

Devon County Council
Civil Parking Enforcement Service

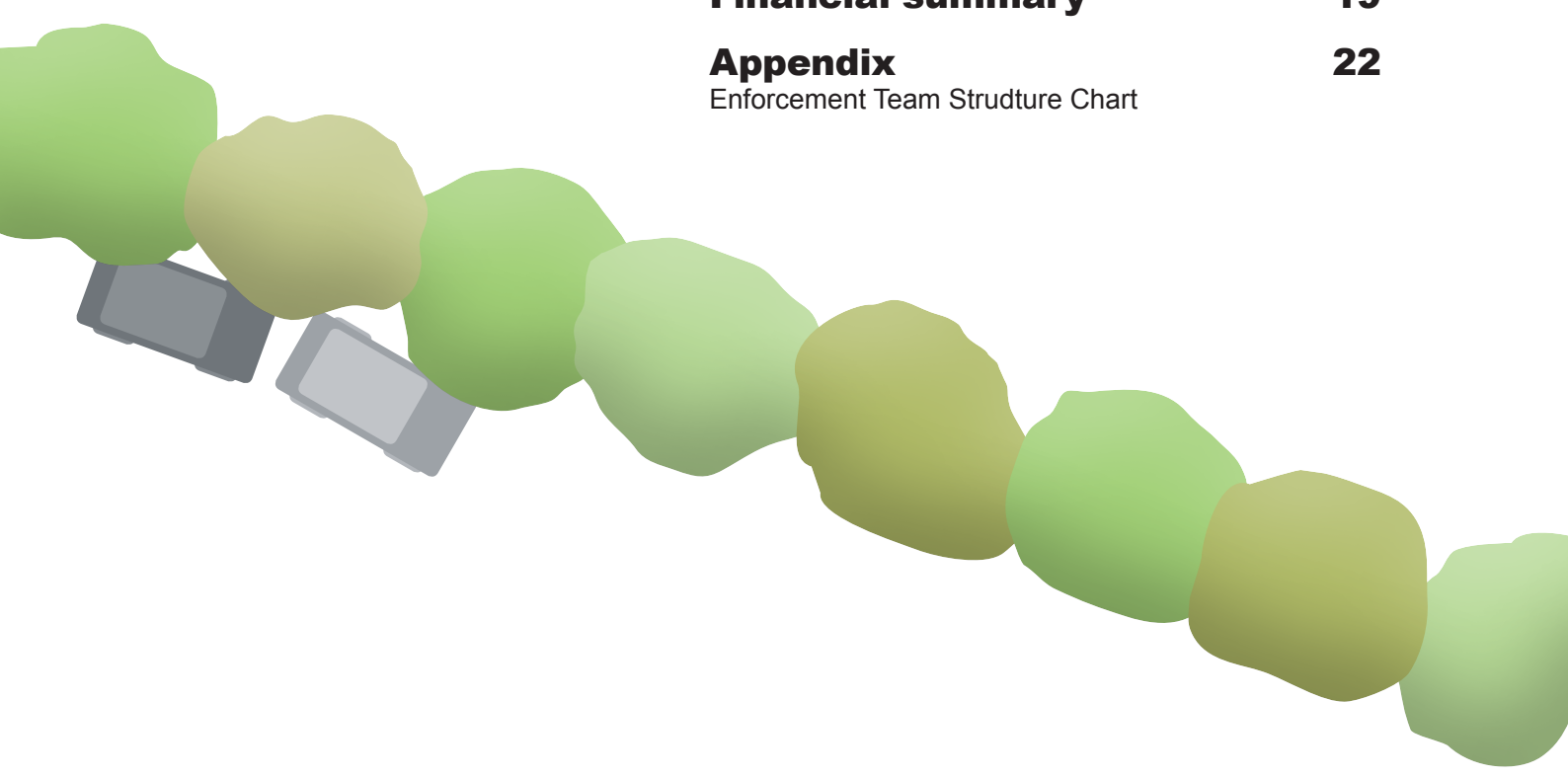
ANNUAL REPORT

2015/16



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Foreword

The management of parking is an important service provided by Devon to support its Transport and Traffic management strategies.

It enables the authority to balance the demand for on-street parking for businesses, residents and visitors. It supports the local economy and local journeys across the county by providing managed on-street parking spaces where necessary and by enabling the effective movement of traffic.

The 1st of April 2014 saw the launch of Devon's new in-house civil parking enforcement service. Looking back on our second year of operating the new service I am pleased to say that we have realised and exceeded the expectations set out for the service in the original Business Plan.

Initial models for our service suggested that we could be sustainable and business-like whilst continuing to deliver excellent parking management to meet the needs of Devon's Communities. This has been achieved and more with the service now being self-funding and now making a useful contribution to the on-street parking account. This allows that

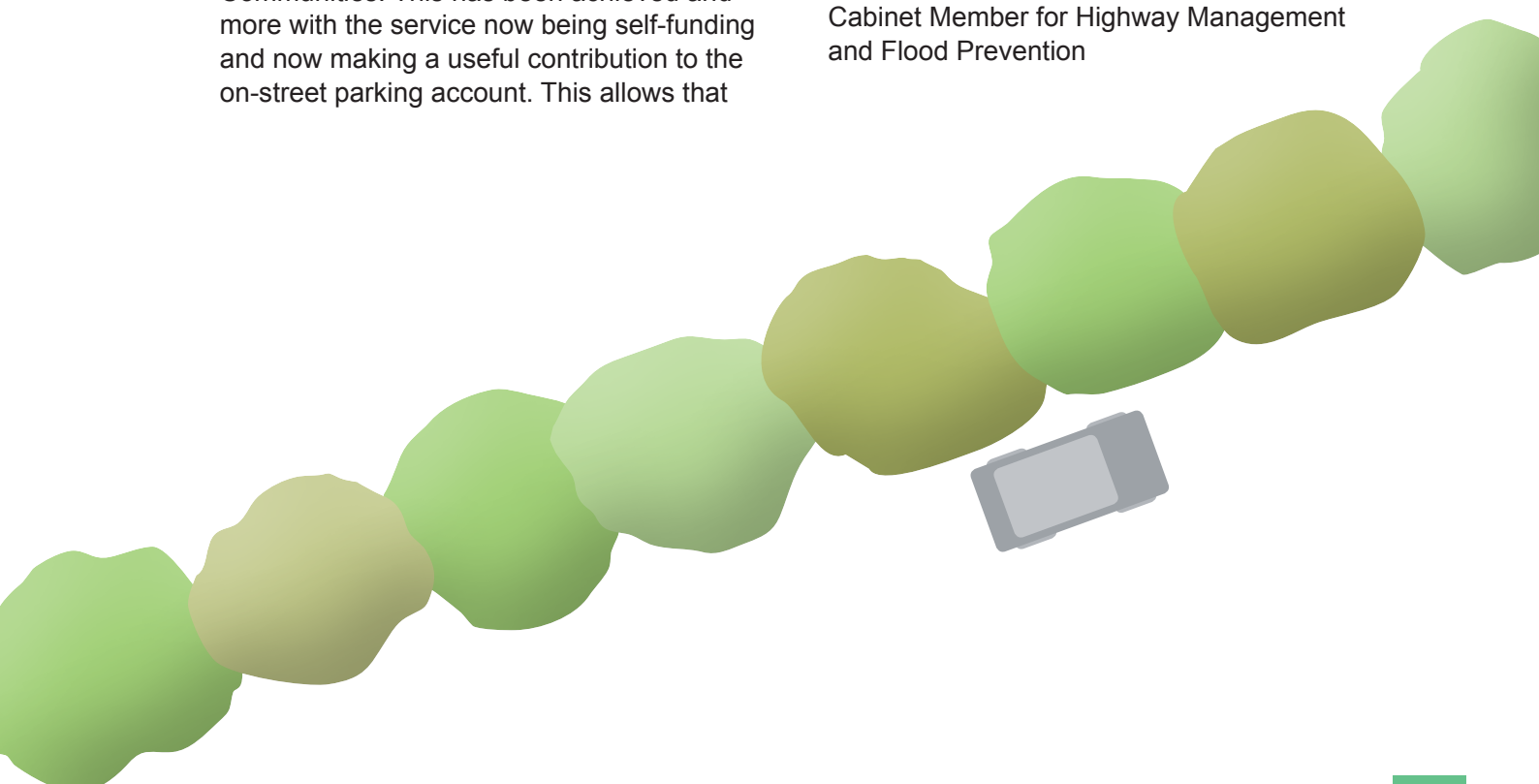
account to provide additional funding support to important issues like parking improvement schemes, and public transport. This includes a new initiative launched this year, the Highways Order Committee Waiting Restriction Project, which enables us to deliver minor changes requested by communities to improve traffic management by introducing new waiting restrictions. Previously, these small changes had to be held in abeyance until community wide reviews were carried out causing frustration for the public, Members, and our teams.

Thanks to the hard work of the Parking and Enforcement Team (and wider Traffic Management Team) the service continues to develop.

It is exciting to see that the team apply an approach of continuous improvement and innovation. Including being early adopters of electric vehicles for Civil Enforcement Officers within the Authority, now achieving over 10% of all travel as "green miles".

Councillor Stuart Hughes

Cabinet Member for Highway Management and Flood Prevention



Local context

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.

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 business' in Devon than the national average.

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.

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

Parking management is essential to provide safe and expeditious movement of traffic through the network, and within Devon, limited waiting, pay & display, residents parking, and no waiting restrictions are used proportionately and responsibly in the 28 Devon market and coastal towns and the City of Exeter which are where most of our population reside.

We have used intelligence gathered in our first year of service and reviewed customer feedback to improve our service in year two. This has enabled the Operations Team to focus countywide without need to consider previous District and City Council boundaries. Beats have been redesigned on this basis.

These beats have been designed so that larger communities requiring more frequent attendance continued to be serviced regularly, but 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 in order 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.

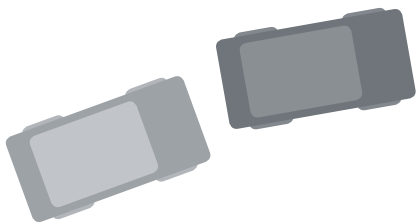


Developing the Service; new initiatives

The first of April 2014 saw the launch of the Devon County Council in-house on-street parking service. In our first year of operation we realised the overall efficiencies modelled in our original business case, and delivered a service which exceeds predicted reductions in overall operating deficit.

The Council's parking enforcement team, throughout the first year of operations continually reviewed how the service was being delivered and monitored and listened carefully to feedback from the public and community leaders about concerns or suggestions on how the service could be improved to deliver economic benefits for traders and/or local communities across the County.

The team continue to drive the service forward through 15/16 with the launch of the following initiatives:



Annual Dispensation Permits

The County back in 2009 introduced a daily dispensation scheme for workmen's vehicles that would allow them to park in restricted areas whilst working at adjacent properties. The formal permit removed the acceptance of hand written notes displayed on dashboards and was intended to reduce the abuse of parking restrictions in non - essential circumstances.

The idea in principal was very successful, but required a lot time for both contractors and council staff to administer on a daily basis. After consulting with the local council traffic order committees and a public consultation, in September 2015, we introduced an annual dispensation permit for approved traders, landlords and letting agents, which afforded them permission to park in resident or limited waiting bays (without time limits) whilst working in an adjacent property. Once issued, a contractor can use their permit without further authorisation from the Council.

The cost for the permit is £45 per year.

Alongside of the annual permit, we do still offer a daily dispensation alternative for planned works, and short stay scratch card permits which can be used for on street pay and display spaces, resident only bays, and limited waiting spaces. The maximum time allowed is 3 hours and each permit has a face value of £3.

Care Worker Exemption Permits

The Council's traffic orders have always made provisions for care workers, to over stay limited waiting restrictions or use resident only spaces whilst attending to their client's or patient's needs. However identifying their parked vehicles whilst they are on duty is difficult.

To make it easier for these key workers to avoid receiving parking fines, or having to challenge a fine, the parking team have engaged with care providers and commissioning teams to promote the exemption and assist in developing a template Notice for display in vehicles and be downloaded from our webpages

The permit is not valid for use on any yellow line restrictions or restricted areas, and cannot be used by care workers working at a single base, e.g. a care home, or hospital facility.

In order to ensure the permits are properly used contact details are displayed so checks can be carried out by the officers.

The new permit has been well received and partners report benefits in providing care to clients and contributing to continued independent living. There have been no reports of abuse and the parking team continue to manage the exemption effectively.

Rationalise operational workbases

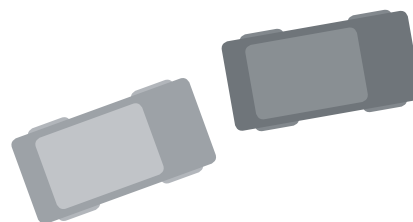
At the start of the year, parking enforcement was being delivered from three main bases and four satellite bases.

Three team leaders operating from three bases were managing this operation, but resources, including staff, equipment and vehicles were not able to be flexibly utilised.

The satellite bases were in locations that demanded regular but less significant parking management than the priority urbanised communities such as Exeter City Centre. Because of this, there was a dedicated resource in locations that did not necessitate it, and the establishment was higher than it needed to be to deliver an effective service.

During the year, we consulted on closing the Satellite bases in Tiverton, Tavistock and Totnes. These changes would allow more flexible deployment, as resources could be better managed by local team managers. By the end of March 2016, the bases at Tiverton and Totnes closed whilst the Tavistock closure was deferred until March 2017.

These changes resulted in a saving for the authority, as it allowed communities to be better serviced by a reduced establishment, providing more for less.



Deployment patterns, 3 week rolling rota pattern

At the start of the year, officers were on a variety of working patterns. Managing an operation with different officers working different length of shifts and attendance patterns was proving inefficient.

Devon County Council supports flexible working and work/life balance, so officers were offered the opportunity choose the attendance patterns that suited them. Over a short period of time, Team Managers were able to individually meet with their team members and incorporate the requests of nearly 50 CEOs, some of who work part time hours, whilst still managing to commit to service requirements.

This universal three week rolling rotation of shifts has allowed CEOs to maintain the work life balance they have chosen and managers are now able to more efficiently manage the parking in their communities. Our operations staff were very receptive to this change and have realised the benefit of an additional rest day every third week.

We have noted significant improvements in team morale, attendance and productivity.

Electric fleet vehicles

As the first year of service came to close, an audit of fleet identified that several vehicles, where on lease agreements, were nearing their expiry dates (or there was potential to close agreements early).

At the end of 2014/15, it was identified that central government subsidies were available to incentivise use of electric vehicles to assist in priming the increase uptake of this power option. After analysis of purchase / lease costs, running and fuel costs, it was identified that for each electric vehicle brought into the fleet a saving of several thousand pounds would be achieved per annum. The use of an electric fleet supports Local Transport Plan / Sustainable Travel objectives in reducing carbon emissions and improving air quality in communities.

This year has seen the introduction of three cars into our fleet replacing leased vehicles fuelled by Diesel. This realises, and typically exceeds, a minimum monthly 10% of "Green Mileage" for the enforcement team.

The use of an electric fleet supports Local Transport Plan / Sustainable Travel objectives in reducing carbon emissions and improving air quality in communities.



Uniform rebranding

When the enforcement service returned to DCC's direct management, our on street CEOs, and their District colleagues managing off street car parks were wearing the same uniform in many locations.

The uniform in the main had been sourced from Devon & Cornwall Police uniform stores, as used by uniformed officers.

Whilst some of our former enforcement partners chose to change elements of their CEO uniforms, both on and off street uniformed officers looked very similar to members of the public.

Therefore for year 2 of our operations we took the decision for Devon to rebrand our CEOs to be easily distinguishable from their off street counter parts, and ensure clarity of roles for the public.

Managers recognised that as CEOs are the users of uniform items, their input into what they use and wear on a daily basis would be invaluable in buying new items, that in large, would meet their expectations, allowing them to do their duties in a comfortable way in any weather. It was decided to hold working groups with CEOs from all work bases, so that equipment and uniform was fit for purpose.

The working groups were successful, and CEOs used their experience to feedback what they needed to effectively perform their role.

A new uniform supplier was identified who could provide good value, high quality items that met the requirements of CEOs whilst still rebranding the CEOs to be distinguishable from off street officers still managed by the District and City councils.



Consultation on Body Worn Video (BWV)

Civil Enforcement Officers (CEOs) face frequent verbal and physical abuse during the course of their duties.

When reported to the Police, often this becomes a “one word against another” situation. Very few individuals are willing to come forward as a witness in the case of an attack on a Civil Enforcement Officer.

CEOs are also frequently the target of malicious complaints; often allegations are made about an officer’s conduct in an attempt to strengthen any mitigation offered by an appellant of a Penalty Charge Notice.



The Operations Team discussed ways that the safety of CEOs could be enhanced, and one suggestion was the use of a Body Worn Video (BWV) device as a deterrent to would be aggressors, and protect officers from false allegations.

The management team organised three team days across a week in April 2015 where CEOs were offered the opportunity to express their own feelings regarding this solution. Overwhelmingly, our CEOs were supportive of the solution.

Local managers agreed that the BWV device was not intended to be used for performance management, solely to defend CEOs against malicious complaints, as a deterrent to abuse, and to act as evidence should an incident be escalated to the Police.

Information was sought from industry leaders regarding different devices available and how data is recorded and stored. The management team were looking for a device that allowed the officer to decide when to record a situation that they felt uncomfortable with, and the decision was made to allow CEOs the ability to decide whether or not they uploaded any data.

A device was needed that allowed CEOs to decide when to record and software was needed to allow for secure upload and storage by designated officers. In addition, the BWVs needed to be of maximum deterrence to any unwanted verbal or physical aggression.

Following a thorough procurement process the Parking Team selected a product featuring a front facing screen. It was felt that the front facing screen, allowing customers to see their own behaviour, would be the most effective deterrent and assist in managing aggression.

Launch of the Highway Committee Waiting Restriction Project

The County Council regularly receives requests for waiting restrictions to be introduced or amended. These are difficult to deliver due to resource and funding pressures and this can lead to frustration for Members and communities.

Recognising this difficulty, a managed process has been developed to deliver an annual local programme for each of our 8 Highways and Traffic Order Committee (HATOC) areas for the funding and delivery of waiting restriction schemes.

Lead by the Traffic Management Team and funded by the On-Street Parking account a programme to deliver £100,000 of parking improvement works was developed and agreed in partnership with our 8 HATOCs, for delivery in the next financial year.

In order to ensure monies were spent in the most effective manner a prioritisation tool was developed to ensure that changes provided greatest benefit to communities, assisting in parking and congestion management, and did not displace parking issues.

Schemes were typically based around removing problematic parking and releasing areas where parking could be carried out safely and would be of benefit to the community. There was also input from our Parking Operations Team to identify areas where parking restrictions could be adjusted to assist in effective parking management, for example synchronising operation times, and “no return” periods for Limited Waiting restrictions.



Customer Service

Since the launch of our new in house service resulted in more direct contact between the Council and its customers, we've reached a clearer understanding of the needs of our communities and how our customers want to communicate with us.

Key initiatives delivered in 2015/16:

Understanding the customer

The management team continues to directly engage with representatives of communities with discussion on shared issues and also engage with our colleagues in the Customer Relations Team and our customer service call centre in Tiverton to establish the most frequently asked questions, and improve our published information on our website.

Digital by design

In our second year of service 17,908 pieces of correspondence were received in relation to parking tickets; 9,937 were submitted online, and 6988 were sent in by post to the Council, 983 by email and 4,515 telephone conversations were logged.

Currently an average of 1,492 letters are received each month by the Processing Team, and an average of 5,098 letters are posted out. Again by investing in improved web pages, self-serve facilities and telephony systems it is hoped to drive the volume of costly "traditional" correspondence down.

We have introduced a telephone filtering system which allows customers at first point of contact to be switched into a dedicated parking appeals phone line. This has seen calls to the main customer service centre team drop by over 30%.

We have developed a script using plain English that explains on a stage by stage basis what to do, and provides responses to the most often asked questions relating to that stage.

The outgoing messages politely re-enforces the need for the customer to "tell us in writing what they are calling to tell us in person". An option to talk to an advisor is available at the end of each stage message, if they have not heard an answer to their query. Most enquiries coming through to staff relate to debt recovery cases and are more complex, requiring bespoke instructions for that customer. The team will take on average 14 calls per day relating to a parking fine.

New parking leaflets based on the telephony script, have been produced and made available at front desk locations, and web page information is regularly updated based on customer feedback.

Further work is still to be done in utilising social media platforms to better effect.

Partnership working

We know that partnerships and close working relationships with other agencies are essential to effective and relevant parking enforcement and continue to explore any opportunities to work in partnership where it would benefit the services involved and the people of Devon.

We have joined the Police in activities to change parking behaviour around schools by parents and on occasion utilised these closer relationships when there have been concerns relating to abuse and threat to our staff on street.

We have been working closely with Parish & town Council's as well as event committees across the County to support them with managing traffic around the events that place across the County throughout the year.

Predominantly during the summer months, events such as Dartmouth Regatta, Sidmouth Folk week, Dawlish Air show draw in thousands of extra visitors to these towns and provide a major economic boost to traders in these towns. Ensuring traffic flows well, and parking is sensitively managed to balance needs for traders and residents as well as visitors to these towns, multiple teams need to collaborate to ensure the success of these events.

Similarly, it has been recognised that the emergency services (Police, Fire and Ambulance), and the Parking service, all wish to address inconsiderate and obstructive parking, especially when it hinders passage along the carriageway or blocks the pavement. Whilst awaiting the progress of the national "Pavement Parking Bill", a commitment has been made to investigate the use of a multiagency leaflet to educate inconsiderate drivers.



Pavement parking

The service recognises the impact that pavement parking has on pedestrians, particularly those that are most vulnerable; the elderly, parents with buggies, the visually impaired, and wheelchair users.

This continues to be one of the most common complaints received by the Council about parking enforcement.

The service still supports the progression of a Pavement Parking Bill, but as this has been further delayed the Council has revised our previous educational leaflet on pavement parking to discourage and alter inconsiderate or dangerous behaviours.

In response to this, the service has put in place updated educational leaflets to assist in adjusting driver behaviour and an online reporting tool to identify issues where enforcement is possible and gathering data to feed into national discussion on pavement parking.



Have you considered how parking on the footpath may affect others?

The police can issue a fixed penalty notice for obstruction to vehicles parked on a pavement.

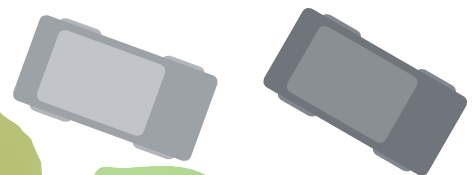
This is dangerous and presents a real risk to pedestrians.



Local residents have concerns about the parking of vehicles in this location. Parking restrictions may have to be introduced in this area as a result of inconsiderate parking.

Consider pedestrians

PLEASE PARK RESPONSIBLY



The vision for the future: 16/17 and beyond

Member support

The management team recognise the importance of our County Councillors in engagement with customers and communities; often our Members are the first point of contact for customers so it is essential that they are supported in understanding the service.

In our first year, members were invited to 'join the team' on the ground and walk beats in their communities. The 'join the team' initiative proved very successful in allowing insight and understanding of the service, and will now be regularly run with an open invitation to members to join our team.

"I truly believe I have had a window on to some of the work that our Officers do for people in Devon. Not only did I learn a great deal about our complex parking laws but also I saw what hard work it is. I was immensely impressed with the officer's commitment to our County and to his service as well as his obvious extensive knowledge and calm and unflappable nature – genuinely I feel proud that we have such a committed person representing Devon as a Civil Enforcement Officer."

Councillor Alistair Dewhirst
(Teignbridge South)

"The officer was very smart and polite. During his patrol, the officer was frequently stopped by people who were seeking advice on many issues including tourist information and directions in general. One potential parking offender was very grumpy but the officer did not appear to take the aggression to heart! I had an interesting 3 hours this morning & found out lots of useful information including local issues not relating to parking!"

Councillor Debo Sellis
(Tavistock)

On Street Pay and Display provisions

Further to our commitment in year one to review the County's approach to Pay and Display infrastructure, a review has been carried out identifying that a number of machines can be considered for decommissioning whilst maintaining cash payment options for customers.

It has been established that the current costs relating to the infrastructure; maintenance, software, networking, and cash collection is considerable. Equally the last years have been

seeing increased uptake of cashless payment options using telephony and apps, with an increase in uptake of 47% between 14/15 and 15/16.

It is believed that cashless payment can present an excellent customer experience removing the need to carry change, or possibility of overpayment when the correct change is not available. In areas where a "no return" period is not applied there is also the option to remotely "top-up" your parking period. Therefore, the County will work to promote this payment mechanism to compliment rationalisation of the Pay & Display infrastructure

Cashless Parking Statistics

2015 / 16	No of Transactions	Value	Cash at Machine	% Paid By Phone
April	5,522	£11,703	£183,075	6.0
May	5,822	£12,770	£172,849	6.9
June	6,350	£14,271	£206,215	6.5
July	6,710	£15,143	£209,631	6.7
Aug	7,358	£17,229	£236,037	6.8
Sept	7,277	£15,599	£228,865	6.8
Oct	7,309	£14,903	£181,118	7.6
Nov	7,304	£15,405	£172,215	8.2
Dec	7,113	£13,735	£172,131	7.3
Jan	7,618	£15,733	£170,427	8.5
Feb	7,806	£15,891	£176,783	8.2
March	8,418	£16,976	£193,369	8.0
	84,607	£179,357	£2,741,912	7.3

2014 /15	No of Transactions	Value	Cash at Machine	% Paid By Phone
April	3,372	£6,843	£171,871	3.8
May	4,111	£8,732	£169,062	4.9
June	4,059	£8,695	£189,832	4.5
July	4,255	£9,086	£229,979	3.8
Aug	4,160	£9,198	£206,550	4.3
Sept	4,363	£9,344	£214,042	4.2
Oct	4,660	£9,755	£172,960	5.3
Nov	4,500	£9,331	£149,574	5.9
Dec	3,896	£7,451	£173,872	4.1
Jan	4,658	£9,496	£151,889	5.9
Feb	4,662	£9,744	£141,540	6.8
March	5,544	£11,291	£170,371	6.2
	52,240	£108,965	£2,476,308	5.0

Increase of 47% in use of pay by phone users

Persistent Evaders

It remains a concern that there are patterns of evasion where drivers repeatedly avoid payment or seek to become untraceable.

The team continue to review options to deal with the issue including partnership working with the Police and other local Authorities, the immobilisation and removal of vehicles associated with persistent evasion.

Blue Badge fraud and misuse initiatives

The service recognises the prevalence of abuse of Blue Badges to access free or preferential parking.

Equally it is recognised that the driving public and legitimate Blue Badge users demand that action is taken. Where requested to do so by Care Direct we work alongside them, and the Police, to assist in addressing abuse.

For future years consideration is being given to partnership campaigns to challenge misuse in city centre locations.

Moving traffic offences

The service is reviewing options to utilise Civil Parking Enforcement powers to enforce moving traffic offences.

A business case will be developed to test whether there is a benefit to the network, in particular public transport services, in utilising these powers

Investing in People

We value our staff and want to invest in them.

It is recognised that the service benefits from dedicated and professional individuals in both the Processing and Operations Teams. Consideration is being given to finding an appropriate mechanism to recognise excellence, and additionally ensure that talent is developed to allow individuals to progress their careers to their full potential.

The management team are keen that access to opportunities within management positions, or technical roles in the wider Highways service, are facilitated for the right individual, either with specific training or closer working relationships / shadowing of colleagues.

Enforcement Statistics

Parking Statistics

Volume of on street parking spaces **17944**
Volume of off street parking spaces **1584**

Penalties Issued

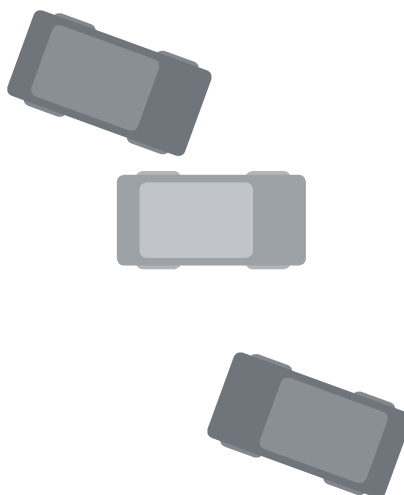
Total numbers of PCN's issued **65285**
Number of PCN's at high level **34274**
Number of PCN's at low level **31011**
Number of Reg 9 PCN's issued **64937**
Number of Reg 10 PCN's issued **348**
Number of PCN's issued on street **64589**
Number of PCN's issued off street **696**

Penalties Challenged

Number of PCN's resulting in Informal Challenge **11195**
Number of PCN's cancelled as a result of informal challenge **3831**
Number of informal challenges rejected **5151**
Number of PCN's resulting in a Formal Representation **2542**
Number of Formal Representations which resulted in the cancellation of the PCN **1185**
Number of Formal Representations which resulted in a Notice of Rejection **1368**
Number of PCN's written off for other reasons (e.g. CEO error, DVLA untraceable) **1236**
Number of vehicles immobilised **0**
Number of vehicles removed **0**

Cases Referred to the Traffic Penalty Tribunal

Total No. of Appeals **303**
No. of Appeals Allowed **126**
No. of Appeals Dismissed **147**
No. of Appeals Not Contested **30**



Financial Performance

Whilst it was always noted that caution must be applied to any financial projections related to income; this cannot be a focus of parking enforcement and our original model was designed around reduced expenditure rather than increased income.

There was a confidence that the new service would not see any drop in income and Year 1 delivered £1,736,112 “in year”.

Year 2 has seen further increases to monies recovered in year increasing a further 24% to £2,166,235. This increase is not a function of increased Penalty Charge Notices, this has remained relatively consistent between Year 1

and 2, instead the increase can be attributed to but diligence in recovery of debt and quality of work by our officers on the street.

Traffic Management Act 2004, para 14:

“For good governance, enforcement authorities need to forecast revenue in advance. But raising revenue should not be an objective of CPE, nor should Authorities set targets for revenue or the number of Penalty Charge Notices (PCNs) they issue.”

Benchmarking Performance

In order to ensure that the service is meeting its core aim, that of reducing the cost to the public purse for parking enforcement whilst maintaining an excellent service it is important to make comparisons against costs in the base year and proceeding years.

	11/12	12/13	13/14	14/15 (YEAR 1)	15/16 (YEAR 2)
PCN issue	54881	52551	59366	62912	65008
Income	£1,577,882	£1,623,835	£1,853,406	£1,746,112	£2,166,235
Expenditure	£2,373,042	£2,215,725	£2,212,217	£1,799,262	£1,831,026
Surplus / (Deficit)	(£795,160)	(£591,890)	(£358,811)	(£53,150)	£335,209

Financial Summary

Breakdown of operational costs:

Item	Modelled cost	Actual cost 15/16	Actual cost 14/15	Notes
Staff	£1,568,691	£1,453,952	£1,418,812	
Accommodation	£30,663	£7,525	£10,642	
Fleet	£124,441	£106,651	£117,229	Includes £22,000 purchase cost for twelve vehicles prorated over five years
IT	£25,852	£59,275	£44,138	Includes all costs associated with licensing and corporate IT support
Stationary	£68,713	£90,210	£68,686	Includes all costs including PATROL, postage, and banking costs
Debt Recovery	-	£53,795	£21,000	
Other	£28,475	£49,609	£23,756	Includes uniform, and all corporate provisions to the service i.e. room hire, travel
One off set up costs	£187,200	£10,009	£94,999	Settling of final accounts with District Councils
TOTAL	£1,846,835	£1,831,026	£1,704,263	

It should be noted that there have been some increases in reported costs for Year 2, in some instances due to increased activity (debt registry, correspondence, postage), but also as we want to ensure our reporting is as transparent as possible including all related costs (such as corporate costs like travel expenses and room hire) so a true financial understanding of the service is achieved.

The total in year income for 2015/ 16 was £2,166,235, compared to PCN income from the 2014/15 year of £1,736,122.

It is important to note that the increased income is not due to issuing an increased number of Penalty Charge Notices (PCN). There has only been 3% increase in the PCN issue rate, with 65008 issued in year. The improvement is down to the good quality of work by our officers in carrying out their duties on the street, effective management of appeals, and better recovery of debts.

The service focuses resource where it was most needed, and ensuring any PCNs issued were done so fairly and robustly contributing to an excellent recovery rate. Beat patterns have been reviewed and a more informed strategy for enforcing our key market and coastal towns that are appropriate to those communities needs and allow for seasonal fluctuations in visitor numbers.

The surplus achieved allows us to substantially contribute to our on-street parking account allowing additional funding support to eligible work, like parking improvement schemes, and public transport..

In addition, to the operational budget there is also income derived from on-street parking charges, and permits, these figures are summarised below:

Income collected from On-street parking
£2,741,912

Income from Penalty Charge Notices
£2,166,235

Income from Permits
£604,979



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 provision of facilities for public transport services
- Highway or road improvement projects
- Environmental improvements

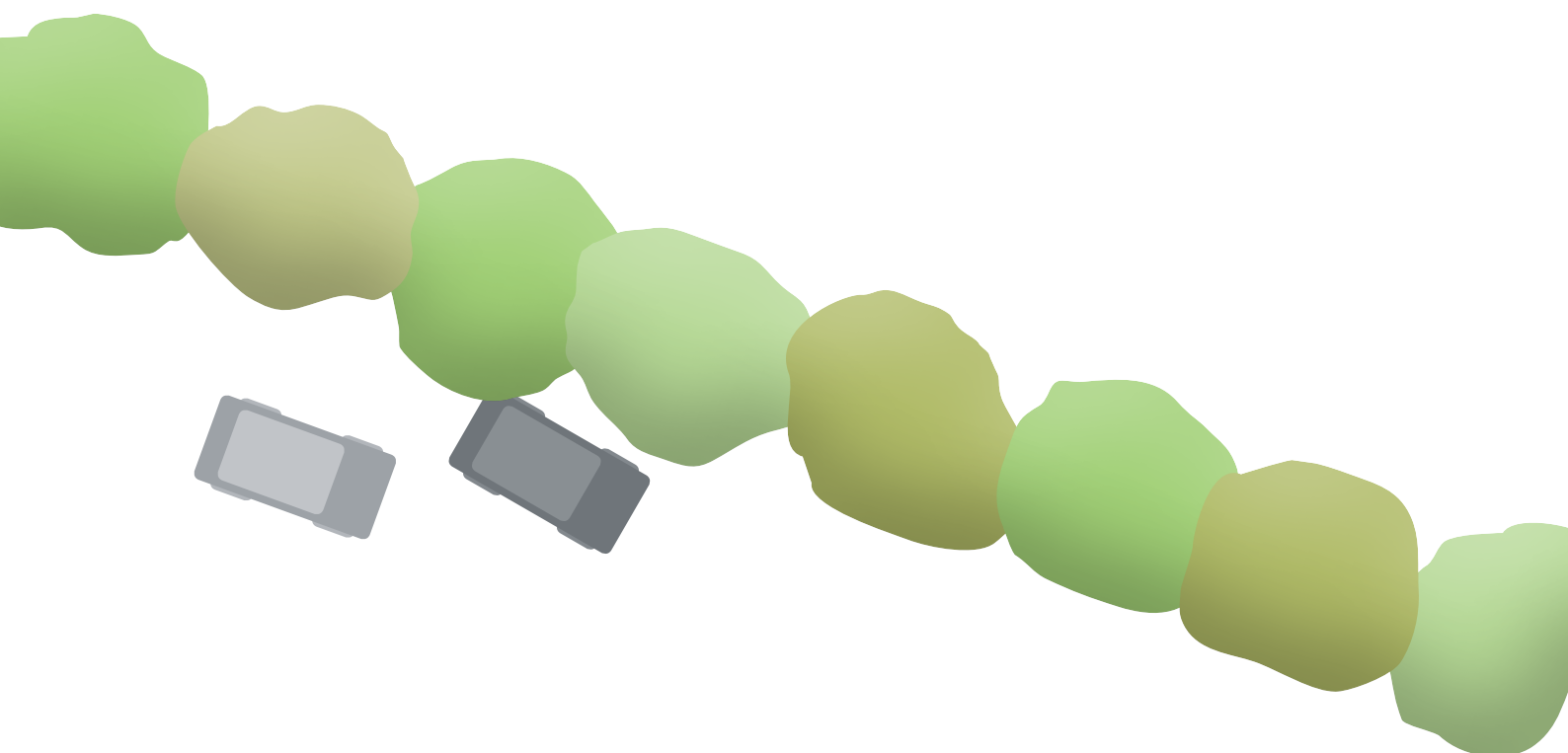
The service now operates at a surplus allowing a new incomes stream to be provided to the On Street Parking account (and reducing pressure on the account by removing the need to fund the deficit). The service also continues facilitate the income derived from on-street pay and display; this is in excess of £2.7m per annum.

Decisions on how monies are spent are made annually at the Devon County Council Cabinet meeting in March to decide on the next years budgets. The most recent report discussing how monies derived in 2015/16 will be spent can be viewed here:

<http://democracy.devon.gov.uk/Data/Cabinet/20150408/Agenda/pdf-HCW-15-27.pdf>

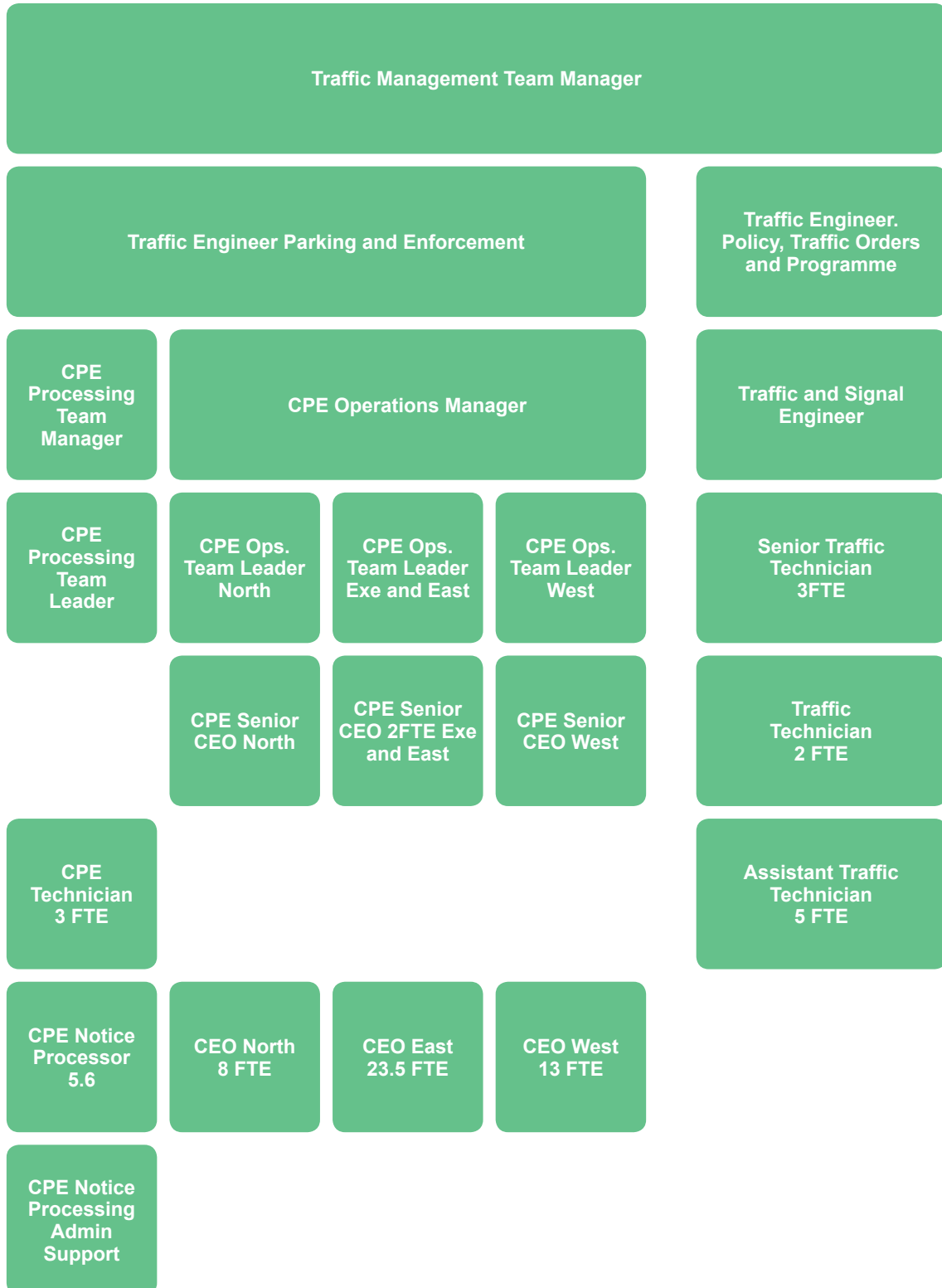
On Street Parking Account 2015/16

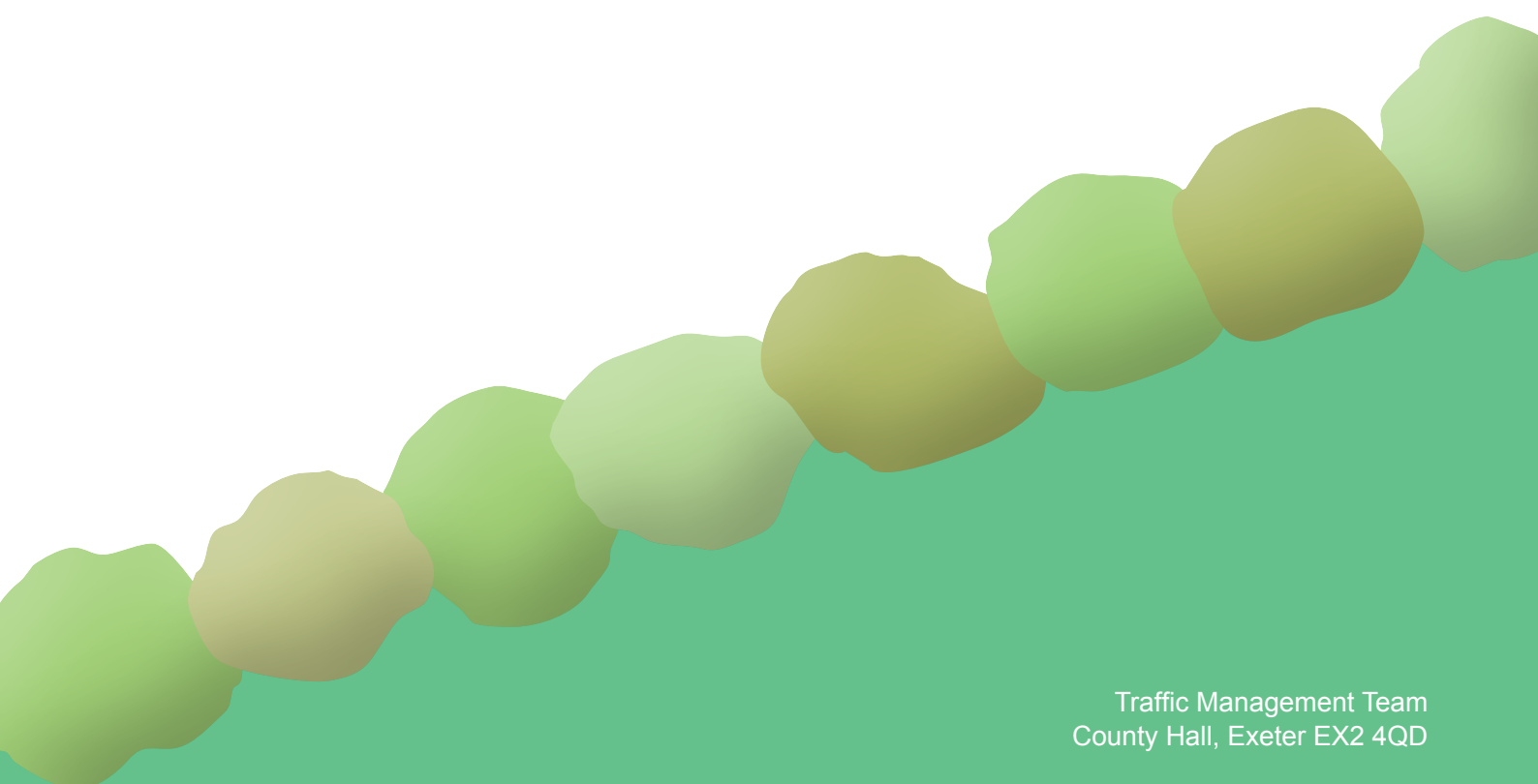
Scheme	Budget allocation £
Transport Coordination Support	1,246,000
Park and Ride Business Rates	100,000
Stover Country Park & Grand Western Canal	212,000
Grass Cutting	200,000
Civil Parking Restriction Signing and Lining Maintenance	225,000
Route reviews and improvements to road signs and lines	100,000
Exeter Residents Parking Scheme	249,000
Traffic Management Plans	200,000
Speed Management	60,000
CPE Schemes & Maintenance Staffing costs	339,000
IT costs relating to Parking and Traffic Management programmes	20,000
Automatic Number Plate Recognition (ANPR)	10,000
Real Time Passenger Information	78,000
Variable message signs maintenance	10,000
Special events, coning and signing	20,000
Disabled Bays	55,000
TOTAL	3,124,000



Appendix

Team Structure





Traffic Management Team
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