



Annual Parking Report 2014-2015

Document summary

This report is about the Civil Parking Enforcement schemes in Eastbourne and Hastings Boroughs and Lewes District. It covers the period from 1 April 2014 until 31 March 2015.

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About this document

Accessibility help

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Foreword

By Carl Maynard, lead member for Transport and Environment

Welcome to our seventh parking report. As well as the enforcement and finances of the schemes, this years' report looks at development and changes to the schemes. Most notably the introduction of cashless parking and virtual residents permits. This new service provides better access to these services and greater convenience for our customers. Whilst at the same time helping our efforts to reduce our environmental impact.

At the same time as introducing cashless parking better value for the motorist has also been provided throughout the parking schemes by the introduction of incremental charging.

There have been some changes to the parking restrictions in the three areas with CPE, these are the result of listening to our customers and making changes where they have asked for them.

The updates presented within this year's report demonstrate our continued commitment to provide a structured and balanced service for our community.

I hope you enjoy reading this year's report.

Councillor Carl Maynard
Lead Member for Transport and Environment
East Sussex County Council

Cashless parking

Digging around for change to pay for parking is a thing of the past! Introduced in July 2014, cashless parking means visitors can now pay to park with a credit or debit card using a smartphone app, text message or phone. Customers can even extend their stay without having to return to their vehicle.

The traditional pay and display option is still available but take up of the pay by phone option is increasing and feedback has been positive.

Incremental charging

With the introduction of cashless parking we took the opportunity to update our pay and display machines to provide incremental charging. This means that additional time (up to the maximum stay) will be added for any overpayment made.

Virtual permits

Virtual permits were launched in December 2014 following the successful introduction of cashless parking. Beginning with resident permits, new applications and renewals are now issued virtually.

The new system allows applications to be made and processed online without the need to visit the Parking Shops or Parking Information Centre. The system helps to prevent loss, theft and forgery and is more environmentally friendly.

Despite some initial teething problems with enforcement the system has been well received by residents. We are now preparing to add other permit types to the virtual permit system.

Reviews

Reviewing our parking schemes is important to ensure that controls in place meet the changing needs of our communities. All requests for changes or new parking controls are logged for assessment against our priority ranking system in the next review.

Those requests ranked high enough are progressed and taken forward for consultation. To make these consultations more accessible they are now available on our website and many residents are now using these online questionnaires to give us their views.

Changes in Eastbourne

The operational times of the loading bays in Eastbourne were reviewed following a number of requests that these be made available for visitor parking overnight and at weekends. Many of these are now only operational between 7am and 7pm with some just Monday to Saturday.

Some changes in the areas the scheme was extended into in the previous review were also made.

Changes in Hastings

Following requests and assessment yellow lines have been introduced or extended in a number of areas. These address safety and obstruction concerns.

Changes in Lewes

New parking controls around Bishopstone Station have been introduced to address the concerns of local residents. Double and single yellow lines have been added to ensure access is maintained and residents are not obstructed from accessing their properties.

Yellow lines have also been introduced in areas of Lewes and Ditchling where obstruction and access issues were identified.

More information about the changes

Details about all the changes made in Eastbourne, Lewes and Hastings can be found in the planning committee reports and minutes. These can be viewed on our website at the links below.

Eastbourne

<https://democracy.eastsussex.gov.uk/CeListDocuments.aspx?Committeed=157&MeetingId=1478&DF=15%2f10%2f2014&Ver=2>

Hastings

<https://democracy.eastsussex.gov.uk/CeListDocuments.aspx?Committeed=157&MeetingId=1474&DF=23%2f04%2f2014&Ver=2>

Lewes

<https://democracy.eastsussex.gov.uk/CeListDocuments.aspx?Committeed=157&MeetingId=1478&DF=15%2f10%2f2014&Ver=2>

Blue badge fraud investigation

In partnership with Brighton and Hove City Council we received funding from the Department for Communities and Local Government to fight blue badge fraud.

It is estimated that 20% of blue badges are being misused and our new blue badge fraud investigations officers are working to track down those people who are misusing them. We want to raise awareness of the how these badges should be used so that disabled people can park more easily.

Persistent evaders

Persistent evaders are motorists who regularly flout parking restrictions and have three or more unpaid or unchallenged PCNs. These vehicles often park dangerously, causing an obstruction or denying others a space.

To tackle this issue and ensure these vehicles are dealt with promptly we have introduced a clamping and removal operation for vehicles with five or more unpaid or unchallenged PCNs.

Non UK registered vehicles

Previously we have been unable to trace non UK registered vehicles with unpaid PCNs meaning these and their outstanding debt had to be written off. We have recently implemented a scheme to pursue these through a European collection service.

Parking schemes

Parking restrictions

We manage on street parking in the boroughs of Eastbourne and Hastings. In Lewes district as well as on street parking we also cover the LDC car parks and County Hall car parks.

We manage approximately 12,000 parking bays in our CPE areas, these are a mixture of permit holder, shared use, pay and display and bays reserved for specific users, e.g. disabled, loading and ambulance bays. In addition to the parking spaces there are about 211 miles of single and double yellow lines. The tables below show the number of bays by area, they do not include bays for specific users.

Scale of operation, whole district and borough	Eastbourne	Hastings	Lewes
Length of yellow lines (approximate miles)	68	65	78
Number of on street controlled parking spaces:			
Time-limited bays (free)	205	497	906
Charged (including shared use permit and time limited)	2,327	3,471	2,088

Off street parking spaces	Lewes
Free	823
Charged, LDC (including permits)	1,208
Charged, ESCC County Hall	393

On street parking spaces, controlled parking areas	Eastbourne	Hastings	Lewes
Free (time-limited)	69	52	115
Pay and display	162	497	43
Permit only	422	1,080	986
Permit holder or pay-and-display	1,375		1,058
Permit holder or time limited	368	1,418	
Disabled	113	140	25

Staff

NSL

Our enforcement contractor, NSL, employ 42 CEOs to enforce these restrictions. As well as CEOs they also have 4.5 technicians to keep the pay and display machines working

and staff working in the parking shops to deal with general enquiries and permit applications. There is a customer stakeholder manager for each area and a client account manager who has overall responsibility for the contract.

East Sussex

As well as the staff on the enforcement contract 19.8 full time members of staff work in the councils parking team. They manage the enforcement and street works contract, respond to challenges and appeals against PCNs, review the parking schemes and consult on new ones (when they are requested), manage the parking budgets, respond to customer enquiries, complaints and freedom of information requests.

Staff	Eastbourne	Hastings	Lewes
CEOs (NSL)	14	15	13
Parking Shop (NSL)	3	3	3
Parking Management Services staff (ESCC)	6.5	6.8	6.5

Customer contact

We dealt with 13,544 enquires about parking. There were

- 12,400 dealt with by the notice processing team as a challenge or appeal against a PCN.
- 908 general enquiries.
- 46 freedom of information requests
- 22 complaints.
- 168 letters from MPs or Councillors.

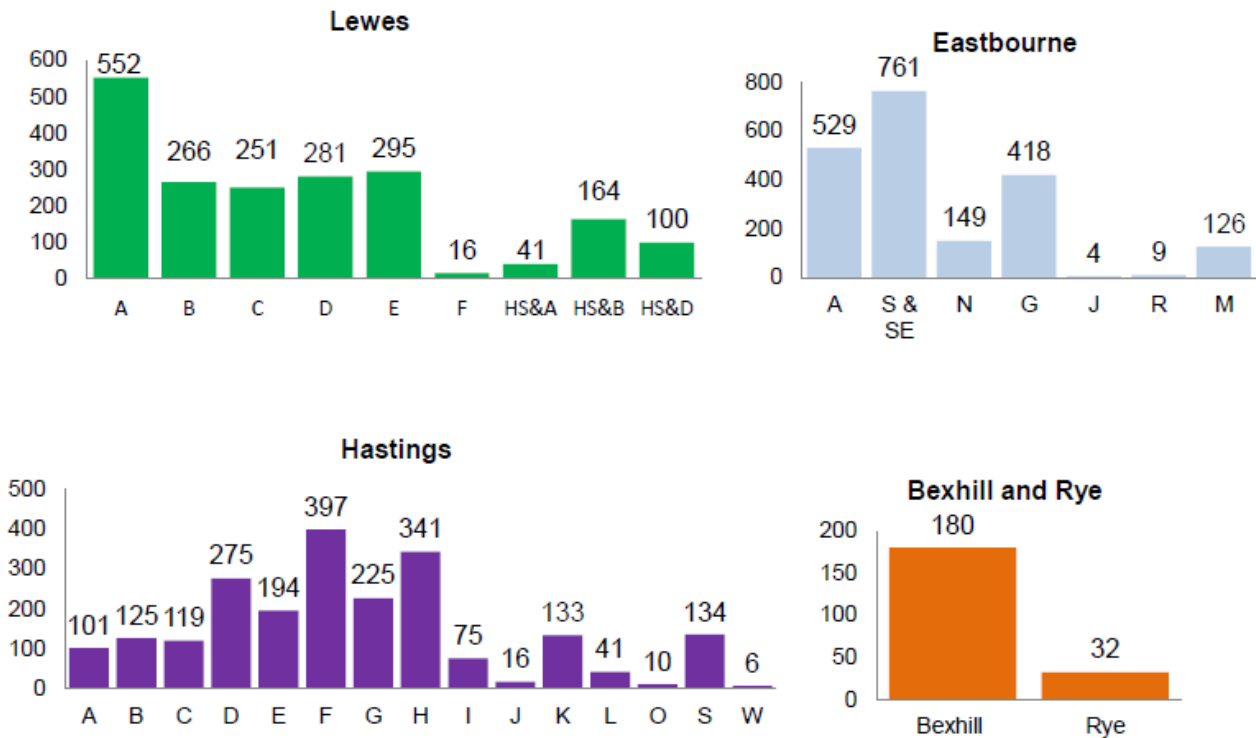
In addition to the above 4,700 letters were sent to residents and businesses as part of consultations. These were to ask for feedback about changes to existing parking restrictions or the introduction of new ones.

Permits

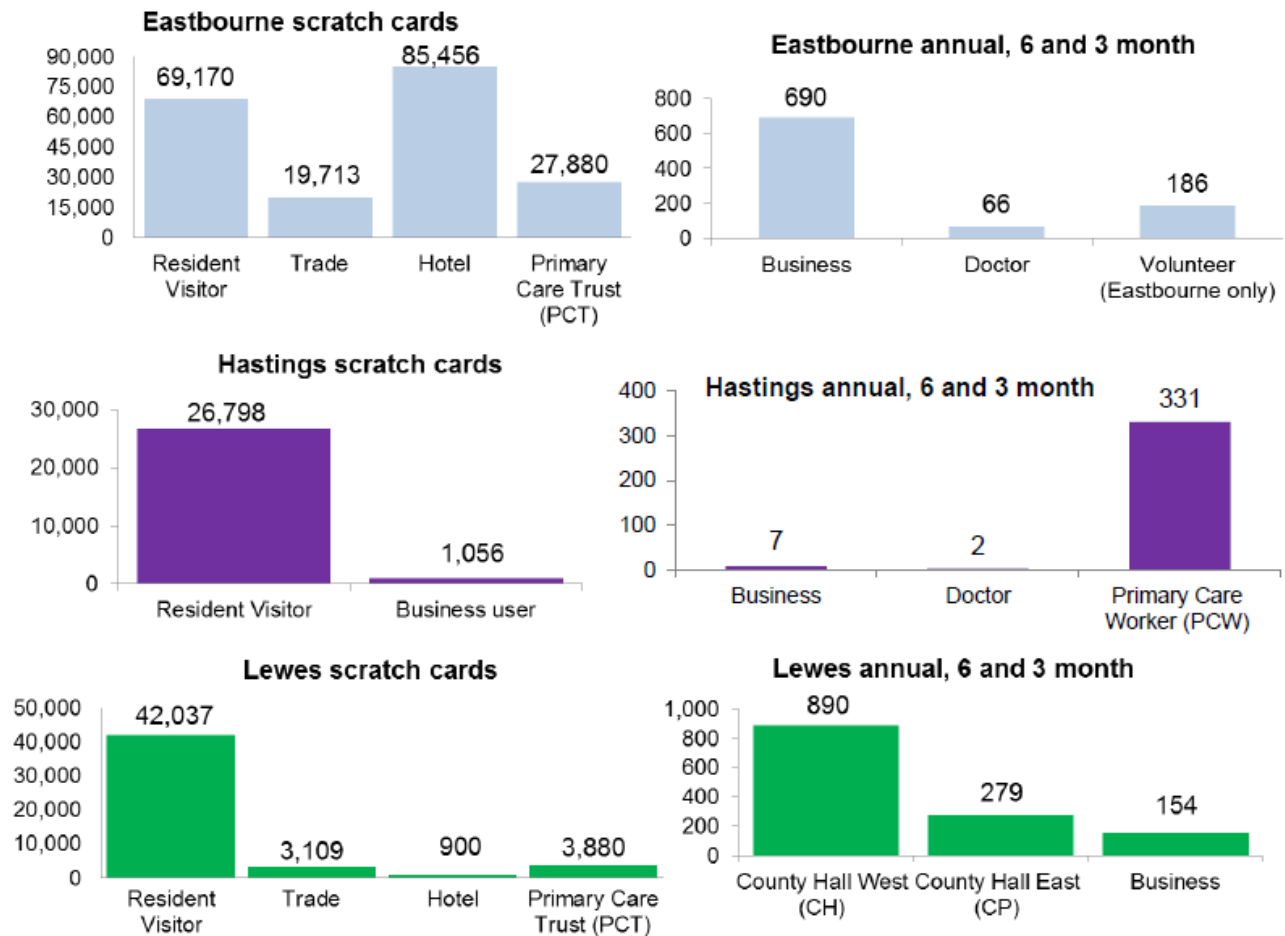
Permits allow a vehicle to park in a bay where others cannot. We offer various different types of permits to help residents, their visitors and businesses find a parking space close to where they need to be. Details about the different types of permits available are on our website at www.eastsussex.gov.uk/roadsandtransport/parking/permits/default.htm

In total we issued 289,376 permits during the year. Resident permits made up 6,366 of these and resident's visitor permits 138,005.

Resident permits by zone



Other types of permits



Enforcement

When a PCN is issued it is issued to a vehicle not a person. At the time of issue the CEO is unlikely to know who the driver of the vehicle is, where they have gone or why the vehicle is parked in contravention. To be fair to all motorists CEOs are not allowed to show discretion, we instruct them to issue a PCN whenever they see a vehicle parked in contravention. A CEO is unable to retract or cancel a PCN once it has been issued and they cannot consider a challenge against its issue.

PCNs issued by month

Month	Eastbourne	Hastings	Lewes on Street	County Hall	LDC car parks
Apr-14	970	1,250	661	48	331
May-14	1,195	1,318	668	47	324
Jun-14	865	1,262	550	65	284
Jul-14	933	1,274	687	67	370
Aug-14	1,128	1,430	583	48	378
Sep-14	980	1,280	663	55	396
Oct-14	1,162	1,292	699	76	351
Nov-14	1,070	1,345	486	43	267
Dec-14	859	1,291	643	58	312
Jan-15	918	1,194	600	51	312
Feb-15	835	1,183	469	50	238
Mar-15	889	1,382	517	60	328

On street PCNs issued by contravention

Code	Contravention	Eastbourne	Hastings	Lewes
1	Parked in a restricted street during prescribed hours	2,040	2,820	1,827
2	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	815	814	147
5	Parked after the expiry of paid-for time	801	2,297	550
6	No valid ticket	511	2,724	330
12	Parked without clearly displaying a valid pay and display ticket or permit	1,943	2,548	824
16	Parked in a permit space without displaying a valid permit	2,080	4	1,680
19	Displaying an invalid permit	774	208	257
21	Parked in a suspended bay / space or part of bay / space	95	60	191
22	Re-parked in the same parking place within the no return period	0	8	0
23	Parked in a parking place or area not designated for that class of vehicle	711	469	2
24	Not parked correctly within the markings of the bay or space	12	15	21
25	Parked in a loading place during restricted hours without loading	168	668	130
26	Parked 50cm or more from the kerb	51	23	14
27	Dropped footway (new contravention)	254	190	37
30	Parked longer than permitted	827	1,226	993
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	351	456	109
42	Parked in a Police space	0	13	0
45	Parked on a taxi rank	123	5	9
47	Stopped on a restricted bus stop/stand	208	399	87
48	Parked on a school keep clear	6	78	13
55	Commercial vehicle in overnight waiting ban	0	0	0
57	Coach ban	5	0	0
62	Parked on a footway / verge	0	389	4
99	Parked on a pedestrian crossing	29	87	4

Off street PCNs issued by contravention

Code	Contravention	Lewes
80	Overstayed paid-for time (car park)	360
81	Parked in a restricted area (car park)	61
82	Expired pay and display ticket (car park)	1,504
83	No pay and display ticket (car park)	1,978
85	No permit (car park)	421
86	Out of bay (car park)	116
87	Parked in a disabled bay without clearly displaying a valid disabled person's badge (car park)	84
91	Area not designated for class of vehicle	32

Warning notices, suspensions and blue badge action days

During the year

- 4,654 warning notices were issued. See our 2011/12 Annual Parking Report or parking guides at the links below for more information about warning notices.
- 2,653 bays were suspended.
- 107 blue badges were checked and 10 seized as part of a blue badge action day in February.

2011/12 report www.eastsussex.gov.uk/roadsandtransport/parking/policies/annual-reports-and-minutes1.htm

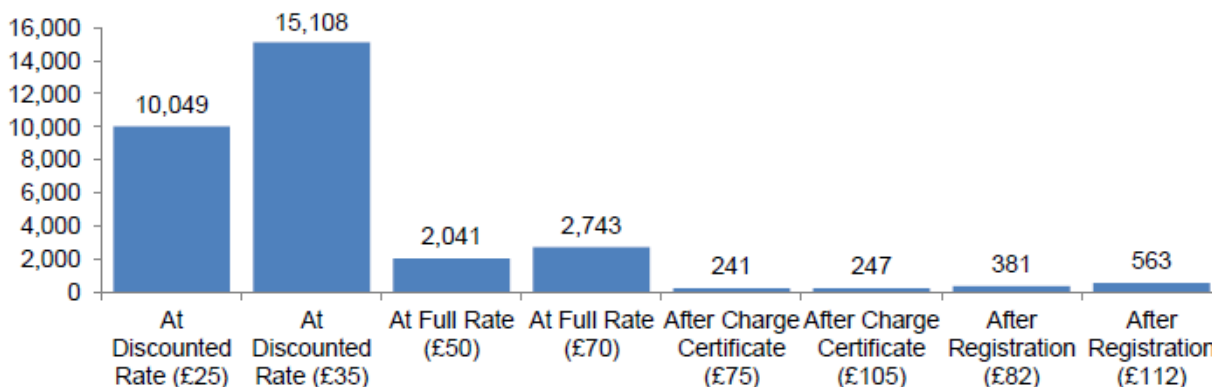
Parking guides www.eastsussex.gov.uk/roadsandtransport/parking/policies/policy.htm

PCNs paid challenged and appealed

PCNs paid

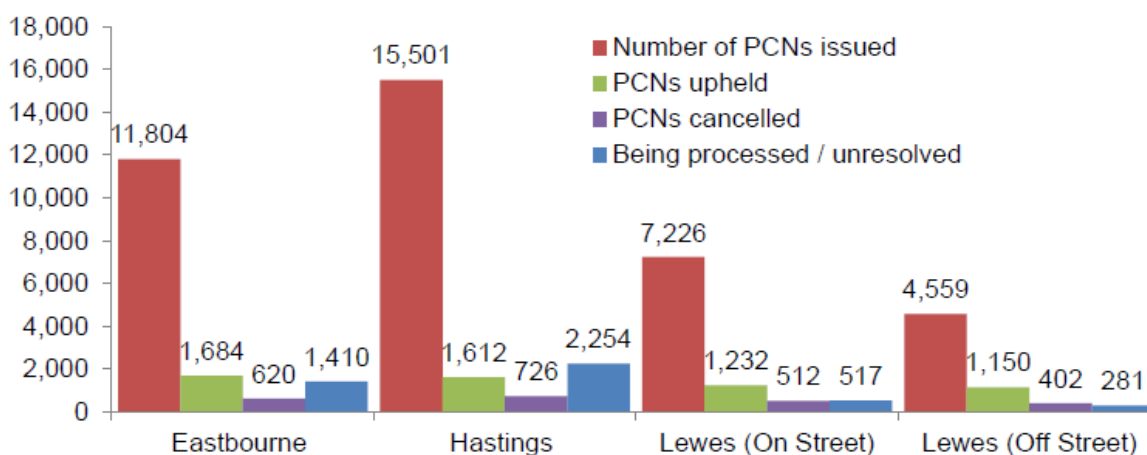
31,373 of the PCNs issued have been paid.

PCNs paid by stage



Challenges and appeals

39,090 PCNs were issued in the year, they have all either been paid, cancelled or are still in progress. The charts and tables below show details of those paid, challenged and appealed.



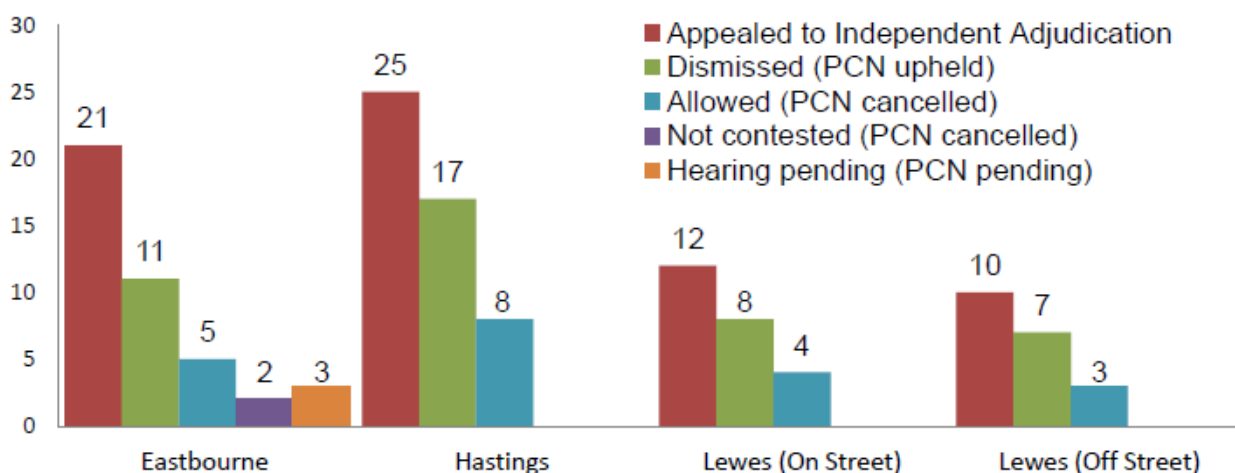
If the owner or driver of a vehicle that has been issued a PCN feels that it has been issued incorrectly they can challenge it by writing to us. We have dealt with 12,400 items of correspondence in relation to challenges and appeals against PCNs. This resulted in the cancellation of 2,260 PCNs. The reasons the PCNs were cancelled are shown in the table below.

PCNs cancelled by reason

PCNs cancelled by reason	Eastbourne	Hastings	Lewes on street	Lewes off street
Adjudicators decision	5	8	4	3
Appeal not contested	2	0	0	0
Blue badge holder	163	144	54	48
CEO error	40	40	76	59
Mitigating reasons	146	170	118	137
Emergency; gas, water or electric	9	18	12	1
Loading or unloading	84	113	63	6
Medical emergency	10	20	16	8
Meter fault	13	13	32	19
Missing, obscured lines or signs	6	5	16	4
Multiple PCNs, one contravention	8	11	15	6
Police vehicle	7	7	8	7
Processing or system error ESCC	4	10	5	1
Processing or system error NSL	9	10	12	8
Unforeseen delay	7	18	5	8
Valid pay and display ticket supplied	21	67	29	54
Valid permit held	59	29	26	29
Vehicle breakdown	27	43	21	4

TPT appeals

As part of the PCN process motorists have the opportunity to appeal to the TPT for an independent adjudicator to consider their case. An adjudicator considered 68 of the PCNs we issued during the year, 20 of those went in the favour of the motorist and resulted in the PCN being cancelled. A breakdown of the results is shown below.



Finance

Income, Expenditure and surplus investments

Income	Bexhill		Eastbourne		Hastings		Lewes		Total	
	2013/14	2014/15	2013/14	2014/15	2013/14	2014/15	2013/14	2014/15	2013/14	2014/15
	£	£	£	£	£	£	£	£	£	£
On street charge			1,057,862	1,050,689	746,925	745,633	539,117	436,052	2,343,904	2,232,374
Off street charge								144,960	0	144,960
Permit income	6,684	5,865	215,190	214,287	191,266	228,474	227,282	265,199	640,422	713,825
Penalty Charge Notices			350,597	377,765	448,981	493,596	272,183	345,464	1,071,761	1,216,825
Payments from Other Local Authorities							310,228	274,471	310,228	274,471
Other income			2,917	1,566		281	580	6,684	3,497	8,531
Total	6,684	5,865	1,626,566	1,644,307	1,387,172	1,467,984	1,349,390	1,472,830	4,369,812	4,590,986

Expenditure	£	£	£	£	£	£	£	£	£	£
Enforcement contract	1,200	1,100	661,631	589,847	770,255	855,244	572,599	572,861	2,005,685	2,019,052
Payments to other Local Authorities							149,561	150,431	149,561	150,431
ESCC staff costs			179,303	193,480	125,490	100,382	286,567	297,611	591,360	591,473
Other operational	800		145,728	146,000	268,573	266,030	188,435	155,939	603,536	567,969
Total	2,000	1,100	986,662	929,327	1,164,318	1,221,656	1,197,162	1,176,842	3,350,142	3,328,925

Operational Surplus/(Deficit)	4,684	4,765	639,904	714,980	222,854	246,328	152,228	295,988	1,019,670	1,262,061
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Payment and investments supported by the CPE surplus

	£	£	£	£	£	£	£	£	£	£
Parking reviews			65,264	5,700	12,825	20,719	33,259	14,916	111,348	41,335
Approved by parking board					29,874	172,984			29,874	172,984
Real time bus information running costs			134,977	71,001					134,977	71,001
Repayment of set up costs				550,000					0	550,000
Other running costs pre CPE	588		80,490	6,220	28,032	2,958	57,612	9,057	166,722	18,235
	588	0	280,731	632,921	70,731	196,661	90,871	23,973	442,921	853,555

Net Surplus/(Deficit)	4,096	4,765	359,173	82,059	152,123	49,667	61,357	272,015	576,749	408,506
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*Lewes off street charge – this was included in on street charge in previous years.

Glossary

The list below shows some common abbreviations or terms that may be used in this document.

Abbreviation	Description
Admin	Administration
CEA	Civil Enforcement Area
CEO	Civil Enforcement Officer
Challenge	Informal stage where a motorist writes to the Council to dispute a PCN
Contravention	Breaking a parking rule or restriction
CPE	Civil Parking Enforcement
CPZ	Controlled Parking Zone
DfT	Department for Transport
DVLA	Driver and Vehicle Licensing Agency
ESCC	East Sussex County Council
HBC	Hastings Borough Council
LDC	Lewes District Council
LTP	Local Transport Plan
NoR	Notice of Rejection
NSL	Contractors to ESCC for parking enforcement
NtO	Notice to Owner
OCM	Online Case Management to challenge or pay PCNs.
On Street parking	Parking on public highway
Off Street parking	Parking in a car park
PATROL	The joint committee for Parking and Traffic Regulations Outside London
PCN	Penalty Charge Notice
SPA	Special Parking Area
TEC	Traffic Enforcement Centre
TMA	Traffic Management Act 2004
TPT	Traffic Penalty Tribunal, independent adjudication of PCN appeals.
TRO	Traffic Regulation Order

Contact us

Thank you for taking the time to read our annual parking report.

If you would like any further information about the permits available or parking on street in East Sussex please visit our website www.eastsussex.gov.uk/parking

Alternatively you can contact one of our parking shops or the parking information centre at:

Eastbourne:
Parking Information Centre
55 Gildredge Road
Eastbourne
East Sussex
BN21 4RY
Telephone 03456 801129 option 1
Email eastbournepic@nsl.co.uk

Hastings:
Parking Shop
32E Kings Road
St Leonards on Sea
East Sussex
TN37 6DX
Telephone 03456 801129 option 3
Email hastingspic@nsl.co.uk

Lewes:
Parking Shop
Causeway House
Wellers Yard
46-48 Malling Street
Lewes
East Sussex
BN7 2RH
Telephone 03456 801129 option 2
Email: lewespig@nsl.co.uk

Opening hours:
Monday to Friday: 8am – 5pm
Saturday: 9am – 1pm

- To challenge a PCN, please visit our website using the link below

www.eastsussex.gov.uk/roadsandtransport/parking/tickets/challenge.htm

Alternatively you can write to us at PO Box 80, Lewes, BN7 2WU, or email parkingpenalties@eastsussex.gov.uk 01323 466222

Remember to tell us the PCN number, your vehicle registration number and a contact name and address.

- For enquiries about parking reviews and consultations contact:

parking.escc@eastsussex.gov.uk 01323 466244

Other Useful information and contacts

Pay to park by mobile phone

RingGo lets drivers pay for parking by credit or debit card via smartphone app, text message or phone call, rather than using cash at a ticket machine. You can register in advance or when you park using the RingGo apps, by calling 020 3046 0060 or on the website www.myringgo.co.uk

Buy your resident permit online

You can apply for your resident permit online by using RingGo, register at www.myringgo.co.uk