



Parking

Annual Report

1 April 2012 to 31 March 2013

Report produced by
Parking Services



East Sussex County Council Annual Parking Report 2012-2013



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.

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Foreword

By Carl Maynard, lead member for Transport and Environment.

Welcome to East Sussex County Council's sixth annual parking report. Our report summarises parking enforcement carried out between 1 April 2012 and 31 March 2013 giving details about activities, enforcement and accounts.

The effective control of parking is a crucial element of our wider strategy to improve transport and reduce damage to the environment as set out in our Local Transport Plan (LTP). Those areas where parking controls have been introduced are already experiencing the benefits.

We have seen the upward trend in traffic levels gradually slowing and bus use increasing over the last few years. Effective parking enforcement has assisted with making public transport more reliable making it a more attractive alternative.

Any surplus income generated through Controlled Parking Enforcement provides funding to projects which help to deliver the objectives set out in the LTP. In July I agreed for the council to invest £2 million of parking surplus' over the next four years to support the overall redevelopment of Eastbourne town centre. This is to support and complement the proposed £70 million investment by Legal & General in the redevelopment of the Arndale Centre.

All of our previous annual reports have included information about how surplus income from the parking schemes has been used, some examples include:

- real time bus information,
- traffic and road safety schemes and
- support for bus services.

Other investments are shown later in this report and in our earlier ones.

In recent years we have undertaken major reviews in our parking areas. These reviews have enabled us to make improvements and changes to the existing parking schemes, taking into account the views of our residents and businesses. More information about the reviews can be found on pages 6 and 7 of this report.

In this year's report there is also information about some of the key issues for parking services over the last year.

Thank you for taking the time to read this report. As always, the parking team welcomes your feedback on any parking issue and suggestions for improvement of the services provided.

Councillor Carl Maynard
Lead Member for Communities, Economy and Transport
East Sussex County Council

Parking Policy

Balancing the different needs of motorists

The enforcement of parking restrictions will always be a balance between restricting the freedom of some (to park anywhere they like) in order to protect or enhance the freedom of others (to park where they need to) and that is a difficult balance to achieve.

We aim to introduce controls and to undertake enforcement sensitively and in the best interest of those most directly affected – the motorist, the commercial driver, residents and businesses in the streets concerned.

In addition to parking enforcement, we are responsible for developing new traffic management strategies for the purpose of public safety and keeping congestion to a minimum, especially in the busy town centres.

Improving transport and reducing environmental impact

Our operational policies and enforcement procedures reflect the priorities set out in the Local Transport Plan, and we ensure that they are fair, efficient, and effective. The management and availability of parking is essential in helping to encourage more people to make use of sustainable transport methods.

One of the main reasons for having parking controls is to address local parking problems. Traffic flow through town centres, safety and the economic viability of areas are also improved through the efficient management and use of parking spaces. You can view our LTP using the link below.

www.eastsussex.gov.uk/roadsandtransport/localtransportplan/ltp3/downloadltp3.htm

Reinvesting parking surpluses

All surplus income from parking on the highways of East Sussex is reinvested in local transport and infrastructure.

To date, in Eastbourne, Hastings and Lewes, a total of over £2 million has been invested in pedestrian crossings, support for bus services and maintenance of real time bus information systems and a range of other improvements

Customer Focus

Reviews

Both the Eastbourne and Lewes parking schemes have undergone comprehensive reviews. These included multiple rounds of consultation involving public surgeries, questionnaires and meetings with representatives of local forum groups, businesses and the Chamber of Commerce amongst others.

On 15 December 2011, the Lead Member for Economy, Transport and Environment, approved recommendations for both of the schemes. Before these changes could be made, we had a legal duty to advertise proposed changes to (TROs) and give anyone a chance to object.

Major improvements were planned for the benefit of residents and businesses in the area. The plans included the introduction one hour maximum stay in key shopping streets, to encourage shoppers and visitors to the area.

Lewes

The formal consultation began in June and closed on 1 August. We received 167 objections to the proposed TROs. Each of the 167 objections was considered individually, and a recommendation made. These were presented to Planning Committee for approval on 14 November. Local implications were considered, including views from people in the same area whether supporting or in conflict with the objection

Planning Committee approved our recommendations with two exceptions. The full report and minutes can be found on our website.

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

Eastbourne

The formal consultation began in September and closed on 21 October. We received 360 objections to the proposed TROs. Each of the 360 objections was considered individually, and a recommendation made. These were presented to Planning Committee for approval on 12 December. Local implications were considered, including views from people in the same area whether supporting or in conflict with the objection.

Planning Committee approved our recommendations with one exception. The full report and the minutes of the meeting can be found on our website.

www.eastsussex.gov.uk/yourcouncil/about/committees/meetingpapers/planning/2012/12december.htm

The remainder of this year has been spent dealing with final objections and planning the implementation of the reviews.

The proposed schemes will require a large number of new signs, posts and of course, new lines painted on the road. This will take a number of months to achieve and we have been working with our contractors to get this done with the minimum amount of disruption to the residents of Lewes and Eastbourne

Lewes District car park review

During November LDC presented a report to their Cabinet with proposals for changes to their car parks. The report was approved and the proposals included:

- reducing the charging hours to 9am - 5pm;
- free parking on bank and public holidays;
- reducing the number of tariff bands;
- increasing the maximum length of stay in a number of car parks; and,
- allowing Blue Badge holders to park for up to one hour beyond the maximum stay in 2 and 4 hour car parks.

LDC advertised and consulted on these changes during February and the agreed changes will be implemented in summer 2013. More information is available on the district council's website www.lewes.gov.uk/council/20718.asp

Online case management (OCM)

This year we introduced OCM a web based service that gives customers the ability to view, pay or informally challenge their PCN from our website.

Using OCM reduces the need for customers to either post correspondence or visit the Parking Shops or Information Centre if they wish to challenge their PCN. It allows customers to enter text and upload pictures that they wish the notice processing officers to see and consider. You can find out more on our website www.eastsussex.gov.uk/parking

Supporting local events

Any public event where large crowds of spectators are expected requires detailed planning and many different organisations are involved. Keeping the affected roads clear of parked cars is a major task and in all three locations, we worked with the Police and public transport groups to plan the necessary parking suspensions wherever necessary.

During the year, we along with our contractors have given assistance to ensure the smooth running of many of the events and celebrations which we are famous for in East Sussex. These included Bonfire, Pirate Day and Airbourne.

Enforcement

Penalty Charge Notices (PCNs)

PCNs are issued to vehicles that are parked in contravention of parking restrictions or local traffic regulation orders. During the year we have issued a total of 40,054 PCNs across Eastbourne and Hastings boroughs and Lewes District.

Our aim is to reduce the numbers of PCNs issued by giving clear information to motorists about where they can and cannot park.

We have seen a year on year reduction in the number of PCNs issued and hope that this will continue into the future as we see better compliance. We continue to seek ways to make it easier for motorists to park in designated parking bays and avoid getting a PCN.

The table below shows some of the key details relating to enforcement. We have shown last year's figures for comparison.

East Sussex County Council Parking Operations	Eastbourne		Hastings		Lewes	
	2012-2013	2011-2012	2012 - 2013	2011 - 2012	2012 - 2013	2011 - 2012
On street PCNs issued	11,359	14,291	14,549	17,276	6,232	7,620
Off street PCNs issued	0	0	3,231	4,481	4,699	5,711
Warning Notices on and off street	608	538	40	0	1,728	2,424
Bays suspended during the year	783	251	145	63	1,072	966
Items of correspondence received about PCNs	5,132	6,004	5,025	6,585	5,333	5,919

A table showing the number of PCNs issued for all of the contravention codes is shown below and continues on the following page.

PCNs issued by contravention code

Code	Contravention	Eastbourne	Hastings	Lewes	Total
1	Parked in a restricted street during prescribed hours	1,755	3,006	1,252	6,013
2	Parked or loading in a restricted street where waiting and loading restrictions are in force	693	802	144	1,639

Code	Contravention	Eastbourne	Hastings	Lewes	Total
5	Parked after the expiry of paid-for time	1,176	1,916	658	3,750
6	No valid ticket	1,790	2,215	351	4,356
12	Parked without clearly displaying a valid pay and display ticket or permit	1,512	2,578	878	4,968
16	Parked in a permit space without displaying a valid permit	1,006	70	1,649	2,725
19	Displaying an invalid permit	558	338	263	1,159
21	Parked in a suspended bay/space or part of bay/space	161	0	177	338
22	Re-parked in the same parking place within the no return period	0	16	0	16
23	Parked in a parking place or area not designated for that class of vehicle	1,297	759	5	2,061
24	Not parked correctly within the markings of the bay or space	0	44	28	72
25	Parked in a loading place during restricted hours without loading	165	250	75	490
26	Parked 50cm or more from the kerb	52	10	9	71
27	Parked on a dropped footway or crossing point	224	277	9	510
30	Parked longer than permitted	315	996	541	1,852
40	Parked in a designated disabled bay without clearly displaying a valid disabled person's badge	317	500	90	907
42	Parked in a Police bay	4	10	0	14
45	Parked on a taxi rank	143	8	5	156
47	Stopped on a restricted bus stop/stand	157	392	82	631

Code	Contravention	Eastbourne	Hastings	Lewes	Total
48	Parked on a school keep clear	1	50	9	60
55	Commercial vehicle in overnight waiting ban	3	0	0	3
57	Coach Ban	1			1
62	Parked on a footway or verge	0	245	0	245
80	Overstayed paid-for time (car park)	0	913	156	1,069
81	Parked in a restricted area (car park)	0	0	63	63
82	Expired pay-and-display ticket (car park)	0	726	1,874	2,600
83	No pay-and-display ticket (car park)	0	1,576	2,090	3,659
84	Meter feeding (car park)	0	0	4	4
85	No permit (car park)	0	0	335	335
86	Out-of-bay (car park)	0	16	111	127
87	Parked in a disabled bay without clearly displaying a valid disabled person's badge (car park)	0	0	65	65
92	Causing an obstruction	0	0	1	1
99	Parked on a pedestrian crossing	29	67	7	110
Total		11,359	17,780	10,931	40,070

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)

Scale of parking schemes

Whole district and boroughs			
	Eastbourne	Hastings	Lewes
Length of yellow lines (approximate miles)	37	58	30
Number of controlled parking spaces:			
Free parking bays			
On street time-limited bays	286	2,656	6,208
HBC / LDC car parks	-	40	1,052
TOTAL Free	286	2,696	7,260
Charged (including permit)			
On street bays	2,012	1,262	2,154
ESCC car parks – County Hall	-	-	393
HBC / LDC car parks	-	2,063	1,243
TOTAL Charged	2,012	3,325	3,790
Spaces within the CPZ only			
On street parking spaces:	Eastbourne	Hastings	Lewes
Free (time-limited)		1,445	8
Pay and display	467	501	54
Permit-only	265	890	922
Shared use	1,280	2,656	1,178
Disabled	65	124	23
TOTAL	2,077	5,616	2,185

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

Notice Processing

Outcome of PCNs issued in Eastbourne

Eastbourne	2012 - 2013			
	On Street PCNs	% of issue	Off Street PCNs	% of issue
Total Number of PCNs	11,359	---	NIL	NIL
PCNs at higher level	7,520	66%		
PCNs at lower level	3,839	34%		
PCNs paid	8,982	79%		
PCNs paid at discount rate	7,724	68%		
PCNs paid after issue of Notice to Owner	882	8%		
PCNs paid after issue of Charge certificate	115	1%		
PCNs paid after issue of Debt Recovery Notice	261	2%		
Number of challenges or Representations received	2,775	24%		
PCNs cancelled following challenges / representations	1,146	10%		
PCNs written off as Unenforceable	504	4.5%		
Balance to process	727	6.5%		

Outcome of PCNs issued in Hastings

Hastings	2012 - 2013			
	On Street PCNs	% of issue	Off Street PCNs	% of issue
Total Number of PCNs	14,549	-	3,231	-
PCNs at higher level	9,024	62%	2,068	64%
PCNs at lower level	5,525	38%	1,163	36%
PCNs paid	11,209	77%	2,646	82%

PCNs paid at discount rate	9,209	63%	2,075	64%
PCNs paid after issue of Notice to Owner	1,201	8%	476	15%
PCNs paid after issue of Charge certificate	242	2%	43	1%
PCNs paid after issue of Debt Recovery Notice	557	4%	52	2%
Number of challenges or Representations received	3,795	26%	949	29%
PCNs cancelled following challenges / representations	943	6%	206	6%
PCNs written off as Unenforceable	1,178	8%	293	9%
Balance to process	1219	8%	86	3%

Outcome of PCNs issued in Lewes

Lewes	2012 - 2013			
	On Street PCNs	% of issue	Off Street PCNs	% of issue
Total Number of PCNs	6,232	-	4,699	-
PCNs at higher level	4,391	70%	464	10%
PCNs at lower level	1,841	30%	4,235	90%
PCNs paid	5,010	80%	3,865	82%
PCNs paid at discount rate	4,371	70%	3,382	72%
PCNs paid after issue of Notice to Owner	450	7%	336	7%
PCNs paid after issue of Charge certificate	54	1%	53	1%
PCNs paid after issue of Debt Recovery Notice	135	2%	94	2%
Number of challenges or Representations received	1,766	28%	1,415	30%
PCNs cancelled following challenges / representations	719	12%	543	11%
PCNs written off as unenforceable	177	3%	163	4%
Balance to process	326	5%	128	3%

Appeals made to TPT

There have been occasions when a motorist has been unhappy with our decision and taken their case to independent appeal. For Eastbourne PCNs the TPT heard 19 cases, 17 for Hastings and 32 for Lewes.

The table below shows the results of all the appeals to the TPT this year

	Eastbourne	Hastings	Lewes
Appealed to Independent Adjudication (Appealed as % of issued)	19 0.17%	17 0.10%	32 0.29%
Of which:			
Dismissed (PCN upheld) (Dismissed as % of appealed)	13 68%	13 76%	13 41%
Not contested (PCN cancelled) (Withdrawn as % of appealed)	3 16%	0 0%	4 12%
Allowed (PCN cancelled) (Accepted as % of appealed)	3 16%	4 24%	15 47%

Permits

Parking permits are available so that certain motorists can park within bays designated for their use only. The main permits sold are to residents, either for themselves or for their visitors.

Health care workers and tradespersons need to park in residents, permit or shared use bays from time to time to visit people in their own homes or to carry out work on their premises. We sell daily scratch card permits for all those visitors to residents, but these are limited to a certain number each year to ensure that the residents themselves can also park.

The chart below shows the number and types of permits issued for each of the parking schemes in Eastbourne, Hastings and Lewes.

Type and number of permits issued	Eastbourne	Hastings	Lewes
Business user permits	553	4	14
Car Park annual permits	0	2,661	0
Car Park scratch cards	0	3,246	631
Carer scratch cards	16,540	0	6,980
County Hall parking permits	0	0	887
Dispensations	128	12	79
Doctors permits	56	3	0
Hotel scratch cards	46,339	0	870
Housing permits	0	0	280
LDC permits	0	0	242
Resident permits	2,000	2,353	1,874
Resident visitor scratch cards	46,860	28,040	44,526
Trades Scratch card permits	13,215	68	3,318
Voluntary permits	224	0	0
Waivers	251	0	231

Finance

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

Income	Bexhill		Eastbourne		Hastings		Lewes		Total	
	2011/12	2012/13	2011/12	2012/13	2011/12	2012/13	2011/12	2012/13	2011/12	2012/13
			£	£	£	£	£	£	£	£
On-street charge			1,118,799	1,085,170	733,220	728,363	554,300	542,992	2,406,319	2,356,525
Permit income	8,512	7,738	191,712	192,333	178,000	174,455	220,642	220,345	598,866	594,871
Penalty Charge Notices			451,337	392,128	479,000	432,929	406,389	344,277	1,336,726	1,169,334
Payments from other Local Authorities							339,601	321,824	339,601	321,824
Other income			12,108	1,293	2,787	9,450	8,794	4,731	23,689	15,474
Total	8,512	7,738	1,773,956	1,670,924	1,393,007	1,345,197	1,529,726	1,434,169	4,705,201	4,458,028

Expenditure										
Enforcement contract	1,200	1,200	1,148,103	982,663	663,084	704,079	784,775	622,747	2,597,162	2,310,689
Payments to OLAs							130,612	111,889	130,612	111,889
Internal Corporate Recharges					192,100	202,038			192,100	202,038
ESCC Staff costs			165,104	170,349			276,505	294,842	441,609	465,191
Other operational			103,952	61,984	243,419	218,013	268,451	216,512	615,822	496,509
Total	1,200	1,200	1,417,159	1,214,996	1,098,603	1,124,130	1,460,343	1,245,990	3,977,305	3,586,316

Operational Surplus/(Deficit)	7,312	6,538	356,797	455,928	294,404	221,067	69,383	188,179	727,896	871,712
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Payments/Investments supported by CPE surplus										
			£	£	£	£	£	£	£	£
Parking Review			138,428	91,009			111,279	45,989	249,707	136,998
Eastbourne BC Parking Strategy			14,510						14,510	0
Real Time bus information running costs			110,736	115,152					110,736	115,152
Traffic & Road Safety schemes			33,931		29,654		6,792		70,377	0
Other running costs pre CPE		2,966	201,427	210,288	20,500	58,605	20,600	108,234	242,527	380,093
	0	2,966	499,032	416,449	50,154	58,605	138,671	154,223	687,857	632,243

Net Surplus/(Deficit)	7,312	3,572	(142,235)	39,479	244,250	162,462	(69,288)	33,956	40,039	239,469
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The future

Footway and verge parking

We will be looking at extending the restriction preventing parking on footways and verges from Hastings into problem areas within Lewes District. This has been requested by many residents and will help reduce damage to kerbstones and grass verges

View parking restrictions online

Work has begun on the task of converting the TROs from lengthy written documents to a more accessible, map based system. This will help us to plan and manage existing and new restrictions and make them easier for members of the public to read and understand.

Cashless parking and online permits

We are looking into cashless parking and online permit technology to see how this can benefit our customers. Using mobile phone technology and our existing equipment, it is possible to offer the motorist an alternative to using coins in pay and display machines and the ability to extend paid for time without returning to their vehicle. We also hope to use this technology to introduce 'virtual' permits. This will allow online permit renewals and mean there will be no need to display a permit.

Foreign vehicles

During the coming year we will introduce a method of tracing foreign registered vehicles so we can contact drivers about unpaid PCNs. Every year across the country a large number of PCNs are written off because the owner or driver of the vehicle lives abroad and cannot be traced. This is because the DVLA in the UK are unable to provide the details. Working in partnership with Brighton and Hove City Council, we aim to put this right, as we feel this is unfair on those who have to pay their PCNs.

Partnership working

On 1 April 2013 management of the Hastings parking scheme returns to ESCC, much work will be done to bring more consistency to the schemes across East Sussex. We aim to bring consistency in enforcement and charging policies across all three areas during the next few years.

We will also be working more closely with neighbouring authorities. We all need the same goods and services but can save money by purchasing and managing them jointly.

More information

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

Contact us

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

If you would like any further information about 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 4QW
Telephone 08456 801129 option 1
Email eastbournepic@nslservices.co.uk

Hastings:
Parking Information Centre
32E Kings Road
St Leonards on Sea
East Sussex
TN 37 6DX
Telephone 08456 801129 option 3
Email hastingspic@nslservices.co.uk

Lewes:
Parking Shop
29 High Street
Lewes
East Sussex
BN7 2LU
Telephone 08456 801129 option 2
Email: lewespig@eastsussex.gov.uk

Opening hours for Eastbourne, Lewes
and Hastings:

Monday – 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

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

Other Useful Contacts:

Name	Telephone	Online
Parking penalties	01323 466222	parkingpenalties@eastsussex.gov.uk
Parking admin support	01323 466220	parkingadminsUPPORT@eastsussex.gov.uk
PCN payment line	08456 585500	www.e-paycobalt.com/eastsussex/index.html
Blue badge team	01323 464244	www.eastsussex.gov.uk/socialcare/transport/car/bluebadge/default.htm
Highways customer access team	0345 6080193	highways@eastsussex.gov.uk
Abandoned vehicles (Eastbourne)	01323 415941	www.eastbourne.gov.uk or www.operationcrackdown.org
Abandoned vehicles (Hastings)		www.hastings.gov.uk/ or www.operationcrackdown.org
Abandoned vehicles (Lewes)	01273 484999	www.lewes.gov.uk/community/1183.asp or www.operationcrackdown.org
DVLA		www.dft.gov.uk/dvla

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