



Parking Services
Annual Report
2015 – 2016

Parking Services Annual Report

2015 – 2016

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Overview

Parking controls in the Mid Sussex District are essential to keep traffic moving and to support the local economy, providing ease of access for residents, businesses and our many visitors to the towns. There is a high demand for parking in parts of the district and this must be managed and controlled effectively. Mid Sussex District Council has an agreement to enforce the street restrictions on behalf of West Sussex County Council, and manage and enforce its own car parks.

Mid Sussex is an unusual district in that it incorporates three towns and its rural communities compared with other districts and boroughs within the County that cover one central town. Mid Sussex covers Burgess Hill in the south, Haywards Heath in the centre, and East Grinstead to the north. Each town possesses a completely different character, which come with different demands and controls. Alongside these towns are several equally unique villages, which also require management. It is an attractive area to live, with many communities within the South Downs National Park and several mainline railway lines into London.

Burgess Hill

The fourth largest town, in terms of population, in West Sussex. Several large developments, in both housing and business, have taken place over recent decades. Burgess Hill has several roads which do not have any form of restriction on them. This gives greater scope for vehicles to be parked in areas where they can cause issues in traffic flow, commuter parking and problems for residents. In January 2016, the Council agreed the Burgess Hill Neighbourhood plan. A substantial part of this will see the town centre completely regenerated. Parking will play a key role in this regeneration.

East Grinstead

Some of the town centre dates from the 14th Century, and is close to several tourist attractions. An older town than its southern relations, East Grinstead suffers from a lack of residential parking in its centre which resulted in a Controlled Parking Zone being introduced in 2000. In 2013, a line extension linked East Grinstead railway station to the popular Bluebell Railway. A fine balance needs to be maintained between visitors, residents, workers, commuters and shoppers, which is becoming more of a challenge as new building developments take place.

Haywards Heath

In 2016, Haywards Heath celebrated 175 years of the railway coming into the area, which contributed to its current makeup. Aside from being a commuter town, several large businesses located within the town. This leads to a high demand for all day parking, which is not easily met. Alongside this demand, the car parks and roads also need to support both residents and visitors.

The Parking Services Team

Parking Operations

This team is responsible for operating the service and for both the management and deployment of the Civil Enforcement Officers. This includes reporting faults to West Sussex County Council, and managing of all car parks in our town and rural areas.

Civil Enforcement Officers (CEOs)

The CEO team, responsible for both on and off street parking enforcement across the whole of the district, is operational six days a week. CEO patrols are concentrated at those locations where parking related issues are most prevalent.

The main aims of the CEOs are to maintain the free flow of traffic and encourage compliance within parking restrictions. Compliance with parking restrictions plays an active role in maintaining road safety for drivers as well as pedestrians.

We operate intelligence led patrolling which means that the team responds to specific concerns and requests received from members of the public and other agencies such as police and local schools.

All our Civil Enforcement Officers have been trained and completed a City & Guilds Level 2 qualification in Civil Parking Enforcement, which includes CEO roles and responsibilities and conflict management.

Parking Officers (Notice Processing)

Notice processing is a demanding procedure requiring the understanding of the legal requirements and guidelines that impact on parking enforcement. All staff within the Parking Services back office team have completed a City & Guilds Level 3 in Notice Processing.

The principal duties are responding to challenges, representations and adjudications, which include carrying out investigations into the issue of the Penalty Charge Notices. This involves DVLA checks, location/map checks, Traffic Regulation Order checks, evidence supporting the PCN and machine breakdown check etc.

The main aim of a Parking Officer is to ensure that all PCNs have been issued appropriately and fairly, ensuring that all processed have been completed correctly and any points raised by the recipient are considered in relation to the penalty charge notice received.

In addition to the Enforcement aspect, the Parking Officers are responsible for processing and managing all permits issued in the District. This will include Resident and Non-Resident Permits, Car Park Season Tickets, and dispensations.

They communicate on a daily basis with the Operational Team to notify them of any issues or enforcement requests from the public which results in an efficient parking service.

Mid Sussex District Council's Parking Operation

	2014 - 2015	2015 - 2016
Off Street Parking Spaces	2,412	2,625
Number of Bays Suspended During the Year (on street)	30	33
Number of Bays Suspended During the Year (off street)	8	38
On Street Penalty Charge Notices issued	7,744	8,585
Off Street Penalty Charge Notices Issued	4,321	3,746
Resident permits issued	581	631
Resident Visitor Permits Issued	43,236	49,234
Season Tickets Issued	551	670



Key Service Developments

2015 – 2016 has focussed on development, both in places to park and improvements to the service.

Cyprus Road Car Park extension

Cyprus Road Car Park was extended in January 2016 in anticipation of the significant changes to Burgess Hill Town Centre. The extension has provided an additional 100 spaces, together with two extra pay and display machines.

Orchards Car Park extension

In response to the increasing demand for parking in Haywards Heath Town Centre, Mid Sussex District Council purchased an additional section of land next to the current car park to extend it. This was successfully completed in January 2016, and has provided the town with 33 more parking bays and a fourth pay and display machine.

Boltro Road Commuter Car Park

This new car park was opened in November 2015 to provide commuters and businesses with an alternative parking option in Haywards Heath. The facility boasts 80 spaces and is within a short walk of Haywards Heath Railway Station.

Body Worn Cameras

In response to an increasing number of aggressive incidents, both physical and verbal, against the Civil Enforcement Officers carrying out their duties, both physical and verbal, the decision was taken to introduce body worn video cameras. The cameras are only switched on when Penalty Charge Notices are issued, or when an incident occurs, and have proved popular with the Civil Enforcement Officers. The footage retained from a camera following an assault on a CEO in November 2015 resulted in a successful conviction. The perpetrator was also ordered to pay costs.

Sunday On Street Enforcement

Until recently, enforcement has only been carried out on Monday to Saturday, as these are the days most of the restrictions cover. Following public requests, patrols were deployed on a Sunday which resulted in several PCNs being served. All of the vehicles were parked on double yellow lines.

Signs and Lines

Over time, restriction markings can fade, or be lost when roadworks take place. Mid Sussex District Council has recently entered into an agreement with West Sussex County Council to repair minor worn restrictions so that they can be properly enforced. The agreement also covers the situation where a sign may be missing, which may cause a driver to misunderstand the restriction. This agreement will see 20 urgent repairs carried out in the early part of the 2016/17 year, with a rolling programme to improve enforcement.



Enforcement

Enforcement is not just the action of issuing Penalty Charge Notices. It will also include initiatives to work with the community to try and help solve parking problems.

School Travel Plans

As the population increases, so do the number of school places. Parking during the school run is often an emotive subject. It can cause safety issues, and upset neighbouring properties. To try and address this, the Council is working with several schools to move vehicles off the road. Some schools have purchased permits from the Council, which are then sold to the parents. The permits allow them to park in selected car parks for twenty minutes during the morning drop off and afternoon pick up, rather than park on the road.

Christmas Parking

The Council, alongside the Town Councils, promotes reduced price parking during December to encourage visitors to support the local economy. As online purchases become more popular, it is vital to try and support shops on the high street. By offering £1.00 parking in long stay car parks on Saturdays it is hoped this will contribute to this initiative.

Mid Sussex Marathon

Easter 2015, the three towns came together to run a marathon covering each of the three towns. Participants run a section of the marathon on selected days. Burgess Hill and Haywards Heath ran their marathon on Easter Sunday and Bank Holiday Monday, which meant that participants did not need to pay for parking. The East Grinstead town segment fell on a Saturday when the car park charges applied. In order to encourage the participants, the Council offered free parking after midday for participants. The success of this meant that the same concession would be offered in April 2016.

Overview of Enforcement

The table below compares the last three years in terms of numbers of PCNs issued, and the stages at which they were paid. The chart also provides information on the numbers of Notices either cancelled or written off. When a Penalty Charge is cancelled this means that the Council have made a conscious decision to not uphold the Notice. Those written off are because the Council is unable to recover the debt despite attempts to do so.

	2013 - 2014			2014 - 2015			2015 - 2016		
	Off Street	On Street	Total Penalty Charge Notices	Off Street	On Street	Total Penalty Charge Notices	Off Street	On Street	Total Penalty Charge Notices
Number of higher level PCNs	256	5,094	5,350	226	4,979	5,205	239	5,664	5,903
Number of lower level PCN	5,005	2,603	7,608	4,095	2,765	6,860	3,507	2,921	6,428
Total Number of PCNs issued	5,261	7,697	12,958	4,321	7,744	12,065	3,746	8,585	12,331
Number of PCNs paid	3,633	6,522	10,155	3,149	6,716	9,865	2,813	7,498	10,311
Number of PCNs paid at discount	3,006	5,349	8,355	2,594	5,433	8,027	2,303	6,125	8,428
Number of PCNs against which a representation was made	92	176	268	162	333	495	73	204	277
Number of PCNs cancelled as a result of a representation or informal challenge	1,337	644	1,981	947	452	1,399	943	336	1,279
Number of PCNs written off for other reasons	210	363	573	117	378	495	121	334	455

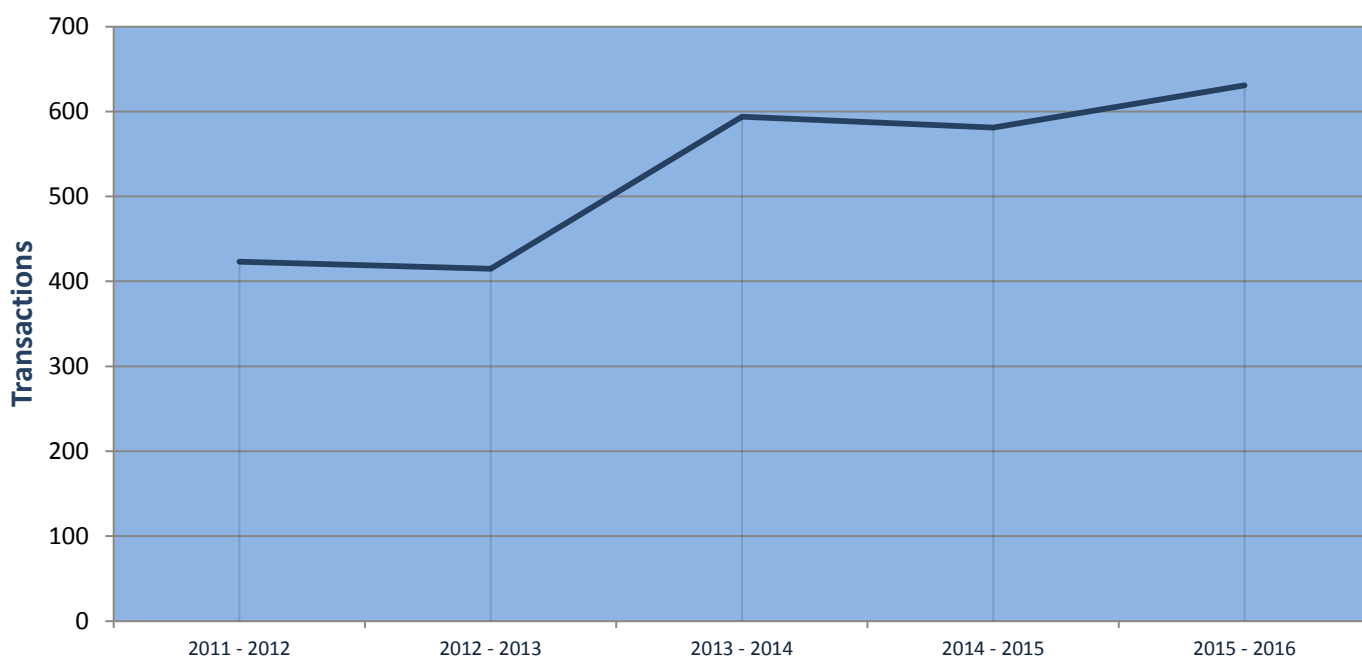


Permits

At present, the only town in the District to have a Controlled Parking Zone is East Grinstead. This means that the roads have been marked up in a way that tries to prioritise parking for Residents with permits, and their visitors, and provides some capacity for non residents. It consists of two zones – the central zone (Zone A) and the outer zone (Zone B). Neither zone is at capacity, which means there are no waiting lists, but it is likely they will reach maximum capacity in the next few years. Mid Sussex District Council administers this on behalf of West Sussex County Council.

Both zones were extended in September 2013, which means there has been an increase in the number of permits purchased.

The graph below shows the number of permits being purchased over the last five years.



Resident Permits

The charts below show a compare the take up of resident permits for each road within the Zones. Residents may park anywhere within their respective zone with a permit.

Zone A Roads within Zone	Residents Permits on Issue		
	2013 - 2014	2014 - 2015	2015 - 2016
Brooklands Way	11	12	14
Cantelupe Road	25	28	29
Chequer Road	23	26	24
College Lane	2	2	0
Copyhold Road	6	5	5
Dallaway Gardens	13	10	15
De La Warr Road	37	45	39
Fairfield Road	23	26	24
Garden Wood Road	6	5	5
Hermitage Lane	0	0	3
High Street	8	14	19
Hurst Farm Road	18	18	16
Institute Walk	10	10	9
Lewes Road	1	2	5
London Road	9	10	13
Middle Row	1	1	2
Old Road	2	0	0
Orchard Way	25	26	39
Pannell Close	6	8	10
Pavilion Way	2	2	2
Portland Road	5	5	8
Queens Road	55	70	80
Railway Approach	3	3	5
Ship Street	6	7	6
The Dakins	2	2	1
West Hill	24	23	25
West Street	33	31	32
West View Gardens	1	1	0
Total	357	392	430

Permits

Zone B Roads within Zone	Resident Permits on Issue		
	2013 - 2014	2014 - 2015	2015 - 2016
Crescent Road	28	30	28
Garland Road	27	25	25
Green Hedges Avenue	23	14	16
Grosvenor Road	30	30	31
London Road	6	5	2
Mason Close	3	4	4
Maypole Road	14	15	14
Moat Road	7	6	3
Park Road	1	3	2
St Agnes Road	19	25	21
St James Road	10	13	16
St Johns Close	18	14	13
Station Road	6	6	8
Tower Close	1	0	0
Wood Street	0	0	4
Grand Total	193	190	187

Non Resident Permits

The charts below compare the take up of non-resident permits for each road within the zone. Non Resident Permits are very restricted due to the capacity of each zone. Residents will always receive priority and Non Residents are placed only where there is space in the road. Each permit is restricted to one road only within each Zone.

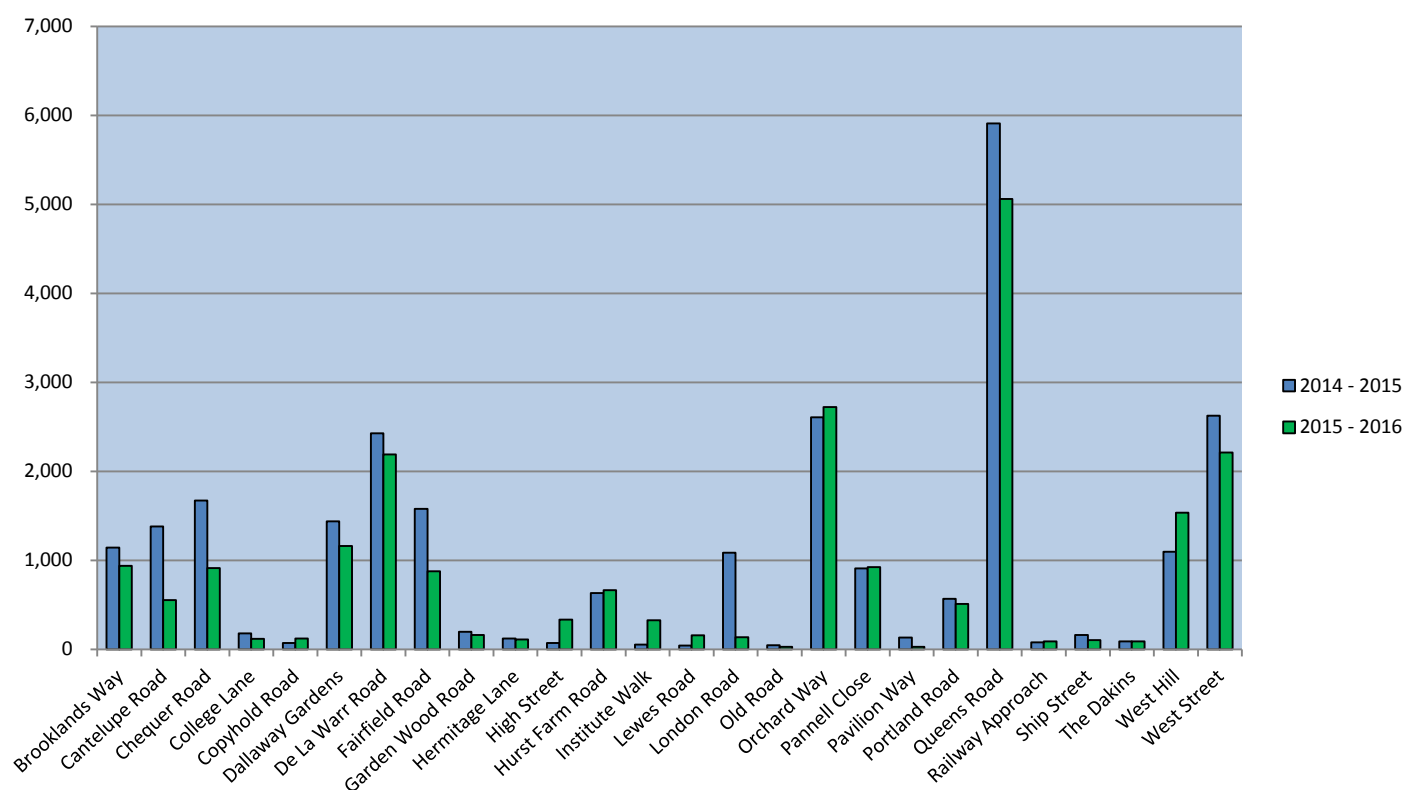
Zone A Roads within Zone	Non Resident Permits on Issue		
	2013 - 2014	2014 - 2015	2015 - 2016
Chequer Road	1	1	1
Hermitage Lane	8	8	7
Lewes Road	3	3	2
Orchard Way	1	0	0
Pannell Close	0	0	0
Pavilion Way	1	1	1
Portland Road	3	2	2
Queens Road	1	0	0
Grand Total	18	15	13

Zone B Roads within Zone	Non Resident Permits on Issue		
	2013 - 2014	2014 - 2015	2015 - 2016
Crescent Road	8	4	4
Garland Road	8	10	8
Grosvenor Road	7	15	15
Maypole Road	9	29	25
Moat Road	0	0	0
St James Road	14	14	14
Grand Total	46	72	66

Visitor Permits

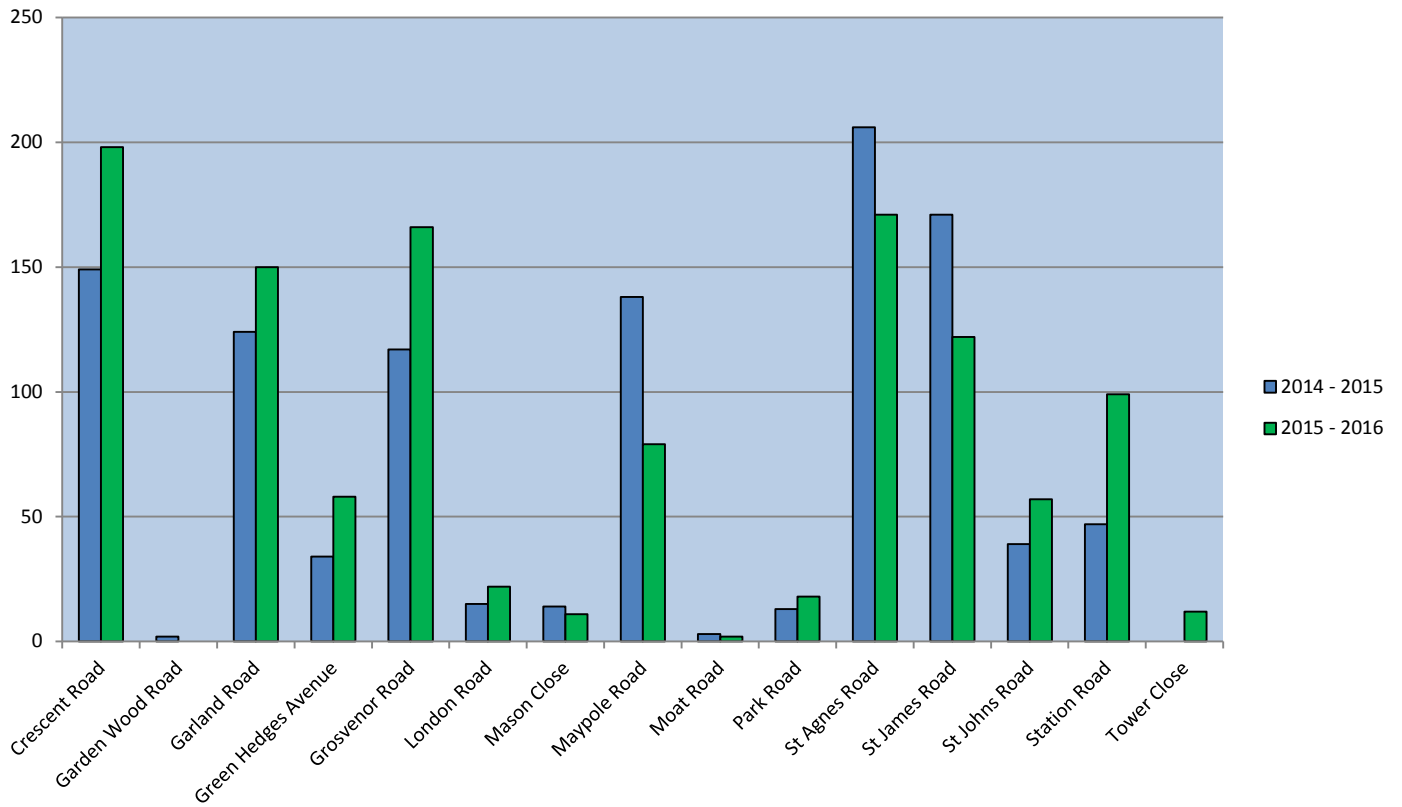
In 2015 – 2016, there has been a 41% increase in the number of daily permits (as opposed to hourly) purchased in Zone A (Zone B does not offer daily permits). This means that the number of individual permits purchased has decreased, but not the number of cars staying all day within the Zone.

Number of Resident Visitor Permits sold per road (Zone A)



Permits

Number of Resident Visitor Permits sold per road (Zone B)





Car Parks

Mid Sussex District Council currently owns and operates 34 car parks in town and rural locations. 20 of these operate as pay and display car parks and three of them use a disc system.

Seventeen car parks, including the three disc car parks, have been awarded the Park Mark Award for several years. This is a joint initiative with the British Parking Association and the Police to measure whether car parks meet safety requirements. They must have sufficient lighting together with enhanced safety and security features. All of the car parks qualified for the Award when they were reassessed in March 2016.

Mid Sussex District Council Car Parks Summary

Site	Spaces	Disabled Bays	Parent Toddlers Bays	Motor Cycle Bay	Electric Charging Point	Park Mark Award	P & D Machines
East Grinstead							
Chequer Mead	122	2	0		✓	✓	2
Christopher Road	44	3	2	✓		✓	1
Kings Street	69	2	3	✓		✓	2
Norton House	70	2	0			✓	2
Queensway	163	6	4	✓		✓	3
Railway Approach	87	3	5	✓		✓	3
Vicarage	153	3	2	✓		✓	2

Car Parks

Site	Spaces	Disabled Bays	Parent Toddlers Bays	Motor Cycle Bay	Electric Charging Point	Park Mark Award	P & D Machines
Burgess Hill							
Church Road	54	3	2	✓	✓	✓	2
Cyprus Road	315	13	3	✓	✓	✓	5
Multi-storey	165	9	6	✓			3
Station Road	120	2	0	✓		✓	2
Queens Crescent	150	3	0	✓		✓	2
Haywards Heath							
Boltro Road*	80	0	0		✓		0
Franklynn Road	77	3	2	✓			1
Gower Road	21	2	1	✓			1
Haywards East	50	2	1	✓			1
Haywards West	49	3	2	✓	✓		2
Hazelgrove Road	118	4	2	✓	✓	✓	3
Heath Road	74	1	0	✓			1
Muster Green*	30	1	0	✓		✓	1
St Wilfrids*	8	0	0	✓			0
The Orchards	179	6	4	✓		✓	4

* Permit Holders only Car Park

Off Street Parking Pay Display Financial Information

The chart below shows the comparison of pay and display income taken by each car park over a three year period.

Site	Gross Income 2013 - 2014	Gross Income 2014 - 2015	Gross Income 2015 - 2016
Burgess Hill			
Church Road	£109,970.15	£111,331.70	£107,822.05
Cyprus Road	£154,211.35	£169,356.90	£176,730.20
Martlets	£118,449.00	£135,990.10	£141,578.35
Queens Crescent	£45,016.10	£54,203.90	£70,934.85
Station Road	£44,690.90	£46,305.10	£61,230.10
East Grinstead			
Chequer Mead	£58,774.40	£61,800.80	£59,073.95
Christopher Road	£46,333.85	£48,612.85	£47,166.90
King Street	£142,979.70	£143,688.35	£143,351.40
Norton House	£49,520.55	£55,239.50	£60,038.85
Queensway	£283,673.85	£288,584.80	£280,224.45
Railway Approach	£65,085.05	£67,812.95	£68,319.10

Site	Gross Income 2013 - 2014	Gross Income 2014 - 2015	Gross Income 2015 - 2016
Haywards Heath			
Franklynn Road	£58,984.55	£74,782.65	£72,219.65
Gower Road	£41,992.95	£36,800.15	£40,502.50
Haywards Road East	£81,294.00	£79,899.45	£82,444.80
Haywards Road West	£88,597.20	£85,172.65	£88,897.05
Hazelgrove Road	£193,149.65	£191,829.05	£189,749.55
Heath Road	£54,767.70	£87,607.65	£89,621.25
Muster Green	£4,072.50	£4,862.00	£4,735.50
The Orchards	£258,984.40	£295,987.65	£278,710.45
Total	£1,900,547.85	£2,039,868.20	£2,063,350.95

Season Tickets

Car Parks which are designated “long stay” offer season tickets which provide cheaper parking for commuters and workers in the towns. The table below indicates the take up over the last three years.

Car Parks	Season Tickets on Issue		
	2013 - 2014	2014 - 2015	2015 - 2016
Burgess Hill			
Cyprus Road	41	66	83
Queens Crescent	17	22	49
Station Road	7	8	82
East Grinstead			
Norton House	55	65	111
Railway Approach	89	115	88
Vicarage	55	150	99
Haywards Heath			
Boltro Road			54
Franklynn Road	6	40	32
Heath Road	26	22	9
Muster Green	50	47	54
St Wilfrids	10	16	9
Total	356	551	670

This includes season tickets which were issued on a monthly and quarterly basis.

Any surplus income derived from pay and display and season ticket income is reinvested into the parking service.



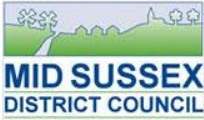
Financial Information

The income received by Parking Services is broken down into several areas of income. The graph below shows the breakdown of this income in the last two years.

Income by Source	2014 – 2015	2015 - 2016	Notes
On Street Parking Charges	£124,148.75	£122,781.75	Collected on behalf of West Sussex County Council
Permit income	41,594.01	£39,226.34	Collected on behalf of West Sussex County Council
Penalty Charge Notices	£366,667.44	£409,686.06	Collected on behalf of West Sussex County Council
Off Street parking charges*	£1,787,862.67	£1,805,990.17	Retained by the District Council
Season Tickets*	£54,310.00	£33,696.00	Retained by the District Council
Total	£2,374,582.87	£2,411,380.32	

2014 – 2015 Season Tickets were bolstered by a £22,626.00 arrangement with Solum/Southern Rail to move their permit holders into the newly developed Boltro Road whilst the Haywards Heath Station was being regenerated.

*Net of VAT



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Do you want to park for less than £2 a day?

If you work near town or commute from Burgess Hill or Haywards Heath station more than 5 days a week, buy your season ticket today. We have a variety of spacious, secure car parks all located just minutes from the town centre and the station. Buying an annual, quarterly or monthly ticket can help save you money.

For more information or to apply for your season ticket go to www.midsussex.gov.uk/carparks



Government Organization · Haywards Heath

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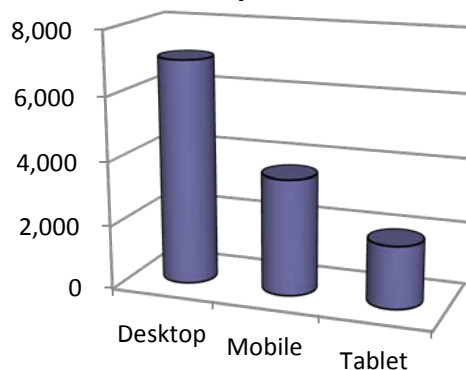
Communications

Communicating with our customers is vital to the way we work, and the more ways we have of doing so, the more customers we can reach.

The Website

We can look at the way the parking section of the MSDC website is used and use this information to understand what people are looking for. The website is regularly updated and we are always looking for ways improve accessing our services online.

Visits to the website and how they are made



Main pages visited

1. Parking
2. Car Parks
3. Penalty Charge Notices (tickets)
4. Controlled Parking Zone
5. Places to Park
6. Appeals
7. Enforcement
8. Parking FAQs
9. Boltro Road Commuter and Business Car Park
10. On Street

Main searches:

1. Parking
2. Parking fine
3. Parking permit
4. Penalty charge notice
5. Parking permits
6. PCN
7. Parking fines
8. Parking ticket
9. Penalty charge
10. Pay parking fine
11. Car parks
12. Parking services
13. Parking standards
14. Parking tickets
15. Resident permit
16. Disabled parking
17. Parking disc
18. Resident Parking Permit
19. Haywards Heath Parking
20. Parking appeal

Twitter and Facebook

Both of these social media platforms have become a major communication tool in recent years. Mid Sussex District Council operates under the handle of @mdscnews on Twitter. Both tools, alongside the website, aim to provide a responsive service.



Press Releases

For communications which require a high level of circulation, the Council will publish press releases. Those issued during the 2015 – 2016 year can be found below.

Boltro Road Car Park opened to the public

<http://www.midsussex.gov.uk/my-council/council-magazine-and-press-releases/press-releases/press-release-list/boltro-road-car-park-opened-to-the-public/>

East Grinstead man convicted of assault on CEO

<http://www.midsussex.gov.uk/my-council/council-magazine-and-press-releases/press-releases/press-release-list/east-grinstead-man-convicted-of-assault-on-ceo/>

Park all weekend for £1 this Christmas

<http://www.midsussex.gov.uk/my-council/council-magazine-and-press-releases/press-releases/press-release-list/park-all-weekend-for-1-this-christmas/>

District Council invests in car park extensions

<http://www.midsussex.gov.uk/my-council/council-magazine-and-press-releases/press-releases/press-release-list/district-council-invests-in-car-park-extensions/>

Mid Sussex car parks are safe and secure

<http://www.midsussex.gov.uk/my-council/council-magazine-and-press-releases/press-releases/press-release-list/mid-sussex-car-parks-are-safe-and-secure/>

Freedom of Information

The table below shows the number of Freedom of Information Act requests responded to by Parking Services over the past two years.

Month	Total Number of FOI requests received 2014- 2015	Total number of FOI requests received 2015 - 2016
April	2	2
May	0	1
June	3	4
July	3	0
August	1	1
September	3	0
October	4	3
November	4	1
December	1	1
January	3	0
February	2	0
March	3	3
Total	29	16



The Future

The Council will continue to develop its services. New ways to improve the service, addressing some current issues, and anticipating future ones, are already being planned. An overview of some developments Parking Services will be looking at in the 2016 – 2017 year are listed below.

Dashboard Cameras

Following the success of the body worn cameras, it is intended to introduce dashboard cameras to all the vehicles in the Parking fleet to ensure the safety of CEOs.

New Pound Coins

In March 2016, the Royal Mint announced that it would be releasing a new design for the £1.00 coin. The pay and display machines which the Council owns will all need to be reprogrammed to accept the coins. The Council aim to have this completed ready for the launch of the coin in March 2017 without any detriment to the car park users.

Online Case Management (OCM)

The Council is currently considering a web-based system which will allow people who have received PCNs to review them online. They will be able to see the reasons why the Notice was issued, together with all the photographs which were taken at the time. There will also be the option to pay online or make an appeal directly from this page. The aim is to produce a streamlined service for the recipient of a PCN with an enhanced online experience.

Disabled Badge Enforcement

Working alongside West Sussex County Council as the Disabled Badge issuing office, Civil Enforcement Officers will soon be able to verify the details of a disabled badge on display in a vehicle. The aim will be to make sure the badge is being used by the correct person and to tackle cases of fraud.

Foreign Vehicle Enforcement

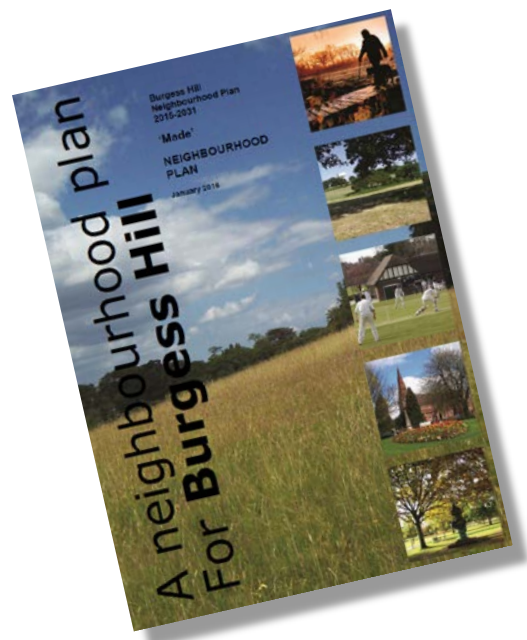
Foreign registered vehicles will not have a record with the DVLA, which means it is currently not possible to chase up any unpaid PCNs served to them. Working with a company which specialises in contacting Foreign Vehicle Licensing Agencies, the Council hopes to gain more strength in tackling this problem and reduce the same vehicles offending. The enforcement of foreign vehicles is to be rolled out in December 2016.

Burgess Hill Redevelopment

In March 2016, the Council's Planning Committee approved plans for the revitalisation of the Martlets Shopping Centre.

The plan includes a 10 screen multiplex cinema, a 63 bed Travelodge hotel, 142 residential units, new restaurants, a purpose-built modern library, gym and the creation of an extra 70,000 square feet of retail space to provide a total area of 200,000 sq. ft. on final delivery.

The provision of parking will play a vital role in this development, both during the works and on completion.



Appendix

Parking Charges for On and Off Street Areas in Mid Sussex

Parking Tariffs	2014-2015	2015-2016
Permits		
Resident Permits		
Inner Zone (A) 1 st Permit	£40.00	£41.00
Inner Zone (A) 2 nd Permit	£80.00	£82.00
Outer Zone (B) 1 st Permit	£25.00	£26.00
Outer Zone (B) 2 nd Permit	£50.00	£52.00
Resident Visitor Permits	£0.30	£0.35
Non-Resident Permits		
Inner Zone (A)	£200.00	£250.00
Outer Zone (B)	£130.00	£150.00
Healthcare Permits	£2.00	£10.00
Dispensations		
Per day	£2.00	£5.00
Per week	£10.00	£25.00
Bay Suspensions	£15.00	£20.00
Season Tickets		
Monthly	£66.00	
Quarterly	£150.00	
Annually	£550.00	
Boltro Road Car Park		
Monthly	-	£100.00
Quarterly	-	£280.00
Annually	-	£750.00
Pay and Display Charges		
On Street		
Per 15 minutes	£0.20	
Per 20 minutes		£0.30
Per hour	£0.80	£0.90
Off Street		
Short Stay		
0 – 1 hours	£0.80	£0.80
1 – 2 hours	£1.20	£1.20
2 – 3 hours	£2.00	£2.00
3 – 4 hours	£4.00	£4.00
4 + hours	£6.00	£6.00
Long Stay		
0 – 1 hours	£0.80	£0.80
1 – 2 hours	£1.20	£1.20
2 – 3 hours	£2.00	£2.00
3 – 4 hours	£3.00	£3.00
4 + hours	£4.00	£4.00

Glossary of Terms

Challenge

A request made to cancel a PCN before a Notice to Owner is issued. The Traffic Management Act does not include specific requirements for the Local Authority to review cases before the Notice to Owner

Civil Enforcement Officer – CEO

This is the name given to officers who patrol the streets and enforce vehicles parked on the restrictions. They must be employed by the Council or through a Council contractor. All of Mid Sussex District Council's CEOs are employed directly by the Council. They are paid a set wage and do not work under any form of bonus system.

Civil Parking Enforcement (CPE)

Parking used to be enforced by the police where vehicles would be served Fixed Penalty Charge Notices. When the Road Traffic Act (now known as the Traffic Management Act) was introduced, parking enforcement became "decriminalised". It is the enforcement of parking regulations by Civil Enforcement Officers.

Controlled Parking Zone (CPZ)

An area where parking is restricted during specific times. Signs are put at every entry point to the CPZ so that a driver knows they are entering them. They are put in place to control every area of road space within the zone. Most CPZs are associated with Permit parking. A notable difference is that none of the single yellow lines have signs, as the entry points show the days and times of restrictions.

On Street

Anything relating to the West Sussex County Council's highways (roads and pavements)

Off Street

Anything relating to the District Council's car parks

Penalty Charge Notice (PCN)

A legal document which is issued to a vehicle which is believed to have contravened the Traffic Regulation Order. Only a CEO may issue them, and they are either attached to the vehicle or handed to the driver.

Representation

A form of appeal made when the owner/keeper of a vehicle is sent a Notice to Owner. They have legal grounds set down in the Act under which they can appeal, together with any other grounds they believe should be considered by the Council.

Traffic Regulation Order (TROs)

This is the statutory legal document used to support the restrictions which have been placed on the highway or in the car parks. West Sussex uses a map-based TRO, which means every restriction in Mid Sussex appears on a map with a key to indicate what the restriction is.