

Parking

Annual Report

1 April 2013 to 31 March 2014

Report produced by
Parking Management
Services



East Sussex County Council Annual Parking Report 2013-2014



Document summary

This report provides news and information about our parking operation over the last year. It shows the number of Penalty Charge Notices that have been issued and what happened to them afterwards, the volume of correspondence received and details any changes to our service.

Contents

Foreword	4
East Sussex parking news	5
Hastings on street parking scheme transferred back to ESCC	5
Changes to parking restrictions in Lewes and Eastbourne	5
Changes in Lewes	5
Changes in Eastbourne	6
New approach for annual reviews	6
Cashless parking and virtual permits	6
Parking schemes	7
Whole district and boroughs	8
Spaces within the CPZ only	8
Parking Staff	8
Enforcement	9
Penalty Charge Notices (PCNs)	9
PCNs issued by contravention code	9
Notice Processing	12
Outcome of PCNs	12
PCNs challenged and appealed and cancelled	12
Higher and Lower rate PCNs paid by stage	12
Appeals made to TPT	13
Permits	14
Type and number of permits issued	14
*includes dispensations covering all three areas and off street in Lewes	14
Finance	15
Glossary	16
Contact us	17

Other Useful information and contacts.....	17
Pay to park by mobile phone	17
Car parks	18
PCNs and appeals.....	18
Blue badges.....	18
Highways	18

About this document

Accessibility help

Zoom in or out by holding down the Control key and turning the mouse wheel.

CTRL and click on the table of contents to navigate.

Press CTRL and Home key to return to the top of the document

Press Alt-left arrow to return to your previous location.

We have used abbreviations in this report, a glossary of the abbreviations can be found on page 16.

Foreword

By Carl Maynard, lead member for Transport and Environment.

Welcome to this year's annual parking report. In the past year there have been a number of changes and developments to all three of the parking schemes across the county.

In Hastings the enforcement and management of the on street parking scheme was transferred back to the County Council. To ensure Borough and County Councillors are kept up to date with any changes to the scheme, and to provide an elected Member overview a joint Parking Board was established to oversee the operation. The Board also considers any requests for use of the parking scheme surplus in Hastings, in accordance with Local Transport Plan priorities.

In our Lewes and Eastbourne parking areas the reviews on going from 2012-13 were concluded, and a number of changes to the schemes were approved and implemented in September. These included the the reduction in the hours of control to 9am to 5pm in Lewes, and the extension of the controlled parking zones in Eastbourne.

Cashless parking and virtual permits will be introduced across all three on street parking areas during the summer of 2014. This will mean motorists can pay for parking using a variety of methods and will not need to have the correct change for the pay and display machine.

Surpluses from the three parking schemes is invested in local transport related schemes, and this year this has helped to fund real time bus information, highway works in Hastings and the refurbishment of the Pelham roundabout fountain in a prominent position on Hastings seafront.

I hope you find the content of this report both informative and useful.

Councillor Carl Maynard
Lead Member for Transport and Environment
East Sussex County Council

East Sussex parking news

Hastings on street parking scheme transferred back to ESCC

On 1 April 2013 responsibility for the management of on street parking across Hastings Borough reverted back to ESCC from HBC. Residents should not have noticed any change to on street enforcement or the permit application process but there is a new Parking Shop and there have been a number of changes behind the scenes for our staff.

The new Parking Shop is located at 32e Kings Road in St Leonards, in an area with good transport links and pay and display parking to make visiting as easy as possible. Residents and motorists can visit the shop to purchase permits, challenge and pay PCNs or for information about the parking scheme.

A number of staff have been transferred from HBC to ESCC employment and our enforcement contractor, NSL. New back office systems to issue and manage PCNs are in use and there has been extensive training and learning of new processes for staff. Our enforcement and back office teams have handled the changes professionally, have adapted to the new systems and are now fully integrated with the rest of the parking team.

We will continue to work through the difference in policy between the schemes to achieve consistency across the county.

Changes to parking restrictions in Lewes and Eastbourne

Extensive reviews of the parking controls in Lewes and Eastbourne concluded with a number of changes being approved by the Planning Committee in November and December 2012. The required signs and lines were installed during the spring and summer of 2013 and the TROs were sealed on 28 August 2013.

The impacts of the changes are being monitored and any concerns identified will be reviewed after a year.

Changes in Lewes

A number of changes were made to parking bays in the Lewes controlled parking scheme. The key changes made were:

- the introduction of free parking on bank holidays,
- the reduction in the hours of control to 9-5 across all zones, except zone E, and
- the introduction of a new zone, HS, in the centre of Lewes.

More information about the changes can be found in the planning committee reports and minutes. These can be viewed on our website at

www.eastsussex.gov.uk/yourcouncil/about/committees/meetingpapers/planning/2012/14november.htm

Changes in Eastbourne

The controlled parking zones in Eastbourne have been extended to include areas around the edge of the existing town centre scheme affected by displaced parking. Additionally, permits schemes have been introduced to address specific problems in Rodmill, Meads and Hampden Park.

There have been a number of changes to the hotel guest permit scheme to assist hoteliers and visitors to Eastbourne. Working with the Eastbourne Hospitality Association we have developed a scheme that is user friendly but still protects some parking for local residents and limits the opportunity for abuse.

More information about the changes can be found in the planning committee reports and minutes. These can be viewed on our website at www.eastsussex.gov.uk/yourcouncil/about/committees/meetingpapers/planning/2012/12december.htm

New approach for annual reviews

We appreciate that things change and that parking controls need to keep pace with the changing demands of communities. There are strict legal requirements that we must adhere to when making changes which can make it a lengthy process. To manage this more effectively we have developed a new approach to review the many requests for changes we receive on an annual basis.

All requests received will be logged and acknowledged when received. During the first stage of the review each request will be assessed against our priority ranking system. Those ranked high enough will then be progressed; consultation carried out and proposals made and advertised.

This new approach will provide more consistency between the different areas and provide a more effective and efficient way for us to manage changes to the schemes.

Cashless parking and virtual permits

Cashless parking and virtual permits will be coming to East Sussex soon, following approval by the Lead Member for Transport and Environment on 18 March 2014.

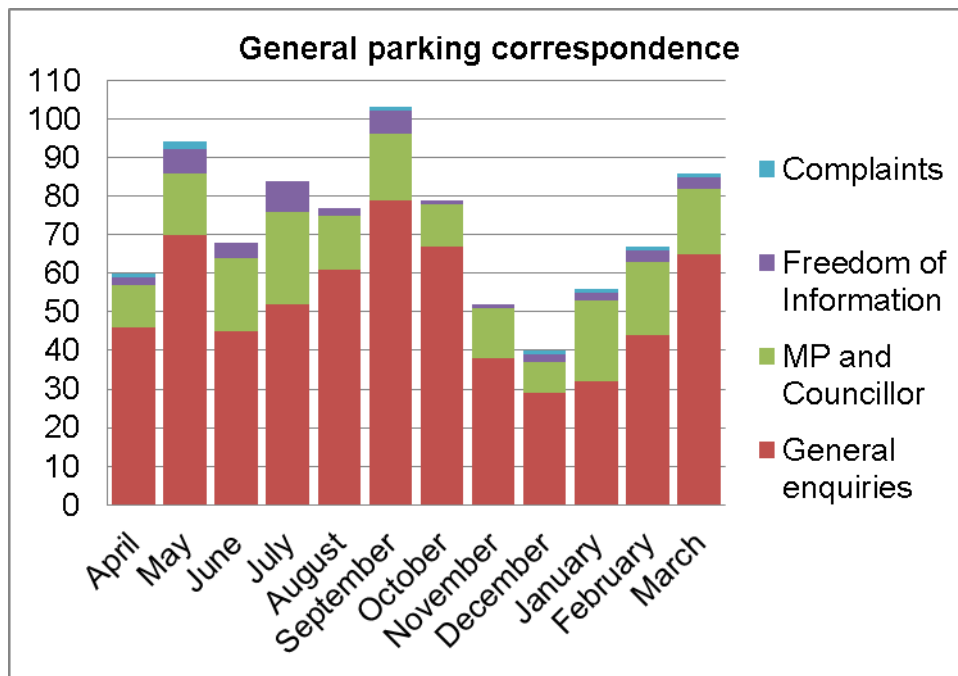
Cashless parking will mean motorists can pay for parking using internet, mobile web, telephone, text or dedicated smart phone applications and will not need to have the right change for the pay and display machine. The system can also remind drivers when their paid for parking is about to expire and add additional time without having to return to their vehicle (up to the maximum stay).

Virtual permits will mean residents can renew their permits online and save a visit to the Parking Shop.

CEOs will be able to check if a vehicle has a valid permit or a pay and display ticket by entering the registration number into their handheld computer. This will save drivers having to check their permit or ticket is correctly displayed each time they leave their vehicle.

Parking schemes

As well as enforcement and notice processing, which there is more information about later in the report, we also deal with correspondence which is related to our parking schemes but not about challenging a PCN. This can include things like requesting a change to a parking scheme, questions about permits or TROs, freedom of information requests and complaints. During the year we received 866 enquiries of these types, the chart below shows the breakdown of enquiries received.



The table on the next page provides information about the number of spaces and the amount of restricted lines in the parking zones and in the wider district and boroughs. The number of bays is approximate and is based on 5.5 meters per space. The table shows a reduction in the number on street time limited bays from previous years, this is because unrestricted bays previously included have been removed from this years report.

Whole district and boroughs			
	Eastbourne	Hastings	Lewes
Length of yellow lines (approximate miles)	73	60	57
Number of controlled parking spaces:			
Free parking bays			
On street time-limited bays	212	2,656	893
HBC / LDC car parks	-	40	1,060
TOTAL Free	212	2,696	1,953
Charged (including permit)			
On street bays	2,429	1,262	2,017
ESCC car parks – County Hall	-	-	393
HBC / LDC car parks	-	-	1,241
TOTAL Charged	2,429	1,262	3,651
Spaces within the CPZ only			
On street parking spaces:	Eastbourne	Hastings	Lewes
Free (time-limited)	72	1,445	15
Pay and display	128	501	43
Permit-only	430	890	916
Shared use	1,995	2,656	1,058
Disabled	120	129	24
TOTAL	2,745	5,621	2,056

Parking Staff

Civil Enforcement Officers (CEOs)	15	16	14
Notice Processing Officers	3.5	3.6	3.5
Admin support staff	1.5	2	1.5
Parking Shop and Customer Services	3	3	3
Technical / support staff	1.5	2	1.5

Enforcement

Penalty Charge Notices (PCNs)

During this year we issued the most PCNs for parking on yellow lines on street and for not having a pay and display ticket on display in car parks. A full list of PCNs by contravention and other enforcement statistics are shown in the tables below.

East Sussex County Council Parking Operations	Eastbourne		Hastings		Lewes	
	2012-2013	2013 - 2014	2012 - 2013	2013 - 2014	2012 - 2013	2013 - 2014
On street PCNs issued	11,359	10,899	14,549	15,692	6,232	5,347
Off street PCNs issued	-	-	3,231	-	4,699	3,913
Warning Notices on and off street	608	702	40	218	1,728	1,572
Bays suspended	783	720	145	222	1,072	948
Items of correspondence received about PCNs	5,132	4,094	5,025	5,136	5,333	3,929

PCNs issued by contravention code

Code	Contravention	Eastbourne	Hastings	Lewes	Total
1	Parked in a restricted street during prescribed hours	1,809	2,484	1,249	5,542
2	Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force	545	546	104	1,195
5	Parked after the expiry of paid for time	909	2,424	501	3,834
6	No valid ticket	882	2,635	280	3,797
7	Meter feeding	0	1	0	1
12	Parked without clearly displaying a valid pay and display ticket or permit	1,731	3,049	665	5,445
16	Parked in a permit space without displaying a valid permit	1,756	25	1,415	3,196
19	Displaying an invalid permit	641	360	228	1,229

21	Parked in a suspended bay/space or part of bay/space	165	19	80	264
22	Re-parked in the same parking place within the no return period	0	22	0	22
23	Parked in a parking place or area not designated for that class of vehicle	874	367	1	1,242
24	Not parked correctly within the markings of the bay or space	1	24	19	44
25	Parked in a loading place during restricted hours without loading	100	453	77	630
26	Parked 50cm or more from the kerb	27	9	8	44
27	Dropped footway (new contravention)	206	345	24	575
30	Parked longer than permitted	724	1,880	596	3,200
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	207	412	56	675
42	Parked in a Police space	9	6	0	15
45	Parked on a taxi rank	124	6	3	133
47	Stopped on a restricted bus stop / stand	154	293	42	489
48	Parked on a school keep clear	1	55	6	62
55	Commercial vehicle in overnight waiting ban	3	0	0	3
57	Coach ban	4	0	0	4
62	Parked on a footway / verge	0	235	0	235
80	Overstayed paid for time (car park)	0	0	176	176
81	Parked in a restricted area (car park)	0	0	35	35
82	Expired pay and display ticket (car park)	0	0	1,435	1,435
83	No pay and display ticket (car park)	0	0	1,701	1,701
84	Meter feeding (car park)	0	0	1	1

85	No permit (car park)	0	0	331	331
86	Out of bay (car park)	0	0	113	113
87	Parked in a disabled bay without clearly displaying a valid disabled person's badge (car park)	0	0	73	73
91	Area not designated for class of vehicle	0	0	39	39
99	Parked on a pedestrian crossing	27	42	2	71
Total		10,899	15,692	9,260	35,851

PCN codes in white boxes are charged at the lower rate (£50 / £25)

PCN codes in grey boxes are charged at the higher rate (£70 / £35)

Notice Processing

Outcome of PCNs

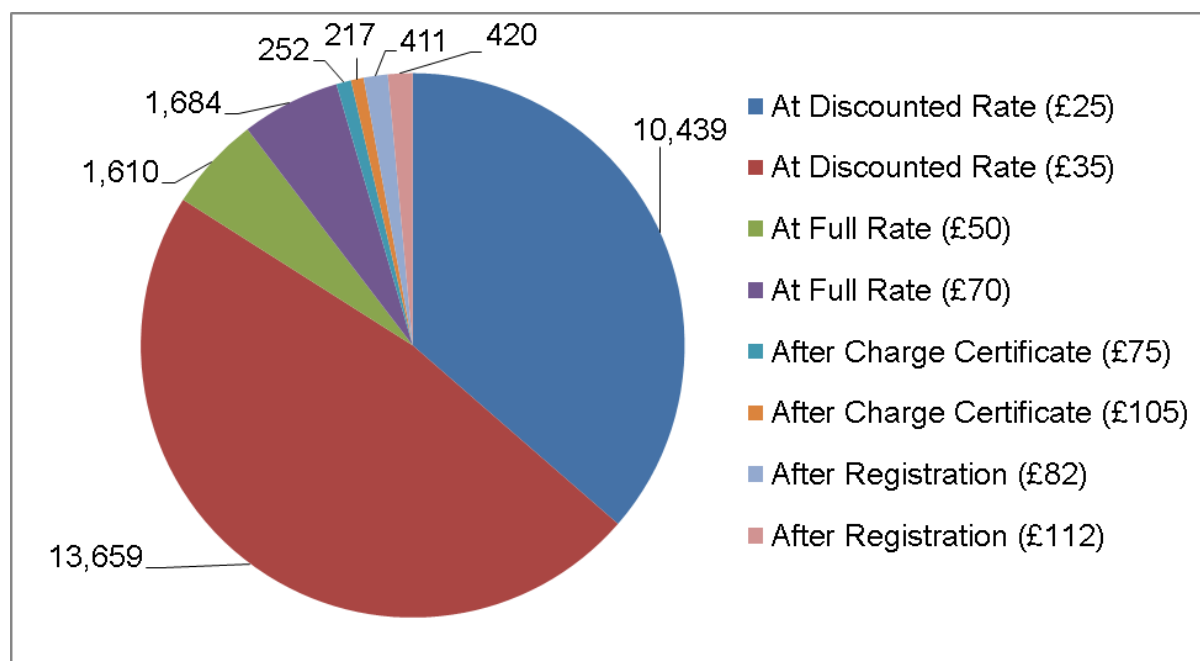
We received a total of 13,159 items of correspondence this year challenging the issue of a PCN. Of those 3,610 resulted in cancellation of the PCN. The table below shows the number of PCNs challenged and subsequently cancelled by each area.

PCNs challenged and appealed and cancelled

	Eastbourne (on street)	Hastings (on street)	Lewes (on street)	Lewes (off street)
Number of PCNs issued	10,899	15,692	5,347	3,913
PCNs challenged and appealed	4,094	5,136	2,338	1,591
PCNs cancelled	1,448	1,075	625	462

There was a total of 35,851 PCNs issued during the year, of those 28,692 have been paid. The chart below shows the number of PCNs paid at each stage of the recovery process.

Higher and Lower rate PCNs paid by stage



Appeals made to TPT

	Eastbourne	Hastings	Lewes (on street)	Lewes (off street)
Appealed to Independent Adjudication	13	5	12	11
Of which:				
Dismissed (PCN upheld)	10	4	5	6
Not contested (PCN cancelled)	2	0	2	0
Allowed (PCN cancelled)	1	1	1	3
Hearing pending	0	0	4	2

Permits

Within the parking zones there are bays which allow motorists with a permit to park without time limit. Just some of the permits available are for residents, businesses and traders. There are qualifying criteria that applicants must meet before being issued with a permit. More information about the types of permits available is on our website www.eastsussex.gov.uk/roadsandtransport/parking/permits/default.htm

The table below shows the main permit types issued during the year.

Type and number of permits issued	Eastbourne	Hastings	Lewes
Business user permits	745	9	16
Primary Care worker permits	-	255	-
Healthcare worker and carer scratch cards	32,180	-	6,385
County Hall permits	-	-	1,107
Dispensations*	99	71	105
Doctors permits	64	3	-
Hotel guest scratch cards	61,260	-	940
Resident permits	2,241	2,167	2,047
Resident visitor scratch cards	71,120	26,486	46,014
Trades scratch cards	15,765	523	2,952
Voluntary permits	373	-	-

*includes dispensations covering all three areas and off street in Lewes

Finance

The table below shows the financial details relating to the operation of our parking schemes.

Income	Bexhill		Eastbourne		Hastings		Lewes		Total	
	2012/13	2013/14	2012/13	2013/14	2012/13	2013/14	2012/13	2013/14	2012/13	2013/14
	£	£	£	£	£	£	£	£	£	£
On-street charge			1,085,170	1,057,862	728,363	746,925	542,992	539,117	2,356,525	2,343,904
Permit income	7,738	6,684	192,333	215,190	174,455	191,266	220,345	227,282	594,871	640,422
Penalty Charge Notices			392,128	350,597	432,929	448,981	344,277	272,183	1,169,334	1,071,761
Payments from other Local Authorities							321,824	310,228	321,824	310,228
Other income			1,293	2,917	9,450		4,731	580	15,474	3,497
Total	7,738	6,684	1,670,924	1,626,566	1,345,197	1,387,172	1,434,169	1,349,390	4,458,028	4,369,812

Expenditure										
Enforcement contract	1,200	1,200	982,663	661,631	704,079	770,255	622,747	572,599	2,310,689	2,005,685
Payments to OLAs							111,889	149,561	111,889	149,561
Internal Corporate Recharges					202,038				202,038	
ESCC Staff costs			170,349	179,303		125,490	294,842	286,567	465,191	591,360
Other operational		800	61,984	145,728	218,013	268,573	216,512	188,435	496,509	603,536
Total	1,200	2,000	1,214,996	986,662	1,124,130	1,164,318	1,245,990	1,197,162	3,586,316	3,350,142

Operational Surplus/(Deficit)	6,538	4,684	455,928	639,904	221,067	222,854	188,179	152,228	871,712	1,019,670
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Payments/Investments supported by CPE surplus										
	£	£	£	£	£	£	£	£	£	£
Parking Review			91,009	65,264		12,825	45,989	33,259	136,998	111,348
Approved by parking board						29,874				29,874
Real Time bus information running costs			115,152	134,977					115,152	134,977
Other running costs pre CPE	2,966	588	210,288	80,490	58,605	28,032	108,234	57,612	380,093	166,722
	2,966	588	416,449	280,731	58,605	70,731	154,223	90,871	632,243	442,921

Net Surplus/(Deficit)	3,572	4,096	39,479	359,173	162,462	152,123	33,956	61,357	239,469	576,749
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Glossary

The list below shows some common abbreviations or terms that may be used in this document.

Abbreviation	Description
Admin	Administration
CEA	Civil Enforcement Area
CEO	Civil Enforcement Officer
Challenge	Informal stage where a motorist writes to the Council to dispute a PCN
Contravention	Breaking a parking rule or restriction
CPE	Civil Parking Enforcement
CPZ	Controlled Parking Zone
DfT	Department for Transport
DVLA	Driver and Vehicle Licensing Agency
ESCC	East Sussex County Council
HBC	Hastings Borough Council
LDC	Lewes District Council
LTP	Local Transport Plan
NoR	Notice of Rejection
NSL	Contractors to ESCC for parking enforcement
NtO	Notice to Owner
OCM	Online Case Management to challenge or pay PCNs.
On Street parking	Parking on public highway
Off Street parking	Parking in a car park
PATROL	The joint committee for Parking and Traffic Regulations Outside London
PCN	Penalty Charge Notice
SPA	Special Parking Area
TEC	Traffic Enforcement Centre
TMA	Traffic Management Act 2004
TPT	Traffic Penalty Tribunal, independent adjudication of PCN appeals.
TRO	Traffic Regulation Order

Contact us

Thank you for taking the time to read our annual parking report.

If you would like any further information about the permits available or parking on street in East Sussex please visit our website www.eastsussex.gov.uk/parking

Alternatively you can contact one of our parking shops or the parking information centre at:

Eastbourne:
Parking Information Centre
55 Gildredge Road
Eastbourne
East Sussex
BN21 4RY
Telephone 08456 801129 option 1
Email eastbournepic@nsl.co.uk

Hastings:
Parking Shop
32E Kings Road
St Leonards on Sea
East Sussex
TN37 6DX
Telephone 08456 801129 option 3
Email hastingspic@nsl.co.uk

Lewes:
Parking Shop
Causeway House
Wellers Yard
46-48 Malling Street
Lewes
East Sussex
BN7 2RH
Telephone 08456 801129 option 2
Email: lewespics@nsl.co.uk

Opening hours:
Monday to Friday: 8am – 5pm
Saturday: 9am – 1pm

- To challenge a PCN, please visit our website using the link below and use our OCM system.

www.eastsussex.gov.uk/roadsandtransport/parking/tickets/challenge.htm

Alternatively you can write to us at PO Box 80, Lewes, BN7 2WU, or email parkingpenalties@eastsussex.gov.uk 01323 466222

Remember to tell us the PCN number, your vehicle registration number and a contact name and address.

- For enquiries about parking reviews and consultations contact: parking.consultations@eastsussex.gov.uk 01323 466244

Other Useful information and contacts

Pay to park by mobile phone

RingGo lets drivers pay for parking by credit or debit card via smartphone app, text message or phone call, rather than using cash at a ticket machine. You can register in advance or when you park using the RingGo apps, by calling 020 3046 0060 or on the website www.myringgo.co.uk

Car parks

For more information about car parks in Hastings Borough or Lewes District please use the links below.

Lewes

www.lewes.gov.uk/community/2315.asp

Hastings

www.hastings.gov.uk/community_living/transport_parking/parking/off_street_car_parks/

PCNs and appeals

Further information about PCNs and the appeals process is available by visiting the websites listed below.

PATROL is the joint committee of England and Wales for enforcement of regulations. Their website has lots of information about the enforcement of parking regulations for councils in England (outside London). www.patrol-uk.info/site/index.php

TPT is an independent adjudication service. They hear motorist appeals against PCNs. Appeals can only be made to TPT once the PCN has reached its full charge and we have formally rejected representations made on receipt of a NtO. Information about the appeals service is available on the TPT website. www.trafficpenaltytribunal.gov.uk/site/index.php

Blue badges

Information about the blue badge scheme is available online at www.eastsussex.gov.uk/socialcare/transport/car/bluebadge/default.htm

Alternatively you can call 01323 464244

Highways

Information about roads and road works in East Sussex is available on our website <http://www.eastsussex.gov.uk/roadsandtransport/roads/default.htm>

You can send enquiries to highways@eastsussex.gov.uk or call 0345 6080193