spent on providing 46,000 free bus passes for older and disabled people, which the council has a legal duty to provide. For the year 2015/16 this was £10.75 million, with just over £1 million invested back into supporting bus services, and the remainder going on other transport benefits such as traffic light improvements, walking facilities and school travel plans.

Direct costs have reduced by around £1 million over the past year.

Parking charges are set to manage the parking spaces available in the city. This in turn helps improve air quality and ease congestion in busy hotspots. Higher charges in the city centre help manage limited space and encourage people to consider areas where there is greater capacity and lower charges.

Fees and charges are reviewed annually to make sure they cover the cost of services and provide value for money. The majority of parking prices have been frozen for three years. The latest figures show that income from on-street parking charges (excluding permits) has remained relatively stable, rising by 5 per cent from 2011/12 to 2015/16.

More PCNs were issued in 2015/16 as the Rottingdean bus lane started to be enforced in April 2015. Initially there were around 3,000 PCNs issues per month, which fell to 1,000 per month as compliance with the scheme improved. On average 22,000 vehicles pass through this spot on the A259 every day, so the number of PCNs represents 0.1 per cent of drivers using the bus lane.

The year 2014/15 was exceptional and shows a lower amount of surplus from parking. It reflects a £1.26 million loss when the previous cash collection company went into liquidation and a change in how PCNs were calculated, which meant 'bad debt' provision for the last five years of £1.42 million was taken off the 2014/15 total.

The surplus from off-street parking has risen to £2.6 million in 2015/16 from £2.28 million in 2014/15, largely as a result of increased revenue from The Lanes, Trafalgar Street and Regency Square car parks. All three have been refurbished in recent years making them much more attractive to visit.

Income by source	2012/13 (£)	2013/14 (£)	2014/15 (£)	2015/16 (£)
On-street parking charges*	8,917,232	9,185,951	8,439,569	9,693,532
Parking permit income	5,020,657	5,727,231	6,197,869	6,887,014
PCNs (inclusive of bad debt provision)**	4,374,603	3,658,701	2,052,477	3,777,375
Other income	49,260	61,340	56,836	38,886
<b>Total</b>	<b>18,361,752</b>	<b>18,633,223</b>	<b>16,746,751</b>	<b>20,396,807</b>

Direct cost of civil parking enforcement	2012/13 (£)	2013/14 (£)	2014/15 (£)	2015/16 (£)
Enforcement	3,502,230	3,282,153	3,190,050	3,266,962
Admin, appeals, debt recovery & maintenance	2,400,730	2,359,015	3,019,787	3,024,286
Scheme review/new schemes	814,352	865,846	849,639	805,588
Capital charges	698,089	647,814	518,215	600,932
<b>Total</b>	<b>7,415,401</b>	<b>7,154,828</b>	<b>7,577,691</b>	<b>7,697,768</b>

<b>Surplus after direct costs</b>	<b>10,946,351</b>	<b>11,478,395</b>	<b>9,169,059</b>	<b>12,699,039</b>
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Funding for other transport and highways related projects supported by CPE income	2012/13 (£)	2013/14 (£)	2014/15 (£)	2015/16 (£)
Supported bus services	1,150,250	1,159,434	1,200,302	1,029,917
Other public transport services	319,611	256,571	203,325	145,516
Concessionary fares	9,797,801	10,217,230	10,542,672	10,752,591
Capital investment borrowing costs	3,155,540	3,029,319	2,914,638	2,775,202
	<b>14,423,203</b>	<b>14,662,554</b>	<b>14,860,936</b>	<b>14,703,225</b>

**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/parking-and-travel/travel-transport-and-road-safety/public-transport-news-0](http://www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/public-transport-news-0)

### 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 more than £10.5m. For more information on applying for a concessionary bus pass please see [www.brighton-hove.gov.uk/content/parkingand-travel/travel-transport-and-road-safety/applying-a-bus-pass](http://www.brighton-hove.gov.uk/content/parkingand-travel/travel-transport-and-road-safety/applying-a-bus-pass)

### Local transport plan costs

Since 2011-12, the local transport plan has been 100 per cent grant funded from the Department for Transport, meaning there are no borrowing costs for the plan this year. The borrowings costs of £2,775,202 relate to previous local transport plans 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
- Old Shoreham Road cycle route
- 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

**Off-street parking**

	Expenditure	Income	Net (Income) / Expenditure
Carlton Hill car park	33,155.34	90,453.50	57,298.16
High Street car park*	55,316.63	83,150.25	27,833.62
London Road car park	395,858.12	715,931.01	320,072.89
Oxford Court car park	23,572.70	58,438.63	34,865.93
Regency Square car park	754,061.79	1,089,898.50	335,836.71
The Lanes car park	980,662.74	1,850,698.09	870,035.35
Trafalgar Street car park	712,351.04	1,205,264.56	492,913.52
Other off-street parking	81,814.16	609,295.73	527,481.57
<b>Sum:</b>	<b>3,036,792.52</b>	<b>5,703,130.27</b>	<b>2,666,337.75</b>

**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 council's Housing Revenue Account

Leased car parks	136,003.00	395,946.88	259,943.88
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# Appendix 1

## Parking charges for off-street and other areas operated by Brighton & Hove

Parking fees and charges	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
Reduced charge annual season ticket	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	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

\*Reduced rate for Area Y permit holders and businesses of New England House, City Point or One Brighton

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 M)	1,500.00	1,500.00	750.00
<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
Evening 18:00 - 24:00	4.50	4.50	4.50
Night 24:00 - 11:00	N/A	5.50	5.00
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	2013-14	2014-15	2015-16
<b>Car parks</b>			
<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>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>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>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>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

Parking tariffs	2013-14	2014-15	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>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
<b>Coach park</b>			
<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>Tariff Zone 1</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>Tariff Zone 2</b>			
<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>Tariff Zone 3</b>			
<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

Parking tariffs	2013-14	2014-15	2015-16
<b>On-street (Pay &amp; Display)</b>			
<b>Tariff Zone 4</b>			
<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 F - Fiveways</b>			
1 hour			1.00
2 hours			2.00
4 hours			3.20
11 hours			5.20
<b>Zone G - Hollingbury Road &amp; Ditchling Gardens</b>			
1 hour			1.00
2 hours			2.00
4 hours			3.20
11 hours			5.20
<b>Zone H - Kemptown</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 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

Parking tariffs	2013-14	2014-15	2015-16
<b>On-street (Pay &amp; Display)</b>			
<b>Tariff Zone 4</b>			
<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
<b>Zone W - Westbourne West/Wish Park</b>			
1 hour			1.00
2 hours			2.00
4 hours			3.20
11 hours			5.20

Parking Tariffs	2013-14	2014-15	2015-16
<b>Seafront (Pay &amp; Display)</b>			
<b>Tariff Zone 1</b>			
<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
<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>Tariff Zone 2</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>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>Tariff Zone 3</b>			
<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

Parking tariffs	2013-14	2014-15	2015-16
<b>Seafront (Pay &amp; Display)</b>			
<b>Tariff Zone 4</b>			
<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>Permits</b>			
<b>Residents permits full scheme (zones A, C, E, F, G, H, J, M, N, O, Q, T, Y, Z)</b>			
First permit per household - 1 year (50pc discount for low emission)	120.00	120.00	125.00
First permit per household - 3 months (50pc discount for low emission)	40.00	40.00	42.50
Further permit per household - 1 year (50pc discount for low emission)			125.00
Further permit per household - 3 months (50pc discount for low emission)			42.50
<b>Residents permits light touch (zones U &amp; W)</b>			
First permit per household - 1 year (50pc discount for low emission)	90.00	90.00	90.00
First permit per household - 6 months (50pc discount for low emission)	55.00	55.00	57.00
Further permit per household - 1 year (50pc discount for low emission)			90.00
Further permit per household - 6 months (50pc discount for low emission)			57.00
<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
<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
<b>School permits</b>			
1 year	120.00	120.00	125.00
3 months	40.00	40.00	41.50

<b>Parking tariffs</b>	<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>
<b>Permits</b>			
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
Professional carers (1 year)	25.00	25.00	26.00
Car club (1 year)	20.00	20.00	20.80
<b>Suspensions</b>			
Suspensions (1st 8 weeks)	40.00	40.00	40.00
Suspensions (Over 8 weeks)	20.00	20.00	20.00
Waivers (1 day)	10.00	10.00	10.00
Dispensations (1 year)	30.00	30.00	31.20
<b>Blue Badge</b>			
Blue Badge resident permit	10.00	10.00	10.00
Blue Badge resident permit (light touch)	10.00	10.00	10.00
Issue of Blue Badge	10.00	10.00	10.00
Blue Badge bay application fee			10.00
Blue Badge bay - individual disabled bay			100.00
<b>Administration fees</b>			
Change of controlled parking zone (CPZ)	10.00	10.00	10.00
Surrender of permit	10.00	10.00	10.00
Change of vehicle	10.00	10.00	10.00
Replacement permit	10.00	10.00	10.00
<b>Lining</b>			
Access protection white lines (per metre)			10.00
Replacing lining after crossover work (per metre)			10.00
<b>TRO for new parking restriction o/s of CPZ</b>			
Administration, advertising costs, officer site visits, signing & lining costs			2,000.00
<b>Additional search enquiries</b>			
Solicitors and other agency queries per question			38.00

# 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 (P&D) 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, eg 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, 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, eg 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, eg 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 50cm 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 double yellow lines 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 (on a red route clearway)	This is not used	
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 PCN 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 P&D machine. If a P&D ticket has a time of 13.00, a PCN can be issued at 13.10	10 mins
6	Parked without clearly displaying a valid P&D ticket	If a P&D ticket has been purchased from the machine, but has not been placed in the vehicle clear to see. Also if no P&D 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 P&D bays after the initial payment to park has been made, then purchasing a further P&D 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 P&D tickets where prohibited	This is not used	
10	Parked without clearly displaying two valid P&D 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 P&D ticket	As for a code 12 (p56), 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, eg 7 days), or a P&D ticket that has expired by less than 24 hours, or an incorrectly completed voucher.	5 mins
22	Parked in the same parking place or zone within one hour of leaving	On time limited bays (eg 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 (eg 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	
<b>Off-street - penalty charge parking contraventions</b>			
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	10 mins
83	No valid P&D ticket	Lower	5 mins
84	Additional payment made to extend the parking from the first time purchased	Lower	Instant
85	In permit section – parked in permit bay without clearly displaying a valid permit	Higher	Instant
86	Parked beyond the bay markings (outside the marking of the bay)	Higher	Instant
87	Parked in a disabled persons parking space without clearly displaying a valid disabled persons badge	Higher	Instant
89	Height/weight limit	This is not used	
91	Wrong class of vehicle	Higher	Instant
92	Causing an obstruction, ie on ramp or blocking exit points	Higher	Instant

# Appendix 3

## Code of Practice for postal Penalty Charge Notices (PCNs)

### 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 10 'postal' PCNs issued on foot

Regulation 10 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 10 PCNs will be spot checked to establish whether sufficient evidence has been gathered for a PCN to be issued.

Following enquiries with the Driver and Vehicle Licensing Agency (DVLA), PCNs will be issued in accordance with statutory timescales and on notices specifically designed for regulation 10 PCNs.

# Glossary of Terms

## **Bikehangar**

On-carriageway secure, sheltered cycle parking facility for six bicycles. The Traffic Regulation Order (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 service and aide in buses 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 central Brighton.

## **Challenge**

An objection made against a PCN before a Notice To Owner (NtO) is issued.

## **Cancellations**

A PCN 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 TROs.

## **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 CEOs 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 PCN 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 DfT.

**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 PCN. This will be served when a 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
- a representation (an appeal).

**NSL – formerly National Car Parks (NCP)**

NSL is 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 P&D 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 DVLA.

**Representation**

This is a challenge against the PCN after the NtO is issued.

**Scooters**

Powered two-wheelers

**Special Parking Area – SPA**

An area where on-street parking is subject to CPE. Local Authorities will enforce the regulations through CEOs.

**Traffic Management Act 2004 – TMA**

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

**Traffic Penalty Tribunal – TPT**

The TPT decides appeals against parking penalties issued by CEAs in England (outside London) and Wales and against bus lane penalties issued by CEAs in England (outside London).

The TPT 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.

