

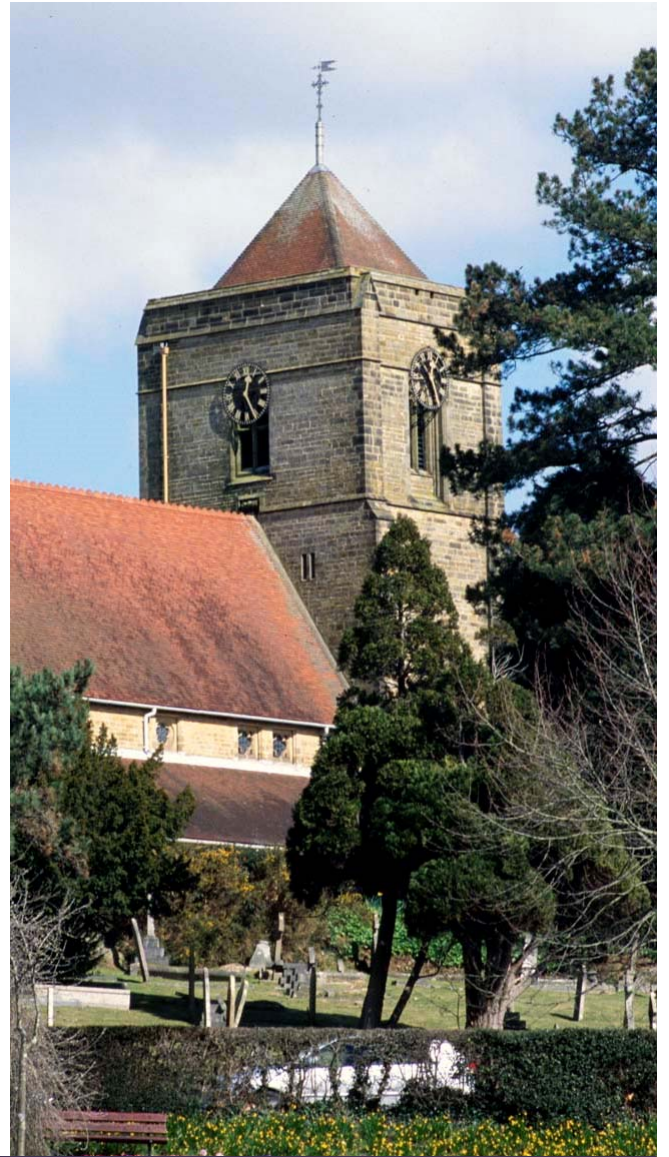
# Parking Services Annual Report 2016 – 2017

# Parking Services Annual Report

2016 – 2017

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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. It also manages and enforces its own car parks.

Mid Sussex district comprises three towns and rural communities. 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, and comes with different challenges and opportunities. Alongside these towns are a number of unique villages. It is an attractive area to live, with many communities within the South Downs National Park and several mainline railway lines into London and to the coast.

## 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 parking 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. The District Council is planning to provide 5,000 new homes, 44 hectares of employment space and a Science and Technology Park. In addition the Town Centre is in the process of being regenerated. Parking will play a key role in this significant development which is the largest growth area in the Coast 2 Capital Local Enterprise Partnership area (covering Croydon to the north, Newhaven to the South East and the Chichester District to the South West)

## East Grinstead

Some of the town centre dates from the 14<sup>th</sup> 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 are 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. In the past few years, this town has taken significant growth from several new housing developments within its boundary.

## The Parking Services Team

### Parking Operations

This team is responsible for operating the enforcement service and for the management and deployment of the Civil Enforcement Officers. This includes reporting faults to West Sussex County Council, and managing 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 is key to 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 have completed a City & Guilds Level 2 qualification in Civil Parking Enforcement, which includes CEO roles, responsibilities and conflict management.

## Parking Officers (Notice Processing)

Notice processing is a demanding procedure requiring a full 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 other correspondence, which include carrying out investigations into the issue of the Penalty Charge Notices. They are also responsible for compiling evidence in relation to cases appealed with an independent adjudicator (the Traffic Penalty Tribunal). All of this involves DVLA checks, location/map checks, Traffic Regulation Order checks, review of evidence supporting the PCN and machine breakdown checks etc.

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

# Overview

## Mid Sussex District Council's Parking Operation

	2015 - 2016	2016 - 2017
Off Street Parking Spaces	2,726	2,780
Number of Bays Suspended During the Year (on street)	33	21
Number of Bays Suspended During the Year (off street)	38	7
On Street Penalty Charge Notices issued	8,585	9,687
Off Street Penalty Charge Notices Issued	3,746	4,427
Resident permits Issued	619	669
Resident Visitor Permits Issued	34,111	30,778
Season Tickets Issued	670	812



## Key Service Developments

2016 - 2017 has focused on development, both in places to park and improvements to the service.

### Queens Crescent Car Park extension

In January 2017, Mid Sussex District Council created an extra 54 long stay parking spaces at this site. With the redevelopment of Burgess Hill Town Centre due to commence, it was vital that there was investment into parking provision.

### Park Mark Awards

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. In February 2017, the British Parking Association, on behalf of Sussex Police assessed the car parks. All 17 retained their awards.

### Dashboard Cameras

The Parking Operations division invested in “dash cams” for all of their fleet vehicles. This was to make sure that the vehicles are driven safely and responsibly, and also to support the Enforcement Officers in any road traffic incidents.

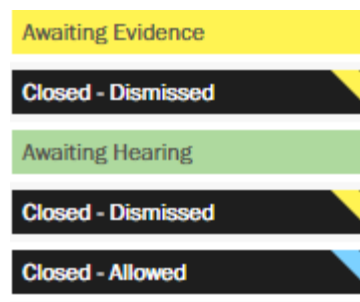
# Key Service Developments

## Signs and Lines

Over time, restriction markings can fade, or be lost when roadworks take place. Mid Sussex District Council 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 saw the first phase of 20 urgent repairs carried out in the early part of the year, and then continued with a further phase in October 2017. The success of this work has led to a rolling programme which will continue well into the 2017 – 2018 year and beyond.

## Fast Online Case Management (FOAM)

In February 2017, the southern area of the country moved towards using the Traffic Penalty Tribunal's Online Case Management system, including the Mid Sussex District. The TPT have spent a considerable period of time developing this system, which provides a more efficient and user-friendly experience for those customers who wish for an independent appeal of their case. The Council has welcomed this change and has found the submission of evidence and the time to compile the case has reduced significantly. In addition, FOAM has also meant that the customers experience has also improved.



## New Pound Coins



In March 2016, the Royal Mint announced that it would be releasing a new design for the £1.00 coin. In anticipation of this all of the Council's on and off street pay and display machines were reprogrammed in July 2016, well in advance of the introduction of the new coins. Due to the early action, there were no issues resulting from a significant change in currency and the service was able to continue without disruption.





## 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.

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.

	2014 - 2015			2015 - 2016			2016 - 2017		
	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	226	4,979	5,205	239	5,664	5,903	404	6,412	6,816
Number of lower level PCN	4,095	2,765	6,860	3,507	2,921	6,428	4,023	3,275	7,298
Total Number of PCNs issued	4,321	7,744	12,065	3,746	8,585	12,331	4,427	9,687	14,114
Number of PCNs paid	3,156	6,727	9,883	2,857	7,587	10,444	3,238	8,334	11,572
Number of PCNs paid at discount	2,594	5,433	8,027	2,303	6,125	8,428	2,643	6,760	9,403
Number of PCNs against which a representation was made	72	157	229	73	205	278	59	171	230
Number of PCNs cancelled as a result of a representation or informal challenge	947	451	1,398	665	337	1,002	858	431	1,289
Number of PCNs written off for other reasons	96	270	366	81	285	366	84	164	248

## Leisure Centre Car Park enforcement

Two of the Council's Leisure Centres, the Dolphin in Haywards Heath, and the Kings Centre in East Grinstead, have faced abuse of their car parks. Due to their close location to the town centre and several businesses, it has become apparent that non-users of the Centres were clogging up the car parks and preventing genuine users attending classes. Despite the introduction of Disc Parking, these same individuals continued to take advantage of this. As part of a combined effort, the Centres and the Enforcement Team were able to identify the specific offenders and commenced a targeted operation. This situation continues to be monitored and it is likely further action will have to be taken by the centres to try and cease this behaviour.

## Schools Parking

One of the most common issues raised with the Council is that of anti-social parking outside schools, generally at the beginning and end of the school day when parents need to pick up their children. This can cause safety issues, and upset neighbouring properties. This is a common problem that Enforcement Authorities face, and there is no easy way to solve the problem. In the Mid Sussex District alone there are over sixty schools which present a real challenge in terms of enforcement. Over the last year, the District Council has scheduled visits to several of these schools as a means of attempting to address a difficult problem.

Alongside the Enforcement of the schools, the Council has been 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. This year has seen an expansion of the scheme with one school in Haywards Heath purchasing additional permits, and a second school joining the scheme.

## 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. In January 2017, the Council entered into an agreement with Euro Parking Collections Limited who agreed to undertake recovery work on behalf of the Council. An initial twelve cases were exported to the company at the beginning of 2017. It is hoped that, through this initiative, the Council will gain more strength in tackling this problem and reduce the same vehicles offending.

## Christmas Parking

The Council, alongside the Town Councils, promotes reduced price parking during December to encourage visitors to shop locally and 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, during December, it is hoped this will support retailers.

## Mid Sussex Marathon

In May 2016, the three towns once again 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 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 2017.



## Permits

At present, the only town in the District to have a Controlled Parking Zone (CPZ) 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 the CPZ on behalf of West Sussex County Council.

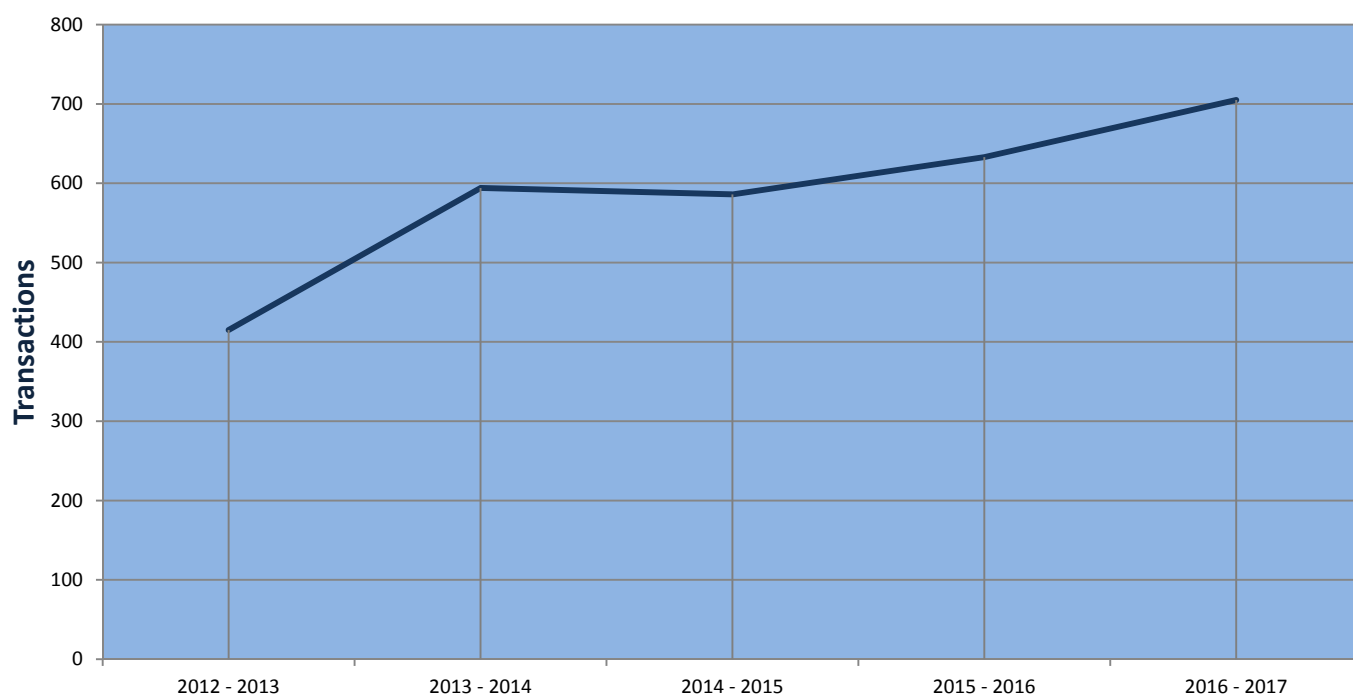
## Growing Pressure

Recent changes in Parliament's planning laws have meant that permitted developments are not subject to certain planning restrictions. The majority of these applications are the conversion of shops or business into flats. In the 2016 – 2017 year alone, planning applications such as these resulted in over 170 individual dwellings being created within the Controlled Parking Zone alone. Many of these will have had inadequate, or no on-site parking at all. It is predicted that this trend in planning applications will continue for the foreseeable future.

This inevitably puts pressure on the Controlled Parking Zone that the Council operates. Whilst restrictions and waiting lists have not yet had to be introduced, this does seem unavoidable. The Council will continue to manage the zone as efficiently as possible, but it is apparent that the demand for permits has almost doubled in the last five years resulting in the rapid reduction of available parking spaces.

## Resident Permits

The graph below illustrates the 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 B Roads within Zone	Resident Permits on Issue		
	2014 - 2015	2015 - 2016	2016 - 2017
Crescent Road	30	28	32
Garland Road	25	25	28
Green Hedges Avenue	14	16	21
Grosvenor Road	30	31	31
London Road	5	2	10
Mason Close	4	4	5
Maypole Road	15	14	22
Moat Road	6	3	2
Park Road	3	2	3
St Agnes Road	25	21	21
St James Road	13	16	18
St Johns Close	14	13	17
Station Road	6	8	10
Tower Close	0	0	0
Wood Street	0	4	4
<b>Grand Total</b>	<b>190</b>	<b>187</b>	<b>224</b>

# Permits

Zone A Roads within Zone	Residents Permits on Issue		
	2014 - 2015	2015 - 2016	2016 - 2017
Brooklands Way	12	14	16
Cantelupe Road	28	29	31
Chequer Road	26	24	27
Christopher Road	0	0	3
College Lane	2	2	3
Copyhold Road	5	5	6
Dallaway Gardens	10	15	12
De La Warr Road	45	39	44
Fairfield Road	26	24	20
Garden Wood Road	5	5	4
Hermitage Lane	0	3	2
High Street	14	19	19
Hurst Farm Road	18	16	16
Institute Walk	10	9	7
Lewes Road	2	5	6
London Road	10	13	16
Middle Row	1	2	1
Old Road	0	0	1
Orchard Way	26	39	42
Pannell Close	8	10	10
Pavilion Way	2	2	3
Portland Road	5	8	8
Queens Road	70	80	80
Railway Approach	3	5	4
Ship Street	7	6	3
St Swithens Close	0	0	1
The Dakins	2	1	2
West Hill	23	25	25
West Street	31	32	32
West View Gardens	1	0	1
<b>Total</b>	<b>392</b>	<b>432</b>	<b>445</b>

## 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 B Roads within Zone	Non Resident Permits on Issue		
	2014 - 2015	2015 - 2016	2016 – 2017
Crescent Road	4	4	13
Garland Road	10	8	6
Grosvenor Road	15	15	14
Maypole Road	29	25	28
Moat Road	0	0	0
St James Road	14	14	2
<b>Grand Total</b>	<b>72</b>	<b>66</b>	<b>63</b>

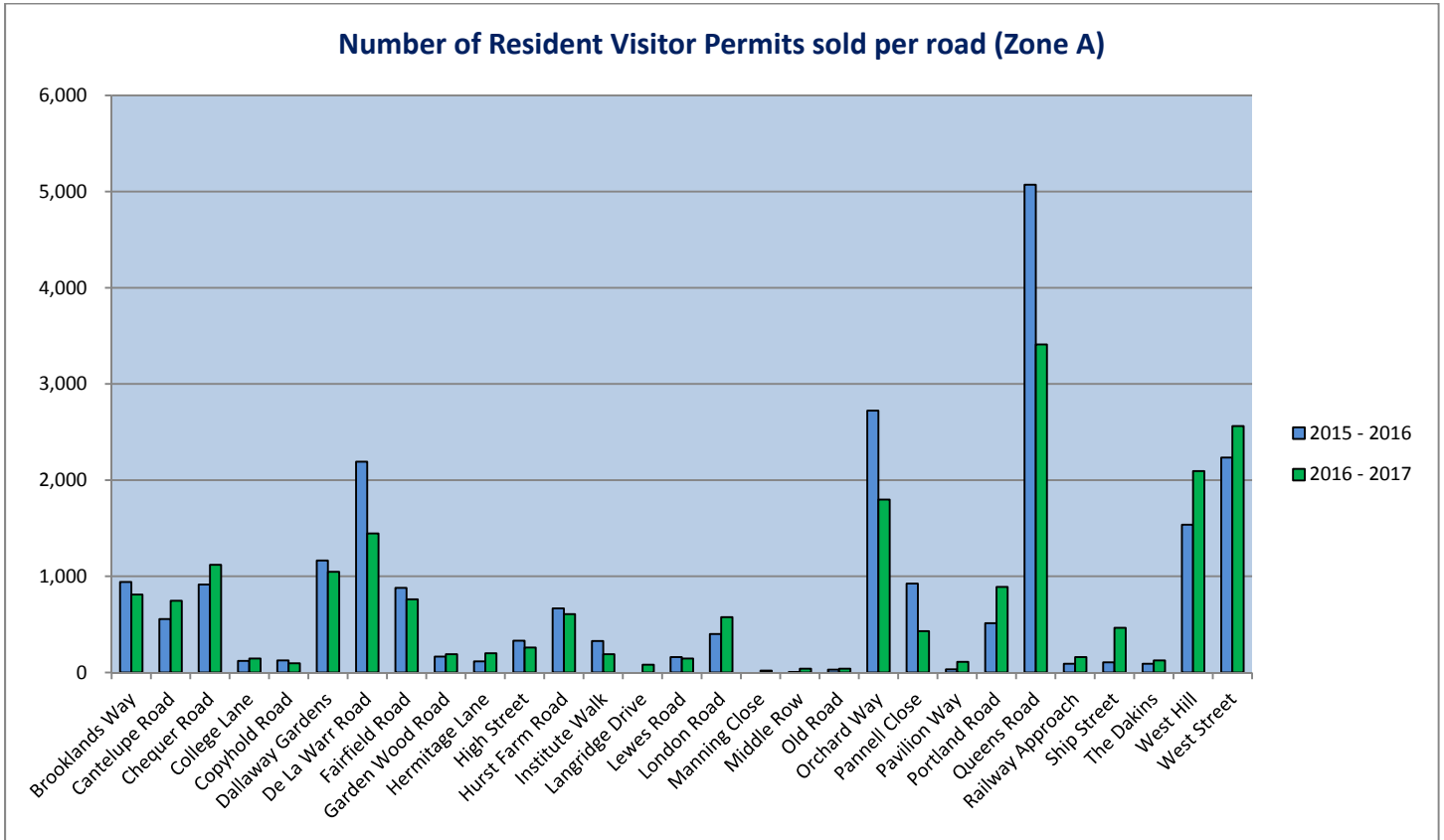
Zone A Roads within Zone	Non Resident Permits on Issue		
	2014 - 2015	2015 - 2016	2016 – 2017
Chequer Road	1	1	1
Hermitage Lane	8	7	8
Lewes Road	3	2	2
Orchard Way	0	0	0
Pannell Close	0	0	0
Pavilion Way	1	1	0
Portland Road	2	2	2
Queens Road	0	0	0
<b>Grand Total</b>	<b>15</b>	<b>13</b>	<b>18</b>

## 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 used in each road in the Zone. It is apparent there are reductions in their usage in some areas, whilst others show an increase. The reasons for this are not entirely clear.

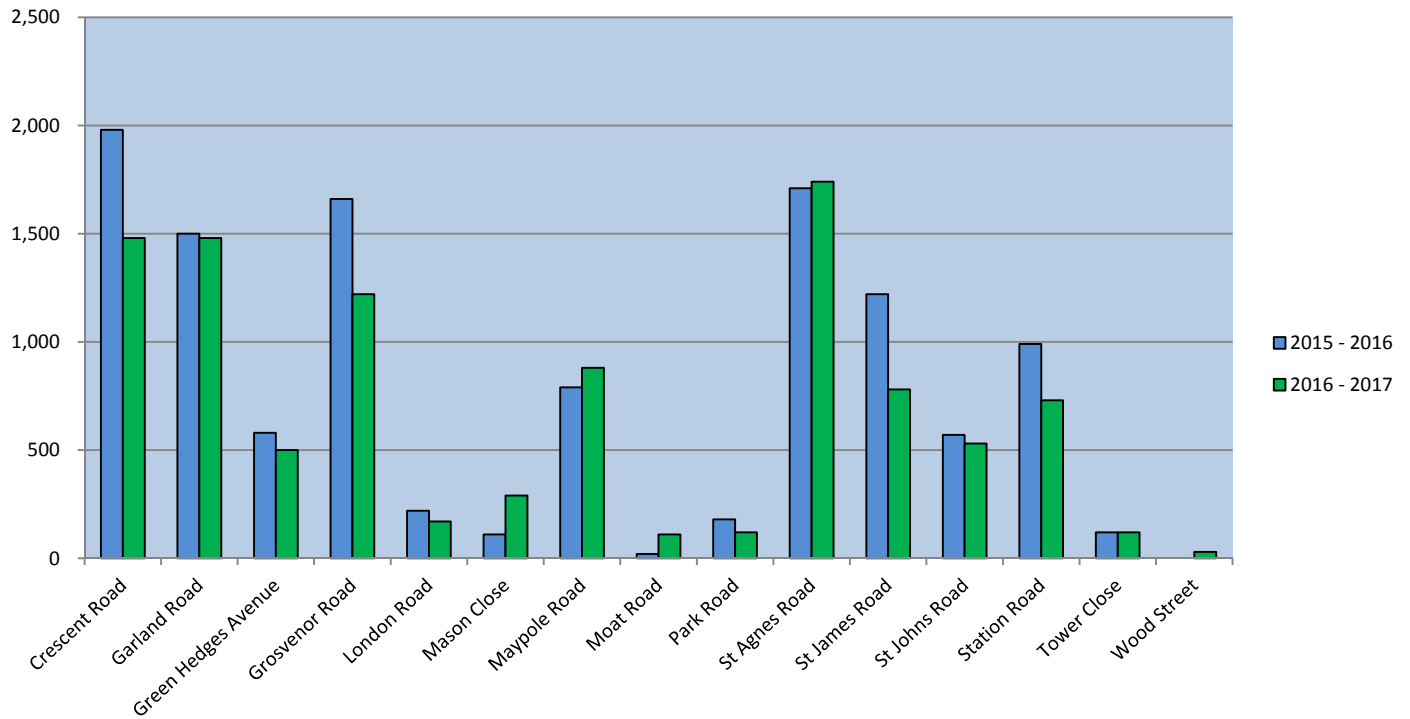
# Permits

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





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.

### 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
<b>East Grinstead</b>							
Chequer Mead	122	4	0		✓	✓	2
Christopher Road	44	3	2	✓		✓	1
Kings Street	66	2	3	✓		✓	2
Norton House	70	2	0			✓	2
Queensway	159	6	4	✓		✓	3
Railway Approach	86	3	5	✓		✓	3
Vicarage	151	3	2	✓		✓	2
<b>Haywards Heath</b>							
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	75	1	0	✓			1
Muster Green*	30	1	0	✓		✓	1
St Wilfrids*	8	0	0	✓			0
The Orchards	208	6	4	✓		✓	4

# Car Parks

Site	Spaces	Disabled Bays	Parent Toddlers Bays	Motor Cycle Bay	Electric Charging Point	Park Mark Award	P & D Machines
<b>Burgess Hill</b>							
Church Road	52	3	2	✓		✓	2
Cyprus Road	299	13	3	✓	✓	✓	5
Multi-storey	159	9	6	✓			3
Station Road	120	2	0	✓		✓	2
Queens Crescent	205	3	0	✓		✓	2

\* 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 2014 - 2015	Gross Income 2015 - 2016	Gross Income 2016 - 2017
<b>Burgess Hill</b>			
Church Road	£111,331.70	£107,822.05	£108,880.45
Cyprus Road	£169,356.90	£176,730.20	£193,675.35
Martlets	£135,990.10	£141,578.35	£140,960.75
Queens Crescent	£54,203.90	£70,934.85	£66,625.05
Station Road	£46,305.10	£61,230.10	£67,238.50
<b>East Grinstead</b>			
Chequer Mead	£61,800.80	£59,073.95	£61,513.55
Christopher Road	£48,612.85	£47,166.90	£54,518.55
King Street	£143,688.35	£143,351.40	£152,402.70
Norton House	£55,239.50	£60,038.85	£62,153.75
Queensway	£288,584.80	£280,224.45	£282,280.55
Railway Approach	£67,812.95	£68,319.10	£68,419.85
Vicarage	£105,567.00	£103,837.25	£102,074.85

Site	Gross Income 2014 - 2015	Gross Income 2015 - 2016	Gross Income 2016 - 2017
<b>Haywards Heath</b>			
Franklynn Road	£74,782.65	£72,219.65	£73,045.00
Gower Road	£36,800.15	£40,502.50	£41,908.75
Haywards Road East	£79,899.45	£82,444.80	£81,972.70
Haywards Road West	£85,172.65	£88,897.05	£91,373.10
Hazलगrove Road	£191,829.05	£189,749.55	£187,304.75
Heath Road	£87,607.65	£89,621.25	£90,523.10
Muster Green	£4,862.00	£4,735.50	£4,801.70
The Orchards	£295,987.65	£278,710.45	£299,902.95
<b>Total</b>	<b>£2,145,435.20</b>	<b>£2,167,188.20</b>	<b>£2,231,575.95</b>

# Car Parks

## 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		
	2014 - 2015	2015 - 2016	2016 - 2017
<b>Burgess Hill</b>			
Cyprus Road	66	83	96
Queens Crescent	22	49	71
Station Road	8	82	111
<b>East Grinstead</b>			
Norton House	65	111	111
Railway Approach	115	88	66
Vicarage	150	99	147
<b>Haywards Heath</b>			
Boltro Road		54	93
Franklynn Road	40	32	37
Heath Road**	22	9	0
Muster Green	47	54	59
St Wilfrids	16	9	21
<b>Total</b>	<b>551</b>	<b>670</b>	<b>812</b>

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.

\*Gross of VAT

\*\*During the extension of the car park at Haywards Heath Railway Station, a large number of pay and display users were displaced. This in turn left no capacity for the Season Ticket Holders and their use was withdrawn.

## Current Parking Charges

The charges in the Council’s car parks, including the tickets, have been frozen since 2013 to support the local economy. The Council has pledged not to raise charges during the current administration, (to 2019).



## 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	2015 - 2016	2016 - 2017	Notes
On Street Parking Charges	£122,781.75	£113,812.60	Collected on behalf of West Sussex County Council
Permit income	£42,187.29	£42,874.53	Collected on behalf of West Sussex County Council
Penalty Charge Notices	£412,613.12	£446,370.52	Collected on behalf of West Sussex County Council
Off Street parking charges*	£1,674,817.00	£1,725,178.00	Retained by the District Council
Season Tickets*	£147,340.13	£170,616.18	Retained by the District Council
<b>Total</b>	<b>£2,276,957.54</b>	<b>£2,385,039.23</b>	

\*Net of VAT



- Front page
- News
- What's on
- Your Council
- Your services

## Park and save with a Mid Sussex season ticket



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

Thousands of people use our town centre long-



## Featured this issue



# 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 review 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 to improve accessing our services online.

## Main pages visited

- |                                     |                 |
|-------------------------------------|-----------------|
| 1. Parking                          | 6. Car Parks    |
| 2. Car Parks                        | 7. Appeals      |
| 3. Penalty Charge Notices (tickets) | 8. Pay          |
| 4. Controlled Parking Zone          | 9. Parking FAQs |
| 5. Places to Park                   | 10. Permits     |

## Main searches:

- |                           |   |
|---------------------------|---|
| 1. Parking                | 11. Haywards Heath parking              |
| 2. Penalty Charge Notices | 12. Parking fine                        |
| 3. Parking Enforcement    | 13. Pay parking fine                    |
| 4. Parking fines          | 14. Parking disc                        |
| 5. Parking permit         | 15. Street parking                      |
| 6. Car park               | 16. Beech Hurst, Haywards Heath         |
| 7. PCNs                   | 17. Motorcycle parking                  |
| 8. Parking permits        | 18. Contact                             |
| 9. Parking documents      | 19. Boltro Road Car Park                |
| 10. Haywards heath        | 20. Penalty Charge Notice – Appeal form |

## Social Media

Mid Sussex District Council operates under the handle of @mdscnews on Twitter, and also runs a page on Facebook, Youtube and Instagram. All of these tools, alongside the website, aim to provide a responsive service.

Mid Sussex DC Retweeted



**Park Mark** @Safer\_Parking · 27 Feb 2017

Congrats @MSDCNews 17 Park Mark awards - an excellent achievement. Read article [ow.ly/Lde8309omdb](http://ow.ly/Lde8309omdb) -find more [parkmark.co.uk](http://parkmark.co.uk)

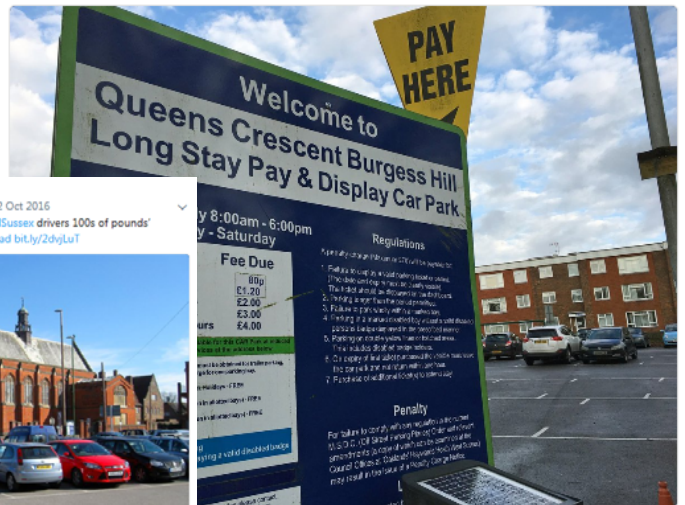


Mid Sussex DC Retweeted



**Sussex Living Mag** @sussexliving · 11 Jan 2017

An extra 54 long stay parking spaces at the Queens Crescent car park in #BurgessHill thanks to @MSDCNews [tinyurl.com/h3worw](http://tinyurl.com/h3worw)



Mid Sussex DC Retweeted



**Counselling Centre** @\_HaywardsHeath · 12 Oct 2016

Car parking season tickets 'could save #MidSussex drivers 100s of pounds' #HaywardsHeath #BurgessHill #EastGrinstead [bit.ly/2ohLuT](http://bit.ly/2ohLuT)



Mid Sussex DC



**Mid Sussex DC**

@MSDCnews

Official profile for news and information from Mid Sussex District Council.

Tweets **2,525** Following **1,078** Followers **2,981** Likes **281**

Tweets Tweets & replies Media



**Mid Sussex DC** @MSDCnews · 3h

If you have a real Christmas tree please recycle it! Sites across Mid Sussex are open between 30 Dec and 12 Jan. For a list of available sites pls see [bit.ly/2lpblu9](http://bit.ly/2lpblu9)

## Press Releases

For communications which require a high level of circulation, the Council will publish press releases. Those issued during the 2016 - 2017 year can be found below.

Park and save with a Mid Sussex Season Ticket

<http://www.midsussex.gov.uk/my-council/council-magazine-and-press-releases/press-releases/press-release-list/park-and-save-with-a-mid-sussex-season-ticket/>

Mid Sussex car parks retain Park Mark Awards

<http://www.midsussex.gov.uk/my-council/council-magazine-and-press-releases/press-releases/press-release-list/mid-sussex-car-parks-retain-park-mark-awards/>

Park for £1 all day in Mid Sussex this Christmas

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

Mid Sussex District Council invests in Queens Crescent car park extension

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

## 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 2015 - 2016	Total Number of FOI requests received 2016 - 2017
April	2	1
May	1	2
June	4	3
July	0	3
August	1	2
September	0	3
October	3	0
November	1	2
December	1	5
January	0	4
February	0	2
March	3	3
Total	16	30



## 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 seven service complaints received during the year, with their outcomes.

Nature of Complaint	Action	Outcome
Cars not displaying disabled badges parking in the Tollgate Car Park in Lindfield	Referred to Parking Operations Manager	Tollgate Car Park frequently patrolled.
Problems with Resident Permit	Referred to Parking Services Manager	Confirmed new permit had been issued that day, and that two Penalty Charge Notices should not have been issued and were subsequently cancelled.
Customer complained about receiving a parking ticket at the Kings Centre when she had her staff permit displayed.	Referred to Parking Services Manager	Complainant happy with resolution and meant to put in a challenge, not a complaint. Challenge accepted and apology given for incorrect notice issued in view of permit being displayed. Resulted in compliment for Customer Services Officer
Unhappy with how his parking complaint had been handled	Referred to Parking Services Manager	Confirmation that procedure carried out correctly. Apology given if any offence caused to how parking restrictions explained and Officer spoken to. If still dissatisfied advised to go through Appeals Procedure
Dissatisfied with the handling of challenge to Parking Ticket	Referred to Parking Services Manager \ Monitoring Officer	Monitoring Officer confirmed that correct advice given at all times by the Parking Office. However if Appellant wished to pursue with the Local Government Ombudsman, the contacts were provided. Advised her to continue with payments to prevent any further increase in debt.
Inoperative electric charging points of Chequer Mead car park	Referred to Parking Operations Manager	Parking Operations Managers apologised to customer for inconvenience and chased up Charge Your Car to mend the machines.
Complaint against Parking Warden	Referred to Parking Services Manager	Unfortunately as no specific dates and times given or a Penalty Notice given, in depth investigation unable to take place. However, complainant advised that the notice was issued correctly from information available as no time allowance allowed for vehicles parking in bus stops, as it is important that these areas are kept clear.



## 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 2017 – 2018 year are listed below. The primary objective for this Council for this year and beyond will be to develop and modernise all areas of the service.

## Dedicated Rural Teams

Alongside the three main towns, the District Council also has to enforce and manage the parking facilities of its villages. Again, much like its towns, the dynamics and needs of the villages are unique to each. The villages which have enhanced enforcement are:

- Ardingly
- Balcombe
- Copthorne
- Crawley Down
- Cuckfield
- Handcross
- Hassocks
- Hurstpierpoint
- Lindfield



This is a very large area across the District to cover and does involve some organisation. At present the Civil Enforcement Officers are broken into teams which cover the Northern, Central and Southern areas of the District. However, it can be difficult to strike an effective balance between the towns and villages. The Council will therefore be deploying regular rural teams, whose role will be to cover the villages, leaving the other teams to focus on the towns.

## Road Space Audits

As described elsewhere within the report, the pressures put upon parking will only continue to grow along with the population. In anticipation of this, it has been decided to carry out a Road Space Audit in the towns of Burgess Hill and East Grinstead. This Audit will take into account the current parking arrangements, both on and off street, together with factors such as current permits, and vehicle behaviour. It is hoped that this exercise will give an indication of where the pressures will fall, with possible actions that could be taken to address this. Once this is completed, the Council will aim to audit other areas in the District.

## Electric Charging Points

The number of electric vehicles on the road is increasing rapidly as vehicles become cheaper, battery range increases and concerns are raised about the environmental impact of diesel vehicles. The Council currently has chargers for electric vehicles in three of its car parks, but these are now over six years old and no longer a practical solution for most electric vehicle drivers. A full charge takes approximately 7 hours to deliver. Fast chargers deliver an equivalent charge in approximately 3 – 4 hours. This also fits better with Short Stay parking enforcement regulations and provides the opportunity for more electric vehicles to use the designated spaces. The Council therefore intends to install the faster type of Electric Charging point next year using Section 106 money from local planning developments.

## Extension of Heath Road Car Park

Again, 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 in Haywards Heath has arisen and will result in an extension to this popular car park. The extension will see an additional 35 short stay spaces added to the parking portfolio.

## Extension of Norton House Car Park

In addition to Heath Road Car Park, the Council has also acquired a section of land adjacent to the Norton House Car Park in East Grinstead. The aim will be to provide an additional seven spaces which will be reserved for Permit holders only, which remain in demand.

## New Processing and Permits system

In order to meet the changing aspects of parking, both in terms of technology and customer expectation, the Council undertook the initiative to look at more innovative ways to work. Several companies were reviewed, together with feedback from other Local Authorities, to look at different systems. The Council has now taken steps to work with a service provider who will provide a cloud-based Penalty Charge Notice processing system which will mean all the Notices will work on an immediate “live” basis. This will also mean that customers served a Notice will be able to acquire information regarding their Notice almost as soon as it is issued.

## Parking Self Service

Looking beyond the installation of the new processing system, the Council intends to create self-service installations such as customers being able to purchase and manage their own permits, and review their pay and display stays within the Council's car parks. This is to allow customers more control over managing their information rather than relying on contacting the office.

# Appendix

## Parking Charges for On and Off Street Areas in Mid Sussex

Parking Tariffs	2015-2016	2016 - 2017
<b>Permits</b>		
<b>Resident Permits</b>		
Inner Zone (A) 1 <sup>st</sup> Permit	£41.00	£41.00
Inner Zone (A) 2 <sup>nd</sup> Permit	£82.00	£82.00
Outer Zone (B) 1 <sup>st</sup> Permit	£26.00	£26.00
Outer Zone (B) 2 <sup>nd</sup> Permit	£52.00	£52.00
Resident Visitor Permits	£0.35	£0.35
<b>Non-Resident Permits</b>		
Inner Zone (A)	£250.00	£250.00
Outer Zone (B)	£150.00	£150.00
Healthcare Permits	£10.00	£10.00
<b>Dispensations</b>		
Per day	£5.00	£5.00
Per week	£25.00	£25.00
<b>Bay Suspensions</b>		
	£20.00	£20.00
<b>Season Tickets</b>		
Monthly		
Quarterly		
Annually		
<b>Boltro Road Car Park</b>		
Monthly	£100.00	£100.00
Quarterly	£280.00	£280.00
Annually	£750.00	£750.00
<b>Pay and Display Charges</b>		
<b>On Street</b>		
Per 15 minutes		
Per 20 minutes	£0.30	£0.30
Per hour	£0.90	£0.90
<b>Off Street</b>		
<b>Short Stay</b>		
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
<b>Long Stay</b>		
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.