



**Crawley Borough Council**

**Parking Services**

**Annual Report**

**2022/2023**

<b>Contents</b>	<b>Pages</b>
• Introduction	2
• Parking Services Responsibilities	2-4
• Partnership Working	4-6
• Permits	6
• Off Street Parking Income	7
• Penalty Charge Notices -Information and Statistics	8-10
• What happens after a Penalty Charge Notice is issued	10
• Appeals & Representations	11
• The Traffic Penalty Tribunal	12
• Common Myths	12-14
• Frequently Asked Question	14-18
• Parking Charges as of the 1st April 2023	18
• Glossary of Terms	19-20

## **Introduction**

The annual parking report aims to provide an overview of the work carried out by our parking services team during 2022/2023. The reports highlights the full range of services provided by the parking services team which includes carrying out Civil Parking Enforcement, managing the Controlled Parking Zone and managing Off-Street car parks.

## **Parking Services Responsibilities**

Our area is covered by 2 authorities Crawley Borough Council and West Sussex County Council and the Parking management responsibilities are separated as follows:

Crawley Borough carry out the following:

- administering on-street permit schemes including resident permits and visitors parking permits.
- administering season tickets for car parks
- employing civil enforcement officers to patrol and enforce on-street and off-street parking.
- processing and responding to appeals against Penalty Charge Notices (PCN's) on and off- street.
- administering bay suspensions and dispensations
- repairing defects in our off-street car parks
- dealing with requests for parking enforcement
- attending to and maintaining Pay & Display ticket machines on and off-street
- setting rules for our owned car parks and determining the parking charges

West Sussex County Council carry out the following:

- implementing and reviewing on-street parking restrictions and resident parking schemes
- maintaining lines and signs on-street
- coordinating street repair works
- processing requests for new Traffic Regulation Orders
- processing and issuing skip licences.
- repairing potholes on-street
- administering the Blue Badge Scheme
- issuing Temporary Traffic Regulation Orders (this is the legal process used to temporarily stop or limit vehicles or pedestrians on the highway)
- determine the parking charges for on-street parking.
- administering road closures for larger public events

### Partnership Working

Our parking services team could not operate on its own to deliver the services we provide. There are several agencies we work alongside and a brief overview of each is provided below:

West Sussex County Council	The County Council is the highway authority for the Crawley Borough Council and its neighbouring districts and boroughs. Crawley Borough Council works under contract with the County Council to deliver the civil parking enforcement for our roads. This includes issuing Penalty Charge Notices to vehicles parked in contravention on streets across the district.
Chipside	Chipside provides the technology for both the civil enforcement officers to carry out their duties and the back-office system which manages the appeals and the recovery of Penalty Charge Notices.

Mi Permit	MiPermit manages the online element of our off-street parking. It is a digital platform for virtual permit holders to purchase and manage their permits. It also manages our on-street resident and visitors permits
HM Courts & Tribunals Service	The Traffic Enforcement Centre at Northampton County Court forms part of HM Courts and Tribunal Service. They act as a bulk processing centre for all unpaid Penalty Charge Notices, Clean Air Zone Penalties, Dart Charge and Merseyflow. They also process any witness statements and any Late Statutory Declarations submitted by the debtor against a court order.
Driver & Vehicle Licensing Agency	We work with the DVLA to obtain the registered keeper details to ensure that any paperwork relating to the issue of a PCN is sent to the registered keeper at the correct address. Applications made to the DVLA for information are only done when necessary to progress the enforcement of a PCN.
Jacobs	Jacobs is one of our appointed enforcement agencies and assists in recovering unpaid Penalty Charge Notices.
Bristow and Sutor	Bristow and Sutor is one of our appointed enforcement agencies and assists in recovering unpaid Penalty Charge Notices.
BPA (British Parking Association) with Park Mark Safer Parking	The British Parking Association works with its members and other entities to improve standards and professionalism within the sector. The Safer Parking Scheme, managed by the BPA, is a national standard for UK car parks that have low crime and measures in place to ensure the safety of people and vehicles. Each car park undergoes a rigorous assessment by specially trained police assessors and a Park Mark is awarded to each car park that achieves the challenging standards. We are a member of the BPA and are proud to have achieved the Park Mark Safer Parking accreditation in our car parks.
Operation Crackdown	Operation Crackdown is a joint initiative between The Sussex Safer Roads Partnership and the Sussex Police Authority to provide the public the opportunity to report anti-social driving and parking. We work with Operation Crackdown in terms of reporting abandoned vehicles.

Flowbird - Urban Intelligence	Flowbird is our operator for the pay and display machines both on and off street. They are responsible for the communications between the customer, the machine and us.
-------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## Permits

Crawley Borough Council issue permits for the off-street car parks it manages and also issue permits for the on street controlled parking zone. The table below shows the permits issued.

	<b>Off Street Car Parks</b>
Town Hall	722
Orchard St	352
Hospital	6
Langley Green Parade	6
Tilgate Park	17
	<b>On Street</b>
Carer	133
GO Permit	84
Healthcare	574
Non-Resident	48
Resident 1st	1453
Resident 2nd	385
Resident FOC	100
Resident Low Emission	7
Trader	22
Visitor Permit	1760
Dispensation	116

## Penalty Charge Notices -Information and Statistics

Penalty Charge Notices (PCN's) are issued in the Crawley Borough when a civil enforcement officer witnesses a parking contravention taking place. The penalty issued will either be for a higher or lower charge, depending on the contravention itself. Penalty charges are laid down in the Secretary of State's Regulations and councils must strictly adhere to the charges set out.

A 50% discounted amount is applied to both charge amounts if it is paid not later than the last day of the period of 14 days beginning with the date on which the PCN is served.

Contravention	Full Charge	Discounted Charge
Higher	£70	£35
Lower	£50	£25

Higher charges are applied generally on the basis that the contravention prevented the correct user from accessing a much-needed bay (such as a bus being unable to access a bus stop or a Blue Badge holder being unable to access a disabled bay), or the parking affected health and safety. The lower charges tend to reflect a less severe type of contravention, for example, not being parked within the markings of a bay or space or parking for longer than permitted.

In 2022/23 a total number of 8173 PCNs were issued. A breakdown of the number of higher and lower PCN's issued both on and off street in 2022-2023 are shown below:

	Off Street	On Street
Higher Level	1552	5350
Lower Level	89	1002
Total	1641	6532

### Off Street Parking Income

Surface Car Parks	£40,815
Town Hall Car Park	£108,822
Orchard Street Car Park	£198,085
Kingsgate Car Park	£148,118
Crawley Hospital Car Park	£120,088

The table below shows the breakdown of the Penalty Charge Notices issued **On Street** by contravention.

<b>Offence Code</b>	<b>Higher / Lower</b>	<b>Description</b>	<b>Number Issued</b>
01	Higher	Parked in a restricted street during prescribed hours	1329
02	Higher	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	1342
	Lower	Parked in a meter bay	1
05	Lower	Parked after the expiry of paid time	140
06	Lower	Parked without displaying a valid pay & Display ticket or voucher	769
07	Lower	Parked with payment made to extend the stay beyond initial time	3
08	Lower	Parking at out-of-date meter	2
12	Higher	Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	1292
14	Lower	Parked in a electric place	1
16	Higher	Parked in a suspended bay or space or part bay or space	0
19	Lower	Parked in residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	28
21	Higher	Parked in a suspended bay or space or part of bay or space	22
22	Lower	Re-parked in the same parking place or zone within one hour of leaving	1
23	Higher	Parked in a parking place or area not designated for that class of vehicle	185
24	Lower	Not parked correctly within the bay or space	56



25	Higher	Parked in a loading place during restricted hours without loading	113
27	Higher	Parked in a special enforcement area adjacent to a dropped footway, cycle track or verge lowered to meet the level of the carriageway	0
28	Higher	Parked in a special enforcement area on part of the carriageway raised to meet the level of a footway, cycle track or verge	0
30	Lower	Parked for longer than permitted	181
40	Higher	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	867
42	Higher	Parked in a parking place designated for police vehicles	0
45	Higher	Parked on a taxi rank	171
46	Higher	Stopped where prohibited (on a red route or clearway)	0
47	Higher	Stopped on a restricted bus stop or stand	19
48	Higher	Stopped in a restricted area outside a school when prohibited	10
49	Higher	Parked Wholly or partly on a cycle track or lane	0
99	Higher	Stopped on a pedestrian crossing and/or crossing area marked	0

The table below shows the breakdown of the Penalty Charge Notices issued **Off Street** by contravention.

<b>Offence Code</b>	<b>Higher/Lower</b>	<b>Description</b>	<b>Number Issued</b>
71	Lower	Parked in an Electric Place	3
80	Lower	Parked longer than permitted	26
81	Higher	Parked in a restricted area in a car park	103
82	Higher	Parked after expiry of paid for time	182
83	Higher	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	835
85	Higher	Parked in a permit bay without clearly displaying a valid permit	110
86	Lower	Parked beyond bay markings	60
87	Higher	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	253
91	Higher	Parked in a car park or area not designated for that class of vehicle	7
92	Higher	Parked causing an obstruction	62

### **What happens after a Penalty Charge Notice is issued**

Once a Penalty Charge Notice is issued to a motorist, they will have 28 days to pay the outstanding amount. If the fine is paid within 14 days, the amount due will be reduced by 50%. At this stage, the PCN can be challenged by the motorist in the form of an Informal Challenge.

If the Penalty Charge Notice remains outstanding, we will apply to the DVLA to obtain the registered keeper details of the vehicle.

A Notice To Owner will be sent to the registered keeper by post if the PCN remains outstanding after 28 days from the date of issue. The full penalty charge amount will be due, and the motorist will have a further 28 days to pay. At this time, the registered keeper may make a Formal Representation.

If a formal representation has been rejected by us, the motorist may appeal to the Traffic Penalty Tribunal (TPT) to have the appeal heard by an independent adjudicator. Please note, that a registered keeper cannot appeal to the Traffic Penalty Tribunal until the formal representations have been rejected by us.

If there is no payment received or appeal made within 28 days of the Notice to Owner being sent to the registered keeper, we will issue a Charge Certificate. The registered keeper will have a further 14 days to pay the original fine, and the amount due will increase by 50%.

## **Appeals & Representations**

Challenges, appeals and representations are all forms of appeals, but they all occur at different stages of the appeals process. The above names are used in the Statutory Guidance that the Secretary of States uses to differentiate between them.

### *Challenges:*

A challenge refers to any appeal made after the PCN has been issued, but before the Notice to Owner is issued to the registered keeper of the vehicle.

### *Representations:*

Representations refer to an appeal made after the Notice to Owner has been issued to the registered keeper of the vehicle. After the 28 days allowed once the Notice to Owner has been served, we do not legally have to respond to any representations made. We can choose to respond after this time if we think it is appropriate to do so.

### *Appeals:*

Appeals can only happen if we have rejected a formal representation. If a formal representation is rejected, details will be provided of how to apply to the Traffic Penalty Tribunal if the appellant wishes to continue the appeal against the PCN.

## The Traffic Penalty Tribunal

The Traffic Penalty Tribunal (TPT) is an independent body which reviews any appeals against PCN's that we have reviewed and rejected. They have the final decision on whether a PCN should be cancelled or upheld.

The appeals process is free to appellants, and they may choose whether to have a hearing or receive a written decision from the TPT.

In 2022/23 there were 6 cases that went to the Traffic Penalty Tribunal. Out of those cases 5 were accepted and 1 was rejected.

## Common Myths

- *Civil Enforcement Officers work on commission* – CEO's do not get commission. Regardless of how many Penalty Charge Notices (PCN's) they issue, they are paid a salary and do not work under any bonus scheme.
- *Civil Enforcement Officers have targets or the number of PCN's issued* – Civil Enforcement Officers do not have targets and can only issue tickets if they observe a parking contravention. CEO's must take detailed notes regarding the contravention, and these can assist with either upholding or cancelling the PCN issued if it is challenged by the customer.
- *Civil Enforcement Officers target vehicles* - Our officers are allocated different routes to patrol and do not patrol with the intention of pursuing specific motorists.
- *You can park anywhere on a Bank Holiday* – Unless the Traffic Regulation Order and signs indicate otherwise, parking restrictions will apply on Bank Holidays.
- *CEO's can issue a PCN if a vehicle is parked causing an obstruction* – This would be the responsibility of the police and customers should report incidents such as these via 101 or through Operation Crackdown. If the vehicle is parked dangerously, risking lives, customers should call 999. Civil Enforcement Officers do not have the power to issue PCN's to vehicles parked in this manner.

- *My local MP or councillor can cancel a PCN or help me appeal* – The Traffic Management Act 2004 sets out the process for civil parking enforcement. This legislation prescribes the process that must be followed and includes 3 stages of appeal. The Secretary of State considers that discretion should be exercised by the Notice Processing Staff as this provides greater consistency in the enforcement of traffic regulations. This also ensures that only fully trained staff make decisions on the facts presented.
- *A CEO can take back a PCN once it has been issued* - PCN's cannot be withdrawn by CEO's once they have been issued. If the customer wishes to dispute the issue of the PCN, then they must make a challenge to Crawley Borough Council. Removing the PCN once it has been issued would leave our CEO's vulnerable to allegations of favouritism, bribery, or inconsistency.
- *The Civil Enforcement Officer should have given a warning* – There is no requirement for CEO's to issue Warning Notices to vehicles parked in contravention of the parking restrictions. If the motorist wishes to dispute the issue of the PCN, then they must make a challenge to Crawley Borough Council, where it will be reviewed by our Appeals Officers.
- *PCN's are only issued to make the Council money* – Civil Parking Enforcement is a regulatory measure, and a Penalty Charge Notice is only issued if a vehicle is observed to be in contravention of parking restrictions. Any surplus income generated through Civil Parking Enforcement is ring-fenced to parking services related matters and cannot be spent elsewhere.
- *Any vehicle parked on the pavement should receive a PCN* – All enforcement activity throughout the district governed by West Sussex County Council's Parking Policy. Crawley Borough Council and our CEO's must adhere to this policy when issuing Penalty Charge Notices to vehicles. At this time, Crawley Borough Council are unable to take any enforcement action against vehicles parked either partly or wholly on the pavement. If the vehicle is causing an obstruction, this should be reported to the police and customers should report incidents such as these via 101 or through Operation Crackdown. If the vehicle is parked dangerously, risking lives, customers should call 999.

- *PCN's can be issued to vehicles who are double parked* - All enforcement activity governed by West Sussex County Council's Parking Policy, which Crawley Borough Council and our CEO's must adhere to. At this time, Crawley Borough Council are unable to take any enforcement action against vehicles which are double parked. If the vehicle is causing an obstruction, this should be reported to the police and customers should report incidents such as these via 101 or through Operation Crackdown. If the vehicle is parked dangerously, risking lives, customers should call 999.
- *Crawley Borough Council are able to take enforcement action in all car parks* – Crawley Borough Council are only able to undertake enforcement action in car parks owned or operated by Crawley Borough Council. We are unable to assist with parking enforcement in privately owned car parks or those owned by West Sussex County Council, as these do not fall under Crawley Borough Council jurisdiction.

### **Frequently Asked Question**

The following questions and answers may be useful when considering whether to challenge or make a formal representation to the Council against a PCN.

#### **Q. The details on the PCN are incorrect, will the PCN be cancelled?**

- If the vehicle registration number, the contravention code, or the location of the vehicle is incorrectly recorded on the PCN, the Council will cancel it. All the other details that the CEO records are supportive and therefore would not justify the PCN being cancelled if they are recorded incorrectly.

#### **Q. Will the PCN be cancelled if I ran out of petrol?**

- It is the responsibility of the motorist to ensure that the vehicle has sufficient petrol for a journey. As running out of petrol could be avoided, the Penalty charge Notice may not be cancelled.

#### **Q. I was loading or unloading, will the PCN be cancelled?**

- The Council may consider cancelling the PCN depending on the restriction you were parked on, what was being loaded and unloaded and whether evidence can be supplied for this. Under certain

contravention codes, the CEO must carry out an observation period when issuing the PCN to determine whether an exempt activity is being carried out. For example, for a vehicle parked on a yellow line restriction, a CEO will carry out an observation period of at least 5 minutes before issuing a PCN.

**Q. Will the PCN be cancelled if my car broke down?**

- The Council may consider cancelling the PCN if the vehicle was parked on the street and evidence can be supplied of the vehicle breaking down. The PCN may not be cancelled if you are parked within a car park as payment for parking can be made even if you have no access to your vehicle. In these circumstances, the Council would expect the vehicle owner to contact the Council to advise that the vehicle has broken down.

**Q. I didn't realise my Blue Badge had expired, will the PCN be cancelled?**

- The PCN may not be cancelled if the Blue Badge has expired. For a Blue Badge to be considered a valid exemption, it must be displayed clearly and in date. Blue Badges can be applied for or renewed via the West Sussex County Council website.

**Q. I have a valid Blue Badge but didn't display it, will the PCN be cancelled?**

- To be considered a valid exemption, a Blue Badge must be clearly displayed continuously on the dashboard of a vehicle. The Penalty Charge Notice may not be cancelled if this is not the case.

**Q. Will the PCN be cancelled as I was parked in a loading bay and displaying my Blue Badge?**

- The PCN may not be cancelled as Blue Badges are not valid for use in loading bay restrictions. The conditions relating to the use of Blue Badges are described in "The Blue Badge Scheme: rights and responsibilities in England" handbook which is supplied when every Blue Badge is issued.

**Q. I was delayed arriving back to my vehicle, will the PCN be cancelled?**

- Ultimately, it is the responsibility of the motorist to take into account any unforeseen delays which may occur. Additional parking can be

purchased via remote services such as MiPermit if motorists are in a queue and cannot return to the vehicle or the car park before the paid for parking expires. A PCN may not be cancelled unless evidence can be supplied demonstrating that the delay was unexpected and unforeseen, such as an emergency situation arising.

**Q. I became ill/sick, will the PCN be cancelled?**

- The Council may consider cancelling the PCN if evidence is provided to support the circumstances described as some circumstances are unforeseen.

**Q. I didn't have any change to pay for parking, will the PCN be cancelled?**

- As soon as the vehicle is parked, it is the motorist's responsibility to ensure that they have adequate change or any other means to pay for parking as soon as they arrive. All of Crawley Borough Council pay & display machines accept cash and card payments. We also offer a pay by phone option. If payment cannot be made, then the motorist should find alternative parking as a PCN issued in this case may not be cancelled.

**Q. I forgot to display my Pay and Display ticket, will the PCN be cancelled?**

- The ticket is only valid if it is clearly displayed on the dashboard of the vehicle. Before leaving the parked vehicle, it is the responsibility of the motorist to ensure that the ticket is clearly displayed and visible. Therefore, the PCN may not be cancelled in these circumstances.

**Q. I had a Pay and Display ticket, but it fell off the dashboard/ turned over when I left the car, will the PCN be cancelled?**

- When CEO's are patrolling, they will check a vehicle thoroughly. If they can see a ticket within the vehicle, and the serial number is visible, they will record this on their notes. The Council may consider cancelling a PCN on the first occasion, if the ticket is subsequently supplied and was valid at the time the PCN was issued. Any future Penalty Charge Notices issued for the same reason may not be cancelled.

**Q. The Pay and Display machine was broken/ out of order/ wouldn't accept my change, will the PCN be cancelled?**



- The Council accepts that occasionally faults with our Pay and Display machines can occur. There are remote services available within our car parks and payment can be made via the RingGo app. As it would be reasonable to expect a customer to use another machine, or pay via remote services, the Council may not cancel the Penalty Charge Notice. If any issues are discovered with any machine, we would always request that the customer reports this to the Council so the issues can be rectified.

**Q. Will the PCN be cancelled if I lost my car keys?**

- In our car parks, remote services, such as MiPermit, are available to pay for parking until the vehicle can be moved. In these circumstances, the Council may not cancel the Penalty Charge Notice. If you are parked on-street, and evidence can be supplied that you lost your keys and/ or purchased another set, the Council may cancel the PCN.

**Q. I didn't know I had to display a Pay and Display ticket, will the PCN be cancelled?**

- To ensure that the conditions of parking are clear, there are signs in both the on-street and off-street parking locations throughout the district detailing the conditions of use. It is the responsibility of the motorist to ensure that the conditions of use are observed, including all signs, lines/ road markings and charges. As there is sufficient information to alert motorists of the hours that the Pay and Display charges are in operation, the Penalty Charge Notice may not be cancelled. If any issues are discovered with the signs, lines, or markings, we would always request that the customer reports this to the Council so the issues can be rectified.

**Q. I have a valid season ticket/ permit, but it didn't have the correct vehicle registration number assigned to it. Will the PCN be cancelled?**

- Season tickets and permits are vehicle specific and therefore the correct vehicle registration numbers must be logged against them. Logging the incorrect vehicle registration or forgetting to change the registration would not usually justify the Council cancelling the PCN. Vehicle registration details can be changed online either through MiPermit or by emailing if you have a paper permit.

**Q. I forgot to display/ renew my season ticket or permit, will the PCN be cancelled?**

- Customers will receive either an email (if their season ticket/ permit is virtual) or a letter (if they have a paper permit) to remind them to renew their season tickets/ permits. It remains the customer's responsibility to ensure that any season ticket/ permit is valid when parking. If it is not, the Council may not cancel the Penalty Charge Notice issued.

**Q. I didn't receive my renewal reminder, will the PCN be cancelled?**

- Whilst Crawley Borough Council and Mi Permit endeavour to ensure that customers are reminded to renew their season tickets/ permits, ensuring that season tickets/ permits are valid remains the responsibility of the customer. In these circumstances, the Council may not cancel the Penalty Charge Notice.

**Parking Charges as of the 1<sup>st</sup> April 2023**

<b>Car Park</b>	<b>Period</b>	<b>Charge</b>
Kingsgate	All Day	£2.50
Town Hall Multi Storey	Up to 1 hour	£1.10
	Up to 3 hours	£2.70
	All Day	£3.80
	Evening (6pm to midnight)	£2.10
Orchard Street Multi Storey	Up to 1 hour	£1.60
	Up to 3 hours	£3.20
	Up To 12 hours	£5.30
	Up to 24 hours	£7.40
	Evening & Weekend	£2.10
Orchard Street Surface	Up to 2 hours	£2.10
	Up to 3 hours	£2.70
	All Day	£3.80
	Sundays & Bank Holidays	£1.10

Tilgate Main	Summer Charging 1 Apr to 31 Oct 9am to 6pm Per Up to 4 hours Up to 24 hours	£1.20 £6.00
	Winter Charging 1 Nov to 31 Mar 9am to 4pm Per Up to 4 hours Up to 24 hours	£1.20 £6.00
Tilgate Fishermans	Summer Charging 1 Apr to 31 Oct 11am to 6pm Per hour up to 4 hours Up to 24hours	£1.20 £6.00
	Winter Charging 1 Nov to 31 Mar 11am to 6pm Per hour up to 4 hours Up to 24hours	£1.20 £6.00

## Glossary of Terms

Civil Enforcement Officer (CEO)	This is the name given of officers who patrol the streets and enforce vehicles parked in contravention of the restrictions. They must be employed by the Council or through a Council
Civil Parking Enforcement (CPE)	Parking used to be enforced by the police where vehicles would be issued with Fixed Penalty Charge Notices. When the Road Traffic Act, now known as the Traffic Management Act 2004, was introduced, Councils could apply to Central Government to take over the enforcement of most on-street parking controls from the police. This "decriminalisation" of parking enforcement has been adopted by West Sussex County Council as Civil Parking Enforcement (CPE). Under CPE parking enforcement has transferred from criminal law (Sussex Police) to civil law (Local Authority).
Controlled Parking Zone (CPZ)	A CPZ is an area where parking is restricted during specific times. They are put in place to control every area of road space within the zone. Signs are erected at every entry point to the controlled parking zone, informing motorists
On Street	Anything relating to the West Sussex County Council's highways (roads and pavements).
Off Street	Anything relating to the West Sussex County Council's highways (roads and pavements).

Penalty Charge Notice (PCN)	A legal document which is issued to a vehicle which is believed to have contravened the Traffic Regulation Order. Only a Civil Enforcement Officer may issue them, and they are either handed to the driver or attached to the vehicle.
Traffic Regulation Order (TRO)	This is the statutory legal document used to support the restrictions which have been placed on the highway or in the car parks. West Sussex used map-based TRO's, which means every restriction in Crawley appears on a map with a key to indicate what the restriction is.
Contravention	Where a motorist does not comply with a parking regulation
Informal Challenge	An appeal made within 28 days of the service of the Penalty Charge Notice
Formal Representation	An appeal made within 28 days of the service of the Notice to Owner to the Registered Keeper
Notice to Owner (NTO)	The statutory notice issued to the Registered Keeper of the vehicle if a Penalty Charge Notice is not paid within 28 days of its issue. The recipient may either pay in full at this stage
Charge Certificates	The notice served 28 days after the service of the Notice to Owner form if the Penalty Charge Notice remains unpaid. This notice increases the Penalty Charge by 50%