

Parking

Annual Report
2009/2010

national
transport awards
Transport Local Authority of the Year
2010-11


Brighton & Hove
City Council

Contents

Foreword – Cllr Geoffrey Theobald OBE, Cabinet Member for Environment	3
1 Policy Outcomes & Your views.....	5
2 Special Events	11
3 New Resident Parking Schemes	13
4 Permits.....	15
5 Enforcement	17
6 Challenges, Representations and Appeals	27
7 Off-Street Car Parking	31
8 Financial information.....	33
Appendices	
1 Parking in the Press	36
2 Parking Fees.....	38
3 Cancellations by reason.....	42
4 Removals Criteria for determining lift priorities	46
5 Glossary of terms	47

Foreword

It is my pleasure to introduce our second Parking Annual Report under the Traffic Management Act. In May 2010 we received the overall winner award for the best Parking Annual Report for 2008/9 from the Independent Parking Annual Report Review Group. I was honoured to collect the award on behalf of the council in recognition of our work on the report and engaging with the public on a range of parking issues.

This year's Parking Annual Report highlights the challenges in managing parking for over 250,000 residents, 8 million visitors, and a full calendar of events throughout the city. These include major events such as Party Conferences, Pride and the Brighton Marathon, all attracting many thousands of people, as well as small scale street parties where just a few parking bays may need to be suspended.

The report explains some of the other key issues for Parking Services in the past year such as the introduction of enforcement against double parking and vehicles parked adjacent to dropped footways and how this has helped keep the city moving. We have also included the latest information on the outcomes we hope to achieve through effective parking enforcement such as improved road traffic safety that I am pleased to say continues to improve year on year.

Over the past year three additional resident parking schemes have been introduced following extensive consultation, with the majority of residents in favour. The Parking Annual Report provides links for residents to relevant background information of interest.

As with last year's report we explain how the money received from parking enforcement, permit and pay and display income is spent on transport related projects.

Parking Services welcomes your feedback on any parking issue and suggestions for improvement of the services that are provided. I am particularly pleased that this year's Annual Report includes a chapter summarising the wide ranging consultation undertaken either by post or by meeting people in person. I would like to thank these groups, from representatives of taxi companies to resident or disabled groups and many others for their input into improving parking in the city. If you have any questions that remain unanswered please let us know by telephoning our Parking Information Centre on **01273 296622** or by email to parking@brighton-hove.gov.uk

Thank you for taking the time to read our 2009/10 Parking Annual Report.



A handwritten signature in blue ink, appearing to read 'Geoffrey Theobald'.

Cllr Geoffrey Theobald OBE
Cabinet Member for Environment

chapter 1

Policy outcomes & your views



We would like to bring to the attention of our readers the glossary at the end of this document which provides explanations of any technical terms or abbreviations used. Our Parking Policy objectives are to:

- **Reduce congestion and keep traffic moving**
- **Provide access safely to those that need it most**
- **Deliver excellent customer service**

Parking controls in Brighton & Hove are essential to keep traffic moving and provide access for residents, visitors and businesses. Parts of the city are amongst the most densely populated in the country. The population is estimated to increase to 283,700 by 2026 so pressure on limited parking space will continue to increase. Brighton & Hove is also a major tourist destination with eight million visitors annually. 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 Brighton & Hove's

"Core Experiences".¹ Balancing the needs of residents, visitors and businesses is key to continued economic growth and success.

A full summary of the wider aims of parking management in Brighton and Hove was published in our *first Annual Report*. We are therefore taking the opportunity in this chapter to highlight some of the key changes in policy and enforcement that have taken place since last year.

Facts & Figures

Parking operations in the city covers 14 controlled parking zones and 11 off-street car parks. Overall there are nearly 26,000 parking spaces to be managed (23,333 on-street and 2,490 off-street)

1 Brighton & Hove Tourism Strategy www.brighton-hove.gov.uk/downloads/bhcc/tourism/tourism_strategy_final.pdf

Brighton and Hove City Council's parking operation	2008/09	2009/10
On street parking spaces	22,031	23,333
Off street car park spaces	2,490	2,490
Pay and display only bays	534	903
Permit only bays	11,554	11,696
Shared bays (permit and pay and display)	8,918	9127
Disabled bays	464	511
Other Bays*	549	558
Bays suspended during year	3,735	4,081
On street Penalty Charge Notices issued	129,837	116,369
Items of correspondence received	43,472	37,716
Residents permits issued	19,885	20,783
Resident visitor permits issued	315,581	319,820
Blue Badges on issue	13,000	11,978

* Other bays include Motorcycle bays, Doctors bays, Taxi bays, Loading bays and Ambulance bays

In the last year, following extensive consultation with residents, 3 new resident parking schemes have been introduced in areas where the majority of residents are in favour of such a scheme (see Chapter 3). This has resulted in an increase in the number of managed parking spaces in the city including resident bays and disabled bays. The overall number of permits on issue has also increased as a result.

The number of Penalty Charge Notices has however continued to fall as compliance with the parking regulations continues to improve. The severe winter weather also affected parking enforcement as many vehicles had to be abandoned in the snow. As a result a lenient approach to enforcement was adopted and our website was updated on an almost hourly basis to advise motorists of the latest situation. Some areas of the city were not easily accessible and many Civil Enforcement Officers helped grit roads and clear snow as part of the city council's response to the extreme weather. We are pleased to note that road traffic safety figures are also showing year on year improvement particularly as some of the parking surplus is invested in road traffic safety improvements.

We have recently introduced parking regulation compliance surveys which will be used to closely monitor this trend.

Double Parking and parking adjacent to dropped kerbs enforcement

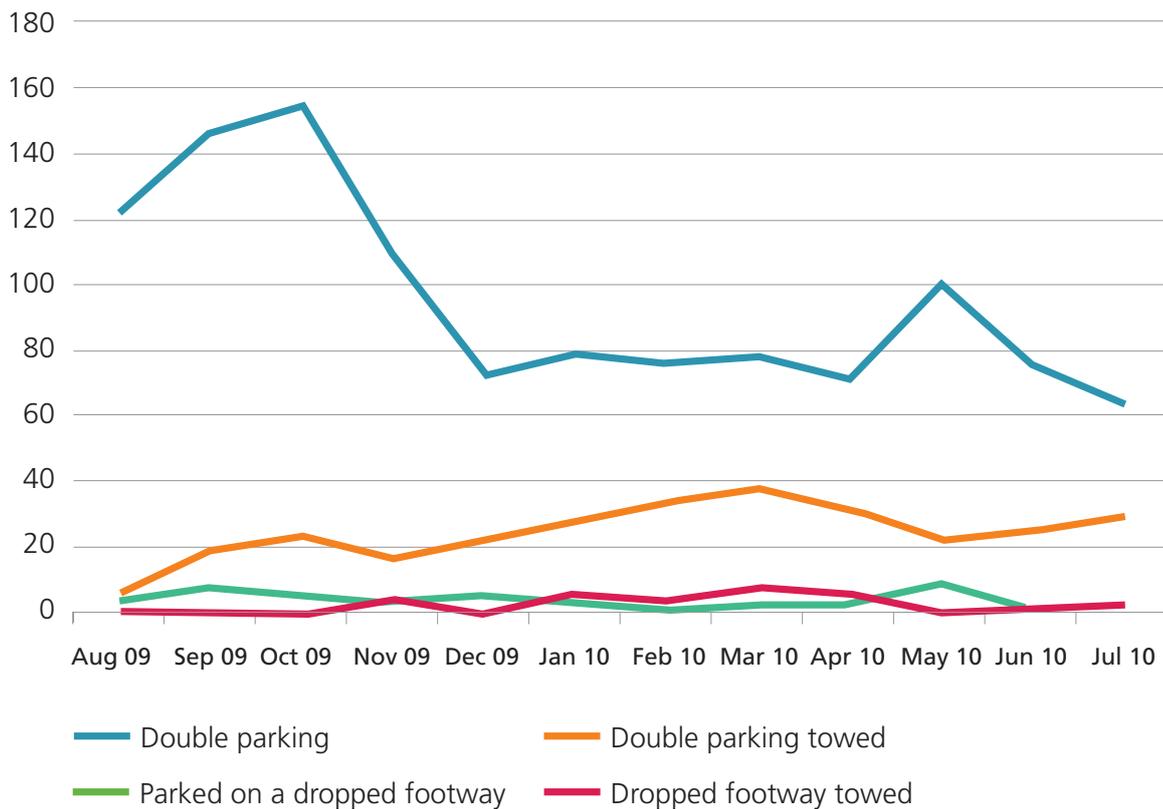
On 30 July 2009, the city council agreed the introduction of enforcement against double parking and vehicles parked across dropped kerbs under the [Traffic Management Act 2004](#).² The operational guidance for this type of enforcement can be found on our website. The change in enforcement was well publicised in the local press and came into force on 21 August 2009.

Through local councillors and reports from the public it was brought to our attention that a number of streets were suffering from double parking. We decided to focus initially on streets where road traffic safety was an issue and traffic flow was being interrupted by this type of parking.

Some examples are shown on the next page.

2 www.dft.gov.uk/pgr/roads/tpm/tmaportal

Penalty Charge Notices issued by month for double and dropped footway parking



Between 21 August 2009 and 1 July 2010 we issued 1,082 PCNs for double parking and 253 PCNs for parking adjacent to a dropped kerb. All PCNs issued for parking adjacent to a dropped kerb leading to driveways or garages were issued following a complaint from the resident or garage owner who was unable to gain access.



Photo showing how double parking even on wide streets can disrupt refuse collections

Road Traffic Safety

Making our city's roads safer is a key priority. Parking enforcement has an important role to play in the council's overall strategy for improving road traffic safety. We aim to achieve this through a targeted approach which focuses on locations with the highest levels of casualties.

There are a number of unusual factors that influence road traffic safety. The density of the population means that there are a lot of vehicles parked on the streets of Brighton & Hove. Our city is a popular destination for many people who live outside of the city. This can have an impact on road safety statistics as visitors can be unfamiliar with road layouts.

We have been successful in altering travel patterns over the last decade. For example there has been an increase in bus and train passengers. This in turn leads to increased pedestrian journeys at either end.

Pedestrian Accidents by Severity in Brighton & Hove before and after the introduction of CPE in 2001

	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Total
Fatal	9	6	6	6	7	3	3	4	5	2	1	1	53
Serious	61	56	68	49	60	69	51	50	59	61	44	57	685
Slight	264	260	230	249	218	208	206	187	177	189	161	136	2485
Total	334	322	304	304	285	280	260	241	241	252	206	194	3223

Child Accidents by Severity in Brighton & Hove before and after the introduction of CPE in 2001

	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Total
Fatal	0	0	2	1	0	0	0	0	1	0	2	0	6
Serious	24	22	22	13	13	11	14	17	18	15	11	15	195
Slight	139	123	124	126	94	112	109	103	88	96	66	72	1252
Total	163	145	148	140	107	123	123	120	107	111	79	87	1453

Improved overall compliance with the parking regulations is helping us to reduce road casualties. It is notable, however, that the number of PCNs issued for one specific contravention, (parked on zigzags at a pedestrian crossing) increased from 389 in 2008/9 to 421 issued in 2009/10. For further information please see the [Local Transport Plan, Chapter 7 – Road Safety](#)³.



Air Quality

Some of the initiatives we have already introduced include:

Electric vehicle charging points: In 2009 central Brighton saw the introduction of the first electric vehicle charging points outside London, following a successful application for European Civitas funding.

Low Emission Permit Discounts: In May 2005 the council approved our low emission vehicle policy. Any vehicle recorded as belonging to vehicle excise duty band A or B, registered with the DVLA after 1st March 2001 (CO₂ emissions are recorded in the vehicle registration documents [V5C] after this date) and emitting less than 120g CO₂ per km can qualify for a 50% reduction on a residents permit.

³ www.brighton-hove.gov.uk/downloads/bhcc/ltp/Chapter_7__Road_Safety.pdf

Car Club Bays: Various locations within the city have seen the introduction of Car Club Bays and Car Club Permits. Car Clubs provide quick and easy access to cars for short term hire and are a pay-as-you-go alternative to owning a car. This also helps to reduce on-street car parking levels as an alternative to car ownership.

Bus Lane Enforcement: The city's successful bus lane enforcement keeps vehicles other than buses, taxis and cycles out of the busy bus lanes, helping to improve the reliability of bus journey times.

Full details on the air quality within the city over the past 10 years can be found on the website at www.brighton-hove.gov.uk or by calling the Pollution Control Team on 01273 292409

Partnership working

Parking is an integral component in the overall customer travel experience. We recognise that to serve the customer effectively, partnership working needs to be second nature in the way we operate.

During the year our enforcement contractor, NSL, has been involved in a number of joint working initiatives. For example:

- We were approached by a nursery in the city and asked if it would be possible for a Civil Enforcement Officer (CEO) to attend the nursery in uniform and speak to the children about their work and what it involved. As the children were very young (under 4) a Parking Contract Officer from the council also attended. NSL provided small baseball caps with "Parking Enforcement" on them, along with some hi-visibility vests. The children were able to issue some test tickets using the handheld computer which made it a fun and informative day for the children.

- In the early part of 2010 on a number of days the CEOs were unable to enforce the parking restrictions due to heavy snow covering the signs and lines. The CEOs volunteered to help clear the pavements by gritting and shovelling the snow away.
- NSL is also involved in regular Action Days. Tarner residents said that they were frustrated with inconsiderate parking in the area, vehicles causing obstructions on pavements and parking on double yellow lines. This led to a day of action where a team of Police Community Support Officers and Highways Enforcement joined together to target the area. This was considered to be a success by all involved with 7 Penalty Charge Notices issued to vehicles parked on yellow lines by CEOs.
- The Police issued 4 Fixed Penalty Charge Notices to vehicles causing unnecessary obstructions with 7 vehicles ticketed for not displaying or having out of date road tax and one vehicle was removed to the pound. Various Blue Badges were checked and no issues arose.

John Mc Phillips, Chair of the Tarner Community Safety Action Group stated, "Excellent! Congratulations to all those involved on a stout effort. Whilst recognising the wide scope of the action taken beyond simple parking offences, I do especially welcome the fact that illegal parking has been challenged with some degree of force. Again, well done!!"



Your views

The aim of our policies and services is to reflect the needs of residents, visitors and local businesses. Your feedback is therefore essential and we are continually looking for ways of making it easier for you to give us your views.



“Get Involved” Campaign

In November 2009 parking officers took part in the councils ‘Get Involved’ campaign. The ‘Get Involved’ campaign is a chance for residents of the city to get involved in local democracy and make a difference to the local community and this took place from November 2009 – July 2010.

The campaign is about helping to promote and celebrate what is already happening in communities and neighbourhoods across the city. A website has been developed to include a calendar of events and activities being held throughout the campaign. More information can be found at www.getinvolvedinthecity.org.uk

Please see Chapter 6 for details of this year’s customer surveys carried out by our Parking Information Centre team.

Further consultations with members of the public regarding the service we provide are planned throughout 2010.

Other meetings or events held with various section of the community about parking issues include:

- Hanover/Elm Grove Stakeholder meetings to discuss possible new schemes.
- Local Action Teams, Hanover, Elm Grove, Hove Park
- Meeting with doctors at Royal Sussex County Hospital
- Tarner Community Safety Action Group
- Sussex Deaf Association
- Representatives from taxi companies in Brighton and Hove
- People’s Parking Protest group
- Brighton & Hove Buses
- Sussex Police
- East Sussex Fire and Rescue
- Federation of Disabled

chapter 2

Special events



Between April 2009 and March 2010 over 150 special events were organised throughout the city. These special events help to attract the 8 million visitors Brighton & Hove welcomes each year. The parking team supports these events by ensuring that bay suspensions are in place, working alongside our enforcement contractor NSL, to ensure that required roads are kept free from parked vehicles. Enforcement routes are also reviewed to ensure public safety.

Some of our largest events within the city are:

Brighton Marathon

On Sunday 18 April 2010 Brighton and Hove's first marathon took place, attracting twelve thousand participants many running for their favourite charities. The event also attracted an estimated 80,000 visitors to the city all attending to offer their support and encouragement. The Brighton Marathon took many months of planning, with the parking team suspending 303 parking bays along the route.

www.brightonmarathon.co.uk

Brighton Pride

Pride in Brighton & Hove is the largest free Pride festival in the UK. The Pride Festival's biggest event is held annually in Brighton and Hove on the first weekend of August with the Pride Parade through the city centre and the party in Preston Park; in 2009 despite the bad weather the Pride event attracted over 150,000 visitors to the city from all over the world.

The parking department suspended 39 bays in Preston Road, 19 bays in London Road and 53 bays in the Kemp town area to keep the roads clear for the Pride Parade through the city.

www.brightonpride.org



Labour Party Conference

From 27th September to 1st October Brighton & Hove hosted the Labour Party Conference at the Brighton Centre. Planning for the event started one year in advance to cover security, safety and access issues. We worked closely with the police; fire and ambulance services to ensure it passed safely and showcased Brighton & Hove to the world's media. A well attended conference offers significant benefits, with around £10million spent in the city.

Sussex Beacon Half Marathon

On 21 February 2010 the city held the Sussex Beacon half marathon. 8000 people took part in the race that took the runners past some of Brighton's most recognisable landmarks. Once again the parking department had to ensure that the race route was kept clear of vehicles by erecting 26 bay suspensions.

www.brightonhalfmarathon.com

Other community events included:

Car Free Day

On Sunday 20th September The Lanes, New Road, Jubilee Street and Jubilee Square were transformed into pedestrian friendly spaces with live music, performances and activities for everyone to enjoy. An 'enchanted forest' was created in the Lanes and people were encouraged to walk, cycle and get the bus to the annual free event. A total of 68 bays were suspended for this event.



Children's Parade

The Children's Parade is on the first Saturday of May and marks the beginning of the Brighton Festival. There are around 4,000 participants from local schools and as many as 10,000 line the route of the parade. The Children's Parade starts from North Laine at around 10:30 am. The route goes through the streets of the old town, across the seafront road (Kings Road) at the bottom of East Street, along the Upper Promenade, and into Madeira Drive. These roads were all closed for the event.

Other events in the city resulting in road closures include Hanover Day and the Brunswick festival.



Photo by Same Sky www.same-sky.co.uk

chapter 3

New Resident Parking Schemes



New Scheme Consultations

2009/10 saw the consultation and introduction of new parking schemes within the city, these were:

Preston Park Station, Preston Park Avenue & The Martlets

After extensive consultation in the Preston Park Avenue (Zone J extension) Preston Park Station (Zone A) and an extension to Zone O (The Martlets), these new schemes were introduced in October 2009.

We took into account all the representations received by residents during the 3 stages of consultation in the Preston Park Station area. The scheme was only approved where the majority of residents in the area were in favour of the parking scheme being introduced.

The full Environment Cabinet Member meeting report and decision can be found on the council's website at: <http://present.brighton-hove.gov.uk/ieListDocuments.aspx?CId=286&MId=1848&Ver=4>

Hanover & Elm Grove Consultation

The resident parking review in Hanover and Elm Grove started in summer 2009 with surveys of cars parked over a 24 hour period. This was followed by a questionnaire sent out to all residents asking how they perceived parking issues in their street. We also organised workshops with local resident organisations, emergency services and other interested groups to discuss their concerns and ideas about a possible parking scheme

The Cabinet Member for Environment approved a report on 25th March 2010 giving the go ahead for a more detailed consultation to take place and a leaflet containing plans of the proposed parking layout and other relevant information was sent to all residents and businesses in the area.

The consultation also included reviews of the current Residents Parking Schemes in St Luke's (Area U) and Queen's Park (Area C). Queens Park were consulted on whether they would like to change the restrictions from Monday –Saturday to Monday – Sunday and St Luke's

(Area U) were consulted on whether they would like to change their light touch scheme to a full scheme.

The consultation period started on Monday 19th April and finished on Friday 28 May.

London Road consultation

The consultation process for the London Road Station Area (Extension to Area J) began in summer 2008 when preliminary surveys were undertaken and analysed. Local residents and businesses were invited to take part in an informal consultation to gauge the level of support for a scheme in this area.

The results of this informal consultation demonstrated that a scheme was viable for the area shown in a plan presented to Cabinet on the 5 November 2009. This was the area that showed over 66% support for a residents parking scheme during the informal consultation.

The Environment Cabinet Member Meeting took place on Thursday 5 November 2009 Item 62 can be found here:

[http://present.brighton-hove.gov.uk/Published/C00000286/M00001850/AI00011241/\\$Item62LondonRoadStationAreaResidentParkingScheme Consultation.docA.ps.pdf](http://present.brighton-hove.gov.uk/Published/C00000286/M00001850/AI00011241/$Item62LondonRoadStationAreaResidentParkingScheme%20Consultation.docA.ps.pdf)

or here for the Agenda and Decisions and Minutes:

<http://present.brighton-hove.gov.uk/ieListDocuments.aspx?CId=286&MId=1850&Ver=4>

The results of the informal consultation were presented to this Cabinet in a report and can be viewed here:

[http://present.brighton-hove.gov.uk/Published/C00000286/M00001850/AI00011241/\\$Item62AppendixC.docA.ps.pdf](http://present.brighton-hove.gov.uk/Published/C00000286/M00001850/AI00011241/$Item62AppendixC.docA.ps.pdf)

Area H extension consultation

The consultation process for the Area H extension also began in summer 2008 when preliminary surveys were undertaken and

analyzed. Local residents and businesses were invited to take part in an informal consultation to gauge the level of support for a scheme in this area. As with all resident parking schemes approval to implement the scheme was only granted as a majority of people in the scheme area were in favour.

The relevant Environment Cabinet Member Meeting took place on Thursday, 24 September 2009, Item 40 can be found here: [http://present.brighton-hove.gov.uk/Published/C00000286/M00001849/AI00008792/\\$Item40ResidentParkingSchemesConsultation.docA.ps.pdf](http://present.brighton-hove.gov.uk/Published/C00000286/M00001849/AI00008792/$Item40ResidentParkingSchemesConsultation.docA.ps.pdf)

or here for the Agenda and Decisions and Minutes:

<http://present.brighton-hove.gov.uk/ieListDocuments.aspx?CId=286&MId=1849&Ver=4>

The results of the informal consultation were presented to this Cabinet in a report and can be viewed here:

[http://present.brighton-hove.gov.uk/Published/C00000286/M00001849/AI00008792/\\$Item40AppendixB.docA.ps.pdf](http://present.brighton-hove.gov.uk/Published/C00000286/M00001849/AI00008792/$Item40AppendixB.docA.ps.pdf)

As agreed by Cabinet, Cowfold Road and a section of Manor Road were re-consulted and subsequently voted to join the scheme.

Notices, plans and Traffic Regulation Orders for this were advertised on the 19 March 2010 and the objection period for this ended on 16th April 2010. This is the final stage of the process after which a decision is made on whether to implement the scheme as advertised.

The results of the formal Traffic Regulation Order consultation were presented at Environment Cabinet Member meeting on Thursday 10 June 2010.

The map for the new scheme can be viewed here:

<http://present.brighton-hove.gov.uk/Published/C00000286/M00001849/AI00008792/Item40AppendixA.pdf>

chapter 4



Permits

The chart below shows a year on year comparison of the take up of resident permits including new schemes introduced where the majority of residents were in favour of such a scheme.

We have recently produced a Guide to Parking Permits in Brighton and Hove which is available from our Parking Information Centre and online.

Total number of permits on issue by zone plus residents visitor permit allowance

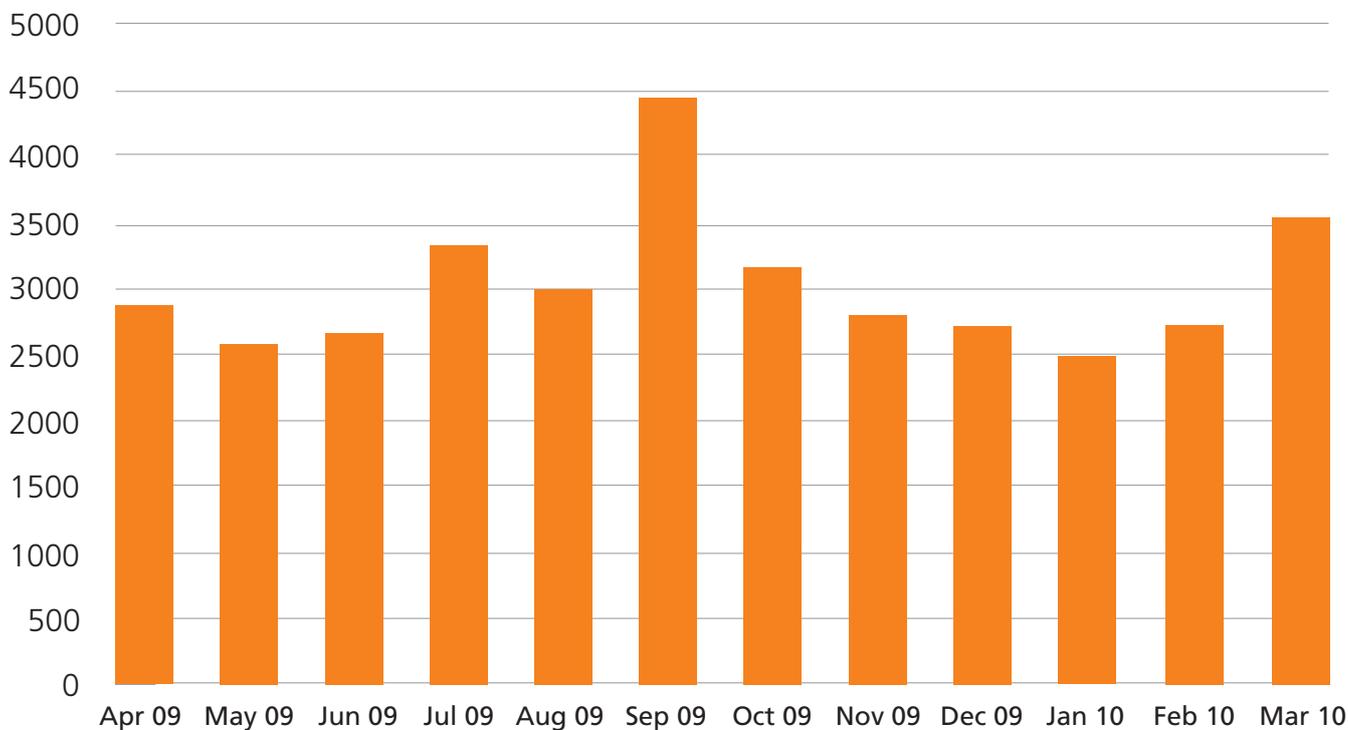
Area	Parking Zone	Permits on issue 2009/10	Permits allowed 2009/10	% of scheme taken up 2009/10	Permits on issue 2008/09	Permits allowed 2008/09	% of scheme taken up 2008/09	Visitor allowance per resident 2008/09	No. of people on waiting list
Preston Park	A*	540	540	100%	*	*	*	*	0
St James	C	1309	1477	89%	1341	1477	91%	50	0
Kemp town	H	1750	1750	100%	1750	1750	100%	50	0
New England Road	J**	165	332	50%	93	105	89%	50	0
Brunswick	M	1643	1650	100%	1642	1642	100%	50	319
Central Hove	N	4536	4589	99%	4459	4589	97%	50	0
Goldsmid	O**	1981	2283	87%	1929	2167	89%	50	0
Prestonville	Q	1029	1092	94%	1022	1092	93%	50	0
Westbourne	R	3381	4077	83%	3363	4077	82%	50	0
Hove Park	T	347	524	66%	350	524	66%	50	0
St Luke's	U	275	411	67%	257	411	63%	50	0
Westbourne	W	784	1069	73%	788	1069	74%	50	0
North Central	Y	1750	1750	100%	1750	1750	100%	25	249
South Central	Z	1150	1150	100%	1150	1150	100%	25	207
Total	n/a	20640	22694	n/a	19885	21803	n/a	n/a	

* Zone A introduced October 2009 **Zones J and O extended October 2009

Number of other permits issued 2008/09 & 2009/10
(visitors' and hotel permits show actual permits sold not permits "on issue")

Permit Type	Total 2008/09	Total 2009/10
Business	1222	1257
Car Club	47	75
Carer	117	128
Dispensation	446	453
Doctor	130	157
Professional Carers	1933	1916
Schools	98	98
Traders	599	649
Visitor permits sold	315581	319820
Hotel permits sold	30602	22285

Permits issued by month 2009/10 (excludes hotel and visitors)



The figures show actual permits issued and will not match figures for permits issued by zone as three monthly and replacement permits are included in the above graph.

chapter 5

Enforcement



There are 80 Civil Enforcement Officers (CEOs) employed by our enforcement contractor, NSL, in Brighton & Hove. At any one time there are 46 deployed Monday to Saturday and 40 on a Sunday.

There are over 750 streets in the Controlled Parking Zones (CPZ) in Brighton and Hove. The CEOs have to visit most of these streets at least twice a day. Each of the streets has a time limit to spend in the street. This varies depending on the amount of restrictions within a street. NSL must achieve 96% of the required visits each month to ensure that they meet the Key Performance Indicator.

Before a CEO can be deployed in Brighton & Hove they must have passed the "Streets Ahead Training". They also take the City and Guilds training.

A new Key Performance Indicator will be introduced this year which is 'Good Quality Photographs'. Although we are under no legal obligation to provide photographs it is important that the photographs taken by the

CEOs are of a good quality and show clearly why the PCN was issued.

A total of 1,119 parking bay suspension requests were carried out in 2009/10. Applications are received by the Parking Information Centre and passed to NSL who then put signage in place in advance of the suspension recording details of any vehicles parked there when the signs are put up. Suspensions are mainly required for the following reasons:

- House removal vehicles
- Skips
- Filming
- Building works
- Special events

NSL also carries out parking enforcement outside of the Controlled Parking Zones. There are drivers operating 2 vans between 7am and midnight and 3 motor cycles between 6.45am and 16.15 pm each day. They also provide a fast

response to complaints about illegal parking. for responding to requests for enforcement within 2 working hours of receiving the call.

Please also see the section on partnership working (Chapter 1).

Removals

We work alongside NSL to remove any vehicles that are causing an obstruction or are parked illegally throughout the city. Vehicles reported to be parked across residents' driveways without permission, vehicles parked in disabled bays without a valid Blue Badge or vehicles parked in suspended bays are just some of the reasons why a vehicle may be towed to the car pound in Sackville Road.

In some instances the removal truck will be called to lift a vehicle and re-site it somewhere that is not causing an obstruction. For example a Blue Badge holder's vehicle parked on yellow lines, but causing an obstruction to other road users or pedestrians will be lifted and re-sited to a location where it does not cause an obstruction. The Traffic Management Act 2004 states that any vehicle that has more

than 3 unpaid Penalty Charge Notices where representations have not been received is considered to be a persistent evader and may be removed to the pound if parked illegally.

The chart below shows the total number of vehicles authorised for removal for each contravention code between 06/04/09 – 05/04/10. It also details at the end of the chart those that were actually lifted out of those that were authorised for removal, how many were actually lifted and re-sited or taken to the pound. Often a driver will return to the vehicle before the vehicle has been taken to the pound. Details of every removal are passed on to the police so that they are aware that the vehicle has been legally removed.

NSL also work alongside the DVLA and Sussex Police to remove any vehicles that have not got valid tax. Vehicles that remain in the pound for a minimum of 90 days without payment and collection are scrapped. The criteria for determining lift priorities can be found in Appendix IV.

Vehicles actually removed to the pound or re-sited

Vehicles removed to the pound	1268
Vehicles re-sited	277
Vehicle scrapped	51

Vehicles authorised for removal but not necessarily removed

Contravention code and description	
01 - Parked in a restricted street during prescribed hours	874
02 - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	447
05 - Parked after the expiry of paid for time	51
06 - Parked without clearly displaying a valid pay & display ticket or voucher	113
07 - Parked with payment made to extend the stay beyond initial time	4
12 - Parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place	175
16 - Parked in a permit space without displaying a valid permit	456
19 - Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	208
21- Parked in a suspended bay or space or part of bay or space	1,238
23 - Parked in a parking place or area not designated for that class of vehicle	303
24 - Not parked correctly within the markings of the bay or space	6
25 - Parked in a loading place during restricted hours without loading	38
26 - Vehicle parked more than 50 cm from the edge of the carriageway and not within a designated parking place	376
27 - Parked across a dropped footway	111
30 - Parked for longer than permitted	15
40 - Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	935
42 - Parked in a parking place designated for police vehicles	8
45 - Parked on a taxi rank	141
47 - Stopped on a restricted bus stop or stand	182
48 - Stopped in a restricted area outside a school	1
82 - Parked after the expiry of paid for time – off street car parks	1
83 - Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	1
99 - Stopped on a pedestrian crossing and/or area marked by zigzags.	95
Total authorised	5779

Bus Lane Enforcement

The aim of Bus Lane Enforcement is to give priority to buses and taxis in bus lanes by excluding others 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. Keeping bus lanes free reduces delays and keeps traffic moving through the city. It has become a key tool in ensuring that the 3,000 buses using the bus lane every day to run to a more accurate time table. This in turn encourages commuters to be more environmentally friendly and use public transport.

Prior to enforcement buses were regularly held up at traffic lights by a queue of cars in front of them. Overall, daily monitoring of the bus

lanes shows that compliance with the bus lane regulations has significantly improved since the introduction of enforcement by CCTV.

Over the past year we have increased the hours of operation of the CCTV cameras that enforce the bus lanes to include all day on Saturday. This is the main reason for the increase in the number of Penalty Charge Notices issued which is up from 4,336 in 2008/9 to 6,737 issued this year. We hope that over time this additional enforcement will help further improve compliance with the bus lane regulations, to the benefit of passengers using buses in central Brighton at weekends.

Local Authority	Appeals Rec'd	PENALTY CHARGE NOTICE (PCN)'s issued	Rate of appeal per PENALTY CHARGE NOTICE (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	Awaiting decision Incl. other decided
All Areas Apr 08 - Mar 09	464	132,170	0.35%	189 41%	119 26%	308 66%	141 30%	15 3%
All Areas April 09 – March 09	634	172,390	0.37%	237 37%	175 28%	412 65%	187 29%	
Brighton & Hove Apr 08 - Mar 09	82	5,702	1.44%	29% 27%	15 18%	37 45%	45 55%	0 0%
Brighton & Hove April 09 – March 10	74	6,737	1.1%	44 59%	13 18%	57 77%	10 14%	7 9%

We decided not to contest about twenty appeal cases due to a technical problem with some appeal letters not having taken into account bank holidays when calculating the 'date of service'. This problem has since been resolved.

Leaflets and Map

The following leaflet has been produced to explain that fines have been introduced and also on how to appeal against a Penalty Charge Notice for bus lane contraventions.

www.brighton-hove.gov.uk

General Information Leaflet



Map of bus lanes

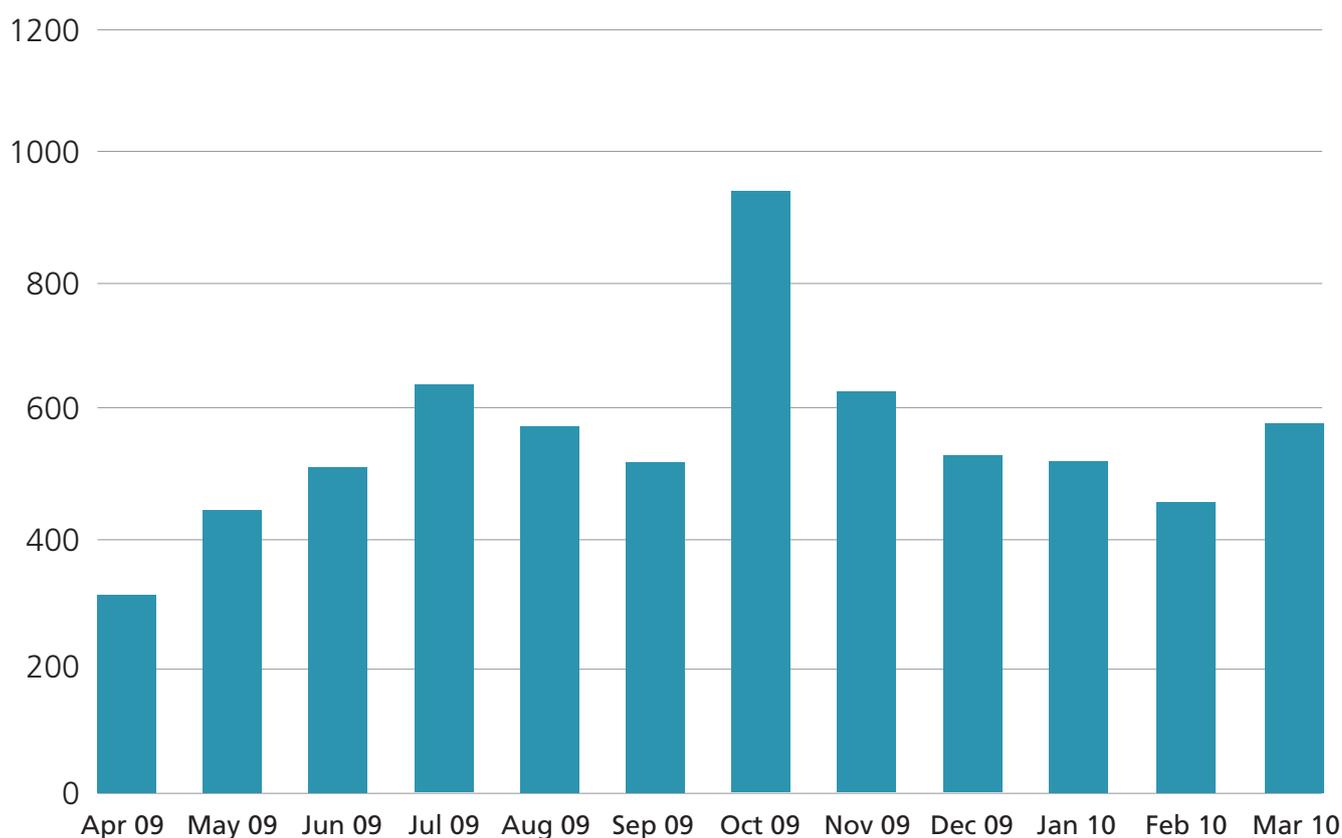
This map can also be found on our website at www.brighton-hove.gov.uk/parking. Any enquiries about how and when to access businesses located close to bus lanes for example for deliveries can be made by telephoning **Parking Information Centre on 01273 296622**

All council staff operating CCTV cameras have BTEC level 2 qualifications in the legal and operational aspects of working with CCTV cameras and work to a Code of Practice. The chart on the next page shows bus lane Penalty Charge Notices issued by month. Overall Compliance has improved since the introduction of bus lane enforcement

City Centre Bus Priority Scheme



Bus Lane Penalty Charge Notices issued by month



Overall the percentage of bus lane PCNs paid has reached up to 80% of bus lane PCNs issued, with 12% cancelled in response to an appeal from the motorist and 8% unpaid and subject to bailiff enforcement action. All bus lane Penalty Charge Notices include a photograph of the vehicle being driven in the bus lane. Brighton & Hove is one of the few cities in the UK where bus use has seen year on year growth and Brighton & Hove now has the second highest per capita bus use in the country. Some of the finance received from Penalty Charge Notices has been re-invested into bus routes and initiatives such as real time bus information (for which the city council has received a number of national awards), talking bus stops for the visually impaired and the Bus Quality Partnership. Please see the chapter on Finance for more details.

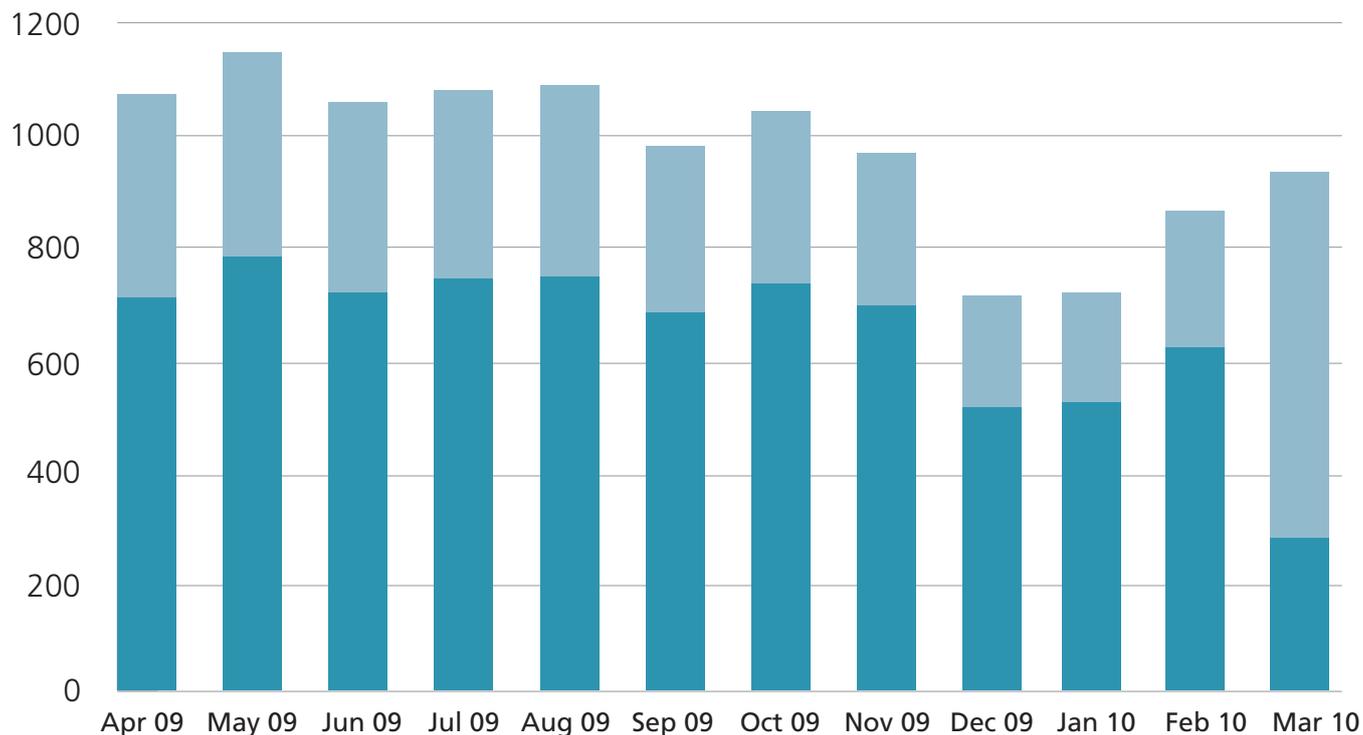
Enforcement statistics

The council took over parking enforcement in 2001. The number of Penalty Charge Notices issued initially increased due to the introduction of new resident parking schemes. Since 2004 despite the introduction of further new parking schemes the volume of Penalty Charge Notices issued has continued to fall with around 51,000 fewer PCNs being issued annually compared to the peak in 2004. This demonstrates that overall compliance with the parking regulations is improving. This is one of the key objectives of the Traffic Management Act 2004.

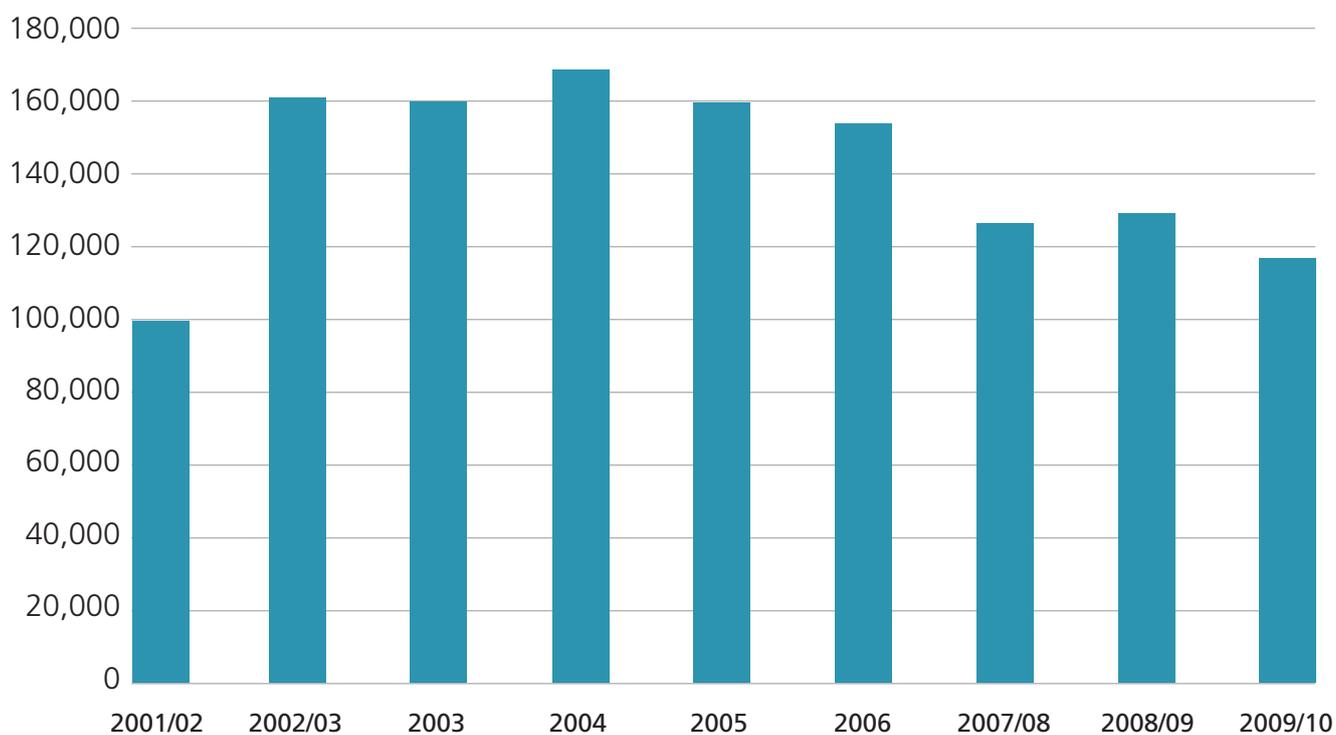
Penalty Charge Notice statistics 2008-9 and 2009/10 as at 1 July 2010

	2008/09			2009/10		
	Total Penalty Charge Notices	On Street	Off Street	Total Penalty Charge Notices	On Street	Off Street
Number of higher level Penalty Charge Notices	90796	90761	35	81,203	79,367	1,827
Number of lower level Penalty Charge Notices	39041	37431	1610	35,166	34,385	781
Total number of Penalty Charge Notices issued	129,837	128,192	1645	116,369	113,761	2608
Number of Penalty Charge Notices paid	90805	89628	1177	82,781	81,298	1,483
Number of Penalty Charge Notices paid at discount	59026	58058	968	68,730	67,517	1213
Number of Penalty Charge Notices against which a representation was made (including transfers of liability)	40991	40959	32	39790	38,982	808
Number of Penalty Charge Notices cancelled as a result of representation or informal challenge	15885	15676	209	15,310	14,906	404
Number of Penalty Charge Notices written off for other reasons	2259	2239	20	2,126	2,101	25
Number of postal Penalty Charge Notices issued	N/A	N/A	N/A	N/A	N/A	N/A
Number of vehicles immobilised	N/A	N/A	N/A	N/A	N/A	N/A
Number of vehicles removed	1073	1073	0	1268	1268	0

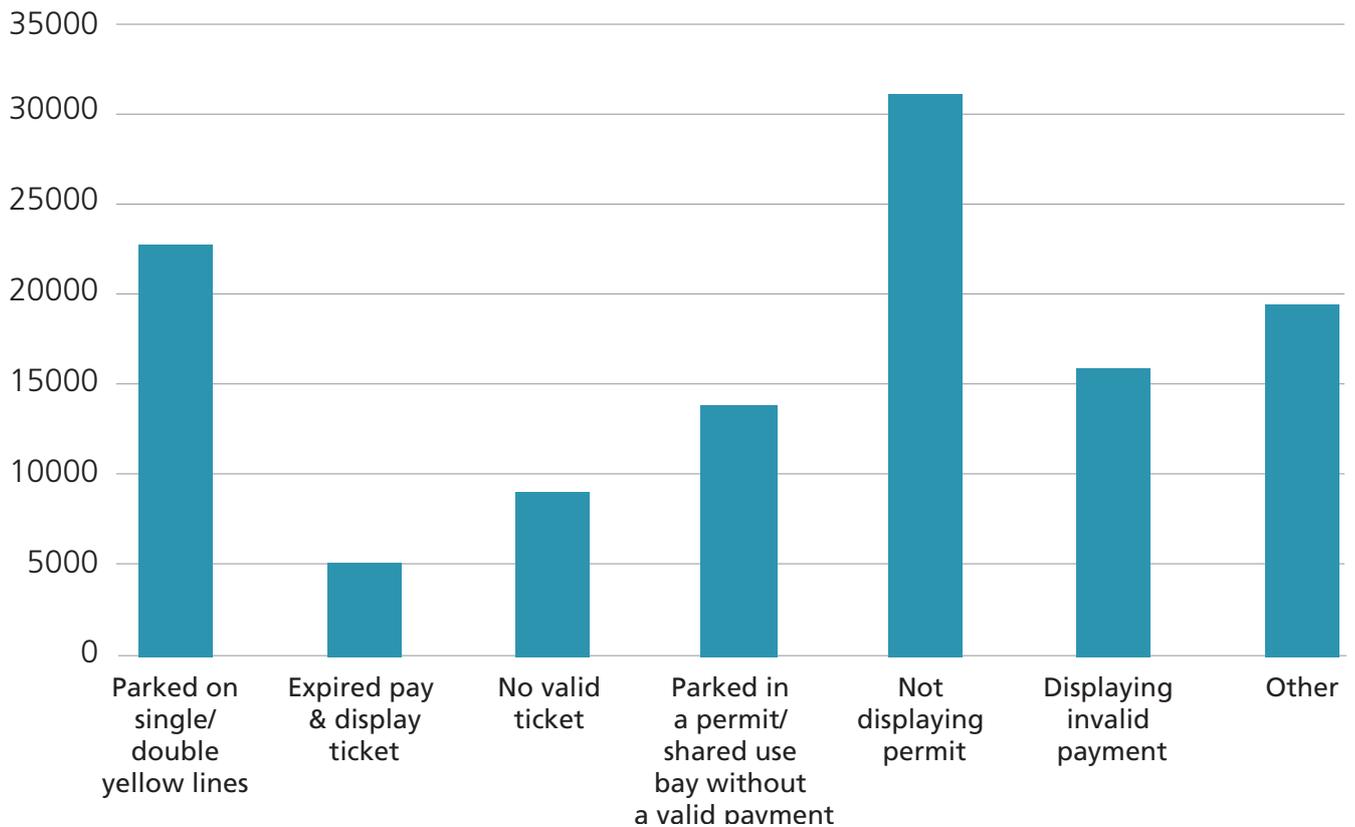
PCNs issued by month showing lower rate (less serious contraventions) and higher rate (more serious contraventions) PCNs issued



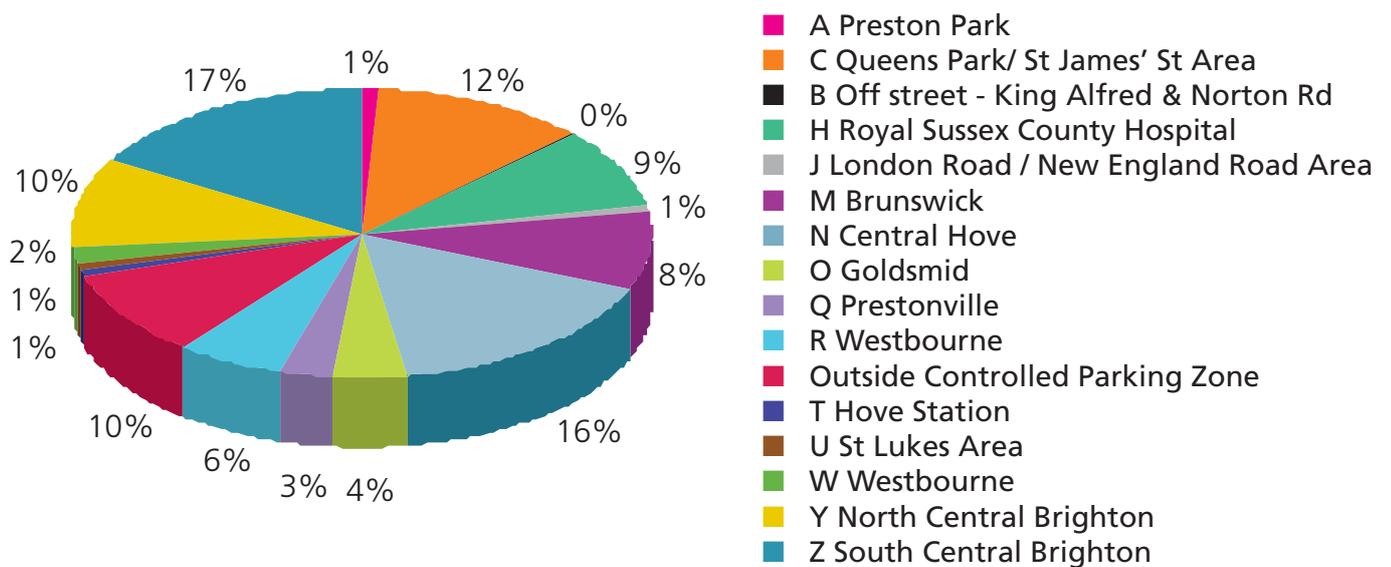
**Number of Penalty Charge Notices (PCNs) issued since the introduction of CPE
The years conform to the Traffic Penalty Tribunal's reporting periods**



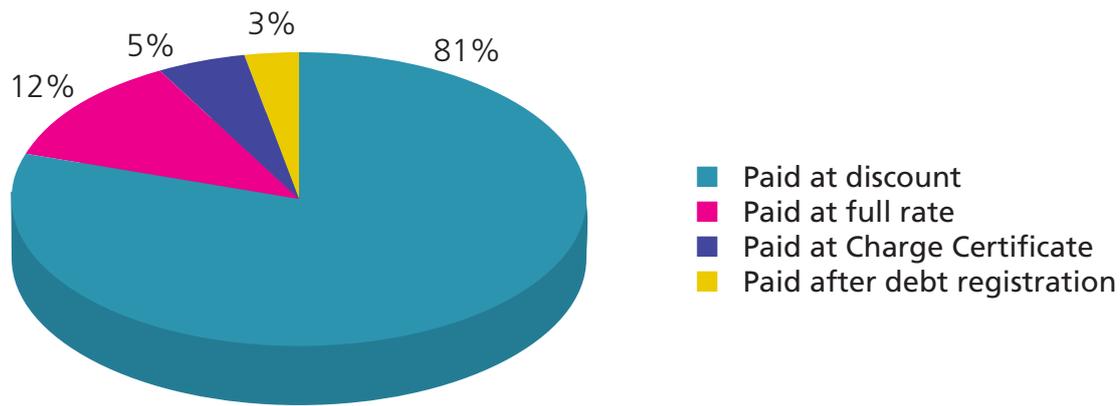
Penalty Charge Notices issued by contravention type



Penalty Charge Notices issued by Parking Zone



Penalty Charge Notices paid by amount



chapter 6



Challenges, representations and appeals

We have been carefully reassessing the service over the past year in light of feedback. Our main aims were to improve access to information, redesign our visitor permits and to achieve and maintain a 14 day response time for informal challenges. We want to make our service easily accessible to all users and provide exemplary customer service. This year we have achieved:

Response times

The team responds to all informal challenges within 14 days. We respond to all Formal Representations within the required timeframe of 56 days.

Our current response times as at 1 July 2010 are as follows;

PCN challenges	14 days
Formal representations	5 weeks
Bus lane representations	1 day
Removal representations	7 days

Quality Review

Letters are checked for quality on a monthly basis and all feedback is given to individual officers. This ensures that the quality of our letters remains high, customer satisfaction is improved and our statutory obligations are met.

Parking Information Centre

Customer Survey

From 5th – 9th October 2009 we took part in the annual 'National Customer Service Week', with staff at the Parking Information Centre speaking to residents and handing out customer service questionnaires asking for their opinions on parking and the service provided by the department. Feedback from 48 questionnaires has been analysed and fed back to the teams. The results were:

	Strongly Agree	Slightly Agree	Neutral	Slightly Disagree	Strongly Disagree
The environment was clean	60%	17.7%	20%	2.2%	
The environment was welcoming	40%	31.1%	26.6%		2.2%
The environment was comfortable	37.7%	26.6%	31.1%	2.2%	2.2%
The council officer who served me today was willing to listen	75.5%	11.1%	6.6%	2.2%	4.4%
The council officer who dealt with my query today was polite	77.7%	13.3%	6.6%	2.2%	
The council officer showed concern regarding my query/problem	40%	37.9%	15.5%	2.2%	4.4%
The council officers conducted themselves in a friendly manner	73.3%	15.5%	8.8%	2.2%	
The council officer was efficient with my application/query	71.1%	17.7%	6.6%		4.4%
The officer who served me was knowledgeable about the service	68.8%	20%	8.8%		2.2%
I received all of the guidance needed to complete my application	68.8%	11.1%	13.3%		6.6%
I was able to make myself understood to the council officer who served me	66.6%	20%	8.8%	2.2%	2.2%

Are you satisfied that Brighton & Hove city council has done all that it can to help when dealing with your enquiry?

Yes	No
93.3%	6.7%

On a scale of 1- 10 how would you rate your level of satisfaction?

1	2	3	4	5	6	7	8	9	10
4.4%	3.5%	2.2%	4.4%	3.5%	4.4%	6.6%	15.5%	15.5%	40%

Whilst the customer survey shows that nearly 94% of customers were happy with the service provided improvements are planned for our Parking Information Centre this year. Suggestions for a call forward system have been received and this will be implemented by the end of the year together with an information screen displaying information about parking in Brighton & Hove.

Improving our website

Our website has been reviewed with the addition of new pages for example a complete listing of our application forms. We have also given clearer guidance on how to appeal a PCN.

New Leaflets

We have designed and printed information leaflets for members of the public. These include guides on:

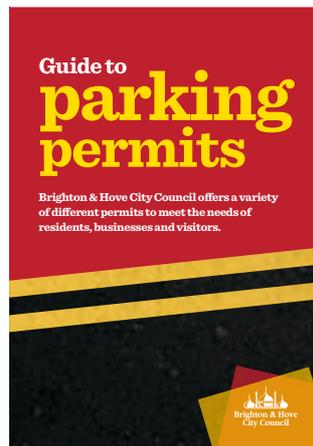
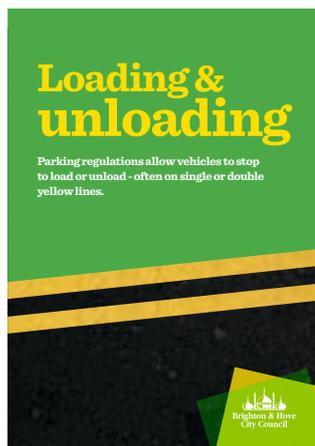
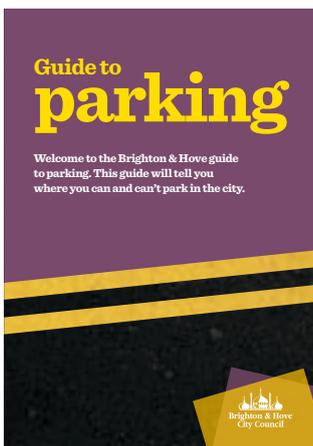
- A general guide to Parking
- Loading and Unloading
- Brighton & Hove parking permits
- Using a Blue Badge in Brighton & Hove

These leaflets are available in the Parking Information Centre and also all main council receptions in Brighton & Hove including the Visitor Centre (Tourist Information).

The leaflets will also be available on our website to download.

Visitor Permits

We are in the process of re-designing the visitor permits and we will have the new design finalised soon. The new re-design will make it easier for visitors to use and we hope by reduce the number of PCNs issued by providing clearer instructions.



Appeals to the Adjudicator

If the council rejects a Formal Representation at 'Notice to Owner' stage the registered keeper of the vehicle can appeal to the Traffic Penalty Tribunal Adjudicator. There are 8 grounds that an appellant can appeal on. Details of these grounds for appeal can be found at www.patrol-uk.info.

The adjudication service will consider any other mitigating reasons that the vehicle was parked in contravention. This also applies to

any representation received before, or after, the issuing of a Notice to Owner. However, at this stage the Adjudicator can only cancel a Penalty Charge Notice should one of the statutory grounds apply. The Adjudicator may, however, refer a case back to the council if they feel that discretion has not been exercised by the council.

Overall the number of appeals to the Traffic Penalty Tribunal has reduced slightly since last year. Unsuccessful appeals have also increased since last year and all figures are broadly in line with the national average.

Penalty Charge Notice (PCN) Appeal statistics year on year comparison

Local Authority	Appeals	PCNs Issued	Rate of appeal per PCN	Not Contested by council	Allowed	Total allowed including not contested by council	Refused by Adjudicator incl. out of time and withdrawn by appellant	Awaiting decision Incl. other decided
All Councils	12,424	4,000,221	0.31%	4,170	3,572	7,742	4,325	357
April 08 - Mar 09				34%	29%	62%	35%	3%
All Councils April 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	811	129,837	0.62%	245	292	537	254	20
April 08 - Mar 09				30%	36%	66%	31%	2%
Brighton & Hove April 09 - Mar 10	671	116,369	0.58	162 24%	217 32%	379 56%	288 43%	4 1%

chapter 7

Off-Street car parks



Major works were completed at London Road and Lanes Car Parks last year.

Security measures have included electronic gates and doors, on-site Police presence and achievement of the Safer Parking “ParkMark” Award at both sites.

The Marine Cliffs Car Park in Rottingdean has been resurfaced and lined to provide a high quality 68 space parking for residents and visitors to the village. This will also help maintain capacity over the autumn and winter of 2010/11 as the new sewer tunnel that Southern Water is constructing between Brighton Marina and Peacehaven will necessitate closing around half of the West Street Car Park in the village.

Brighton and Hove City Council Car Parks			
	Spaces		Spaces
Black Rock	60	Norton Road	290
Carlton Hill	52	Oxford Court	36
Haddington Street	33	Regency Square	507
High Street	81	Rottingdean Marine Cliffs	68
King Alfred	120	Rottingdean West Street	46
London Road	528	The Lanes	355
Lustrells Vale	30	Trafalgar Street	284
			2,490



chapter 8

Financial information

The Civil Parking Enforcement (CPE) budget consists of income from Pay and Display, Permit fees and Penalty Charge Notices (PCN), minus expenditure on enforcement administration, debt recovery and controlled parking zone set up costs. The use of any CPE surplus funds is governed by the Road Traffic Regulation Act 1984, as amended from October 2004 by section 95 of the [Traffic Management Act 2004](#).

This covers items such as highways and road improvement projects and measures to improve certain types of environmental pollution. The table below illustrates the contribution of CPE surpluses towards funding for transport and other highways related projects. It forms at least half of all transport and highways related expenditure in the city.

Detailed income for the on street parking account (provisional figures)

Income by source	£ 2008/09	£ 2009/10
On street parking charges	8,136,678	8,305,464
Permit income	3,423,926	3,764,444
Penalty Charge Notices (inclusive of bad debt provision)	4,210,948	3,968,402
Other income	10,711	16,427
Total	15,815,263	16,054,737

Detailed expenditure

Direct costs of Civil Parking Enforcement	£ 2008/09	£ 2009/10
Enforcement	3,614,447	3,588,029
Admin, appeals, debt recovery and maintenance	3,004,859	2,929,307
Scheme review / new schemes	569,703	776,610
Capital charges	1,217,660	1,119,727
Total direct costs	8,406,669	8,413,673
Surplus after direct costs	7,408,594	7,641,064

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

Funding for other transport and highways related projects supported by CPE income	£ 2008/09	£ 2009/10
Supported bus services	1,103,928	1,229,650
Other public transport services	341,181	360,788
Concessionary bus fares	5,757,141	6,804,527
Capital investment borrowing costs	3,023,631	3,264,169
Total	10,225,881	11,659,134

In 2009/10 £7,641,064 was raised from CPE income which is classed as "surplus" (compared to a surplus in 2008/9 of £7,408,594). This increase is broadly in line with inflation.

The surplus contributes towards the part funding of:

Bus subsidies: 43 routes were subsidised during the 2008/9 financial year, many of these are for school routes and for buses to outlying areas of the city.

Concessionary Bus Fares: Spending on concessionary bus fares rose from £1.91 million in 2005/06 to £5.21 million in 2006/07 and £6.8m in 2009/10.

The eligibility criteria for concessionary bus fares changed on 6 April 2010 in line with changes being made to equal entitlement to state pension benefits. The state pension age for women is rising by 5 years over a 10 year period. Funding from other sources of income are also required to offset the cost of concessionary bus fares and bus subsidies, for example, from council tax revenue, as the amount available through CPE surplus income is insufficient to meet costs.

Local Transport Plan costs: The borrowing costs of financing the 5 year, £28 million, Local Transport Plan for 2006-2011 are part funded by CPE surpluses. 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 these projects have included:

- The redevelopment of New Road,
- The Floral Clock Improvement Project
- Fiveways Traffic Management scheme
- Local safety schemes such as pedestrian crossings
- Quality bus partnership
- Cycle parking
- Journey time analysis to improve traffic flow
- Variable message signing
- 27 school cycle parks
- Pier to Marina cycle lane
- Walking network improvements/ pavement repairs
- Pedestrian Way finding and signing project
- North Street road layout safety improvements
- Journey On travel campaign and personalised travel planning

Some of the main LTP schemes for 2009-10 include:

Road maintenance The Avenue	£602k
Road maintenance Kingsway	£604k
Pedestrian networks wheelchair routes	£107k
A23 Sustainable Transport Corridor	£256k
Walking networks improvements	£730k
Pedestrian Wayfinding and signing	£240k
North Street	£919k

More details of how the money is spent can be found in specific Cabinet meeting reports on the Council's website www.brighton-hove.gov.uk.



Appendix I

Parking in the Press

Here are some links to articles that have been published about a range of parking issues:

March 2010

An article in City News reminding drivers not to park on yellow zig zag lines outside of schools.

<http://www.brighton-hove.gov.uk/index.cfm?request=c1221504>

January 2010

Civil Enforcement Officers help to grit the streets during severe weather in Brighton & Hove.

<http://www.youtube.com/watch?v=G9Ldc2iHuv0>

20 September 2009

The Argus ran a story about electric vehicle charging points to be introduced in Brighton & Hove

http://www.theargus.co.uk/news/4639211.New_drive_for_electric_cars_in_Brighton_and_Hove/

16 August 2009

A letter to the Argus from Cllr Geoffrey Theobald OBE, Cabinet Member for Environment, regarding unfair reports about Civil Enforcement Officers.

http://www.theargus.co.uk/yourargus/letters/4548473.Unfair_attack_on_traffic_wardens/

15 August 2009

The Argus ran a story about the new dropped kerb and double parking contraventions introduced in the city.

http://www.theargus.co.uk/news/4547508.Brighton_and_Hove_s_double_parkers_face_being_towed/

13 August 2009

A letter printed in The Argus from a local resident giving their reasons why they think parking enforcement is essential within the city.

http://www.theargus.co.uk/yourargus/letters/4545061.Parking_controls_are_vital/

11 August 2009

A letter printed in The Argus from a resident of the Preston Park Area A.

http://www.theargus.co.uk/yourargus/letters/4540557.Actually__parking_fees_are_not_excessive/

2 August 2009

The police issued a warning with regard to the purchase of stolen Blue Badges in Brighton & Hove.

26 July 2009

The Argus ran a story about a fire engine that could not get to a call out due to inconsiderate parking.

June 2009

An article in City News regarding the council's plan to reduce the parking tariffs on the seafront by 50% throughout winter months.

<http://www.brighton-hove.gov.uk/index.cfm?request=c1205358>

23 June 2009

Brighton at risk if issues such as parking which add increased pressure on historic infrastructure are not addressed.

14 June 2009

A letter printed in The Argus regarding the Zone A consultations.

19 May 2009

How can we improve Brighton & Hove's air quality?

19 May 2009

Parents accused of endangering school children's lives.

16 April 2009

Fines for Blue Badge cheats.

Appendix 2

Parking charges for off-street and other areas operated by BHCC 2009/10

Parking fees - Off-Street

Lanes Car Park	
30 mins	1.20
1 hour	2.40
2 hours	4.80
3 hours	6.80
4 hours	8.70
5 hours	10.50
6 hours	12.80
7 hours	16.50
8 hours	18.80
9 hours	21.00
24 hours	22.50
Evenings 18.00 – 24.00	4.50
Night 24.00 – 09.00	7.50
Lost ticket	22.50

King Alfred Car Park	
1 hour	0.50
2 hours	1.10
3 hours	1.30
4 hours	1.60

London Road	
1 hour	0.80
2 hours	1.70
3 hours	2.40
4 hours	3.30
6 hours	3.80
9 hours	6.30
24 hours	12.50
Season Ticket – Annual	690.00
Weekly	31.30
Lost Ticket	12.50

Haddington Street	
1 hour	0.50
2 hours	1.10
3 hours	1.30

Rottingdean West Street & High Street	
1 hour	0.50
2 hours	1.10
3 hours	1.60

Rottingdean Marine Cliffs Car Park	
1 hour	0.50
2 hours	1.10
3 hours & over	1.60
Quarterly season ticket	25.00

Norton Road Car Park	
1 hour	0.50
2 hours	1.00
3 hours	1.30
4 hours	1.80
5 hours	2.20
9 hours	3.60
Annual Season Ticket	465.00

Black Rock Car Park	
1 hour	1.00
2 hours	2.00
3 hours	3.00
4 hours	4.00
6 hours	6.00
9 hours	9.00

Regency Square Car Park	
3 hours	4.50
4 hours	6.50
6 hours	9.50
24 hours	12.50
Quarterly season ticket	525.00
Annual season ticket	1755.00
Lost Ticket	12.50

Trafalgar Street Car Park	
2 hours	2.20
4 hours	4.40
6 hours	6.00
9 hours	7.50
12 hours	9.50
24 hours	12.50
Quarterly season ticket	504.00
Lost Ticket	12.50

High Street Car Park	
2 hours	1.80
4 hours	4.50
6 hours	6.50
9 hours	7.50
12 hours	9.00
24 hours	10.00
Quarterly season ticket	538.00
Annual season ticket	1979.00

Oxford Court Car Park	
1 hours	1.50
2 hours	2.00
3 hours	3.50
4 hours	5.00
6 hours	6.00
9 hours	7.00
12 hours	9.00
24 hours	10.00
Quarterly season ticket	454.00

Carlton Hill Car Park	
2 hours	2.50
4 hours	5.50
6 hours	8.00
12 hours	9.00
24 hours	15.00
Quarterly season ticket	538.00
12 hours	9.00
24 hours	10.00
Quarterly season ticket	454.00



On-Street

Central Brighton	
North - Short Term	
30 mins	1.50
1 hour	3.10
2 hours	6.00
North – Medium Term	
1 hour	1.50
2 hours	3.10
4 hours	6.00
South – Short Term	
30 mins	1.50
1 hour	3.10
2 hours	6.00
South – Medium Term	
1 hour	1.50
2 hour	3.10
4 hour	6.00
Central Brighton	
Note - Area C (St James Street to Upper Rock Gardens) same as north term.	

Seafront – 1 October to 31 March	
1 hour	0.50
2 hours	1.00
3 hours	3.00
4 - 9 hours	4.00

Seafront – 1 April to 30 September	
1 hour	1.00
2 hours	2.00
3 hours	3.00
4 hours	4.00
6 hours	6.00
9 hours	9.00

All other areas	
Short Term	
15 mins	0.20
30 mins	0.50
2 hours	1.30
Medium Term (excluding Zone C)	
15 mins	0.20
30 mins	0.50
2 hours	1.30
4 hours	2.70
Medium Term (Zone C Only)	
1 hour	1.50
2 hours	3.10
4 hours	6.00
Long Term	
15 mins	0.20
30 mins	0.50
2 hours	1.30
4 hours	2.70
11 hours	4.00

Other charges

Traders Permits (1 year)	310.00
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Business Permits	
One year	162.00
3 months	51.00

School Permits (1 year)	82.00
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Visitors Permits	
Full scheme - per permit	2.00
Light touch – per permit	1.00

Hotel Permits (per day)	
Area C	5.10
Area N	1.00

Professional Carers (1 year)	20.00
------------------------------	-------

Dispensations (1 year)	20.00
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Waivers (1 day)	3.60
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Suspensions	20.00
-------------	-------

Blue Badge	2.00
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Car Club (3 years)	5.00
--------------------	------

Appendix 3

Cancellations 2009/10 by reason

Cancellation Reason	
Cancelled - Accept Representation	32
Cancelled - Access required to avoid road works	21
Cancelled - Adjudications Allowed	199
Cancelled - Adjudicator ordered refund of removal costs	3
Cancelled - Alighting Elderly Passenger	67
Cancelled - Appeal to Adjudicator Allowed	27
Cancelled - Appeal to Adjudicator - No Contest	44
Cancelled - Circumstances Beyond Drivers Control	409
Cancelled - Compassionate Reasons	197
Cancelled - Delivering (Bus Priority Route)	1
Cancelled - Dispensation / Waiver / PCB	138
Cancelled - Emergency work, evidence produced	23
Cancelled - Health and Safety	3
Cancelled - Hotel Permit incorrectly completed by Hotel	128
Cancelled - Hotel Permit Valid	104
Cancelled - Inadequate Signing/Lining	90
Cancelled - Incorrect Issue	54
Cancelled - Incorrect Issue - Bus	3
Cancelled - Incorrect Issue - Taxi	14
Cancelled - Incorrect Issue - Wrong VRM	49
Cancelled - Incorrect Issue Date	1
Cancelled - Insufficient Evidence	169
Cancelled - Invalid Penalty Charge Notice (PCN)	272
Cancelled - Loading Unloading Evidence	1128
Cancelled - Medical Emergency	111

Cancelled - Medical Reason	289
Cancelled - Mitigating Circumstances	189
Cancelled - Multiple PCNs issued	15
Cancelled - NTO / REP Out of Time	55
Cancelled - NTO Out of Time	28
Cancelled - On Vehicle White List	32
Cancelled - Out of Time (Initial appeal)	6
Cancelled - Out of Time (initial challenge)	3
Cancelled - PD Machine Faulty	184
Cancelled - Police / Emergency Vehicle	34
Cancelled - Police Car On Duty	25
Cancelled - Processing Error	406
Cancelled - Special Circumstances	762
Cancelled - Statutory Duties	57
Cancelled - Stolen Vehicle	132
Cancelled - TRO Exempt - Building/Demolition Operations	1
Cancelled - TRO Exempt - Highways Maintenance	3
Cancelled - TRO Exempt - Loading/Unloading	84
Cancelled - TRO Exempt - Police Permission	9
Cancelled - TRO Exempt - Refuse Collectors	3
Cancelled - TRO Exempt - Statutory Duties	27
Cancelled - TRO Invalid	5
Cancelled - Valid Disabled Badge Produced	570
Cancelled - Valid Pay and Display Ticket	1661
Cancelled - Valid Residents' Permit Produced	367
Cancelled - Valid Visitor's Permit Produced	876
Cancelled - Vehicle Broken Down	353
Cancelled - Vehicle Drive Away	1053
Cancelled - Window Cleaner	68

Parking Annual Report 2010

In March 2010 we introduced a new set of cancellation codes as seen below. The plan was to reduce the amount of codes and to separate these in to avoidable and unavoidable reasons for cancelling a PCN. The cancellations are regularly reviewed and the avoidable reasons

for cancellations such as invalid PCN and insufficient signs and lines investigated further. These help us to identify the areas that we can work on as a department to avoid incorrect or unnecessary PCNs being issued.

Cancellation Reason	Total
Cancelled – Valid P & D	774
Cancelled – Dispensation/Waiver/PCB	49
Cancelled – Special Circumstances	440
Cancelled – Valid Disabled Badge	179
Cancelled – Valid Visitor Permit	295
Cancelled – Valid Resident Permit	163
Cancelled - Medical Residents	132
Cancelled - Hotel Permit Incorrectly Completed	110
Cancelled - Subsequent PCN Cancelled	289
Cancelled - Processing Error – Hove PIC	34
Cancelled - Invalid PCN	99
Cancelled - Out of Time (Initial Challenge)	10
Cancelled - NTO rep out of time	89
Cancelled - Insufficient evidence	13
Cancelled - TRO Invalid	2
Cancelled - Email Lost	38
Cancelled - Inadequate Signing/Lining	48
Cancelled – P & D Machine Faulty	93
Cancelled - TRO Exempt – Police/Emergency Vehicle	8
Cancelled - TRO Exempt – Vehicle Broken Down	165
Cancelled – TRO Exempt – Vehicle Stolen	41
Cancelled - TRO Exempt – Statutory Duties	30
Cancelled - TRO Exempt – Emergency Work	560
Cancelled - TRO Exempt – Window Cleaner	20
Cancelled - TRO Exempt – Alighting Elderly Passenger	35
Cancelled - TRO Exempt – Circumstances Beyond Drivers Control	152
Cancelled - TRO Exempt – Loading/Unloading Evidence	533
Cancelled – Adjudicator Allowed	1

Bus Lane

Cancellation Reason	Total
Cancelled – First Offence	13
Cancelled - Medical Emergency	132
Cancelled - Health & Safety	3
Cancelled – Access required to avoid road works	1
Cancelled - Emergency Work – Evidence Seen	9
Cancelled – Compassionate Reasons	3
Cancelled - Delivering (Bus Priority)	6
Cancelled - Wrong VRM	25
Cancelled - Procedural Error	34
Cancelled - Cloned Vehicle	1
Cancelled - Police Permission	9
Cancelled - Loading/Unloading	84
Cancelled – Appeal to Adjudicator Allowed	4
Total	15,310



Appendix 4

Removals criteria for determining lift priorities

Priority	Manner of parking	Times
1	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	Instant lift
	In a position likely to cause danger to other road users	Instant lift
	Potential for preventing access by emergency vehicles	Instant lift
	Parked at or near a junction not in a designated parking place	Instant lift
2	In a bus lane when in operation	Instant lift
	Causing serious obstruction to traffic or pedestrian flow / Double Parking	Instant lift
	On a footway causing obstruction to pedestrians, particularly dropped kerbs for the disabled	Instant lift
	In a plated disabled bay without displaying a Blue Badge	30 mins 15 mins if P.E *
3	On a bus stop marked subject to a restriction	Instant lift
	In a restricted street subject to and during the hours of a loading ban	Instant lift
	Cycle lane	Instant lift
	Persistent Offenders classified as 'high priority lift – persistent evader'	15 mins
4	In a suspended bay or parking place	30 minutes 15min if P.E.
	On a taxi rank marked subject to a restriction	30 minutes 15min if P.E.
	Preventing access to or from private property / adjacent to dropped footway	
	Electric vehicle charge	30 minutes 15min if P.E.
	An unauthorised vehicle parking in a motor cycle bay, doctors bay or car club bay	30 minutes 15min if P.E.
5	Persistent offenders - where a vehicle has 3 or more outstanding PCNs and is parked in contravention.	15 mins

* PE – Persistent Evaders

The word 'obstruction' has been used in a number of places. This is not a reference to any laws of obstruction but is used in its common usage sense. Some parking contraventions must also be taking place for action to be carried out.

Appendix 5

Glossary of Terms

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.

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 (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.

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.



Translation? Tick this box and take to any council office.

ترجمة؟ ضع علامة في المربع وخذها إلى مكتب البلدية.	Arabic	<input type="checkbox"/>
অনুবাদ? বক্সে টিক চিহ্ন দিয়ে কাউন্সিল অফিসে নিয়ে যান।	Bengali	<input type="checkbox"/>
需要翻譯? 請在這方格內加劃, 並送回任何市議會的辦事處。	Cantonese	<input type="checkbox"/>
ترجمه؟ لطفاً این مربع را علامتگذاری نموده و آن را به هر یک از دفاتر شهرداری ارائه نمایید.	Farsi	<input type="checkbox"/>
Traduction? Veuillez cocher la case et apporter au council.	French	<input type="checkbox"/>
需要翻译? 请在这方格内划勾, 并送回任何市议会的办事处。	Mandarin	<input type="checkbox"/>
Tłumaczenie? Zaznacz to okienko i zwróć do któregokolwiek biura samorządu lokalnego (council office).	Polish	<input type="checkbox"/>
Tradução? Coloque um visto na quadrícula e leve a uma qualquer repartição de poder local (council office).	Portuguese	<input type="checkbox"/>
Tercümesi için kareyi işaretleyiniz ve bir semt belediye bürosuna veriniz	Turkish	<input type="checkbox"/>
	other (please state)	<input type="checkbox"/>

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