

Parking Services

Annual Report

2017 – 2018



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Overview

About Mid Sussex

Mid Sussex can be found in the county of West Sussex, in the south east of England. It is primarily a rural district; with its southern borders extending into the South Downs National Park, whilst the majority of its northern portion falls within the High Weald Area of Outstanding Natural Beauty. In contrast, it boasts three towns; East Grinstead to the north, Haywards Heath in the centre, and Burgess Hill to the south. Each have very distinct characters.

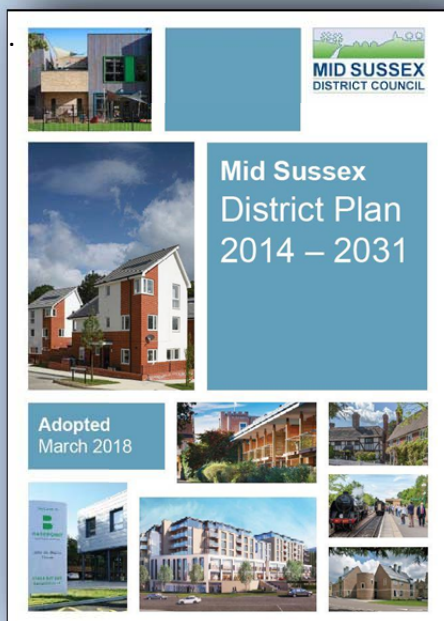
It is an attractive location, within commuting distance of London, Brighton (and the South Coast), and London Gatwick Airport. Alongside the towns, Mid Sussex has thirty five large and smaller villages and hamlets. The character and heritage of these places, together with a wide range of historic houses and gardens, make the district an appealing place for visitors.

Alongside tourism, the district welcomes over 20,000 people a day who commute into Mid Sussex to work, alongside those who already live and work in the District. All of these users form a vital part of the local economy; and it is Parking Services' objective to support this.

Challenges

Being based in the south east, Mid Sussex also faces the challenge of supporting the high demand for housing in the area. Over the next seventeen years, a minimum housing provision of 16,390 will need to be met by this district alone. This equates to 876 dwellings each year over the next eight years, before rising to 1,090 for the remainder. The majority of this focus will be Burgess Hill, due to the regeneration of its town centre, although there will be an impact in the other towns and villages. In addition, the housing landscape of the towns and villages is changing due to the impact of Permitted Development Regulations, which allow existing premises to convert to residential areas without the requirement for parking.

The Council's own District Plan, formally adopted in March 2018, touches on some of the parking issues which will inevitably be raised



“The District Council will... work with West Sussex County Council to review residential and non-residential car parking standards to ensure that development provides an appropriate level of parking linked to the likely demand for the development and compliance with national planning policy.”

“Mid Sussex has a relatively high level of in and out commuting, which impacts on traffic levels and environmental quality.”

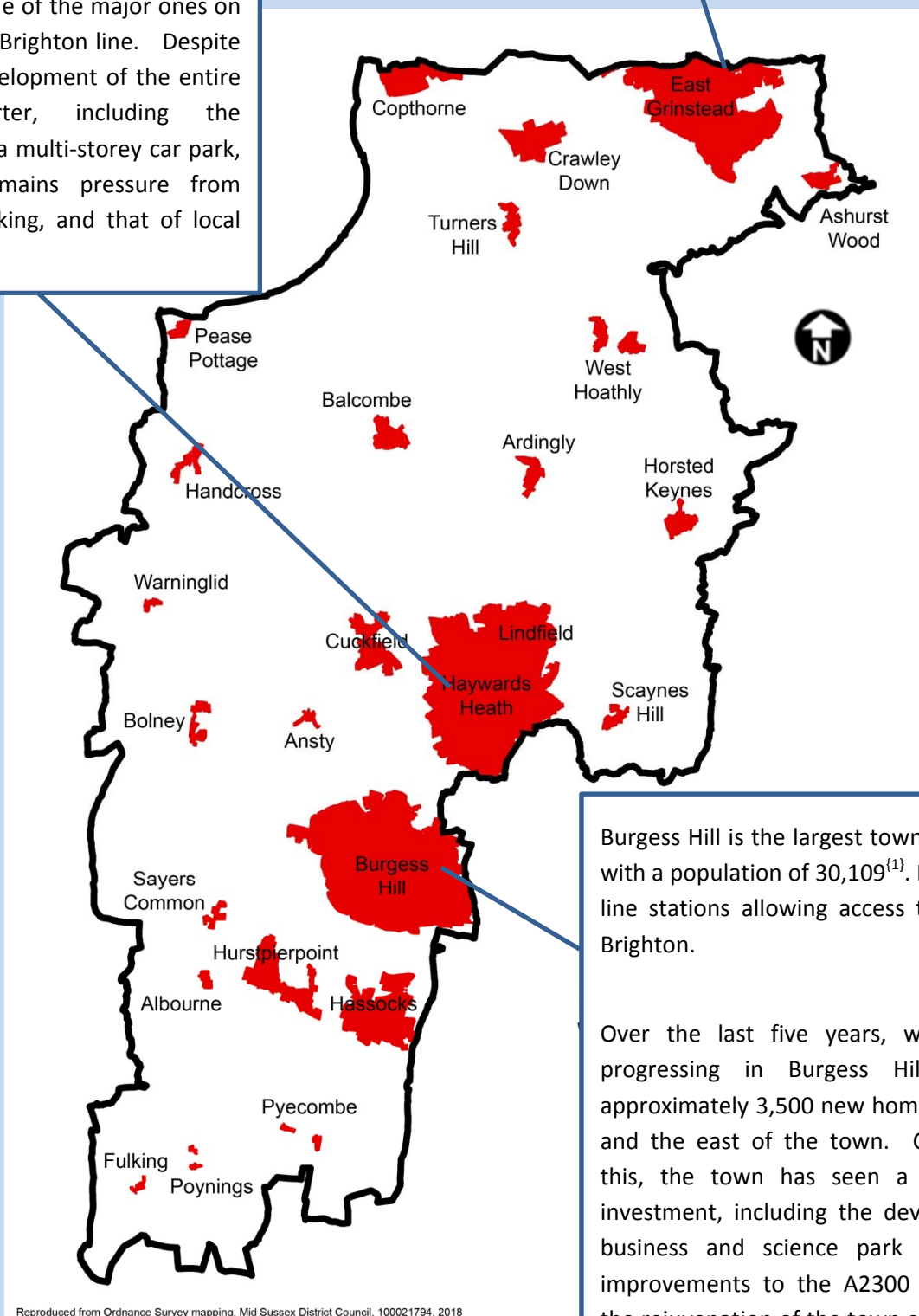


The Towns

Haywards Heath is situated in the centre of Mid Sussex. As with its neighbouring towns, it has seen significant growth over the last decade at several sites in the town, with others still in development. Its current population stands at 27,057^{1}. Its station is one of the major ones on the London to Brighton line. Despite a recent redevelopment of the entire railway quarter, including the completion of a multi-storey car park, there still remains pressure from commuter parking, and that of local businesses.

East Grinstead is one of the oldest towns in West Sussex. Its high street is a designated conservation area. It has a population of over 26,383^{1}. The nearby tourist attractions, which include The Bluebell Railway, Wakehurst Place, Standen House, and the Ashdown Forest, together with its beautiful medieval town centre make in an attractive place for visitors.

Whilst not seeing an increase in housing in the same way as the District's other towns, East Grinstead is still subject to a several developments, which will impact on the way traffic is managed.



Reproduced from Ordnance Survey mapping. Mid Sussex District Council. 100021794. 2018

Burgess Hill is the largest town in the district, with a population of 30,109^{1}. It has two main line stations allowing access to London and Brighton.

Over the last five years, work has been progressing in Burgess Hill to provide approximately 3,500 new homes to the north and the east of the town. Combined with this, the town has seen a great deal of investment, including the development of a business and science park to the north, improvements to the A2300 link road, and the rejuvenation of the town centre. Parking will play a key role in this regeneration

^{1} 2011 Census

Where does Parking fit into this?

The Parking Services Team is formed of an Operational Team and an Office Team, who are responsible for the day to day management and enforcement of parking on the public roads and car parks within the District.

West Sussex County Council manages transport, including parking, at a strategic level. It reviews and plans how parking is managed on the road. The County Council will implement parking controls on the road, which the District Council, in turn, enforces under a contract agreement.

The District Council does not just enforce the parking restrictions; it also carries out day to day management, such as inspecting the conditions of parking signs and lines on the road, suspending parking where works are being carried out, and providing permits to park for a variety of customers.

Civil Parking Enforcement, as it is named, is not a revenue raising scheme for the Council. All money recovered from the Penalty Charge Notices is used for the running and development of the service, and any surplus is held in an account to provide for improvements to parking and transport schemes.

The Teams

Parking Operations

This team is responsible for operating the enforcement service and for both the management and deployment of the Civil Enforcement Officers. They manage all car parks owned by the district in the towns and villages, which includes monitoring and maintaining the pay and display machines, maintaining an excellent level of health and safety within the car parks, and reporting any faults or issues.

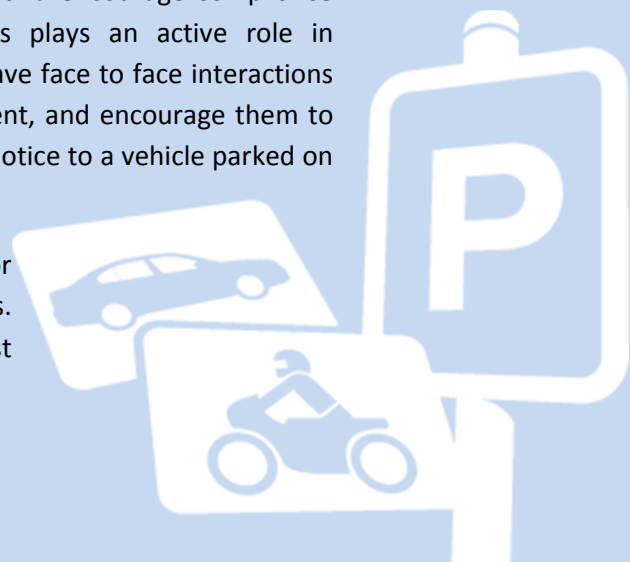
In addition, they are also responsible for reporting faults on the public highway to West Sussex County Council. In recent years the Operations Team have had a rolling programme of minor signs and lines maintenance under the guidance of the West Sussex County Council.

The team is managed by the Parking Operations Manager, with the support of two Senior Civil Enforcement Officers. They in turn manage twelve Civil Enforcement Officers, who are responsible for the day to day enforcement of restrictions.

Civil Enforcement Officers (CEOs)

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. As they have face to face interactions with the public, they are there to advise drivers of restrictions present, and encourage them to comply with them. As a last resort, they will issue a Penalty Charge Notice to a vehicle parked on a restriction.

Alongside their enforcement duties, they will be the first line for reporting any issues with signs, lines, or pay and display machines. They will also report any other relevant issues they encounter whilst on patrol. In addition to these duties, the Civil



Enforcement Officers have the power to inspect Disabled Blue Badges to make sure they are being used correctly.

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

Parking Officers (Notice Processing)

The Parking Office Team are the first point of contact for customers at the Council Offices. They assist and advise customers in all matters relating to parking, including enforcement, and the issue of permits.

One of their main duties is to carry out the processing of Penalty Charges following their issue. This will include responding to challenges, representations, and other correspondence, which include carrying out investigations into the issue of the Penalty Charge Notices. They are responsible for compiling and maintaining case records and evidence, which may be used in the course of an Appeal with the Independent Adjudication service for parking – The Traffic Penalty Tribunal

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.

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.

Mid Sussex District Council's Parking Operation

	2016 - 2017	2017 - 2018
Off Street Parking Spaces	2,780	2,820
Number of Bays Suspended During the Year (on street)	21	30
Number of Bays Suspended During the Year (off street)	7	1
On Street Penalty Charge Notices issued	9,687	10,677
Off Street Penalty Charge Notices Issued	4,427	4592
Resident permits Issued	669	690
Resident Visitor Permits Issued	30,778	30,647
Season Tickets Issued	812	905
Dispensations (waivers) to park issued	338	305s



The Year in Review – Innovations

2017 - 2018 has focussed continuing to increase capacity and improved access for all to the car parks.

Park Mark Awards

A prime objective in managing the car parks is to make sure they are safe and secure for all the users. To this end, seventeen of the Council's car parks, including the three disc car parks, applied to be assessed for a Police "Park Mark" award for crime prevention and safety.

This is a joint initiative with the British Parking Association and the Police to measure whether car parks meet safety requirements. In order to meet the award criteria, the car parks have to have clear directional signage and traffic flow techniques so drivers are not confused about which way to go. Pedestrian access is also considered with the use of clear marked access and exit points, together with painted paths to show the safest places to walk.

After the latest assessment the Park Mark was awarded to the car parks for three years instead of the usual two after demonstrating a high standard of provision.



Electric Charging Points Upgrade



The Council took the decision several years ago to install charging points in three of its town centre car parks when the early electric vehicles came into use. As the technology continues to improve, the chargers needed to be of a faster quality.

In December 2017, fast chargers were installed, allowing a vehicle to be charged in 3 – 4 hours as opposed to the previous 7. This should provide a faster turnaround for a vehicle to charge, and give the chance for more electric vehicles to use the designated spaces.

Disabled Parking Accreditation

In addition, fifteen of the car parks assessed for the Park Mark Award were also awarded the Disabled Parking Accreditation for the first time. This scheme looks specifically at the provision for disabled motorists whose mobility needs will be more challenging than that of other users.



The Council was able to demonstrate that it met the criteria of the award for the provision of spaces, accessibility and clear enforcement of disabled bays.

Extension of Heath Road Car Park

As the demand for parking increases, the current parking provision will come under pressure. The opportunity to acquire land adjacent to the car park in Heath Road, Haywards Heath, arose in 2017, which resulted in an extension to the current car park. The car park has an additional 35 short stay spaces, which will help support local businesses and the economy.

Extension of Norton House Car Park

In addition to Heath Road Car Park, the Council also reclaimed land adjacent to the Norton House Car Park in East Grinstead, in order to extend it. This car park is attractive to all day parkers due to its long stay charges, and the new section was therefore designated as a Permit Holder only section for an additional seven vehicles.

Car Park resurfacing

As part of an ongoing commitment to provide high quality facilities, the following car parks were resurfaced as part of a rolling programme of annual maintenance programme:

- Franklynn Road Long Stay Car Park, Haywards Heath
- Gower Road Short Stay Car Park, Haywards Heath
- Dale Avenue Long Stay Car Park, Hassocks



The Year in Review – Operations

2017 - 2018 has turned to technology and innovation, with a view to improving processes for the Parking Team

New Processing and Permits system

In order to meet the changing aspects of parking, both in terms of embracing digital technology and customer experience, the Council undertook the initiative this year to look at updating its processing systems and permit management.

Several companies were considered, together with feedback from other Local Authorities. This resulted in the successful appointment of Chipside, a specialist software company with nearly twenty years' experience in working with over 130 local government authorities.

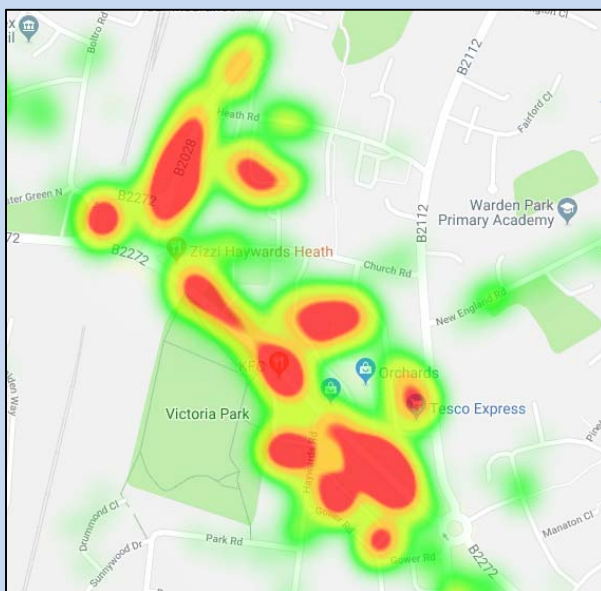


The operating system is now able to work on a live basis, meaning that a Penalty Charge Notice issued will be immediately on the system for the back office staff to review. It can feed back to the Operations Team the patrol routes and issuing patterns of each CEO, as a means of improving performance and managing the deployment of resources. Many of the previous, and time consuming, processes have become automated which allows staff to focus on other tasks.

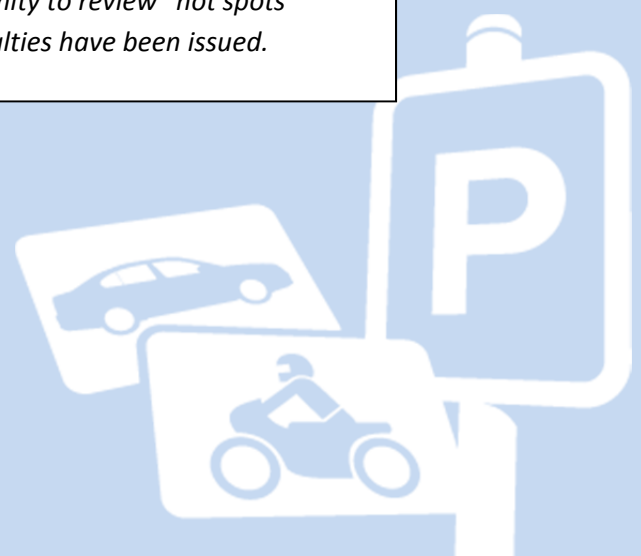
As the system is "cloud based" and fully supported by a team based at Chipside, changes to the way the system operates can be implemented with minimal disruption, which ensures business continuity is maintained.

Alongside the Council, the customers themselves now have access to an online portal which allows them to manage their appeals and view the photographs taken at the time of the issue of the Penalty Charge. Appeals are now applied to the Penalty Charge case record, without any intervention from staff, reducing the time required to log emails or letters.

Alongside the Penalty Charge processing system, Chipside also operates the permit management system, which allows the staff a consolidated view of customer's data.



A live mapping system in Chipside provides an opportunity to review "hot spots" where penalties have been issued.



Parking Annual Report Award

Annual Reports, such as this one, are encouraged to be produced by Councils as a means of showing how they operate and perform in a clear and transparent way. Mid Sussex District Council produced its first annual report for the 2015 – 2017 year, which was subsequently shortlisted for the best concise report.



Make a Difference Award

This Award is a District Council initiative and any member of staff may be nominated. The Award is given to those who have performed above and beyond their normal duties. In this instance, a Civil Enforcement Officer won the Award for his actions when dealing with a customer. The customer in question had been recently bereaved and returned just after the Officer had served a Notice to her vehicle. Understandably, this left the customer upset, and the Civil Enforcement Officer took the time not only to calm her, but stay with her until she was well enough to drive. The customer subsequently wrote in to praise the Council for the Officer's actions.



The Year in Review - 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 resolve parking problems.

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.

	2015 - 2016			2016 - 2017			2017 - 2018		
	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	239	5,664	5,903	404	6,412	6,816	295	7,258	7,553
Number of lower level PCN	3,507	2,921	6,428	4,023	3,275	7,298	4,297	3419	7,716
Total Number of PCNs issued	3,746	8,585	12,331	4,427	9,687	14,114	4,592	10,677	15,269
Number of PCNs paid	2,857	7,587	10,444	3,238	8,334	11,572	3,434	9,273	12,707
Number of PCNs paid at discount	2,303	6,125	8,428	2,643	6,760	9,403	2,808	7,634	10,442
Number of PCNs against which a representation was made	73	205	278	59	171	230	92	218	310
Number of PCNs cancelled as a result of a representation or informal challenge	665	337	1,002	858	431	1,289	788	422	1,210
Number of PCNs written off for other reasons	81	285	366	84	164	248	95	151	246



The Flying Scotsman

The 2017 – 2018 year commenced with an unusual visit in the form of the steam locomotive, the Flying Scotsman. After a bid was won by the Bluebell Railway in East Grinstead, the Scotsman arrived in Mid Sussex on the 13th April 2017 for a week-long stay. Due to the huge interest generated in such an historic event, it was anticipated that there would be a high number of vehicles parked in areas which were not normally enforced. To prevent vehicles being left in dangerous or inappropriate places, temporary Traffic Regulation Orders were put in place which prevented vehicles from parking in what would normally be an unrestricted area restricted vehicles for parking. This was enforced by a team of CEOs on the dates in question, and the operation was successful in that no vehicles breached the regulations.

Christmas Parking

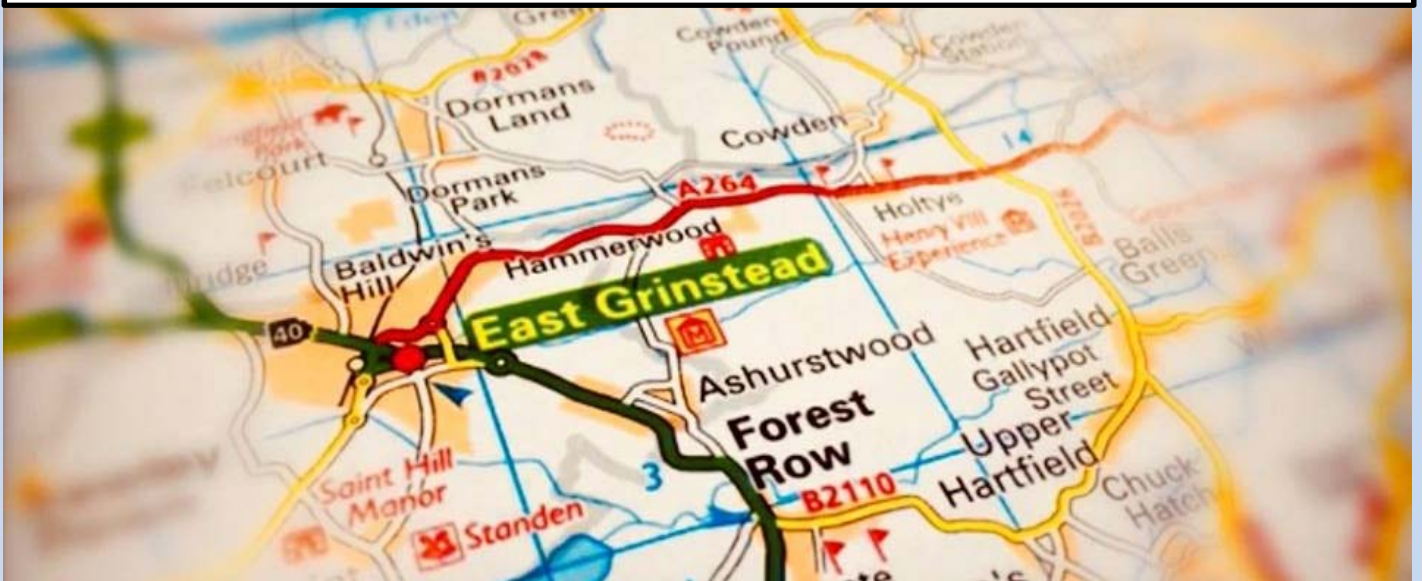
The Council, alongside the Town Councils, promotes reduced price parking during December to encourage visitors to support the local economy. As online purchases become more popular, it is vital to support shops on the high street. By offering £1.00 parking in long stay car parks on Saturdays during December, it is hoped shoppers will be encouraged to support local retailers. In addition to this, free parking was offered in the short stay car parks after 1pm to support Christmas light “switch on” events and late night shopping.

Mid Sussex Marathon

In May 2017, the three towns once again came together to host 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 a Sunday and the first May 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. Free parking was therefore offered after midday, in the Chequer Mead, Queensway and King Street car parks, for all participants of the Mid Sussex Marathon. The continued success of this initiative means that the same will be offered in 2018.



The Year in Review – Residents Parking Scheme



A Residents Parking Scheme is a specially designed plan which covers a whole town with the aim of protecting all road space, and prioritising who should use it. Mid Sussex currently operates one Resident Parking Scheme – in the town of East Grinstead. The implementation, arrangement, and charges are all designed by West Sussex County Council, with Mid Sussex operating under a contract agreement to carry out the administration.

East Grinstead's scheme is broken down into two "zones" which have different types of parking arrangements.

The zones have seen substantial growth in terms of housing. In particular several housing developments have taken place within the town centre. As the housing increases within the town, so will the demand for parking.



Parking Spaces in the Zones

The Inner Zone (Zone A) operates from 9am to 5pm (Monday - Saturday) to protect the residents living closest to the town centre. It has bays which only allow permit holders (mainly residents and their visitors, but with a few non-residents as well). It also has pay and display bays for visitors and shoppers, loading bays for business use, and other recognised bays for the use of taxis, buses, and disabled badge holders. The allocation of spaces in Zone A is indicated in the table below.

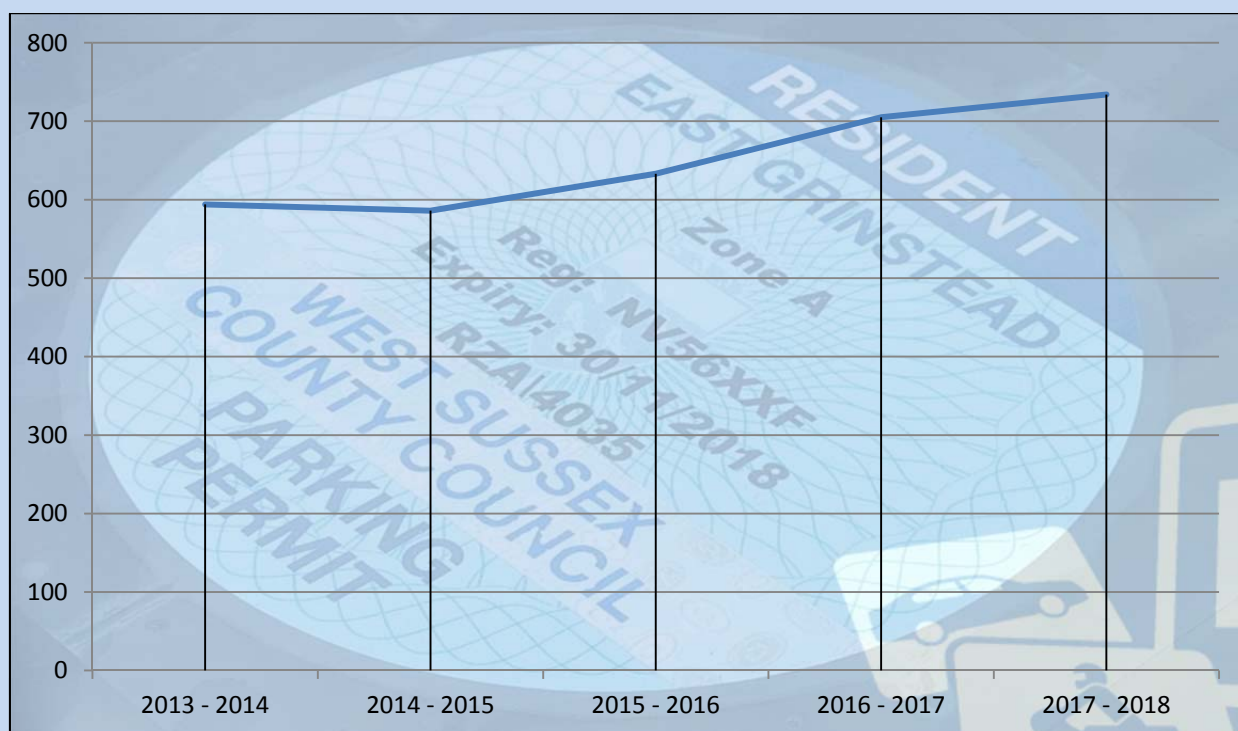
Zone A Roads within Zone	Resident Only	Residents Only/ Limited Waiting	Pay and Display	Residents/Pay and Display	Disabled Only
Beeching Way					
Bell Hammer					
Brooklands Way	19	9		19	
Cantelupe Road	13		9	12	
Chequer Road	26				
Christopher Road					
College Lane					
Copyhold Road	12				1
Dallaway Gardens	12			16	
De La Warr Road	24				
Dexter Drive					
Fairfield Road	28			5	
Garden Wood Road	21				
Glen Vue					
Hermitage Lane				17	
High Street			26		1
Hurst Farm Road	34				
Institute Walk					
King Street					
Langridge Drive	3				
Laurel Dene					
Lewes Road				23	
Little King Street			13		
London Road			5		2
Middle Row					
Old Road	2				
Orchard Way	32				
Pannell Close	9				
Pavilion Way	9				
Portland Road				30	
Queens Road	27				1
Queens Walk					
Queensway	10				
Railway Approach			12		
Ship Street				5	
St Swithens Close				4	
The Dakins	1				
West Hill	51				
West Street	13		5		
West View Gardens					
Grand Total	346	9	70	131	5

The Outer Zone (Zone B) is restricted from 10am – 11am and 2pm – 3pm (Monday – Saturday). Its needs are different in that there is less demand for parking space, but more protection is required from all day parkers due to its proximity to the railway station. Zone B only has permit bays. There are fewer types of parking bays, which are indicated in the table below.

Zone B Roads within Zone	Resident Only	Limited Waiting	Resident/Pay and Display
Crescent Road	56		
Garland Road	18		
Green Hedges Avenue	20		
Grosvenor Road	54		
London Road		3	
Mason Close	12		
Maypole Road	62		
Moat Road			
Park Road			
St Agnes Road	17		
St James Road	30		3
St Johns Close	25		
Station Road			
Tower Close	3		
Wood Street			
Grand Total	297	3	3

Resident Permits

The graph below illustrates a year on year increase in the purchase of resident permits across the Controlled Parking Zone.



The charts below 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		
	2015 - 2016	2016 - 2017	2017 - 2018
Brooklands Way	14	16	20
Cantelupe Road	29	31	40
Chequer Road	24	27	28
Christopher Road	0	3	8
College Lane	2	3	3
Copyhold Road	5	6	5
Dallaway Gardens	15	12	13
De La Warr Road	39	44	50
Fairfield Road	24	20	21
Garden Wood Road	5	4	6
Hermitage Lane	3	2	1
High Street	19	19	24
Hurst Farm Road	16	16	16
Institute Walk	9	7	12
Lewes Road	5	6	6
London Road	13	16	26
Middle Row	2	1	3
Old Road	0	1	2
Orchard Way	39	42	32
Pannell Close	10	10	9
Pavilion Way	2	3	3
Portland Road	8	8	12
Queens Road	80	80	93
Railway Approach	5	4	6
Ship Street	6	3	4
St Swithens Close	0	1	2
The Dakins	1	2	1
West Hill	25	25	28
West Street	32	32	44
West View Gardens	0	1	1
Total	432	445	522



Zone B Roads within Zone	Resident Permits on Issue		
	2015 - 2016	2016 – 2017	2017 - 2018
Crescent Road	28	32	37
Garland Road	25	28	48
Green Hedges Avenue	16	21	23
Grosvenor Road	31	31	34
London Road	2	10	13
Mason Close	4	5	6
Maypole Road	14	22	27
Moat Road	3	2	2
Park Road	2	3	3
St Agnes Road	21	21	25
St James Road	16	18	27
St Johns Close	13	17	16
Station Road	8	10	12
Tower Close	0	0	0
Wood Street	4	4	4
Grand Total	187	224	274

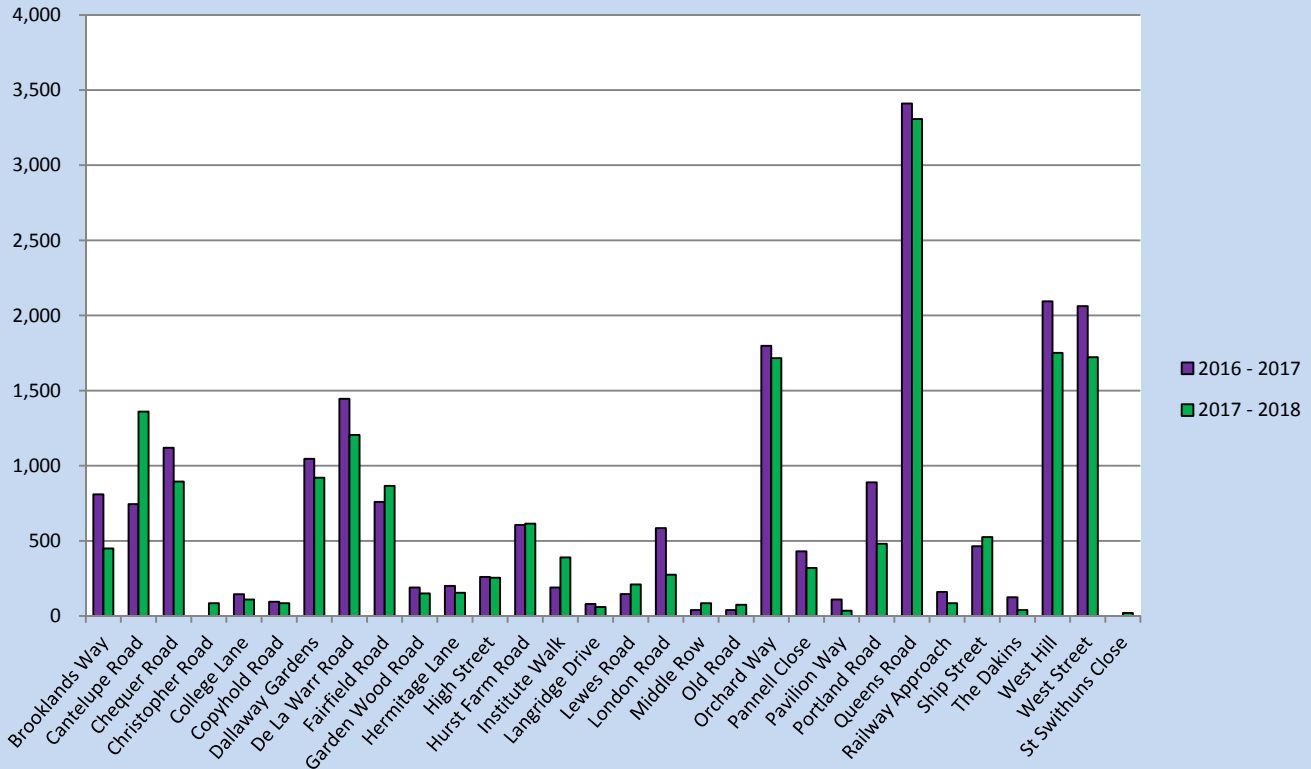
Both tables show that there are significant increases in some of the roads. Christopher Road, Cantelupe Road, De La Warr Road and London Road in Zone A, and Garland Road and St James Road in Zone B, have seen housing development in or near the vicinity of the road. Many of these are apartment blocks with minimum standards of parking provision. This provides a clear example of the impact of the increasing housing demand within the town.



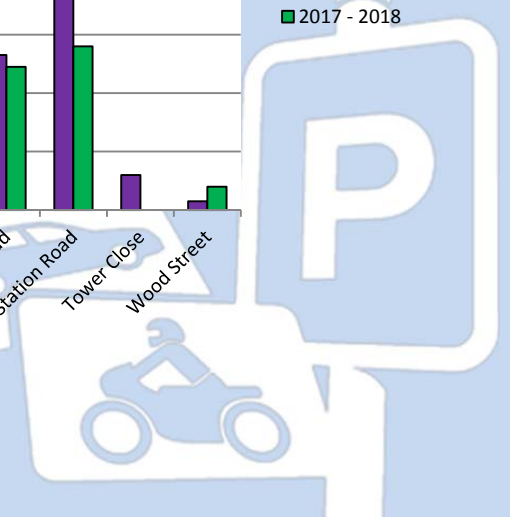
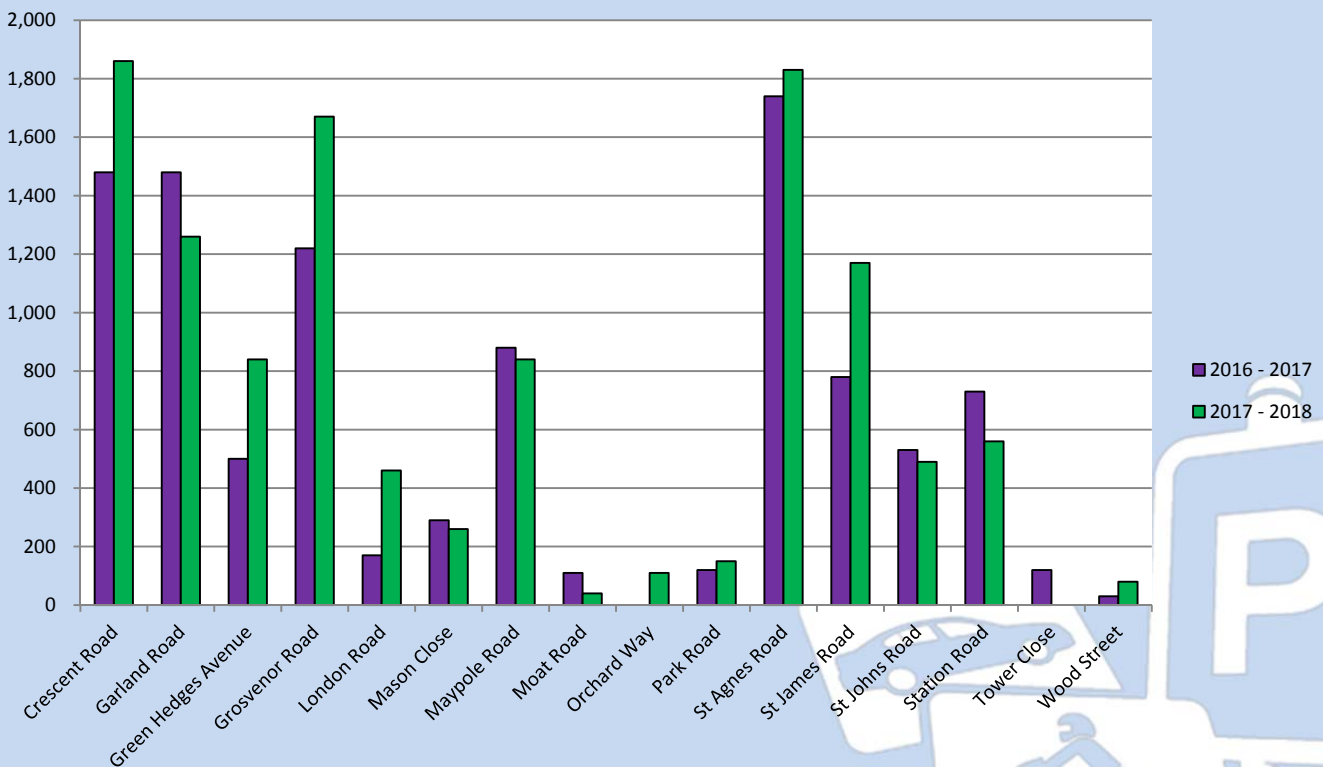
Resident Visitor Permits

Resident Visitor Permits are a “scratchcard” style of temporary permit, primarily used by visitors of residents who reside in the zone. The following graph gives an indication of the numbers sold in each road in the Zone

Resident Permits sold per road (Zone A)



Residents Permits sold per Road (Zone B)



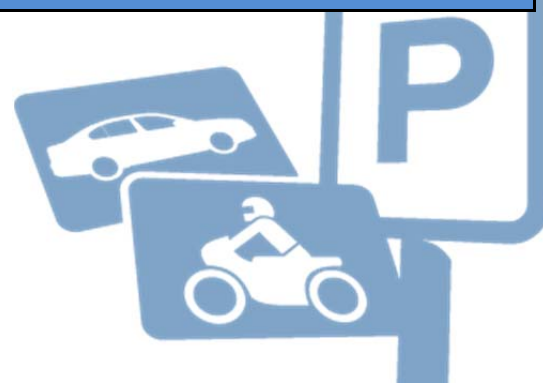
The Year in Review - Car Parks

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 within the towns and three of them use a disc system in rural locations.

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	4	0		✓	✓	2
Christopher Road	42	3	2	✓		✓	1
Kings Street	66	2	3	✓		✓	2
Norton House	77	2	0			✓	2
Queensway	159	6	4	✓		✓	3
Railway Approach	86	3	5	✓		✓	3
Vicarage	151	3	2	✓		✓	2
Haywards Heath							
Boltro Road*	80	0	0				0
Franklynn Road	75	3	2	✓			2
Gower Road	20	2	1	✓			1
Haywards East	49	2	1	✓			1
Haywards West	47	3	2	✓			2
Hazelgrove Road	116	4	2	✓	✓	✓	3
Heath Road	108	1	0	✓			1
Muster Green*	30	1	0	✓		✓	1
St Wilfrids*	8	0	0	✓			0
The Orchards	208	6	4	✓		✓	4
Burgess Hill							
Church Road	52	3	2	✓		✓	2
Cyprus Road	302	13	3	✓	✓	✓	5
Multi-storey	159	9	6	✓			3
Station Road	120	2	0	✓		✓	2
Queens Crescent	205	3	0	✓		✓	2
Totals	2,282	75	39				44

* Permit Holders only Car Park



Off Street Parking Pay and Display Financial Information

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

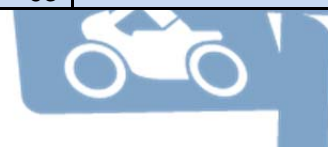
Site	Gross Income 2015 - 2016	Gross Income 2016 - 2017	Gross Income 2017 - 2018
Burgess Hill			
Church Road	£107,822.05	£108,880.45	£109,562.50
Cyprus Road	£176,730.20	£193,675.35	£206,186.60
Martlets	£141,578.35	£140,960.75	£129,460.15
Queens Crescent	£70,934.85	£66,625.05	£64,640.15
Station Road	£61,230.10	£67,238.50	£59,727.05
East Grinstead			
Chequer Mead	£59,073.95	£61,513.55	£67,239.75
Christopher Road	£47,166.90	£54,518.55	£51,311.80
King Street	£143,351.40	£152,402.70	£152,548.00
Norton House	£60,038.85	£62,153.75	£59,064.85
Queensway	£280,224.45	£282,280.55	£292,333.35
Railway Approach	£68,319.10	£68,419.85	£67,365.85
Vicarage	£103,837.25	£102,074.85	£113,714.40
Haywards Heath			
Franklynn Road	£72,219.65	£73,045.00	£73,487.90
Gower Road	£40,502.50	£41,908.75	£42,620.70
Haywards Road East	£82,444.80	£81,972.70	£81,821.95
Haywards Road West	£88,897.05	£91,373.10	£89,660.60
Hazelgrove Road	£189,749.55	£187,304.75	£190,169.70
Heath Road	£89,621.25	£90,523.10	£101,349.00
Muster Green	£4,735.50	£4,801.70	£4,860.80
The Orchards	£278,710.45	£299,902.95	£282,657.50
Total	£2,167,188.20	£2,231,575.95	£2,188,470.80

*Gross of VAT

Season Tickets

All but one of the 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		
	2015 - 2016	2016 - 2017	2017 - 2018
Burgess Hill			
Cyprus Road	83	96	110
Queens Crescent	49	71	78
Station Road	82	111	96
East Grinstead			
Norton House	111	111	130
Railway Approach	88	66	64
Vicarage	99	147	200
Haywards Heath			
Boltro Road	54	93	91



Franklynn Road	32	37	42
Heath Road	9		
Muster Green	54	59	53
St Wilfrids	9	21	18
Total	670	812	882

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 car parks.



Current Parking Charges

The charges in the Council’s car parks, including pay and display tickets and Season Tickets, have been frozen since 2013. This was part of the current Council’s Manifesto to not raise charges during their administration. The pledge will take the Council to the end of 2019, which means there will be no increases to parking charges prior to this date.



The Year in Review – Finance

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	2016 - 2017	2017 - 2018	Notes
On Street Parking Charges	£111,755.95	£114,769.50	Collected on behalf of West Sussex County Council
Permit income	£42,874.53	£43,786.80	Collected on behalf of West Sussex County Council
Penalty Charge Notices	£446,748.00	£510,441.00	Collected on behalf of West Sussex County Council
Off Street parking charges	£1,725,178.00	£1,793,957.00	Retained by the District Council
Season Tickets	£170,616.18	£208,363.75	Retained by the District Council
Total	£2,497,172.66	£2,671,318.05	



The Year in Review - Communications

Press Releases

For communications which require a high level of circulation, the Council will publish press releases. Those issued during the 2017 - 2018 year can be found below.

Mid Sussex District Council shortlisted for national parking award
<https://www.midsussex.gov.uk/about-us/press-releases-and-publications/mid-sussex-district-council-shortlisted-for-national-parking-award/>

Park all day in Mid Sussex this Christmas for £1
<https://www.midsussex.gov.uk/about-us/press-releases-and-publications/park-all-day-in-mid-sussex-this-christmas-for-1/>

Freedom of Information Requests

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

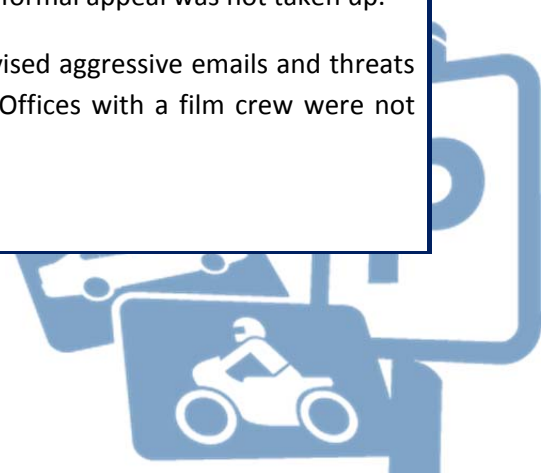
Month	Total Number of FOI requests received 2016 - 2017	Total Number of FOI requests received 2017 - 2018
April	1	3
May	2	0
June	3	3
July	3	3
August	2	1
September	3	5
October	0	1
November	2	1
December	5	2
January	4	4
February	2	3
March	3	3
Total	30	29



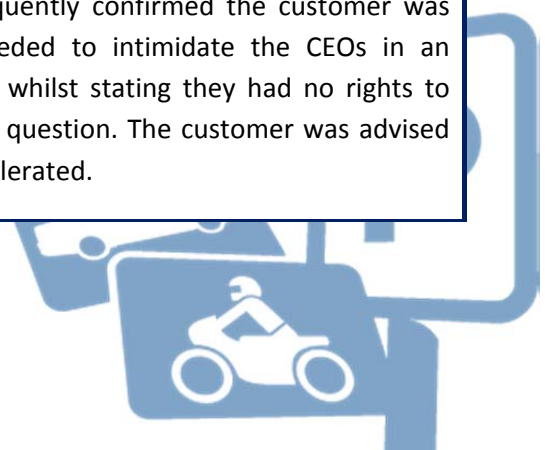
Complaints

The Council will receive complaints during the year, which it will do its best to resolve where possible. Below is a list of the fourteen service complaints received during the year, with their outcomes.

Nature of Complaint	Action	Outcome
Aggrieved that Civil Enforcement Officer gave no time before issuing the Penalty Charge Notice	Referred to Parking Officer Manager	Parking Office Manager was unable to review the PCN as no details were provided, but did confirm that no time is allowed for any vehicle to be parked in a bus stop.
Complaint regarding behaviour of Civil Enforcement Officer, in particular use of the camera	Referred to Parking Services Manager	Confirmed that parking on double yellow lines was not appropriate, but that the Civil Enforcement Officer should not have taken photographs as the vehicle was driving away. Civil Enforcement Officer was advised.
Machine in Hazelgrove Car Park would not accept individual coins and overpaid by 20p.	Referred to Parking Services Manager	Advised that the number of fake coins in circulation meant even genuine coins could be rejected. The machines did not have the security to hold a float of several hundred pounds.
The Council did not respond to their appeal. When the customer then paid the charge, the money was not taken.	Referred to Parking Services Manager	Records confirmed an email was sent to the email address provided rejecting the appeal. The loss of payment was due to user error and not an issue with the payment system.
Paperwork regarding an outstanding charge went to the wrong address, resulting in an Enforcement Agent visiting her property.	Referred to Parking Services Manager	The house number and address was correct, with a digit incorrect on the post code. The customer was aware of an outstanding notice as she had received an earlier item of post. Despite being emailed all the copies of the post, the customer did not indicate an issue with the post code and did not respond further, resulting in debt recovery action.
Parking Services rejected an appeal that the Appellant had parked in a Disabled Bay to pay in money to a hospice. The Parking Services Manager declined to meet the customer in person to explain the decision.	Referred to Head of Service	Parking Services had advised the customer of the appeals process, but the case was paid in full prior to the first complaint which closed the case. An offer to refund the charge and proceed to formal appeal was not taken up. Customer was also advised aggressive emails and threats to attend the Council Offices with a film crew were not acceptable.



<p>The customer had called Parking Services in the belief she had a PCN and was advised there was no record of one. Post had been deliberately sent to an old address, resulting in an enforcement agent visiting the property.</p> <p>The Parking Office Manager never responded to her initial query.</p>	<p>Referred to Parking Office Manager</p>	<p>Records confirmed the Parking Office Manager did respond and advised that extensive reviewing of all telephone recordings found no corresponding call. The customer acknowledged this, and confirmed she would check her own records, and respond in due course.</p> <p>The Council was unaware the address was out of date until the customer's initial call upon receiving a Court Order. The customer never responded and the Council was unable to trace her, resulting in enforcement action.</p>
<p>Customer indicated they received a PCN for parking in a loading bay whilst carrying out their loading and the CEO had not acted in accordance with the legislation.</p>	<p>Referred to Parking Services Manager</p>	<p>Parking Services Manager reviewed body worn camera footage and concluded CEO acted appropriately. Complainant advised of appeals process.</p>
<p>Trinity Road Car Park had a drainage issue resulting in the flooding of one section.</p>	<p>Referred to Parking Operations Manager.</p>	<p>Parking Operations Manager telephoned the customer on the date the complaint was received and left a message requesting customer's details. The customer did not respond.</p>
<p>Haywards Road in Haywards Heath was not being adequately enforced, causing a safety issue.</p>	<p>Referred to Parking Services Manager</p>	<p>Parking Services Manager confirmed that the road in question was regularly enforced and acknowledged as a "hot spot" for parking. Unfortunately a permanent presence could not be maintained.</p>
<p>Customer stated PCN was paid in full following the dismissal of the case at Tribunal, but was being pursued for a higher charge</p>	<p>Referred to Parking Services Manager</p>	<p>Parking Services Manager ascertained Appellant had paid the charge online to an account relating to Parliamentary Deposits. The finance department could not trace the payment and therefore refunded it. The original charge was offered as a gesture of goodwill.</p>
<p>Customer filmed Civil Enforcement Officers allegedly advising vehicles to park on private land.</p>	<p>Referred to Parking Services Manager</p>	<p>Civil Enforcement Officer's own footage confirmed the owners of the vehicle were parked on restrictions. The CEOs advised that one part of the road was public and one was private, but did not instruct the drivers where.</p> <p>The footage subsequently confirmed the customer was present and proceeded to intimidate the CEOs in an aggressive manner, whilst stating they had no rights to enforce the road in question. The customer was advised this would not be tolerated.</p>



Looking Forward – 2018 - 2019

Cashless Parking

Following the successful implementation of new enforcement technology, the Council will now turn to the pay and display facilities. Parking Services aims to update all of its existing pay and display machines to allow credit and debit card payments, and in addition telephone payments. This is to allow the customers as wide a range of choice with purchasing time in the car parks without the continued requirement for change. In addition, the telephone payment option will allow customer to “top up” their parking time without the risk of incurring a Penalty Charge Notice, giving them peace of mind whilst carrying out their day.

Regulation 10 Penalty Charge Notices

At present Mid Sussex District Council only issue what is known as a Regulation 9 Penalty Charge Notice. This is the type that must be legally enforced by either being attached to the vehicle or handed to the driver. There are unfortunately some cases where the driver attempts to avoid a penalty by driving away before the Civil Enforcement Officer can serve the Notice, or may even threaten the Officer if they attempt to serve the Notice. These are cases that do need firmer action and, on that basis, Mid Sussex District Council intends to commence Regulation 10 PCNs at the beginning of April 2018. This is a Notice which may be served by post, if the evidence suggests that the Civil Enforcement Officer was prevented from serving the Notice by the normal method.

Blue Badge Enforcement

Allowing genuine customers to be able to park using their blue badge is a primary aim of Parking Services. Unfortunately, it is acknowledged that there are individuals who will misuse the badge in order to park without receiving a Notice or to avoid paying charges. Following successful operations in neighbouring Councils, Mid Sussex District Council will be working with the Brighton and Hove City Council Blue Badge Fraud Investigation Team, and carrying out operations within the District in an attempt to tackle blue badge fraud.



Appendix

Parking Charges for On and Off Street Areas in Mid Sussex

Parking Tariffs	2016 - 2017	2017 – 2018
Permits		
Resident Permits		
Inner Zone (A) 1 st Permit	£41.00	£41.00
Inner Zone (A) 2 nd Permit	£82.00	£82.00
Outer Zone (B) 1 st Permit	£26.00	£26.00
Outer Zone (B) 2 nd Permit	£52.00	£52.00
Resident Visitor Permits	£0.35	£0.35
Non-Resident Permits		
Inner Zone (A)	£250.00	£250.00
Outer Zone (B)	£150.00	£150.00
Healthcare Permits	£10.00	£10.00
Dispensations		
Per day	£5.00	£5.00
Per week	£25.00	£25.00
Bay Suspensions		
	£20.00	£20.00
Season Tickets		
Monthly		
Quarterly		
Annually		
Boltro Road Car Park		
Monthly	£100.00	£100.00
Quarterly	£280.00	£280.00
Annually	£750.00	£750.00
Pay and Display Charges		
On Street		
Per 15 minutes		
Per 20 minutes	£0.30	£0.30
Per hour	£0.90	£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.

