

Annual Report 2013-14

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Foreword

It is my pleasure to introduce Brighton and Hove's sixth Parking Annual Report. The report provides a wide ranging analysis of publicly operated parking in the city highlighting new initiatives and developing trends.

Last year's report explained that parking Penalty Charge Notices issued in Brighton and Hove had fallen to the second lowest number of Penalty Charge Notices issued in the city (114,000) since 2001. Whilst there has been a slight increase to 117,000 this year, the number of Penalty Charge Notices issued still remains at historically low levels. The small increase is largely due to the introduction of new parking schemes, such as the match day parking scheme around the Amex stadium.

Back in 2005 the city council introduced a 50% low emissions discount on the cost of a resident permit to encourage the use of cleaner vehicles. At the time, based on national car registrations it was estimated that just 70 vehicles in the city would qualify. Today we issue twice as many permits, and more than 2,800 permit holders (over 10%) pay half the standard cost of a permit because their vehicle qualifies for the low emissions discount. It will be interesting to see if the number of electric vehicle permits on issue in the city follows a similar trend in the years to come.

This year's report includes an update on progress in dealing with some of the key issues identified by members of the public in last year's citywide parking review. These include the trial of verge parking enforcement and updates on personal disabled bays, bicycle and motorcycle parking and the introduction of phone parking throughout the city.

The convenience of using the new phone parking service has certainly proved to be popular with residents and visitors alike. It was introduced in three stages, and has now become available throughout the city. Within this short period of time, over 30,000 drivers in the city have registered to use the service. Parking sessions paid by phone already account for over 10% of on street parking transactions.

As in previous reports, we explain how surplus income from parking is spent: providing over 46,000 free bus passes for the elderly and disabled as well as a range of transport and public realm improvement projects. These are detailed in Chapter 11.

Finally, I would like to congratulate Parking Services for their success at the National Parking Awards 2014 where they were declared overall winners in the 'Exceptional Customer Service' category. I would also like to thank them and our graphic design team for their work in producing this report. The Parking Annual Report Award was set up five years ago by 'PATROL', to promote and share best practice amongst councils in the production of their Annual Reports. I am delighted that Brighton and Hove's Parking Annual Reports have also received national recognition by winning the very first award five years ago and for being shortlisted as finalists for the award every year since.

If you have any questions or comments about our Parking Annual Report please let us know by telephoning our Parking information Centre on 01273 296622, emailing us at parking@brighton-hove.gov.uk or alternatively by posting your comments on our or twitter pages www.twitter.com/bhcc_transport Thank you for taking the time to read our 2013-14 Parking Annual Report.

Cllr Pete West

Chair of Environment Transport & Sustainability Committee

Chapter 1 Overview

Parking controls in Brighton & Hove are essential to keep traffic moving and provide access for residents, businesses and our 8 million annual visitors. Parts of the city are amongst the most densely populated in the country and there is huge demand for parking along the seafront and city centre which must be managed.

The city has a packed and diverse calendar of events many of which require the suspension of hundreds of parking bays in the areas of highest demand. Parking plays a vital role in support of the city's Tourism Strategy and managing the city's gateways which are the first arrival point for all those coming to enjoy all that Brighton & Hove has to offer. Balancing the needs of residents, visitors and businesses is key to sustainable economic growth and success.

In last year's [Parking Annual Report](#) we explained what we are doing to meet our parking policy objectives and how they were being monitored. In addition to the items shown in last year's report the following projects are underway or have been completed which will support our policy objectives to

- **Reduce congestion and keep traffic moving**

The new Lewes Road corridor improvements were completed in September 2013. The new road layout included a bus lane and cycle lane. Over the past year parking enforcement has been carried out both on foot and by CCTV to improve traffic flow along this important gateway to the city. Compliance with the new bus lane regulations has been good.

The results show that the scheme has led to:

- increased cycling - cycle trips up 14%
- more bus passengers - 7% increase
- quicker, more reliable bus journeys

There has been only a slight increase in rush hour car journey times – and less than the council predicted.

Monitoring of the scheme impacts will be undertaken at regular intervals in order to fully understand the impacts and to consider if any minor changes are required to improve performance. Full details about the scheme can be found here <http://www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/lewes-road-transport-improvements>

Automatic traffic counts monitor flow at key roads throughout the city and cycle counters provide information on the use of the city's cycle lanes. All data is published online for these sites and can be viewed here <http://www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/counting-traffic-brighton-and-hove>

- **Provide access safely to those that need it most**

Following feedback from the citywide parking review and blue badge holders we are trialling blue badge bays which can only be used by a particular blue badge holder or 'dedicated blue badge bays'. These will be trialled for blue badge holders with the most severe mobility problems.

We are working with partner organisations including Sussex Police and East Sussex County Council on range of new initiatives to tackle Blue Badge misuse. We aim to raise the profile of this issue over the coming year, by explaining the impact misuse can have on genuinely disabled drivers.

Controlled parking has an important role to play in ensuring the safety of all road users. Although many factors can influence road traffic collision figures, parking enforcement helps by keeping pedestrian crossings, school keep clears and junctions free of dangerously parked vehicles, which are dealt with as a priority. Overall road traffic safety data for Brighton and Hove shows that between 2008 and 2013 both the numbers of collision incidents and casualties in the city have reduced.

COLLISIONS

YEAR	FATAL	SERIOUS	SLIGHT	TOTAL
2013	3	136	599	738
2012	5	147	637	789
2011	5	159	729	893
2010	7	123	771	901
2009	2	143	748	893

CASUALTIES

YEAR	FATAL	SERIOUS	SLIGHT	TOTAL
2013	3	142	763	908
2012	5	155	818	978
2011	6	166	934	1106
2010	8	128	974	1110
2009	2	148	954	1104

More information about road traffic safety can be found here. <http://www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/road-collision-and-casualty-data>

- **Deliver excellent customer service**

At the 2014 British Parking Awards, Brighton and Hove City Council Parking Services were declared winners of the 'Exceptional Customer Service Award'. The judges recognised our work for: -

- enhancing how we engage with customers both in person and digitally through social media
- the improved facilities at the new Customer Service Centre at Hove
- partnership work with the Police & NSL over the years through school enforcement, and action days.
- the Civil Enforcement Officers helping out during extreme weather.
- creating informational videos for the website.
- comparing our services to other Local Authorities through mystery shopping exercise and great involvement during Customer Service week.
- improving the telephone system and reducing the calls options by half.
- translation – utilising officers' 2nd language skills to provide parking information to our residents and visitors.
- A number of staff working toward various Institute of Customer Service awards

Local Transport Plan 4

Consultation on the council's next Local Transport Plan recently closed and public feedback is being analysed for inclusion in production of the final plan.

The vision of the travel section of our community strategy states:

"We want to continue to develop an integrated and accessible transport system that is well-maintained and enables people to travel around and access services as safely and freely as possible, while minimising damage to the environment and contributing to making our city a safer, cleaner, quieter, healthier and more attractive place."

(Brighton & Hove – The Connected City)

The preparation of a new Local Transport Plan enables us to plan ahead and identify transport measures and initiatives that will contribute towards ensuring that the city of Brighton & Hove remains a place that can continue to grow its economy and to meet the many different expectations that people and communities have of it.

The Local Transport Plan will set out the objectives, strategies and measures proposed to maintain and improve travel within and around Brighton & Hove for the next 15 years.

A list of Local Transport Plan projects supported by the parking surplus can be found in Chapter 11 - Finance.

The table below is a summary of the parking operation in Brighton & Hove over the past six years.

Brighton & Hove City Council's parking operation	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09
On street parking spaces	29,143	27,628	25,213	25,039	23,333	22,031
Off street parking spaces	2,490	2,490	2,490	2,490	2,490	2,490
Pay & display only bays	1,028	1,001	929	929	903	534
Permit only bays	16,012	13,189	12,830	12,830	11,696	11,554
Shared bays (permit and pay & display)	10,648	10,006	9,553	9,553	9,127	8,918
Disabled bays	668	630	571	571	511	464
Other bays	744	723	618	618	558	549
Number of vehicle removed	0*	1,017	956	1,057	1,268	1,073
Bays suspended during the year	1,549	4,186	4,089	4,003	4,081	3,735
On street Penalty Charge Notices issued	117,772	114,332	116,097	109,275	116,369	129,837
Items of correspondence received	35,374	32,373	35,284	35,856	37,716	43,472
Resident permits issued (including match day)	27,432	25,918	22,542	22,583	20,783	19,885
Resident Visitor permits issued	502,300	463,609	509,100	422,583	319,820	345,581
Blue Badges on issue	12,926	13,472	12,967	13,265	11,978	13,000

*the council car pound closed in 2013 when the previous on street parking contract ended. Savings arising from this are detailed in last year's Parking Annual Report.

Chapter 2

The Citywide Parking Review update

In October 2011, the city council made a commitment to review its parking schemes to ensure a fair balance between the needs of residents, business and visitors. The purpose of the review is to improve the way we manage parking and to look at the future of residents parking scheme and whether to consult on new parking schemes or to extend existing schemes.

Community engagement and consultation

The consultation for the review was carried out in two phases.

- A community engagement phase identifying issues and local concerns - over 40 community group meetings were held.
- A main consultation phase with detailed consultation with stakeholders including ward members and a sample postal consultation of 6000 households city wide to which 1,842 responses were received from residents

An independent scrutiny panel also considered the draft report on the city wide parking review and identified the following main issues to be prioritised. These were published in the final report on the review and a summary was included in last year's Annual Report. An update on progress in key issues raised by the review can be found below.

Grass verge and pavement parking controls.

Many complaints were received about driving and parking on pavements (footways) and grass verges. Persistent parking on verges is unsightly and can lead to significant erosion. Replacing verges with tarmac can cause problems with rapid surface water runoff. Bollards can also be unsightly, require upkeep and prevent grass cutting.

In 2011 the Department of Transport introduced new powers including signage area based verge and pavement parking restrictions which can be enforced by the issue of penalty charge notices (PCN). We consulted on the suitability of these measures in parts of the city and proposals for verge and pavement parking restrictions in selected roads in North Portslade and the Varndean area. Traffic orders for the verge & pavement pilot schemes were advertised in the summer. Following the consideration of representations received by the Environment Transport and Sustainability Committee with 60% in favour of the proposals the pilot scheme went live in October 2013. In partnership with other organisations such as Sussex Police and the DVLA we have held a number of action days to tackle this problem such as the Elm Grove action day to improve road safety. There has been generally good compliance with the new regulations with a marked improvement in the condition of verges in the pilot area. More details about the pilot scheme area can be found here <http://www.brighton-hove.gov.uk/content/press-release/tackling-verge-parking-brighton-hove>

Permit specific Disabled Persons Parking Places.

Requests were made by individuals and disability groups for a facility for disabled bays reserved for specific blue badge holders. Disabled bays would have a sign plate with a specific permit number related to an individual resident. Other badge holders would be liable to a PCN if they parked in that bay. They could improve access for individual blue badge holders in residential areas where there is parking pressure often coupled with local facilities such as schools and community venues. A report setting out the criteria to be applied for applicants of personalised bays and recommending that they be introduced in the city was approved in October 2013 and can be found here <http://present.brighton->

Technology & parking - payment methods.

The need to carry change for cash payments can be inconvenient and there are costs and security implications to collection. Feedback from the Citywide Parking Review showed there was support from residents for alternative ways to pay for their parking.

A new service allowing residents and visitors to pay for their parking by phone has been introduced in three phases over the past year and is now available throughout the city. Using PayByPhone is straightforward. Once you have parked and located the PayByPhone signs nearby, you either load the mobile website or app, or call the number on the sign, and take the following steps:

- enter the five digit location number that is printed on the PayByPhone sign where you are parked
- enter how long you want to park for
- enter the three digit security number from the back of your registered payment card

There's nothing to display in your car as Civil Enforcement Officers check vehicle registrations of people who've paid by phone on their hand-held devices. There is a service charge of 15p for PayByPhone transactions. This covers the cost of providing the service and processing the card payment. You can receive an optional text message receipt or reminder before your parking ends for 15p each. The handy reminder allows you to get back to your vehicle or top up your parking in plenty of time and avoid a penalty.

Customers without access to a mobile phone or bank card can activate a parking session by paying in cash if they prefer in over 140 PayPoint outlets in the city. They just need to give the PayPoint retailer the location code shown on the machine where they have parked, their vehicle registration details and how long they want to park. You can even top up at an alternative PayPoint store without having to return to your vehicle and there is no transaction charge for paying in this way.

What are the benefits?

- it's quick, easy and safe to pay using PayByPhone
- you never need to find change for the Pay and Display machines again
- once you are registered you can use PayByPhone for all future parking sessions
- you can receive optional text message reminders before your parking ends so you can get back to your vehicle or top up your parking in plenty of time and avoid a penalty
- you can top up your parking session by phone without having to go back to your vehicle
- account transactions can be viewed online by businesses as well as individual account holders

Where can I use it?

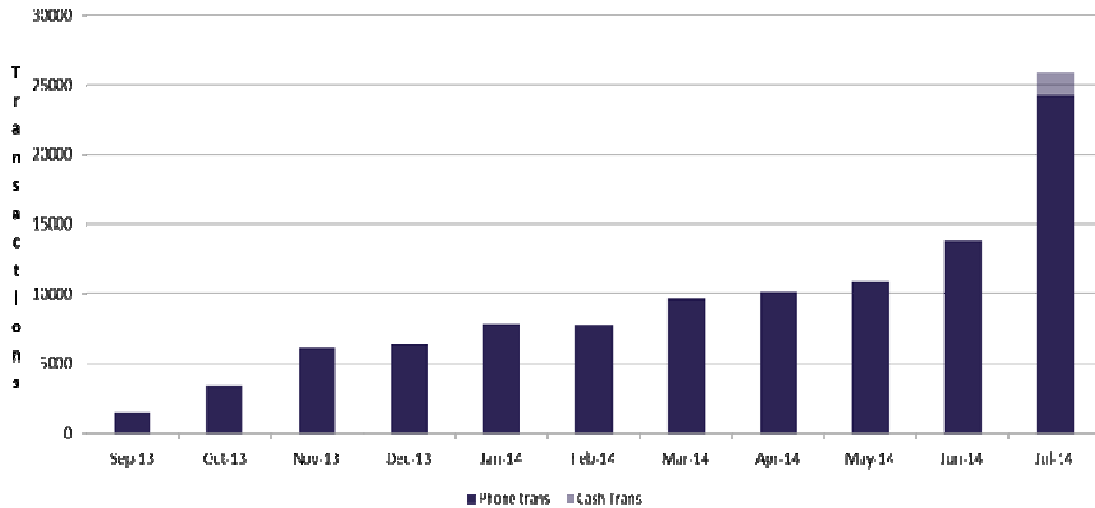
The service is now available for the payment of all on street parking as well as the following car parks

- Black Rock
- Carlton Hill
- Haddington Street
- High Street
- King Alfred Leisure Centre

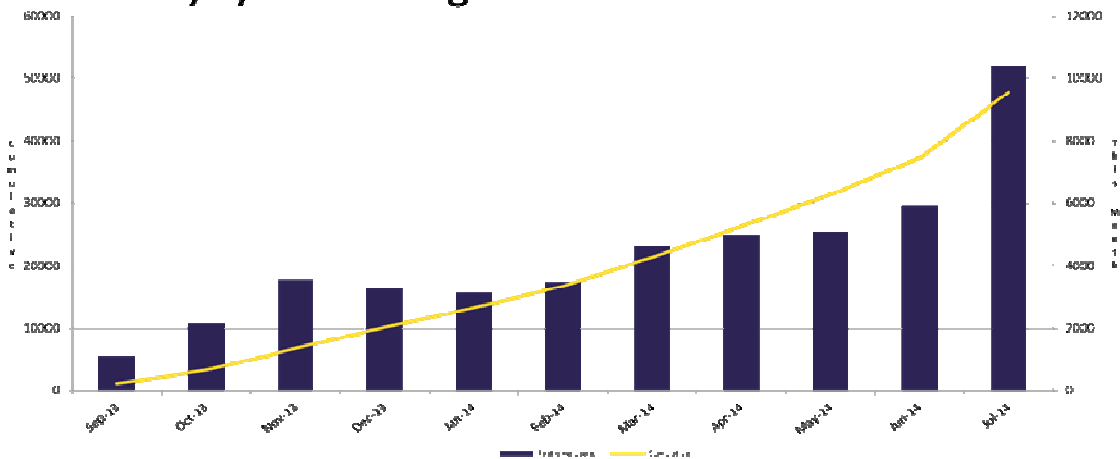
- Norton Road
- Oxford Court
- Rottingdean Marine Cliffs
- Rottingdean West Street

The new service has only recently become available in most parts of the city for less than a year. Within this short period of time over twenty thousand drivers in the city have already registered to use the service and over 10% of on street parking sessions are now paid for by phone. The growth in popularity of the service can be seen in the following graphs.

PayByPhone Brighton & Hove Transactions



PayByPhone Brighton & Hove First Time Users



Coach parking.

The negative impact of coach parking for residents in Roedean Road was highlighted by the Roedean Community Association. A report on the issue was approved by Committee and can be found here <http://present.brighton-hove.gov.uk/ieListDocuments.aspx?Cid=823&Mid=4792&Ver=4> A Traffic Regulation Order has been introduced banning

heavy traffic other than for access, which can be enforced by the police. The same report introduced a lower cost 4 hour parking tariff at Madeira coach park.

Scratch cards for residents' visitors.

Although the number of resident visitor permits issued is rising, too many residents are unaware that they can purchase scratch card visitor permits even though they do not themselves own a vehicle. In October 2011 it became possible to register for an on line facility to order resident visitor permits making it easier for residents to buy this type of permit.

Motorcycle parking

Motorcyclists can use two sections of bus lanes on the A23 and the A259 on a trial basis for 18 months from 4 May 2013. These do not include central city bus lanes or corridors (bus, taxi and cyclist only roads). [Map shown here.](#)

In March 2013 the Local Transport Plan was approved and included funding for the expansion of secure motorcycle parking facilities in the city. Motorcycle parking bays can be found in most streets within parking schemes. A full list of the city's motorcycle parking bays and secure parking facilities can be found on our website <http://www.brighton-hove.gov.uk/content/parking-and-travel/parking/motorcycle-bay>

Cycle parking places

Demand for cycle parking in the city has increased substantially in recent years. Since 2005 the city council has installed no less than 100 new cycle stands (200 cycle parking spaces) each year in Brighton & Hove. Since 2007 the city council has been installing Pedal Cycle Parking Places. This is where cycle stands are placed on the carriageway rather than on footway areas and are increasingly popular with pedestrians and cycle users alike. Parking and Transport Planning have worked together to consult and install Pedal Cycle Parking Places in new Controlled Parking Zone areas where demand and justification is clear.

In September 2013 the city's first on-street lock up for bicycles or Bikehangar was installed. A Bikehangar is an on-carriageway secure, sheltered cycle parking facility for pedal cycles only, and is managed by a community group. The Bikehangar has now been formally handed over to the Ditchling Rise Area Residents Association which will manage the facility. The Bikehangar originally formed part of the University of Brighton-led 'smart e-bikes' research project which is trialling and researching electrically-assisted cycles. Funding for the e-bikes project is from the Engineering and Physical Sciences Research Council in conjunction with Brighton & Hove City Council's Local Sustainable Transport Fund delivered the city's first Bikehangar, fit for use by the project while also providing a legacy facility for community use.

In 2013/14 the following cycle parking facilities were installed:

- 8 PCPPs, 41 cycle stands (82 cycle parking spaces)
- 1 Bikehangar, 3 cycle stands (6 cycle parking spaces)
- 88 individual cycle stands (172 cycle parking spaces)

All cycle parking installed in 2013/14 was funded from a variety of sources including the Local Transport Plan, S.106 planning consent and Local Sustainable Transport Funding from Department for Transport.

Chapter 3

New Resident Parking Schemes

Area J Extension – Preston Park Triangle

Consultation with residents and organisations in the Preston Park area the Environment showed that a majority of respondents in favour of controlled parking. Transport and Sustainability Committee meeting on 1st July 2014 approved the implementation of proposals for a full resident parking scheme. This parking scheme was implemented on 29 September 2014

Area E (Preston park Station North) resident parking scheme.

Following consultation with residents and organisations in the Preston Park Station North area the Environment, Transport and Sustainability Committee meeting on 4th March 2014 approved the implementation of proposals giving priority to parking for residents. The changes which involved a revised Monday to Friday parking scheme were implemented for an operational start on 1st May 2014.

Bakers Bottom area – Area U extension

The results of a consultation with residents and organisations in this area showed that the majority of returned surveys were in favour of an extension of the light touch scheme (Area U) although residents in the Craven Vale area did not want a parking scheme so this area was not taken forward. The Bakers Bottom scheme was advertised through a Traffic order in August 2014 with support, comments and objections being presented to the Environment, Transport & Sustainability Committee on 7th October 2014 to discuss the way forward.

Area J Extension - Lewes Road Triangle.

The results of a consultation with residents and organisations in this area showed that the majority of returned surveys were in favour of an extension of the Area J resident parking scheme. The scheme was advertised through a Traffic order in July / August 2014 with support, comments and objections being presented to the Environment, Transport & Sustainability Committee on 7th October 2014 to discuss the way forward.

Bolsover Road (extension to Area R) and Wish park area.

These areas are currently under consultation with the results being presented to the Environment, Transport & Sustainability Committee on 7th October 2014 to discuss the way forward.

All the above reports to Committee and summaries of public consultation and feedback about particular resident parking scheme can be found on our website www.brighton-hove.gov.uk by using the search facility.

Chapter 4 Permits:

Resident visitor permits

We have now completed a re-design of our website to simplify the pages.

We have kept the popular 'do it now' facility.

The chart below shows a comparison of the take up of resident permits for every parking area over the last 3 years.

Resident Parking zone and (visitor allowance)	Resident Permits allowed 2013/14	Resident Permits on issue 2013/14	Resident Permits on issue 2012/13	Resident Permits on issue 2011/12	Resident Permits on issue 2010/11	No. of people on waiting list 2013/14	No. of people on waiting list 2012/13	No. of people on waiting list 2010/11
Preston Park* A (50)	657	607	618	639	642	0	0	0
Coldean B (25) +1	No limit	1166	986	n/a	n/a	n/a	n/a	n/a
St James* C (50)	1943	1681	1739	1363	1311	0	0	0
Moulsecoomb D (25)+1	No limit	1918	1528	n/a	n/a	n/a	n/a	n/a
Preston Park Station (Nth)* E (50)	372	253	n/a	n/a	n/a	n/a	n/a	n/a
Kemptown* H (50)	2552	2467	2494	2519	2408	0	0	0
London Road* J (50)	2811	2262	2301	829	857	0	0	0
Brunswick M(50)	1650	1650	1650	1650	1650	193	202	400
Central Hove N (50)	4589	4478	4589	4589	4589	0	67	113
Goldsmid O (50)	2283	2037	2066	2099	2084	0	0	0
Prestonville Q (50)	1092	1013	1048	1023	1092	0	0	0
Westbourne R (50)	4077	3384	3527	3497	3572	0	0	0
Hove Park T (50)	524	340	368	365	369	0	0	0
St Luke's U (50)	411	265	279	288	265	0	0	0
Westbourne W (50)	1069	756	811	781	844	0	0	0
North Central Y (25)	1750	1750	1750	1750	1750	112	211	385
South Central Z (25)	1150	1150	1150	1150	1150	89	166	362
Total N/A		27,177	25,918	22,542	22,583	394	646	1,260

*scheme extended in period covered by table

+1 means one transferrable visitor permit valid for all match days

Overall the number of people on the waiting list has fallen year on year from 1,260 in 2010/11 to 925 last year to 646 in August 2013 and 394 a year later

One statistic that rises year on year is the number of permit holders who qualify for a 50% low emissions discount on the cost of their permit. The city council introduced the low emission discount for resident permits

in 2005, in recognition of the less damaging impact these vehicles have on the environment. To qualify for the discount the permit must be for a vehicle registered with the DVLA as being in road tax bands A or B as shown on the vehicle logbook. At the time the report was written based on national statistics it was estimated that there were only 70 vehicles in the city would qualify for the discount. Since then the number of permits the council issues overall has doubled. Today however over 2,800 permit holders (equivalent to 10% of all permits sold) pay half the cost of a standard because the permit is for a low emission vehicle.

Summary of permits issued by type

Permit type on issue	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09
Business	1670	1662	1417	1353	1257	1222
Car Club	89	89	74	63	75	47
Carer	201	161	137	132	128	117
Dispensation	487	468	443	411	453	446
Doctor	120	126	130	132	157	130
Electric Vehicle	72	45	25	18	n/a	n/a
Resident (includes match day)	27,432	25,918	22,542	22,583	20,640	19,885
Professional Carer	2070	2029	1843	1861	1916	1933
Schools	174	148	128	137	98	98
Trader*	1342	1085	777	623	649	599
Visitor permits sold	502,300	463,609	509,100	476,067	319,820	315,581
Hotel permits sold**	35,730	35,889	36,087	37,656	22,285	30,602

*The number of trader permits on issue has risen significantly following the abolition of the waiting list

** (Visitor and hotel permits shows actual permits sold, not permits 'on issue')

ONLINE PERMITS

You can renew the following permits online at Brighton & Hove City Council by following the links on our parking web pages

- Resident permits
- Trader's permits
- Business permits

In line with plans explained in last year's Annual Report we have added the following services online;

- Requesting a suspension
- Requesting visitor permits
- Blue Badge applications can be made using the new national Blue Badge online application form.

Blue Badge Scheme enforcement

The aim of the Blue Badge Scheme is to help disabled people by allowing them to park close to their destination. It is a national scheme open to disabled people who meet the national criteria whether they use a car as a passenger or have a driving licence themselves.

Blue badge misuse is a national problem and a criminal offence and we work closely with Sussex Police on joint operations, know as Operation Bluebird to tackle the problem. Civil Enforcement Officers have new powers to check blue badges and during these operations Civil Enforcement and Police Officers work together to identify stolen badges and those being misused.

A national database for Blue badges was launched in February 2012. Civil Enforcement Officers are now able to check the validity of a Blue Badge from anywhere in the country which prevents the use of cancelled badges. The Civil Enforcement Officers in Brighton and Hove are able to check each badge they come across. If the badge is found to be cancelled because the badge holder has died or it is reported as lost or stolen the CEO will issue a Penalty Charge Notice (PCN), file a witness statement and the Blue Badge office prepare a file of information which is passed to the Police. The Police are able to link the vehicle to the registered keeper and retrieve the badge from the driver. We have passed 79 files of people using a deceased persons badge to the Police. The badge itself has been redesigned making it difficult to forge a badge or change the expiry date and includes hidden security features which can help identify if the badge is being used by someone other than the badge holder.

Although the criteria of who should receive a Blue Badge remains the same – ‘unable to walk or has very considerable difficulty in walking’. A major change in the way local authorities can assess applicants was recommended. The new guidance enabled Local Authorities to assess applications in house. Previously we would write to each applicant’s GP who would more often than not approve the application. We are now able to use independent mobility assessors who have a full understanding of the Blue Badge Scheme and the qualifying factors. This does not include the 1/3 of applicants who are automatically eligible for a badge, for example because they receive the Higher Rate of Mobility component of the Disabled Living Allowance. As Blue Badges are valid for a period of 3 years it is agreed that these changes are rolled out on renewal. This means that by March 2015 every badge holder should hold a new style badge and have been through the new assessment process.

We are working on proposals to recruit a Blue Badge investigation officer, who will be able to dedicate more time to individual cases of misuse and carry out investigations.

You can report misuse in the following ways:

By email: Bluebadge.fraud@brighton-hove.gov.uk

by completing our online report form on the blue badge pages of our website

In writing to

Blue Badge Department

Parking Information Centre

Hove Town Hall

Norton Road

BN3 3BQ

By telephone: 01273 296270

Chapter 5 On street enforcement:

On street parking contract

The on-street parking contract was re-let in 2012-13 following the expiry of the previous contract so that the council could ensure the best possible value for money. A full report into the on street parking contract retendering exercise can be found here [http://present.brighton-hove.gov.uk/Published/C00000695/M00004100/AI00032267/\\$20130208153734_003463_0013595_ReportTemplateCommittee.docA.ps.pdf](http://present.brighton-hove.gov.uk/Published/C00000695/M00004100/AI00032267/$20130208153734_003463_0013595_ReportTemplateCommittee.docA.ps.pdf)

NSL Services were successful and awarded a 3 year contract to provide enforcement services with an option to extend by a further two years subject to satisfactory performance. The new contract will result in savings to the council of around £400,000 annually. The city's enforcement contractor currently employs 74 Civil Enforcement Officers (CEO's). This has been reduced from a peak of 85 officers in 2009.

Different types of enforcement – Response call outs

Many different types of enforcement are used to manage parking in the city. As well as day to day patrols on foot, enforcement is carried out by car, bicycle and scooter to provide a quicker response when required. Dangerously parked vehicles are the top priority for enforcement. Members of the public can call our enforcement contractor directly and leave a message about the location of illegally parked vehicles on the control room voicemail. A Civil Enforcement Officer is sent to the location and should normally arrive within the hour. This service can be accessed by calling **0845 603 5469** and selecting **option 3**

Scooter and cycle enforcement

We now have 3 CEOs deployed each day on scooters. They focus on enforcement of the yellow lines and the Special Parking Areas of the city. They are able to get around the city much quicker than the foot beats and can attend to urgent issues such as obstruction of residential driveways and dropped kerbs. Under the new contract CEO will also be enforcing by bicycle in areas where this will make enforcing easier.

CEOs assisting the public

Beyond their core duties, enforcement officers regularly help members of the public by providing local information to visitors, assisting at the scenes of accidents, supporting the Police or returning lost property.

Partnership Working

We work in partnership with many organisations in the city for event management and to discuss specific problems or issues on request. These include:

Local Action Groups focusing on parking enforcement

- The Brighton Festival
- The Brighton Marathon
- Kemp Town Carnival Association
- Federation of Disabled
- Sussex Police
- Major events such as party conferences
- Problem parking around schools
- Blue Badge misuse

Our work with partner organisations to tackle problem parking was recognised at the British Parking Awards 2014 when Brighton and Hove City Council, jointly with NSL and Sussex Police were shortlisted as finalists for the 'Partnership Award'.

School parking enforcement

The school enforcement patrol is there to ensure that the school keep clear lines and restrictions are clear. Civil enforcement officers attend schools where we have received reports of unsafe parking. The officers who attend at opening and closing time also hand out leaflets and booklets to raise awareness of the school keep clear markings and road safety.

We work in partnership with the Council's road safety team and they have provided schools with travel plans and encourage families to choose safer, more active and sustainable travel options as an alternative to driving to school. They also aim to reduce road traffic, ease congestion and reduce carbon emissions on routes to schools.

We have worked in partnership with Sussex Police and have held joint action days at schools, on these action days we promote safer parking and take enforcement action where necessary

Events

Our contractor has extensive experience of managing the enforcement of the wide range of events hosted in the city annually. Planning for these events often takes place many months in advances and which attract an estimated 8 million visitors annually. Planning is key to large events, which require areas of the city to be cleared of parked cars so that the event can take place, as well as an enforcement plan covering nearby areas to ensure emergency vehicle access if needed.

Bay Suspensions:

This year Parking Services processed a total of 1549 bay suspension applications. Parking bays are suspended for a variety of reasons including household removals to ensure space is available for removal vehicles, utility works to allow access to the highway and for skip placement. A total of 2236 signs were put up to ensure drivers had advance notice parking bays were going to be suspended.

Parking suspensions are also crucial for many of the city's events. Brighton plays host to an array of events every year and some of them rely on parking bay suspensions to occur. Pride suspended 76 bays to allow the parade to pass safely through the city. The Village Party also needed bays clear of vehicles in St James Street and the surrounding roads. Brighton Marathon suspended 130 bays across the city to allow safe passage for the runners. The Parking team work closely with organisers and the enforcement contractor NSL to ensure everything runs smoothly.

Brighton & Hove is a Film Friendly City!

Brighton & Hove is to be officially designated a Film Friendly City in recognition of the growing importance of the city as a film and television location, and a centre for creative talent and film related businesses. The Film Friendly Charter sends out a clear message to the film and TV industry that it is easy and straightforward to film in Brighton & Hove – so helping to attract crews to film here, bringing money into the local economy and supporting local jobs. Filming is important to the local economy and the city council plays an important role, helping to encourage and facilitate filming here, and working with partners and local businesses to help develop all aspects of the film related industry in the city.

From www.FilmCityBrighton.org

Chapter 6 Bus Lane Enforcement

Bus Lane Enforcement aims to give priority to buses and taxis in bus lanes by excluding other vehicle types during prescribed hours. Bus Lane Enforcement is part of a wide ranging programme of measures to improve the reliability and punctuality of public transport, reduce congestion and pollution.

Surveys can show whether drivers are complying with bus lane regulations. The table was produced below was carried out on the A259 at Rottingdean as part of the trial of motorcycles using the bus lane and shows poor compliance with the bus lane regulations there. Following bus company complaints of delays to buses caused by unauthorised vehicles there are plans to address this through the use of camera enforcement and new cameras have been purchased for this purpose.

Mar-14

0700-1900	taper and < 10mtrs			between 10 - 30mtrs			between 30 - 50 mtrs		
Class	Into bus lane	Out of bus lane	Already in bus lane	Into bus lane	Out of bus lane	Already in bus lane	Into bus lane	Out of bus lane	Already in bus lane
cycle									29
M/cycle	1			3			2		43
Car	1252			520	8		320	6	305
Taxi	1			8			2	2	588
LGV	211			71	1		311		58
RUP	7			4			2		2
R/Plated	1			1			3		1
Artic									
Bus					1		1	1	222
Mini bus							1		31

Following the consideration of representations, the decision was taken by committee to begin enforcement against unauthorised vehicles using the bus lane at Oxford Street. Full details can be found in the report [http://present.brighton-hove.gov.uk/Published/C00000823/M00004789/AI00037396/\\$20131122143336_005063_0020017_CommitteeReportTemplate040913.doc.pdf](http://present.brighton-hove.gov.uk/Published/C00000823/M00004789/AI00037396/$20131122143336_005063_0020017_CommitteeReportTemplate040913.doc.pdf) Additional signage was introduced in advance of enforcement and appeals dealt with leniently for drivers unaware of the changes on the first occasion. Overall compliance has improved, as a result. There are plans to review the effectiveness of current measures to deter unauthorised vehicles from entering the bus lane.

Bus lane enforcement was also introduced on Lewes Road following the completion of the new bus lane. Here compliance with the bus lane regulations and very few PCNs have been issued.

Overall on average just over 12 bus lane Penalty Charge Notices are issued per day

Bus lane enforcement summary by month

Month	Bus Land Enforcement Penalty Charge Notices issued 2013-14	Bus Land Enforcement Penalty Charge Notices issued 2012-13	Bus Lane Enforcement Penalty Charge Notices issued 2011-12	Bus Lane Enforcement Penalty Charge Notices issued 2010-11
April	210	743	413	424
May	251	605	507	543
June	261	304	697	670
July	371	160	962	915
August	320	87	860	690
September	258	40	976	758
October	227	73	1039	822
November	169	134	629	669
December	491	177	860	522
January	886	163	735	648
February	498	192	723	614
March	703	214	910	689
TOTAL	4645	2892	9311	7964

Brighton and Hove bus lane appeals

Appeals	PCNs	Rate of appeal per PCN	Not Contested by council	Allowed by Adjudicator	Total allowed including not contested by council	Refused by Adjudicator incl. out of time and withdrawn by appellant	Consent Order	Awaiting decision Incl. other decided
8	4,676	0.17%	3	1	4	4	0	0
			38%	13%	50%	50%	0%	0%

Chapter 7 - Challenges representation and appeals

ONLINE APPEALS

We are now responding to the majority of online appeals via email making the service faster and more convenient, as well as reducing the cost of making an appeal and of providing the service.

Online appeals have increased in popularity with the majority of representations now being sent in via this route. By sending our responses to informal representations via email which decreases back office processing costs of stationery and postage. We also request that evidence is sent via email for a quicker response

Web Channel Analysis - Payments and Correspondence										
	Last 6 months						Historic Years			
Payment Channel Summary	Jul-14	Jun-14	May-14	Apr-14	Mar-14	Feb-14	Jul-13	Jul-12	Jun-11	Highest web take up was in May-14
										56%
Web %	56	54	56	55	54	54	49	42	37	
IVR %	27	28	28	27	27	27	30	26	27	
Postal %	8	9	7	7	8	7	10	12	15	
Other (PIC etc) %	7	8	10	11	11	12	11	20	21	
	Last 6 months						Historic Years			
Correspondence Channel Summary	Jul 14	Jun 14	May 14	Apr 14	Mar 14	Feb 14	Jul 13	Jun 12	Jun 11	Highest web take up was in Apr 14
										60%
Web %	55	53	56	60	57	58	48	47	32	
Postal %	45	47	44	40	43	42	52	53	68	

Brighton and Hove City Council is a pilot authority for the introduction of a national online facility to make appeals to the adjudicator. This should make the process of transferring information simpler for both the driver and the council. The new facility is due to go live on October 2014

Appeals against parking Penalty Charge Notices for 2013-14

Appeals to the adjudicator

Local Authority	Appeals	PCNs issued	Rate of appeal per PCN	not contested by council	Allowed by adjudicator	Total allowed including not contested by council	refused by Adjudicator including out of time and withdrawn	Awaiting decision incl. Other decided
All councils Apr 08-Mar 09	12,424	4,000,221	0.31%	4170 34%	3572 29%	7742 62%	4325 35%	357 3%
All councils Apr 09 -Mar 10	14,269	4,245,998	0.34%	3,880 27%	4,188 29%	8,068 57%	5,804 41%	397 3%
Brighton & Hove Apr 08 - Mar 09	811	129,837	0.62%	245 30%	292 36%	537 66%	254 31%	20 2%
Brighton & Hove Apr 09 - Mar 10	671	116,369	0.58%	162 24%	217 32%	379 56%	288 43%	4 1%
Brighton & Hove Apr 10 - Mar 11	722	109,275	0.66%	127 18%	216 30%	343 48%	336 47%	4 1%
Brighton & Hove April 11- March 12	646	116,097	0.56%	121 19%	217 34%	338 52%	279 43%	29 4%
Brighton & Hove April 12- March 13	538	114,332	0.47%	105 20%	156 19%	261 49%	264 49%	12 2%
Brighton & Hove April 13- March 14	507	117,772	0.43%	152 30%	111 22%	263 52%	235 46%	8 2%

Chapter 8 - Keeping in touch

Over the past year we have been looking at different ways we can connect with our customers, to make it easier to get in touch, access information and feedback views.

Social Media

BHCC Transport / Parking use Social Media as a way to engage with the public and to provide up to date information regarding transport projects, new schemes and links to our 24 hour on-line services. We also use twitter as a platform to raise awareness for road safety campaigns, such a promoting safer routes to school and to encourage sustainability within transport, for example, by encouraging local walking and cycle routes.

Our feed can provide a forum for various transport groups, residents and visitors to air their views and engage in a number of parking related topics, some of the most popular topics seem to be new parking schemes and parking fees in the City, which are also published on our website.

In addition to this our BHCC Live Traffic feed is fast becoming a popular way of informing the public with live network faults, delays and road closures.

Hi @BHCC_Transport I'm moving from zone z to j and have visitor permits that never were used. Can I exchange these please? @ 4:27pm, Jun 20 from Twitter for Android



[BHCC_TransportJun 23, 12:38pm via Hootsuite](#) Hello, if they are still in date we can swap them. More information here >

The second example is from a resident who has problems with vehicle parking across his driveway and wanted to know what to do about it. We have advised that this could be a parking contravention and gave the link showing how to report the contravention.

@BHCC_Transport Hello, I have a problem where ppl park across my driveway, can you direct me to someone I can discuss my options please? ta



[BHCC_TransportApr 29, 10:55am via](#)Hi James, this could be a parking contravention. If it happens again, please report it, see - ow.ly/whbKg

The number of followers of our twitter account continues to grow steadily and current stands at 1,273 a 30% increase on last year.

Website re-design

Our new look [parking website](#) which makes the site easier to navigate by simplifying the layout and provides a much easier and more convenient way of finding information. There are **Do it Now** options which speed up functions such as appealing or paying a Penalty Charge Notice online and providing feedback to the department. You can check out our new website at www.brighton-hove.gov.uk/parking.

The council connect service provided by volunteers in council libraries allows people without access to the internet or who would like help with using computers to access our online services please see <http://www.brighton-hove.gov.uk/index.cfm?request=c1241654> (www.brighton-hove.gov.uk/councilconnect) for more information.

Resident visitor permits

The resident visitor permit online permit system has been redesigned with the help of members of the public who tried out the new application form process before it went live and provided feedback on ease of use.

Parking and the press

Parking is an issue which affects everyone, whether they own a car or not. The council issues press releases about important decisions to be taken by Committee that will affect residents, visitors and businesses either in a small area of the city or citywide.

An overview of links to press releases is provided below.

[Council consults on controlled parking scheme for Bakers Bottom and Craven Vale](#)

Brighton & Hove City Council is beginning a consultation process with residents and business owners to gauge support for a controlled parking scheme to the Bakers Bottom & Craven Vale area

[Warning on bogus parking fines](#)

The council in Brighton & Hove is warning of spam emails circulating, trying to con drivers into paying bogus parking fines.

[East Brighton Park parking consultation](#)

People are being encouraged to give their views on a new parking scheme proposed for East Brighton Park, to prevent the park being used for long stay parking by commuters, residents and others.

[Business boost expected from car-free historic streets](#)

Pavement café tables, better shopping and fewer accidents are a step closer under a scheme for car-free streets in Brighton's historic heart.

[Parking charges set to be frozen, with some price reductions](#)

Parking charges look set to be frozen for the second year running, with some reductions in car park prices.

[Plans for New Controlled Parking Zone in Preston Park Station North](#)

Proposal for a New Controlled Parking Zone in Preston Park Station North

[Tackling verge parking in Brighton & Hove](#)

Parking on grass verges and footways could soon be banned in some areas of Brighton & Hove as the council responds to residents' concerns.

[Parking by phone scheme extends to city centre](#)

Hundreds more motorists in Brighton & Hove will be able to pay for parking with their mobile phones from next week

Chapter 9

Signs & Lines Maintenance

The Parking Infrastructure team deals with the maintenance and installation of new street signage within controlled parking zones , as well as the maintenance of existing parking signs outside of the controlled parking zone. This generally comes from requests / comments from members of the public and through observations / checks made by CEOs and officers. New signage was also erected on all the existing advisory disabled bays within the North Portslade ward as well as signage for all new installed disabled bays within the Special Parking Area. (SPA)

As well as this there has been significant general lining maintenance including remarking of yellow lines, amendments and installation to various parking restrictions, installation of disabled bays and white return lines. Again this generally comes from requests / comments from members of the public and through observations / checks made by CEOs and officers. A planned lining maintenance project was also undertaken which refreshed and checked any lining needing maintenance within Area R (Westbourne), Area W (Westbourne West) and Area Z (Central Brighton South)

Parking Infrastructure spend was just under £440,000 for lining and signing maintenance/ works and Traffic Regulation Order costs this year.

The breakdown for this was as follows:

Type of work	2013/14	2012/13	2011/12	2010/11
Signing	£197,310	£178,493	£207,762	£245,288
Lining	£207,910	£221,741	£259,241	£177,563
Traffic regulation Orders	£33,380	£36,387	£25,416	£35,761
Total	£438,600	£437,027	£492,419	458,612

Chapter 10- Off Street Car Parks

Off Street Car Parks

Brighton & Hove City Council operates 14 of the 27 public car parks across the city, ranging from large multi-storey facilities to smaller surface sites. Four of these, The Lanes, Regency Square, Trafalgar Street and London Road have been awarded the 'Park Mark' safer parking award.

Regency Square, located just north of the West Pier and ideally situated for the new i360 project, has been transformed into a facility that offers visitors to the new attraction and seafront a pleasant and secure welcome. Also, reconfiguration of the A259 / Regency Square (west) junction has significantly improved access in and out of the car park for vehicles. The junction has also improved pedestrian traffic in this location providing easier and safer access to the seafront.

Over the last four years, Brighton and Hove City Council has implemented capital funded car park improvements program on the four multi storey barrier controlled sites investing £4.2 million in refurbishing car parks. Work has now been completed and includes repainting, improved lighting and signage, together with vehicle and pedestrian controlled access. It brings the number of ParkMark® awards the council has won to four (the other car parks are The Lanes and London Road). The awards are given following assessments by Sussex Police and the British Parking Association

Nationally facilities that have received the award have seen a drop in vehicle-related crime of over 80%. Vehicle-related crime now accounts for 13% of all crime (down from 22% in 2004), and 11% of vehicle-related crime occurs in car-parks (down from 20% in 2004). In Brighton & Hove relevant crime-related incidents have reduced dramatically over 12 months and are now in single figures. Regular visits are made at both locations, together with a good standard of cleanliness, all of which helps to reduce perception of crime.

British Parking Association area manager Mike Bibby said: "Brighton & Hove City Council have once again achieved the required standards for these Park Mark® awards to be granted and I would like to congratulate all involved in keeping problems to the absolute minimum. "Over the past few months, many improvements have been made to both facilities at considerable cost to the council and all users can be confident their safety and that of their vehicles is taken seriously."

Brighton & Hove City Council Car Parks Summary

Brighton				
Site	No. Spaces	Card payments	Park Mark	CCTV
Lanes	360	√	√	√
Regency Square	508	√	√	√
Trafalgar Street	355	√	√	√
London Road	526	√	√	√
Carlton Hill	52	√	x	x
Oxford Court	36	x	x	x

Black Rock	58	x	x	x
Rottingdean Marine Cliffs	77	x	x	x
Rottingdean West Street	65	x	x	x
Hove				
Norton Road	290	√	x	√
King Alfred	120	x	x	x
Haddington Street	33	x	x	x

Off-Street Parking Financial Information

	Expenditure	Income	Net (Income) / Expenditure
Carlton Hill Car Park	51,986.57	-167,964.09	-115,977.52
High Street Car Park	45,842.38	-60,129.56	-14,287.18
London Road Car Park	306,468.29	-754,537.96	-448,069.67
Oxford Court Car Park	21,839.08	-70,290.52	-48,451.44
Regency Square Car Park	790,244.21	1,008,426.56	-218,182.35
The Lanes Car Park	1,017,102.29	1,579,809.34	-562,707.05
Trafalgar Street Car Park	742,841.75	1,087,210.89	-344,369.14
Other Off-Street Parking	87,113.86	-614,899.44	-527,785.58
Sum:	3,063,438.42	5,343,268.36	-2,279,829.94

Note: The expenditure figures include direct costs incurred at each car park plus an apportionment of centralised costs

*Note: * The High Street Car Park figures shown are after a contribution has been made to the councils Housing Revenue Account*

Leased Car Parks	150,063.52	-436,001.10	-285,937.58
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Chapter 11 - Freedom of Information

The Freedom of Information Act 2000 (FOI) came fully into force in January 2005. There has been a significant increase in the number of Freedom of Information request received by the parking team, which have almost doubled in number over the past few years. The council must respond to all Freedom of Information requests within 20 working days of receiving the request. We are only required to respond with information that we hold, we do not have to create or analyse information.

The table below shows the total number of FOI request received by Parking in 2013/14 compared with previous years

Month	Total number of FOI requests received 2013/14	Total number of FOI requests received 2012/13	Total number of FOI requests received 2011/12	Total number of FOI requests received 2010/11
April	4	5	3	2
May	13	8	4	9
June	18	0	2	3
July	21	5	6	1
August	23	4	2	2
September	15	1	6	2
October	21	3	3	4
November	12	5	5	5
December	7	4	4	0
January	23	10	8	5
February	20	5	6	4
March	12	3	4	1
Total	74	53	53	38

Brighton and Hove City Council now publishes all Freedom of information requests and responses online. These can be found at <https://foi.brighton-hove.gov.uk/requests> by searching for 'parking'

Chapter 12 - Financial Information

Detailed Income and expenditure for the on street parking account

Income by source	£ 2013/14	£ 2012/13	£ 2011/12	£ 2010/11	£ 2009/10
On street parking charges	9,185,951	8,917,232	9,220,144	9,011,212	8,305,464
Permit income	5,727,231	5,020,657	4,482,426	4,028,584	3,764,444
Penalty Charge Notices (inclusive of bad debt provision)	3,658,701	4,374,603	4,315,078	3,697,823	3,968,402
Other income	61,340	49,260	12,342	15,699	16,427
Total	18,633,223	18,361,752	18,029,990	16,753,317	16,054,737
Direct cost of Civil Parking Enforcement	£ 2013/14	£ 2012/13	£ 2011/12	£ 2010/11	£ 2009/10
Enforcement	3,282,153	3,502,230	3,459,669	3,587,194	3,588,029
Admin, appeals, debt recovery & maintenance	2,359,015	2,400,730	3,329,736	3,351,491	3,175,184
Scheme review / new schemes	865,846	814,352	939,709	892,716	776,610
Capital charges	647,814	698,089	773,718	1,355,570	1,119,727
Total	7,154,828	7,415,401	8,502,832	9,186,971	8,659,550
Surplus after direct Costs	11,478,395	10,946,351	9,527,158	7,566,346	7,395,187

Surplus after direct costs is used to contribute towards spending in follow areas of Transport and Highways

Funding for other transport and highways related projects supported by CPE income	£ 2013/14	£ 2012/13	£ 2011/12	£ 2010/11	£ 2009/10
Supported bus services	1,159,434	1,150,250	1,155,562	1,160,123	1,229,650
Other Public transport services	256,571	319,611	373,866	360,724	360,788
Concessionary fares	10,217,230	9,797,801	*9,277,361	6,765,578	6,804,527
Capital investment borrowing costs	3,029,319	3,155,540	3,382,755	3,327,000	3,264,169
	14,662,554	14,423,203	14,189,543	11,613,425	11,659,134

* change to the government funding formula

In 2013-14 the Civil Parking Enforcement surplus was £11,478,395. This compares to £10,946,351. **Income increased by £271,481 (a rise of less than 1.5%) and expenditure fell by £260,573 (a further fall of 3.5% following a fall of 12.7% the year before that)**

The surplus contributes towards the part funding of:

Bus subsidies: Various bus routes are subsidised throughout the city in 2010/11. For further information see <http://www.brighton-hove.gov.uk/index.cfm?request=c1000802&showTranslator=true#bodyText1>
http://bit.ly/public_transport_news

Concessionary Bus Fares: Most of the Civil Parking Enforcement surplus is spent on providing free bus passes for the elderly and disabled. The central government funding formula for free bus passes changed in April 2011 which resulted in the cost of this service rising to £9.2m in the previous year and to £9.7m in 2012-13 For more information about how to apply for a concessionary bus pass please see <http://www.brighton-hove.gov.uk/index.cfm?request=c1132722> www.brighton-hove.gov.uk/eligibleforapass

Local Transport Plan Costs:

The Local Transport Plan for 2011-12 was 100% grant funded from the Department for Transport, so there are no borrowing costs included in relation to the Local Transport Plan for this year. The borrowings costs of £3,382,755 relate to previous years Local Transport Plan schemes since 2001

Each year a report is presented to the Environment Cabinet Members Meeting to agree how funds will be allocated to deliver the Local Transport Plan capital programme for the following year.

Some of the projects include:

- Quality Bus Partnership Initiative
- Walking facilities (dropped kerbs & tactile)
- Cycle parking
- A23 Sustainable Transport Corridor
- Cycle Route signing
- Travel Plans for Schools
- Pedestrian priority Ship St/Old town
- Traffic control improvements
- Brighton station gateway project
- Walking network improvements
- Cycle route Old Shoreham Road
- Pedestrian wayfinding and signing project
- Electric vehicle charging points (Local Transport Plan)
- Cycle priority
- New Road/Church Street junction and crossing

- Electric vehicles
- Madeira Drive structures
- Seafront railings
- Chatham Place rail bridge support
- Bear Road retaining wall
- Dyke Road Drive retaining wall
- Marine Parade retaining wall
- Footways maintenance 2011-12
- Highways Maintenance 2010-12
- Elm Grove – Local Transport Plan
- Queens Park –Local Transport Plan

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Appendix 1 – Parking charges for off-street and other areas operated by Brighton and Hove

PARKING FEES & INCOME **Tariffs**

	12-13	13-14
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Car parks

The Lanes

1 hour	1.00	1.00
2 hours	5.00	5.00
4 hours	12.00	13.00
9 hours	20.00	20.00
24 hours / Lost ticket	23.00	23.00
Weekend - 1 hour	4.00	4.00
Weekend - 2 hours	8.00	8.00
Weekend - 4 hours	15.00	15.00
Weekend - 9 hours	20.00	20.00
Weekend - 24 hours / Lost ticket	25.00	25.00
Evenings 18.00 – 24.00	4.50	4.50
Overnight 16.00 – 11.00	10.00	10.00
Lost ticket admin fee	5.00	5.00
Annual season ticket	2,500.00	2,500.00
Residents permit waiting list 16.00-11.00 Mon-Fri (Zone Z only)	1,500.00	1,500.00

The Lanes

London Road

1 hour	1.00	1.00
2 hours	3.00	3.00
4 hours	5.00	5.00
9 hours	8.00	8.00
24 hours / Lost ticket	15.00	15.00
Weekend - 1 hour	2.00	2.00
Weekend - 2 hours	4.00	4.00
Weekend - 4 hours	6.00	6.00
Weekend - 9 hours	8.00	8.00
Weekend - 24 hours / Lost ticket	17.50	17.50
Evenings 1800 - 2400	4.50	4.50
Overnight 16.00 – 11.00	8.00	8.00
Lost ticket admin fee	5.00	5.00
Annual season ticket	1,000.00	1,000.00
Annual season ticket - reduced rate	750.00	750.00
Weekly	50.00	50.00
Residents permit waiting list 16.00-11.00 Mon-Fri (Zone Y)	400.00	400.00

London Road

Carlton Hill

2 hours	4.00	4.00
4 hours	8.00	8.00
9 hours	10.00	10.00
24 hours	17.50	17.50
Quarterly season ticket	750.00	750.00

Carlton Hill

High Street

2 hours	4.00	4.00
4 hours	8.00	8.00
9 hours	10.00	10.00
24 hours	17.50	17.50
Quarterly season ticket	750.00	750.00
Annual season ticket	2,000.00	2,000.00

High Street

Oxford Court

2 hours	4.00	4.00
4 hours	8.00	8.00
9 hours	10.00	10.00
24 hours	17.50	17.50
Quarterly season ticket	750.00	750.00

Oxford Court

Norton Road

1 hour	1.00	1.00
2 hours	1.50	2.00
4 hours	2.50	3.00
5 hours	3.50	4.00
9 hours	4.50	4.50
12 hours	5.00	5.00
Annual Season Ticket	750.00	750.00

Norton Road

King Alfred

1 hour	1.50	1.50
2 hours	2.00	2.00
3 hours	2.50	2.50
4 hours	3.00	3.00

King Alfred

Rottingdean West Street

1 hour	1.00	1.00
2 hours	1.50	1.50
3 hours	2.50	2.50

Rottingdean West Street

Rottingdean Marine Cliffs

1 hour	1.00	1.00
2 hours	1.50	1.50
11 hours	2.50	2.50
Quarterly season ticket	50.00	50.00

Rottingdean Marine Cliffs

Haddington Street

1 hour	1.00	1.50
2 hours	1.50	2.00
3 hours	2.50	2.50

Haddington Street

Black Rock

1 hour	1.00	1.00
2 hours	2.00	2.00
3 hours	3.00	3.00
4 hours	4.00	4.00
9 hours	5.00	5.00

Black Rock

Madeira Drive Coach Park

8 hours	15.00	15.00
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Madeira Drive Coach Park

On-street (Pay & Display)**HIGH ZONE****Zone Y - Central Brighton North**

1 hour	3.50	3.50
2 hours	6.00	6.00
4 hours	10.00	10.00

Zone Y (Central Brighton North)**Zone Z - Central Brighton South**

1 hour	3.50	3.50
2 hours	6.00	6.00
4 hours	10.00	10.00

Zone Z (Central Brighton South)**Seafront Inner - Madeira Drive (1 Mar - 31 Oct) [West of Madeira Lift]**

1 hour	3.50	3.00
2 hours	6.00	5.00
4 hours	10.00	10.00
8 hours	15.00	delete
11 hours	20.00	15.00

Seafront Inner - (Madeira Drive (1 Mar - 31 Oct) [West of Madeira Lift])**Seafront Inner - Marine Parade [West of Burlington Street]**

1 hour	3.50	3.00
2 hours	6.00	5.00
4 hours	10.00	10.00
8 hours	15.00	delete
11 hours	20.00	15.00

Seafront Inner (Marine Parade [West of Burlington Street])**Seafront Inner - King's Road**

1 hour	3.50	3.00
2 hours	6.00	5.00
4 hours	10.00	10.00
8 hours	15.00	delete
11 hours	20.00	15.00

Seafront Inner (King's Road)

MEDIUM ZONE**Seafront Inner - Kingsway [East of Fourth Avenue]**

1 hour	2.00	2.00
2 hours	4.00	4.00
4 hours	6.00	6.00
11 hours	10.00	10.00

Seafront Inner (Kingsway [East of Fourth Avenue])**Zone Y - Central Brighton North [Cheapside & The Level]**

1 hour	3.50	2.00
2 hours	6.00	4.00
4 hours	10.00	6.00

Zone Y (Central Brighton North [Cheapside & The Level])**Seafront Inner - New Steine**

1 hour	3.50	2.00
2 hours	6.00	4.00
4 hours	10.00	6.00
8 hours	15.00	delete
11 hours	20.00	10.00

Seafront Inner (New Steine)**LOW ZONE****Seafront Outer - Kingsway [West of Hove Street]**

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Seafront Outer (Kingsway [West of Hove Street])**Seafront Outer - Madeira Drive [East of Madeira Lift]**

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	4.00
11 hours	5.00	7.00

Seafront Outer (Madeira Drive [East of Madeira Lift])**Seafront Inner - Madeira Drive (1 Nov - 28/29 Feb) [West of Madeira Lift]**

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	4.00
11 hours	5.00	7.00

Seafront Inner (Madeira Drive (1 Nov - 28/29 Feb) [West of Madeira Lift])**Rottingdean High Street**

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00

Rottingdean High Street

Zone A - Preston Park Station

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Zone A (Preston Park Station)

Zone C - Queen's Park

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Zone C (Queen's Park)

Zone H - Kemp Town

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Zone H (Kemp Town)

Zone J - London Road Station

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Zone J (London Road Station)

Zone M - Brunswick

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Zone M (Brunswick)

Zone N - Central Hove

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Zone N (Central Hove)

Zone O - Goldsmid

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Zone O (Goldsmid)

Zone Q - Prestonville

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Zone Q (Prestonville)

Zone R - Westbourne

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Zone R (Westbourne)

Zone T - Hove Station Area

1 hour	1.00	1.00
2 hours	2.00	2.00
4 hours	3.00	3.00
11 hours	5.00	5.00

Zone T (Hove Station Area)

Permits

Residents permits

1 year (full scheme)	115.00	120.00
3 months (full scheme)	40.00	40.00
1 year (light touch)	80.00	90.00
6 months (light touch)	50.00	55.00
1 year (full scheme) - low emission	57.50	60.00
3 months (full scheme) - low emission	20.00	20.00
1 year (light touch) - low emission	40.00	45.00
6 months (light touch) - low emission	25.00	27.50
Resident zone change (admin fee)	10.00	10.00
Refunded permit (admin fee)	10.00	10.00
Resident change of vehicle (admin fee)	10.00	10.00
Replacement resident permit (admin fee)	10.00	10.00
Blue Badge resident permit	10.00	10.00
Blue Badge resident permit (light touch)	10.00	10.00

Residents Permits

Visitors Permits

Full scheme - per permit	2.50	2.60
Light touch – per permit	1.50	1.60

Visitors Permits

Hotel Permits

Area C (24 hours)	7.50	7.50
Area N (1 day)	3.00	3.00

Hotel Permits

Traders Permits

One year	600.00	600.00
3 months	160.00	160.00
One year - low emission	600.00	300.00
3 months - low emission	160.00	80.00
Refunded permit (admin fee)	10.00	10.00
Change of vehicle permit (admin fee)	10.00	10.00
Replacement traders permit (admin fee)	10.00	10.00

Traders Permits

Business Permits

One year	300.00	300.00
3 months	85.00	85.00
One year - low emission	300.00	150.00
3 months - low emission	85.00	42.50
Business zone change (admin fee)	10.00	10.00
Refunded permit (admin fee)	10.00	10.00
Change of vehicle permit (admin fee)	10.00	10.00
Replacement business permit (admin fee)	10.00	10.00

Business Permits

School Permits

One year	115.00	120.00
3 months	40.00	40.00

School Permits

Doctors Permits (per bay)	80.00	85.00
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Carers Permits (not Professional)	0.00	0.00
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Suspensions

Suspensions (1st 8 weeks)	40.00	40.00
Suspensions (Over 8 weeks)	20.00	20.00

Suspensions (per bay, per day)

Blue Badge (3 years)	10.00	10.00
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Car Club (1 year)	20.00	20.00
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Waivers (1 day)	10.00	10.00
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Professional Carers (1 year)	25.00	25.00
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Dispensations (1 year)	30.00	30.00
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Appendix 2 - Civil Enforcement Officers Contravention Code of Practice

		Traffic Management Act 2004	
On street - Higher level penalty charge parking contraventions			
Code	Description	Notes	
01	Parked in a restricted street during prescribed hours		5 mins
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force		Instant
12	Parked in a residents' or shared use parking place without clearly displaying either a permit, voucher, or pay and display ticket for that place	This code relates only to resident or shared use bays. This code is used where the driver has made no attempt to park correctly and is either displaying nothing, or something that could never have been valid for that parking place, e.g. a permit for a different zone, no permit or P&D ticket that has been expired for more	5 Mins

		than 24 hours	
14	Parked in an electric vehicles' charging place during restricted hours without charging		5 Mins
16	Parked in a permit space without displaying a valid permit	Not for use in resident or shared use bays. Applies in permit bays designated for specific users such as businesses, ambulance, car club and doctors bays	5 Mins
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	This is not used	
20	Parked in a loading gap marked by a yellow line	This is not used	
21	Parked in a suspended bay/space or part of a bay/space		Instant
23	Parked in a parking place or area not designated for that class of vehicle	This depends on the tax class of the vehicle and applies where a vehicle of a different tax class uses a bay, e.g. a car parked in a motorcycle bay or a coach bay, a coach parked in a motorcycle bay. The bay has to be designated for a specific class of vehicle (not a type of vehicle, like a permit bay) and any vehicle of that class can park there, e.g. any coach can park in a coach bay, any motorcycle can park in a motorcycle bay - no permit is needed	5 Mins
25	Parked in a loading place or area not designated for that class of vehicle	On street loading bays	5 for cars 10 for commercial
26	Vehicle parked more than 50 cm from the edge of the carriageway and not within a designated parking place	Double Parking	5 Mins
27	Parked adjacent to a dropped footway	If DYL then issue and remove unless blue badge holder in which case issue and relocate - Issue as a 01 If no yellow lines - providing a complaint from the resident then issue and remove on code 27	5 Mins

40	Parked in a designated disabled persons' parking place without clearly displaying a valid disabled persons badge	If a vehicle is seen parked in a disabled parking bay not displaying a valid Disabled Blue Badge, or displaying a badge the incorrect way this could lead to a PCN being issued and the vehicle being relocated	Instant
41	Parked in a parking place designated for police vehicles		Instant
45	Parked in a taxi rank		
46	Stopped where prohibited (on a red route clearway)	This is not used	
47	Stopped on a restricted bus stop/stand		Instant
48	Stopped in a restricted area outside a school		Instant
49	Parked wholly or partly on a cycle track		Instant
55	A commercial vehicle parked in a restricted street in contravention of the overnight Waiting Ban	This is not used	
56	Parked in contravention of a commercial vehicle waiting restriction	This is not used (no overnight waiting restriction)	
57	Parked in contravention of a coach ban	This is not used (no overnight waiting restriction)	
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	This is not used	
62	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)	This is not used	
99	Stopped on a pedestrian crossing and/or crossing area marked by zig zags		Instant
On street - Lower level penalty charge parking contraventions			
Code	Description	Notes	
04	Parked in a meter bay when penalty time is indicated	This is not used	
05	Parked after the expiry of paid for time	Parked after the expiry time of the initial paid for ticket from the pay and display machine. If pay and display ticket has a time of 13.00 a PCN	5 Mins

		can be issued at 13.05	
06	Parked without clearly displaying a valid pay and display ticket	If a pay and display ticket has been purchased from the machine, but has not been placed in the vehicle clear to see. Also if no pay and display ticket is purchased, therefore parking with no payment.	5 Mins
07	Parked with payment made to extend the stay beyond initial time	Meter feeding' In pay and display bays after the initial payment to park has been made, then purchasing a further pay and display ticket to extend the time to park without moving the vehicle Providing the time in the bay has not been exceeded then we should issue	5 Mins
08	Parked at an out of order meter during controlled hours	This is not used	
09	Parked displaying multiple pay and display tickets where prohibited	This is not used	
10	Parked without clearly displaying two valid pay and display tickets when required	This is not used	
11	Parked without payment of the parking charge	This is not used	
15	Parked in a residents' parking space without clearly displaying a valid residents' parking permit.	Not for use in England	
19	Parked in a residents' or shared use parking place displaying an invalid permit, an invalid voucher or an invalid pay and display ticket	As for a code 12, this is only for use in resident or shared use bays. It is used where the driver has made some attempt to park correctly and is displaying something which could have been valid or was valid at some time for that bay, for example, a resident permit that has expired (depending on what grace period is given for expired permits, e.g 7 days), or a pay and display ticket that has expired by less than 24 hours, or an incorrectly completed voucher.	5 Mins
22	Re parked in the same parking place or zone within one hour of leaving	On time limited bays (e.g. 3 hour max stay no return 1hour) if the vehicle is parked in the same set of bays even if the vehicle has left and returned 1 hour would have had to lapsed.	Instant

24	Not parked correctly within the marking on the bay or space	If a vehicle is parked not fully within the markings of the bay as marked on the highway. (One third of the vehicle has to be overhanging the bay markings or one third of the connecting bay is obstructed)	Instant
30	Parked for longer than permitted	If there is a time limit to the bay (e.g.2 hours no return in 1 hour) and the vehicle is seen parked for longer than the allowable time then a PCN will be issued	Instant
35	Parked in a disc parking place without clearly displaying a valid disc	This is not used	
36	Parked in a disc parking place for longer than permitted	This is not used	
63	Parked with engine running where prohibited	This is not used	
Off street - Penalty Charge Parking contraventions			
Code	Description	Notes	
80	Exceeded the max Stay - For example Haddington St where the max stay is 3 hours	Lower PCN	Instant
81	In restricted area - Parked in a restricted area of the car park not designated as a parking bay	Higher PCN	Instant
82	Overstaying P&D ticket- Parked after expiry time	Lower PCN	5 Mins
83	No valid P&D ticket	Lower PCN	5 Mins
84	Additional payment made to extend the parking from the first time purchased	Lower PCN	Instant
85	In permit section - parked in permit bay without clearly displaying a valid permit	Higher PCN	Instant
86	Parked beyond the bay markings (outside the marking of the bay)	Higher PCN	Instant
87	Parked in a Disabled Persons parking space without clearly displaying a valid disabled persons badge	Higher PCN	Instant
89	height/weight limit	This is not used	

91	Wrong class of vehicle	Higher PCN	Instant
92	Causing an obstruction -i.e. on ramp or blocking exit points	Higher PCN	Instant

Appendix 3 - Code of Practice for Postal Penalty Charge Notices

CCTV Parking Enforcement

To be undertaken in all locations visible to the static cameras located in North Street / Western Road, London Road, Lewes Road.

CCTV monitoring officers will be BTEC qualified in data protection and all relevant legislation and follow the Code of Practice for CCTV enforcement.

CCTV devices will be approved for parking enforcement by the Vehicle Certification Agency through submission of a technical file prior to enforcement and therefore be 'approved devices' in accordance with the legislation.

Only the following parking contraventions may be enforced by the CCTV cameras

Contravention 02 - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.

Contravention 45 - Parked in a taxi rank

Contravention 47 – Parked on a restricted bus stop/stand.

Contravention 99 - Stopped on a pedestrian crossing and/or area marked by zigzags

For all contraventions CCTV monitoring officers will

- Zoom in for close up of vehicle
- Pan out for context shot
- Operator to make notes of any activity carried out by the driver

Regulation ten 'Postal' PCNs on issued foot

Regulation ten PCNs will only be issued Civil Enforcement Officers following relevant training.

They may be issued for the following contravention codes

Contravention 02 - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.

Contravention 40 – Parked in a designated disabled person's parking place without displaying a valid disabled person's badge

Contravention 45 - Parked in a taxi rank

Contravention 47 – Parked on a restricted bus stop/stand.

Contravention 48 – Parked in a restricted area outside a school

Contravention 49 – Parked wholly or partially on a cycle track

Contravention 99 - Stopped on a pedestrian crossing and/or area marked by zigzags

Comprehensive pocket book notes will be taken. Good quality photos are required for the contravention to be proved.

Regulation ten PCNs will be spot checked to establish whether sufficient evidence has been gathered for a PCN to be issued. Following enquiries with DVLA PCNs will be issued in accordance with statutory timescales and on notices specifically designed for regulation ten PCNs.

Glossary of Terms

Bikehangar – on-carriageway secure, sheltered cycle parking facility for 6 bicycles TRO specifies use for pedal cycles only, this is the first Bikehangar facility in the city and is managed by a constituted community group.

Bus Lane Enforcement

A bus lane is restricted to buses and is used to speed up the bus service and aide in them running on time. In Brighton & Hove taxis and bicycles can also use bus lanes. The central bus lanes are enforced by the local authority. The police still enforce those outside of central Brighton.

Challenge

An objection made against a Penalty Charge Notice before a Notice To Owner is issued.

Cancellations

A Penalty Charge Notice is cancelled when we believe that it would be unjust to pursue the case of when there is an applicable exemption.

Civil Enforcement Officer – CEO

This is the name given to officers who used to be known as Parking Attendants. They must be employed by the council or through a specialist contractor. In Brighton & Hove they are employed through NSL (formerly NCP).

Civil Parking Enforcement – CPE

This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Traffic Management Act 2004.

Contravention

Failure of the motorist to comply with traffic or parking regulations as set by local Traffic Regulation Orders (TRO).

Controlled Parking Zone - CPZ

An area where parking is restricted during specified times. This ensures that the needs of all motorists are catered for within the city. Signs are placed at entry points throughout the zone and where the restrictions differ to those on entry. There is no requirement to sign double yellow lines however single yellow lines will be signed.

Decriminalised

This means that it is not illegal to park in contravention of parking regulations. Enforcement of regulations within a Special Parking Area and is the sole responsibility of the Local Authority and not the police. Parking is a civil offence rather than a criminal offence. Unpaid charges are pursued through debt collection agencies and not through the courts.

Decriminalised Parking Enforcement –DPE

This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Road Traffic Act 1991.

Department for Transport – DfT

This is the Government department responsible for the English transport network and transport matters in Scotland, Wales and Northern Ireland which are not devolved. The department is run by the Secretary Of State for Transport.

Differential Parking Penalties

This is the name for the different levels of charges implemented by the Traffic Management Act 2004. Higher level contraventions are £70 and lower levels are set at £50. The different charges reflect the seriousness of the offence.

Fixed Penalty Notice - FPN

These were introduced in Great Britain in the 1950s to deal with minor parking offences. These can only be issued by the police.

Local Transport Plan – LTP

These are an important part of transport planning within England. We are required to prepare them as plans for the future and present them to the Department for Transport.

NO

Nitrogen Oxide

NO2

Nitrogen Dioxide

Notice To Owner – NtO

This is a statutory notice that is served by the authority to the registered keeper of the vehicle that was issued with the Penalty Charge Notice (PENALTY CHARGE NOTICE (PCN)). This will be served when a PENALTY CHARGE NOTICE (PCN) is unpaid for 28 days. When the registered keeper, or the person the council believed to be the keeper of the vehicle, receives this they can either ;

- make a payment of the full charge
- make representation (an appeal)

NSL – formerly National Car Parks (NCP)

NSL are Brighton & Hove's parking enforcement service provider working under contract.

Off-street parking

These are facilities provided through car parks

On-street parking

These are facilities provided on the kerbside such as pay and display or permit parking

Pedal Cycle Parking Place (PCPP) – on-carriageway public cycle parking facility usually for a minimum of 10 bicycles (5 stands). TRO specifies use for pedal cycles only, CEOs can enforce against any illegitimate use.

Penalty Charge Notice – (PCN)

This is issued to a vehicle that is believed to be parked in contravention of the local Traffic Regulation Order.

Registered Keeper

The person who is deemed to be legally responsible for the payment of a PCN. These details are obtained from the Driver and Vehicle Licensing Agency (DVLA)

Representation

This is a challenge against the PCN after the Notice To Owner is issued.

Special Parking Area - SPA

An area where on-street parking is subject to Civil Parking Enforcement (CPE). Local Authorities will enforce the regulations through Civil Enforcement Officers.

Traffic Management Act 2004 – TMA

This act was passed by UK government in 2004. This law details street works and parking regulations. The act has been implemented since 31st March 2008.

Traffic Penalty Tribunal –TPT

The Traffic Penalty Tribunal decides appeals against parking penalties issued by Civil Enforcement Authorities in England (outside London) and Wales and against bus lane penalties issued by Civil Enforcement Authorities in England (outside London).

The Traffic Penalty Tribunal is the final stage of appeal for motorists or vehicle owners against a penalty issued by a council in England (outside London) and Wales.

Traffic Regulation Order – TRO

This is the statutory legal document necessary to support any enforceable traffic or highway measures.