



**Brighton & Hove
City Council**

ENVIRONMENT, TRANSPORT & SUSTAINABILITY COMMITTEE

SUPPLEMENTARY INFORMATION

ADDENDUM

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Introduction from Councillor Gill Mitchell

It is my pleasure to introduce Brighton & Hove's ninth Parking Annual Report. Last year's report was voted 'best parking annual report' at the Parking and Traffic Regulations outside London (PATROL) Annual Report Awards, for the second year in a row and we are very proud that our work to engage with residents and visitors has been recognised in this way.

This has been another busy year for the service with new parking zones introduced following consultation with residents and a majority in favour of a parking scheme in their area. This new larger enforcement area has resulted in a small increase in the number of parking penalty charge notices issued - from 123,556 last year to 124,069, an increase of 0.41 %.

After consulting with residents, and the majority of those who replied in favour, we are currently working on the final stages of signing and lining four additional new parking schemes.

Back in April 2015, we began enforcing the bus lane at Rottingdean after receiving regular complaints from bus drivers and passengers about delays caused to their journey along the A259 coastal road by a small minority of the 20,000 vehicles that use the coast road daily, driving in the bus lane. Compliance with the bus lane regulations has increased, bus journey times have improved and the number of bus lane PCNs issued has fallen from 16,722 per year to 8,858 in 2016/17

The number of people using pay by phone to pay for their parking has continued to grow, with 55% of transactions now made by phone. The company has also been providing additional help and support for both new and existing customers, including 'how to' videos and customers are being asked to rate the service.

Work is also continuing to improve the range and quality of our online services and we are currently starting a trial of a new online virtual permit service. Following a review of on street parking provision along the seafront, the waiting list for permits has been eliminated in the Brunswick area (M) for the first time in 20 years.

In January 2017 work started to install new pay and display machines and introduce card only machines. This followed several attempted thefts to cash machines causing damage and inconvenience to customers and the introduction of the new £1 coin.

Thank you for taking the time to read our 2016-17 parking annual report and I hope you find it informative and interesting

Service overview

The Digital Future

As more people use online services in their everyday lives the council is moving to make more parking services available online. However, we have taken into account that not everyone has access to a computer so traditional methods to access services are still available. We are looking at virtual resident and visitor permits and more parking apps. You can read about how we are trialling a new online virtual system in chapter 4.

Parking is not just about cars

We continue to provide parking bays and racks in the city for our cyclists and currently have almost 700 cycle parking spaces in the city. We have also introduced a bike share scheme with parking hubs. More details can be found in chapter 10.

Supporting the bus service

We are working with the bus company to provide effective parking and bus lane enforcement to help reduce congestion and improve bus service reliability

Bus lane enforcement plays a vital role in keeping the traffic moving, supporting our tourism strategy by managing the city's gateways – the arrival points for all those coming to enjoy all that Brighton & Hove has to offer.

We continue to enforce bus lanes with CCTV and issue penalty charge notices to vehicles breaking the law. Taking enforcement has resulted in better compliance of bus lane regulations.

We are working with the bus company to further improve services in the city. 2017/18 will see the start of a new partnership enforcement project, beyond the bus lanes, to clamp down on parking which delays or blocks buses.

Partnership Working

The city is a major attraction for visitors, both for pleasure and for business and we have many events and conferences. Many of the events require the suspension of parking bays, and sometimes road closures, in the areas of highest demand for parking. We continue to work in partnership with organisations for events that take place in the city. These events include:

- The Brighton Festival and Fringe Festival

- The Brighton Marathon
- The British Heart Foundation London to Brighton Bike ride
- The Pride Community Parade and Pride Village Party

Balancing the needs

Balancing the needs of residents, visitors and businesses is key to sustainable economic growth and success, and makes the city a place people want to visit, live and work in.

Parking schemes are designed to take this into account and offer a variety of bays, permits and payment options to try to ensure parking is available to all.

Road Safety

Whilst there has been a slight reduction in the number of collisions compared to 2015, the number of fatalities and serious casualties on the city's streets has sadly increased. Any one collision can result in one or more casualties. Our colleagues in road safety work in close partnership with Sussex Police and the Sussex Safer Roads Partnership to address road safety issues. This includes regular analysis of collision and casualty data to identify patterns in behaviour and outcomes. This feeds into our Road Safety education programme as well as instigating joint initiatives with the Police to address specific issues e.g. mobile phone use whilst driving and drink and drug awareness campaigns.

In addition to this, our road safety colleagues carry out their own regular internal analysis of data to identify high risk sites where improvements to the local infrastructure could potentially improve safety. Our Traffic Accident Investigating Officer also works reactively with the Police following serious collisions on the Highway with joint site meetings and regular communications to ensure that everything possible is done to ensure the safety of our roads.

The tables provided from our Road Safety team show a year by year comparison of both figures.

COLLISIONS

YEAR	FATAL	SERIOUS	SLIGHT	TOTAL
2016	2	157	620	779
2015	1	139	640	780
2014	2	146	644	792
2013	3	136	599	738
2012	5	147	637	789

CASUALTIES

YEAR	FATAL	SERIOUS	SLIGHT	TOTAL
2016	2	167	775	944
2015	1	151	834	986
2014	2	156	828	986
2013	3	142	763	908
2012	5	155	818	978

More information about road traffic safety can be found on the following webpage:

www.brighton-hove.gov.uk/road-safety-data

Brighton & Hove City Council's parking operation	2015/16	2016/17
On street parking spaces	31,291	31,450
Off street parking spaces	2,490	2490
Pay & Display only bays	1,032	1032
Permit only bays	17,607	17,607
Shared bays (permit and pay & display)	11,042	11,201
Disabled bays	722	722
Other bays	828	828

Removing, upgrading and replacing pay and display machines

On 30 January 2017 work started on removing, upgrading and replacing pay and display machines in Brighton and Hove as the council prepared for the introduction of the new 12-sided £1 coin.

Most parking machines in the city are being switched to pay-by-card as part of a £1.8m investment to improve machine reliability and cut down on theft.

As well as issuing tickets in the usual way, the new machines require drivers to key in their vehicle registration number. This makes enforcement easier and more efficient. In future, it could also pave the way for a new app to help drivers find vacant on street parking spaces in the city.

The Pay by Phone and PayPoint services continue to operate as normal.

Councillor Gill Mitchell, chair of the Environment, Transport and Sustainability committee said: “The introduction of the new £1 coin and the pressing need to replace our old on-street machines gave us an opportunity to introduce a better system. These changes will give us newer, more reliable and user-friendly machines, while maintaining the ability to pay in cash on street and at PayPoint outlets.” Official figures show 95 per cent the UK’s population has a bank card. The figure is likely to be higher among drivers because of their need to pay for vehicle tax and insurance. The Citywide Parking Review survey showed that paying by card was the most popular choice of payment type in the city.

There is **no** administration fee for card payments at machines

Effective partnership working with other departments within the council and with our contractors was essential for the project to work. Parking staff helped with the planning for this work, learning to use new software to plot utility positions in streets where removal and replacement work was to be carried out, providing vital information for the traffic staff.

Further information, including a ‘Frequently Asked Questions’ section, is available on our webpage <http://www.brighton-hove.gov.uk/content/parking-and-travel/parking/removing-upgrading-and-replacing-pay-and-display-machines>

You can read the council’s press statement here <https://www.brighton-hove.gov.uk/content/press-release/all-change-parking-team-prepares-new-%C2%A31-coinn>

Pay by Phone and Pay Point Service

As well as using the new on street machines to pay for parking, customers can also use PayByPhone or Pay Point.

Since its introduction in September 2013, we have seen a continuous growth in the use of the PayByPhone service in Brighton & Hove. 55% of parking transactions are now made using a mobile phone, and in 2016 / 17 more than 2 million transactions took place using PayByPhone

Help and Guidance for customers

PayByPhone has provided ways to help both new and existing customers. Customers can see a step by step guide on the PayByPhone website. Please see link below

<https://www.paybyphone.co.uk/how-it-works/parking>

Watch a YouTube video on how to pay for parking with PayByPhone. This can be viewed at

<https://www.youtube.com/watch?v=EB3X0iVlqh0>

PayByPhone has also introduced a new self-service support centre to help customers.

Customers can use this at support.paybyphone.co.uk

PayByPhone sent out an email survey to 7,500 customers who parked in Brighton and Hove and used PayByPhone in December 2016. They asked 3 questions which customers could score between 0-10 on each one, 10 being the highest rating.

The results of the questions are below

Question	How easy was it to register with PayByPhone?	How easy was it to use PayByPhone?	On a scale of 0 to 10, how likely are you to recommend using PayByPhone to a friend or colleague?
Average response	7.26/10	7.67/10	7.13/10

The latest survey, at the time of writing, shows an improvement in customer satisfaction.

The results of the questions are below

Question	How easy was it to register with PayByPhone?	How easy was it to use PayByPhone?	On a scale of 0 to 10, how likely are you to recommend using PayByPhone to a friend or colleague?
Average response	7.63/10	8/10	8/10

PayPoint outlets provide an alternative way to pay for parking including the opportunity to pay with cash. There is no surcharge and change can be given to customers.

There are now more than 150 shops in the city with PayPoint payment facilities.

Did you know ?

You don't need a PayByPhone account or mobile phone to use PayPoint.

Customers just need their vehicle registration and the location code to use PayPoint for paying for parking. Once this is done there is no need to return to their vehicle or display a ticket. Customers can also remotely top up their parking session at any PayPoint outlet again without having to return to their vehicle.

Shops which have PayPoint payment facilities have a sign which is denoted by two blue Ps on a yellow background.

You can search for your nearest PayPoint shop on the following website

<https://paypoint.com/en-gb>

Further information on both PayByPhone and PayPoint can be found on the following webpage

<http://www.brighton-hove.gov.uk/content/parking-and-travel/parking/paybyphone-parking>

New and proposed parking schemes

Following resident consultations, four new schemes are being introduced to alleviate parking issues in the city. There is also one new proposal.

As well as providing parking for residents, visitors and businesses we aim to address double parking, parking on pavements and on double yellow lines.

We want to improve

- Safety for pedestrians
- Traffic flow
- Access for emergency vehicles

New schemes

Hanover & Elm Grove

The council was receiving an increasing number of comments and complaints about a large amount of all day parking in the area. This was making it difficult for residents to park.

After consultation with residents and local businesses, 59.9 % of those who replied were in favour of a parking scheme.

At the Environment, Transport and Sustainability Committee, meeting on 14 March 2017, members decided to go ahead with a residents parking scheme.

You can find full information on this scheme and a link to the committee meeting on the following webpage:

<http://www.brighton-hove.gov.uk/content/parking-and-travel/parking/hanover-and-elm-grove-parking-scheme>

Craven Vale

Responding to an increasing number of comments and complaints about the high number of vehicles parking all day in the area, the council consulted with residents and local businesses 65.8 % of those who replied were in favour of a parking scheme.

On 14 March 2017, the Environment, Transport and Sustainability Committee members decided to go ahead with a residents' parking scheme.

You can find full information on this scheme and a link to the committee meeting on the following webpage:

<http://www.brighton-hove.gov.uk/content/parking-and-travel/parking/craven-vale-area-parking-consultation>

Balfour Road area

Responding to an increasing number of comments, and complaints, about the high number of commuters parking in the area, the council consulted with residents and local businesses. 66 % of those who replied were in favour of a parking scheme.

Councillors received a deputation in March 2016 at the Environment, Transport and Sustainability Committee calling for a scheme.

You can find full information on this scheme and a link to the committee meeting on the following webpage:

<http://www.brighton-hove.gov.uk/content/parking-and-travel/parking/balfour-road-area-parking-scheme>

Preston Village area

Responding to an increasing number of comments, and complaints, about the high number of commuters parking in the area, we asked residents and businesses in the Preston Village area if they would like a residents parking scheme.

53.1 % of those who replied were in favour of a parking scheme.

The results of the consultation were reported to the Environment, Transport and Sustainability Committee on Tuesday 17 January 2017

The Environment, Transport & Sustainability Committee members approved this scheme on 27 June 2017.

You can find full information on this scheme and a link to the committee meeting on the following webpage:

<https://www.brighton-hove.gov.uk/content/parking-and-travel/parking/preston-village-area-parking-scheme>

Proposed Schemes

West Hove parking consultation

The Council was receiving an increasing number of comments and complaints about the high number of vehicles parked all day in the West Hove area. We asked residents of the West Hove area about controlled parking proposals following the recent consultation in December 2016

A report was presented to the Environment, Transport and Sustainability committee meeting held on the 27 June 2017 where the scheme was approved to go to the Traffic Regulation Order Stage

You can find further details on this scheme and a link to the committee meeting on the following webpage:

<http://www.brighton-hove.gov.uk/westhove>

Signs and Lines Maintenance

The council's Parking Infrastructure team is responsible for the maintenance of existing signs and lines, both within and out of controlled parking zones, and for the installation of new signage and linage for new parking schemes.

The table below shows the Parking Infrastructure spending on lining and signing maintenance / works and Traffic Regulation Order costs by year.

2015/16	2016/17
£460,000.00	£468,000.00

Permits

We continue to improve our online permit service as well keeping traditional methods to ensure all our customers can obtain the permit they require.

The online facility now includes the following: -

- Resident permit renewal
- Traders permit renewal
- Business permit renewal
- Requesting a suspension
- Requesting visitor permits
- Applying for Blue Badges using the new national Blue Badge online application form

New online virtual permit system

The council is trialling a new online virtual permit system, removing the need to display a physical permit. Initially this will be available in the new parking schemes (please see chapter 4).

If successful, it will continue in those areas and could be introduced to other existing parking schemes. The council is investigating the possibility of introducing all permit types on to this new system towards the end of 2017 and start of 2018.

The benefits of this new system include:

- 24 hour access. Customers are able to purchase or renew virtual resident permit or buy new virtual visitor permits at any time
- Easy activation process
- More environmentally friendly and cost effective
- Removing the need to visit the Parking Permit Centre in Hove

Low emission vehicle discounts

The council encourages the use of low emission vehicles and offers a 50% discount on permits for people with low emission vehicles.

Low emission is defined as a vehicle (not a diesel vehicle) that produces 120g/km or less CO2 emissions. This needs to be verified by the production of the V5C document.

From 3 April 2017 Low emission Diesel vehicles do not qualify for a discount and are charged at the full permit price.

The table below shows the number of permits issued in the last three years

Permit Type	On issue as at 01/07/15	On issue as at 01/07/16	On issue as at 01/07/17
Business **	1,672	1,672	1,378
Car Club	112	120	113
Carer	230	250	246
Dispensation	557	533	543
Doctor	124	120	121
Electric Vehicle*	116	3	0
Resident (includes match day)	30,342	31,867	31,283
Professional Carer	2,203	2,287	2,177
Schools	215	271	234
Trader **	1,736	2,098	2,237

*Electric vehicles no longer need a permit to use charging points and therefore there is a decline in the permits issued

** Whilst there is a decline in business permits on issue there has been an increase in Trader permits on issue. Trader permits give great flexibility.

The chart below shows a comparison of the take up of resident permits for every parking zone over the last four years

Resident Parking Zone and Visitor Allowance	Resident Permits on issue as at 01/07/14	Resident Permits on issue as at 01/07/15	Resident Permits on issue as at 01/07/16	Resident Permits on issue as at 01/07/17
Preston Park*, A (50)	607	611	646	634
Coldean, B (25) +1	1166	1267	1497	1513
St James*, C (50)	1681	1743	1805	1826
Moulsecoomb, D (25) +1	1918	2510	2526	2540
Preston Park Station (Nth)*, E (50)	253	202	202	203
Fiveways, F (50)	n/a	n/a	849	892
Hollingbury Road, G (50)	n/a	n/a	102	100

Kempton*, H (50)	2467	2544	2498	2439
London Road*, J (50)	2262	3852	3962	3817
Brunswick, M (50)	1650	1659	1626	1559
Central Hove, N (50)	4478	4619	4490	4352
Goldsmid, O (50)	2037	2128	2189	2143
Prestonville, Q (50)	1013	1048	1090	1053
Westbourne, R (50)	3384	3572	3677	3611
Hove Park, T (50)	340	341	356	357
St Luke's*, U (50)	265	339	412	382
Wish Ward, W (50)	756	1009	1032	1029
North Central, Y (25)	1750	1748	1786	1741
South Central, Z (25)	1150	1150	1122	1092
Total	27177	30342	31867	31283

The chart below shows a comparison of residents on the waiting list for every parking zone over the last four years

Resident Parking Zone	Number of people on waiting list at 01/07/14	Number of people on waiting list at 01/07/15	Number of people on waiting list at 01/07/16	Number of people on waiting list at 01/07/16
Preston Park*, A	0	0	0	0
Coldean, B	n/a	n/a	0	0
St James*, C)	0	0	0	0
Moulsecoomb, D	n/a	n/a	0	0
Preston Park Station (Nth)*, E	n/a	n/a	0	0
Fiveways, F	n/a	n/a	26	0
Hollingbury Road, G	n/a	n/a	0	0
Kempton*, H	0	0	0	0

London Road*, J	0	0	0	0
Brunswick, M	193	179	272	103
Central Hove, N	0	0	62	0
Goldsmid, O	0	0	0	0
Prestonville, Q	0	0	0	0
Westbourne, R	0	0	0	0
Hove Park, T	0	0	0	0
St Luke's*, U (50	0	0	0	0
Wish Ward, W	0	0	0	0
North Central, Y	112	168	134	144
South Central, Z	166	89	159	227
Total	646	394	506	474

From August 2017 there is currently no waiting list in zones N and M. It is the first time in over ten years that zone M has not had a waiting list.

We archived this by changing pay and display bays on the Hove seafront, which were under used, to shared use permit and pay and display bays.

Tackling Permit Fraud

There is a high demand from residents and businesses for parking in the city and some parking zones have waiting lists.

To try to minimise the need for waiting lists and to make it easier to find a parking space, the Council is constantly improving the audit checks to detect fraud in the permit system and ensure that parking permits are held only by those people who are entitled to them.

The offence of fraud happens when a person uses or obtains, or attempts to use or obtain, any type of parking permit to which that person is not entitled. For example fraud can include:

- Someone using a permit after that person has moved from the address for which the permit was issued
- Using a Professional Carers Badge when not working as required by the conditions of use applicable to that badge
- A permit application form or proofs being completed with incorrect or incomplete information which may result in a permit being issued to a person where had the full and correct information been supplied, the permit would not have been issued
- Permits being amended, altered, or copied.

As a result of the increased auditing of the permit process, permits have been recalled, cancelled and permit applications refused.

The council also participates in the Central Government National Fraud Initiative aimed at detecting, reporting and preventing fraud against local and central government.

The Council has further planned enhancements to the checking processes and fraud detection systems which will further tackle the problem of permit fraud.

It is an offence to give false or misleading information when applying for a parking permit for which a person could face a maximum fine of £5,000 and/or imprisonment. This applies whether the application is made online or on paper.

The council has a zero tolerance policy on fraud and may prosecute any person found having a permit to which that person is not entitled.

You can find out more about reporting fraud to the council on the following webpage

<https://www.brighton-hove.gov.uk/content/council-and-democracy/report-fraud-against-council>

Blue badge

The blue badge scheme is a national scheme which helps disabled people by allowing them to park close to their destination. The scheme is open to disabled people who meet the criteria whether they use a car as a passenger or driver. A disabled person does not need to own a car or have a driving license to apply.

Blue Badge applications and assessments

Applications for Blue Badges have increased from the previous year and fewer applications were refused.

The blue badge team is able to use independent Mobility Assessors. The assessors have a full understanding of the Blue Badge scheme and the qualifying factors. The Mobility Assessors will make a recommendation to the Local Authority against the eligibility criteria for a Blue Badge as to whether the application should be approved or declined. The final decision to issue a Blue Badge remains with the Local Authority.

If an applicant is not automatically eligible for a Blue Badge they may be eligible subject to further assessment.

Full details of the tasks carried out by the team can be seen in the table below.

TASK	PER YEAR
Applications processed	4992
Badges issued	4469
Organisational	64
Replaced	153
Stolen	3
Refused	453
Cancelled deceased	1058
Appeals	105
Desk assessment	3283

Operation Blue Bird: *Tacking blue badge misuse*

The council has a zero tolerance policy on fraud and is committed to stopping blue badge misuse. Brighton & Hove City Council is working in joint partnership with East Sussex County Council and Sussex Police to tackle Blue Badge misuse

Misuse of a Blue Badge by someone who is not disabled is an offence under section 117 of the Road Traffic Act 1984. Blue Badge offenders can be prosecuted and receive a fine of up to £1,000. There may also be a penalty charge imposed for any parking offence that has been committed. When blue badges are misused, genuine blue badge holders may be unable to park closely to their destination and either struggle, which can impact their health, or abandon the trip entirely. Blue Badge misuse stops disabled people being able to access services. It also means that councils have less money to spend on services such as transport and travel related projects like concessionary travel.

Dedicated Blue Badge Investigators have been employed and action days have taken place with Sussex Police.

From November 2015 the following action has taken place

Prosecuted	131
Retained	772
Community resolution	368
Destroyed as misused	354
Warning	324

when it is not appropriate to issue a warning or prosecute, Blue Badge misuse offenders are required to attend a Community Resolution Order.

368 people have completed a Community Resolution Order and only three individuals have re-offended and since been prosecuted.

Community Resolution Orders are run in collaboration with Sussex Police and designed to educate offenders on how Blue Badge misuse, through lack of understanding or for the benefit of parking concessions, impacts genuine Blue Badge holders.

Attendees watch a short film where three residents with disabilities explain what having a Blue Badge means to them, how it enhances their quality of life and enables them to be independent by attending activities, appointments and completing errands.

You can see this film on the website linked to below:

<https://tacklingbluebadgemisuse.wordpress.com/community-resolution-video/>

You can read our blog about tackling Blue Badge misuse on the website linked below:

<https://tacklingbluebadgemisuse.wordpress.com/>

Attendees are required to pay a £40 Attendance Fee in advance and provide identification on arrival. After the film there is a short test to complete before they are dismissed to ensure applicants have absorbed the information.

A Community Resolution Order has a high probability it will show up on an enhanced Disclosure & Barring Service security check (DBS) so it could be considered by prospective employers and influence whether they consider the applicant is of good character and offered a position within their company.

On street parking enforcement

Enforcement Overview

NSL holds the on street parking contract with Brighton & Hove City Council.

The company has worked in close partnership with the council since 2001 to ensure that the right level of Civil Enforcement Officers (CEOs) are deployed across the city at the right times.

Most CEOs are deployed by bus, on foot and by cycle. Cycles allow CEOs to move around the city easily and reach the outer areas of parking schemes quicker.

Enforcement is also required outside of the parking schemes for restrictions such as Bus stops, school keep clears and double yellow lines. CEOs are deployed by scooter and car to patrol these areas.

As well as enforcing parking restrictions, CEOs provide a uniformed presence on-street. They provide advice on parking and assist the public in general enquiries.

Vehicle Relocations

Vehicles can be relocated for certain parking offences to ensure the safety of other road users and pedestrians and to ensure certain essential bays such as disabled or suspended bays are kept free for those that need them.

Reporting Parking Problems

Illegal parking can have a significant impact on travel around the city as well as to residents and businesses. Reporting parking problems allows us to better direct enforcement to where it is needed most.

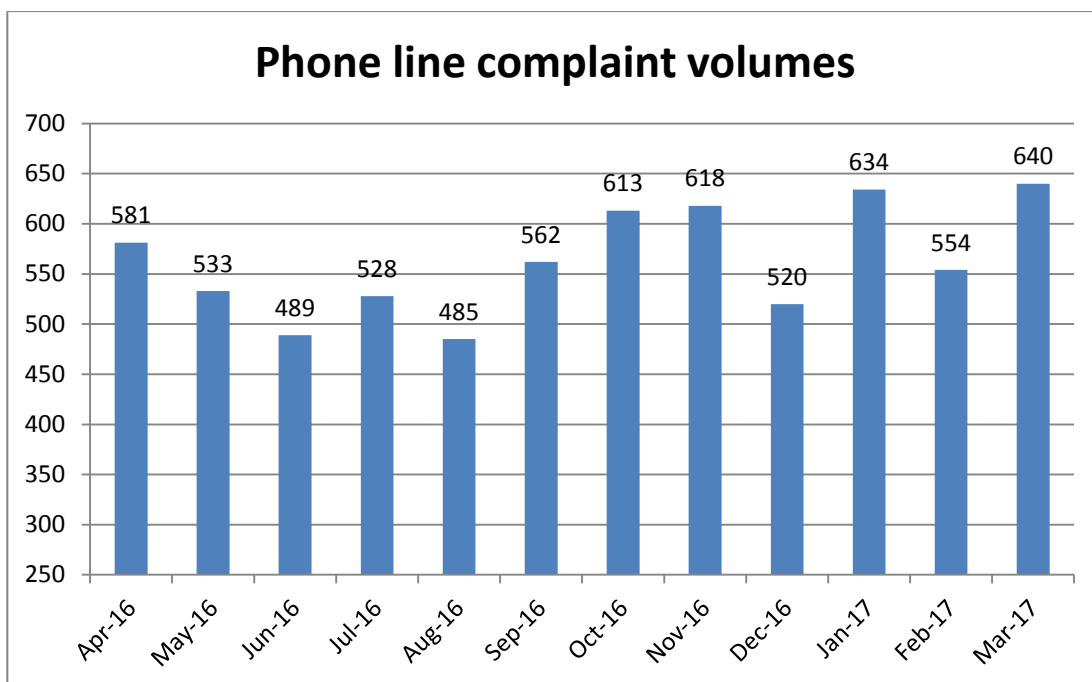
There are two ways to report a parking problem:

1. By Telephone

The public can call 0345 603 5469 (option 2): This line is an answer machine service dedicated to complaints that need to be attended quickly. Between 9am and 8pm, complaints will be attended to within 1 hour wherever possible.

In 2016/17, a total of 6757 complaints were dealt with through the phone line – a significant increase of 1739 against 2015/16. We have used social media to promote the telephone line to the public. Knowing when and where enforcement is required allows us to provide an effective enforcement service.

The majority of complaints consistently relate to vehicles outside of the parking schemes on double yellow lines.

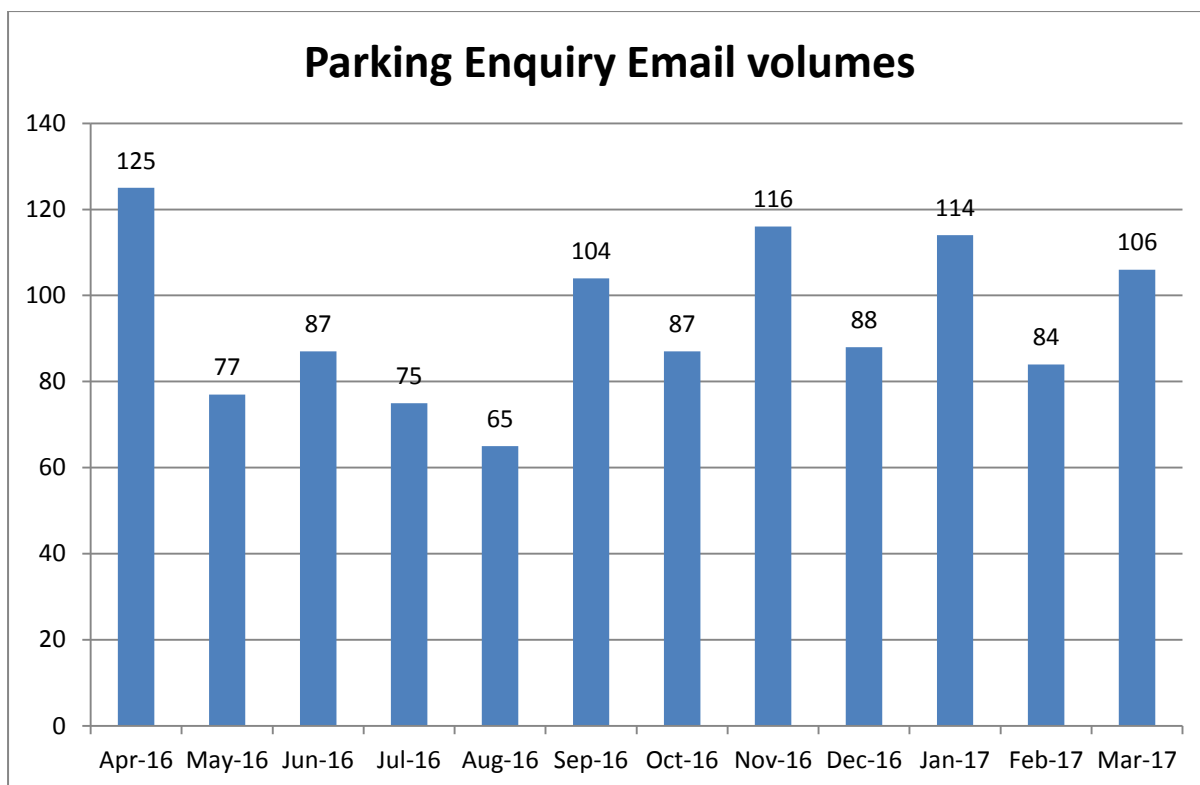


2. Online

The public can report parking problems online at

www.brighton-hove.gov.uk/content/parking-and-travel/parking/reporting-a-vehicle-parked-where-it-should-not-be

For any parking complaints that do not require a response within an hour, the public can send details via the website. NSL will respond to your complaint and for on-going issues can put in place an enforcement plan to help the resolve the problem. In 2016-17 we received 1128 complaints.



Suspensions & Events

Brighton & Hove plays host to a wide variety of events throughout the year, and enforcement is vital to ensure that events are able to take place, main routes in the city are kept as clear as possible and travel disruption is kept to a minimum.

Most suspensions are for residents, roadworks, house removals and building works.

NSL has many years of experience in managing suspensions and works closely with the council to ensure that requests are processed efficiently and that only the necessary number of bays are used.

In 2016-17, we processed 2397 suspensions – an increase of 411 against the previous year which was largely due to the Pay & Display machine upgrade and replacement project. (please see Chapter 2)

We aim to reduce the impact that suspensions may have on residents in the area. Although this is not a legal requirement, if a vehicle in a suspended bay has a resident's permit, the CEOs will attempt to contact the permit holder by telephone to see if they can move the vehicle. This avoids issuing a PCN and relocating the vehicle.

We encourage residents to ensure we have up to date contact details for them so that wherever possible we contact them.

The future of Enforcement

Advances in technology will play a big part in the future of parking enforcement and digitalised parking data is key to this. With the increased use of PayByPhone, the introduction of an online Permit system and upgrades to the pay and display machines, Brighton & Hove is now in a position to utilise this data with new technology to enforce more efficiently and improve the service provided.

Achieving the right blend of traditional enforcement and technology is crucial, and there are a number of options that NSL is investigating:

Automatic Number Plate Recognition (ANPR)

A trial of ANPR vehicles has previously been conducted in the city. The ANPR vehicles are fitted with cameras that can scan a vehicle's number plate as it travels through a street. The in-built computer can instantly check against PayByPhone, Permit and Pay & Display data to identify vehicles that are not listed. The vehicle does not issue PCN's but instead will alert the nearest CEO who can then attend the location and take appropriate action.

Handheld Computers (HHCs)

Smart phone technology opens up a range of options that can be applied to the HHCs used by the CEOs for their daily duties.

In addition to issuing PCNs, the HHCs can be set-up with applications to assist the public on-street such as maps to help direct people, links to various websites and a reporting tool through which the CEO can directly report problems such as graffiti to the relevant council department.

New HHC technology will also be crucial as more services become digitalised.

As the CPZ increases and technology develops, it is vital that the service adapts to this. NSL works closely with the council to ensure the enforcement plan in place is as effective as possible.

Bus Lane Enforcement

Bus lane enforcement is vital to keep the flow of traffic throughout the city.

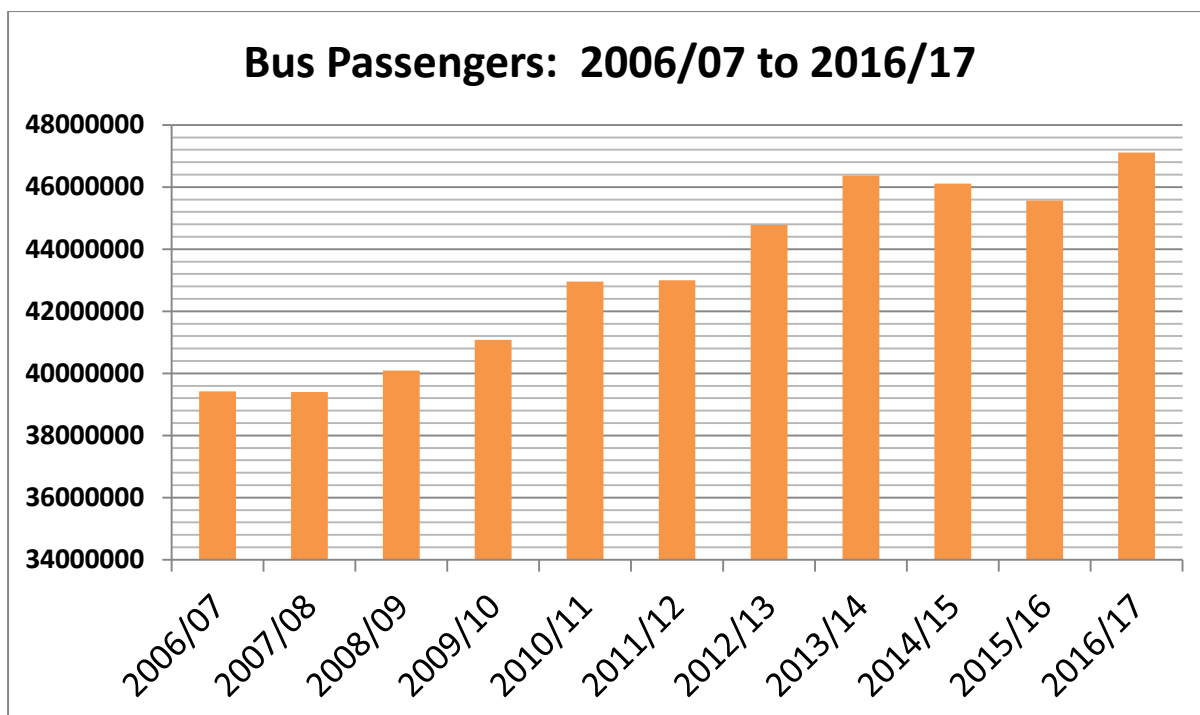
Department of Transport statistics show Brighton & Hove to have the highest number of bus journeys made per head of population outside of London.

Overall in the last 11 years there has been a large overall increase in the number of bus passengers.

The table and graph below show the number of passengers over 11 years

Year	Bus Passengers	Increase from previous year	% Increase from previous year
2006/07	39415656	3022656	-
2007/08	39399896	-15760	0.04
2008/09	40093630	693734	1.8
2009/10	41083135	944505	2.4
2010/11	42954168	1916033	4.7
2011/12	43002325	48157	0.1
2012/13	44779699	1777374	4.1
2013/14	46373095	1593396	3.6
2014/15	46112322	-260773	-0.6
2015/16	45567782	-544540	-1.2
2016/17	47114343	1546561	3.4

Between 2006/07 to 2016/17 there has been a 19.5 % increase in the number of passengers.



Compliance with the bus lanes in the city is generally good and the number of penalty charge notices has dropped which shows the effectiveness of CCTV enforcement.

The table below shows bus lane Penalty Charge Notices issued by month:

Month	2014/15	2015/16	2016/17
April	636	2957	1040
May	367	2264	1078
June	639	1129	987
July	558	1569	971
Aug	554	1590	447
Sept	483	1180	836
Oct	415	1148	1014
Nov	391	1039	385
Dec	264	1050	719
Jan	282	941	543
Feb	319	883	343
March	634	972	495
Total	5542	16722	8858

Bus Lane Enforcement in the city forms part of a wide ranging programme of measures to improve the reliability and punctuality of public transport and provide extra space for cyclists. This in turn encourages more people to switch from the car to other forms of transport, reducing congestion and air pollution.

Enforcement also adds to environmental objectives by promoting and encouraging greater use of public transport as a more sustainable alternative to private car use. It also assists the Council in meeting strategic objectives such as improving air quality and reducing vehicle emissions as set out in the Corporate Plan, the Sustainable Community Strategy and the Local Transport Plan.

Challenges, representations & appeals

Email & Online Appeals

Email & Online appeals have been popular, with the majority of challenges and representations being submitted this way.

In 2016/17 the council received 26,692 challenges and representations by email or online, which is 59.6% of all challenges and representations submitted.

The Council continues to look at its online service, working to ensure an efficient and effective way of dealing with appeals.

The table below shows the number received by each method of appealing to the council.

2016/17	
	Number received
Online	22625
Email	4067
Postal	18066

The table below shows the number of challenges and representations made to the council

2016/17	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
Incoming appeals to the council	4263	4231	3897	3792	3769	3777	3644	3680	3748	3751	3048	3158	44758

The table below shows the percentage of challenges and representations cancelled or upheld by the council

2016/17	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	AVERAGE
PCNs Cancelled %	28%	30%	37%	40%	36%	32%	31%	44%	30%	31%	17%	27%	32%
Upheld %	72%	70%	63%	60%	64%	68%	69%	56%	70%	69%	83%	73%	68%

Appeals at adjudication

The Traffic Penalty Tribunal considers appeals against penalties issued for parking, bus lane and moving traffic contraventions in England (outside London) and Wales

The introduction of an online service for Traffic Penalty Appeals has offered both parties greater transparency with ease of access to submitted evidence such as photographs and films. Both the council and appellant can submit and view this type of evidence.

The table below shows the results of cases taken to the Traffic Penalty Tribunal for an Independent Adjudicators to consider the appeal.

2016/17	
Traffic Penalty Tribunal	
Council lost	31%
Council won	30%
Not Contested by the council (PCN Cancelled) *	39%

*The council generally does not contest an appeal when evidence is presented, that shows grounds for cancelation, that was not available previously or when there is substantiation of mitigating circumstances or technical difficulties

Penalty charge notices (PCN) issued

The table below shows the number of PCNs (except bus lane) issued by month.

2016/17			
Month	PCN issued on street / in car park	PCN issued by CCTV	Total
Apr-16	11011	69	11080
May-16	11368	69	11437
Jun-16	9762	83	9845
Jul-16	10555	58	10613
Aug-16	10642	45	10687
Sep-16	9823	76	9899
Oct-16	11090	72	11162
Nov-16	10417	41	10458
Dec-16	10171	25	10196
Jan-17	10271	39	10310
Feb-17	8432	41	8473
Mar-17	9868	41	9909
Totals	123410	659	124069

The table below shows the number bus lane PCNs issued by month

Month	2014/15	2015/16	2016/17
April	636	2957	1040
May	367	2264	1078
June	639	1129	987
July	558	1569	971
Aug	554	1590	447
Sept	483	1180	836
Oct	415	1148	1014
Nov	391	1039	385
Dec	264	1050	719
Jan	282	941	543
Feb	319	883	343
March	634	972	495
Total	5542	16722	8858

The table below shows the number of penalty charge notices (PCN) issued in the last three years

	2014-15			2015-16			2016-17		
	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 PCN	193	84,452	84,645	127	86,008	86,135	173	86,303	86,476
Number of lower level PCN	2,305	35,787	38,092	2,204	35,217	37,421	2,214	35,379	37,593
Total number of PCN's issued	2,498	120,239	122,737	2,331	121,225	123,556	2,387	121,682	124,069

Bicycle parking and bike share scheme

Bicycle parking

Parking is not just about motor vehicles, the council is committed to increasing the amount of Cycle Parking available to use on the city's streets. Cycle parking facilities are installed on the footway or where there is limited space on the road. The council has been installing pedal cycle parking places since 2007.

Parking and Transport Planning staff have worked together to consult on and install Pedal Cycle Parking Places in new Controlled Parking Zone areas where demand and justification is clear.

In 2016/17 an extra 90 cycle parking spaces were installed raising the number of cycling spaces to nearly 700 since the council began installing Pedal Cycle Parking Places.

The annual cycle parking budget in 2016/17 was carried forward to 2017/18 to support the cycle parking needed.

Did you know?

You can make a request for cycle parking

You can find more about making a request for cycle parking and get more information on cycle parking and other cycle facilities on the following webpage

<https://www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/cycling>

We welcome comments on cycling in the city.

If you'd like to get in touch with your views please email

transport.projects@brighton-hove.gov.uk.

Bike Share

The council has awarded a three year contract to run the city's new bike share scheme to UK owned operator Hourbike.

The bike sharing scheme was launched on 1 September 2017. There are 450 Social Bicycles, also known as SoBi smartbikes, available for hire in central Brighton & Hove stretching along Lewes Road towards Brighton University and the University of Sussex.

We have installed 50 bike share hubs and docking stations around the city for the SoBi smartbikes to be parked at.

Hiring a bike for one hour costs £1.80, charged at 3p per minute, or £72 per year. The annual cost includes one hour of bike use every day.

Funding

The total capital cost of the scheme is £1.45 million.

An award of £1.16 million has been granted by the Coast to Capital (C2C) Local Enterprise Partnership (LEP) with match funding of £290,000 from Brighton & Hove City Council.

Further information is available on the following webpage

<https://www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/brighton-hoves-bike-share-scheme>

You can see our Frequently Asked Questions section on the following webpage

<https://www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/brighton-bike-share-faqs>

Parking and Road safety:

Working together to improve safety for school travel

We continue to work in partnership with our colleagues in the council's road safety team especially those in the school travel team.

School enforcement patrol

We have a school enforcement patrol attended by Civil enforcement officers. The school enforcement patrol is there to ensure that the school keep clear lines and restrictions are clear of traffic.

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.

School travel team Road safety

The school travel team staff works with schools on school travel plans and encourages families to choose safer, more active and sustainable travel options. They also aim to reduce road traffic, ease congestion and reduce carbon emissions on routes to schools.

The team is aware of the anti-social parking issues and supports action to tackle this.

Together we have encouraged the use of A-Board parking signs at schools carrying the message:

“ THINK ! Parking here could endanger a child's life “

Banners have also gone up at schools with the message

“School Keep Clear No stopping , No excuses “

The school travel team has produced leaflets to promote road safety and a webpage offering advice to parents and school staff.

This webpage can be accessed via the link below:

www.brighton-hove.gov.uk/school-parking-advice

Off Street Car Parks

Improvements

In 2016/17 we have continued to improve our car parks. In the barrier car parks all our machines have credit / debit card chip and pin, and have been updated to include contactless payments. In our non-barrier car parks, new cash and card machines which can take contactless payments have been installed.

We have upgraded the gates and barriers in all off-street car parks and moved electrical equipment inside the car park making them more weather proof and much more reliable, and we have installed extensive protection measures on all Pay and Display machines to prevent thefts.

We have extended our electrical power points for electric vehicles in barrier car parks to 18 points over the four car parks.

Electric boards throughout the city give real time information on how full the car parks are.

At Regency Square car park, the under road tunnel has now been reopened allowing pedestrians direct access from the car park to the seafront.

Safer Parking Award

Four of our cars parks, The Lanes, Regency Square, Trafalgar Street and London Road have again achieved the 'Park Mark' safer parking award. This is tested independently once every three years.

The Lanes car park is ideally situated for those wanting to go shopping, enjoy the beach, see the Royal Pavilion or visit other local attractions.

Regency Square is located just across from the i360 - ideally situated for visitors to this attraction

Trafalgar Street car park is close to Brighton's North Laine area, which contains shops, cafes, bars and entertainment venues. It's also near to the city's Jubilee Library.

London Road car park is perfectly situated for accessing the shops on London Road and is close to the North Laine and the Duke of York's Picture house.

You can find out more about our car parks on the following webpage

<http://www.brighton-hove.gov.uk/content/parking-and-travel/parking/car-parks>

Financial Information

The surplus from on-street parking for 2016/17 is £13,686,652 up from £12,699,039 in 2015/17.

The increase reflects the introduction of Area F (Fiveways) and Area G (Hollingbury Road and Ditchling Gardens) parking schemes. The surplus is the actual figure Brighton & Hove has left after direct costs of enforcement, administration, maintaining parking machines, and reviewing or introducing new schemes have been taken into account.

The majority of the parking surplus is spent on providing free bus passes for older and disabled people, which the council has a legal duty to provide. Money is also invested back into supporting bus services and other transport projects. You can read more about this and see detailed information in Chapter 14: How we invest the income.

Parking charges are set to manage the parking spaces available in the city. The charges may need to be set at a level that has the desired effect of rationing the availability of on-street parking to encourage the use of off-street parking. This in turn helps improve air quality and ease congestion in busy hotspots. Higher charges in the city centre help manage limited space and encourage people to consider areas where there is greater capacity and lower charges.

The City of Brighton and Hove is a busy and densely populated place and a popular tourist destination. There is an enormous demand for parking and parking controls are essential to keep traffic moving and allow access for residents, businesses and 8 million annual visitors. A surplus has been generated from parking income because the parking charges reflect the need to manage the traffic and parking demands.

Fees and charges are reviewed annually to make sure they cover the cost of services and provide value for money. Fees and charges are set by the Council's Environment, Transport & Sustainability committee and the council has a discretion to set charges to reflect its parking policies.

Read about the [Council committee meeting to approve these changes](#)

More penalty charge notices were issued in 2016/17, though penalty charge notices issued for bus lane contraventions fell from 16,722 in 2015/16 to 8,858 in 2016/17. Compliance with the bus lanes in the city is generally good and the number of penalty charger notices has dropped due to this.

The surplus from off-street parking has risen to £2,869,184.26 (2016/17) from £2,666,337.75 million (2015/16), mainly as a result of increased revenue from The Lanes, Trafalgar Street, London Road and Regency Square car parks. All four have again been

awarded the 'Park Mark' award for safer parking, making them more attractive and safer to visit.

Income by source	2013/14 (£)	2014/15 (£)	2015/16 (£)	2016/17 (£)
On-Street Parking Charges*	9,185,951	8,439,569	9,693,532	10,322,387
Parking Permit Income	5,727,231	6,197,869	6,887,014	7,756,631
Penalty Charge Notices (inclusive of bad debt provision)**	3,658,701	2,052,477	3,777,375	3,808,257
Other Income	61,340	56,836	38,886	47,261
Total	18,633,223	16,746,751	20,396,807	21,934,537

Direct cost of Civil Parking Enforcement	2013/14 (£)	2014/15 (£)	2015/16 (£)	2016/17 (£)
Enforcement	3,282,153	3,190,050	3,266,962	3,254,654
Admin, appeals, debt recovery & maintenance	2,359,015	3,019,787	3,024,286	3,579,224
Scheme review / new schemes	865,846	849,639	805,588	799,690
Capital Charges	647,814	518,215	600,932	614,317
Total	7,154,828	7,577,691	7,697,768	8,247,885

Surplus after direct Costs	11,478,395	9,169,059	12,699,039	13,686,652
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To find out how the surplus is used please see **How we invest the Income** chapter 14

Off-Street Parking

Car park	Expenditure	Income	Net Income / (Expenditure)
Carlton Hill Car Park*	900	0	-900
High Street Car Park	62,025.80	88,153.63	26,127.83
London Road Car Park	418,937.95	713,761.97	294,824.02
Oxford Court Car Park	20,362.69	54,432.19	34,069.50
Regency Square Car Park	780,400.50	1,313,240.42	532,839.92
The Lanes Car Park	974,248.60	1,842,055.55	867,806.95
Trafalgar Street Car Park	709,771.34	1,234,923.94	525,152.60
Other Off-Street Parking	81,247.70	670,511.15	589,263.45
Sum:	3,047,894.59	5,917,078.85	2,869,184.26

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

**Carlton Hill car park has now closed permanently to make way for the new Circus Street redevelopment. The £900 expenditure was for insurance and support service charges during the construction period.*

Leased Car Parks	130,822.00	418,128.65	287,306.65
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The table below shows the total figures for off street parking over the last four years

	Expenditure	Income	Net Income / (Expenditure)
2013/14	3,063,438	5,343,268	2,279,829
2014/15	3,111,456.00	5,396,012.00	2,284,555.00
2015/16	3,036,92.52	5,703,130.27	2,666,337.75
2016/17	3,047,894.59	5,917,078.85	2,869,184.26

How we invest the income

Any surplus made thorough parking fees and charges has to be invested into transport and highways. This is a legal requirement

In 2016/17 after direct costs there was a surplus of £13,686,652. The table below shows a year on year comparisons of how we invested the income back into transport and highways.

Funding for other transport and highways related projects supported by CPE income	£ 2013/14	2014/15 (£)	2015/16 (£)	2016/17 (£)
Supported bus services	1,159,434	1,200,302	1,029,917	908,278
Other Public transport services	256,571	203,325	145,516	155,778
Concessionary fares	10,217,230	10,542,672	10,752,591	10,929,562
Capital investment borrowing costs	3,029,319	2,914,638	2,775,202	2,676,729
Total	14,662,554	14,860,936	14,703,225	14,670,347

Supported bus services

The council supports some bus routes through subsidising the costs of running the services. In financial year 2016/17 the council spent £908,278.00 on supporting bus services.

You can find out more about supported bus services on the following webpage:

<https://www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/public-transport-news-0>

Concessionary Bus Fares

The majority of the surplus is spent on providing free bus travel for both elderly and disabled citizens.

We spent £10,929,562.00 in financial year 2016/17

You can find out more about concessionary travel on the following webpages:

Older Person's bus pass webpage

<http://www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/older-persons-bus-pass>

Disabled Person's bus pass webpage

<http://www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/disabled-persons-bus-pass>

Local Transport Plan Costs:

The Local Transport Plan since 2011-12 has been 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.

Capital investment borrowing costs of £ 2,676,729 relate to previous years Local Transport Plan schemes since 2001. The money spent on borrowing costs has continued to fall each year

Each year a report is presented to the Environment Transport and Sustainability 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
- Chatham Place rail bridge support
- Bear Road retaining wall
- Dyke Road Drive retaining wall
- Marine Parade retaining wall
- Footways maintenance 2011-12

Parking charges for off street and other areas operated by Brighton & Hove		
PARKING FEES & CHARGES		
	2015-16	2016-17
	Charge	Charge
	£	£
Car parks		
Black Rock		
1 hour	1	1
2 hours	2	2
3 hours	3.2	4
4 hours	4.2	5
9 hours	5.2	6
High Street		
2 hours	4.2	4.2
4 hours	8.4	8.4
9 hours	11	11
24 hours	18.2	18.2
Quarterly season ticket	780	780
Annual season ticket	2,080.00	2080
King Alfred		
1 hour	1.6	1.6
2 hours	2	2
3 hours	2.6	3
4 hours	3.2	4
Rottingdean Marine Cliffs		
1 hour	1	1
2 hours	1.6	2
11 hours	2.6	3
Quarterly season ticket	52	52
Norton Road		
1 hour	1	1
2 hours	2	2
4 hours	3.2	3.2
5 hours	4.2	4.2
9 hours	4.6	5
12 hours	5.2	6
Annual Season Ticket	780	780
Oxford Court		
2 hours	4.2	3
4 hours	8.4	8
9 hours	11	10

24 hours	18.2	18
Annual season ticket	780	780
Rottingdean West Street		
1 hour	1	1
2 hours	1.6	2
3 hours	2.6	3
The Lanes		
1 hour	2	2
2 hours	5	6
4 hours	13	13
9 hours	20	20
24 hours	23	25
Lost ticket	23	25
Weekend - 1 hour	4	4
Weekend - 2 hours	8	8
Weekend - 4 hours	15	15
Weekend - 9 hours	20	20
Weekend - 24 hours / Lost ticket	25	25
Evenings 18.00 – 24.00	4.5	4.5
Night 24.00 – 11.00	5	5
Annual season ticket	2,500.00	2500
Reduced Charge Annual Season ticket - Residents permit waiting list 16.00-11.00 Mon-Fri (Zone Z only)	1,500.00	1500
London Road		
1 hour	1	1
2 hours	3.2	3
4 hours	5.2	5
9 hours	8.4	8
24 hours	15.6	15
Lost ticket	15.6	15
Saturday - 1 hour	2	2
Saturday - 2 hours	4.2	4
Saturday - 4 hours	6.2	6
Saturday - 9 hours	8.4	8
Saturday - 24 hours	18.2	17.5
Saturday - Lost ticket	18.2	17.5
Evenings 1800 - 2400	4.5	4.5
Night 24.00 – 11.00	5	5
Lost ticket administration fee	5	5
Weekly	53.6	55
Annual season ticket	1,040.00	1040
Annual season ticket - Reduced Rate for Area Y permit holders and businesses of New England House, City Point or One Brighton	780	780

Reduced charge Annual season ticket - Residents permit waiting list (Zone Y) 16.00-11.00 Mon-Fri	416	416
Regency Square		
1 hour	2	2
2 hours	4	4
4 hours	7	8
9 hours	11	12
24 hours / Lost ticket	16	18
Evenings 1800 - 2400	4.5	4.5
Night 24.00 – 11.00	5	5
Lost Ticket Administration fee	5	5
Weekly season ticket	60	60
Quarterly season ticket	300	300
Annual season ticket	1,000.00	1000
Commercial season ticket annual	1,200.00	1200
Reduced Annual Season ticket - Residents permit waiting list 16.00-11.00 Mon-Fri (Zone M)	750	750
Trafalgar Street		
1 hour	2	2
2 hours	4	4
4 hours	7	8
6 hours	9	9
9 hours	11	12
24 hours / Lost ticket	16	16
Weekend - 1 hour	2.5	2.5
Weekend - 2 hours	4.5	4.5
Weekend - 4 hours	7.5	8
Weekend - 6 hours	9.5	9.5
Weekend - 9 hours	12	12
Weekend - 24 hours / Lost ticket	17.5	17.5
Evenings 1800 - 2400	4.5	4.5
Night 24.00 – 11.00	5	5
Lost Ticket Administration fee	5	5
Quarterly season ticket	400	400
Annual season ticket	1,200.00	1200
Reduced Annual Season Ticket - Residents permit waiting list (Zone Y) 16.00-11.00 Mon-Fri	750	750
On-street (Pay & Display)		
TARIFF ZONE 1		
Zone Y - Central Brighton North		
1 hour	3.6	3.6
2 hours	6.2	6.2
4 hours	10.4	10.4
Zone Z - Central Brighton South		
1 hour	3.6	3.6

2 hours	6.2	6.2
4 hours	10.4	10.4
TARIFF ZONE 2		
Zone Y - Central Brighton North [Cheapside & The Level]		
1 hour	2	2
2 hours	4.2	4
4 hours	6.2	6.2
TARIFF ZONE 3		
Zone M		
1 hour	1	2
2 hours	2	3
4 hours	3.2	4
TARIFF ZONE 4		
Zone A - Preston Park Station		
1 hour	1	1
2 hours	2	2
4 hours	3.2	4
11 hours	5.2	5
Zone C - Queen's Park		
1 hour	1	1
2 hours	2	2
4 hours	3.2	4
11 hours	5.2	5.2
Zone E - Preston Park Station North		
1 hour	1	1
2 hours	2	2
4 hours	3.2	4
11 hours	5.2	5.2
Zone F - Fiveways		
1 hour	1	1
2 hours	2	2
4 hours	3.2	4
11 hours	5.2	5.2
Zone G - Hollingbury Road & Ditchling Gardens		
1 hour	1	1
2 hours	2	2
4 hours	3.2	4
11 hours	5.2	5.2
Zone H - Kemp Town		
1 hour	1	1
2 hours	2	2
4 hours	3.2	4
11 hours	5.2	5.2
Zone J - London Road Station		

1 hour	1	1
2 hours	2	2
4 hours	3.2	4
11 hours	5.2	5.2
Zone N - Central Hove		
1 hour	1	1
2 hours	2	2
4 hours	3.2	4
11 hours	5.2	5.2
Zone O - Goldsmid		
1 hour	1	1
2 hours	2	2
4 hours	3.2	4
11 hours	5.2	5.2
Zone Q - Prestonville		
1 hour	1	1
2 hours	2	2
4 hours	3.2	4
11 hours	5.2	5.2
Zone R - Westbourne		
1 hour	1	1
2 hours	2	2
4 hours	3.2	4
11 hours	5.2	
Zone T - Hove Station Area		
1 hour	1	1
2 hours	2	2
4 hours	3.2	4
11 hours	5.2	5.2
Zone W - Westbourne West / Wish park		
1 hour	1	1
2 hours	2	2
4 hours	3.2	4
11 hours	5.2	5.2
Seafront (Pay & Display)		
TARIFF ZONE 1		
Seafront Inner - Madeira Drive (1 Mar - 31 Oct) [West of Madeira Lift]		
1 hour	3.2	3.2
2 hours	5.2	6
4 hours	10.4	11
11 hours	15.6	16
Seafront Inner - Marine Parade [West of Burlington Street]		

1 hour	3.2	3.2
2 hours	5.2	6
4 hours	10.4	11
11 hours	15.6	16
Seafront Inner - King's Road		
1 hour	3.2	3.2
2 hours	5.2	6
4 hours	10.4	11
11 hours	15.6	16
TARIFF ZONE 2		
Seafront Inner - Kingsway [East of Fourth Avenue]		
1 hour	2	2
2 hours	4.2	4.2
4 hours	6.2	6.2
11 hours	10.4	10.4
Seafront Inner - New Steine		
1 hour	2	2
2 hours	4.2	4.2
4 hours	6.2	6.2
11 hours	10.4	10.4
TARIFF ZONE 3		
Seafront Outer - Madeira Drive [East of Madeira Lift]		
1 hour	1	1
2 hours	2	2
4 hours	4.2	4.2
11 hours	7.2	7.2
Seafront Inner - Madeira Drive (1 Nov - 28/29 Feb) [West of Madeira Lift]		
1 hour	1	1
2 hours	2	2
4 hours	4.2	4.2
11 hours	7.2	7.2
TARIFF ZONE 4		
Rottingdean High Street		
1 hour	1	1
2 hours	2	2
4 hours	3.2	4
Madeira Drive Coach Park		
4 hours	8.4	9
8 hours	15.6	16
Permits		
Residents permits - Full scheme (Zones A,C,E,F,G,H,J,M,N,O,Q,T,Y,Z)		
First permit per household - 3 months (full scheme) (50% discount for Low Emission)	42.5	45

First permit per household - 1 year (full scheme) (50% discount for Low Emission)	125	130
Visitor Permit	2.8	3
Residents permits - Light touch (Zones U & W)		
First permit per household - 6 months (full scheme) (50% discount for Low Emission)	57	60
First permit per household - 1 year (full scheme) (50% discount for Low Emission)	90	100
Visitor Permit	1.6	2
Business Permits		
One year	312	320
3 months	88.4	90
One year - low emission	156	160
3 months - low emission	44.2	45
Traders Permits		
One year	624	650
3 months	166.4	170
One year - low emission	312	325
3 months - low emission	83.2	85
Hotel Permits		
Area C (24 hours)	7.8	8
Area N (1 day)	3.2	3.5
School Permits		
3 months	41.5	45
One year	125	130
Doctors Permits (per bay)	93.6	95
Electric Vehicles Permit	26	26
Car Club (1 year)	20.8	20.8
Professional Carers (1 year)	26	50
Carers Permits (not Professional)	0	10
Dispensations (1 year)	31.2	35
Waivers (1 day)	10	10
Suspensions		
Suspensions (Daily charge for 1st 8 weeks)	40	40
Suspensions (Daily charge for over 8 weeks)	20	20
Administration fees		
Change of Controlled Parking Zone	10	10
Surrender of Permit	10	10
Change of Vehicle	10	10
Replacement Permit	10	10
Issue of resident permit to Blue Badge holder	10	15
Issue of resident permit to Blue Badge holder (low emission)	10	10
Issue of Blue Badge	10	10
Blue Badge Bay Application fee	10	11

Blue Badge Bay - Individual disabled bay	100	102
Suspensions		
Zone B & D Permits (Event parking)		
Resident Permit	0	0
Business permit	0	0
Carer	0	0
School Permit	0	0
Resident Visitor (transferable)	0	0
Resident visitor (one day)	2.6	2.6
Change of vehicle	10	10
Replacement Permit	10	10
Lining		
Access Protection White Lines (per metre)	10	11
Replacing lining after crossover work (per metre)	10	11
TRO for new parking restriction o/s of Controlled Parking Zones		
Administration, advertising costs, officer site visits, signing and lining costs	2,000.00	2000
Additional Search Enquiries		
Solicitors and other agency queries per question	38	39

Appendix 2 Civil Enforcement Officers contravention Code of Practice

CONTRAVENTION CODES

	On street - Penalty Charge Parking contraventions		
Code	Description	Notes	Observation Time
	On street - Higher level penalty charge parking contraventions		
1	Parked in restricted street during prescribed hours		5 mins
2	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 than 24 hours	5 mins
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 vehicles
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 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		5 mins

62	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)		5 mins
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	
4	Parked in a meter bay when penalty time is indicated	This is not used	
5	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 can be issued at 13.10	10 mins
6	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
7	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	5 mins

		without moving the vehicle Providing the time in the bay has not been exceeded then we should issue	
8	Parked at an out of order meter during controlled hours	This is not used	
9	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	When there is either no valid ticket on display or no record of payment either by phone or paypoint	
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 lapse.	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	10 mins
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	10 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
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Appendix 3 - Code of Practice for Postal Penalty Charge Notices (PCN)

CCTV Parking Enforcement

To be undertaken in all locations visible to the static cameras located in North Street / Western Road, London Road, Lewes Road, Oxford Street (34J ONLY)

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 47 – Parked on a restricted bus stop/stand.

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 issued on foot

Regulation ten PCNs will only be issued by 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

Bus Lane

Priority lanes for buses, coaches and taxis (and cyclists in some instances).

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.

Motorcycles

Powered two-wheelers

Motorcycle casualties

Motorcyclists

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 (PCN). This will be served when a penalty charge notice 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

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, civil enforcement officers 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