



# **Parking Services Annual Report 2022-2023**



[www.chichester.gov.uk/parking](http://www.chichester.gov.uk/parking)

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# Foreword

Welcome to Chichester District Council's Annual Report for Parking Services 2022-2023.

This is my first year as Cabinet Member for Growth and Place, and it is my pleasure to present to the reader our continued commitment to deliver a high level of service within the 304 square miles which encompass the Chichester District.

Through this report, Parking Services will outline the work their department has carried out to provide service and support for the residents of the 67 parishes that fall within their area of responsibility.

The collected data for all their hard work has been presented in different formats to provide detailed information of this year - and can be compared against figures of previous years for easy analysis.

Parking Services have continued their commitment to provide a streamlined online service, allowing customers to apply and renew more easily than ever before through the Council website. New introductions to this year's online application facility were bay suspensions and charity permits. They are also preparing busily behind the scenes for the eventual digitalising of all on-street permits.

With the partnership agreement with *West Sussex County Council* and *Connected Kerb* in place, there will be an introduction of additional Electric Vehicle Charging Points at chosen on-street locations, with the intention to implement further in our car parks.

A planned contactless payment upgrade took place in the pay and display machines in Bracklesham, Bosham and Northgate car parks and a full modem update was implemented by Parking Services in all the pay and display machines. This is designed to improve the speed of payment transactions for customers.





The end of the financial year saw the devastating fire at the Angel Inn and neighbouring buildings in Midhurst. This has had a major impact on the town and its residents. Support was quickly given by Chichester District Council as a whole, including Parking Services implementation of a period of free parking in the Midhurst car parks in aid and support of local businesses.

I would like to thank the Parking Services team for their hard work and the emergency services and other responders who assisted with the fire in Midhurst.

I would also like to thank you for taking the time to read our Annual Report, and I hope you will find it informative and that it answers any questions you may have regarding our service.

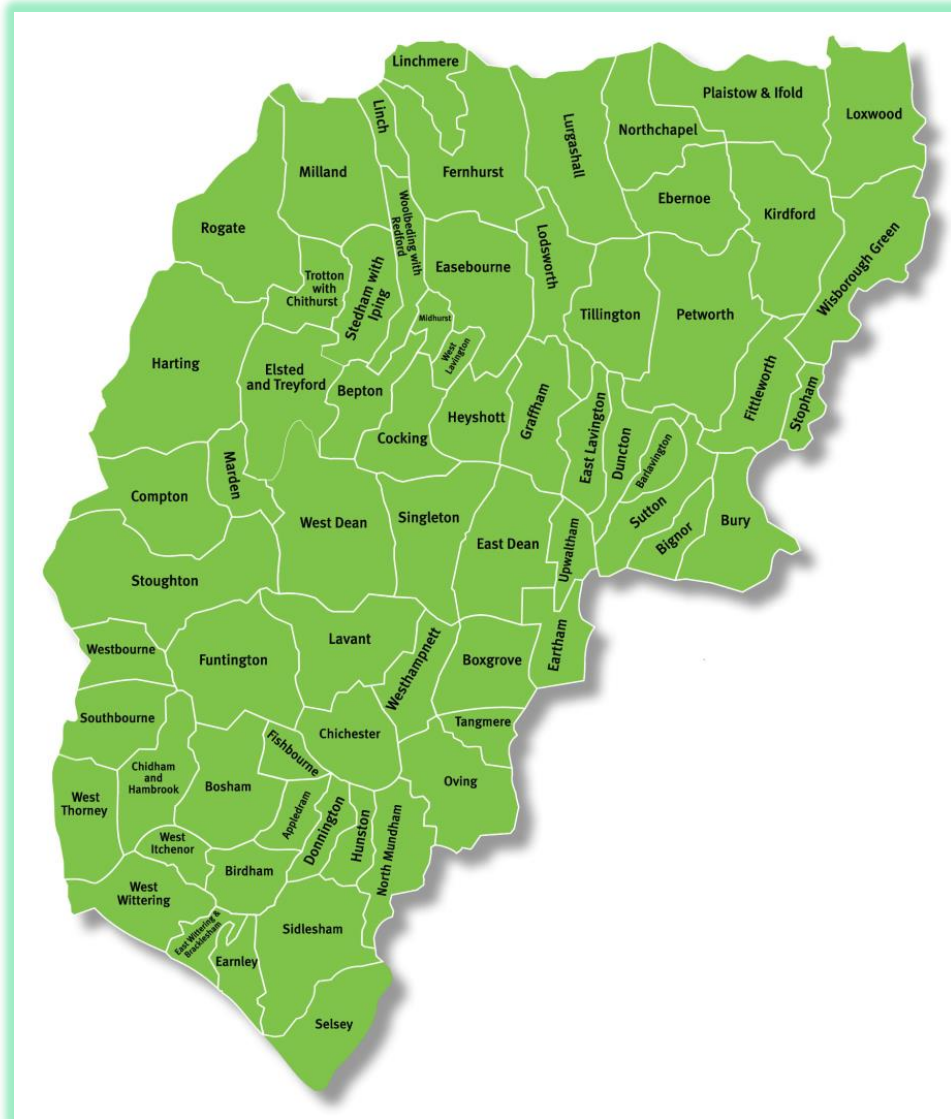
The Parking Services team are always keen to receive ideas from customers on how to further improve our service. Should you have any comments or feedback on the service provided, please email: [ParkingServices@chichester.gov.uk](mailto:ParkingServices@chichester.gov.uk)

Harsha Desai  
Cabinet Member, Growth and Place

# 1. Introduction

Our annual report aims to provide a useful overview of the work carried out by the Parking Services team during 2022-2023 and also acts as a helpful tool to those who are curious about why we operate and how we deliver the service.

The total population of the Chichester District is 124,000 and we attract 6.2 million tourists a year. Residents and visitors alike enjoy the beauty and diversity of the rolling Sussex Downs, our spectacular coastline and the historic prominence of the bustling city centre. As well as visiting for pleasure, Chichester District also attracts more people into the area to work than there are residents who commute out and it is therefore continuously important for us to make sure that there are sufficient accessible and safe parking spaces to accommodate our visitors when they reach us.



Modern Chichester is a busy and bustling market city, popular with residents and holidaymakers alike. But Chichester is also historic and does not forget its past, planned as it is with its typically Roman streets and protective curtain wall. It cannot ignore its later Saxon heritage or fail to appreciate the Norman edifice of its grand cathedral. The streets of the town centre, though Roman in origin, are lined with medieval structures and fine Georgian buildings – all of which have made their mark in the history of this county.



Chichester is the only city in West Sussex and sits nestled amongst the downs to the north and the coast to the south, identified in every direction by the spire of the cathedral, it is but one of the many highlights within the district.



To the south lies Selsey, Bosham, Bracklesham and the Witterings; to the north, Midhurst and Petworth and Fernhurst, each containing either the charms of the countryside or the rigors of the sea, a place for entertainment, history and tradition.

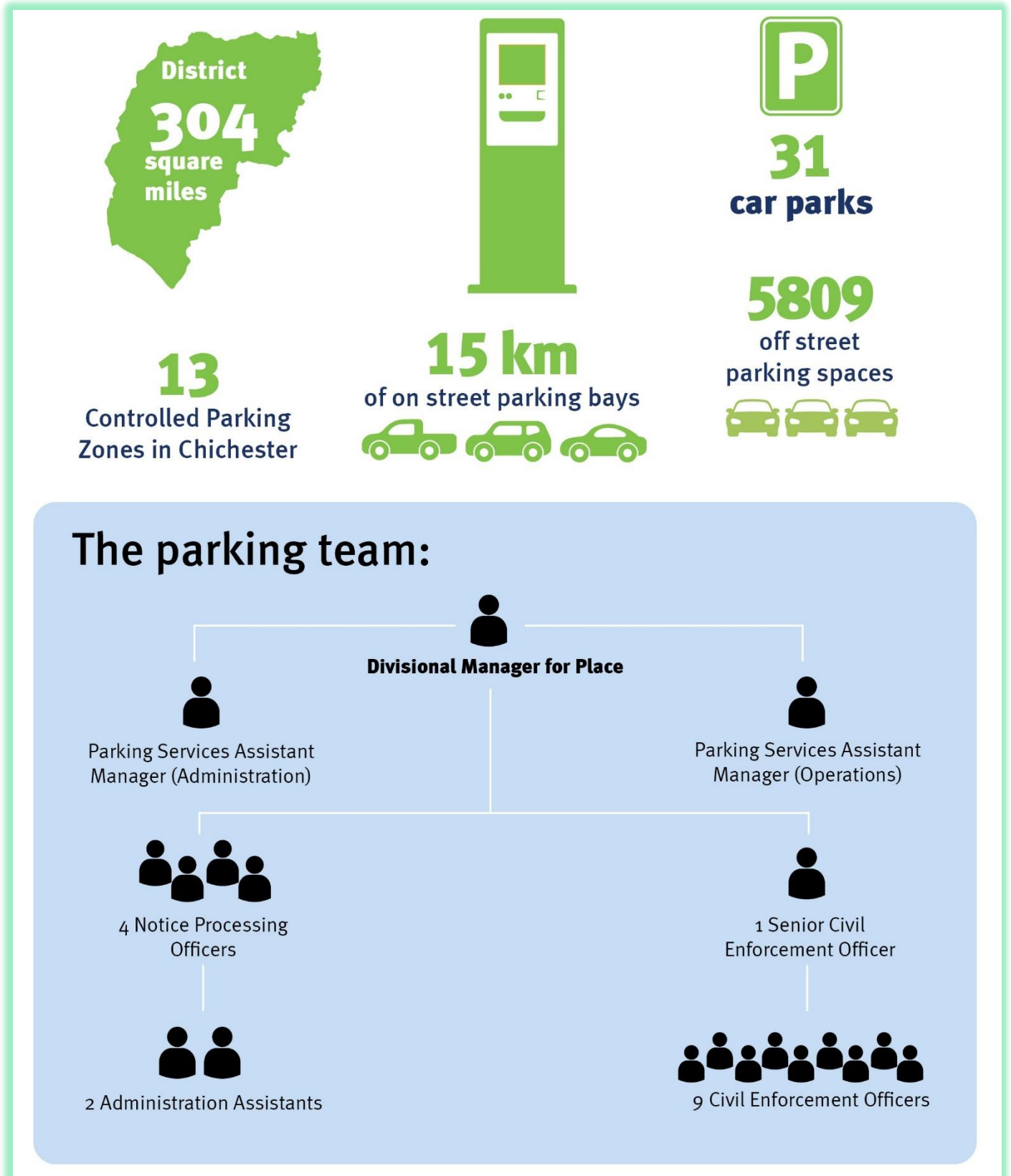
These are the places and people where Parking Services has a presence and shows its support. Through the maintenance, investment and

improvements of its many car parks, they promote ease of access to visitors and businesses, the lifeblood to any community. Through the diligent patrol of its streets, they promote safe and considerate parking, allowing the free-flow of traffic that would otherwise bring a commercial centre of town to a standstill.

Working alongside the needs of the residents and the accessibility of its visitors, Parking Services plays a vital role to keep everything moving!

# 1.1. Overview

Chichester District Council (CDC) has operated under Civil Parking Enforcement (CPE) since April 2010 and work as agent for West Sussex County Council (WSSCC) to cover on-street enforcement across the district on their behalf. This complements the off-street (car parks) services which is managed by CDC.





## **Civil Enforcement Officers (CEOs)**

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. Patrols are 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 and reflecting 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 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.

## **Notice Processing Team**

Notice Processing is a demanding procedure requiring the understanding of the legal requirements and guidelines that impact on parking enforcement. The Notice Processing Team works Monday-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, logging requests for enforcement, arranging dispensations and bay suspensions, and dealing with general correspondence.

The registration at court and instruction to Enforcement Agents 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 in relation to the PCN's received.


















## Administration

Alongside the Notice Processing Officers, Administrative assistance is provided to assist with payments, income reconciliation, filing and helping to operate waiting lists for controlled parking zones and car parks. They are also responsible for issuing refunds to customers invoicing and raising purchase orders.



## 1.2. Parking Services Responsibilities

Where we are a two-tiered authority, some functions are carried out by the Parking Services team and others by colleagues at West Sussex County Council

Chichester District Council	West Sussex County Council
 Employs Civil Enforcement Officers to patrol and enforce on-street and off-street.	 Implement and review on-street parking restrictions and resident parking schemes.
 Employ an Administration team including Notice Processing Officers.	 Process and issue skip licenses
 Administer on-street permit schemes and administer season tickets for car parks	 Coordinate street works
 Administer bay suspensions and dispensations.	 Attending to potholes
 Process and respond to appeals against Penalty Charge Notices (PCNs) on and off-street	 Process requests for new Traffic Regulation Orders
 Report defects on and off-street and maintain lines and signs on-street (outside of the Controlled Parking Zones (CPZ)).	 Issuing (Temporary Traffic Regulation Orders) (TTROs).
 Attend to and maintain payment machines on and off-street.	 Set on-street parking guidance for Chichester District Council and other local authorities in West Sussex.
 Reacting to parking problems on and off-street	 Determine parking charges on the highway.
 Carry out Blue Badge Enforcement.	
 Set off-street parking guidance for District council owned car parks. Determine parking charges in council-owned car parks.	

## 1.3. Why Have Parking Controls?

It is widely recognised that places need to adapt to keep up with the changing needs of the people who live, work, or visit an area. Well planned restrictions, reasonable well designed charging tariffs and parking schemes help us to achieve this and respond to the changing demands of our city.

Parking controls therefore aim to:

- Assist with the free flow of traffic and reduce issues of access for emergency vehicles
- Support different groups of motorists
- Provide fair access to parking spaces
- Support the local economy
- Help reduce congestion on-street and minimise the environmental impact of vehicles in town centres
- Support the environmental agenda

Whilst there is no doubt that parking restrictions are needed to manage the growing number of vehicles on our roads, the Parking Services department undertakes more than just issuing Penalty Charge Notices. The work carried out by the team assists to balance the needs of a multitude of customers, including businesses, allowing Blue Badge holders to park close to amenities, delivery vehicles near to shops, and residents close to their homes; all of which promote the sustainable economic growth of the district.

# 2. Penalty Charge Notice (PCN) Statistics and Information

Table 1 - Total Penalty Charge Notices issued

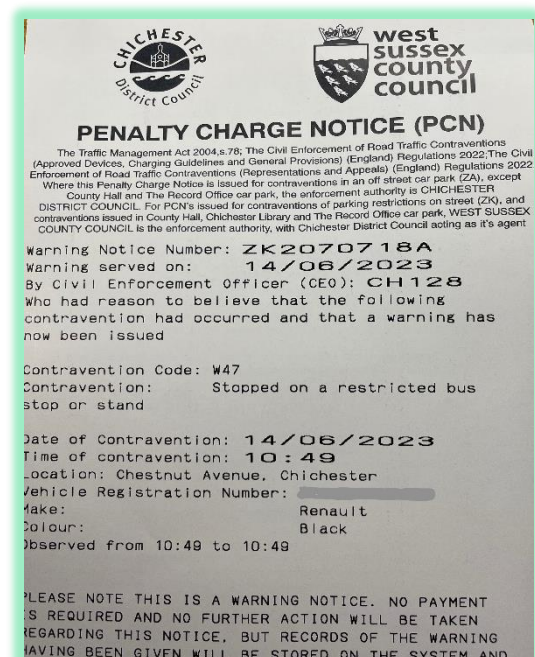
Financial Year	On-Street	Off-Street	All PCNs
2019-20	5,572	4,494	10,066
2020-21	3,829	2,451	6,280
2021-22	5,686	3,733	9,419
2022-23	5,714	4,549	10,263

On-street enforcement is always our priority with an emphasis to ensure that roads are kept clear from congestion and that parking bays are used appropriately.

## 2.1. Warning Notices

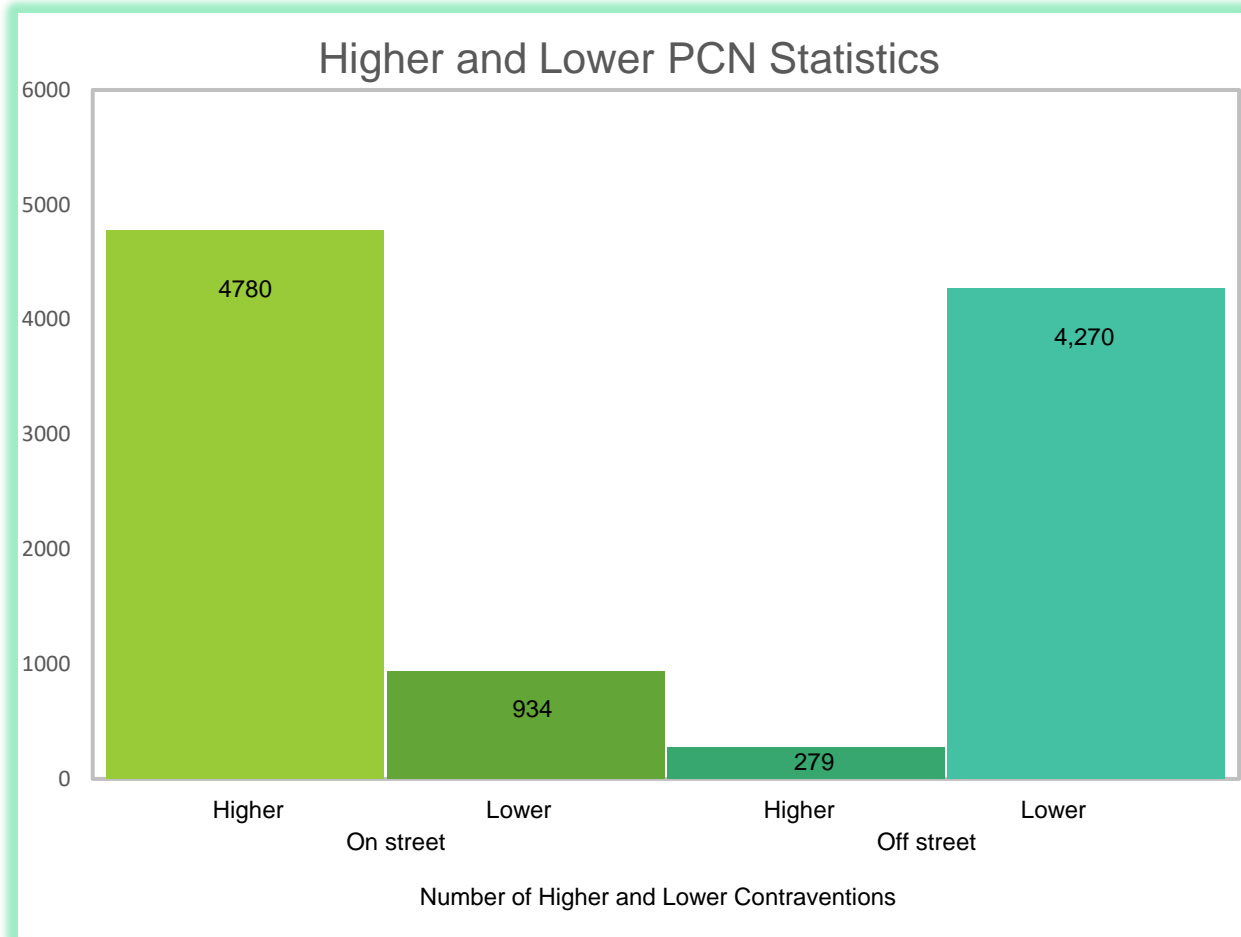
Warning notices help motorists to avoid future Penalty Charge Notices by drawing attention to the restrictions in place. Where restrictions are newly implemented or where the parking conditions may require further clarification to a motorist, a warning notice will be issued instead of a Penalty Charge Notice.

During 2022-23 a total of 13 on-street and 1 off-street warning notices were issued to vehicles.



## 2.2. Higher and Lower PCN Split

Some contraventions are less serious than others and this is reflected by the level of the higher charge. Higher contraventions are more likely to be on-street where there are safety related restrictions such as yellow lines and loading bans. A lower contravention may be where a customer failed to display a pay and display ticket correctly.



## 2.3. Regulation 10 Penalty Charge Notices – Posted PCNs

Civil Enforcement Officers (CEOs) can issue Regulation 10 Penalty Charge Notices to reduce the number of incidents where a Penalty Charge Notice has been prevented from being served.

A Regulation 10 Penalty Charge Notice refers to the way a Notice is issued. Whilst the majority of Penalty Charge Notices are issued under the Traffic Management Act 2004 - s78 & s82; The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022, which provides that a Penalty Charge Notice can be either affixed to a vehicle or handed to the driver, Regulation 10 enables a local authority to serve the Penalty Charge Notice by post if the Civil Enforcement Officer has been prevented from issuing the Penalty Charge Notice, or where the vehicle was driven away before the Penalty Charge Notice could be served.

It is essential that motorists feel that the system is fair and consistent. Issuing Regulation 10 Penalty Charge Notices helps to demonstrate that anyone committing a parking contravention is subject to the same enforcement. Motorists who prevent a Penalty Charge Notice being served by either driving away or adopting threatening or abusive behaviour towards Civil Enforcement Officers, may have historically avoided any penalty and therefore poor parking habits have been perpetuated. This will have a detrimental effect on road safety and compliance. Regulation 10 Penalty Charge Notices assist with preventing the public perception of 'selective' enforcement where the Civil Enforcement Officer was prevented from issuing a Penalty Charge Notice.

All Civil Enforcement Officers are trained to clearly inform a motorist of the process in place for serving Penalty Charge Notices by post and a driver may reconsider their intention to avoid being served a Penalty Charge Notice when this information is provided. Over the course of the year, 11 Regulation 10 Penalty Charge Notices have been issued.

The highest contravention was 48 - Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited.



## 2.4. Top 3 Contraventions On-Street and Off-Street

Table 2 - Highest contraventions on-street

Financial Year	Code 16 No permit	Code 01 Waiting restriction	Code 23 Wrong class of vehicle	Code 30 Overstay Limited Waiting
2019-20	1,256	1,445	N/A	571
2020-21	754	1,396	N/A	415
2021-22	1,782	1,315	N/A	581
2022-23	1,489	1,470	582	521

The table above shows the split of Penalty Charge Notices which were issued on-street for the top three highest contraventions.



Code 16 'Parked in a permit space or zone without clearly displaying a valid permit' was the most common reason a Penalty Charge Notice is issued on-street. Motorists contravening this code could have forgotten to display a permit or may not be entitled to park in the bay at all.

Within Chichester there are 13 Controlled Parking Zones (CPZs) which occupy the city centre and surrounding area. Each zone provides designated Permit Holder bays for residents and their visitors. Other Permit Holders including Healthcare workers and Carers can also use these bays whilst working to provide services to residents within the parking scheme.





Code 01 'Parked in a restricted street' waiting restrictions have stayed the second highest proportion of Penalty Charge Notices issued. These are Penalty Charge Notices where yellow line restrictions or waiting restrictions are sited in locations where it is unsuitable for vehicles to wait or park.

Enforcing on vehicles parking on waiting restrictions helps to reduce congestion and helps to keep our roads safe. Although yellow lines restrict vehicles waiting, there are various exemptions which apply to ensure that particular activities can be carried out. One example of an exemption enables a motorist to load and unload from a vehicle. Another may be if a vehicle is displaying a valid Blue Badge where the conditions of the Blue Badge Scheme allow parking for up to three hours.

Code 23 'Wrong class of vehicle' has for the first-time replaced Code 30 'Overstay limited waiting bays' which had been the top third contravention for the last 3 years.

Most of these Penalty Charge Notices are from cars parking in Goods Vehicles Only Loading Bays. Parking in a goods vehicle loading only bay is an instant contravention which requires no period of observation by the Civil Enforcement Officer before the issue of a Penalty Charge Notice. Even if a driver was loading/unloading from their car, this was being carried out in an area not permitted for the class of vehicle.

These bays are essential to allow access for vital and often bulky deliveries to be made to local shops. The deliveries generally take place in a short space of time without causing lengthy disruption. However, if a non-goods vehicle occupies this special bay, and a delivery vehicle is unable to pull over, the consequences could cause disruption to traffic and potentially create hazardous driving conditions.

Table 3 - Highest contraventions off-street

Financial Year	Code 83 No valid ticket	Code 73 Parked without payment of parking charge	Code 82 Expired ticket	Code 85 Parked without permits	Code 86 Parked beyond bay markings
2019-20	2,992	N/A	743	297	N/A
2020-21	1,945	N/A	355	56	86
2021-22	1,274	1,536	537	N/A	N/A
2022-23	2,044	1,457	611	144	147

The table above shows the split of Penalty Charge Notices issued off-street.

## 2.5. Top 3 Locations to Receive a Penalty Charge Notice

The Parking Services team monitor the district for areas which are most likely to attract the issuing of a Penalty Charge Notice. In general, where there are locations with significant numbers of parking spaces, there will be a higher level of Penalty Charge Notices having been issued. This applies to the larger car parks and the busiest locations in the city and town centres.

Heat mapping can provide useful information in the detection and prevention of perceived parking problems by producing data which helps to better direct resources. Monitoring and revisiting maps following changes to enforcement creates a visual representation about whether compliance was improved, how effective the action has been, and whether displacement is observed. Where high numbers of Penalty Charge Notices are issued, information provided by the heat mapping tool with the back-office system supports measures to maximise compliance with the restrictions. These measures can include, improving signage and lines, increased enforcement, providing different payment options and making it easier for customers to park correctly. Where requests for enforcement are received, or where Parking Services is asked to demonstrate how often Civil Enforcement Officers patrol in a particular location, we are able to supply useful and clear information to support enforcement activities.

### Top 3 Locations

#### On-Street

North Street Midhurst – 403

North Street Chichester – 253

East Street Chichester - 249

#### Off-Street

Cattle Market car park - 656

Northgate Car Park – 382

Baffins Lane Car Park - 348



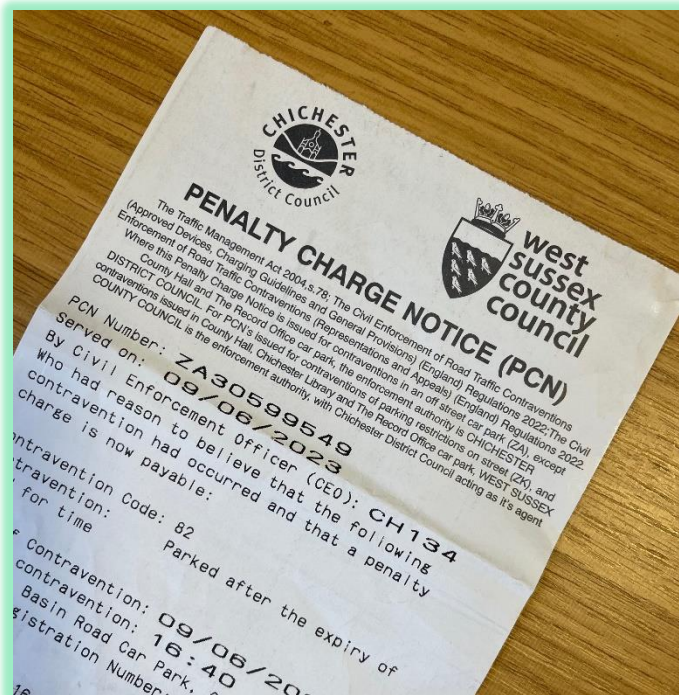
## 2.6. Penalty Charge Notice Payments and Correspondence

There are defined stages to the Parking Penalty Enforcement Process and the charge will increase at each stage. There are also defined stages to the appeals process and three opportunities to challenge the Penalty Charge Notice.

During 2022-23, there were a total of 3,504 challenges, representations and other correspondence received and processed by the Notice Processing team.

To make challenging as accessible as possible, customers can contact us via our online portal, email us or write to us. Customers can also review photographic evidence and submit documents with their challenge, online.

- <https://www.chichester.gov.uk/parkingtickets>
- [parkingservices@chichester.gov.uk](mailto:parkingservices@chichester.gov.uk)
- Parking Services  
Chichester District Council  
1 East Pallant  
East Pallant House  
Chichester  
West Sussex  
PO19 1TY



Payments	Correspondence
<b>Penalty Charge Notices issued (informal stage)</b>	
<p><b>80%</b> of all customers paid at the discounted amount of £25 or £35.</p> <p><b>89%</b> of customers pay during the informal stage prior to the Notice to Owner being served.</p>	<p><b>67%</b> of all correspondence was received during the informal stage.</p> <p>1378 (58%) challenges related to off-street PCNs and 998 (42%) to on-street PCNs. A challenge can be made online, verbally, by email or by letter.</p>
<b>Notice to Owners served (formal)</b>	
<p><b>9%</b> of customers pay £50 or £70 during the formal stage, following service of a Notice to Owner to the registered keeper.</p>	<p><b>9%</b> of all correspondence was received at the formal representations stage where the owner or an authorized person can submit representations against the Notice to Owner.</p> <p>121 (38%) representations related to off-street PCNs and 201 (62%) to on-street PCNs.</p>
<b>Charge Certificates served (formal)</b>	
<p><b>8%</b> of customers pay £75 or £105 following service of the Charge Certificate.</p>	<p><b>2%</b> of all correspondence was received following service of the Charge Certificate. While there is no formal right to appeal at this stage, Parking Services will check to ensure that a case has been carried out correctly.</p>

Correspondence Received Post-Charge Certificate	Evidence and Supporting Information
<p><b>1%</b> of all correspondence was received following service of the Order for Recovery. Correspondence may include completed Witness Statements and applications for out of time witness. statements, where the council is issued with instructions by the Traffic Enforcement Centre.</p>	<p><b>1%</b> of all correspondence received was supporting information, invariably where evidence has been requested in order to further consider a PCN.</p>

Early settlement of Penalty Charge Notices incurs the customer less costs, therefore it is imperative that all challenges are considered fully. It is also imperative that a thorough response is sent to ensure that customers can make well informed decisions as to whether they will pay or continue to appeal a Penalty Charge Notice. As there are costs associated with the appeals process, it is also important to minimise the number of times a customer needs to contact Parking Services so that the team is able to direct resources efficiently.

## 2.7. Debt Collection and Vulnerability

Parking Services undertakes debt collection through Enforcement Agents (EAs) when all other methods have been unsuccessful. Processes are in place to communicate what a customer can expect if a Penalty Charge Notice remains unpaid.

By way of The Taking Control of Goods Regulations 2013 (TCOG), the team will instruct Enforcement Agents to recover unpaid debts. Whilst most Penalty Charge Notices have been either paid or a Challenge/Representation accepted by this stage, during 2021-22 the team sent 663 Penalty Charge Notices to Enforcement Agents as warrants.

Enforcement Agents fees are set out in The Taking Control of Goods (Fees) Regulations and 2013 (TCOG).

- Compliance stage - £75.00 applies in addition to the debt and an Enforcement Agent will seek to contact the debtor
- Enforcement stage - £235.00 applied to debt and compliance fee where an Enforcement Agent will seek to visit the debtor
- Sale or disposal stage - £110.00 applied in addition to the aforementioned fees, should the Enforcement Agent take control of goods

### **During 2022-23:**

**894** warrants were issued.

**26** cases were referred to their specialised welfare teams.

**245** Payment Plans were arrangements, **58** of which were paid within 3 months.

**19%** of cases were paid in full at compliance stage

**25%** of cases were paid in full at enforcement stage

## Vulnerability

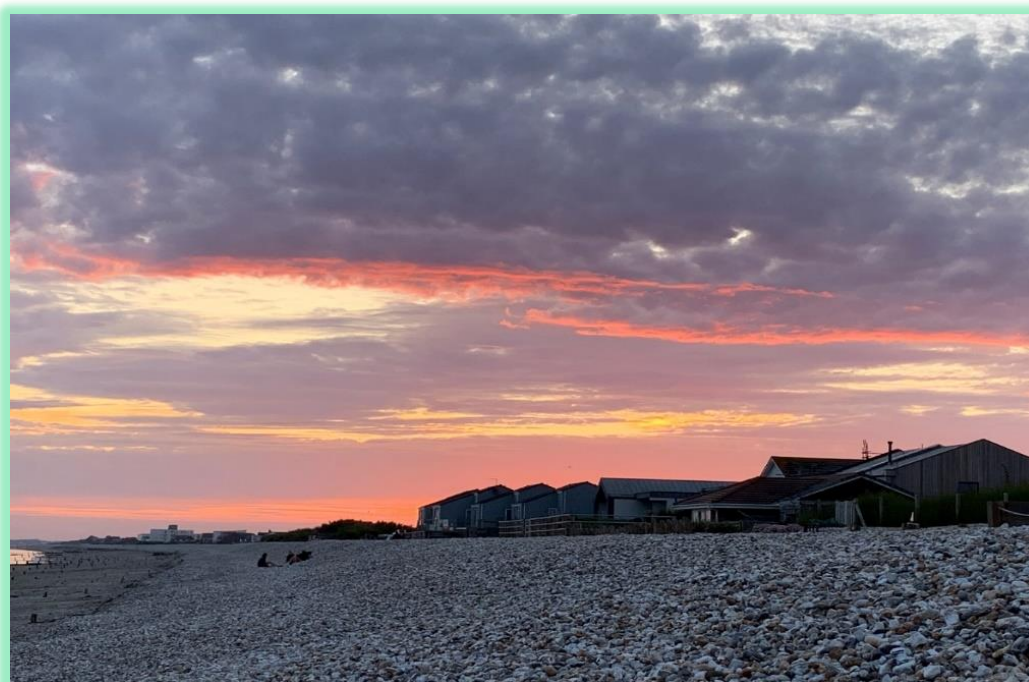
The Taking Control of Goods Regulations place an emphasis on identifying and considering vulnerability and during 2022-2023, 26 warrants were reviewed and investigated by dedicated welfare teams. Parking Services react to all claims of vulnerability and consider cases carefully should vulnerability be suspected or communicated to us. Based on the information available, Notice Processing Officers will consider the most appropriate course of action to take and whilst a Penalty Charge Notice will not necessarily be written off, customers can be guided to support services and independent advice, or can be offered payment plans to help spread payments over longer periods of time.

The Parking Services team also works closely with the Council's Communities team to consider any issues of vulnerability when these are presented to us by customers. This helps to ensure that the team is providing the correct advice and is signposting to partner organisations where necessary.

This year the Council launched a new holistic service to support those who are struggling with the cost of living. This is delivered by a dedicated team of trained advisors - our Supporting You team - who are able to support people with a range of challenging issues at once. Having this service has meant that if the Notice Processing Team have identified a customer as vulnerable, we have been able to inform of this service.

The Supporting You service team can be contacted on [supportingyou@chichester.gov.uk](mailto:supportingyou@chichester.gov.uk) or 01243 534860

For more information please visit: [www.chichester.gov.uk/helpwithfinances](http://www.chichester.gov.uk/helpwithfinances)



# 3. Cancellations

## 3.1. Top 4 Reasons for Cancellation

Table 4 – Percentages of Penalty Charge Notices cancelled (2018-23)

Month	2018-19	2019-20	2020-21	2021-22	2022-23
April	8%	8%	13%	5%	6%
May	7%	7%	4%	5%	8%
June	8%	7%	10%	2%	7%
July	7%	9%	8%	8%	8%
August	7%	9%	8%	7%	7%
September	10%	10%	10%	8%	8%
October	9%	10%	12%	9%	9%
November	7%	8%	10%	8%	10%
December	6%	10%	14%	10%	8%
January	10%	8%	9%	10%	9%
February	8%	12%	9%	10%	6%
March	8%	14%	6%	7%	8%
Total	8%	8%	10%	8%	9%
Spoiled deduction	7%	7%	8%	8%	6%

Cancellations may occur when a Penalty Charge Notice is found to be incorrectly issued, incorrectly processed, where the contravention did not take place, or where it is proven that mitigating circumstances took place. When a Penalty Charge Notice is cancelled, Parking Services will record this and, where there are contact details, write to the customer to explain that no payment or further action is required.

Notice Processing is a defined process which is set down in parking legislation. In some circumstances, failure to adhere to the requirements may result in the cancellation of the Notice; for example, where a processing error leads to a Charge Certificate being served before a representation is responded to. One of the more challenging areas of a Notice Processor's role is being able to determine whether mitigating circumstances led to the customer receiving a Penalty Charge Notice by asking pertinent questions and obtaining adequate evidence to support a decision. Whilst it may be the case that a customer deems a Penalty Charge Notice to be unjust due to a perceived minor infringement, or that the actions which led to the Penalty Charge Notice being issued were not deliberate, if a contravention has occurred and there were no mitigating factors which led to the Penalty Charge Notice being issued, it may not be cancelled.

Table 5 – Top 3 Reasons for Cancellations from 2019-2023

2019-2020	
Reason	Amount
Virtual Payment Verified	113
Pay and Display Not Displayed	171
CEO Error	86

2020-2021	
Reason	Amount
Virtual Payment Verified	95
Pay and Display Not Displayed	89
Mitigation	41

2021-2022	
Reason	Amount
Virtual Payment Verified	196
Pay and Display Not Displayed	105
CEO Error	101

2022-2023	
Reason	Amount
Virtual Payment Verified	261
Pay and Display Not Displayed	134
Defect in Notice	126

Civil Enforcement Officers are careful to ensure that all Penalty Charge Notices are issued correctly and accurately, however some errors can occur. Processes are in place to address concerns and raise training issues to prevent errors occurring. As specific details are required to be recorded correctly in line with regulations, should these details be incorrect, the Penalty Charge Notice will be cancelled: for example, the Penalty Charge Notice is issued with the wrong contravention code. As expected, where use of the MiPermit digital parking system is growing, the number of Penalty Charge Notices being cancelled for reasons relating to use of this service has increased. The team considers mitigation when reviewing challenges where circumstances leading to a contravention may have been out of the motorists' control.

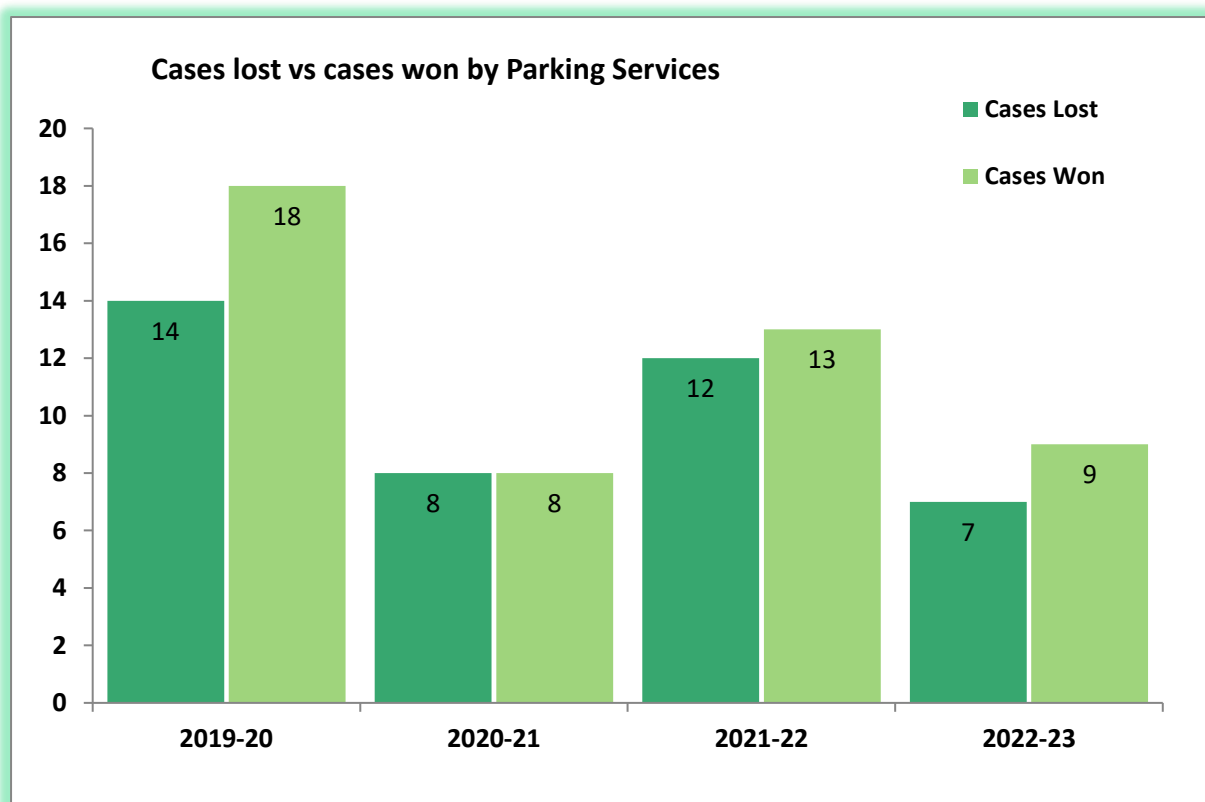


# 4. Online Appeals and FOAM

If a customer is unhappy with the decision made by the Council, once a rejection to a representation has been made, they have the right to appeal to the Traffic Penalty Tribunal (TPT). The Traffic Penalty Tribunal is made up of independent Adjudicators and their role is to hear and decide appeals brought against Penalty Charge Notices.

During 2022-23, 19 customers submitted appeals via the Fast Online Appeals Management (FOAM) system provided by the Traffic Penalty Tribunal. FOAM has provided improved access to the tribunal service for both the appellant and the Council alike and this helps to reduce staff time and cost associated with compiling cases. Only 7 of all customers using the appeal service requested their cases to be printed and posted to them.

- 84.21% of appeals were decided without the customer requesting a hearing
- 15.79% of customers requested a telephone hearing
- 5.26% of appeals were multiple Penalty Charge Notice appeal which is where the appellant has more than one Penalty Charge Notice and appeals them all in one hearing
- The most appealed contravention code was 73 - Parked without payment of the parking charge



## 4.1 Learning from Appeals

Notice Processing Officers take note of Adjudicator decisions and have used this information to determine if a case should be non-contested. More cases have been non-contested than in previous years. The Parking Services team reviews each appeal decision to ensure that future cases can be considered in light of observations made by adjudicators of the Traffic Penalty Tribunal. Adjudicator decisions are shared between other local authorities in West Sussex and discussed at county-wide meetings to ensure that all staff processing appeals are aware of useful information to improve their own appeal outcomes, and to promote consistency.

Table 6 – Rate of Appeals

Financial year	Appeals	Rate of appeal per PCN	Not contested by CDC	Cases Lost by CDC	Cases Won by CDC
2020-21	24	0.38%	8	8	8
2021-22	28	0.30%	3	12	13
2022-23	19	0.18%	3	7	9



# 5. Our Online Presence

## 5.1 Web accessibility regulations

We have worked very hard and are delighted to advise that Parking Services website content and the last three Annual Reports have all been compliant with The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

For further information please visit our website for your accessibility statement [www.chichester.gov.uk/accessibilitystatement](http://www.chichester.gov.uk/accessibilitystatement)

## 5.2. Improvements to Online Services

Parking Services significantly enhanced our online services, and we were delighted to receive recognition for our enhanced online presence through the award of the 2019-20 PATROL PACER Award for Best use of Digital Channels.

The team have continued to give a faster, more streamlined service, encouraging all our customers to go online to apply, seek information, and report any parking issues. We have worked closely and have been supported by our colleagues in the Information and Communications team who have enabled us to maximise online services for our customers. We have successfully completed the following:

- Improved the customer journey by redesigning the parking web pages
- Provided further online, self-service options for applications
- Provided a simple way to report issues to the team
- Ensured web accessibility across pages and documents

In April, the team introduced two new E-forms for applying for bays suspensions and a miscellaneous instant payment link. Replacing the clunky emailed way to apply for bay suspensions via an E-form ensured customers could provide us with all the necessary details and a map detailing a specific location. The miscellaneous instant payment link has given the customers the opportunity to pay for our services without having to call the Council and wait on the phone until their call could be taken. Whilst this has been beneficial to the customer it has also relieved pressure on our already busy Customer Service Team.

The team have also been busily preparing behind the scenes for the digitalising of all on-street permits.

## 5.3 Social Media

Social media platforms help us to connect with our customers, increase awareness about services and share important information. With so many people around the world using social media, communicating in a way that is relevant to different users is important to us.

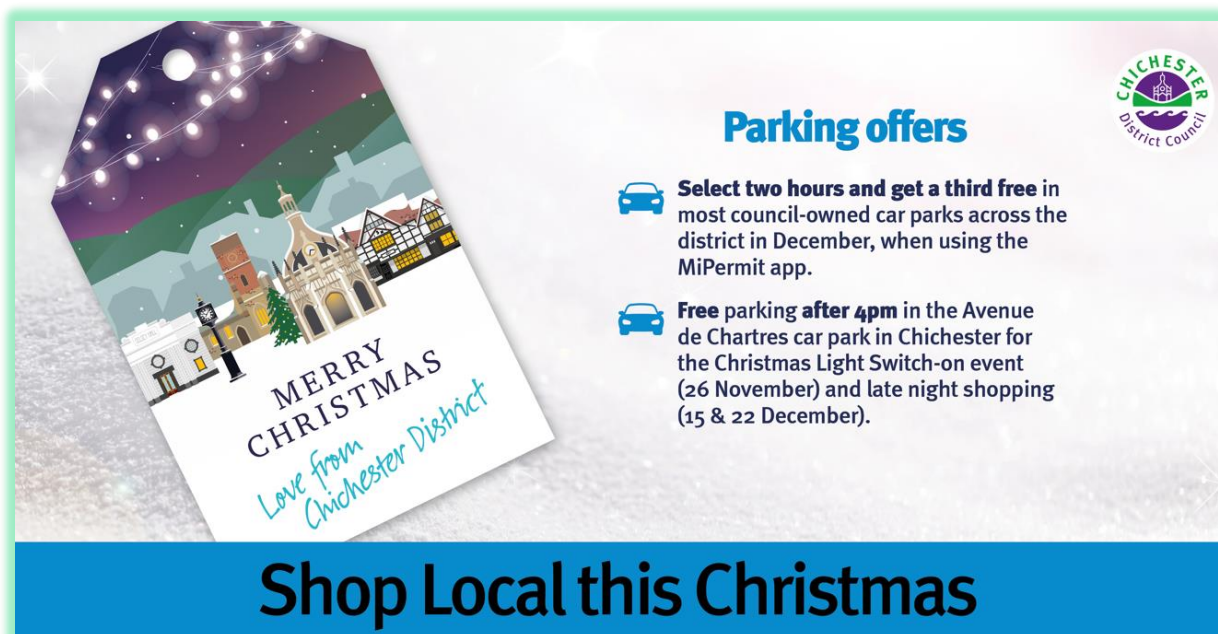
The number of views of parking messages in 2022-23 is shown below:

MiPermit	7168 views
Christmas MiPermit messages	6126 views
Parking permit messages	2091 views
Midhurst Parking offer	20,904 views
Christmas Parking Messages	8931 views
<b>Total</b>	<b>45,220 views</b>



The Council currently has more than 10,000 followers on Facebook, almost 9,000 on Twitter, more than 2,500 on Instagram and almost 2,500 on LinkedIn. There is also a 'YouTube' Channel and a 'Next Door' page.

Across all platforms during 2022-2023, we ran several campaigns to communicate a variety of different messages to the public and responded to customers comments.

Once again, social media proved a successful way of promoting our Christmas parking incentives, a campaign which aimed to encourage people to shop locally in the district's high streets in the run up to Christmas.

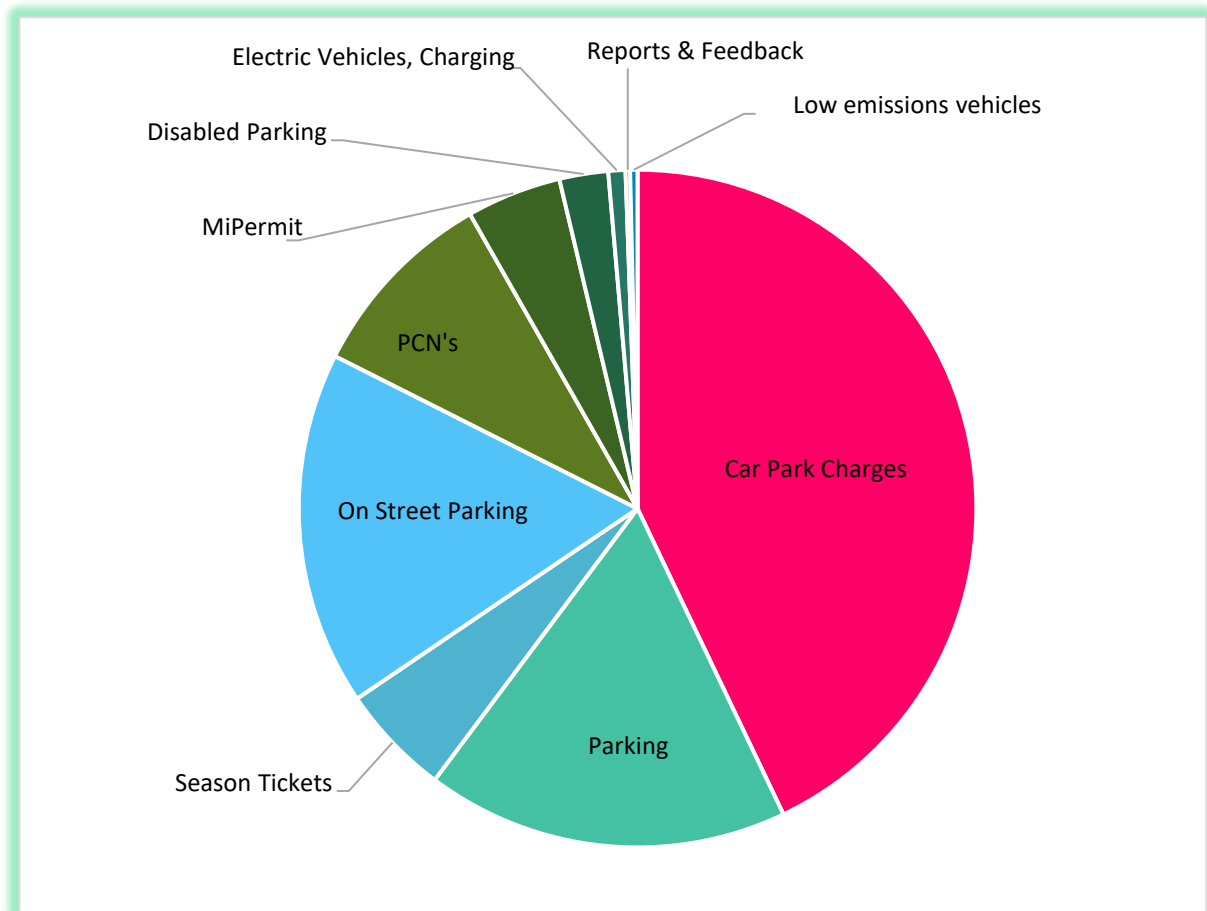


**Parking offers**

-  **Select two hours and get a third free** in most council-owned car parks across the district in December, when using the MiPermit app.
-  **Free parking after 4pm** in the Avenue de Chartres car park in Chichester for the Christmas Light Switch-on event (26 November) and late night shopping (15 & 22 December).

**Shop Local this Christmas**

## 5.4 Website Page Views



In 2022-23 our top 3 most viewed areas were Car Park Charges, Parking (this includes our Consultations pages advising on the West Sussex County Council zone expansion) and our On Street Parking pages.

On most of our webpages we have a website feedback tab where customers are encouraged to submit their experience to make sure we are providing the customer with the information they need.

## 5.5 Payments Through our Website

PCNs	Total	Web	%	Non-Web	%
2019/20	8,987	6,920	77%	2,067	23%
2020/21	5,763	4,778	82%	985	18%
2021/22	7,721	6,683	87%	1,038	13%
2022/23	9,272	8,033	87%	1,239	13%

Season Tickets and Permits	Total	Web	%	Non-Web	%
2019/20	11,641	9,989	86%	1,652	14%
2020/21	7,475	6,228	83%	1,247	17%
2021/22	17,148	16,760	98%	388	2%
2022/23	30,821	30,590	99%	231	1%

Payments through the website for both Penalty Charge Notices and Season tickets continues to increase, with the majority of payments now made in this way.



# 6. Off-Street Car Parks Overview

## 6.1. Electric Vehicles

Parking Services has fast (3 hour) bays located in the following car parks across the district:

Location	Number of Bays	Number of Machines
Avenue de Chartres car park, Chichester	4	2
Bosham Lane car park, Bosham	2	1
East Pallant car park, Chichester	2	1
East Street car park, Selsey	2	1
Northern Crescent car park, East Wittering	2	1
Northgate car park, Chichester	2	1
North Street car park, Midhurst	2	1
Pound Street car park, Petworth	2	1



## **6.2. Subsidised and 'Free' Parking**

During 2022-23 we continued to offer subsidised parking in the rural car parks and 227921 tickets (equating to £165,473.80) were issued free of charge.

The Christmas Park and Ride was not offered during 2022-23 as the car parks were not at full capacity. However, Parking Services introduced parking incentives over the Christmas period 2022. The incentives encouraged customers to visit their local shops and support the high street. 293 customers benefitted from free customer Christmas late night shopping parking in the Avenue de Chartres car park after 4pm. 19,820 from the MiPermit free hour when selecting two in all car parks across the district.

## **6.3. Providing Flexibility when Parking**

All but one of our charging car parks provide payment machines which are capable of accepting coin, card and contactless payment. MiPermit cashless parking is also offered across the district. Many frequent customers take advantage of heavily discounted season tickets which can be used in 4 of our car parks and are available to buy online at a substantially reduced cost.

In the next financial year, we will be adding MiPermit cashless parking into our last chargeable surface car park, Westgate.

Our Avenue De Chartres car park provides a 'pay on foot' payment system enabling customers to pay when they return to the car park.

## **6.4. Car Parks Throughout the Year**

The busiest months in our car parks for 2022-2023 were August, November, and July.

This is a change from last year when December was the second busiest month. Media reports that the public preferred to do their Christmas shopping in November rather than December seems to be borne out by these figures.

The busiest car parks over the course of the year have been the long-stay car parks of 'Northgate' and 'Cattle Market' in Chichester. The city centre short-stay car park of 'Little London' was also well used by our customers. In Midhurst, it was 'North Street' which was our busiest car park outside of Chichester.



All our payment machines in surface car parks are solar powered to reduce the cost of electricity and support the Council's environmental agenda and Climate Change Action Plan. The team works to keep restriction signs and charges boards clean, line markings free of foliage and maintain our spaces by reporting and resolving defects. Taking into consideration feedback from Civil Enforcement Officers, all car park inspection defect reports are undertaken using digital means, with inspections being undertaken on a regular basis to ensure that our car parks are as safe as possible. In addition, Civil Enforcement Officers are all trained to respond to reports of antisocial behaviour and assisting our Communities team and the Police.



# 7. Season Tickets

Season tickets provide good value for frequent customers and added convenience. The successful move to digital MiPermit season tickets from paper season tickets has reduced the reliance on direct contact with the Parking Services team, and completely removed transactions through the Contact Centre freeing up the service and wait times.

We have successfully introduced a part-time season ticket which allows customers to select the days they wish to park rather than paying for a season ticket to park every day. This addition to our season tickets reflects the changing ways people work after the Covid pandemic, with more and more of our customers retaining the flexibility to work from home as well as travelling into their places of work.

80% of our season ticket customers still choose to buy monthly season tickets, with the second and third most popular durations being 2 and 3 months, respectively.

Key information about our season tickets:

- 11 digital season tickets
- 2 season tickets which guarantee a parking space in a central car park
- 7552 season tickets sold in 2022-23
- Park for as little as £1.58 a day in Chichester
- Park for as little as 64p in rural car parks



# 8. MiPermit

MiPermit is an alternative way to pay for parking in all but two of our chargeable car parks. In addition, customers also benefit from increased flexibility as all of our season tickets are now digital and can be accessed anytime.

MiPermit customers can pay for parking using:

- A smartphone app Apple/Android
- Online at [www.mipermit.com](http://www.mipermit.com)
- By telephone
- A mobile phone by SMS - Text PARK with your vehicle registration to 61600



MiPermit also provides the facility for customers to extend their parking stay. This option also assists businesses in the district by ensuring customers do not have to rush back to their vehicles at the end of a parking stay as they are able to extend remotely should they wish to spend more time in the high streets.

The table below shows all MiPermit transactions since 2019, split across all car parks.

Table 7 – MiPermit Parking Stays

Car Park	2019-20	2020-21	2021-22	2022-23
Baffins Lane Car Park	7,368	5,531	13,689	19,820
Basin Road Car Park	2746	2692	5,662	5,938
Bosham Lane Car Park	2,360	6,637	12,355	13,562
Bosham Lane Coach & Lorry Park	26	64	94	96
Bracklesham Lane Car Park	1,398	3,579	5,635	6,431
Cattle Market Car Park	21,356	21,131	52,484	74,699
Cawley Priory Car Park	4,592	3,120	9,367	14,276
Coach Park Via Ravenna	155	31	177	225
East Beach Car Park	107	690	1,058	1,831
East Pallant Car Park	8,718	7,889	21,473	30,795
East Street Car Park	322	220	677	1,206
Grange Road Car Park	1,481	2,362	4,397	5,740
Little London Car Park	8,141	10,020	24,083	31,700
Lorry Park Via Ravenna (Overnight Only)	2	14	10	19
Marine Drive Car Park	574	2,348	3,689	5,228

Car Park	2019-20	2020-21	2021-22	2022-23
Market Avenue Car Park	367	170	1,745	5,469
Market Avenue/St John's Street Car Park	1,136	1,208	3,166	4,252
Market Road Car Park	451	289	821	1,291
New Park Road Car Park	6,417	6,418	17,847	24,074
North Street Car Park	3,142	3,738	8,653	9,314
Northern Crescent Car Park	164	329	848	1,200
Northgate Car Park	22,099	14,943	53,663	7,8977
Orchard Street Car Park	1,947	1,633	4,945	6,969
Orchard Street Car Park (D Park)	145	103	393	591
Post Office Car Park	2,148	1,662	3,225	2,969
Pound Street Car Park	4,383	4,078	9,962	12,276
Selsey Marine Car Park	61	157	615	629
South Pallant Car Park	4,432	4,594	11,029	15,128
St Cyriacs Car Park	5,087	4,447	12,444	16,808
<b>Total parking stays</b>	<b>111,325</b>	<b>110,097</b>	<b>284,206</b>	<b>391,620</b>

The team has worked to promote the service further by producing posters, running social media campaigns, distributing promotional cards and offering incentives for customers using MiPermit.

The use of MiPermit has increased from 17% up to 22% across all our car park transactions during 2022-23. The car parks attracting the highest number of MiPermit customers are Northgate car park and Cattle Market car park, which are our largest long-stay car parks, but also Little London car park, which is one of our city centre short-stay car parks.

What benefits does MiPermit offer?

- No need to call or visit the Council
- No need to display a season ticket or ticket in a vehicle
- The ability to update vehicle details at any time, day or night
- A secure and reliable way to purchase season tickets or parking stays
- Purchase stays in advance of your visit
- Use the basket function to purchase multiple season tickets
- Use a personal account via MiPermit Website or App reduces the postage, stationery and administrative costs



# 9. On-Street Parking Overview

## 9.1. City Centre On-Street Pay and Display

29 solar powered payment machines are located in convenient locations in Chichester city centre on-street locations. Motorists can make the most of city centre parking locations for up to 1-hour which assists with the turnover of spaces near shops and businesses. Previously there was a voucher scheme which is largely phased out, however any unused vouchers still in circulation are being honoured.

## 9.2. Lines and Signs

By nature of their position, lines on the highway can become worn or damaged and often Civil Enforcement Officers are the first to discover these defects. For a sixth year, Parking Services has ordered work to resolve on-street defects which are found within the Controlled Parking Zones (CPZ). Civil Enforcement Officers are also reporting and ordering remedial work for defects outside of the CPZ.



### 9.3. Protecting Parking Schemes

Permit schemes are managed stringently, to ensure that only those who are eligible to use permits are doing so. Enforcement of permit holder bays ensures that we secure the parking for those who need it most. Where there are instances of permit misuse or fraud, the Council's Fraud Investigation Officer will investigate such cases.

### 9.4. Electric vehicle charging points

West Sussex County Council with their selected partner Connected Kerb have started progressing the installation of electric vehicle charging points within West Sussex to include Chichester district. Connected Kerb will have responsibility for planning, installing, operating, and maintaining all charge points on behalf of the county council.

### 9.5. Blue Badge Enforcement

Blue Badges are vital to those who need them, and the Parking Services team works hard to protect the integrity of the scheme and to enable use of accessible spaces.

Whilst the Civil Enforcement Officers undertake enforcement relating to the correct use of Blue Badges on a daily basis as part of their regular enforcement activity, the team also works closely with West Sussex County Council, along with dedicated Enforcement Officers from Brighton and Hove City Council to undertake dedicated enforcement days to enforce and retain misused Blue Badges. Alongside this, regular communication is shared via both the Council's social media channels to provide information relating to how Blue Badge misuse can be reported and to increase awareness of the scheme.



## 9.6. Problem Parking and Directing Enforcement

In 2022-23 Parking Services logged **517** requests for enforcement in specific locations from members of the public.

Customers are able to contact Parking Services using the 'Report It' facility on the council's website, or by phone and email, to advise if they observe a vehicle which they believe is parked in contravention of the regulations. Regrettably, we are unable to issue a Penalty Charge Notices using the photographs and the details customers provide, as a Civil Enforcement Officer must view vehicles parked in contravention at the time. However, all requests for enforcement where there are restrictions and a Traffic Regulation Order/Parking Order in place are passed to the Civil Enforcements who will look into the situation and deal with it accordingly. This might include increasing the number of visits made to the particular area of concern.

Within the past year the areas that we have received the most reports for parking issues by the general public were Claypit Lane (Chichester), Dell Quay Road (Dell Quay), Broyle Road (Chichester), and Northgate (Chichester)

The top three reasons for customers contacting the team to report issues of concern were:

- Vehicles parking on a double yellow line restriction (**200**)
- No valid permit displayed in a controlled parking zone (**69**)
- Vehicles causing an obstruction (**41**)

March 2023 saw the highest level of reports from customers (**60**) with most of these being attributed to reports of vehicles parked on double yellow lines (**20**).

The team received **3** reports where the Civil Enforcement Officers were unable to take action due to there being no Traffic Regulation Orders at the reported location.



**41** reports were received for vehicles parked causing obstruction which regrettably our Civil Enforcement Officers do not have the power to issue Penalty Charge Notices for, and customers are advised that these issues should be reported to the Police.

## 9.7. Managing Coastal Traffic

Chichester District is the proud home to many renowned beaches, which inevitably leads to a high number of people visiting the region and some regrettably parking in contravention. This influx of vehicles led to concerns for safety on the highway and raised complaints from residents. Parking Services increased Civil Enforcement Officer patrols in coastal areas and endeavoured to guide and advise motorists where possible. While the question has been raised whether on-street higher Penalty charges are sufficient to adequately prevent inconsiderate or dangerous parking, the presence of Civil Enforcement Officers in coastal areas can help to encourage motorists to make better choices when parking. Parking Services worked closely with local partners, including local landowners to progress actions to assist with improving the situation, these included variable messaging systems, placing bollards on verges and further clear communications ahead of busy periods.





# 10. School Enforcement

Designated school enforcement is scheduled into Civil Enforcement Officer patrol rotas and it is considered a very important part of their work. As we dedicate enforcement to around 50 schools in the area, it is accepted that Civil Enforcement Officers cannot always be present; however, a rota system allows officers to attend various locations as frequently as possible. When Civil Enforcement Officers observe a particular parking issue at a school it is reported, and periods of concentrated enforcement can be scheduled.



The Parking Services team recognise that there are some locations in the district where it is not easy for parents to park when dropping off or collecting children from school. We provide some schools with alternative parking options for 'drop offs' and 'pick ups', including short-term parking passes for on and off-street locations. Regrettably, vehicles continue to be parked where safety restrictions are in place and the school enforcement has contributed to the highest number of Regulation 10 Penalty Charge Notices being issued where a vehicle had stopped in the restricted area outside of a school.

# 11. On-Street Permits

Table 8 – Permits in Controlled Parking Zones

Zone	Uptake of Permits %	1st Permit	2nd Permit*	3rd & 4th Permits	BBH's	Carer	+Health-care	Non-Resident	Total Issued excluding Non-Res.
A	22%	144	27	1	10	3	286	44	185
E	85%	168	15	0	6	1		0	190
F	84%	309	62	4	13	2		17	390
G	33%	17	3	0	3	0		7	23
H	46%	108	13	0	10	1		19	132
H2	47%	166	30	3	19	4		19	222
J	57%	26	7	1	1	2		0	37
K	93%	55	0	0	4	1		0	60
K Mon-Fri	75%	12	0	0	0	0		0	12
K Alt N	N/A	7	0	0	0	0		0	7
L	82%	36	2	0	2	1		1	41
M	43%	56	14	3	3	1		1	77
N	86%	236	40	0	7	2		9	285
O	51%	151	41	4	13	2	9	211	
S	55%	185	40	6	8	3	10	242	

\* Where permits in zones are in high demand only 1st permits will be issued.  
 +Healthcare permits are valid for use across all zones.



## 11.1. Controlled Parking Zones

Thirteen Controlled Parking Zones (CPZs) are in place in Chichester, designed to manage on-street parking, maintain safety and access and improve the commercial viability of the city (see Appendix D for map of zones). Across the Resident Parking Scheme (RPS) permits enable customers to park in permitted parking bays or areas. The largest group of permit holders are residents who make up 79% of permits. Amongst those who are also eligible to apply for permits are residents holding Blue Badges, Carers, and Healthcare workers, making up 21% of the permits we issued. Where demand exceeds supply, the team manage waiting lists. Waiting lists are monitored regularly to minimise the length of time that customers spend waiting.



## 11.2. Non-Resident Permits

Non-Resident Permit holders account for 5% of permits issued during 2022-23. With commuters returning to the city centre we have seen the Non-Resident permits in demand with waiting lists in operation, especially in the Zones surrounding the Hospital. Non-Resident Permits are offered to customers in roads where surplus capacity is recorded by Civil Enforcement Officers, following discussion and agreement with West Sussex County Council.

## 11.3. Resident Visitor Permits

Customers can benefit from 3 types of Resident Visitor Permits. In the past year there have been over 8,000 Resident Visitor Permits issued.

The number of Resident Visitor Permits issued has risen again this year and starting to reflect pre-covid data. We are still encouraging our customers to use our online services making it easier for customers to do this from home.

Table 9 – Resident Visitor Permits are available to residents to purchase for their visitors

Resident Visitor Permits (RVPs)			
Duration	2 Hourly	Daily	Weekly
Total RVPs 2019-20	6,275	3,130	156
Total RVP's 2020-21	3,465	1,949	98
Total RVP's 2021-22	5,217	2,120	213
Total RVP's 2022-23	5,422	2,506	168

Example of our MiPermit system using Resident Visitor Permits

The screenshot shows the 'MiPERMIT' app interface for activating a permit. At the top, there is a 'Cancel' button and the 'MiPERMIT' logo. The main heading is 'Activate Permit'. Below this, there are sections for 'Vehicle', 'Permit Type', 'When', and 'Duration'. The 'Vehicle' section has a text input field 'Enter or select a vehicle' and a 'Recent' button. The 'Permit Type' section shows 'Visitor - Zone A - 12 x 2 hour permits' with a sub-note: 'You have 8 Visitor - Zone A - 12 x 2 hour permits you can use now, and 12 you can top up with as of today'. The 'When' section shows 'Today @ 13:50'. The 'Duration' section shows '1 x 2 hours'. At the bottom, there is a list of duration options: '1 x 2 hours', '2 x 2 hours', '3 x 2 hours', and '4 x 2 hours'. A 'Confirm' button is at the very bottom.

# 12. Dispensations and Suspensions

The purpose of on-street dispensations is to help ensure that trades people who carry out work across the District can do so safely and conveniently if their vehicles are required for the activity taking place. The number of dispensations issued to tradespeople has increased in 2022-23 from 126 in 2021-22.

On-street parking bay suspensions suspend the normal restrictions in an area of the highway to allow a planned activity to take place. They may be requested in order to position a skip in a parking bay, to enable utility companies to carry out maintenance, or simply to make certain that a space will be vacant. Suspensions can also help facilitate events by preventing the use of parking bays throughout road closures. The Parking Services team determines whether or not the location and timescales are suitable and how potential disruption can be minimised. By ensuring that signs are correctly displayed ahead of the suspension start date, the team provides warning to those who will be affected. In 2022-23 suspensions have also increased from 100 in 2021-22.

Table 10 – On-Street Dispensations and Suspensions 2022-23

Month	Dispensations	Suspensions
April	13	15
May	9	16
June	9	8
July	16	13
August	28	14
September	9	14
October	10	17
November	6	0
December	5	5
January	10	17
February	4	13
March	33	17
<b>Total</b>	<b>152</b>	<b>149</b>

# 13. Partnership Working

Chichester District Council works in partnership with many organisations in its provision of the Parking Service. It is recognised that working in partnership assists us to deliver our services in the most effective way. Customers benefit from these partnerships as they enable us to deliver more joined-up services which better meet their needs and improves the customer experience. Partnerships also allow us to uphold the regulations which affect all road users more easily, minimising costs to the council.

During 2022-23 the Parking Services team continued to work closely with the NHS and Public Health England to provide parking provision in response to the Covid pandemic, allocating areas of car parks for Covid test or vaccination sites. Alongside this, the increased number of visitors during the summer months to the coastal area has meant that partnership working with the Police has become increasingly important.

Following the major fire at The Angel Inn hotel and neighbouring buildings on the A286 North Street in Midhurst, a Multi-Agency Recovery Group was produced which included: Chichester District Council, South Downs National Park Authority, West Sussex County Council and Midhurst Town Council.

## 13.1. Parking Services Partnerships



West Sussex County Council. By way of an Agency Agreement, we undertake work to support WSCC's policies and projects such as Proposed Parking Management Plan.

[www.westsussex.gov.uk](http://www.westsussex.gov.uk)



MiPermit administers our digital permits and season tickets for a more streamlined and efficient service.

[www.mipermit.com](http://www.mipermit.com)



Chipside provides a case management system that processes the life cycle of a Penalty Charge Notice including appeals and payments.

[www.chipside.com/index](http://www.chipside.com/index)

# PATROL

Parking and Traffic Regulations Outside London (PATROL) provides resources to support independent adjudicators and their staff, who together comprise the Traffic Penalty Tribunal (TPT).

[www.patrol-uk.info](http://www.patrol-uk.info)



Driver & Vehicle  
Licensing  
Agency

DVLA. The team actively report vehicles where persistent offenders (vehicles attracting multiple PCNs) have not registered their vehicles with the DVLA, where it is believed a vehicle is displaying false plates and where it appears that erroneous addresses have been registered leading to the avoidance of charges.

[www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency](http://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency)



Chichester BID. BID (Business Improvement District) helps to distribute MiPermit information to business in Chichester.

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



British Parking Association. Working with the BPA, accreditations have been awarded to Parking Services which reflect our commitment to providing safe and accessible public spaces.

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



Sussex Police. Working alongside the Police, Parking Services can react more effectively to antisocial behaviour in public spaces to help keep the district safe. Additional training has also been undertaken which aims to help frontline workers identify and protect victims of county line gangs. The team also work to check and report vehicles which are being driven without road tax and/or MOT and report abandoned, stolen or damaged vehicles through Operation Crackdown.

[www.sussex.police.uk](http://www.sussex.police.uk)

Other Districts and Boroughs in WSCC. Working with our neighbouring authorities to ensure we are achieving efficiencies, sharing our knowledge, and operating consistency from one district to another.

# 14. Freedom of Information and Subject Access Requests

All requests for information received by Parking Services are answered in accordance with the Freedom of Information (FOI) Act 2000. The only exception will be an individual's request for their own personal data, which must be handled under the terms of the General Data Protection Regulations (GDPR).

During 2022-23, the Parking Services team received 24 FOI requests, compared to 32 the previous year. The most common question related to PCNs issued. Other FOI requests have included enquiries into information regarding electric vehicle charging points, cost to park a car and CPZ areas and permit costs.

Reviewing FOI topics can help us determine where we can make improvements to information we provide, which may in turn prevent any unavoidable requests in the future. Parking Services publishes policies relating to Penalty Charge Notice decision-making and offers advice online in relation to the Penalty Charge Notice process which allows customers to find information themselves.

There was one Subject Access Request received in January 2023. This entitles the customer to see the data containing personal information that is held by the Council and how it is used. This covers all types of records held by the Council including copies of any letters, memos, telephone call recordings (all calls to Customer Services and our Revenues Client Support team are recorded) and emails of which the customer is the focus.





# 15. Equality of Access to our Services

The table below sets out the number of ways in which we constantly review how accessible our service is to all customers who have a variety of needs. The actions we undertake each year are reviewed and considered very carefully to ensure that we are improving the service we provide.

Chichester District Council Parking Forum	The Chichester District Parking Forum continues to invite the Chichester Access Group to its meetings.
British Parking Association Safer Parking and Disabled Parking Accreditation	<p>The British Parking Association provides an accreditation scheme, which assesses car park safety. This scheme has been in place in Chichester city car parks for a number of years; however, we have continued to work towards gaining it in as many car parks as possible. 28 of the 31 car parks across the district now have the accreditation. This provides assurances to customers from a safety perspective and feedback (particularly from older customers) suggests that this is important to them.</p> <p>In addition, Disabled Parking Accreditation assessments have been carried out, with 28 car parks accredited under this scheme. The scheme requires owners/operators of car parks to adopt an active management strategy to ensure minimal occurrence of disabled bay abuse, facilities are suitable for disabled people and recognition is made of the extra time taken by disabled people in the form of a concession.</p>
Penalty Charge Notices (PCNs)	Parking Services has undertaken to review and updated the procedure for verbal challenges against PCNs. The process ensures that those who are unable to write to the council have other means to make their challenge, either in person or over the phone and that all staff are properly trained to follow the procedure.

Health Care and Carer Permits	The Parking Services team continue to administer Health Care and Carer permits for healthcare workers visiting those receiving care in their homes within the Controlled Parking Zone. The permits help residents stay in their own homes for longer by enabling easy access to provide the required care. Where customers are in receipt of particular benefits, carer permits can be provided free of charge.
Website Accessibility	As part of the accessibility regulations (The Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018) we are continuing to improve our website. An accessibility statement has now been published outlining our level of accessibility. We have created a 'Website accessibility contact form', so customers can report an issue with accessibility. We have carried out a site-wide audit of all our documents and are working with services to make them accessible. We continue to promote the importance of accessibility and have created a section on the Council's intranet for advice and guidance to staff when producing information for the website. Our commitment to the Local Digital Declaration means we will continue to design our services to meet the needs of customers and follow a unified set of content and accessibility standards.
Shopmobility	A Shopmobility service provided by Community First continues to operate from East Pallant car park, providing mobility scooters for visitors with limited mobility, to enable improved access to the city centre. The service is supported by Parking Services (a number of parking bays are set aside for the service to operate from) and in part with Council Grant funding.
Blue Badge Enforcement	Civil Enforcement Officers continue to support West Sussex County Council to tackle Blue Badge misuse. They are trained to identify and retain misused and/or expired badges. The Council website also provides information and encourages customers to report badge misuse. This initiative recognises that Blue Badge misuse is not only fraud, but can mean that genuine, vulnerable users are deprived of vital services because parking spaces are taken by fraudsters.
Community Bus Bays	Several bays for Community Buses are provided within council-owned car parks for use by organisations who transport older, frail or disabled residents around the district. The bays provide a designated location for these customers to be safely dropped off and collected. Due to levels of demand, further bays have been provided in a rural car park.

<p>Parking for Disabled Customers</p>	<p>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 (the Avenue de Chartres Pay on Foot car park excepted) 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 a passenger.</p>
<p>Parking Payment Options</p>	<p>Parking payment machines are fully compliant with the British Standard relating to Parking control equipment (BS 8300). All machines except for those in the Westgate car park accept coin, card and contactless payment. In addition, the MiPermit facility is in place across all car parks (with the exception of Westgate and Avenue De Chartres), enabling payment by phone or app. Many customers from protected groups (particularly older customers and those with mobility issues) benefit from the accessible machines or from being able to pay for parking without the need to visit a machine. Parking payment machines also provide information in a number of different languages.</p>
<p>Resident Visitor Permits</p>	<p>A new system has been set up whereby customers can order and purchase Resident Visitor Permits online rather than visit the Council's offices.</p> <p>To assist residents who do not have internet access, they can still telephone the council.</p>

# 16. Complaints and Compliments

With such a busy service dealing with many customers, Parking Services has occasions where a customer wants to provide feedback. Whether it's due to a delay in postage, a faded permit or payment machine fault, whatever the complaint is we work very hard to sort it out.

The Council's complaints procedure provides three stages at which the complaint can be investigated. During 2022-23, we received a total of 6 first stage complaints, 5 second stage complaints and one that was registered with the Ombudsman. The complaint registered by the Ombudsman was not upheld after completing their investigation.

Examples of complaints and our response are shown below:

## **Customer Complaint:**

*On 20 October at about 12.35 I parked at the North Street car park in Midhurst for about 10 Minutes with a free hours parking. I had to return the same afternoon at about 3 pm and when I tried to get a free ticket I could not and had to pay for parking. There is no mention that free slots are limited to one per day on the information displayed on the pay machine.*

*I have submitted this complaint to CDC parking who have refused to refund the charge. I have copies of the exchange of emails between 20 October 2022 and 10 November 2022 which I can provide if you cannot retrieve them.*

## **Parking Services Response:**

*The signs in the car parks put the public on notice that the charges are Daily parking charges Monday – Saturday 8am – 6pm including Bank and Public Holidays. I also note that in your email dated 4th November you have said about the notice on the machines. Due to the design of the machine we are limited to the amount of information we can add however, we feel that the information on the board is sufficient. With regards to the limited waiting sign in North Street, this is an on-street restriction and not a restriction that we have in our car parks however, we do need to have a limit on the free period of parking. As previously advised by my colleague, in our Parking Order for all our car parks it states in schedule 31. under the title 'Concessionary free period' that "Only one free parking concession may be obtained in respect of any one vehicle in any one parking place per calendar day.*

*For your convenience I have attached the link below and reference is made to our parking order on the charges boards within the car park too.*

*Chichester District Council (Off-Street Parking Places) (Consolidation Order) 2020*

*It is not considered that anything within the car park would give the impression that multiple free stays are permitted and this would not be a responsible policy for the Council to employ. Charges are introduced into car parks to assist with demand and regulate usage. Should you be in any doubt in future, as to the conditions of the car park, I would suggest that you contact the Council's parking team who will be able to advise, 01243 534500.*

*Abuse of the free period, would ultimately leave a vehicle vulnerable to receiving a Penalty Charge Notice.*

**Customer Complaint:**

*I was on a break in Sussex with my mum and visited Chichester, attempted to purchase a 2 hour parking ticket in New Park Rd carpark, I didn't find the machine simple to use for payment with a credit card, as it charged me £14.60 instead of £3. I tried to cancel the payment which didn't happen so immediately phoned the number on the machine to say what happened. After emails to your parking department, I've been told no refund will be issued. I really feel that discretion can be used and £11.60 refunded to me, it has spoilt what was a lovely visit to Chichester, £11 is a lot of money to me.*

**Parking Services Response:**

*I am sorry to hear that you are dissatisfied with the outcome of the investigations into your request for a refund. I note the information provided to you already and can confirm that this is correct.*

*The signs in the car parks put the public on notice that no refunds will be given. In order for car park charges to be administered fairly, for all users, the expectation is that anyone using the machines or apps to pay for parking exercise reasonable care and attention. This would include checking the amount which is displayed before making the final purchase. Where the overpayment has been made by an avoidable oversight by the purchaser there is no legal obligation to refund that overpayment. The payment machines have been checked by our Civil Enforcement Officers and likewise on the back office system and no faults have been found.*

We know we are more likely to hear from customers if something goes wrong, but during the year, we received good feedback too. During 2022 we received 14 compliments.

Examples of compliments:

**Customer Compliment:**

“A comment to thank you for your efforts! I’m a new motorcyclist, and used the motorcycle park at Little London today, securing my motorbike to the provided pylons. I was amazed to learn that my ‘away-from-home’ chain fitted through the centre hole on the pylon, and allowed me a little peace whilst shopping for a short while. It’s good to know that my chain was off the ground, and more secure from attachment as a result. The adjacent CCTV camera added to this peace of mind too.”

**Customer Compliment:**

“Thank for your quick response and information that’s very helpful. Chichester is probably one of the best parking schemes I have come across in the UK for disabled people. I hope to have a great time in Chichester, again thank you!!”

**Customer Compliment:**

“I feel I must come clean and want to apologise for wasting your time. Mastercard advised me that the payments were contactless and for a restaurant which puzzled me..... So, once again I do apologise for wasting your time and thank you for managing to be so courteous.”

**Customer Compliment:**

“This is exactly what I needed, thank you very much for your time and effort I really appreciate it.”

**Customer Compliment:**

“I'd like to thank you very much for your help in providing me with a resident's parking permit. It has made a huge difference to my life. Please could you also thank the WSCC on my behalf.”

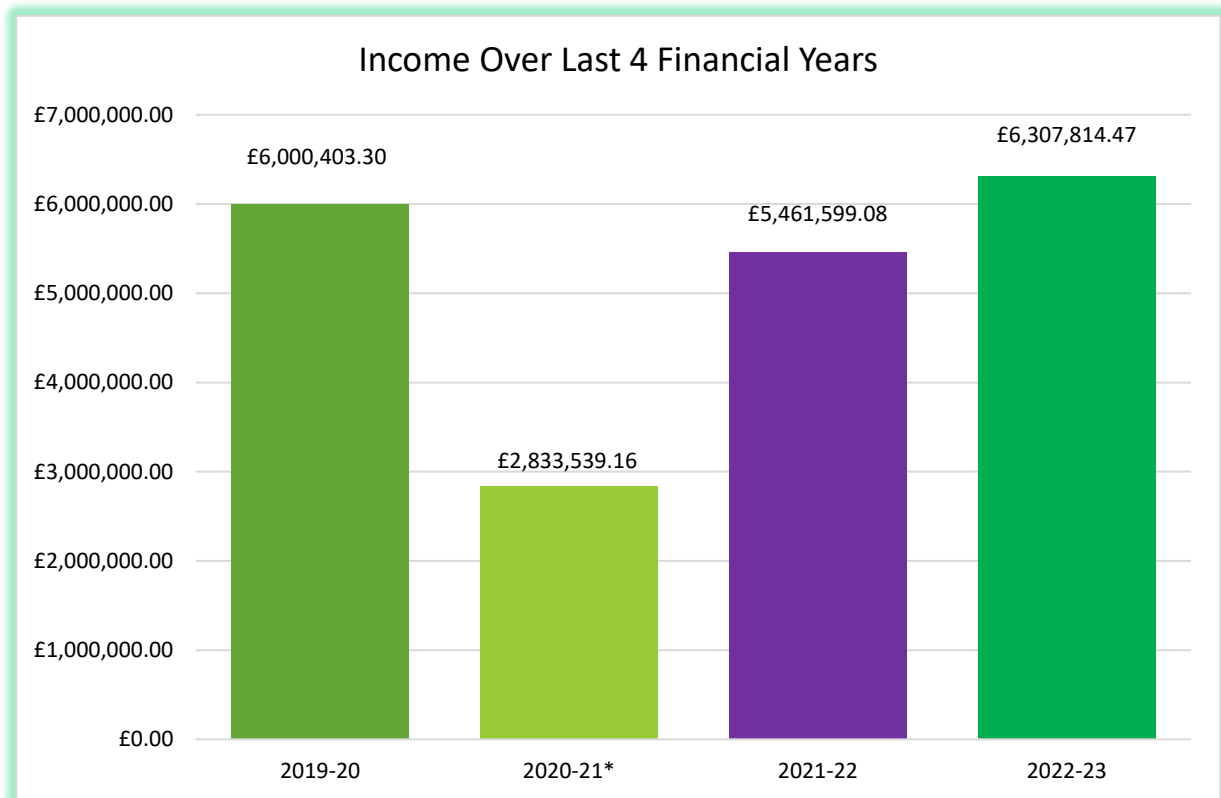
**Customer Compliment:**

“As a bit of customer feedback, may I say how easy and uncomplicated this process has been. The website facility is very clear in its directions and easy to use, even for a computer ignoramus like me! Your assistance in this matter is greatly appreciated.”

# 17. Financial Information

## 17.1. Income

Income from parking charges is used to meet the direct costs of operating the car parks, the cost of provision of pay and display and season tickets for customers, enforcement, staff costs, utilities, licencing, repair work and maintenance to the car parks themselves. Income is also used to assist with introducing and taking advantage of new technology to assist with improving the service provided. Parking income also assists with supporting essential services within the council for our communities and visitors. Charges are reviewed to ensure that they remain competitive to encourage turnover within the car parks to make the best of the resources in place.



\* The lower level of income for 2020-2021 is the result of the Covid-19 pandemic. The Council chose not to charge for car park stays for a number of months to support essential workers and those making essential journeys.

Table 11 – Income by Source

Income by source	Amount	% of Parking Services Income
Pay and Display Machines	£4,744,923.38	75.22%
Season Tickets (car parks)	£744,477.78	11.80%
Penalty Charge Notices (car parks)	£373,166.93	5.92%
Residents Parking Vouchers	£275,735.49	4.37%
Licence Income	£144,539.67	2.29%
Advertising Income	£9,239.33	0.15%
Rental Income	£19,376.00	0.31%
Refunds	(-£3644.11)	(-0.06%)

On-street and off-street income and expenditure is managed and split according to the income source. As the Council works as agent for West Sussex County Council, an annual contribution is made to Parking Services which helps to pay for enforcement. Income generated through the Controlled Parking Zone and on-street PCN's is paid to West Sussex County Council.

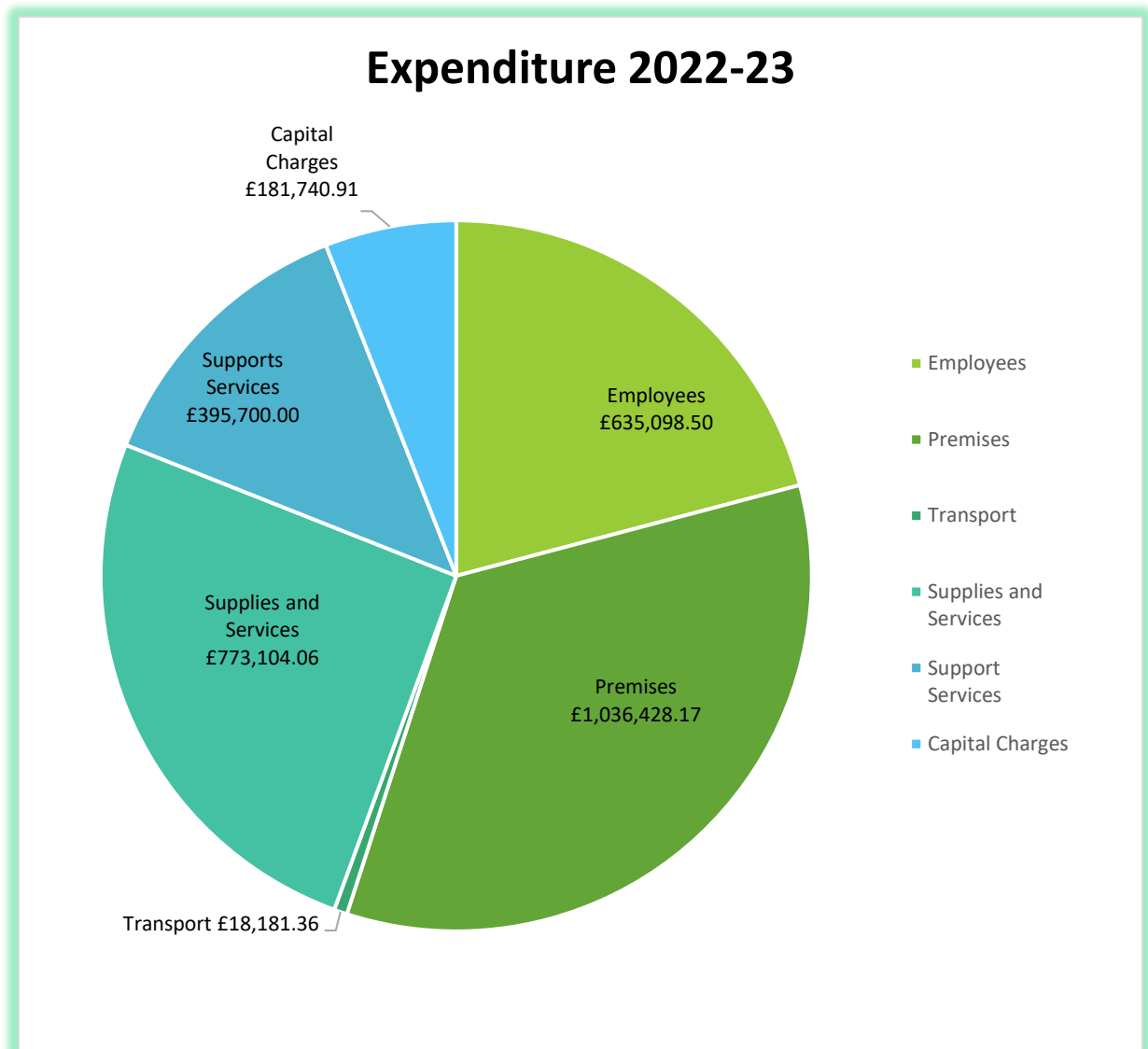


## 17.2. Expenditure

Since 2021-2022, due to the current national economic picture, the Council's costs have invariably increased. This can be seen in Transport, Services, and in particular Premises, which rose by 44%.

There was a slight increase in Capital Charges of less than 1% compared to last year.

However, there was a noticeable decrease in our Employee costs, which was reduced by 10%.



# 18. Looking Back and Looking Forward

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

## 18.1. Parking and Traffic Regulation Outside London (PATROL) shortlisting

We were shortlisted for the PATROL awards 2023, Promoting Awareness of Civil Enforcement through Reporting (PACER) Awards, recognising our 2021/22 Annual Report. We have won twice previously in the past ten years and were extremely proud to have been shortlisted.

On the 11 July, Jessica Carter and Paul Luff attended the PACER awards reception at the House of Commons on behalf of the Council. The event was hosted by Richard Holden, MP for North West Durham and Parliamentary Under Secretary of State for Roads and Local Transport.



## **18.2. Accreditation of Safer Parking Award**

All car parks across the district holding the British Parking Association's Safer Parking Award (28 of our 31 car parks), successfully maintained their accreditation. This accreditation assists with reducing crime and the fear of crime in car parks and provides assurances to the public that measures have been introduced to ensure that the parking facility is a safe environment. These same 28 car parks have also been awarded the Disabled Parking Accreditation which recognises off-street parking facilities which are accessible to disabled people.

## **18.3. Electric Vehicles and Electric Vehicle Charging Points**

Electric Vehicle Charging Bays continue to be an attractive and useful addition to our car parks with the influx of electric cars on the market and an increase of these vehicles on the roads.

A partnership agreement with West Sussex County Council and Connected Kerb have been explored to introduce additional Electric Vehicle Chargers on-street and within our car parks.

## **18.4. Parking Incentives**

Parking incentives were introduced during the Christmas period to assist with supporting the high street to encouraging people to shop locally. These incentives replaced the Christmas Park and Ride. The parking incentives offered free periods of parking and were active during December:

- Free parking in the Avenue de Chartres multistorey car park for the Christmas light switch-on
- Free parking in the Avenue de Chartres multistorey car park for the two late-night shopping events
- Select 2hrs and get the 3rd hour free in the majority of the Council's car parks when using the MiPermit App

These incentives were widely used and also assisted us to encourage further use of the cashless platform which offers benefits to both the Council and our customers.

## 18.5. Parking Strategy

Work on a revised Parking Strategy for Chichester District has been completed to reflect the requirements of the district in the coming years, 2023- 2027.

The Parking Strategy attempts to balance the often-competing demands from car park users and pedestrians and ensure that the public car parking service continues to meet the needs of various users.

It recognises the importance of car parking for local infrastructure, tourists, commuters, and residents, and that when parking is provided well it can contribute to the attractiveness, convenience, and prosperity of a place to do business, visit or live.

Some key actions in the strategy include:

- Consideration for the release of a number of parking spaces in the Cattle Market to enable the introduction of a permanent market or events facility
- The annual review of the opportunities for redevelopment of city centre car parks, with replacement parking provided outside the city centre if required
- Continue to work with West Sussex County Council to review the most appropriate method of the installation of additional electric vehicle charging points in our car parks
- Continue to explore the availability of Government grants to assist in the implementation of electric vehicle charging points and other opportunities for encouraging modal shift within our car parks
- Undertaking a feasibility study for the redesign of Northgate car park, to improve the connectivity to the city centre and surrounding visitor and business attractions along with improving the layout within the car park
- Undertake resurfacing and re-lining of car parks as per the priority programme of works, ensuring that this reflects the latest guidelines regarding size of parking bays and number of allocated disabled spaces

## 18.6. Relining Car Parks

The Council are committed to making sure the car parks are regularly maintained, clearly lined and signed, and welcoming to our visitors. As part of this continued maintenance, the following car parks were relined:

- Northern Crescent
- St Johns
- Florence Road
- Little London
- South Pallant



## 18.7. P&D machine upgrade

A planned contactless payment upgrade took place in the pay and display machines in, Bracklesham, Bosham and Northgate car park and a full modem update was implemented by Parking Services in all the pay and display machines. This is designed to improve the speed of payment transactions for customers.



## 18.8. Removal of the Covid-19 Vaccination Test Site

During the height of the Covid-19 Pandemic of 2020-2022, Parking Services were committed to doing everything we could to support the NHS during a traumatic time.

Parking Services helped facilitate the creation of Covid-19 Test and Vaccination site by setting aside an area in Northgate car park. This Test and Vaccination site, which helped to diagnose and protect tens of thousands of people, remained in position from October 2020 to March 2023 when it was finally dismantled, and the car park spaces were returned for customers to use.

## 18.9. E-forms

Improved online services including the further implementing of our E-forms has successfully helped more customers to self-serve, which in turn assists with reducing customer transactions within the team.

## 18.10. Midhurst Fire



Thursday 16 March was a harrowing and challenging day for the people of Midhurst following The Angel Inn Hotel and neighbouring buildings fire on North Street.

The A286 North Street was closed to provide West Sussex Fire and Rescue Service access to the affected buildings and investigate the cause of the fire. The road remained closed in the following days so that relevant agencies could assess the structural safety and potential dangers. Unfortunately, the site and road were to remain cordoned off for some time for safety reasons and whilst the owners and

relevant agencies explored options for shoring up the building. The owners and South Downs National Park Authority were legally bound to conserve the surviving frontage of the building.

Parking Services were committed to doing everything we could to support residents and businesses following this terrible incident. We introduced free parking in our Midhurst car parks for a period of a month in order to help support residents and businesses in the first few weeks following the fire, while the Council worked to develop a number of other projects to support the recovery of the town.

As a council, we have been working closely with local businesses through a recovery group and we have set aside £300,000 to help the town get back on its feet. Midhurst Town Council also provided £5,000. The combined amount was used to encourage residents and visitors to support local businesses in Midhurst.

The multi-agency recovery group, which included Chichester District Council, West Sussex County Council, West Sussex Fire and Rescue Service, Midhurst Town Council and the South Downs National Park Authority, were committed to doing everything it could to reopen the road to vehicles as soon as possible and support those businesses affected by the incident.

## 18.11. Regulation changes

31 March 2022 saw regulation changes which meant we needed to ensure that our IT system, PCNs and statutory notices were updated to the new regulations. On paper this looks a simple task, however it was no mean feat and the team worked incredibly hard to ensure it was achieved.

Existing regulations:	To be replaced with:
The Civil Enforcement of Parking Contraventions (England) General Regulations 2007	The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022
The Civil Enforcement of Parking Contraventions (Guidelines on Levels of Charges) (England) Order 2007	
The Civil Enforcement of Parking Contraventions (Approved Devices) (England) Order 2007	
The Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007	The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (England) Regulations 2022

## 18.12. Non-resident charity permits

The parking team implemented new Non-resident charity permits, which were completely digital from the offset. Permits can be issued to assist staff or volunteers working for charitable organisations within the controlled parking zones and those regularly visiting residents.

## 18.13. Preparation for digitisation of all on-street permits

In 2021 we successfully started to move away from paper-based permits to digital permits and the Parking team have been continuing this journey by making the arrangements for more residents to move over to MiPermit digital permits, following which paper permits will no longer be issued. This will also include paper Resident Visitor Permit (RVPs) which historically have been issued by the council in books and will no longer be available to purchase.

Customers will not move over to the digital MiPermit system until their permits are due to be renewed or a change is required to the permit e.g. a registration update.

What are the benefits of digital permits?

- Provides 24/7 access to manage permits online via a secure account
- There are no permit replacement charges
- Customers no longer need to wait for permits / replacement permits to be posted
- Reduces our impact on the environment
- Permits cannot be lost, stolen or fall from view in the vehicle
- There is no longer a need to display a permit in a vehicle
- Customers no longer need to make time to visit / contact the council because a permit can be managed online

The following types of Digital Permits will be available to purchase on MiPermit:

- **Resident Permits** can be purchased by residents living within the Controlled Parking Zones (PCZ)
- **Resident Visitor Permits** can be purchased by residents living within the CPZ to enable visitors to park within a specific zone.
- **Non-Resident Permits** can be purchased by anyone wishing to park within a specific road within the CPZ, subject to availability. Please our [Non-Resident Permit](#) page for up to date availability.



- **Carer Permits** are available for residents to purchase for their Carers. Carers can be family members/friends or paid carers.
- **Charity Permits** are available to certified charitable organisations working within the CPZ and/or those regularly visiting residents.
- **Dispensations (Green and Red)** can be applied for by trades people who require parking close to a property in order to carry out works: **Green** dispensations enable parking in pay and display, permit holder, limited waiting or shared use bay. **Red** dispensations enable parking on yellow line waiting restrictions.
- **Traders Permits** are available to traders working within the CPZ who own a vehicle which has an 'operational need' to park nearby so that a regular delivery service can be maintained i.e. the permit is necessary for the efficient running of the business. Such traders will normally include butchers, bakers and fishmongers etc who load and distribute fresh produce locally. The traders should require constant access to a delivery vehicle throughout the day.
- **Healthcare Permits** are available to people or companies within the Chichester District working within the healthcare services and who need to visit patients in their homes within the CPZ.

We work hard to ensure that we provide good value and efficient services. However, it is recognised that some customers may not have access to online services or have disabilities, and therefore we will be able to provide paper applications and assistance for these customers on an individual basis to ensure their specific needs are met.



## 18.14. Key Areas of Work for 2023/2024

The Key Areas of Work for 2023/24 are:

- Options to be explored for improvement to connectivity and accessibility between Northgate Car Park and the surrounding facilities
- Delivery of the actions in the Parking Strategy and Action Plan
- Review and enhancement of Bosham car park
- Implementation and review of on and off-street parking charges.
- Digitalisation of on-street permits
- Renewing Tariff Boards to reflect updated conditions of use in our car parks
- Relining of 'Pound Street' and 'New Park Road' car parks
- Implementation of on-street parking charges for October 2023 in partnership with West Sussex County Council Renewing car parking signage to make it clearer and ensure it complies with the contrast ratios for accessibility



# 19. Retirement of CH109- Saying Goodbye

Civil Enforcement Officer CH109 joined Sussex Police in April 1988 as a seasonal Traffic Warden. The Chief Inspector and the Superintendent were so impressed by her work ethic and professional attitude that she was soon invited to return in a permanent full-time role.

CH109 remained with Sussex Police for 22 happy years (8 of which as Senior Traffic Warden) and was instrumental in training around 50 wardens throughout this time, using her knowledge and experience to guide them in their new role.

When the Penalty Charge Notice process was decriminalised in 2010, the role of locally enforcing on-street restrictions was taken over by the Chichester District Council. Traffic Wardens, in turn, became Civil Enforcement Officers with new rules and new responsibilities. CH109 received a long-service award from the Police and transferred her skills to the Parking Services team at East Pallant House where she would continue to guide her colleagues.

CH109 devised the Dispensation system while with Sussex Police, the basis of which is still in operation now with the Council.

With Parking Services, CH109 patrolled the streets and car parks of Chichester District for a further 12 ½ years, offering advice, giving directions, and issuing PCNs when needed, upholding the regulations, and doing her part to keep our towns safe.

Small in stature, CH109 nevertheless stood tall and fearless in her approach to this important and responsible role. Her tireless professionalism, bright smile and infectious giggle, is well known to everyone who was fortunate to meet her. And though she is now happily enjoying retirement with her husband and patrols the streets no more, CH109 remains a much-loved character and her wisdom and enthusiasm will be missed.



# 20. Common Myths and FAQs

## 20.1. Parking Myths

**Civil Enforcement Officers get commission** - Civil Enforcement Officers do not get commission. They are paid a salary regardless of how many Penalty Charge Notices they issue.

**Civil Enforcement Officers have targets** - Civil Enforcement Officers do not have targets. They can only issue Penalty Charge Notices if a parking contravention is observed and they must gather prescribed information which supports the notice. Civil Enforcement Officers also make notes in every Penalty Charge Notice, and this information can help to either uphold the Penalty Charge Notice if it is challenged or can support a customer's comments so the Penalty Charge Notice is cancelled.

**Civil Enforcement Officers target vehicles** - Chichester District Council currently employs 10 Officers who patrol the whole of the Chichester District. Our Officers do not patrol with the intention of persecuting motorists and they are allocated different routes to patrol. It is therefore very unlikely that they would commit to memory the details of individuals' vehicles.

**Civil Enforcement Officers can issue a Penalty Charge Notice if a vehicle is parked causing an obstruction** - While Civil Enforcement Officers can issue a Penalty Charge Notice for many reasons, when observing the parking contraventions where restrictions are in place, they do not have the power to issue a Penalty Charge Notice if it is causing an obstruction. This is the responsibility of the Police and customers should report incidents such as these to their non-emergency telephone number 101. If a vehicle is parked dangerously, risking life, customers should call 999.

**You can park without an exemption or on a waiting restriction on a Bank holiday** - Unless the Traffic Regulation Order and signs indicate otherwise, parking restrictions will apply on Bank Holidays.

**Making a complaint to the Council will cancel a Penalty Charge Notice** - a Penalty Charge Notice must be dealt with in line with the parking penalty enforcement process and The Traffic Management Act 2004, and not a complaint through the Councils Corporate complaint procedure. Therefore the two matters will be handled separately.

**My local MP or Councillor can cancel a Penalty Charge Notice or help me appeal** - Civil Parking Enforcement is undertaken under the legislation as set by the Traffic Management Act 2004. This prescribes the process which must be followed and includes three stages of appeal (two by qualified Officers in the Parking Team) and a third stage through an Independent National Appeal Panel, the Traffic Penalty Tribunal. The Secretary of State considers that the exercise of discretion should rest with the Notice Processing staff. This provides greater consistency in the enforcement of traffic regulations and ensures that only fully trained staff make decisions on the facts presented.

**A Civil Enforcement Officer can take back a Penalty Charge Notice once it is issued** - Civil Enforcement Officers are not permitted to withdraw a Penalty Charge Notice. Once a Penalty Charge Notice is deemed served, if the driver wishes to dispute the Penalty Charge Notice they must make a challenge. Removing or handling the Penalty Charge Notice after it has been served would leave Civil Enforcement Officers vulnerable to allegations of inconsistency, favouritism or suspicion of bribery.

**The Civil Enforcement Officer should have given me a warning** - A Civil Enforcement Officer is not required to issue Warning Notices to vehicles parked in contravention. It is considered that the exercise of discretion should, in the main, rest with the Notice Processing staff as part of considering challenges against Penalty Charge Notices and representations against a Notice to Owner.

**The Civil Enforcement Officer told me the Penalty Charge Notice would be cancelled if I challenge** - Although a Civil Enforcement Officer is able to advise a motorist how to challenge the Penalty Charge Notice, they are not permitted to give any indication of whether challenges or representations to the Council are likely to be successful. The exercise of discretion should, in the main, rest with the Notice Processing staff as part of considering challenges against Penalty Charge Notices

**Penalty Charge Notices are only issued to make the Council money** – Civil Parking Enforcement is a regulatory measure and a Penalty Charge Notice will only be issued if a contravention is believed to have taken place. Any surpluses gained from Civil Parking Enforcement are ring-fenced to highways or environmental related matters.

**Penalty Charge Notice appeals go to court** - since Civil Parking Enforcement has been introduced, receiving a Penalty Charge Notice is no longer considered a criminal offence and therefore cases do not go to court. If a recipient of a Penalty Charge Notice wish to appeal against the Council's decision they are able to appeal to an Independence Adjudicator. The Adjudicator will consider an appeal and make a final decision.

**I can pay a Penalty Charge Notice and then appeal** - The Regulations applying to Civil Parking Enforcement state that payment of a Penalty Charge Notice is an admission of liability therefore payment should not be made if a challenge is being submitted.

**I pay my council tax each month so I should not have to pay to park** - The payment of Council Tax does not entitle anyone to park, irrespective of where they live, as parking schemes are measures that are self-financed and not funded by any other tax.

## 20.2. Frequently Asked Questions

The following 'Questions and Answers' may be useful when considering whether to Challenge or make Representations to the Council against a Penalty Charge Notice.

### **Q. The details on the Penalty Charge Notice are incorrect; will the Penalty Charge Notice be cancelled?**

**A.** If the Vehicle Registration Mark, the location or the Contravention Code is incorrectly recorded on the Penalty Charge Notice, the Council will cancel it. All the other details that the Officer records on the Penalty Charge Notice are supportive and therefore if they noted incorrectly, would not justify cancelling the Penalty Charge Notice.

### **Q. I was loading or unloading; will the Penalty Charge Notice be cancelled?**

**A.** Depending on the restriction you were parked on, what you were loading or unloading and if you can supply evidence of this, the Council may consider cancelling the Penalty Charge Notice. The Civil Enforcement Officer must carry out an observation period when issuing a Penalty Charge Notice under certain contravention codes and this is to determine whether an exempt activity is being carried out. For example, a Civil Enforcement Officer will allow at least 5 minutes observation before issuing a Penalty Charge Notice to a vehicle parked on a yellow line restriction.

### **Q. I ran out of petrol; will the Penalty Charge Notice be cancelled?**

**A.** It is the responsibility of the motorist to make sure that the vehicle has sufficient petrol for a journey. As running out of petrol could be avoided, the Penalty Charge Notice may not be cancelled.

### **Q. My car broke down; will the Penalty Charge Notice be cancelled?**

**A.** If your car was parked on the street and you can supply evidence of the vehicle breaking down the Council may consider cancelling the Penalty Charge Notice. If your vehicle was in a car park, payment for parking can be made even if you have no access to your vehicle and therefore the Penalty Charge Notice may not be cancelled. In these circumstances the Council would expect contact to be made by the vehicle owner to advise that the vehicle has broken down.

**Q. I was delayed arriving back to my car; will the Penalty Charge Notice be cancelled?**

**A.** Although it is recognised that delays do occur; it is the responsibility of a motorist to take into consideration any unforeseen delays which may occur. For example, it is likely that there could be a queue in a shop or in a bank and therefore the appropriate charge and location for parking should be arranged to cover any possible delay. A Penalty Charge Notice may not be cancelled unless evidence is provided which demonstrates that the delay was unexpected, such as an emergency situation arising.

**Q I have a valid Blue Badge but I didn't display it; will the Penalty Charge Notice be cancelled?**

**A.** For a Blue Badge to be considered as a valid exemption it must be clearly displayed continuously on the dashboard of a vehicle. If this was not the case, then the Penalty Charge Notice may not be cancelled. The conditions relating to Blue Badges are described in 'The Blue Badge Scheme: rights and responsibilities in England' handbook which is provided when every Blue Badge is issued. If the Blue Badge had fallen from view but the Civil Enforcement Officer was able to see an identifiable item on a badge in the vehicle, this will be noted and a Challenge may be accepted and the Penalty Charge Notice cancelled if a copy of the badge is provided.

**Q. I didn't set my Blue Badge Clock/Disc correctly; will the Penalty Charge Notice be cancelled?**

**A.** For a Blue Badge to be deemed a valid exemption the clock must be displayed correctly with the badge itself and set to the time of arrival. If this was not the case, then the Penalty Charge Notice may not be cancelled. The conditions relating to Blue Badges are described in 'The Blue Badge Scheme: rights and responsibilities in England' handbook which is provided when every Blue Badge is issued.

**Q. I didn't realise that my Blue Badge had expired; will the Penalty Charge Notice be cancelled?**

**A.** For a Blue Badge to be deemed a valid exemption it must be in date and displayed clearly. If this was not the case, then the Penalty Charge Notice may not be cancelled. The conditions relating to Blue Badges are described in 'The Blue Badge Scheme: rights and responsibilities in England' handbook which is provided when every Blue Badge is issued.

**Q. I parked in a loading bay and displayed my Blue Badge; will the Penalty Charge Notice be cancelled?**

**A.** Blue badges are not valid for use in loading bay restrictions, and therefore the Penalty Charge Notice may not be cancelled. The conditions relating to Blue Badges are described in 'The Blue Badge Scheme: rights and responsibilities in England' handbook which is provided when every Blue Badge is issued.

**Q. I became sick/ill; will the Penalty Charge Notice be cancelled?**

**A.** Some situations are unforeseen and therefore the Council may consider cancelling the Penalty Charge Notice if evidence is provided to support the circumstances which are described.

**Q. I lost my car keys; will the Penalty Charge Notice be cancelled?**

**A.** If you are parked in a council car park, there are remote services (MiPermit) to pay for your parking until the vehicle can be moved in this circumstance the Penalty Charge Notice may not be cancelled. If you are parked on street and you can supply evidence that you lost your keys and/or purchased another set the Council may be prepared to cancel the Penalty Charge Notice.

**Q. I had a Pay and Display (P&D) ticket but it flipped over / fell off the dashboard; will the Penalty Charge Notice be cancelled?**

**A.** Civil Enforcement Officers will check a vehicle thoroughly when patrolling. If they can see the serial number on a P&D ticket inside a vehicle they will log it in their notes. The Council may consider cancelling a Penalty Charge Notice on the first occasion if the P&D is supplied and if it was valid at the time the Penalty Charge Notice was issued and has a matching serial number. Therefore, any future Penalty Charge Notices issued for the same reason may not be cancelled.

**Q. I forgot to display the P&D ticket; will the Penalty Charge Notice be cancelled?**

**A.** The P&D ticket is only valid when displayed clearly on the dashboard of the car. As it is the responsibility of the driver to display the P&D ticket before leaving the vehicle parked, cancelling the Penalty Charge Notice is not felt to be justifiable in these circumstances.

**Q. The P&D machine was out of order/didn't accept my money; will the Penalty Charge Notice be cancelled?**

**A.** The Council acknowledges that occasionally faults can occur. If you are parked in a council car park, there are remote services (MiPermit) to pay for your parking and there are at least two pay and display machines in all of the car parks. If you are parked on street there will be at least two pay and display machines covering that location. The Council may therefore not consider cancelling a Penalty Charge Notice as it would be reasonable to expect a customer to use another machine or a different payment method. We would always request that customers report faults at the time if a problem arises.

**Q. I didn't have any change to pay; will the Penalty Charge Notice be cancelled?**

**A.** It is the motorist's responsibility to arrive at the parking location with adequate change or another means to pay for parking as soon as the vehicle is parked. If this is not the case alternative parking should be found as the Council may not cancel the Penalty Charge Notice.



**Q. I didn't know I had to pay/display a P&D ticket to park; will the Penalty Charge Notice be cancelled?**

**A.** To make sure that the conditions of parking are clear, there are signs in off street and on street parking places. Having ensured that all the information is clear, it is then the responsibility of the motorist to observe all signs and lines/road markings and charges boards prior to leaving the vehicle parked. As there is sufficient information to alert motorists of the hours that the pay and display charges are operative, the Penalty Charge Notice may not be cancelled.

**Q. I thought I put the right amount of money into the pay and display machine; will the Penalty Charge Notice be cancelled?**

**A.** The payment machines enable customers to check the value of the coins which have registered. It is the responsibility of the motorist to check this and the ticket prior to leaving the vehicle. If you can supply the pay and display ticket that you purchased and it was valid at the time the Penalty Charge Notice was issued, the Council may be prepared to cancel the Penalty Charge Notice.

**Q. I forgot to display/renew my permit or season ticket; will the Penalty Charge Notice be cancelled?**

**A.** We do provide a reminder email to help customers to remember to renew season tickets or permits, however, it remains the customer's responsibility to ensure that it's valid when parking and if it is not, the Council may not cancel the Penalty Charge Notice.

**Q. I didn't receive my renewal reminder; will the Penalty Charge Notice be cancelled?**

**A.** Whereas the Council choose to send reminders to help customers remember to renew, it remains the customer's responsibility to ensure that the season ticket or permit is valid when parking. The Council may not cancel the Penalty Charge Notice.

**Q. My permit was displayed but it fell from view; will the Penalty Charge Notice be cancelled?**

**A.** The Council will check records and if only one Vehicle Registration Mark is logged against the permit, we may consider cancelling a Penalty Charge Notice on the first occasion. Therefore, any further Penalty Charge Notices issued for the same reason may not be cancelled. If multiple Vehicle Registration Marks are allocated to the permit the Council may not cancel the Penalty Charge Notice.

**Q I had a valid permit / season ticket but it didn't have the correct Vehicle Registration Mark assigned to it; will the Penalty Charge Notice be cancelled?**

**A.** Permits and season tickets are vehicle specific therefore the correct registration marks must be logged against them. Forgetting to change a registration or logging the incorrect registration would not usually justify the cancellation of the Penalty Charge Notice.

# 21. 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 time
Lower	06	Parked without clearly displaying a valid pay & display ticket or voucher
Higher	12	Parked in a residents' or shared use parking place or zone without either clearly displaying a valid permit or voucher or pay and display ticket issued for that place, or without payment of the parking charge
Higher	16	Parked in a permit space or zone without a valid virtual permit or clearly displaying a valid physical permit where required
Lower	19	Parked in a resident's or shared use parking place or zone with an invalid virtual permit or displaying an invalid physical permit or voucher or pay and display ticket, or after the expiry of paid for time.
Higher	21	Parked wholly or partly in a suspended bay or space
Lower	22	Re-parked in the same parking place or zone within the prescribed parking period after 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
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 manor
Higher	45	Stopped on a taxi rank
Higher	47	Stopped on a restricted bus stop or stand
Higher	48	Stopped in a restricted area outside a school, a hospital or a fire, police or ambulance station when prohibited
Higher	49	Parked wholly or partly on a cycle track or lane
Higher	99	Stopped on a pedestrian crossing or crossing area marked by zigzags

## Contravention Code List – Off-Street

Higher/ Lower	Offence Code	Offence Name
Higher	71	Parked in an electric vehicles' charging place during restricted hours without charging
Lower	73	Parked without payment of the parking charge
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 without a valid virtual permit or clearly displaying a valid physical permit where required
Lower	86	Not parked correctly within the markings of a bay or space
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

### Schedule 1 –

Parking Places	Present Days and Hours of Charging	Period of Parking	2022-2023 Charge
<b>Chichester City Centre – Short Stay Central</b>			
Little London PO19 1PL	8am to 6pm Monday to Saturday inclusive  Sunday 10am to 5pm	Up to 1 Hour	£2.00
Baffins Lane PO19 9SB		Up to 2 Hour	£4.00
		Up to 3 Hours	£6.00
		Up to 4 Hours	£8.00
		Up to 5 Hours	£10.00
		Up to 6 Hours	£12.00
		Up to 8 Hours	£14.00
		More Than 8 Hours	£16.00
<b>Chichester City Centre - short stay</b>			
Orchard Street PO19 1DD	8am to 6pm Monday to Saturday inclusive (except New Park Road which is Monday to Saturday 8am to 8pm)  Sunday 10am to 5pm	Up to 30 Mins	£0.60
St Cyriacs PO19 1AJ		Up to 1 Hour	£1.50
South Pallant PO19 1SU		Up to 2 Hour	£3.00
East Pallant PO19 1UF		Up to 3 Hours	£4.70
St John's St. PO19 1JU		Up to 4 Hours	£6.30
Market Road PO19 1JW		Up to 5 Hours	£7.80
Market Ave PO19 1SY		Up to 6 Hours	£9.40
New Park Road PO19 7SB		Up to 8 Hours	£12.30
Cawley Priory PO19 1UF		Up to 10 Hours	£14.60
		Up to 12 hours (New Park Road)	£14.60

Parking Places	Present Days and Hours of Charging	Period of Parking	2022-2023 Charge
<b>Chichester City Centre – Long stay</b>			
Avenue de Chartres PO19 1SB	8am to 6pm Monday to Saturday (except Northgate which is Monday to Saturday 8am to 8pm)	Up to 30 Mins	£0.60
Basin Road PO19 8PU		Up to 1 Hour	£0.90
Cattle Market PO19 1JW		Up to 2 Hour	£1.90
Northgate PO19 1BL		Up to 3 Hours	£2.80
		Up to 4 Hours	£3.70
		Up to 5 Hours	£4.60
		Up to 6 Hours	£5.20
			Up to 6 Hours
		Up to 10 Hours	£7.20
		Up to 12 Hours (Northgate)	£7.20
Florence Road PO19 7PY		Maximum stay 3 hours, no return within 3 hours	
Westgate PO19 IRJ	8am to 6pm Monday to Saturday inclusive  Sunday 10am to 5pm	Up to 30 Mins	FREE
		Up to 1 Hour	FREE
		Up to 2 Hour	FREE
		Up to 3 Hours	£2.80
		Up to 4 Hours	£3.70
		Up to 5 Hours	£4.80
		Up to 6 Hours	£5.70
		Up to 8 Hours	£6.80
		Up to 10 Hours	£7.70
Coach and Lorry Park PO19 1RJ	Monday to Saturday inclusive; Sun 10am - 5pm	Up to 2 Hours	£3.60
		More than 2 Hours	£7.30
	5pm to Midnight; Monday to Sunday inclusive	Overnight fee	£7.30
<b>Sunday Charge - Long Stay</b>			
Avenue de Chartres	Sunday 10am to 5pm	Up to 3 Hours	£1.00
Basin Road		Up to 4 Hours	£2.00
Northgate		More Than 4 Hours	£3.00
Cattle Market			
Westgate			

Parking Places	Present Days and Hours of Charging	Period of Parking	2022-2023 Charge
<b>Midhurst</b>			
Grange Road GU29 9LT	Monday to Saturday 8am to 6pm.  Free on Sundays	Up to 2 Hours	Free
		Up to 3 Hours	£1.00
		Up to 4 Hours	£1.20
		Up to 5 Hours	£1.50
		Up to 6 Hours	£1.80
		Up to 8 Hours	£2.10
		Up to 10 Hours	£2.60
<b>Midhurst</b>			
North Street GU29 9DS	Monday to Saturday 8am to 6pm.  Free on Sundays	Up to 1 Hour	Free
Post Office GU29 9LT		Up to 2 Hours	£0.60
		Up to 3 Hours	£1.00
		Up to 4 Hours	£1.20
		Up to 5 Hours	£1.50
		Up to 6 Hours	£1.80
		Up to 8 Hours	£2.10
Up to 10 Hours	£2.60		
<b>Petworth</b>			
Pound Street GU28 0DX	Monday to Saturday 8am to 6pm.  Free on Sundays	Up to 1 Hour	Free
		Up to 2 Hours	£0.60
		Up to 3 Hours	£1.00
		Up to 4 Hours	£1.20
		Up to 5 Hours	£1.50
		Up to 6 Hours	£1.80
		Up to 8 Hours	£2.10
Up to 10 Hours	£2.60		
Sylvia Beaufoy GU28 0ET			Free
<b>Fernhurst</b>			
Crossfield GU27 3JL			Free

Parking Places	Present Days and Hours of Charging	Period of Parking	2022-2023 Charge
<b>Bosham</b>			
Bosham Lane PO18 8HT	8am to 6pm Monday to Sunday inclusive	Up to 1 Hour	£0.90
		Up to 2 Hours	£1.90
		Up to 3 Hours	£2.70
		Up to 4 Hours	£3.60
		Up to 6 Hours	£4.10
		Up to 24 Hours	£4.50
		Up to 48 Hours	£6.50
		Additional 24 Hours	£3.20
		Up to 7-day max	£19.30
Bosham Lane coaches		Per Day	£6.80
<b>Bracklesham</b>			
Bracklesham Lane PO20 8HP	1 April – 31 Oct, 8am to 6pm Monday to Sunday inclusive	Up to 2 Hours	£2.30
		Up to 4 Hours	£4.40
		More Than 4 Hours	£5.60
	Nov-31 March, 8am to 6pm Monday to Sunday inclusive	Up to 2 Hours	£0.70
		More Than 2 Hours	£1.90
<b>The Witterings</b>			
Northern Crescent PO20 8BD	Monday to Saturday inclusive 8am to 6pm	Up to 1 Hour	Free
		Up to 2 Hours	£0.60
		Up to 3 Hours	£1.00
		Up to 4 Hours	£1.20
		Up to 5 Hours	£1.50
		Up to 6 Hours	£1.80
		Up to 8 Hours	£2.10
		Up to 10 Hours	£2.60
Marine Drive PO20 8HE	1 April – 31 Oct Monday to Sunday 8am to 6pm	Up to 2 Hours	£2.30
		Up to 4 Hours	£4.40
		More Than 4 Hours	£5.60
	1 Nov-31 March Monday to Sunday 8am to 6pm	Up to 2 Hours	£0.70
		More Than 2 Hours	£1.90

Parking Places	Present Days and Hours of Charging	Period of Parking	2022-2023 Charge
<b>Selsey</b>			
East Street PO20 0BH	Monday to Saturday inclusive 8am to 6pm  Free on Sunday	Up to 1 Hour	Free
		Up to 2 Hours	£0.60
		Up to 3 Hours	£1.00
		Up to 4 Hours	£1.20
		Up to 5 Hours	£1.50
		Up to 6 Hours	£1.80
		Up to 8 Hours	£2.10
		Up to 10 Hours	£2.60
East Beach PO20 0BH	1 April-31Oct Monday to Sunday inclusive 8am to 6pm	Up to 1 Hour	£0.50
		More Than 1 Hour	£1.80
Marine PO29 0LH	1 April-31Oct Monday to Sunday inclusive 8am to 6pm	Up to 1 Hour	£0.50
		More Than 1 Hour	£1.80

## Schedule 2 – Chichester City Roving Season Ticket Charges

Parking Place	Days & Hours of Validity	Charge
Basin Road Cattle Market	8.00am to 6.00pm Monday to Saturday inclusive and Sunday 10.00am to 5.00pm	£58.00* per month - * £330.60 when 6 months purchased (5% discount); £485.46 when 9 months purchased (7% discount); and £638.00 when 12 months purchased (1 month free)
Northgate	8.00am to 8.00pm Monday to Saturday inclusive and Sunday 10.00am to 5.00pm	

## Schedule 3 – Avenue de Chartres Car Park, Chichester Season Ticket Charges

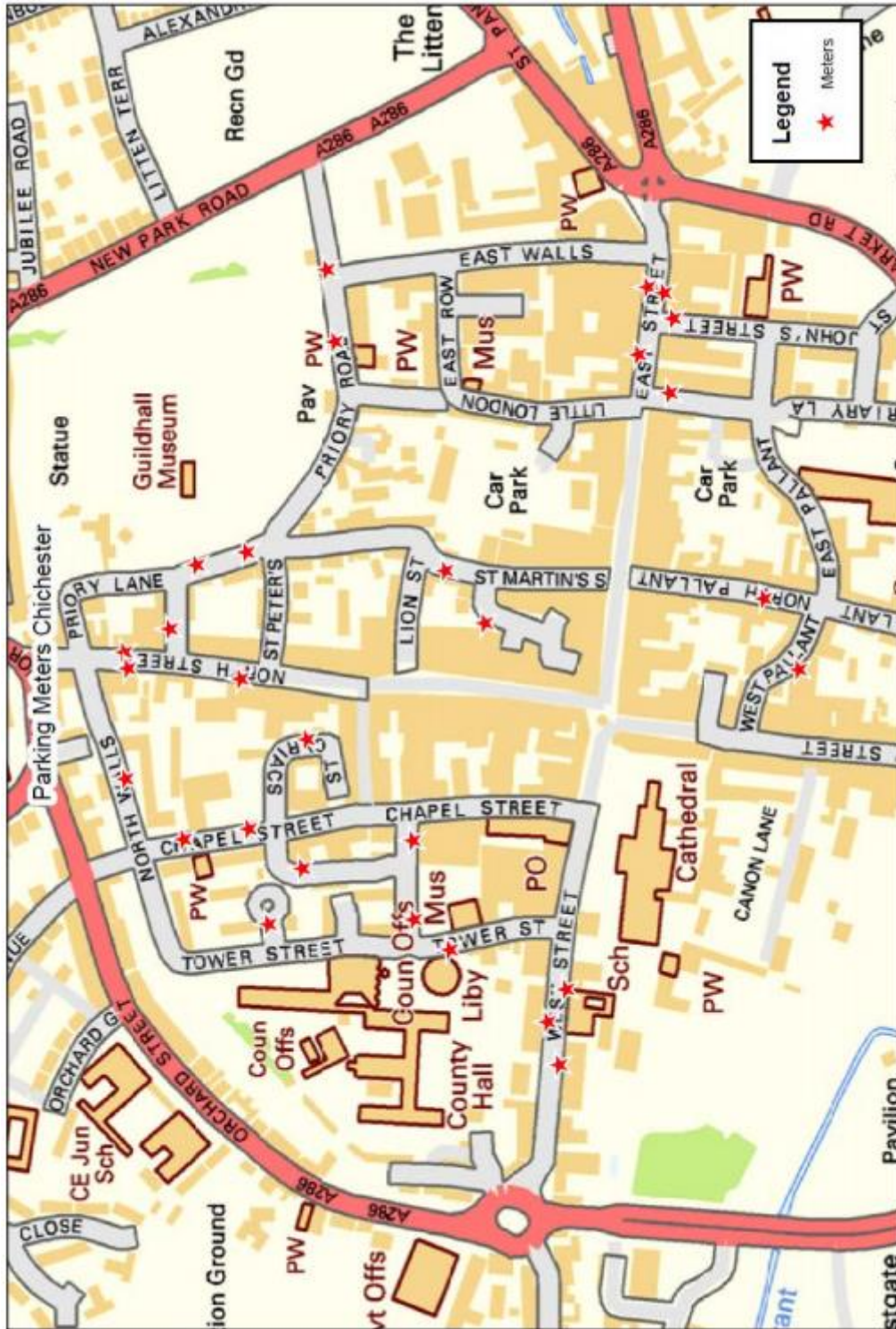
Parking Place	Days & Hours of Validity	Charge
Avenue de Chartres	8.00am to 6.00pm Monday to Saturday inclusive and Sunday 10.00am to 5.00pm	£49.00* per month - *£279.30 when 6 months purchased (5% discount); £410.13 when 9 months purchased (7% discount); and £539.00 when 12 months purchased (1 month free)



## Schedule 4 – Coastal and Rural Season Ticket Charges

Parking Place	Days & Hours of Validity	Charge
Bosham Lane, Bosham	Monday to Sunday 8.00am to 6.00pm	£22.00 – 1-12 months can be purchased in advance
Marine Drive, Wittering	Available 1 April to 31 October -8.00am to 6.00pm Monday to Sunday inclusive	£20.00 – 1-7 months can be purchased in advance
East Beach, Selsey		
Pound Street, Petworth Grange Road, Midhurst Post Office, Midhurst North Street, Midhurst East Street, Selsey	8.00am to 6.00pm Monday to Saturday inclusive	£20.00 – 1-12 months can be purchased in advance

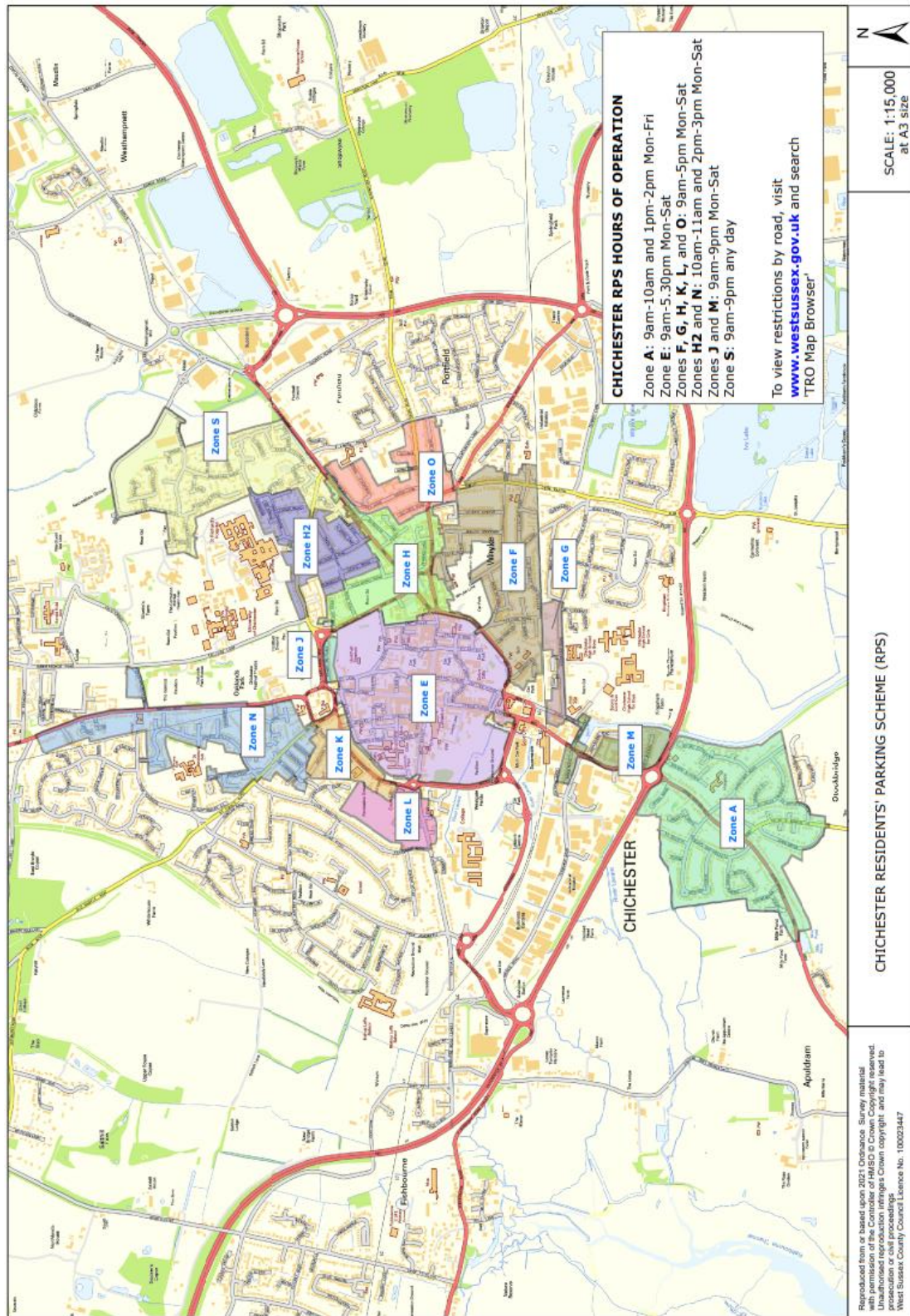
# Appendix C - On-street Pay and Display Machines Map



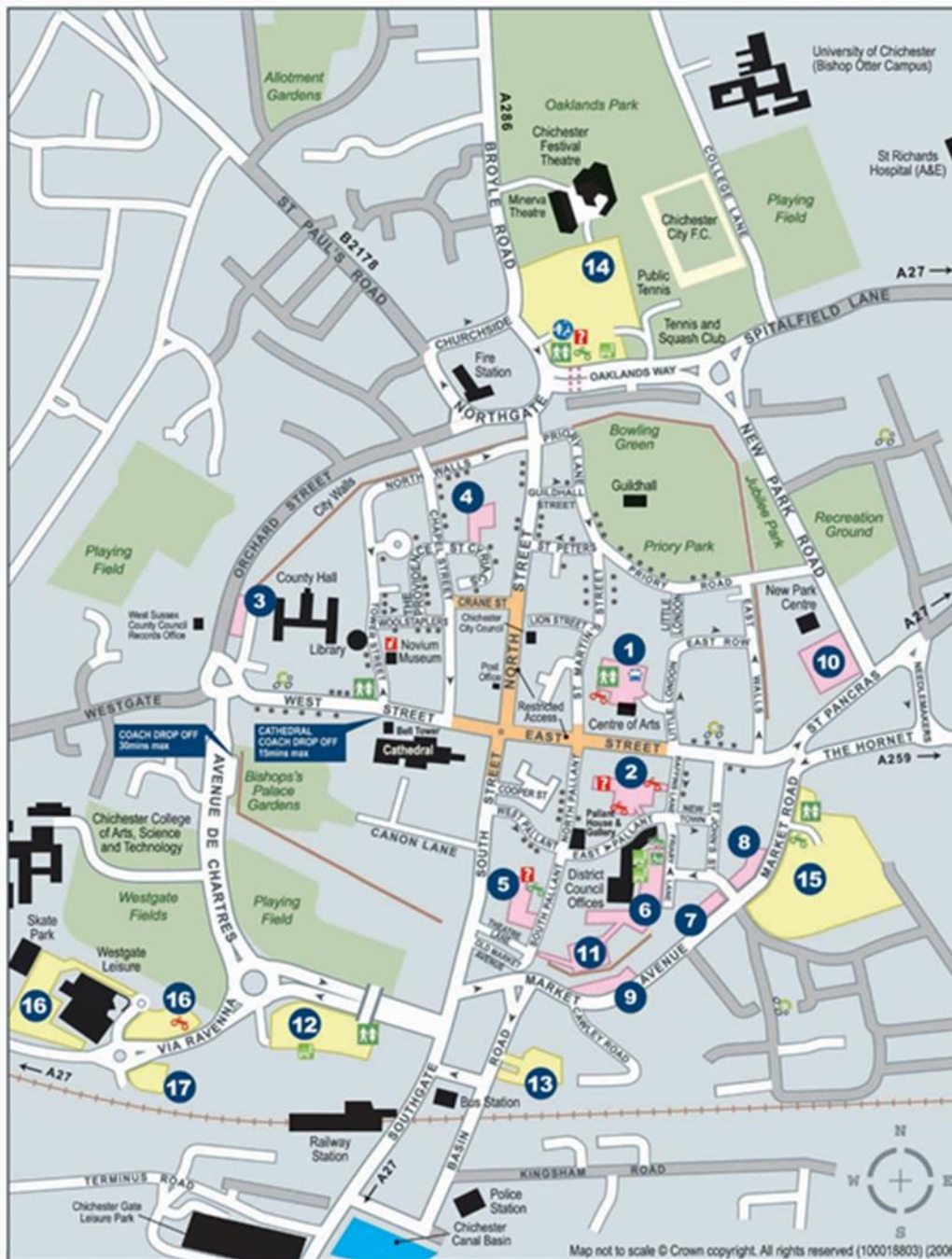
## On-street Pay and Display Machines and Locations

Location	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 9(Outside Regnum Court)	207	Coin Only
St Cyriacs (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 T.K.Maxx)	224	Coin Only
East Street (Outside H&M)	225	Coin Only
East Street	226	Coin Only
St John's Street	227	Coin Only
Baffins Lane	228	Coin Only

# Appendix D - Controlled Parking Zones map



# Appendix E - Location of Chichester City Centre Car Parks Map



- KEY:**
- Permit Parking for Residents
  - On Street Pay & Display Parking
  - ♿ Toilets (including disabled)
  - ♿ Shopmobility (9am – 3pm Tuesday, Wednesday, Friday and 1st Saturday of month)
  - 🏍️ Free Motorcycle Parking
  - 🔒 Free Secured Motorcycle Parking
  - 📄 Tourist Information Centre
  - 🚗 Co-Wheels Car Club Parking Bays
  - 🔌 Electric Car Charging Points
  - 🚌 Community Bus bay
  - ♿ Accessible toilet

Chichester City Centre and car parks are covered by an advanced CCTV system.  
**Please remember Lock It! Don't Lose It!**

Season tickets can be purchased for parking in most of the car parks. For more information go to our website [www.chichester.gov.uk/parking](http://www.chichester.gov.uk/parking)

Signs displaying a variable message system inform drivers of the number of available parking spaces in the Cattle Market, Avenue de Chartres and Northgate car parks.

For any enquiries, contact:  
 Parking Services,  
 East Pallant House,  
 1 East Pallant, Chichester,  
 West Sussex PO19 1TY  
[www.chichester.gov.uk/parking](http://www.chichester.gov.uk/parking)

Parking Services  
Chichester District Council  
East Pallant House  
1 East Pallant  
Chichester  
PO19 1TY

01243 534500

[parkingservices@chichester.gov.uk](mailto:parkingservices@chichester.gov.uk)

[www.chichester.gov.uk/parking](http://www.chichester.gov.uk/parking)



**PATROL**  
**PACER Awards**

Promoting Awareness of  
Civil Enforcement through Reporting



**Shortlisted**



**2023**