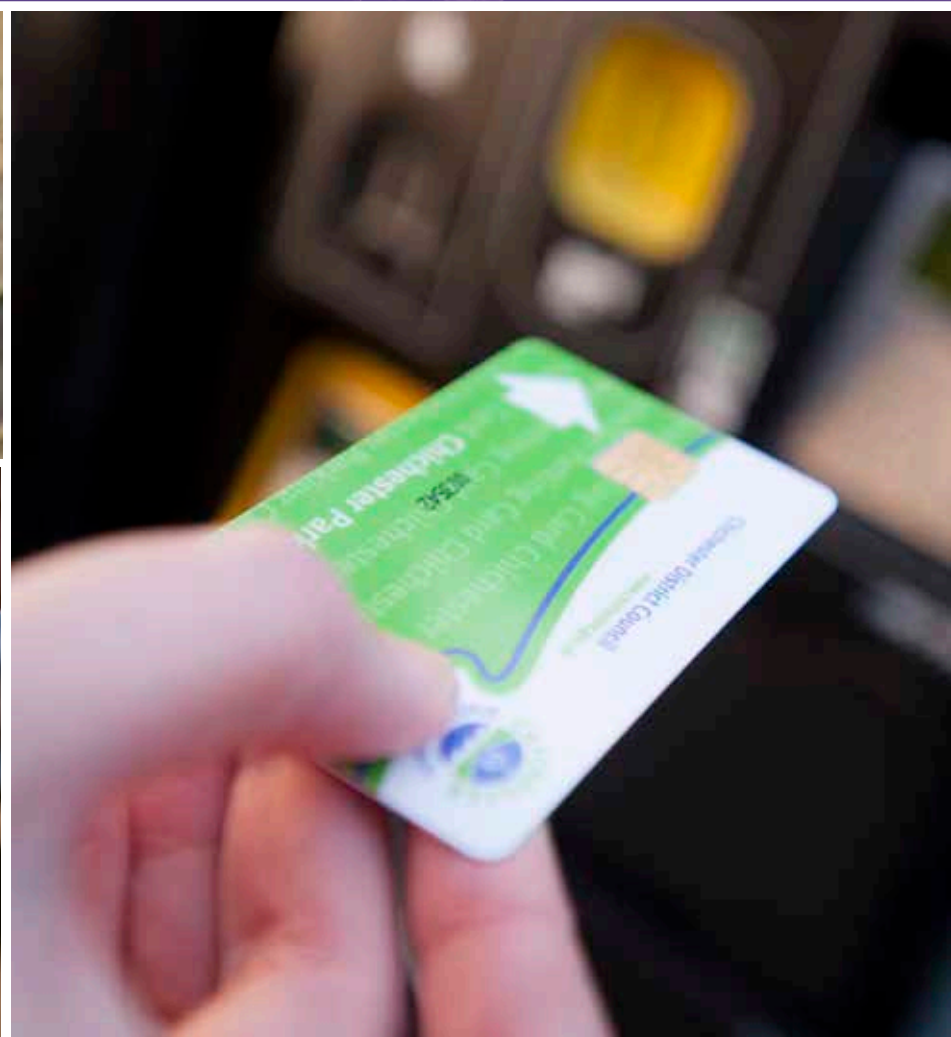


# Parking Services

## Annual Report 2015-2016







# Contents

<b>1.0</b>	<b>Introduction</b>	<b>4</b>
1.1	Overview	4
1.2	Parking Services Team	5
1.3	Civil Enforcement Officers	5
1.4	Notice Processors	5
<b>2.0</b>	<b>Penalty Charge Notice Statistics and Information</b>	<b>6</b>
2.1	Higher and Lower PCN	6
2.2	Top 3 Contraventions	7
2.3	Paid at discounted rate	7
<b>3.0</b>	<b>Cancellations</b>	<b>8</b>
3.1	Top 3 Reasons for cancellations	9
<b>4.0</b>	<b>Challenges, Representations and Appeals</b>	<b>10</b>
4.1	Statistics on appeals	11
4.2	Learning from Appeals	11
<b>5.0</b>	<b>Website</b>	<b>13</b>
5.1	Website page views	14
5.2	Payment channels	15
<b>6.0</b>	<b>Off-Street Car Parks</b>	<b>16</b>
6.1	Season Tickets	16
<b>7.0</b>	<b>On Street Parking</b>	<b>17</b>
7.1	Waiting Lists	18
7.2	Residents Visitors Permits	18
<b>8.0</b>	<b>Partnership working</b>	<b>19</b>
<b>9.0</b>	<b>Dispensations and Suspensions</b>	<b>20</b>
9.1	Events	20
<b>10.0</b>	<b>Freedom of Information Requests</b>	<b>21</b>
10.1	CCTV	21
<b>11.0</b>	<b>Complaints and Compliments</b>	<b>22</b>
<b>12.0</b>	<b>Financial Information</b>	<b>23</b>
<b>13.0</b>	<b>Looking Ahead</b>	<b>24</b>
13.1	Parking Services Review	24
13.2	Parking Strategy 2010-2020	24
13.3	Road Space Audit	24
13.4	Channel Shift	25
<b>14.0</b>	<b>Glossary of Terms</b>	<b>26</b>

## Appendices

A –	Contravention code list	28
B –	Pricing details for Pay & Display Car Parks	30
C –	On Street Pay & Display location map	35



# 1.0 Introduction

**Welcome to Chichester District Council's Annual Parking Report.** The aim of this report is to look at the work undertaken by the Parking Services Team during 2015/2016, and to provide useful and factual information for our customers. This report will be made available online at [www.chichester.gov.uk](http://www.chichester.gov.uk) and will be 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, 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 and loading bays for deliveries to maintain the vitality of, and access to, our district. 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.

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 at Chichester is to balance the needs of all road users. We achieve this by working with our partners across the district and holding an annual Parking forum. This is reflected through our Parking Strategy for the district (Chichester District Car Park Strategy 2010-2020).

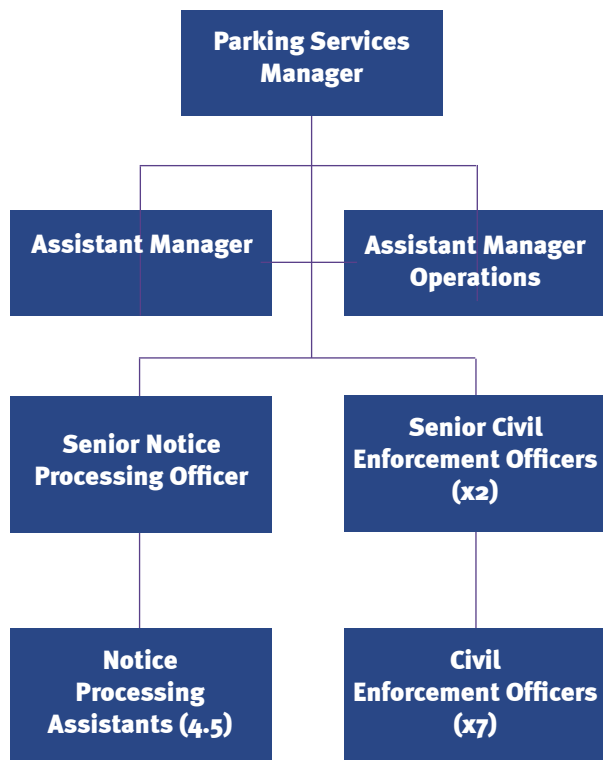
## 1.1 Overview

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. In turn a close relationship is maintained with our Civil Enforcement Officers, which helps to ensure that communication between the two organisations is reflected in enforcement.

A number of events take place within the district, which require careful planning to ensure that any impact to the surrounding area is kept to the minimum. The Parking Team is equipped to arrange parking bay suspensions or dispensations. 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 Parking Services Team

The Parking Services team includes a Notice Processing (NP's) team and a Civil Enforcement (CEO's) Team.



## 1.3 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 received 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.

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 or supporting the Police.

## 1.4 Notice Processing Team (NP's)

Notice Processing is a demanding procedure requiring the understanding of the legal requirements and guidelines that impact on parking enforcement. The NP Team currently works Mon-Friday during normal office hours.

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 adjudications, which includes carrying out investigations into the issue of Penalty Charge Notices. This involves DVLA checks, location/map checks, evidence supporting the PCN and machine breakdown checks etc.

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

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 tickets have been issued appropriately, and fairly, ensuring that all processes have been completed correctly and any points raised by the recipient are considered in relation to the ticket received.

## 2.0 Penalty Charge notice (PCN'S) Statistics and Information

**Table 1 - Total PCN's issued (2012-2016)**

Financial year	On Street	Off Street	All PCN's
<b>2012-13</b>	5,569	6,408	11,977
<b>2013-14</b>	5,577	5,165	10,742
<b>2014-15</b>	6,470	4,609	11,079
<b>2015-16</b>	5,410	4,247	9,657

During the past year a review of the Civil Enforcement Team took place whereby the number of Civil Enforcement Officers temporarily decreased which led to the number of Penalty Charge Notices being issued reducing.

### 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.

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

Looking back historically as Chichester District council took over the on street parking enforcement in 2011/2012 this would explain the higher amount of tickets issued in that first year.

**Table 2 - Higher and Lower statistics (2012-2016)**

Financial year	ON STREET				OFF STREET			
	Higher	Lower	Warning	TOTAL	Higher	Lower	Warning	TOTAL
<b>2012-13</b>	4,435	1,130	4	<b>5,569</b>	551	5,778	79	<b>6,408</b>
<b>2013-14</b>	4,540	1,017	20	<b>5,577</b>	451	4,698	16	<b>5,165</b>
<b>2014-15</b>	5,190	1,170	110	<b>6,470</b>	504	4,099	6	<b>4,609</b>
<b>2015-16</b>	4,228	1,171	11	<b>5,410</b>	473	3,761	7	<b>4,241</b>

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.

## 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 the prescribed hours is the main contravention that occurs on our streets. All of the top three contraventions that occur on street (see table 3 below) are classed as higher band penalties. The results shown are consistent with other parking authorities.

This year we have seen a slight change in the previous year's trend, which is an increase in the amount of tickets issued for non-display of permits. Again this would indicate the controlled parking zones are being enforced and having the desired effect.

**Table 3 – Top 3 Contraventions statistics for On Street (2012-2016)**

Financial year	01 Waiting Prohibited	12 No Residents Permit	23 Prohibited vehicle class	16 No permit	30 Over stay
2012-13	1,845	589	790	-	-
2013-14	1,953	937	713	-	-
2014-15	1,563	1,071	655	1,105	-
2015-16	1,391	-	-	1,120	704

**Table 4 – Top 3 Contraventions statistics for Off Street (2012-2016)**

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
2012-13	3,173	2,079	536
2013-14	2,473	1,906	319
2014-15	2,247	1,541	306
2015-16	2,185	1,289	287

**See Appendix A for Contravention code lists**

## 2.3 Paid at discounted rate (within 14 days)

The motorist has the opportunity to pay a PCN within 14 days to take advantage of a 50% reduction. Over half of all the PCN recipients take up this opportunity. There is a reduction of administrative time as a result of this.

**Table 5 – PCN's paid within 14 days (2012-2016)**

Financial year	On Street	%	Off Street	%	All PCN's	%
2012-13	2,733	49.08	3,002	46.85	5,735	47.88
2013-14	2,878	51.60	2,493	48.27	5,371	50.00
2014-15	3,420	52.86	2,345	50.88	5,765	52.04
2015-16	2,068	38.22	2,806	66.07	4,876	50.49

## 3.0 Cancellations

Where it is determined that a Penalty Charge Notice has been issued incorrectly then the ticket will be cancelled. In addition, cancellation may also result where there are significant mitigating circumstances which are supported by evidence, for example an urgent medical situation

**Table 6 – Percentages of PCN's cancelled (2012-2016)**

Month	2012-13	2013-14	2014-15	2015-16
April	22.45%	19%	12.92%	10.83%
May	22.04%	18.02%	14.18%	9.91%
June	18.76%	16%	10.77%	8.41%
July	17.70%	18.29%	12.28%	10.27%
August	26.25%	14%	10.65%	8.33%
September	22.10%	17.06%	12.96%	6.42%
October	21.11%	19%	8.87%	6.68%
November	21.41%	13.34%	6.04%	8.65%
December	20.90%	11%	10.33%	11.79%
January	19.94%	13.45%	9.72%	9.64%
February	17.42%	15%	10.47%	11.38%
March	14.21%	14.55%	7.76%	8.93%
<b>Totals</b>	<b>20.21%</b>	<b>16%</b>	<b>10.47%</b>	<b>9.46%</b>
Spoilt deduction*	17.94%	13.95%	9.33%	8.34%

\*An error has occurred within the issuing of the Penalty Charge Notice therefore the ticket then becomes spoilt and another ticket reissued

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 states best practise is cancellation rates between 7-12%.



### 3.1 Top three reasons for cancellation

Table 7 – Top 3 reasons for cancellation (2012-2016)

Financial year	Reason	Amount
<b>2012-13</b>	Valid ticket produced	468
	DVLA no response	263
	Blue Badge Holder	225
<b>2013-14</b>	Valid ticket produced	410
	Blue Badge Holder	183
	Valid Season Ticket	84
<b>2014-15</b>	Valid ticket produced	244
	Foreign Vehicle	114
	DVLA No response	113
<b>2015-16</b>	Valid ticket produced	281
	Foreign Vehicle	94
	DVLA No response	77

In order to progress with a PCN we require the vehicle owner's details from the DVLA. No response from the DVLA means at the time of contact they have no current records for the vehicle owner. We would make numerous requests for this information before finally having to cancelling the ticket.

Foreign Vehicles are extremely difficult to trace as the DVLA does not hold the details for vehicles not registered within the UK. A pilot scheme is currently being undertaken by another authority in West Sussex with a company trying to trace these vehicle owners. Dependant on the outcome of this scheme we may have further options available to us to try and resolve this issue.

## 4.0 Challenges, Representations and Appeals

If the recipient of a PCN feels the PCN should not have been issued, they have the right to submit an appeal. All appeals must be received in writing, full instructions are printed on the back of the Penalty Charge Notice 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](http://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.

Over the last few years we have seen an increase in the amount of incoming correspondence received, currently just under a third of all PCN's now receive correspondence. As part of the parking services review the extra resources required to deal with this increase will be considered.

**Table 8 -Percentage of PCN incoming correspondence (2012-2016)**

Financial year	On Street	Off Street	Total
<b>2012-13</b>	23.90	31.59	28.01
<b>2013-14</b>	29.14	35.62	32.26
<b>2014-15</b>	31.41	35.79	33.23
<b>2015-16</b>	30.11	37.28	33.27

### Online informal challenges

The Parking Services website is currently under review with the intention of focussing on the online services including challenging against Penalty Charge Notices. It is expected that the number of online challenges will increase in line with the work being carried out on the website. Sending responses to informal challenges via email helps to decrease back office processing costs, stationery and postage. 35% of incoming challenges have been received online this year

**Table 9 - Online informal challenges**

	2015-16	average per month
<b>Informal challenges received</b>	1540	128.33
<b>Website challenges</b>	538	44.83
<b>2nd challenges</b>	2078	173.16
<b>3rd challenges</b>	2	0.17

### Online Appeals

The proportion of appeals to the Traffic Penalty Tribunal (TPT) that are pursued online have increased. A unique PIN number is provided within each Notice of Rejection to enable customers to do this. The majority of customers submit their appeals to the Tribunal via email and the Council in turn email the case submission using their online web portal. This helps 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.

#### 4.1 Appeals to TPT against parking Penalty Charge Notices for 2012-16

**Table 10 – Percentages of Appeals**

Financial year	Appeals	Rate of appeal per PCN	Not contested by council	Cases Lost	Cases Won
<b>2012-13</b>	30	0.26%	6 20%	10 33%	14 46.60%
<b>2013-14</b>	50	0.47%	5 10%	11 22%	34 68%
<b>2014-15</b>	32	0.29%	1 3.13%	9 28.13%	22 68.75%
<b>2015-16</b>	42	0.43%	14 %	8 %	20 %

#### 4.2 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.

The high number of cases which have been non-contested in the past year can be attributed to an increasing number of customers who do not supply evidence when requested in the Notices of Rejection but who provide evidence to support their representations with their appeal to the Independent Adjudicator. In these circumstances, the council will duly consider the evidence supplied and should it be deemed sufficient, the Council will non-contest the Penalty Charge Notice.



## 5.0 Website

Now that WSCC has completed the Controlled Parking Zone expansion, work to improve the information available on the website has taken place. The website now provides comprehensive, clear information in relation to all on street permits.

Customers are also able to access related documents such as Permit Changes forms, refund forms, Terms and Conditions and application forms.

As part of the website review, emphasis on developing scripting for the contact centre was scrutinised to aid training and to also improve customer transactions. A new map was designed to assist the contact centre finding properties within Controlled Parking Zones and the time in which the restrictions within the Zones are operative which is also available for the public to use.

In Chichester District the number of customers purchasing their Season Tickets online has increased to 960 permits compared to last year.



## 5.1 Website Page views

**Table 11** - The statistics are consistent with previous years, and car park maps is still our most popular page, with car park charges closely following.

April 01 2015 - March 31 2016	Unique visits
Carparks	19,408
Car park charges	9,916
Chichester car park charges	18,551
Rural car parks	2,803
Car park map	19,595
Car park season tickets	12,710
Chichester district car park strategy 2010 - 2016	649
Closed Circuit Television (CCTV) in the Chichester District	0
Disabled parking	1,804
Electric vehicle charging points	190
Motorcycle parking	147
On street parking	3,065
Dispensations	1,319
On street permit waiting list	520
On street pay and display/vouchers	1,358
Permits	2,668
Carer permits	146
Healthcare permits	213
Non residents permits	758
Residents permits	4,371
Student permits	233
Visitor permits	1,498
Trader permits	221
Parking ticket (Penalty Notice)	2,225
Parking service annual reports	31
<b>Total</b>	<b>104,399</b>



## 5.2 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 the tables below

**Table 12 – Percentage of payments received**

PCNs	2012-13	2013-14	2014-15	2015-16
<b>Web</b>	69%	73%	75%	74%
<b>Post</b>	31%	27%	25%	26%

Season tickets and permits	2012-13	2013-14	2014-15	2015-16
<b>Web</b>	95%	96%	97%	98%
<b>Post</b>	5%	4%	3%	2%

## 6.0 Off-Street Car Parks

Chichester District Council operates 29 car parks across the district, with all Chichester city centre car parks having been awarded the 'Park Mark' safer parking award. See Appendix B.

Pay and display is the method of payment within the car parks with the exception of Avenue De Chartres which is now a pay on foot system.

Perpetual Season Tickets help customers to park as flexibly as possible in our season ticket car parks and also minimise the printing and postage costs associated with each season ticket.



Avenue De Chartres. Pay on foot car park

### 6.1 Season Tickets

The most popular season tickets sold are our X Roving Season ticket. In 2015/2016 a total of 8,494 tickets were sold of the newly introduced web season ticket. This offers customers a discount as well as the ability to purchase 24 hours a day, 7 days a week. Please note this is not the total amount in circulation but the total amount of ALL tickets sold.

This season ticket is available for use in the outer city car parks - Avenue de Chartres multi-storey, Basin Road, Cattle Market and Northgate and is popular with commuters. It offers customers a saving of approximately 50% of the daily parking charge if used for six days a week.

The busiest months in our car parks in the city centre are December and November. August is often busy in our rural car parks, although the use of our car parks at this time of year is often weather dependant. The quieter months tend to be April and October. In our short stay car parks our 1-2 hours are the most popular tariffs, with the up to 3 hours being our most popular tariffs in the long stay car parks.

All of Chichester City car parks currently have the British Parking Association Safer Parking mark award, and work is currently being carried out with the intention of achieving this award for all of our rural car parks as well.



## 7.0 On Street Parking

On-street parking in Chichester city centre is subject to parking charges. The payment of these charges, which apply in Zone E of the Chichester controlled parking zone (CPZ), is currently managed through the sale and use of Parking Vouchers. In November 2015, 29 on street pay and display machines were introduced to replace the existing voucher parking payment. The change to on-street machines was a result of feedback from customers who stated that they had concerns regarding the operation of the scheme itself. These issues included:

- Locating an outlet to purchase a voucher – Over the years, we had seen a reduction in the amount of outlets selling the vouchers, as well as opening hours not coinciding with the parking charges operational hours.

- Validation of the vouchers – Customers were required to validate their vouchers by scratching off the relevant day, month, year and time. This could sometimes lead to the voucher then becoming invalid due to human error, or misunderstanding.
- Language barriers – Vouchers were only provided in English.

The introduction of these machines now makes it very clear, and far more easily accessible for visitors to Chichester to pay to park on street. Parking Vouchers are still currently accepted, but the usage of these has reduced significantly.

*See Appendix C For machine location map.*



As of the end of March 2015, 5% of all on street permits are issued to disabled drivers.

## 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 March 16, out of 114 customers waiting for a permit across all 11 Zones, 61 customers were waiting for first permits, 41 for second permits, 10 for third permits and 2 for fourth permits.

*Please see Appendix C for further on street statistics and map of zones.*

Having identified a high demand for resident parking in Zone K where customers were waiting on the zone waiting list and did not therefore have access to on street parking within their area, Parking Services introduced a trial permit scheme in January 2015 to operate alongside the existing Resident Parking Scheme. Following feedback from residents, in April 2015 onwards alternative permits were offered to customers on the Zone K waiting list providing them with the opportunity to purchase a permit to park during specified periods in their own zone or in neighbouring zones where there is sufficient capacity to absorb a limited number of additional permits.

**Table 13 – People on waiting list**

	People on waiting list
1st	61
2nd	41
3rd	10
4th	2
<b>Total</b>	<b>114</b>

The alternative permit options include a Zone K Monday to Friday, a Zone N or a Zone J permit. This scheme has helped us to allocate parking to residents who otherwise, could not park on street near to their homes but has also enabled us to best utilise on street parking space in zones where there is less demand for permits.

Permits issued for Zone K which are valid from Monday to Friday only have been issued in stages and on a six monthly basis to allow us to measure the impact that these additional permits have had on the Zone. Whilst we continue to monitor Zone K, the introduction of the additional permits has been successful in reducing the length of time residents are waiting for a permit without access to on street resident parking.

## 7.2 Residents Visitors Permits

In order to provide parking to accommodate a variety of visitors in the Controlled Parking Zones, new Resident Visitor Permits were introduced for the first time in Chichester in October 2014. We are now able to offer daily and weekly Resident Visitor Permits in addition to the existing Visitor Permits which are valid for 2 hours. By providing further Resident Visitor Permits we are able to cater for different types of visitors and tradespeople alike.

**Table 14 – Total resident visitor vouchers**

	Total Res Visitor Vouchers
<b>2015</b> - Apr	966
May	823
Jun	896
Jul	1015
Aug	693
Sep	920
Oct	881
Nov	835
Dec	902
Jan	828
Feb	879
<b>2016</b> - Mar	960
<b>Total</b>	<b>10598</b>

## 8.0 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 normally meets at least annually. Members of this forum includes representatives from Chichester

Residents Association, Chichester City Partnership, Chichester Access group, Chichester Access group and Voice for Disability, 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.





## 9.0 Dispensations and Suspensions

Chichester District Council issued 1855 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.

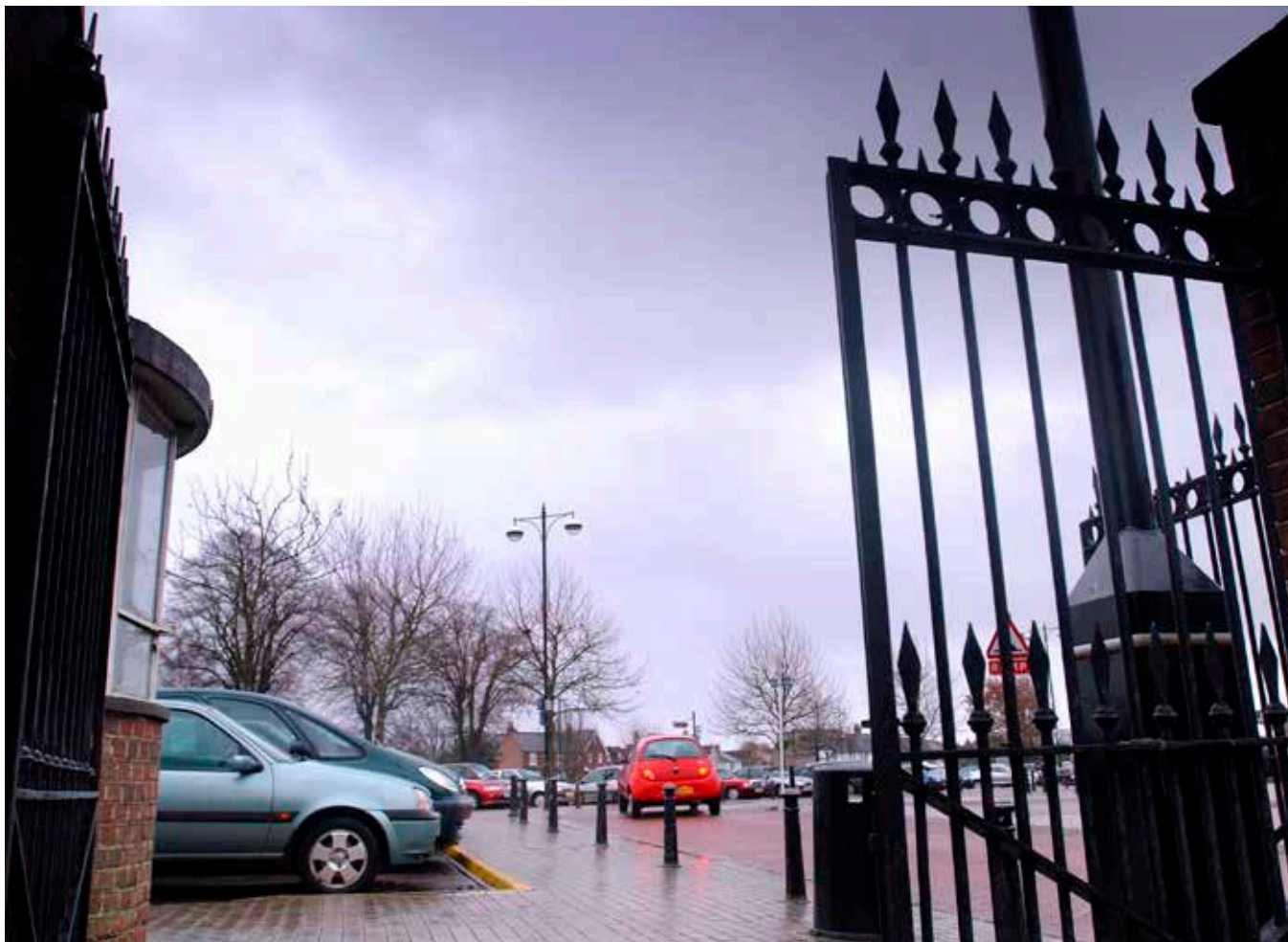
A total of 441 bay suspensions were issued over the course of the year. This figure includes each bay suspended and the amount of days it was suspended for.

### 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.

During 2015/2016, our Car Parks also assisted with the following events:

- Tesla Motors - Exhibition - Cattle Market
- Cloud Technology Solutions - Exhibition Bus - East Pallant Car Park
- Seaford College - Car washing Event - Pound Street, Petworth
- Chichester Priory 10k – Northgate





# 10.0 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.

This year 25 requests were made under the freedom of information. 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 using the Act to try and gather research for commercial use.

**Table 15 - Four most common questions we receive:**

Questions 2011-2014
How many CCTV cameras are in operation
How much income was generated from Penalty Charge Notices
How many Penalty Charge Notices were issued
How much income was generated from Resident Parking Permit

Data for the above questions can be found within this report.

## 10.1 CCTV

Our CCTV centre has been in operation since 1996 and currently has 62 camera's in operation.

In 2015-2016 a total of 1,375 incidents were observed by our CCTV centre, averaging 115 per month. A total of 224 arrests were made directly in response to these observations.



## 11.0 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. During 2015/16 there has been a reduction in the number of complaints received.

We take the complaints received very seriously and where appropriate we use these to feed into our service improvements.

For the period of 1st April 2015 to 31st March 2016, there were a total of 31 complaints and 13 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.

*The table below details a sample of complaints and responses for 2015/16.*

**Table 16**

Complaint	Response
<b>2015/16</b>	
Season ticket not working at Avenue De Chartres.	I would like to reassure you that the operators are doing their utmost to ensure visitors are able to access and exit that car park smoothly and the council is keen to ensure that this project is a success as this method of parking is seen as an advantage for shoppers who do not need to get back to their car for a particular time and has been introduced following feedback from customers advising that they prefer this method of parking. The pay on foot project has also been widely supported by local businesses too as this system supports their visitors whilst they visit the area.
Delay in refund being issued.	It is council policy that cheques are raised once per week - this is the most efficient way of undertaking the process as part of one cheque run. All council expenditure must be authorised and this can mean that the process can take up to two weeks for authorisation to be provided.
Westgate machines not working correctly.	I apologise for any inconvenience caused to you. You will be pleased to learn that we have recently ordered some new pay and display machines for some of our car parks, with some of the machines at Westgate due to be replaced as part of this. We hope to have these machines installed in the next few weeks (hopefully before Christmas) and I hope that this will help to resolve the issue. Each machine is currently checked each day by parking services staff to ensure that it is working and works ordered when required.

## 12.0 Financial Information

The below table shows all income generated by source, deducting any refunds issued.

**Table 17**

Income by Source	2012-13	2013-14	2014-15	2015-16
Pay and Display machines	3,877,337.95	4,015,021.68	4,184,106.45	4,421,530.05
Season Tickets (Car Parks)	546,178.69	563,677.21	647,337.56	817,716.66
Penalty Charge Notices (Car Parks)	345,177.00	307,507.27	327,349.81	326,498.94
Residents Parking Vouchers	91,310.19	111,209.49	129,499.19	160,830.31
Licence Income	68,159.16	81,481.74	90,153.24	96,581.36
Advertising Income	300.00	1,750.00	2,900.00	5,270.00
Franchising Income	3,500.00	19,833.34	27,916.68	29,500.00
Rental Income	1,276.00	1,276.00	20,716.00	9,736.00
Refunds	142,632.68	211,880.67	211,927.26	7,733.79*
<b>Totals</b>	<b>4,790,606.31</b>	<b>4,889,876.06</b>	<b>5,218,051.67</b>	<b>5,859,929.53</b>

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

The table below shows the total expenditure for each year which includes employees, premises, transport, supplies and services, contract and support services.

**Table 18**

Expenditure	2012-13	2013-14	2014-15	2015-16
Employees	519,889.00	545,896.00	552,786.42	566,990.45
Premises	659,820.00	694,014.00	755,558.19	798,903.33
Transport	6,317.00	11,061.00	19,758.34	30,185.61
Supplies and Services	380,600.00	300,445.00	489,780.39	341,044.63
Contract Services	2,000.00	1.00	-	-
Support Services	294,797.00	315,876.00	331,466.51	359,590.14
Capital Charges	154,966.00	140,511.00	73,142.93	572,016.91



## 13.0 Looking ahead

### 13.1 Parking Services review

As mentioned in our 14/15 report, a review of parking services is still ongoing. Over the last year many changes have been implemented to improve efficiencies and the service we have to offer. Extensive research and monitoring has enabled us to review the routes we patrol and change our staffing structure. A review of the Civil Enforcement team has resulted in a change of responsibilities for the team, with cash collection having been outsourced, and has resulted in a reduction from 13 to 9 Civil Enforcement Officers. Hours of operation have also changed as a result of this and this has assisted the team to be more responsive to customer needs. The Civil Enforcement Officers have also benefited from new technology such as lone working solutions and currently they are undergoing a trial of body worn cameras.

In January 2016 a customer survey was carried out to gain feedback on the introduction of the Pay on Foot system and general car park use, to include payment options. The results of this identified our customers preferred having the flexibility of not being restricted by a particular time of when they had to return to their vehicle. The feedback also advised that more payment options within our car parks were wanted. Parking Services have since been carrying out market testing, with the intention of introducing new pay and display machines, which have the ability for cash, cards and contactless payments, as well as introducing payment by phone options. Payment by phone has the benefit of reducing the amount of cash collection required from our machines, but also provides the options for our customers to make “top up” payments to extend their parking time if required. Due to the technology

advances over the last couple of years, we are able to meet the customer needs and make efficiency savings without the need to introduce expensive barrier equipment. The introduction of virtual permits for our car parks is also being considered, allowing the customer to have more flexibility on the management of their permit by creating a account. Virtual permits will eradicate the need to display a permit, so there will be reduced Penalty Charge notices issued for non display. As you will note from the cancellation section within this report, non display is currently one of our biggest reasons for cancellation. By removing this element, costs will be reduced in the time taken to issue and process these PCN’s as well as savings made on printing and postage.

### 13.2 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. West Sussex County Council has appointed consultants (WSP Parsons Brinckerhoff) 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 will 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. It is expected that the final document will be completed by the Autumn of 2016.



In the meantime, new housing allocations and redevelopment, business and retail expansion, the growth in the visitor economy and the associated growth in car use places continual pressure on the existing road network across the city as well as its car parks.

The County and District Councils are therefore keen, as part of a second phase to the Chichester parking review, to adopt a broader approach that looks beyond parking measures alone in order to meet current and future demands on the road network. In line with emerging corporate objectives, the aim is to now move towards wider place/locality based planning, the outcome being a strategic blueprint for Chichester that defines how parking, various alternative travel solutions (bus, rail, cycle, walk etc.), infrastructure improvements, safety considerations and future development (e.g. housing) can be integrated across the city so that the road network is used and managed in the most efficient way possible. This blueprint will ideally allow both councils to understand what resources and funding is required to carry out sustainable transport related improvements (not just parking) in Chichester but also take a view on how similar studies might be prioritised and implemented across the district and indeed the county of West Sussex in the context of locality/place plans.

To inform the preparation of a strategic blueprint for Chichester, both the County and District Council see merit in first carrying out a 'road space audit' within a defined study area. This would provide essential technical data and enable officers to identify and assess the current demands upon the road network and parking stock (i.e. how it is currently being used), whether these demands are actually being met by the existing infrastructure and/or market as well as how users actually feel about that road network. Furthermore, by identifying potential future demands/pressures on the road network and parking stock and making recommendations for improvement, an audit could also enable officers to assess what measures and resources might be required in order to meet these challenges, adjust supply and ultimately optimise the efficiency of the road.

### 13.4 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 the following statistics were gathered from our Customer Services Centre, in relation to Parking enquiries.

- Over 800 enquiries were received, relating to changing the vehicle registration on permits
- Over 3000 enquiries regarding the payment of Parking fines
- Over 2500 enquiries received to obtain season tickets.

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:

- Electronic forms on our website for changes to vehicle registrations
- Further promotion of our discounted season tickets if obtained online
- Direct Payment lines.



## 14.0 Glossary of Terms

Glossary of Terms	
<b>Charge Certificates</b>	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%.
<b>Civil Enforcement Officer (CEO)</b>	The name given to the Officers that enforce parking restrictions for the Authority.
<b>Civil Parking Enforcement (CPE)</b>	The name given to the type of enforcement of parking restrictions by a Local Authority under the Traffic Management Act.
<b>Contravention</b>	Where a motorist does not comply with a parking regulation (formally referred to as an offence under the previous Police enforcement regime).
<b>Dispensation Notice</b>	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.
<b>DVLA – No response</b>	The state refers to the DVLA being unable to provide an address for the owner of the vehicle at that time.
<b>Formal Representation</b>	An appeal made within 28 days of the service of the Notice to Owner to the Registered Keeper.
<b>Informal Challenge</b>	An appeal made within 28 days of the service of the Penalty Charge Notice
<b>Notice to Owner (NTO)</b>	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.
<b>Not Contested</b>	The appeal has not been disputed by the Council
<b>Off-Street</b>	This relates to facilities and enforcement at Council managed Car Parks.
<b>On-Street</b>	This relates to facilities and enforcement on the Highway.
<b>Park Mark (SC)</b>	Safer Parking status, Park Mark, is awarded to parking facilities that have met the requirements of a risk assessment conduction by the police.

<b>Glossary of Terms</b>	
<b>Parking Regulations / Parking Restrictions</b>	The rules that motorists must follow. These can be a result of Traffic Regulation Orders or national legislation.
<b>Penalty Charge Notice (PCN)</b>	The notice issued to a vehicle believed to be parked in contravention of a parking regulation.
<b>Registered Keeper</b>	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).
<b>Spoilt</b>	An error has occurred within the issuing of the Penalty Charge Notice therefore the ticket then becomes spoilt and another ticket reissued.
<b>Traffic Management Act 2004 (TMA 2004)</b>	The legislation under which the Authority operates its Civil Parking Enforcement Scheme.
<b>Traffic Penalty Tribunal (TPT)</b>	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.
<b>Traffic Regulation Order (TRO)</b>	The legal basis for the majority of parking regulations. Traffic Regulation Orders may only be introduced following public consultation.
<b>Waiver</b>	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.

# 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	2014-2015 Charge	2015-2016 Charge	
<b>BOSHAM</b>					
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	
<b>BRACKLESHAM</b>					
<b>Seasonal 1 April - 31 October</b>					
Bracklesham Lane PO20 8HP	9am to 5pm Monday to Sunday inclusive	Up to 2 hours	£1.50	£2.00	
		Up to 4 hours	£4.00	£4.00	
		More than 4 hours	-	£5.00	
	<b>Seasonal 1 November - 31 March</b>				
		Up to 2 hours	30p	50p	
		More than 2 hours	£1.00	£1.50	
<b>CHICHESTER CITY CENTRE - Short stay</b>					
Baffins Lane PO19 9SB Little London PO19 1PL	8am to 6pm Monday to Saturday inclusive and Sunday 10am to 5pm	Up to 30 mins	50p	70p	
		Up to 1 hour	£1.20	£1.40	
		Up to 2 hours	£2.60	£3.00	
		Up to 3 hours	£3.90	£4.50	
		Up to 4 hours	£6.10	£7.00	
		Up to 5 hours	£7.30	£8.40	
		Up to 6 hours	£8.60	£9.90	
		Up to 8 hours	£10.20	£11.70	
		More than 8 hours	£12.20	£14.00	

Parking Places	Present Days & Hours of Charging	Period of Parking	2014-2015 Charge	2015-2016 Charge
<b>CHICHESTER CITY CENTRE - Short stay cont'd.</b>				
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
		Up to 1 hour	-	£1.20
		Up to 2 hours	-	£2.60
		Up to 3 hours	-	£3.90
		Up to 4 hours	-	£6.10
		Up to 5 hours	-	£7.30
		Up to 6 hours	-	£8.60
		Up to 8 hours	-	£10.20
		More than 8 hours	-	£12.20
		<b>CHICHESTER CITY CENTRE - Long stay</b>		
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
		More than 8 hours	£4.90	£4.90
	Sunday 10am to 5pm	Up to 3 hours	-	£1.00
		Up to 4 hours	-	£2.00
		More than 4 hours	-	£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	£3.10	£3.40
		Up to 5 hours	£3.90	£4.30
		Up to 6 hours	£4.30	£4.70
		Up to 8 hours	£4.50	£4.90
		More than 8 hours	£4.90	£5.40
	Sunday 10am to 5pm	Up to 3 hours	-	£1.00
		Up to 4 hours	-	£2.00
		More than 4 hours	-	£3.00

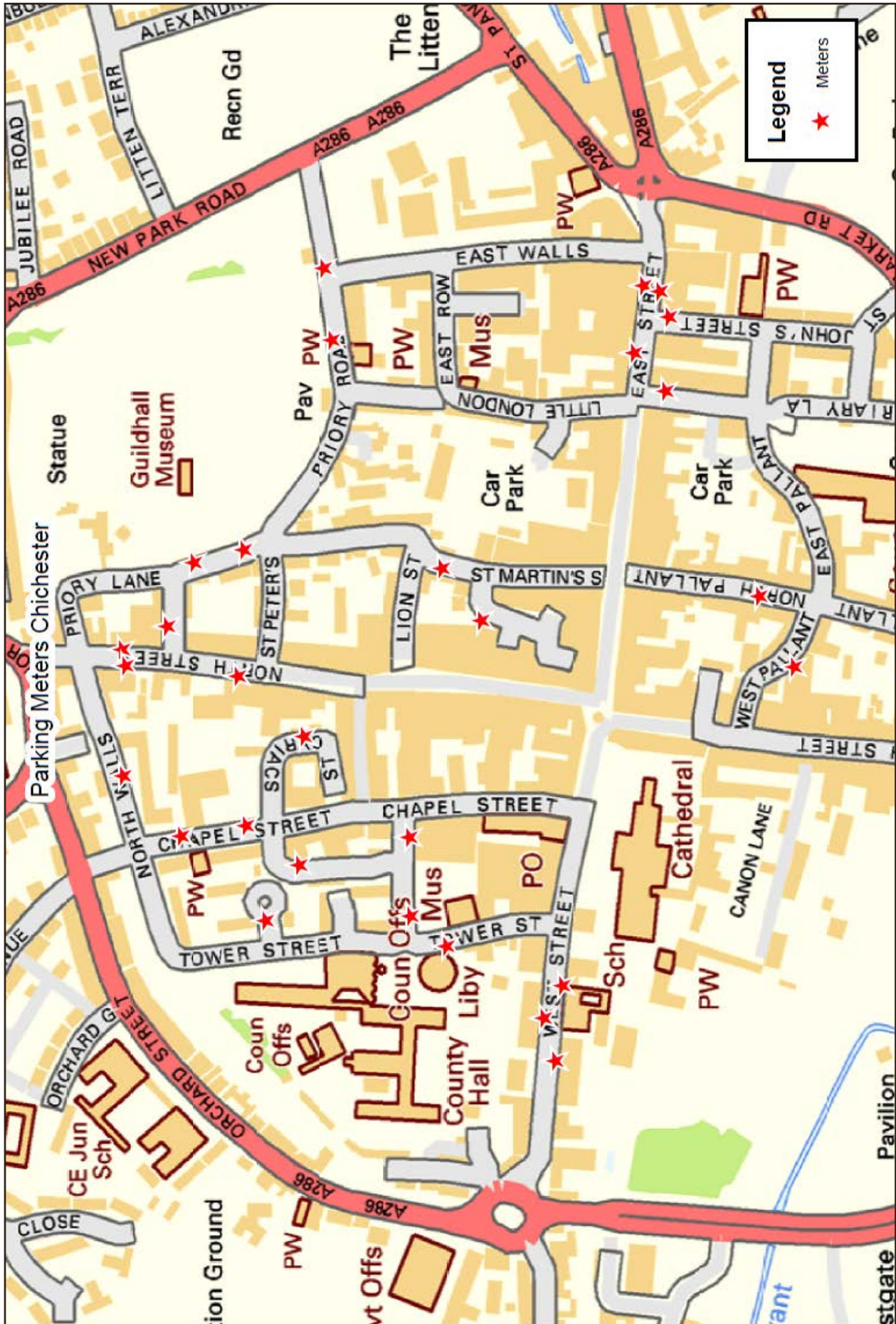
Parking Places	Present Days & Hours of Charging	Period of Parking	2014-2015 Charge	2015-2016 Charge
<b>CHICHESTER CITY CENTRE - Long stay cont'd.</b>				
Westgate PO19 8DL	8am to 6pm Monday to Saturday inclusive and Sunday 10am to 5pm	Up to 30 mins	50p	50p
		Up to 1 hour	70p	70p
		Up to 2 hours	£1.50	£1.50
		Up to 3 hours	£2.20	£2.20
		Up to 4 hours	£3.10	£3.40
		Up to 5 hours	£3.90	£4.30
		Up to 6 hours	£4.30	£4.70
		Up to 8 hours	£4.50	£4.90
		More than 8 hours	£5.70	£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
<b>FERNHURST</b>				
Crossfield GU27 3JL			FREE	FREE
<b>MIDHURST</b>				
Grange Road GU29 9LT	Mon-Sat 9am-5pm Free on Sundays	Up to 2 hours	FREE	FREE
		Up to 3 hours	40p	60p
		Up to 4 hours	60p	80p
		Up to 5 hours	80p	£1.00
		Up to 6 hours	£1.00	£1.20
		Up to 7 hours	£1.20	£1.60
		Up to 8 hours	£1.40	£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	FREE	40p
		Up to 3 hours	40p	60p
		Up to 4 hours	60p	80p
		Up to 5 hours	80p	£1.00
		Up to 6 hours	£1.00	£1.20
		Up to 7 hours	£1.20	£1.60
		Up to 8 hours	£1.40	£2.00



Parking Places	Present Days & Hours of Charging	Period of Parking	2014-2015 Charge	2015-2016 Charge
<b>PETWORTH</b>				
Pound Street GU28 oXD  (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	80p	60p
		Up to 4 hours	£1.20	80p
		Up to 5 hours	-	£1.00
		Up to 6 hours	-	£1.20
		Up to 7 hours	-	£1.60
		More than 7 hours	-	£2.00
Sylvia Beaufoyo GU28 oET				FREE
<b>SELSEY</b>				
East Street PO20 oBH	Mon-Sat 9am-5pm Free on Sunday	Up to 1 hours	FREE	FREE
		Up to 2 hours	20p	40p
		Up to 3 hours	30p	60p
		Up to 4 hours	50p	80p
		Up to 5 hours	70p	£1.00
		Up to 6 hours	90p	£1.20
		Up to 7 hours	£1.10	£1.60
		Up to 8 hours	£1.30	£2.00
East Beach PO20 oBH Marine PO20 oLH	Mon-Sun 9am-5pm	<b>SEASONAL 1 April - 31 October</b>		
		Up to 1 hour	-	20p
		More than 1 hour	-	£1.50
<b>THE WITTERINGS</b>				
Marine Drive PO20 8HE	Mon-Sun 9am-5pm	Up to 2 hours	£3.00	£2.00
		Up to 4 hours	-	£4.00
		More than 4 hours	-	£5.00
	Mon-Sat 9am-5pm	<b>Seasonal 1 November - 31 March</b>		
		Up to 2 hours	-	50p
		More than 2 hours	-	£1.50

Parking Places	Present Days & Hours of Charging	Period of Parking	2014-2015 Charge	2015-2016 Charge
<b>THE WITTERINGS cont'd.</b>				
Northern Crescent PO20 8BD	Mon-Sat 9am-5pm	Up to 1 hour	-	FREE
		Up to 2 hours	-	40p
		Up to 3 hours	-	60p
		Up to 4 hours	-	80p
		Up to 5 hours	-	£1.00
		Up to 6 hours	-	£1.20
		Up to 7 hours	-	£1.60
		Up to 8 hours	-	£2.00

## Appendix C - On street Pay and Display machines map



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

**Produced by Parking Services**

Chichester District Council  
East Pallant House  
1 East Pallant, Chichester  
West Sussex PO19 1TY

Chichester District Council

