



Parking Services Annual Report 2017/2018



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Foreword

Welcome to Chichester District Council's Annual Parking Services Report for 2017-18.

This sets out our achievements and the further improvements to the delivery of Parking Services made in the past year. The Report also provides information on how we will be making additional improvements to the service over the coming months. It also demonstrates the vital role that our Parking Services team plays in supporting and enhancing the vitality, safety and sustainability of the district, through the efficient management of parking spaces within our 29 car parks and the kerbside space across the district.



During 2017-18 the Council made a number of significant improvements to assist customers, both when using our car parks and when interacting with our service. Our car parks were assessed by the British Parking Association for Park Mark Awards and were successful with the majority now holding both accreditation for Safer Parking and for Disabled Parking provision. Our major refurbishment of the Avenue de Chartres Car Park has been taking place and has resulted in significant improvements across our largest car park in the district.

In response to customer feedback and to ensure that our car parks use the latest technology we have replaced all of our parking payment machines with machines which have the ability to accept coin, card and contactless payment. These solar powered machines also reduce our carbon footprint. We will continue to work towards this through our plans to introduce additional Electric Vehicle Charging points across our car parks and update our existing charging points. The Parking Team has also been investigating the possibility of providing two Electric Vehicles for use by the Civil Enforcement Officers when undertaking patrolling.

We were delighted that representatives from the Parking Services Team could attend a reception at the House of Commons to receive the Award from PATROL for the Innovation and New Services. This award recognised the hard work of the team in its consistent drive to make improvements for our users.

During 2018/19 the team will continue to deliver service improvements and reflect user feedback in their processes. The Parking Services Team always welcome ideas from customers on how to further improve the service. Should you have any comments or feedback on the service provided, please email cdccarparks@chichester.gov.uk

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

A handwritten signature in black ink that reads "Tony Dignum". The signature is written in a cursive style.

Tony Dignum,
Leader of Chichester District Council

1

Introduction

The aim of **Chichester District Council's Annual Parking Report** is to look at the work undertaken by the Parking Services Team during 2017/2018, and to provide useful and factual information for our customers. This report is available online at www.chichester.gov.uk and is publicly accessible at our Council offices.

This report reflects the range of services provided by Parking Services which cover managing and controlling our Car Parks, ensuring the free flow of traffic, and the issuing of Penalty Charge Notices. These all have a continuing positive influence on road safety, and ensuring the fair access of available parking spaces to different groups of motorists.

Chichester District Council is committed to providing a parking service that operates in a fair, consistent and transparent manner. We are also committed to providing a service that benefits residents, commuters, visitors and businesses of Chichester District, ensuring that our district is safe, easily accessible for all road users and thereby supports our local economy.

Chichester District Council owns and manages 29 car parks across the district. To complement this, on-street parking enforcement was contracted to us in 2010 as agents for West Sussex County Council. As part of this agency agreement we manage on-street parking which includes the enforcement of loading bays for deliveries to maintain the vitality of, and access to, our district which covers 300 square miles. In addition to this, we arrange for minor works to lines on street and manage the on-street pay and display machines on behalf of WSCC too.

Parking charges and controls are used specifically to manage availability of short stay spaces, protecting the needs of town centre residents and encouraging long stay parking to take place off-street and in long stay car parks. This contributes to a higher turnover of vehicles allowing ease of access for potential visitors and customers of the city, surrounding towns and villages.

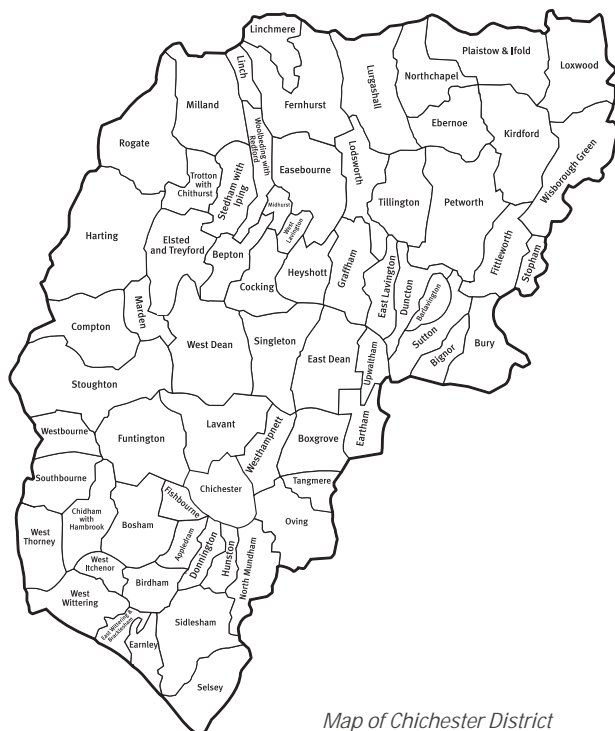
The key objective of the Parking Services Team is to balance the needs of all road users. We achieve this by working with our partners across the district and convening a Parking forum (*see page 27 for details*). This is reflected through our Parking Strategy for the district (Chichester District Car Park Strategy 2010-2020).

1.1 Overview

Parking controls in Chichester District are essential to keep traffic moving and provide ease of access for residents, businesses and our many visitors to the district. A high demand for parking exists in parts of the district and this must be managed and controlled effectively.

The parking team work closely with West Sussex County Council to ensure that ad hoc demands and enforcement requests can be met and to ensure that communication between the two organisations is reflected in enforcement.

As well as a growing number of property developments, utilities improvements and construction works which require careful planning to ensure that any impact to the surrounding area



Map of Chichester District

is kept to a minimum, a number of events take place within the district too, in both car parks or in on street locations. The Parking Team is equipped to arrange parking bay suspensions or dispensations to enable important work to take place whilst maintaining safety in public areas. The provision of such bays plays a vital role in supporting the local economy and tourism helping to maintain a balance of the needs of residents, visitors and businesses. The successful implementation of bay suspensions contributes to sustainable economic growth and success within the district.

1.2 District profile

Chichester District is a very special place with its stunning cathedral, sweeping downs and breath-taking coastline, its bustling shopping streets and well renowned higher education, arts and cultural scene. The District covers an area of almost 300 sq. miles and is the largest of the seven districts and boroughs within West Sussex, stretching from the south coast to the southern border of Surrey and East Hampshire in the north; and from South Hampshire in the west to Arun and Horsham in the east. A large part 200 sq. miles of the north of the District forms part of the South Downs National Park. The A27 runs east-west through the south of the District, connecting to Portsmouth and Southampton to the west, and eastward to

Worthing, Brighton and Eastbourne. There are also rail links along the south coast and to London from this part of the District.

The total population of Chichester District is 113,800, a 6.85% increase from 106,500 in 2001. There is a lower than national average population between the ages of 15-44, which is in contrast to the higher than average proportion of people aged over 65 (24% compared to the national average of 17%). This pattern is set to continue with predicted increases in the proportion of the population over 75 years, and continuing net loss of the population within the 15 to 24 year age range. By 2031, the number of retired people aged 65 and over is expected to account for almost one third of Chichester District's total population.

Car parking is an important element of our local infrastructure. The rural nature of our district and its attraction to many commuters and tourists heightens the importance of public parking to our communities. Provided and managed well it can contribute to the attractiveness, convenience and prosperity of a place to do business, visit or live. Done badly it can contribute to congestion, have a negative impact on appearance and compromise the safety of road users.

Aerial view of Chichester Cathedral



1.3 Parking Services Team

The Parking Services team includes a Notice Processing team and a Civil Enforcement (CEO's) Team. All Civil Enforcement Officers are equipped with Body Worn Video Cameras to assist with their safety when patrolling.



1.4 Civil Enforcement Officers (CEO's)

The CEO team is responsible for on-and off-street parking enforcement across the whole District and is operational 7 days a week, including evenings and Bank Holidays. CEO's are deployed across the District with patrols concentrated at those locations where parking related issues (road safety, congestion or accessibility to shops and services) are most prevalent.

We operate intelligence led patrolling which means that the team frequently receives and responds to specific concerns / requests for parking enforcement, from members of the public, Local Councillors, Town and Parish Councils and other agencies such as the Police, and local schools.

The district is large, covering over 300 square miles and patrolling rotas are regularly reviewed to ensure adequate enforcement in all areas, giving the CEOs various routes to patrol as well as operating intelligence led patrolling, for example at local schools and seasonal priorities.

All CEOs have been trained and completed a City & Guilds level 2 qualification in Civil Parking Enforcement, which includes CEO roles and responsibilities and conflict management. They have also completed a range of other generic training (such as Health and Safety and Customer Services).

The main aims of the CEOs are to maintain the free flow of traffic and encourage compliance with parking restrictions. Compliance with parking restrictions plays an active role in maintaining road safety for drivers as well as pedestrians. Beyond their core duties, Civil Enforcement Officers regularly help members of the public whether it be providing local information, assisting at the scenes of accidents, reporting antisocial behaviour or supporting the Police.

The Civil Enforcement Officers also check every parking payment machine each morning and regularly throughout the day to make sure that everything is working properly and record defects to ensure that our car parks remain safe and well maintained.

1.5 Notice Processing Team

Notice Processing is a demanding procedure requiring the understanding of the legal requirements and guidelines that impact on parking enforcement.

All staff within the team have completed a City and Guilds Level 3 Notice Processing qualification which includes an Introduction to Notice Processing, Information Management, Processing PCNs & responding to challenges, representations & appeals.

Their principal duties are responding to challenges, representations and appeals, which includes carrying out detailed investigations into the issue of Penalty Charge Notices. The process involves DVLA checks, location/map checks, a careful attention to the Traffic Regulation Orders and Parking Order, reviewing evidence which supports the PCN and machine breakdown checks etc.

The team are also responsible for issuing permits, season tickets, managing waiting lists, arranging dispensations and suspensions and dealing with general correspondence and customer enquiries.

The registration at court and instruction to Enforcement Agents (previously known as bailiffs) are also required for unpaid PCN's.

The main aim of a Notice Processor is to ensure that all PCN's have been issued appropriately and fairly, all processes have been completed correctly and any points raised by the recipient are considered fully and in line with the regulations.

2

Penalty Charge Notice (PCN) Statistics and Information

Table 1 - Total PCN's issued (2013-2018)

Financial year	On Street	Off Street	All PCN's
2013-14	5,577	5,165	10,742
2014-15	6,470	4,609	11,079
2015-16	5,410	4,247	9,657
2016-17	6,086	5,048	11,134
2017-18	5,409	5,355	10,764

2.1 Higher and Lower PCN split

It is acknowledged that some contraventions are more serious than others. For example parking on a pedestrian crossing would be a higher band PCN, whereas parking for longer than permitted would be a lower band PCN. The two bands are priced accordingly to reflect this at £50 and £70 respectively (with a discount of 50% in first 14 days).

The number of higher contraventions that are recorded On-street exceeds those within our Car Parks (Off Street).

Warning notices can sometimes be given as part of an educational approach to parking enforcement. For example, when a new resident's zone is created or extended there may be a period of time where leniency is given and therefore a warning noticed issued or when an unenforceable restriction has been reinstated after a long period of time.

Table 2 - Higher and Lower statistics (2013-2018)

Financial year	ON STREET				OFF STREET			
	Higher	Lower	Warning	TOTAL	Higher	Lower	Warning	TOTAL
2013-14	4,540	1,017	20	5,577	451	4,698	16	5,165
*2014-15	5,190	1,170	110	6,470	504	4,099	6	4,609
2015-16	4,228	1,171	11	5,410	473	3,761	7	4,241
2016-17	4,828	1,244	61	6,133	528	4,521	17	5,066
2017-18	4,312	1,043	63	5,518	544	4,865	21	4,907

*In 2014/15, controlled Parking Zones in Chichester City Centre were expanded and therefore where new zones and restrictions were introduced, Warning Notices were issued to alert motorists to the enforcement.

Parking Services operate an intelligence-led enforcement service; responding to feedback and concerns from residents and businesses to direct resources. The service provides enforcement around schools, along with providing free parking through a permit in some car parks to help parents to drop off and collect children safely. The list below shows the top five areas in the District where a Penalty Charge Notice was issued during 2017-18: North Street, Midhurst; Cattle Market Car Park, Chichester; East Pallant/Crawley Priory Car Park; Chichester South Pallant Car Park; Chichester West Street, Chichester.

2.2 Top 3 Contraventions *(Please see Appendix A for full list of contravention codes)*

The table below indicates that parking in a restricted street during prescribed hours (yellow line restrictions) remains the top contravention for on street Penalty Charge Notices. These are classed as higher band penalties and demonstrate our intention to ensure we are maintaining safety on the highway and preserving access to spaces for vehicle of specific types – i.e. goods vehicles making deliveries.

Table 3 – Top 3 Contraventions statistics for On Street (2013-2018)

Financial year	01 Waiting Prohibited	12 No Residents Permit	23 Prohibited vehicle class	16 No permit	30 Over stay
2013-14	1,953	937	713	-	-
2014-15	1,563	1,071	-	1,105	-
2015-16	1,391	-	-	1,120	704
2016-17	1,610	-	813	962	-
2017-18	1,512	-	609	967	-

Table 4 – Top 3 Contraventions statistics for Off Street (2013-2018)

The top three contraventions within our Car parks are listed below. These are all lower band penalties.

Financial year	83 No Valid P&D Ticket	82 Ticket Expired	86 Out Of Marked Bay
2013-14	2,473	1,906	319
2014-15	2,247	1,541	306
2015-16	2,185	1,289	287
2016-17	2,394	1,846	318
2017-18	3,098	1,455	329

2.3 Paid at discounted rate

The motorist has the opportunity to pay a PCN within 14 days to take advantage of a 50% reduction. A customer will also be offered the discounted amount again should they challenge within 14 days from the date the PCN is issued and their challenge be unsuccessful so that they have not been disadvantaged by challenging. Over two thirds of PCN's have been paid at the discounted amount which demonstrates that CEO's are issuing good quality PCN's with good supportive evidence and that the responses to challenges are supplying clear information so customers understand the reasons why it was issued and make payment rather than continuing to challenge. This is reflected in the significant increase of customers choosing to pay at the discounted amount, rising from 50% in 2013/14 to 65% in 2017/8.

Table 5 – PCN's paid within 14 days (2013-2018)

Financial year	On Street	%	Off Street	%	All PCN's	%
2013-14	2,878	52%	2,493	48%	5,371	50%
2014-15	3,420	53%	2,345	51%	5,765	52%
2015-16	2,068	38%	2,806	66%	4,876	51%
2016-17	3,903	64%	3,098	61%	7,001	63%
2017-18	3,481	64%	3,539	66%	7,020	65%

2.4 Debt Collection

Every effort is made to ensure that customers are aware that unpaid PCN's may progress to a Debt Collection Agency.

When the Taking Control of Goods (Fees) Regulations 2014 was introduced, the regulations were intended to tighten up the legislation for bailiff enforcement which had built up over many years. However, the new regulations also placed an emphasis on identifying vulnerability, streamlining all recovery enforcement action for debt collection and creating a new clearly defined structure for fees. A priority is to ensure that every

effort is made to contact a debtor during the first 'Compliance Stage' to encourage early settlement and to minimise fees.

During 2017/18, 1341 warrants were passed to two Enforcement Agents. For warrants which have been fully paid, the average collection rate is currently 31% which is likely to increase to 40% as the warrants mature. In 2017/18, of the fully paid warrants, 57% were paid at Compliance stage and 43% at Enforcement stage.



3

Cancellations

Where it is determined that a PCN has been issued or processed incorrectly then it will be cancelled. In addition, cancellation may also result where a customer submits a challenge with evidence which supports that the vehicle was able to park at the time (such as loading or unloading) or where there are significant mitigating circumstances to justify the cancellation of the PCN, for example an urgent medical situation.

The rate of cancellations has decreased over the last four years. This is a result of additional training for staff and further clarification on the cancellation policy. Each case is considered on its own merit, taking into account all of the evidence available and the circumstances at the time. An acceptable level of cancellations will therefore always be seen. West Sussex County Council considers best practice is cancellation rates between 7-12% and since 2014/15 the District Council service has always performed within this best practice benchmark.

Table 6 – Percentages of PCN's cancelled (2013-2018)

Month	2013-14	2014-15	2015-16	2016-17	2017-18
April	19%	13%	11%	8%	7%
May	18%	14%	10%	10%	7%
June	16%	11%	8%	15%	8%
July	18%	12%	10%	16%	8%
August	14%	11%	8%	14%	9%
September	17%	13%	6%	13%	7%
October	19%	9%	7%	11%	7%
November	13%	6%	9%	10%	5%
December	11%	10%	12%	10%	4%
January	13%	10%	10%	8%	7%
February	15%	10%	11%	9%	6%
March	15%	8%	9%	9%	7%
Totals	16%	11%	9%	11%	9%
Spoilt deduction*	14%	9%	8%	7%	7%

*An error has occurred within the issuing of the Penalty Charge Notice therefore the ticket then becomes spoilt and another ticket reissued. Vehicle Drive Away (VDAs) cannot be reissued but are considered spoiled.

3.1 Top three reasons for cancellation

Table 7 – Top 3 reasons for cancellation (2013-2018)

Financial year	Reason	Amount
2013-14	Valid ticket produced	410
	Blue Badge Holder	183
	Valid Season Ticket	84
2014-15	Valid ticket produced	244
	Foreign Vehicle	114
	DVLA No response	113
2015-16	Valid ticket produced	281
	Foreign Vehicle	94
	DVLA No response	77
2016-17	Valid ticket produced	158
	Foreign Vehicle	33
	DVLA No response	104
2017-18	Valid ticket produced	149
	Foreign Vehicle	108
	DVLA No response	93

Where a customer challenges a PCN and is able to produce a valid pay and display ticket which matches the ticket seen by the CEO in the vehicle at the time of the contravention, the PCN will be cancelled on first occasion.

A PCN cannot be served unless it is affixed to the vehicle or if it is handed to the driver. Therefore, if a vehicle drives away before the CEO has served it in one of these two ways, the PCN must be cancelled. Parking Services will be looking to minimise this type of cancellation by adopting Regulation 10 of the Civil Enforcement of Parking Contraventions (England) General Regulations next year.



4

Challenges, Representations and Appeals

If the recipient of a PCN feels the PCN should not have been issued, they have the right to submit a challenge. All challenges must be received in writing and full instructions are printed on the back of the PCN. Customers can now submit challenges online through the parking portal, by email or by post for the ease of the customer.

There are three stages of appeal that are open to the customer:

1. Informal Challenge (within 28 days)
2. Formal Representation (Customer receives a Notice to Owner which must be completed and returned within 28 days)
3. Appeal to Traffic Penalty Tribunal (A formal representation must have been received and rejected. Appeal to TPT must be made within 28 days of rejection of formal representation). Extensive information with regards to the appeal process and the options available can be found on www.patrol-uk.info

If the customer does decide to appeal within the 14 day discount period and parking services rejects the appeal, the 14 day discount period is re-offered.

Currently just under 30% of all PCN's generate correspondence.

4.1 Online informal challenges

Having provided clearer information on the PCN, the additional ability to challenge by email and being able to view and submit evidence online, we continue to see an increase in the number of customers using online services which represents a reduction in administrative time as a result.

Almost 60% of incoming informal challenges have been received online this year an increase of nearly 17% on the previous year.

Where improvements to the information provided online have been made to make the PCN process clearer to our customers, we would have expected to see a reduction in the number of challenges or customer queries. However, due to staff shortages which led to a backlog of informal challenges in 2017-18 we saw an increase in incoming correspondence where customers were querying the progress of their challenges which in turn increased the number of recorded informal challenges.

Table 8 - Percentage of PCNs which generate incoming correspondence (2013-2017)

Financial year	On Street	Off Street	Total
2013-14	29%	36%	32%
2014-15	31%	36%	33%
2015-16	30%	37%	33%
2016-17	23%	28%	25%
2017-18	24%	35%	29%

Table 9 - Informal challenges

	2017-18	average per month
Total Informal Challenges received	1,687	171
POSTAL		
Incoming - Pre Notice to Owner - Challenge	796	66
Incoming - Pre Notice to Owner - Challenge - No Details	1	N/A
2nd challenges	40	3
3rd challenges	1	N/A
Total postal challenges	838	69
ONLINE INFORMAL CHALLENGES		
Website challenges	1,219	102
Total informal online challenges received	1,219	102

Table 10 - Formal Representations

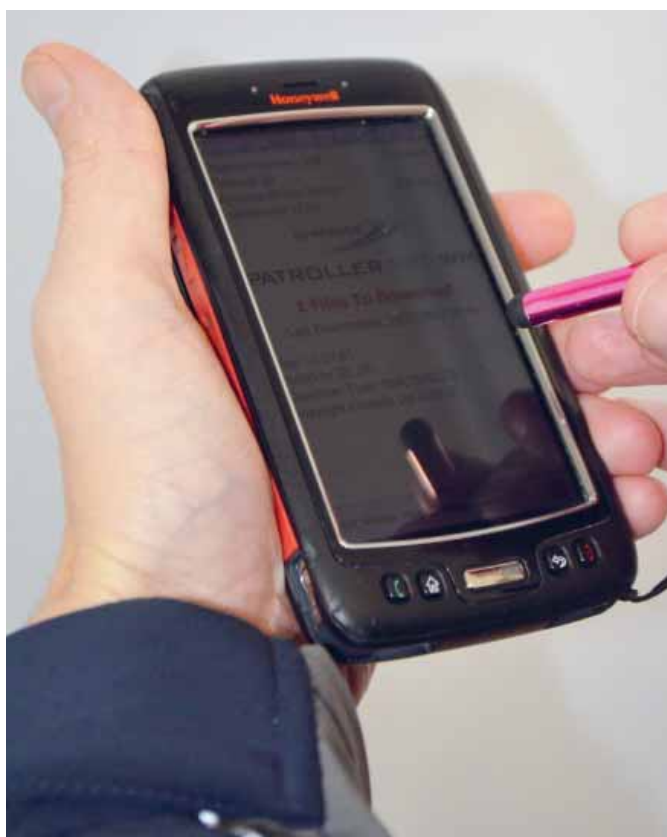
	2017-18	average per month
Total Formal Representations received	448	37
POSTAL		
Incoming - Post NTO - Representation	337	31
Incoming - Post NTO - Representation - Not Keeper	23	2
ONLINE		
Incoming - Online - Post NTO Representation	48	4

4.2 Online Appeals

Since the introduction of FOAM (Fast Online Appeals Management), an emphasis has been placed on improving the usability of the appeals system and encouraging online appeals.

In 2017/18, 70% of customers chose to appeal and manage their cases online via the Traffic Penalty Tribunal website. Only 8 out of 23 customers submitting appeals to the Tribunal chose for paperwork relating to their appeal to be sent to them by post. Online appeals help to ensure the service being provided is quicker and more convenient for the appellant, as well as the added benefit of reducing the cost of making an appeal and the costs associated with providing the service i.e. postal and printing costs

The lower rate of appeal in 2017/18 may reflect that the responses to challenges and representations have satisfied the customer's queries and that therefore they do not feel the need for an independent decision.



4.3 Appeals to TPT against parking Penalty Charge Notices for 2013-17

Table 11 – Percentages of Appeals

Financial year	Appeals	Rate of appeal per PCN	Not contested by council	Cases Lost by CDC	Cases Won by CDC
2013-14	50	0.47%	5 10%	11 22%	34 68%
2014-15	32	0.29%	1 3%	9 28%	22 69%
2015-16	42	0.43%	14 33%	8 19%	20 48%
2016-17	25	0.22%	4 16%	6 24%	15 60%
2017-18	23	0.21%	0	8 35%	15 65%

4.4 Learning from appeals

We aim to help motorists understand the parking regulations in our response to appeals. We do this by including evidence such as photos of the vehicle, photos of the relevant signs/road markings, extracts from the Highway Code, the blue badge scheme book and relevant legislation if appropriate.

The adjudicator’s decision is considered carefully to ensure that future cases benefit from any guidance given. It is also considered that if recommendations are stated, that these are considered within the internal procedures of Parking Services and that the relevant Policies or guidance notes are reviewed if felt appropriate.

We also benefit from sharing the adjudicator’s decision of our appeals amongst our Civil Enforcement Officers and Notice Processors as a continual learning process to ensure that every case is being dealt with at the highest standard – from issuing the PCN, to responding to the appeal and providing clear and concise submissions.

In 2017/18 no cases have been ‘not contested’ compared to four cases last year. We have however, seen an increase in the number of cases which have been ‘allowed’ (where we have lost) at adjudication. Whilst all decisions made by adjudicators are in line with the regulations and therefore PCN’s can only be allowed under particular circumstances, the adjudicator must also make their decision based on the balance of probabilities. We have seen an increase in appeals where although evidence of the

contravention is provided, an adjudicator describes that their decision to allow the appeal is based on whether it is likely or not that the appellant was parked in contravention and have allowed it on these grounds. Should a decision be felt to be inconsistent or incorrect in law the council can request a review of the decision.

The most common contravention for which customers appeal to the Traffic Penalty Tribunal is Code 83, no valid pay and display ticket. The second is 85, where a season ticket is not displayed correctly.

By providing alternative ways for customers to pay for parking and removing the requirement to display a ticket we may help to reduce the number of PCN’s issued in these circumstances. ‘Mipermit’ our cashless payment service, and plans to introduce Digital Season Tickets will potentially reduce contraventions for ‘Non display’ of tickets in vehicles.

4.5 FOAM (Fast Online Appeals Management)

The new Fast Online Appeals Management (FOAM) system which was introduced in Chichester in December 2016 has reduced the amount of time spent compiling paper work and provides a simple and effective way for customers to communicate with us or the Tribunal. The aim of the new system was to encourage more motorists to challenge PCN’s which they feel have been issued unfairly, however, whereas we have not seen the expected increase in the number of appeals being submitted, we have

seen a quicker turn-around for decisions being made by adjudicators and more flexibility in the communications between all parties.

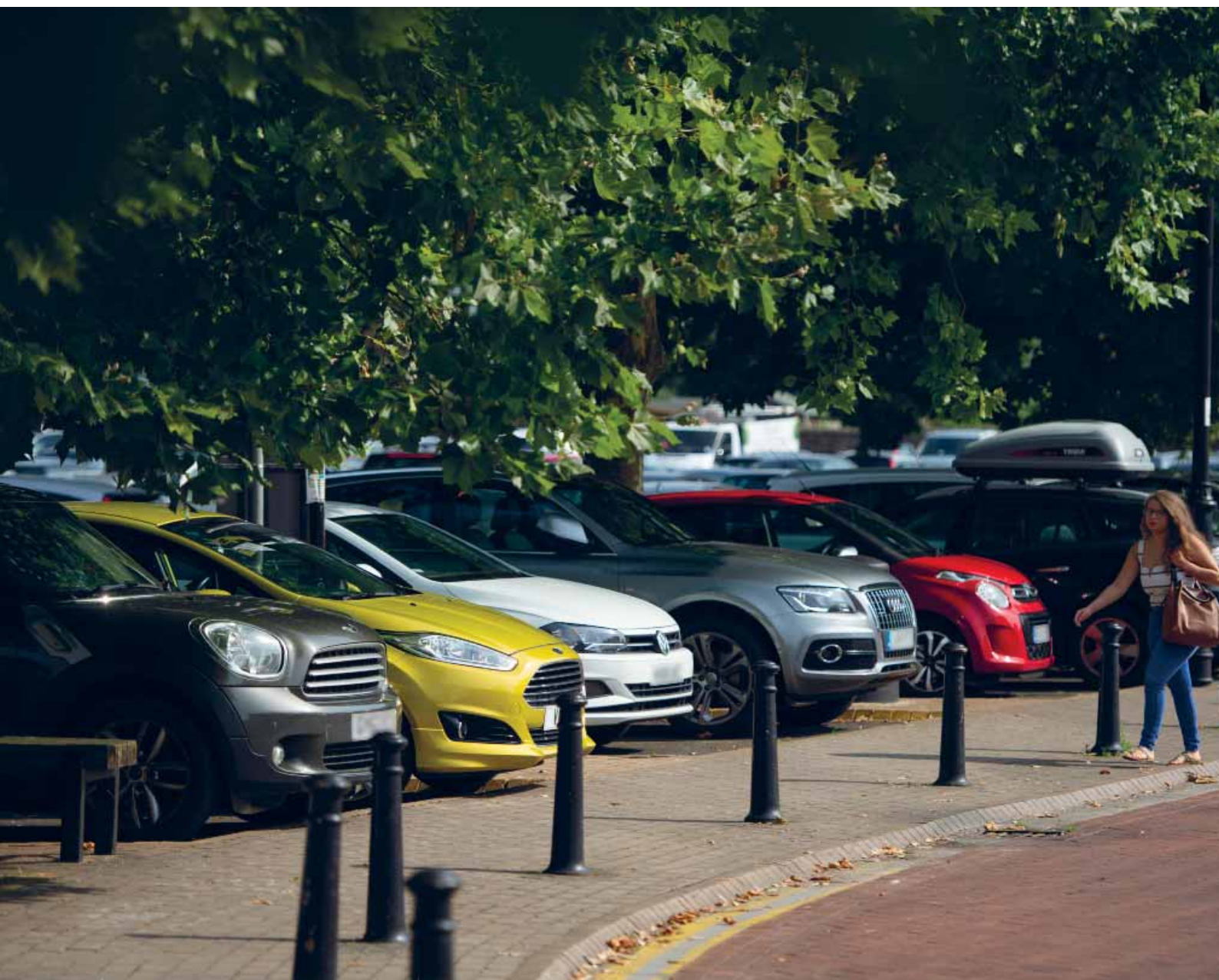
Excluding three cases where organising the hearings delayed the outcome of the appeal, in 2017/18 the average length of time taken to process an appeal (from when it is submitted to when the decision is issued) was only 29 days.

Rather than deciding a case based on the evidence provided through the FOAM, where a customer requests a phone hearing, we have been able to participate in every one as we recognise the importance of representing ourselves ensuring we are able to respond to any new evidence shared at the hearing.

Whilst we did not see an increase in the number of appeals in 2017/18, this could be due to a number of factors:

- CEO's are issuing high quality PCN's
- The improved online portal where customer can view evidence prior to challenging
- Good quality responses to challenges and representations

It is also the case that if an appeal is submitted to the tribunal, the Notice to Owner will have been served and the PCN will have reverted to its full amount of £50 or £70. This may have an impact on whether the customer appeals or whether they decide to pay the charge at the lower discounted rate.



5

Our Online presence



5.1 Website

We are continually working to ensure that the information on our website is useful for all of the services we provide. Where we have been working to promote online services, customers are able to access documents such as Permit Changes forms, refund forms, Terms and Conditions and Application forms. In addition, we have introduced a consultation page to allow customer to feedback comments for proposed changes to the service.

Our website is often a great way to communicate upcoming changes to our customers and is increasingly important as customers shift from other types of interactions such as phoning the contact centre or visiting the council. Pages providing useful information such as charges and a car park maps are amongst the most visited on the parking webpages and help to ensure

that customers visiting Chichester can plan their journeys.

Our back office IT system enables customers to access all Penalty Charge Notice information; this includes the ability to see all evidence, submit a challenge and attach evidence and pay for the Penalty Charge Notice.

In 2017/18 and for the third year in a row, we have seen an increase in online payments. The number of PCN's paid online has increased by 7% and online season tickets and permit payments, by 2% suggesting that the website is providing an efficient platform to manage payments.



Chichester District Council Facebook page promoting our new MiPermit initiative

5.2 Social Media

Parking Services recognises the importance of social media to share messages with our customers. We have a presence on Facebook with over 6,300 page followers and over 6,400 page likes.

Our Twitter account has almost 6,900 followers. As part of our social media activities, for the past four years we have taken part in #OurDay, this is a national local government Twitterthon which always includes the work of the Parking Services team.

We also have a social media campaign for our Parking Services team which has been running since 2015 and combined, these posts have reached 361.3k people. Our Social media channels also help

us to communicate car park closures, to provide information about changes to services and charges, to promote new.

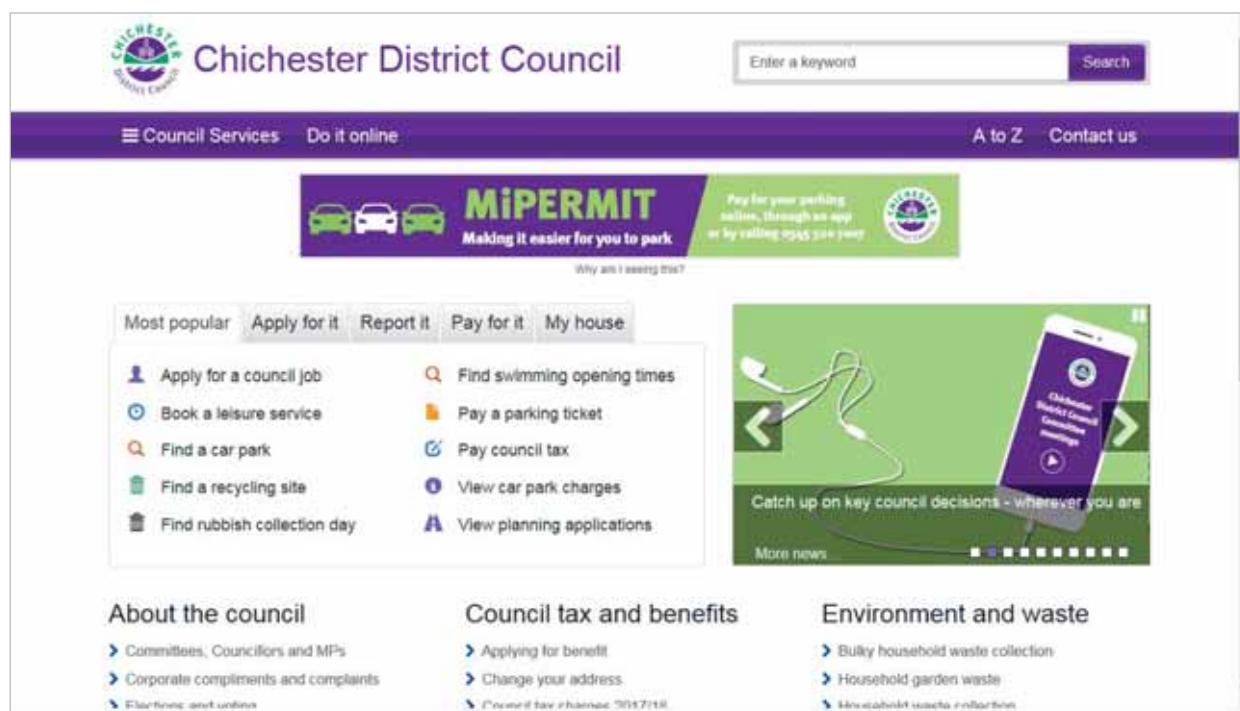
5.3 MiPermit

In 2017/18, over 8,000 new accounts were created with Mipermit increasing the total number to 13,542. Mipermit provides customers with more flexibility when paying for parking and choosing to extend their stay and an increase in MiPermit transactions also assists to reduce the number of cash collections needed from pay and display machines in the car parks. As well as cash, contactless and card payments in many of our car parks, with MiPermit you can pay for your parking in our traditional Pay & Display car parks using:

- Your mobile phone by SMS
- The smartphone application
- Online, or
- By telephone

In 2017/18, Mipermit payments made up 2% of all our transactions which is anticipated to rise. In order to maximise use of this service, we have carried out advertising and also made use of social media campaigns.

Where neighbouring Districts and Boroughs have also introduced MiPermit, our customers also benefit from a consistent service where it's only necessary to use one provider across the county.



Chichester District Council website page promoting our new MiPermit initiative

5.4 Website Page views

Table 12 - The table shows that Chichester car park charges is our most visited page.

April 01 2017 - March 31 2018	Unique visits
Parking	19,064
Car park charges	10,866
Cashless pay & stay using MiPermit	3,091
Chichester car park charges	26,071
Rural & coastal car parks	3,131
Car park map	15,974
Car park season tickets	11,468
Disabled parking	1,840
On street parking	3,047
Dispensations	827
On street permit waiting lists	431
On street pay & display/vouchers	1,293
Permits	2,405
Carer permits	125
Healthcare permits	183
Non Residents permits	599
Resident permits	3,934
Student permits	278
Visitor permits	773
Traders permits	199
Parking Bay Suspensions	340
Parking ticket (Penalty Charge Notice)	9,224
Total	115,163



Advertising in our Avenue De Chartres car park.

5.5 Payment Channels

The amount of payments via the website has significantly increased; this is evidence that customers are embracing self-serve, providing efficiencies within Parking Services, and giving the customer a prompt service 24 hrs a day, 7 days a week. Details of this can be found in Table 13 below.

Table 13 – Percentage of payments received

PCNs	Payments				
	Total	Web	%	Non Web	%
20016/17	8,771	5,572	64%	3,199	36%
2017/18	8,802	6,239	71%	2,563	29%
Season tickets and permits	Payments				
	Total	Web	%	Non Web	%
20016/17	13,462	10,205	76%	3,257	24%
2017/18	12,648	9,908	78%	2,740	22%

These payments exclude PCN's paid in full through Enforcement Agents

6

Off-Street Car Parks

Chichester District Council operates 29 car parks across the district, with all except 3 car parks holding the 'Park Mark' safer parking award (See Appendix B). This award is administered by the British Parking Association (BPA) and supported by the Home Office and the Association of Chief Police Officers. The accreditation is primarily aimed at the prevention of criminal behaviour within the parking environment, and therefore requires car park owners/operators to adopt an active management strategy to ensure that there is minimal occurrence of crime. The existence of this accreditation assists with reducing crime and the fear of crime in car parks and provides assurance to the general public that measures have been introduced to ensure that the parking facility is a safe environment.

Having replaced city centre payment machines during 2016/17, in 2017/18 we have further improved the service by introducing new payment machines capable of accepting coin, card and contactless payment to all remaining Rural and



Coastal car parks. The new machines are solar powered – to reduce the cost of electricity and support our environmental agenda and Climate Change Action Plan. Every machine within our car parks is now accepting coin, card and contactless payments but we also provide pre-paid parking season tickets to offer customers as much flexibility as possible. As a direct result of the reliability of the new payment machines, we have seen a significant reduction of almost 70% in customer comments relating to machine faults and have also been able to reduce the number of machines needed in some of our car parks.

In 2017/18 evening charges were introduced in two of Chichester's busiest car parks in an effort to address capacity issues where some car parks were subject to increasing demand and others remained empty after 6pm. Work was undertaken to consult with local businesses and neighbouring on street locations have been monitored to detect any displacement of vehicles from the car parks. Whilst the extended charging hours between 6pm and 8pm in Northgate and New Park Road aimed to encourage motorists to use other less used car parks, it has been found that the demand for these car parks has remained high and that customers are still willing to pay for parking in off street car parks.



The busiest months in our car parks are November and December. August is often busy in our rural car parks, although the use of our car parks at this time of year is weather dependant. The quieter months tend to be April and October. In our short stay car parks our 2- 3 hours are the most popular tariffs, with the up to 5 hours being our most popular tariffs in the long stay car parks. The increase we have seen in the length of stay customers are buying may be due to a motorist being more likely to purchase more time when using contactless and card payment options.

We continue to offer subsidised parking in the rural car parks and in 2017-18, 28,6036 'free', 1 or 2 hour tickets were issued from payment machines to encourage customers to visit the rural towns.

6.1 Season Tickets

There are a number of different types of season tickets which are offered across our car parks. These season tickets reflect the different nature and demands of the car parks and offer a significant discount on the daily price of parking.

In Chichester city a total of 11,129 season tickets were sold last year in Chichester. Season tickets offer customers a substantial discount as well as added convenience when parking. Many season tickets can also be purchased online and renewed

Table 14 – People on Waiting Lists for Season Tickets

Season Ticket	People on waiting list
ADC, Chichester	138
Market Road (A) Chichester	15
Market Avenue (C) Chichester	15
Orchard Street (D) Chichester	19
Pound Street, Petworth	16
The Grange, Midhurst	24
The Post Office, Midhurst	20
North Street, Midhurst	45
Bosham Car Park	0
Total	292



Above: David Metcalf, British Parking Association Area Manager, awarding the Park Mark Safer Parking Accreditation to Gillian Keegan, MP for Chichester and District Councillor, with Tania Murphy, Parking Services Manager.

24 hours a day, 7 days a week. In rural and coastal car parks, customers can pay as little as 46p a day and in Chichester, the cost remains low and customer can pay as little as £1.43 a day.

The X Roving Season Ticket, which has historically been valid for use in our four long stay car parks (Avenue de Chartres, Cattle Market, Northgate and Basin Road Car Park) and has commonly been the most popular season ticket, has been revised in response to customer feedback where motorists described that finding a space had become more difficult in two of the car parks. It was also recognised that the Avenue de Chartres car park was underused. As well as ensuring that we are providing discounted parking to regular visitors to Chichester, we also considered how to use our car parks in the most effective way and consequently in April, we removed the Avenue de Chartres car park from the X Roving Season Ticket and introduced a new season ticket valid only in the Avenue de Chartres car park. This season ticket has proved very popular and the desired outcome of reducing traffic to other car parks has been achieved.

Where demand exceeds supply for season tickets we maintain a waiting list. Additional work has been undertaken to continually manage and process the waiting lists to prevent customers waiting for season tickets longer than they need to.

7

On-Street Parking

West Sussex County Council is the authority responsible for on-street parking provision; however, Parking Services at Chichester District Council process and issue permits on their behalf. Eleven Controlled Parking Zones (CPZ's) are in place in Chichester, which are designed to manage on-street parking, improve safety and access and raise the commercial viability of the city (see Appendix D for map of zones).



On-street parking in Chichester city centre is short stay parking charges. The payment of these charges, which apply in Zone E of the Chichester Controlled Parking Zone (CPZ), is managed by 29 on-street pay and display machines (see Appendix C For machine location map). The introduction of these machines remains successful and a reliable method of payment.

It is important that the on-and off-street charges are considered carefully against each other so that visitors parking for longer periods are encouraged to park in car parks. This helps to ensure that our streets do not become congested and also that particular groups of motorist such as commercial delivery drivers and Blue Badge Holders are able to park when they need to. It also helps to preserve the commercial viability of our high street by promoting high turnover of spaces which enables customers to visit the shops in the city centre.

West Sussex County Council have been considering on-street parking provision by carrying out a Road Space Audit. The audit examines the current parking demand – both on and off street – and considers future demands and pressures on the road network and parking supply. The availability of convenient, secure, well maintained and appropriately priced parking is a key ingredient of a successful economy as identified in the Council's Parking Strategy. The approach taken considers how parking provision can support alternative travel solutions, infrastructure improvements, safety considerations and housing and business development in the area. Work is now being undertaken to consider a number of concepts which will shape the future of parking and travelling in Chichester.

In 2017 it was agreed that Parking Services would order remedial works for defects in the Controlled Parking Zones on behalf of WSCC. This would allow us to react more quickly to small defects. Where members of the public report defects on street, or Civil Enforcement Officers identify issues such as potholes, broken or defaced signs or faded lines on their patrols we will order works to remedy these. Not only does a proactive approach to resolving defects ensure we are providing a safe environment for members of the public but means we can provide better enforcement of the restrictions.



7.1 Waiting Lists

Waiting Lists are managed carefully and where permits become available, these permits are offered as swiftly as possible. Reducing Waiting Lists to minimise waiting times is continually a focus. When considering applicants, priority is given to resident's requesting first permits and also to Blue Badge holders. As of April 2017, out of 106 customers waiting for a permit across all 11 Zones, 39 customers were waiting for first permits, 59 for second permits, 6 for third permits and 2 for fourth permits. A reduction in the number of resident's waiting for first permits is positive and demonstrates that work being undertaken to process waiting lists as regularly as possible is minimising the number of customers having to wait for a permit. Please see Appendix C and D for further on street information and map of zones.

Blue Badge holders who live within a Controlled Parking Zone can apply for a 'free' first residents permit for their zone of residence. These permits make up 5% of all on street permits and the number of Carer and Healthcare permits continues to increase for Healthcare Professionals providing care and other domiciliary services to residents in the area. Currently 15% of permits are issued to support the care services in our district.

As well as issuing permits to residents who live in Chichester, during 2017, work has been undertaken to reduce waiting lists for non-residents who may need to park in or around the city centre. On behalf of West Sussex County Council, a number of small scale surveys were conducted by Civil Enforcement

Table 15 – People on waiting list - all zones

Permit	People on waiting list
1st	39
2nd	59
3rd	6
4th	2
Tota	106

Officers to determine which streets were less used than others and we were able to identify areas where non-residents could park without affecting the availability of parking for residents. We have subsequently issued non-resident permits in Shamrock Close, Melbourne Road, Lennox Road, St Pancras, Ettrick Road and Cambria Avenue which helps West Sussex County Council utilise on street parking places as efficiently as possible.

7.2 Residents Visitors Permits

We offer two hourly, daily and weekly Resident Visitor Permits and these cater for different types of visitors to the Controlled Parking Zones and tradespeople alike.

The sale of resident visitor permits is monitored and the number that customers are able to purchase is limited per visit. This is because these permits should not be used as a substitute for a resident permit and should only be issued by visitors to properties within the Controlled Parking Zones.

Prior to the Christmas period, we used our social media platforms to remind residents to purchase permits for their holiday visitors before the council offices closed which may explain the higher number of permits being sold in December 2017.

Table 16 – Total resident visitor vouchers

	Total Resident Visitor Permits
2017 - Apr	929
May	989
Jun	942
Jul	923
Aug	1,036
Sep	812
Oct	949
Nov	901
Dec	704
Jan	1,098
Feb	850
2018 - Mar	912
Total	11,045

8

Partnership Working



Chichester District Council works in partnership with many organisations in its provision of Parking Services. These include:

- West Sussex County Council
- The British Parking Association
- Sussex Police

There is also a Parking Forum which meets at least annually. Members of this forum include representatives from Chichester Residents Association, Chichester City Partnership, Chichester Access group, Chichester Chamber of Commerce & Industry, Federation of small businesses and numerous Chichester District Council members. The Parking Forum makes recommendations to the Council's Cabinet on parking charges and provides general views on a wide range of parking issues.

We recognise that our city attracts more visitors and users of our car parks in the run-up to Christmas. We therefore work in partnership with Chichester College to provide a FREE Park and Ride service each Christmas from the college car park.

Whilst each district and borough within West Sussex has their own local priorities, in order that the services are consistent across the county, a Back Office Forum takes place on a quarterly basis to discuss issues, share ideas and update each other on progress being made.

In addition to day to day working partnerships we also recognise the importance of ad hoc partnerships. For example, in 2017 we were able to work with the Royal Household, Sussex Police and other relevant stakeholders in enabling a visit to Chichester by Her Majesty The Queen, providing parking and assistance to the event, which was highly commended.

9

Dispensations and Suspensions

Chichester District Council issued 278 Dispensation Notices on behalf of West Sussex County Council. The purpose of these is to help ensure that trades people who carry out work across the district can carry out their work safely whilst causing minimal disruption on-street.

In addition, a total of 75 bay suspensions requests were received over the course of the year, however, although this presents a reduction on the previous year, the types of suspension being requested were to accommodate longer term work taking place on the highway, affecting more parking space and which are operationally more complex and disruptive than shorter, more contained suspensions. This figure relates to the total number of requests and not the number of days suspended.

9.1 Events

The district has several events which require changes in the usual parking arrangements. These include reoccurring events such as the Sloe Fayre, which is held in the Northgate car park, and the Christmas Park and Ride which is run in conjunction with Chichester College. We also assist with other community events such as Farmers' markets and sporting events such as the Chichester Festival of Cycling which took place in the August 2017 and involved the careful planning of a city centre cycling circuit which was felt to be very successful.

Whilst through some events we are able to contribute to community activities, we also provide support for the County Council to undertake Traffic Management Projects such as resurfacing roads and work in partnership to maximise the success of these events.



10

Freedom of Information (FOI)

The Freedom of Information Act 2000 (FOI) came into force in January 2005. This provides the general public with even greater access to information held by Chichester District Council than they had previously. Parking Services receives Freedom of Information requests and must respond to these in accordance with the legislation.

In 2017/18, 30 requests were made under the FOI Act. This is an increase from last year's figures. This increase could be explained by the numerous FOI requests received from organisations, which appear to use the Act to try and gather research for commercial use.

Table 17 - Four most common FOI topics we receive:

FOI Topics 2017 - 18
How much income was generated through pay and display charges?
How many Penalty Charge Notices were issued?
How much income was generated from Penalty Charge Notices?
How many Permits were issued?

Data that covers the above questions can be found within this report.

10.1 CCTV

We currently have a monitored CCTV system for our council managed car parks and also on-street in the district.

Our CCTV centre has been in operation since 1996 and currently has 64 cameras in operation. Moving forward, the number of CCTV cameras we operate will be reviewed with the intention of reinstating cameras which have been removed which will improve coverage in the district.

In 2017-18 a total of 1,481 incidents were observed by our CCTV centre averaging 123 per month. A Total of 234 arrests were made directly in response to these observations. Whilst the District is a low-crime area, the CCTV system is in place to enhance public safety and reduce the fear of crime, to assist with the detection of crime and anti-social behaviour and to help the Police to respond more quickly to incidents.



11

Equality of Access to our Services

The Chichester District Parking Forum continues to include the Chichester Access Group as one of its key members, contributing regularly to discussions. During the past year the Access Group have been consulted regarding the location and number of Blue Badge bays in council owned car parks, which has resulted in the designation of a standard bay to a Blue Badge bay in one of our car parks.

The British Parking Association provides an accreditation scheme, which assesses the safety of car parks. This accreditation has been in place for a number of years in city car parks, and during the last year accreditation was sought, and achieved, in the majority of our rural car parks. This provides assurances to customers from a safety perspective and feedback from customers (particularly those who are older) suggests that this is an important consideration to them. In addition to this accreditation, assessments were undertaken of council car parks under the Disabled Parking Accreditation, with twenty-six car parks having been accredited under this scheme. The scheme requires owners / operators of car parks to adopt an active management strategy to ensure that there is minimal occurrence of disabled bay abuse, there are facilities suitable for disabled people and that recognition is made of the extra time taken by disabled people in the form of a concession.

Parking Services have worked with engineers to improve the use of space within some of the council's car parks, to include the consideration of the number and location of Blue Badge bays. Works have been undertaken during 2017 to some of the car parks in the district.

To help people with disabilities gain easy access to the City, most pay and display car parks have specially allocated parking spaces. These spaces, along with any others in the pay and display car parks (with the exception of the Avenue de Chartres car park), can be used free of charge provided the vehicle is displaying a valid blue badge or foreign disabled badge and

the registered person is driving or is a passenger. Parking Services permit the Shopmobility vehicle to use a number of spaces within one of the city centre car parks to provide the Shopmobility service, which improves access to Chichester city centre, giving greater independence to people with limited mobility.

During the year a number of parking payment machines were replaced with machines which are fully compliant with the British Standard relating to Parking control equipment (BS 8300). In addition to this the MiPermit payment facility was launched across all car parks to enable payment for parking by phone or app. Whilst Blue Badge holders are able to park free of charge in council car parks there are some older customers who will benefit from the machines being designed in this accessible way or being able to use a phone or app to pay for parking without the need to visit a machine. Parking payment machines also provide information in a number of different languages. To ensure that those who speak languages other than English can still access our services, the council is part of a Language Line service to provide telephone translation service, along with a list of staff who are able to speak additional languages.

During the year three extra specific bays for Community Buses have been provided within council-owned car parks. These bays provide parking for organisations who transport often older, frail or disabled residents around the district and the bays provide a designated location for these customers to be safely dropped off and collected.

The Parking Services team continues to administer Health Care and Carer permits for people working within the healthcare services who need to visit patients or residents receiving care in their homes within the Controlled Parking Zone. The permits help to assist residents to stay in their homes for longer by enabling easy access to provide care to those people in the community who may require assistance.

12

Complaints and Compliments

Our aim is to provide a first class service, and knowing what our customers think of our service is important to us so that we can make improvements where they are most needed. The Council has a formal complaints procedure and also provides the opportunity for customers to compliment our services and staff. Where complaints are received, these are investigated and the complainant responded to, outlining what action, if appropriate will be taken to rectify the matter. For the third consecutive year, complaints have reduced by 27%. We take the complaints received very seriously and where appropriate we use these to feed into our service improvements. One such example which has

helped to reduce our complaints relating to pay and display machines is that new machines were rolled out throughout Chichester’s car parks, into on street locations and later into the rural and coastal car parks too.

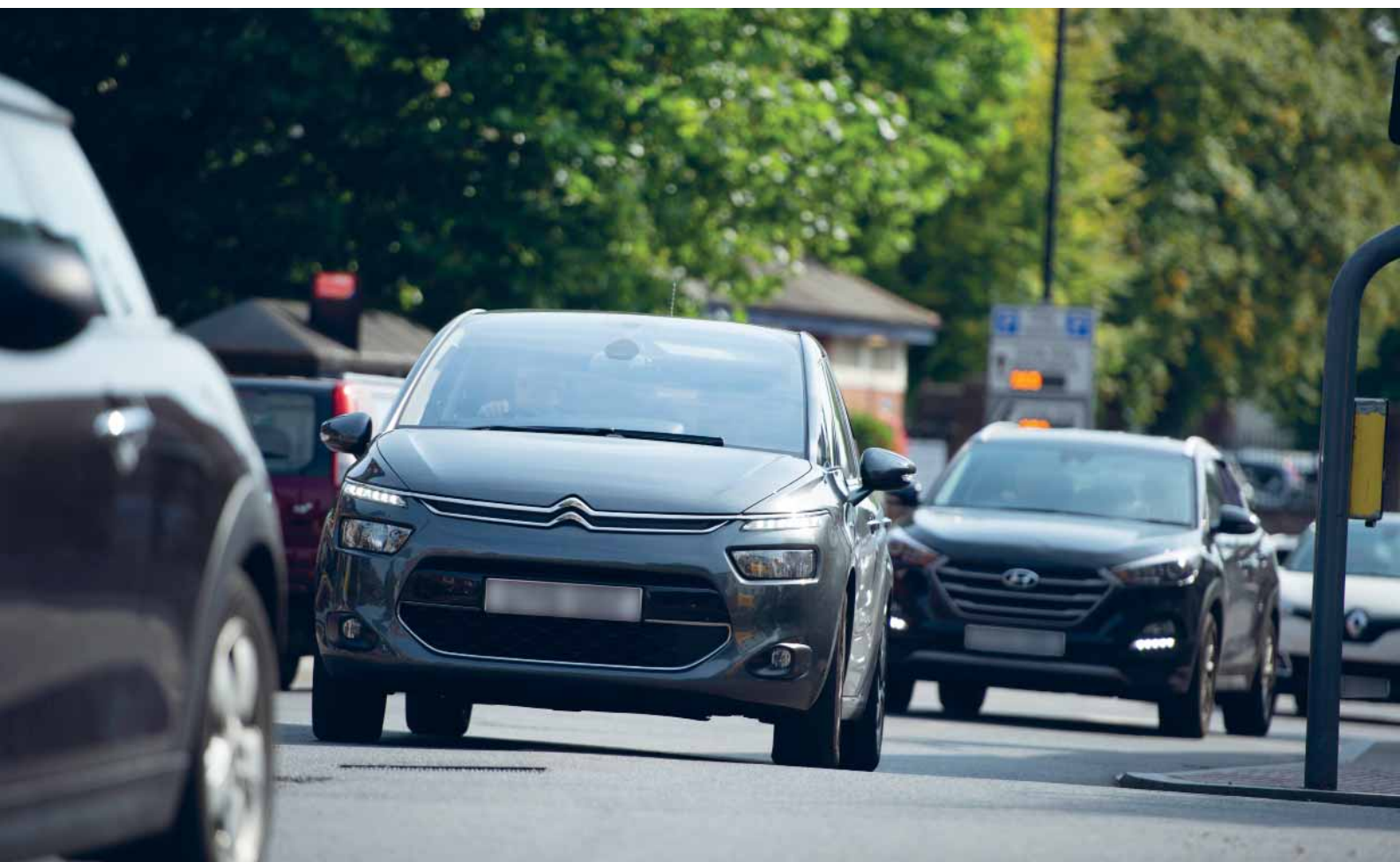
For the period of 1st April 2017 to 31st March 2018, there were a total of 16 complaints and 5 compliments relating to Parking Services. The majority of complaints relate to Penalty Charge Notices, where a motorist is unhappy that a PCN has been issued to them.

Table 18 below details a sample of complaints/ compliments and responses for 2017/18.

Table 18

Complaint/Compliments	Response
2017/18	
<p>Complaints:</p> <p>Extension to charging hours in Northgate Car Park.</p>	<p>The Parking Forum for Chichester District considered and agreed to the evening charges before they were considered and debated by District Councillors. The Parking Forum is made up of representatives of businesses, local community members and other stakeholders and it was felt that the charges were considered to be appropriate and were felt not to impact on the viability of the area, but would help with turnover in the two car parks within the city which were considered to have capacity issues. The decision to introduce evening charging in two car parks enables the council to measure the impact and it also allows customers to seek alternative parking arrangements which is free of charge and a short distance away, should they wish to do so.</p>
<p>The Enforcement Agent acted improperly.</p>	<p>Please be assured that all Enforcement Agents must operate within the Taking Control of Goods (Fees) Regulations 2014 and that only set fees can be added to that of the Penalty Charge Notice. These set fees will be added to the amount of the PCN (£113.00) which is why we encourage earlier payment to avoid such charges accumulating. Having reviewed records supplied by Marstons, I am satisfied that the Agent has applied the correct fees relating to this account. Our contract in place with Marston requires all Enforcement Agents to be certificated and they do have the right of entry into a property in England and Wales where the named person is believed to be residing. I can also confirm that both Chichester District Council and our Enforcement Agents take our responsibilities very seriously and all officers and Enforcement Agents are fully trained to highlight vulnerability should they have any concerns.</p>

Complaint/Compliments cont'd	Response
2017/18	
<p>Customer is being disturbed by traffic and road users in the area.</p>	<p>Please be reassured that Chichester District Council's Parking Services Team enforce all parking restrictions in the area. Your road is included within one of the patrol routes where vehicles will be issued with Penalty Charge Notices should they be observed parked in contravention. In light of your comments, I have highlighted the issues you have described to the Assistant Manager of Parking Services (Operations) who will be able to deploy more Civil Enforcement Officer should he feel it is necessary.</p> <p>I have taken the time to consult with colleagues at West Sussex County Council (WSSC) who are responsible for the implementation of all on street restrictions and street furniture, about the issues you have raised and whereas it is acknowledged that the situation is clearly frustrating, there is currently no plan to amend the parking restrictions in St Cyriacs and placing bollards and fencing in the area is not something WSSC consider a viable option.</p>
<p>Compliments:</p> <p>"That's fantastic news. Thanks for all the help and support, truly great customer service"</p> <p>"We were extremely grateful for your help in arranging car parking, for arranging spaces, to providing a team of efficient, well briefed and helpful parking attendants on the day".</p> <p>"He was patrolling outside a house that I am selling and was extremely pleasant to the lady who was viewing the house. A credit to your department"</p>	



13

Financial Information

Any surpluses gained from operating Civil Parking Enforcement is used in environmental or highway related matters including subsidised transport. Income for parking charges is used to meet the direct costs of operating the car parks, some of which may be providing tickets and season tickets for customers, enforcement, staff costs, utilities including lighting, licencing, repair work and maintenance to lines and trees but also investing in the future of the service to ensure we are introducing and taking advantage of new software/hardware and investing in new technology. Table 19 shows all income generated by source, deducting any refunds issued and excluding any on-street income/expenditure.

Table 19

Income by Source	2014-15	2015-16	2016-17	2017-18
Pay and Display machines	£4,184,106	£4,421,530	£4,548,588	£4,548,893
Season Tickets (Car Parks)	£647,337	£817,716	£768,006	£925,507
Penalty Charge Notices (Car Parks)	£327,349	£326,498	£342,409	£380,421
+Licence Income	£90,153	£96,581	£88,798	£74,911
Advertising Income	£2,900	£5,270	£8,002	£9,343
Franchising Income	£27,916	£29,500	£30,000	£15,000
Rental Income	£20,716	£39,736	£8,176	£8,176
Refunds	-£211,927	-£37,733*	-£12,232	£12,827
Totals	£5,088,552	£5,699,099	£5,793,982	£5,975,081

* Significant decrease in refunds due to change in policy for the Westgate parking refunds

+ Licence income reflects funds received where car parks are used by third parties for purposes other than parking.

2016-17 Pay & Display includes £78,408 VAT refund from HMRC in respect of overpayments in machines

Table 20 shows the total expenditure for each year which includes employees, premises, transport, supplies and services, contract and support services.

Table 20

Expenditure	2014-15	2015-16	2016-17	2017-18
Employees	£552,786	£566,990	£486,541	£581,757
Premises	£755,558	£798,903	£697,919	£800,909
Transport	£19,758	£30,185	£19,934	£21,395
Supplies and Services	£489,780	£341,044	£498,228	£442,517
Support Services	£331,466	£359,590	£376,647	£389,263
Capital Charges	£73,142	*£572,016	£112,244	£148,158
Totals	£2,172,490	£2,668,728	£2,191,513	£2,384,002

* This reflects re-valuation of assets during the year.

14.1 Parking Services review

There have been a number of key achievements during the year relating to the service we provide to customers. These have included:

- Improvements to parking payments.** All rural car park machines were replaced this year to allow customers to use the latest technology when paying for their parking. The new machines are all solar-powered and offer coin, card and contactless payment. The new machines are also more environmentally friendly and will reduce the council's electricity costs because they operate using solar power. Further savings will also be made because fewer coin collections will be needed. Customers are also able to pay to park in all council owned car parks using the MiPermit smartphone app, which has proved very popular.
- Managing parking demand.** A new season ticket which is valid for use in the Avenue de Chartres Car Park has been successful in reducing the pressure on other long stay car parks in Chichester by offering parking at a lower price. We are continually looking for ways to maximise use of all available parking space and manage traffic in our off street parking places and the introduction of the evening charges also demonstrates our commitment to this.
- Accreditation of Safer Parking Award.** Car parks within Chichester city have been accredited for a number of years with the Park Mark Safer Parking Award, which is administered by the British Parking Association (BPA) and supported by the Home Office and the Association of Chief Police Officers. This accreditation is primarily aimed at the prevention of criminal behaviour within the parking environment, and therefore requires owners / operators to adopt an active management strategy to ensure that there is minimal occurrence of crime. The existence of this accreditation assists with reducing crime and the fear of crime in car parks and provides assurance to the general public that measures



have been introduced to ensure that the parking facility is a safe environment. Inspections were carried out by the police and the BPA during the year of rural car parks to evaluate for the BPA Safer Parking Award. The majority of council-owned car parks now hold the accreditation.

- Team recognised for Innovation and New Services.** The Parking Services team was successful in winning a national award relating to Innovation and New Services as part of the PATROL (Parking and Traffic Regulations Outside London) Awards, presented at the House of Commons. Representatives from Parking Services were invited to the House of Commons for an awards reception as a result of having been shortlisted from councils across the country. The awards were launched in 2009 by PATROL (Parking and Traffic Regulations Outside London), to promote and share best practice amongst councils in the production of parking annual reports. PATROL commissioned an independent review group to judge the

reports and Chichester District Council Parking Services won the award for 'Innovation and New Services', which recognizes the many improvements made in services offered to customers and the consideration of further developments in the future.

- **Body Worn Video Cameras introduced.** Chichester District Council has an obligation under the Health and Safety at Work Act 1974, to ensure the Health, Safety and Welfare of its employees. It is particularly important that it helps to protect and support its mobile workers whilst they are carrying out their duties away from the office. Unfortunately, Civil Enforcement Officers (CEOs), through the nature of the work, are sometimes subject to aggressive and / or abusive encounters.

Several local authorities have introduced the use of Body Worn Video Cameras to Civil Enforcement staff to assist with issues of this matter. Chichester District Council's Civil Enforcement Officers began using Body Worn Video Cameras in May 2017. It was anticipated that the safety of Civil Enforcement Officer would improve, along with making the Council's Civil Enforcement operation more transparent to the public with evidence to be available when investigating customer complaints. Since the introduction of the Body Worn Video Cameras we have seen a reduction in the number of aggressive and / or abusive encounters. In addition to improving the safety of the Civil Enforcement Officers, the use of the devices has assisted in ensuring that the service is transparent and provides evidence to assist with customer complaint investigation. We have also provided video footage as evidence to the Police. The footage has assisted with improving customer care through identifying some training needs where required.

- **Christmas Park and Ride.** Our popular, free, Christmas Park and Ride service again was operating within the city centre over the Christmas period. This began from the Christmas lights switch on event and runs every 15 minutes into three drop off points in the city centre for several dates up to Christmas. 4,746 customers used this service this year.
- **Further improvements for customers.** A number of improvements have been made within the Notice Processing Team, based on customer

feedback and technological enhancements. These include further training provided to the contact centre staff which enables more enquiries to be dealt with at first point of contact, along with 'Parking Champions' having been introduced in the contact centre who have been provided with additional parking technical expertise. More services have been moved online which has resulted in a more streamlined and quicker experience for customers, along with an increase in the number of customers paying for their Penalty Charge Notice in the first 14 days. The frequency of update of resident permit waiting lists has much improved, which has ensured that customers are waiting less time to receive a resident permit.

Key areas of work for 2018/19

- Virtual permits will be introduced.
- Electric vehicle charging points to be implemented across the district.
- Two parking services vehicles will be replaced with electric vehicles.
- The implementation of Regulation 10 Penalty Charge Notices within the district, meaning that Penalty Charge Notices can be issued to vehicle owners through the post where a Penalty Charge Notice has been prevented from being served.
- Additional Training to Civil Enforcement Officers and high level enforcement action to take place to help with the prevention of Blue Badge misuse and fraud.
- Improvements to the renewal process of season tickets for members of the public.
- Council wide improvements to website
- Introduce new scale of season ticket discounts to provide value for money
- Life care plans for car parks to be introduced.

14.2 Road Space Audit

As with many towns and cities across the UK Chichester faces a number of challenges – it must accommodate significant new development, both residential and commercial, whilst preserving its historic character. Parking is particularly problematic, with high demands and constraints in meeting supply in the area of greatest demand. Chichester District Council has continued to work with West Sussex County Council to consider the

parking issues and use of roadspace in Chichester city to consider the challenges and consider how these might be affected by emerging strategies and plans in the area, along with consideration of the changing role of the high street.

The work undertaken set the way for a strategic vision for parking within the city. This vision will help to inform the council's Parking Strategy and provide an action plan for the future.

Four main concepts were formulated from the Road Space Audit and offered in some places, radical ideas about parking and transport in Chichester. The concepts were:

- **Tackling Parking Issues (On-Street).** (The Audit proposes that a Residential Parking Scheme is introduced which covers the whole of the urban area of Chichester. It also proposes that the level of on street occupancy is controlled with performance pricing and that on street parking space is better used by other groups such as commuters where there is less use of existing parking areas.)
- **Parking Supply and Traffic Management.** (The Audit proposes potential closure and redevelopment of surface car parks within the city walls. The approach also suggested is for further short stay capacity to be provided in the current long stay car parks, Northgate, Cattle Market and Avenue de Chartres, by reducing the space given in these locations to long stay permit use.)
- **Roadspace Reallocation** (encouraging improvements to the urban realm and greater travel by sustainable modes, by using the principles of 'Link' and 'Place'. The proposal would ultimately reallocate roadspace to create better walk, cycle, urban realm and public transport)
- **To, Not Through** (traffic may be progressively and proactively managed away from the city centre's core areas to enable a greater emphasis on key place functions (visitor attractions, shopping, restaurants, bars, etc.)

Following a public consultation which took place from 15th August to 31st October and involved all stakeholders, residents and was shared on social media platforms, over 200 responses were received both electronically, via social media posts and written representations.

Whilst there were concerns raised, it was not felt that these would prevent the development of certain aspects of the Roads Space Audit and West Sussex County Council continue to focus on ways to progress with a design for a city wide parking management plan. Some of the reasons for which the parking management plan is felt to be necessary are:

- To address existing parking issues such as those identified on the area surrounding the city hospital and in residential areas which do not currently have any form of scheme to control parking.
- To consider the need for Sunday and evening parking controls.
- To ensure the holistic approach to management rather than risking displacement of vehicles into unrestricted areas by introducing incremental plans.
- To future proof the city with a plan which will support the anticipated growth.
- To enable better analysis of existing demand and capacity.
- To create better opportunity for a joint parking strategy between Chichester District Council and West Sussex County Council.

Having considered the responses from the consultation, it is emphasised that whilst not all of the initial concepts would be explored, residents remain the top priority and officers would also look to maximise other opportunities where possible e.g. provision for local workers/blue badge holders.

The recommendation represents progress with the design work of one of the concepts of the RSA and any potential parking management plan would be subject to a full engagement and consultation process considered by the County Local Committee in discussion with the Cabinet Member for Highways and Transport.

14.3 Channel Shift

Channel shift is our project to help customers move from a method of customer interaction where they are dependent on staff assistance, to that where they are able to help themselves. This increases efficiencies and the level of service we provide to our customers.



Compared to last year, we have seen a reduction of 35% for customer enquiries relating to PCN payments. We have also seen a reduction of almost 23% for the number of permit and season ticket registration mark queries and again, a reduction in the number of customers who are contacting us to renew or buy new season tickets.

Where information has been made clearer online, in letters and where the back office software technology is working well, customers have less need to call the Contact Centre or visit the council offices with their queries.

Overall, during 2017/18 the number of enquiries transferred to the Parking services Team reduced by over 20%. This has partly been achieved by giving our Customer Service Operators further access and usability of back office systems to enable them to assist the customer on first point of contact and reducing double handling.

- Under 800 enquiries were received, relating to changing the vehicle registration on permits.
- 2375 enquiries regarding the payment of Penalty Charge Notices.
- Only 311 enquiries were made about obtaining new season tickets. The significant reduction of almost 95% compared to last year is due to changes to season tickets in April 2017, where

the enquiries were received within March 2017, the previous financial year.

With the above data we are considering alternative ways in which the customer may be able to self-serve and these methods would enable us to provide services 24 hours a day, seven days a week. In particular, we are currently considering the following areas:

- Introducing new a style of online season ticket and allowing all season ticket holders to renew online.
- Further promotion of our discounted season tickets if obtained online and incentives for purchasing season tickets which are valid for longer durations to prevent repeated contact with the Contact Centre or Parking Services.



Glossary of Terms

Glossary of Terms	
Charge Certificates	The notice served 28 days after the service of the Notice to Owner if the Penalty Charge Notice remains unpaid. This notice increase the Penalty Charge by 50%.
Civil Enforcement Officer (CEO)	The name given to the Officers that enforce parking restrictions for the Authority.
Civil Parking Enforcement (CPE)	The name given to the type of enforcement of parking restrictions by a Local Authority under the Traffic Management Act.
Contravention	Where a motorist does not comply with a parking regulation (formally referred to as an offence under the previous Police enforcement regime).
Dispensation Notice	A dispensation notice is where permission to park in contravention of a parking restriction given. A dispensation may be requested by applying for a parking waiver in line with the Council's parking Policy.
DVLA – No response	The state refers to the DVLA being unable to provide an address for the owner of the vehicle at that time.
Enforcement Agent	Where a PCN remains unpaid, the Council will produce a warrant which will be passed to a debt collection company called an Enforcement Agent.
Formal Representation	An appeal made within 28 days of the service of the Notice to Owner to the Registered Keeper.
Informal Challenge	An appeal made within 28 days of the service of the Penalty Charge Notice
Notice to Owner (NTO)	The statutory notice issued to the Registered Keeper of the vehicle if a Penalty Charge Notice is not paid within 28 days of the date of service. The recipient may either pay in full or make a Formal Representation within 28 days of the service of the Notice to Owner.
Not Contested	The appeal has not been disputed by the Council
Off-Street	This relates to facilities and enforcement at Council managed Car Parks.
On-Street	This relates to facilities and enforcement on the Highway.
Park Mark (SC)	Safer Parking status, Park Mark, is awarded to parking facilities that have met the requirements of a risk assessment conducted by the police.

Glossary of Terms

Parking Regulations / Parking Restrictions	The rules that motorists must follow. These can be a result of Traffic Regulation Orders or national legislation.
Penalty Charge Notice (PCN)	The notice issued to a vehicle believed to be parked in contravention of a parking regulation.
Registered Keeper	The person who is deemed responsible for the payment of a Penalty Charge Notice irrespective of whether they were driving at the time of the contravention. These details are obtained from the Driver and Vehicle Licencing Agency (DVLA).
Spoilt	An error has occurred within the issuing of the Penalty Charge Notice therefore the ticket then becomes spoilt and another ticket reissued.
Traffic Management Act 2004 (TMA 2004)	The legislation under which the Authority operates its Civil Parking Enforcement Scheme.
Traffic Penalty Tribunal (TPT)	The independent body that considers appeals in relation to Penalty Charge Notices where the appellant is unhappy with the Authority's response to their Formal Representation. This is the final stage of appeal for the motorist and their decision is binding on both the Authority and the motorist.
Traffic Regulation Order (TRO)	The legal basis for the majority of parking regulations. Traffic Regulation Orders may only be introduced following public consultation.
Waiver	An official notice issued by the Authority to a specific vehicle that has applied for a dispensation to park in contravention of a parking restrictions at a specified location, on a specified date, for a reason that meets the Authority's criteria for issuing a Waiver.

A

Appendices

Appendix A – Contravention code list

Contravention Code List - On Street

Higher/ Lower	Offence Code	Offence Name
Higher	01	Parked in a restricted street during prescribed hours
Higher	02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force
Lower	05	Parked after the expiry of paid for time
Lower	06	Parked without clearly displaying a valid pay & display ticket or voucher
Lower	07	Parked with payment made to extend the stay beyond initial time
Higher	12	Parked in a residents' or shared use parking place or zone without clearly displaying either a permit or voucher or pay and display ticket issued for that place
Higher	16	Parked in a permit space without displaying a valid permit
Lower	19	Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket
Higher	21	Parked in a suspended bay or space or part of bay or space
Lower	22	Re-parked in the same parking place or zone within one hour* of leaving
Higher	23	Parked in a parking place or area not designated for that class of vehicle
Lower	24	Not parked correctly within the markings of the bay or space
Higher	25	Parked in a loading place during restricted hours without loading
Higher	26	Parked in a special enforcement area more than 50cm from the edge of the carriageway and not within a designated parking place
Higher	27	Parked in a special enforcement area adjacent to a dropped footway
Lower	30	Parked for longer than permitted
Higher	40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner
Higher	42	Parked in a parking place designated for police vehicles
Higher	45	Parked on a taxi rank
Higher	46	Stopped where prohibited (on a red route or clearway)

Higher/ Lower	Offence Code	Offence Name
Higher	47	Stopped on a restricted bus stop or stand
Higher	48	Stopped in a restricted area outside a school when prohibited
Higher	49	Parked wholly or partly on a cycle track or lane
Higher	99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags

Contravention Code List - Off Street

Higher/ Lower	Offence Code	Offence Name
Higher	71	Parked in an electric bay without charging
Higher	81	Parked in a restricted area in a car park
Lower	82	Parked after the expiry of paid for time
Lower	83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock
Higher	85	Parked in a permit bay without clearly displaying a valid permit
Lower	86	Parked beyond the bay markings
Higher	87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner
Higher	91	Parked in a car park or area not designated for that class of vehicle
Lower	93	Parked in a car park when closed

Appendix B - Pricing details for Pay & Display Car Parks across the district

Parking Places	Present Days & Hours of Charging	Period of Parking	2016-2017 Charge	2017-2018 Charge		
BOSHAM						
Bosham Lane car park PO18 8HT	8am to 6pm Monday to Sunday inclusive	Up to 1 hour	60p	60p		
		Up to 2 hours	£1.70	£1.70		
		Up to 3 hours	£2.30	£2.30		
		Up to 4 hours	£3.40	£3.40		
		Up to 6 hours	£3.80	£3.80		
		Up to 24 hours	£4.00	£4.00		
		Up to 48 hours	£6.00	£6.00		
		Additional 24 hours	£3.00	£3.00		
	Coaches £6.00 per day	Up to 7 days maximum	£18.00	£18.00		
BRACKLESHAM						
Seasonal 1 April - 31 October						
Bracklesham Lane PO20 8HP	9am to 5pm Monday to Sunday inclusive	Up to 2 hours	£2.00	£2.00		
		Up to 4 hours	£4.00	£4.00		
		More than 4 hours	£5.00	£5.00		
		Seasonal 1 November - 31 March				
		Up to 2 hours	50p	50p		
		More than 2 hours	£1.50	£1.50		
CHICHESTER CITY CENTRE - Short stay Central						
Baffins Lane PO19 9SB Little London PO19 1PL	8am to 6pm Monday to Saturday inclusive and Sunday 10am to 5pm	Up to 30 mins	70p	70p		
		Up to 1 hour	£1.40	£1.40		
		Up to 2 hours	£3.00	£3.00		
		Up to 3 hours	£4.50	£4.50		
		Up to 4 hours	£7.00	£7.00		
		Up to 5 hours	£8.40	£8.40		
		Up to 6 hours	£9.90	£9.90		
		Up to 8 hours	£11.70	£11.70		
		More than 8 hours	£14.00	£14.00		

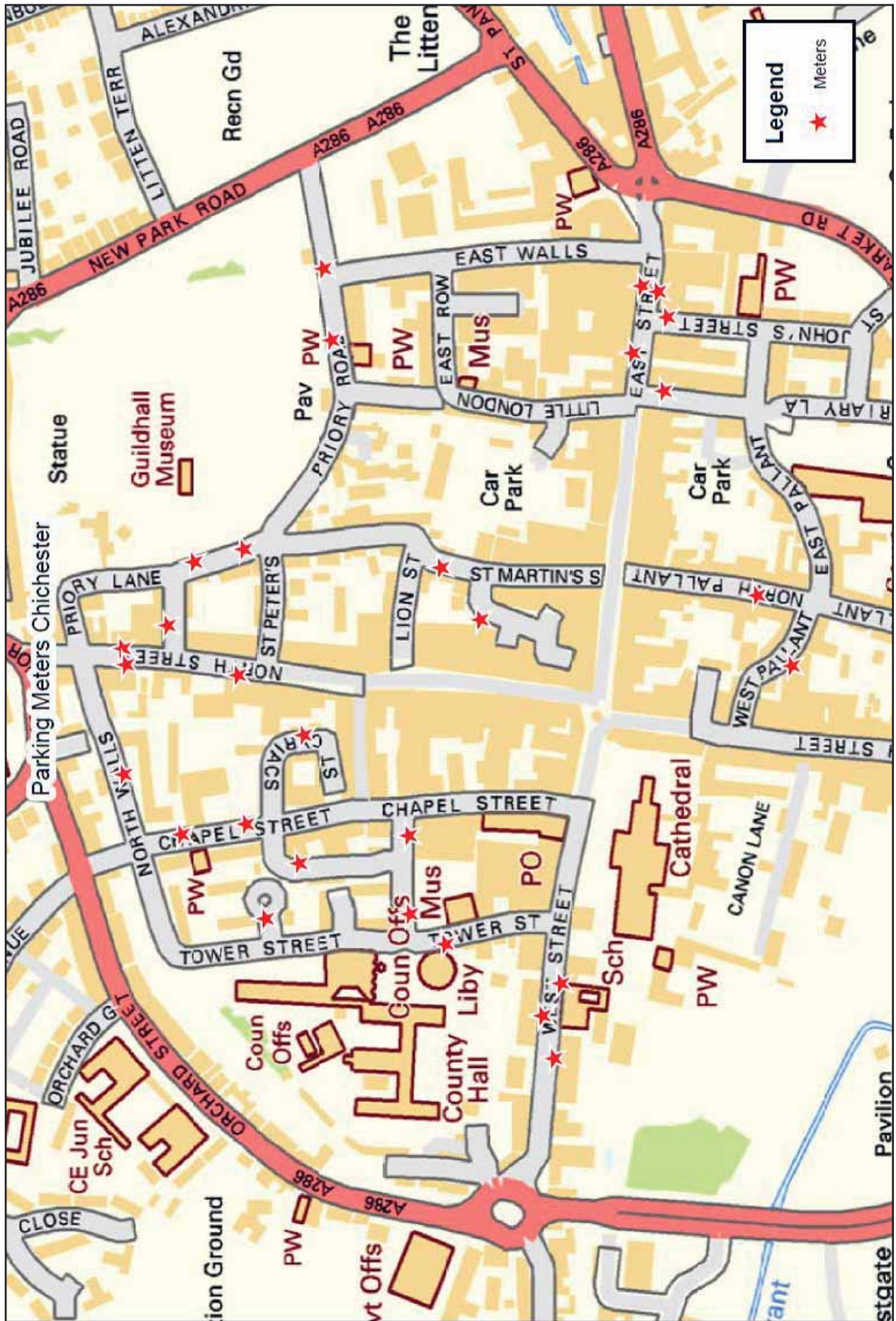
Parking Places	Present Days & Hours of Charging	Period of Parking	2016-2017 Charge	2017-2018 Charge		
CHICHESTER CITY CENTRE - Short stay cont'd.						
Orchard Street PO19 1DD St Cyriacs PO19 1AJ South Pallant PO19 1SU East Pallant/Cawley Priory PO19 1UF Market Ave/St John's St. PO19 1JU Market Road PO19 1JW Market Ave/South Pallant PO19 1SY New Park Road PO19 7SB	8am to 6pm Monday to Saturday inclusive and Sunday 10am to 5pm	Up to 30 mins	50p	50p		
		Up to 1 hour	£1.20	£1.20		
		Up to 2 hours	£2.60	£2.60		
		Up to 3 hours	£3.90	£3.90		
		Up to 4 hours	£6.10	£6.10		
		Up to 5 hours	£7.30	£7.30		
		Up to 6 hours	£8.60	£8.60		
		Up to 8 hours	£10.20	£10.20		
		More than 8 hours	£12.20	£12.20		
CHICHESTER CITY CENTRE - Long stay						
Avenue De Chartres PO19 1SB	8am to 6pm Monday to Saturday	Up to 30 mins	50p	50p		
		Up to 1 hour	70p	70p		
		Up to 2 hours	£1.50	£1.50		
		Up to 3 hours	£2.20	£2.20		
		Up to 4 hours	£3.10	£3.10		
		Up to 5 hours	£3.90	£3.90		
		Up to 6 hours	£4.30	£4.30		
		Up to 8 hours	£4.50	£4.50		
	Sunday 10am to 5pm	Up to 3 hours	£1.00	£1.00		
		Up to 4 hours	£2.00	£2.00		
		More than 4 hours	£3.00	£3.00		
		Basin Road PO19 8PU Northgate PO19 1BL Cattle Market PO19 1JW	8am to 6pm Monday to Saturday	Up to 30 mins	50p	50p
				Up to 1 hour	70p	70p
Up to 2 hours	£1.50			£1.50		
Up to 3 hours	£2.20			£2.20		
Up to 4 hours	£3.40			£3.40		
Up to 5 hours	£4.30			£4.30		
Up to 6 hours	£4.70			£4.70		
Up to 8 hours	£4.90			£4.90		
Sunday 10am to 5pm	Up to 3 hours		£1.00	£1.00		
	Up to 4 hours	£2.00	£2.00			
	More than 4 hours	£3.00	£3.00			

Parking Places	Present Days & Hours of Charging	Period of Parking	2016-2017 Charge	2017-2018 Charge
CHICHESTER CITY CENTRE - Long stay cont'd.				
Westgate PO19 8DL	8am to 6pm Monday to Saturday inclusive and Sunday 10am to 5pm	Up to 30 mins	50p	50p
		Up to 1 hour	70p	70p
		Up to 2 hours	£1.50	£1.50
		Up to 3 hours	£2.20	£2.20
		Up to 4 hours	£3.40	£3.40
		Up to 5 hours	£4.30	£4.30
		Up to 6 hours	£4.70	£4.70
		Up to 8 hours	£4.90	£4.90
		More than 8 hours	£6.20	£6.20
Coach Park PO19 1RJ	Mon-Sat inclusive; Sun 10am-5pm	Up to 2 hours	£3.30	£3.30
		More than 2 hours (Max 24 hours)	£6.40	£6.40
Lorry Park PO19 1RJ	5pm to Midnight; Mon-Sun inclusive	Overnight fee	£6.40	£6.40
FERNHURST				
Crossfield GU27 3JL			FREE	FREE
MIDHURST				
Grange Road GU29 9LT	Mon-Sat 9am-5pm Free on Sundays	Up to 2 hours	FREE	FREE
		Up to 3 hours	60p	60p
		Up to 4 hours	80p	80p
		Up to 5 hours	£1.00	£1.00
		Up to 6 hours	£1.20	£1.20
		Up to 7 hours	£1.60	£1.60
		Up to 8 hours	£2.00	£2.00
North Street GU29 9DS Post Office GU29 9LT	Mon-Sat 9am-5pm Free on Sunday	Up to 1 hour	FREE	FREE
		Up to 2 hours	40p	40p
		Up to 3 hours	60p	60p
		Up to 4 hours	80p	80p
		Up to 5 hours	£1.00	£1.00
		Up to 6 hours	£1.20	£1.20
		Up to 7 hours	£1.60	£1.60
		Up to 8 hours	£2.00	£2.00

Parking Places	Present Days & Hours of Charging	Period of Parking	2016-2017 Charge	2017-2018 Charge
PETWORTH				
Pound Street GU28 0XD (Coach bays available)	Mon-Sat 9am-5pm Free on Sunday	Up to 1 hours	FREE	FREE
		Up to 2 hours	40p	40p
		Up to 3 hours	60p	60p
		Up to 4 hours	80p	80p
		Up to 5 hours	£1.00	£1.00
		Up to 6 hours	£1.20	£1.20
		Up to 7 hours	£1.60	£1.60
		More than 7 hours	£2.00	£2.00
Sylvia Beaufoy GU28 0ET			FREE	FREE
SELSEY				
East Street PO20 0BH	Mon-Sat 9am-5pm Free on Sunday	Up to 1 hours	FREE	FREE
		Up to 2 hours	40p	40p
		Up to 3 hours	60p	60p
		Up to 4 hours	80p	80p
		Up to 5 hours	£1.00	£1.00
		Up to 6 hours	£1.20	£1.20
		Up to 7 hours	£1.60	£1.60
		Up to 8 hours	£2.00	£2.00
East Beach PO20 0BH Marine PO20 0LH	Mon-Sun 9am-5pm	SEASONAL 1 April - 31 October		
		Up to 1 hour	20p	20p
		More than 1 hour	£1.50	£1.50
THE WITTERINGS				
Marine Drive PO20 8HE	Mon-Sun 9am-5pm	Up to 2 hours	£2.00	£2.00
		Up to 4 hours	£4.00	£4.00
		More than 4 hours	£5.00	£5.00
	Mon-Sat 9am-5pm	Seasonal 1 November - 31 March		
		Up to 2 hours	50p	50p
		More than 2 hours	£1.50	£1.50

Parking Places	Present Days & Hours of Charging	Period of Parking	2015-2016 Charge	2016-2017 Charge
THE WITTERINGS cont'd.				
Northern Crescent PO20 8BD	Mon-Sat 9am-5pm	Up to 1 hour	FREE	FREE
		Up to 2 hours	40p	40p
		Up to 3 hours	60p	60p
		Up to 4 hours	80p	80p
		Up to 5 hours	£1.00	£1.00
		Up to 6 hours	£1.20	£1.20
		Up to 7 hours	£1.60	£1.60
		Up to 8 hours	£2.00	£2.00

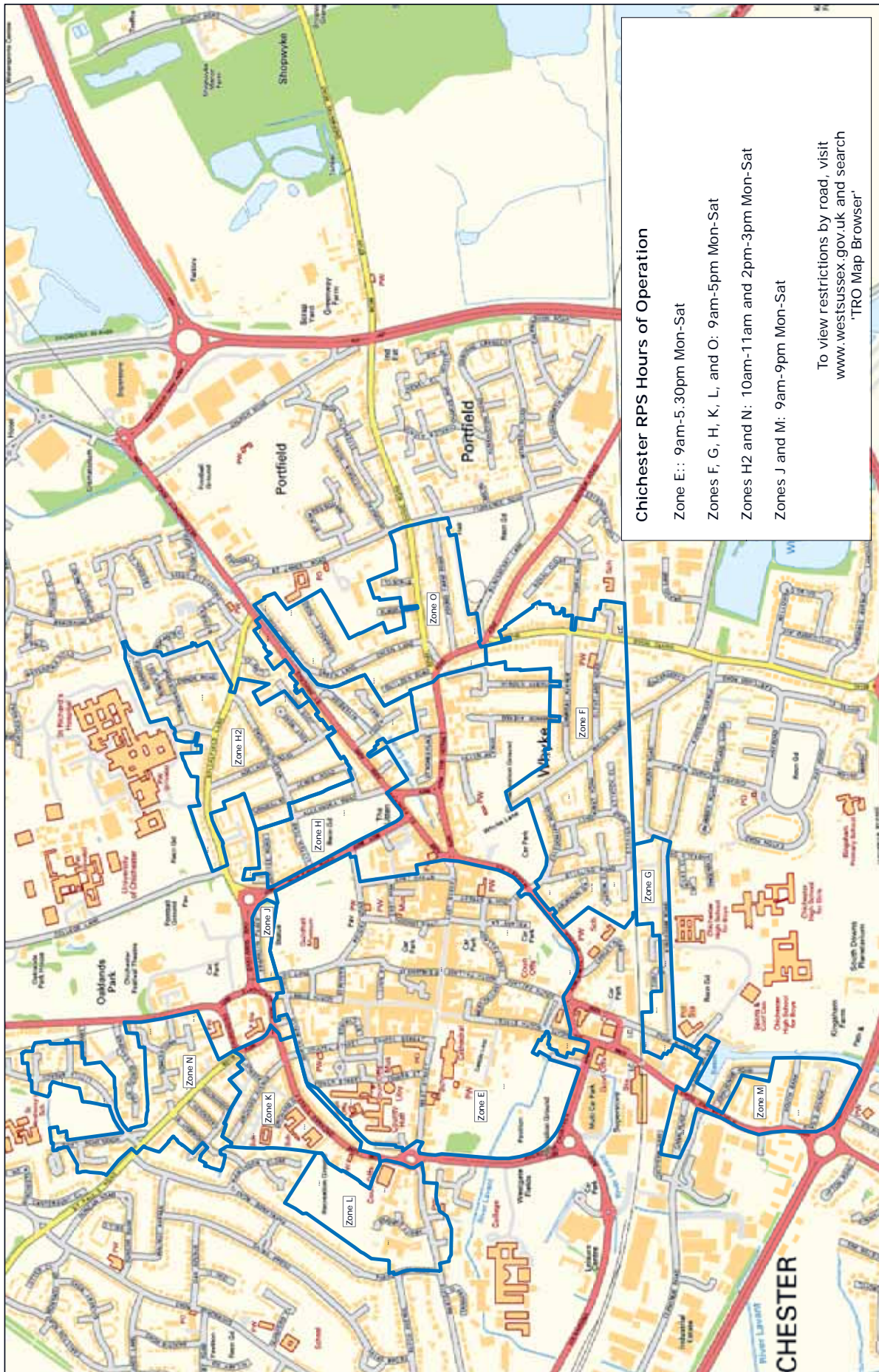
Appendix C - On street Pay and Display machines map



On street Pay and Display machines and locations

Location	Note	Machine Number	Machine Type
Priory Road		200	Coin Only
Priory Road		201	Coin Only
Priory Road		202	Coin Only
Priory Road		203	Coin Only
North Street (Outside 41)		204	Coin Only
North Street (Outside 45)		205	Coin Only
North Street (Outside 38)		206	Coin Only
North Walls (Outside Renum Court)		207	Coin Only
St Cyiacs (side of number 3)		208	Coin Only
Tower Close		209	Coin Only
The Providence		210	Coin Only
Guildhall Street		211	Coin Only
Chapel Street		212	Coin Only
Chapel Street		213	Coin Only
Woolstaplers (Back BT Building)		214	Coin Only
Woolstaplers		215	Coin Only
Tower Street (Ramp to library)		216	Coin Only
West Street		217	Coin Only
West Street		218	Coin Only
West Street (Between 49 - 50)		219	Coin Only
West Pallant		220	Coin Only
North Pallant		221	Coin Only
St. Martins Service Area		222	Coin Only
St Martins Square		223	Coin Only
East Street (Outside Saddlers Walk)		224	Coin Only
East Street (Between H&M/New Look)		225	Coin Only
East Street		226	Coin Only
St John's St		227	Coin Only
Baffins Lane		228	Coin Only

Appendix D - Controlled Parking Zones map

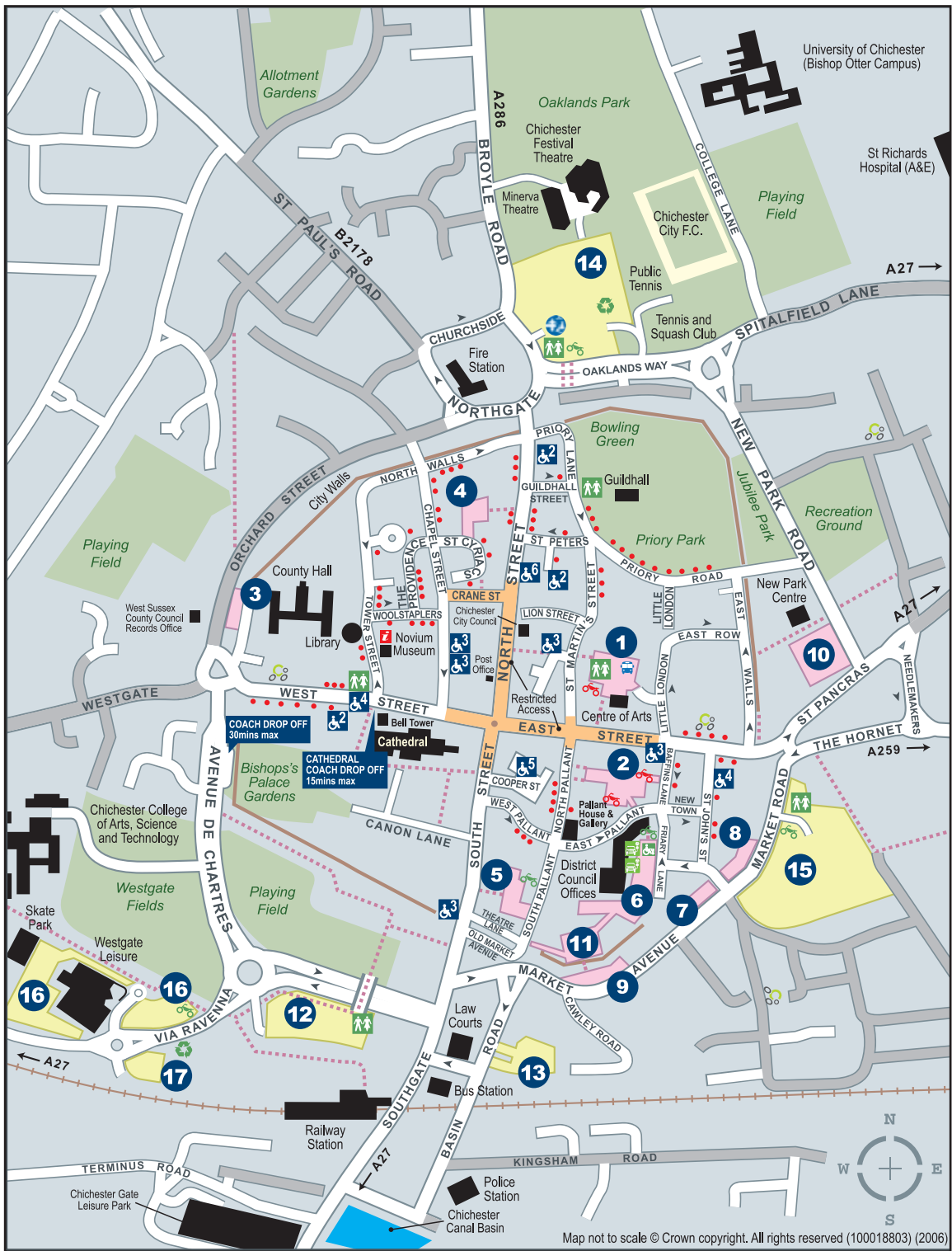


SCALE: 1:9,000

CHICHESTER RESIDENTS' PARKING SCHEME (RPS)

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Appendix E - Location of Chichester City Centre Car Parks map



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KEY:					
	Short Stay Car Parks		One Way Street		Tourist Information Centre
	Long Stay Car Parks		Toilets (including disabled)		Recycling Point
	Permit Parking for Residents		Pedestrian Access		Pedestrian Precinct
	On Street Pay & Display Parking 185 spaces		Shopmobility (9am – 3pm Tuesday, Wednesday, Friday and 1st Saturday of month)		Co-Wheels Car Club Parking Bays
	Disabled Parking Spaces On Street		Free Motorcycle Parking		Electric Car Charging Points
			Free Secured Motorcycle Parking		Community Bus bay
					Accessible toilet

Produced by Parking Services
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Chichester, West Sussex PO19 1TY

www.chichester.gov.uk/parking

September 2018

