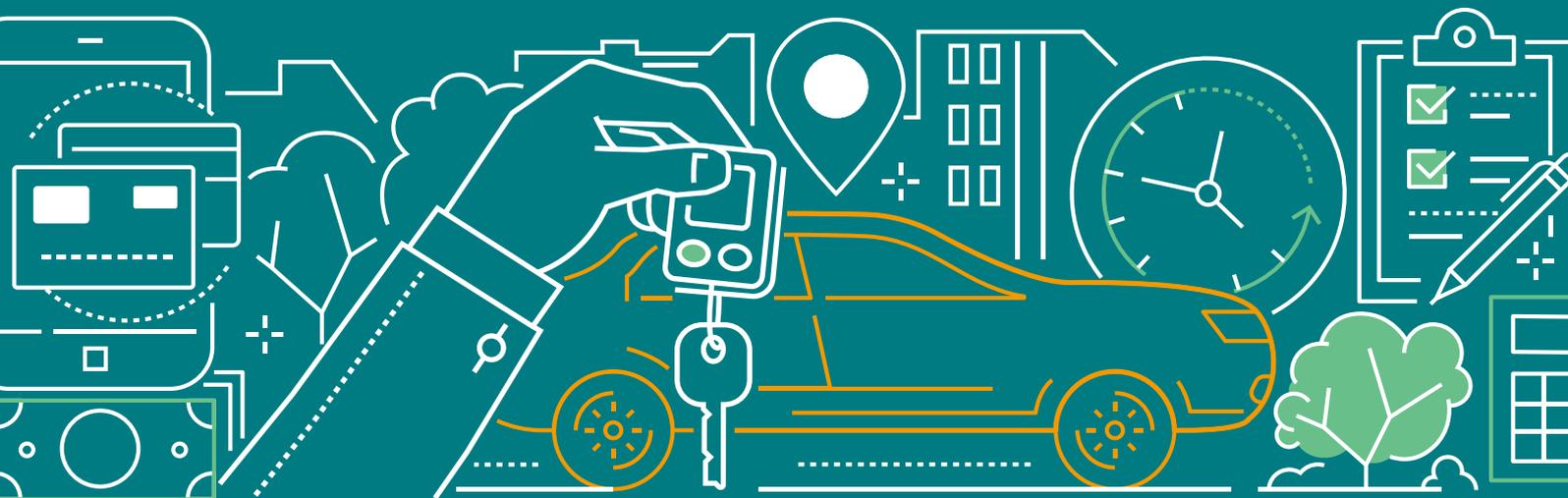


Devon County Council
Civil Parking Enforcement Service

ANNUAL REPORT

2021/22



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Foreword

As we moved into 21/22, we saw both the first anniversary of the Covid-19 pandemic and the beginnings of society reopening and a return to normality. Our service once again needed to support not only the County's response to the pandemic but also finding balance with the need to support the reopening of the High Street and businesses.

Parking management enables authorities to balance the demand for on-street parking for businesses, residents, and visitors with the safe and efficient movement of traffic. Additionally, in these unprecedented times, there was a need to continue to respond dynamically to the needs of the network whilst ensuring the safety and wellbeing of our staff.

This included responding to new travel and leisure patterns with an increase in visitors in our key coastal communities. Along with a need to consider our approach to motorhomes and campers on the highway, and review exemptions for health and care workers.

Not only did the team continue to respond to these challenges but they also continued to develop the County's residents parking service to contribute to reducing carbon by introducing a differential charge to encourage more sustainable vehicle choices where possible. Along with reviews of working practices and equipment for the team.

Thanks to the hard work of the Parking and Enforcement Team (and wider Traffic Management Team) and their ongoing commitment to continuous improvement and innovation, the service continues to develop and deliver.



**Councillor
Stuart Hughes**
Cabinet Member for
Highway Management



About Devon

Devon is the third largest county in England with Devon County Council covering 2,534 square miles of the county (the remaining areas being within the unitary Authorities of Plymouth and Torbay). There are 8000 miles of highway within Devon; the biggest highway network of any authority in the country.

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With major University's in Exeter and Barnstaple now attracting students from around the world, and two national parks Dartmoor and Exmoor as well as England's only natural World Heritage Site, the Jurassic Coast which is well known for its unique geology and geographical features, Devon attracts nearly six million visitors per year and there are twice as many tourism businesses in Devon than the national average.

Our deployment prioritises key urban centres and their aerial routes where free flow of traffic is essential. It also recognises the needs of communities where a high demand for turnover of on-street spaces plays a vital role in maintaining economic viability.

Effective traffic management on this network is reliant on the placing of various restrictions including those affecting speed and parking.

Management of parking is essential to provide safe and expeditious movement of traffic through the network, and within Devon. Limited waiting, pay and display, residents parking, and no waiting restrictions are used to manage parking stock with efforts focused in the 28 Devon market and coastal towns and the city of Exeter which are where most of our population resides.

The service uses customer feedback and enforcement information from previous years to improve our deployment on a countywide basis.

New beats are designed to ensure that larger communities requiring more frequent attendance are serviced regularly, and grouped with several smaller communities which are serviced cyclically in line with their parking management needs.

Grouping communities together allowed for a more efficient spread of resource to facilitate fewer CEO attendances whilst retaining a high level of service to all communities with parking management needs.

We deliver our service in line with the objectives of the Traffic Management Act 2004.



Dealing with the pandemic

Reopening Devon

Review of Working Practices

As more of society benefited from vaccinations and infection rates began to reduce there was opportunity to review and update risk assessments put in place over the past year.

It was important to bring staff together and rebuild the sense of being part of area team.

In the past year to allow for social distancing only limited numbers of the team were allowed in shared office space across our enforcement bases, with staggered start and finish times, and set lunch times being introduced. We also needed to bring additional fleet into the service to ensure staff did not need to share vehicles. These measures could now be phased out.

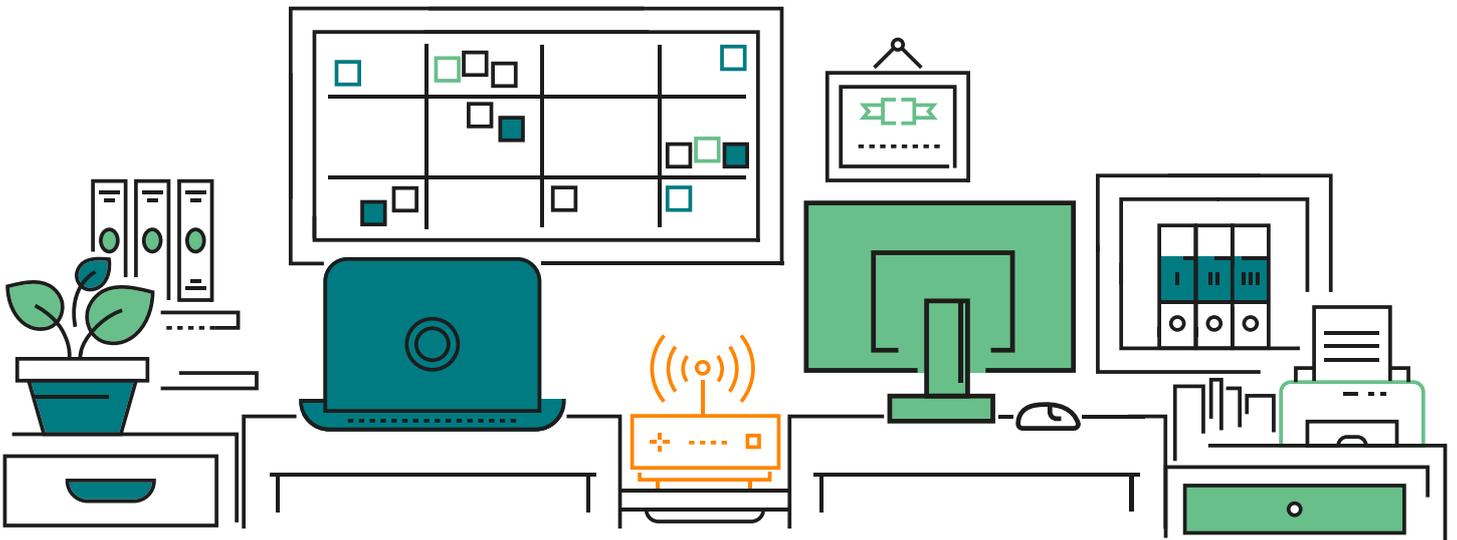
Our risk assessments were reviewed enabling to team to return to normal working practices, with Civil Enforcement Officers were able to spend time together by;

- Socialising at break times,

- Start and finish shifts at the same times when required,
- Have face to face team meeting, 1-2-1's and de-briefings.

Being lone workers, the officers found being able to share space in the offices with their colleagues and talk about experiences that shift was a great benefit to their personal well-being and mental health. Having worked through the pandemic mostly in isolation with very strict regulations and risk assessments in place this was very much welcomed.

Reduced restrictions also meant officers were able to share vehicles again and this gave us the opportunity to reduce mileage and review all our beats across our 3 bases, Exeter, Kingsteignton and Barnstaple, allowing the CEOs to travel together and be dropped off to enforce for the day before being picked up at the end of their shift and returning to base.



Exemptions

During the pandemic, hospital sites came under pressure to provide more staff parking so that staff could use personal vehicles to travel to work rather than public transport.

To support this additional demand, in summer 2020 a national parking exemption scheme was launched by central government allowing health and care workers free access to Local Authority car parks and on street parking areas. This scheme ran until late Summer 2021.

As requirements for supporting health and care workers began to reduce, and attention started to turn back to the reopening of the high street, the team focused on clear communications to the public about the change in exemptions and carefully managing the transition back to normality.

During the height of the pandemic additional parking provision was also provided to NHS employees displaying an NHS pass so they could use the County Hall car park for free for the duration of their shifts. Along with additional on-street parking passes issued free of charge by Devon County Council (and the National NHS Covid Pass scheme) to NHS workers to use nearby resident parking areas.

The team liaised with key contacts within the NHS to communicate the withdrawal of these exemptions ensuring staff had time to make new travel arrangements and did not receive Penalty Charge Notices.

Managing Visitor Parking

Devon has many glorious coastal areas and spectacular moorland areas which act as magnets for visitors especially those with motorcaravans. Managing and enforcing parking is an important part of keeping these areas safe and providing an enjoyable experience for both visitors and locals.

Whilst the County welcomes all its tourists and enjoyed a surge in stay-cationers coming to enjoy all on offer across the County. The numbers of visitors did give rise to concerns about safety and impacted on some resident's quality of life. In response to concerns raised by the affected communities and their Councilors we conducted several specially organised early morning/late night operations in North and East Devon to enforce the overnight restrictions.

These operations were particularly welcomed as they allowed many more visitors to enjoy the surroundings and amenities and meant vehicles that were restricted in these areas, parked in dedicated locations with facilities including waste management keeping the environmental areas around these restrictions safe for all users.



Parking as a service

Our Parking Services Team comprises an enforcement team of civil enforcement officers deployed from 3 area bases, and a central team of appeals officers who consider challenges and appeals to Penalty Charge Notices (PCN) and oversee the management and issuing of on-street permits.

Our deployment prioritises key urban centres and their arterial routes where free flow of traffic is essential. It also recognises the needs of communities where a high demand for turnover of on-street spaces plays a vital role in maintaining economic viability.

The service recognises the challenges for the modern high street and sees the management of parking as a supporting complimentary service; ensuring parking is available to customers and turning over, whilst maintaining clear passage and access for deliveries and loading.

Our approach to parking enforcement is consistent, transparent, and informed by national best practice (including feedback received from the Traffic Penalty Tribunal).

The issue of a PCN is always a last resort with officers engaging with drivers whenever possible.

Our goal is to assist people to park; pick up; set down; load or unload conveniently and lawfully, to make our coastal communities, towns and city centres accessible to everyone.

We continue to use intelligence gathered through customer feedback, our 'report it' and request enforcement web forms, and social media feeds to regularly review beat patterns to further enhance our service. Ensuring we attend when most needed and can respond to changing local needs.

Enforcement can be requested here: devon.gov.uk/roadsandtransport/report-a-problem/



Customer Service

Transparency and providing clear information to our customers is a key objective of our service.

Our enforcement and appeals policies are regularly reviewed and are available to all on our Open data page

Open data – Policies

devon.gov.uk/factsandfigures/open-data/highways-land-buildings/on-street-parking/

We continue to use customer feedback to shape and improve the information we provide and continue to expand communications by utilising corporate social media. This allows us to adapt as customers trend to communications on new platforms.

Corporate Twitter accounts

devon.gov.uk/twitter/

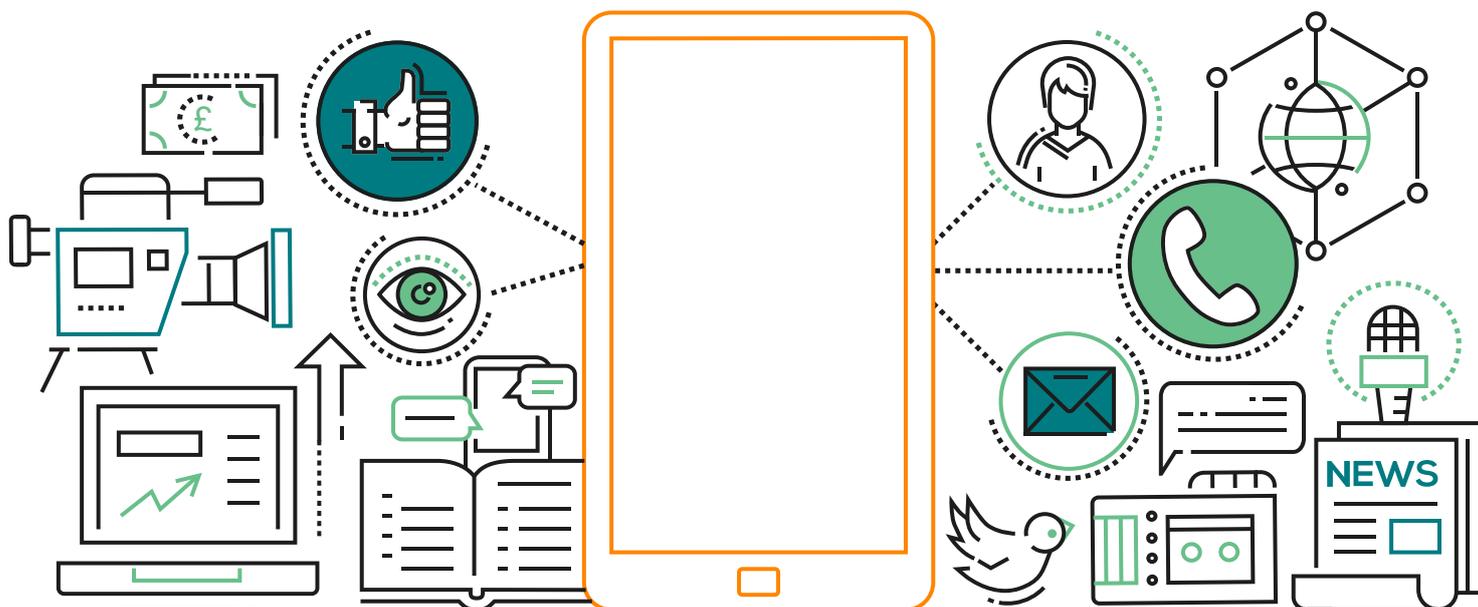
By using customer feedback, we also identified that visitors would benefit from a single source of information on parking whether that is our on-street facilities, or car parks offered in our sister District, Borough, and City Councils to help them plan their visit.

devon.gov.uk/roadsandtransport/parking/car-parks-in-devon/

Parking and income remain an emotive topic for many. We hope by publicising what we do and how we use the public's money in our Annual Parking Reports we demonstrate our commitment to delivering an effective, responsible and sustainable service.

Our Annual Parking Reports are archived here:

devon.gov.uk/roadsandtransport/parking/how-parking-is-regulated/



Improvements to our Residents Parking Service

In December 2020, an updated Residents parking Policy was approved by Cabinet with the intention of improving the system for residents, businesses and commuters whilst continuing to support the Council's work to reduce traffic congestion, improve air quality and reduce the County's impact on climate change.

The key changes included:

- a differential charge to discourage multiple car ownership and encourage uptake of EV and lower emission vehicles
- the use of virtual permit technology to allow robust enforcement and to address issues caused by cancelled or altered permits being displayed in vehicles;
- clarification of rules relating to new developments / redevelopments
- guidance on the design of scheme- to include an exemption for Co-Cars (and other recognised car clubs) to encourage uptake of these services and reduced reliance on private car ownership; and
- consideration to schools to accommodate essential vehicles where these cannot be parked within the school site.

It was felt this Policy provided the best balance between the needs of residents whilst contributing to the management of congestion and air quality.

In the past year the Traffic Management Team have worked with software providers to ensure that the policy can be supported using high quality public facing webpages, and prepared legal documents (Traffic Regulation Orders) for advertising. Throughout the process, the team have communicated with existing permit holders to inform them of intended changes and explain how they can share their views on the proposals through the Advertising process.

Pending democratic process, it is intended to launch the new service in 22/23.

Addressing Permit Abuse

In 2011 the Council changed the way in which its resident permits were issued meaning that residents were no longer required to attend a local office to apply for their permits and take proof of residency with them to show eligibility for a permit. The move to an online application process removed the barrier of applying for a permit at a time that suited the applicants and proof of residency were not required at time of application. To ensure the system was not abused, the Council retained the right to request proof of residency at any time during the life of the permit.

Where intelligence is received from the public via a 'Report it' form of suspected misuse or fraudulent use of a permit these are followed up by the parking enforcement and services team.

During the period April 2021 to March 2022 the Council received contact relating to 100 permits that residents were concerned had been used improperly, for example they were held by someone other than the resident of that eligible address.

After review, 56 permits were cancelled as a result of the named holders failing to adequately prove their eligibility or not responding at all. 44 permit holders were able to provide sufficient evidence to support the eligibility to hold and use a permit.

Permit abuse is something that the Council takes very seriously and the move to a digital permitting scheme with the reintroduction of proof checking on initial application will help reduce the potential abuse of our schemes and provide additional confidence for our residents that their schemes are being effectively managed and enforced.

Misuse of a resident permit can be reported here:

devon.gov.uk/roadsandtransport/parking/parking-permits/report-misuse-of-permits/

Town & Parish Councils engagement

We have always considered public understanding of our role incredibly important and one of the areas where the team invest time is in engaging with the Town and Parish Councils, of which there are over 400 in Devon.

On the 24th and 25th November 2021 there was an opportunity to engage with communities and stakeholders at our annual Town & Parish Conference. The team held a workshop on “Our Civil Parking Enforcement team and the work they do” presenting to 123 representatives who had registered for the event and responding to key questions such as:

- How do you prioritise the area to be covered by the enforcement officer?
- In rural villages how can parking restriction be enforced?
- Why does no one want to take responsibility for parking on pavements?
- Why not allow others to patrol and issue warning notices?

Highways colleagues also attended these high value events with presentation on other areas of highways such as maintenance, safety defects and traffic calming.

Cashless parking

The Council remains firmly committed to delivering the best value for money to our residents and visitors to the county. It is believed that cashless parking services provide an excellent option for our visitors and residents.

As reported in previous years the public’s appetite for cashless parking continues to grow. Whilst travel behaviours were obviously dramatically changed during the pandemic usage of cashless payment options for parking, and more widely over all areas of retail and hospitality, continued to grow.

The use of our cashless parking services continues to increase and saw an average of 15.2% growth over the previous the year.

Making up 49.3% of the income from on-street parking charges on average across the year. A new high was established in March 2022 when

the majority (57.5%) of all transactions were made via cashless payment.

As more and more customers are choosing to pay electronically over cash for all their purchases, we need to adapt and make sure we offer a convenient way to all of customers to buy their parking needs.

Where possible we seek to rationalise the numbers of pay and display machines in our existing schemes, with machines nearing the end of their useful lives are being retired from service and replaced by machines from low usage areas.

By recycling some of our existing stocks we are reducing our carbon impact and reducing costs for cash collection and maintenance. This has benefits for public realm (keeping the streetscape clear), and delivers a saving to the Council, in reduced operating costs, which in turn can be used to support other key transport initiatives across the County.

Where demand shows a need for a pay by cash option, we will continue to provide an option to pay by cash in that location.

The use of pay and display in new residential zones and in commercial areas will continue to form a key part of our traffic management considerations in consultation with residents and communities, but fewer physical payment machines will be deployed in future responding to increasing uptake of cashless options by customers.

Month	21/22 %	20/21 %	19/20 %
Apr	41.4	20.9	18.6
May	42.6	26.9	20.0
Jun	43.5	24.1	19.0
Jul	45.1	24.7	19.3
Aug	47.5	34.0	17.6
Sep	46.2	34.3	19.8
Oct	52.1	36.5	23.6
Nov	53.7	40.1	26.2
Dec	56.2	39.4	23.9
Jan	56.2	43.8	26.9
Feb	56.7	43.4	26.6
Mar	57.5	42.0	24.2
Average	49.3	34.1	21.6

Our Team

Review of Equipment

Technology is constantly evolving and as part of our service improvements for our Civil Enforcement Officers this meant investing in updated handhelds which are as easy as a smart phone to use and of similar size, thus enabling the officer to carry lighter and more effective equipment.

The handhelds also have the capability of ANPR (Automatic Number Plate Recognition). Testing has been taking place with the introduction of virtual care and health worker permits and dispensation permits. These allow the officer to scan the number plate rather than having to type in the registration and in turn will advise if the vehicle has a valid permit or not. This helps reduce human error and provides live up to date information on permits.

As the Council is looking to move more permits to digital permits in the coming year, this phased roll out and investment in new technology gives the service time to test and debug any concerns about use of digital permits and get the teams used to new ways of working over an adjustment period, ahead of a full digital roll out.

A CEO Supervisor also built an App which allows the CEO's to have direct access to their Standard Operating Procedures, Training Guide and Defect Reporting for signs and lines to help CEO's with their own knowledge skills and development for new starters as well as being answer customer queries more effectively and confidently.



Recruitment

In January 2022 a recruitment campaign “More Feet On The Street” was launched to attract Civil Enforcement Officers. We produced promotional material to aid the campaign, this included posters for notice boards, leaflets and notebooks to handout to potential recruits. The team attended careers fairs in Exeter and South Molton, and also placed stickers on all our Pay and Display machines.

This gave the opportunity for our officers to discuss the role with the public, with interested candidates and those that also hadn't considered the role before at Careers fairs. Helping potential candidates understand the importance of the role throughout Devon and how the officers work links in with other parts of the Traffic Management Team and Council.



We're Hiring

Civil Enforcement Officers



- NO experience necessary
- Flexible hours available: Full Time and Part Time hours
- Paid holiday starting from 25 days (pro rata for part time)

Based at EXETER, KINGSTEIGNTON or BARNSTAPLE

For full details inc salary and to apply: devonjobs.gov.uk

Increasing our EV fleet

We continue to proudly support green travel with a further 3 electric vehicles introduced into our fleet, now operating with a total of 7 fully electric vehicles.

We always ensure these electric vehicles are used in the most efficient way including longer journeys to our more rural areas. This year 15.7% of our milage has been electric.

We also utilize electric “cargo” bikes in Exeter for beats that would normally require a vehicle or enforcement requests that require a prompt visit in a location that would normally be attended on foot. This allows the officer to easily ride from location to location in the city helping in the reduction of Devon’s carbon emissions.



Parking & Traffic Regulation Orders

Traffic Regulation Orders (TROs) are legal agreements which allow us (or the police) to enforce regulations including speed limits, on-street parking and one-way streets.

Most TROs are created with input from numerous stakeholders, including:

- **Elected Members**
- **Local communities**
- **Police**
- **Highways and parking officers**

to address specific traffic congestion or quality of life issues.

The Traffic Orders, Policy and Programme team collate and prioritise requests for Community Traffic Management Plans, and then work with elected members and other local stakeholders to design proposals which will then be put out to public consultation..

How TROs are created

There is a statutory procedure for creating a TRO. The introduction or removal of a traffic order can be a lengthy and expensive process.

Design and consultation

We create a proposed design for the TRO and then consult on this with local councillors and parish councils, the emergency services and other institutions such as The Freight Transport Association, The Road Haulage Association and local public transport operators.

Residents, traders and community groups who are likely to be affected are consulted where appropriate. Following an initial consultation with the main interested parties the proposal may be amended before being advertised.

Advertising the TRO

The notice of intention is published in a local newspaper and put up on street furniture in the vicinity of the proposals. The notice has details of the proposals and contact details to enable comments to be submitted.

Where appropriate we may also deliver notices to premises most likely to be affected the proposals.

The length of the consultation period is at least 21 days from the start date on the notice and the proposal can be viewed online and at a nominated council office. Objections and comments must be made online or by writing to the address in the notice.

Any objections and contentious issues are considered by the area's local Councillors or Committee who will review and consider those objections and comments and collectively decide whether to allow the scheme to proceed as advertised, make minor modifications to the scheme to resolve objections or abandon the proposal entirely.

As explained earlier in this report, the pandemic required us to review how we advertised our Orders. Due to the immediate closure of many of the nominated council offices and the requirement for many, if not all, residents to remain at home we had to assess the need for all our deposit documents to be online and the length of time they are available.

Making the Order

The TRO is formally made and introduced and a notice of making published.

Information about Traffic Regulation Orders and proposed schemes is available on our website: devon.cc/tro

During the period covered by this report we have successfully implemented a number of new TROs.

Our regular 'Local Waiting Restriction Programme' includes a large number of requests from our County Councillors, local town and parish councillors, the public and officers from our Neighbourhood Highways Teams. These requests include locations that, due to the lack of resources, could not be processed through the TRO process on their own. Often the request is for a low-key amendment/correction to an existing

restriction or the small-scale introduction/removal of a restriction. However, these minor improvements often have great significance to the immediate local community and help to resolve very localised problems.

Due to the number of locations contained in these TROs the areas covered are grouped within the boundaries of our eight Highways and Traffic Orders Committees (HATOC). Therefore during 2020/2021 we have undertaken eight extensive TROs as part of this ongoing programme.

We also have a programme of regular TROs to implement residential disabled bays for blue badge holders. Due to the number of requests we receive these TROs are usually processed four times a year.



Active Travel - School Streets

In line with the guidance provided by the Department for Transport on 10 July 2020, Devon County Council submitted a bid to Tranche 2 of the Active Travel Fund (ATF) on 7 August 2020. The Council was subsequently awarded nearly £1.3m of funding.

The DCC Transportation Planning Team supported by the Traffic Management Team, successfully implemented the Active Travel schemes throughout 2021/2022.

One key measure to help manage traffic and parking at schools was the introduction of School Streets.

School Streets restrict traffic outside schools during drop-off and pick-up times, creating a calmer, safer and more pleasant environment. They aim to make walking and cycling to school more attractive and give parents greater confidence in allowing their children to walk or cycle to school. By doing so, they aim to improve physical activity levels among school children and reduce vehicular traffic and associated pollution.

Using ATF Tranche 2, three School Streets trialed through ATF Tranche 1 were made permanent, at Bradley Barton Primary School in Newton Abbot, and Ladysmith Primary School and Whipton Barton Federation in Exeter. This was following consultation with parents, school staff and residents, which showed 86% of respondents wanted the School Streets to be made permanent. Among respondents, there was a 20% reduction in car use for school journeys and an 18% increase in active travel.

More can be found out here:

devon.gov.uk/roadsandtransport/safe-travel/road-safety/schools/school-streets/



Mortehoe and Woolacombe Traffic Management Plan

Morethoe and Woolacombe are very popular villages on the north coast of Devon which experience large numbers of holiday makers throughout the year and especially during the summer months.

The visitors are an important part of the local economy whilst the locals have differing, but equally important, requirements throughout the whole year.

Therefore, Devon County Council, along with the local County Councillor and the Mortehoe Parish Council, reviewed the existing parking restrictions within the Mortehoe and Woolacombe area with a view to balancing the needs of the locals and the visitors.

Proposals were consulted upon to improve parking within the village centre of Woolacombe for residents, to tackle parking related concerns along The Esplanade and improve access to the shops in Mortehoe.

The intention is to resolve on going parking concerns within the community and to ensure parking remains available for residents and visitors. This is in response to concerns raised by residents in this area, who are experiencing difficulties with the current on-street parking that is taking place particularly during peak holiday season especially with the increasing number of campervans parking overnight in the area.

The proposal included

Morthoe

- North Morte Road – Extend Limited Waiting to all year and introduce No Waiting at Any Time on the opposite side of the road.

Woolacombe

- The Esplanade – Amending the pay and display and limited waiting to apply 15 March – 31 October and extending the pay and display to finish at midnight
- The Esplanade – Formalising the disabled bays by The Pumping Station
- Village Centre – Extending the residents parking to apply all year round and converting some limited waiting bays to residents parking
- Limited Waiting – Amending limited waiting bays to operate between 15 March – 31 October and add an exemption for residents permit holders to 3 bays on South Street.
- No Waiting at Any Time – double yellow lines proposed across accesses and driveways in the area

The proposals were advertised from 13 January until 3 February 2022. The target implementation of the proposals is for the summer of 2022.

More information can be found here:

devon.gov.uk/roadsandtransport/parking/traffic-regulation-orders/mortehoe-and-woolacombe-traffic-management-plan/

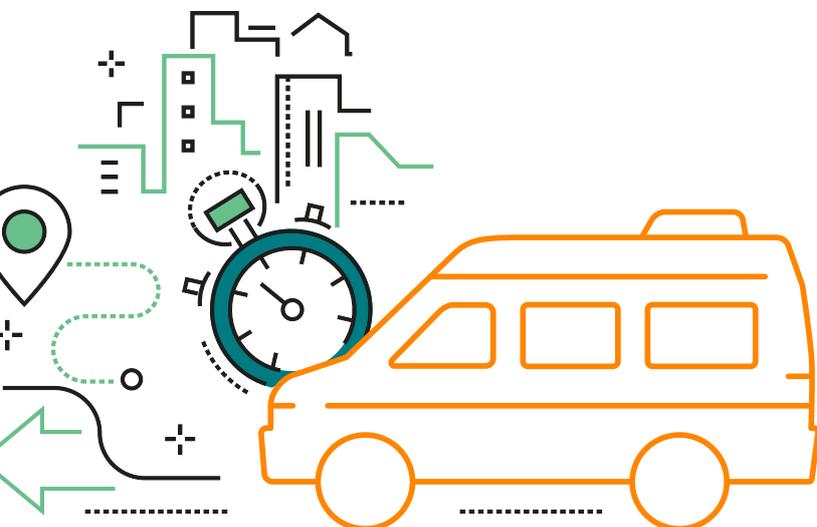


Exmouth Camper Van Parking

Exmouth is a hugely popular seaside town on the southern coast of Devon which draws large numbers of tourists using various modes of travel. The railway station is extremely well used, along with the coastal walks and scenic cycle routes. Additionally, with a wide range of camping opportunities close by and the rise in staycations, there has been an increase in the number of camper vans in the area. On-street parking management has always been a fine balance between providing all the different users the best opportunities. Regrettably, on-street overnight parking has been an increasing problem for residents in localised areas.

Along with the District Council, which provided overnight off-street parking with appropriate facilities for camper vans, we successfully introduced overnight on-street parking restrictions specifically aimed at camper vans to encourage the owners to park in the designated off-street places. Whilst still providing daytime parking which encourages visitors which in turn stimulates the local economy Especially as the camper van is often the only mode of transport available to the owner whilst on holiday.

The amendments to the waiting restrictions also merged existing restrictions with other Pay & Display restrictions in the area to simplify the restrictions and help enforcement.

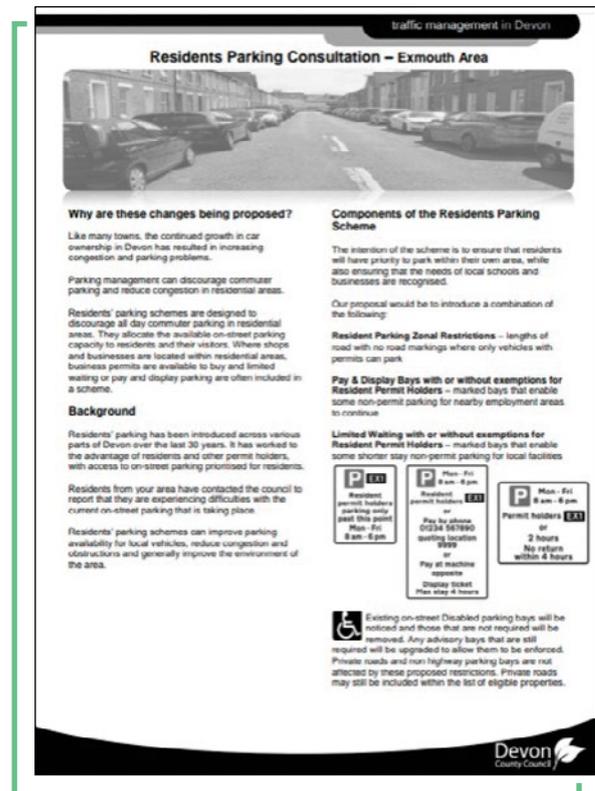


New Residents Parking Schemes

Exmouth

In 2019 we undertook an informal consultation with the residents of the central area of Exmouth. The results showed there was a desire for a scheme to be implemented. These results were presented to the East Devon Highways and Traffic Orders Committee on 4 December 2020 where it was resolved that detailed proposals would be consulted upon during 2022. Therefore, during the year covered by this report we have designed the detailed scheme and we are aiming to put the proposals to the residents during the summer of 2022.

More information can be found here: devon.cc/exmouthparking



Topsham

Devon County Council has been working with Topsham Community Groups for several years to develop proposals designed to increase the availability of on-street parking for residents, encourage turnover of limited waiting areas to support businesses and encourage longer term visitors to use off-street car parks.

An initial exhibition was held in 2016 for a scheme within the core area of the town. Following comments from residents and business owners a revised scheme was proposed and advertised in 2018.

The response to this consultation showed residents were generally more receptive to the idea of residents parking in the town centre and eastern areas of Topsham, and in January 2019 the Exeter Highways and Traffic Orders Committee (HATOC) resolved to implement a scheme which covered an area east of Station Road. This scheme was implemented in March 2020

Since the zone was introduced, comments were received to suggest that residents outside of the implemented zone may have changed their minds.



So, we undertook another informal consultation from 27 August until 10 September 2021 where households within the proposed extension were sent details of the consultation and invited to respond with their views.

We received 277 responses. Based on the individual responses by postcode 183 supported the proposal and 94 objected. This showed that there is a high level of support for extending the residents parking zone.

Following this informal consultation, we undertook a formal consultation as part of the Traffic Regulation Order process. The proposal included zonal residents parking areas (without marked bays on each road), which helps reduce the amount of signing and lining required (reducing the visual impact of the scheme) and marked bays on roads where a zonal scheme would not be practicable. In order to establish an effective zonal scheme a small number of roads where the majority of residents were not in favour will be included.

The proposal also included a mix of Pay & Display, Limited Waiting and No Waiting At Any Time restrictions

The traffic regulation order was advertised from 17 March until 14 April 2022 and households within the proposed extension were sent details of the consultation and invited to respond with their views.

The council received 256 responses with 164 supporting and 87 opposing the proposal.

The extension to the scheme is due to be implemented in 2023.

More information can be found here: devon.cc/topshamparking

Enforcement Statistics

Parking Statistics

Volume of on-street parking spaces **29654**

Limited Waiting	6668
Pay & Display	3342
Residents Parking	18554
Disabled Bays (TRO)	714
Motorcycle Bays	36
Bus/Coach Parking	53
Police/Ambulance	13
Permit Holder	235
Pay by Phone	6
EV Bays	33
Total	29654

Volume of off-street parking spaces **1584**

Penalties Issued

Total numbers of PCN's issued **61192**

Number of PCN's at high level **33418**

Number of PCN's at low level **27409**

Number of Reg 9 PCN's issued **60827**

Number of Reg 10 PCN's issued **365**

Number of PCN's issued on-street **60827**

Number of PCN's issued off-street **115**

Penalties Paid

Number of PCN's paid **47179**

Number Paid at Discount rate **39304**

Number of PCN's before Charge Certificate (within 56 days) **6724**

Number Paid after Charge Certificate served **1151**

Number of Charge Certificates registered **7420**

Number of warrants of execution issued **6173**

Number of PCN's cancelled **9331**

Number of PCN's written off **1772**

Penalties Challenged

Number of PCN's resulting in Informal Challenge **10263**
 Number of PCN's cancelled as a result of informal challenge **3412**
 Number of informal challenges rejected **5389**
 Number of PCN's resulting in a Formal Representation **2090**
 Number of Formal Representations which resulted in the cancellation of the PCN **1291**
 Number of Formal Representations which resulted in a Notice of Rejection **739**
 Number of PCN's written off for other reasons (e.g. CEO error, DVLA untraceable) **1772**
 Number of vehicles immobilised **0**
 Number of vehicles removed **0**

Cases Referred to the Traffic Penalty Tribunal

Total No. of Appeals **106**
 No. of Appeals Allowed **43**
 No. of Appeals Dismissed **32**
 No. of Appeals Not Contested **14**
 Awaiting Decision/Other **0**

Top 10 Contravention Codes Used

2021 / 2022	Quantity Issued	2020 / 2021	Quantity Issued
01 Parked in a restricted street	14,766	01 Parked in a restricted street	11,937
30 Parked longer than permitted	13,007	30 Parked for Longer Than permitted	10,497
06 Parked without clear display	9,608	12 Parked in a Residents place	5,044
12 Parked in a residents' place	6,295	06 Parked without clear display of ticket	2,438
25 Parked in a loading place	4,313	25 Parked in a Loading Bay	1,446
05 Parked after payment expired	3,908	02 Loading in a restricted street	892
02 Loading in restricted street	2,016	40 Disabled Person's Parking	868
40 Disabled person's parking	1,857	05 Parked after expiry of payment time	758
19 Parked in a residents' place	1,250	22 Re-parked in same space	200
21 Parked in a suspended bay	1,023	16 Parked in a permit space	151

Top 20 Locations for PCN's to be Issued

2021 / 2022	Number Issued
Sidwell Street, Exeter	1908
Southernhay East, Exeter	1708
Southernhay West, Exeter	1302
Musgrave Row, Exeter	928
George Street, Exeter	790
Queen Street, Exeter	728
South Street, Exeter	672
North Street, Exeter	628
Boutport Street, Barnstaple	598
Stover Court, Exeter	533
Bailey Street, Exeter	491
Queen Street, Newton Abbot	470
West Street, Exeter	456
Fore Street, Exeter	438
High Street, Honiton	441
King William Street, Exeter	439
Fore Street, Kingsbridge	444
Dixs Field, Exeter	418
Esplanade, Exmouth	366
Red Lion Lane, Exeter	373
Total	14131

2020 / 2021	Number Issued
Southernhay East, Exeter	817
Musgrave Row, Exeter	737
Southernhay West, Exeter	663
Sidwell Street, Exeter	509
Fore Street, Kingsbridge	456
Queen Street, Newton Abbot	445
George Street, Exeter	435
North Street, Exeter	422
Red Lion Lane, Exeter	349
Queen Street, Exeter	334
High Street, Honiton	308
South Street, Exeter	298
Victoria Road, Exmouth	279
Bailey Street, Exeter	278
West Street, Exeter	276
Queens Drive (Eastern Spur), Exmouth	275
Fore Street, Exeter	268
Stover Court, Exeter	256
King William Street, Exeter	242
Fore Street, Topsham	236
Total	7883

Financial Summary

	21/22	20/21	19/20	18/19
PCN's Issued	61,192	45,560	72,314	70,115
Income	£2,125,055	£1,449,762	£2,407,543	£2,141,517
Expenditure	£2,533,000	£2,076,404	£2,203,475	£2,163,245
Surplus / Deficit	£42,912	-£626,642	£204,068	-£21,728

Income collected from on-street parking charges	£3,311,730
Income from penalty charge notices	£2,125,055
Income from permits	£1,034,349
TOTAL	£6,471,134

	21/22	20/21	19/20	18/19
Staffing	£1,661,121	£1,616,658	£1,806,602	£1,731,763
Accommodation	£30,734	£34,574	£30,177	£25,021
Fleet & Travel	£96,377	£139,592	£101,062	£103,104
IT	£62,067	£48,484	£35,325	£32,854
Stationery	£59,547	£36,427	£48,119	£138,253
Debt Recovery	£73,467	£51,964	£75,471	£51,383
Other	£98,833	£148,705	£106,718	£80,867
TOTAL COST	£2,533,000	£2,076,404	£2,203,475	£2,163,245
TOTAL PCN INCOME	£2,125,055	£1,449,762	£2,407,543	£2,407,543

How do we spend our money?

The financial aspects of our service are managed through the 'On-Street Parking Account'.

The On-Street Parking Account consists of two elements: **1)** Income from 'Pay & Display' and other charges; **2)** Surplus or Deficit from On-street CPE (enforcement).

Income from the 'On-Street Parking Account' is used to fund the maintenance and development of parking management schemes and a limited number of other traffic and transport related services in accordance with the criteria for funding prescribed in Section 55 of the Road Traffic Regulations Act 1984, with surpluses used for:

- **The provision or operation of public transport services**
- **The provisions of facilities for public transport services**
- **Highway or road improvement projects**
- **Environmental improvements**

The account continues to make up 38.5% of all bus subsidies provided by Devon County Council contributing £2.115m per annum.

Without subsidy, a review of the frequency, and operating times of services would be needed.

The account also contributes £1.7m per annum to cyclic maintenance, including funding 90% of all costs relating to grass cutting for verges and visibility splays.

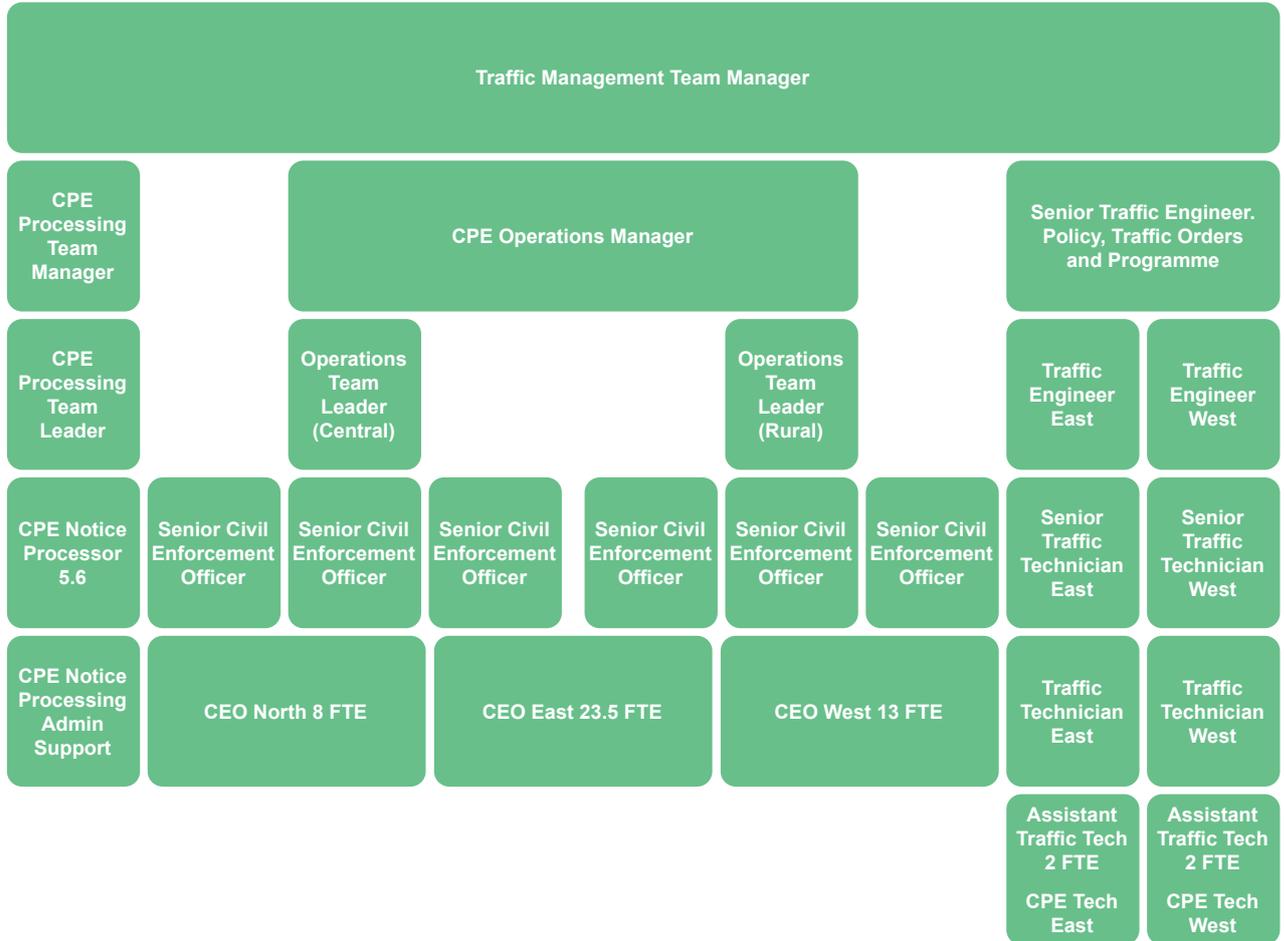
The full County Road Highway Maintenance Revenue Budget and On-street Parking Account can be viewed here:

democracy.devon.gov.uk/documents/s35624/County%20Road%20Highway%20Maintenance%20Capital%20Budget%20202021%20Schemes%20and%20202122%20Programmes%20and%20On-street%20Pa.pdf

Scheme	Allocation £000's
TCS: Bus, Rail And Community Transport Support	2,115
CPE: Road Signs And Road Markings	225
Traffic Management Plans	25
Cyclic Maintenance – Environmental Improvement	1,700
Traffic And Parking IT Systems	30
Safety Camera Partnership	10
Real Time Passenger Information	25
Variable Message Signs	10
Road Safety Improvements – Reactive	50
Park And Ride Business Rates/Site Maintenance	116
Country Parks	732
TOTAL	5,038

Appendix A

Team Structure



**Traffic Management Team
Great Moor House, Bittern Road
Exeter EX2 7NL**

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Email: trafficpolicy@devon.gov.uk

Web: www.devon.gov.uk

