

Devon County Council  
Civil Parking Enforcement Service

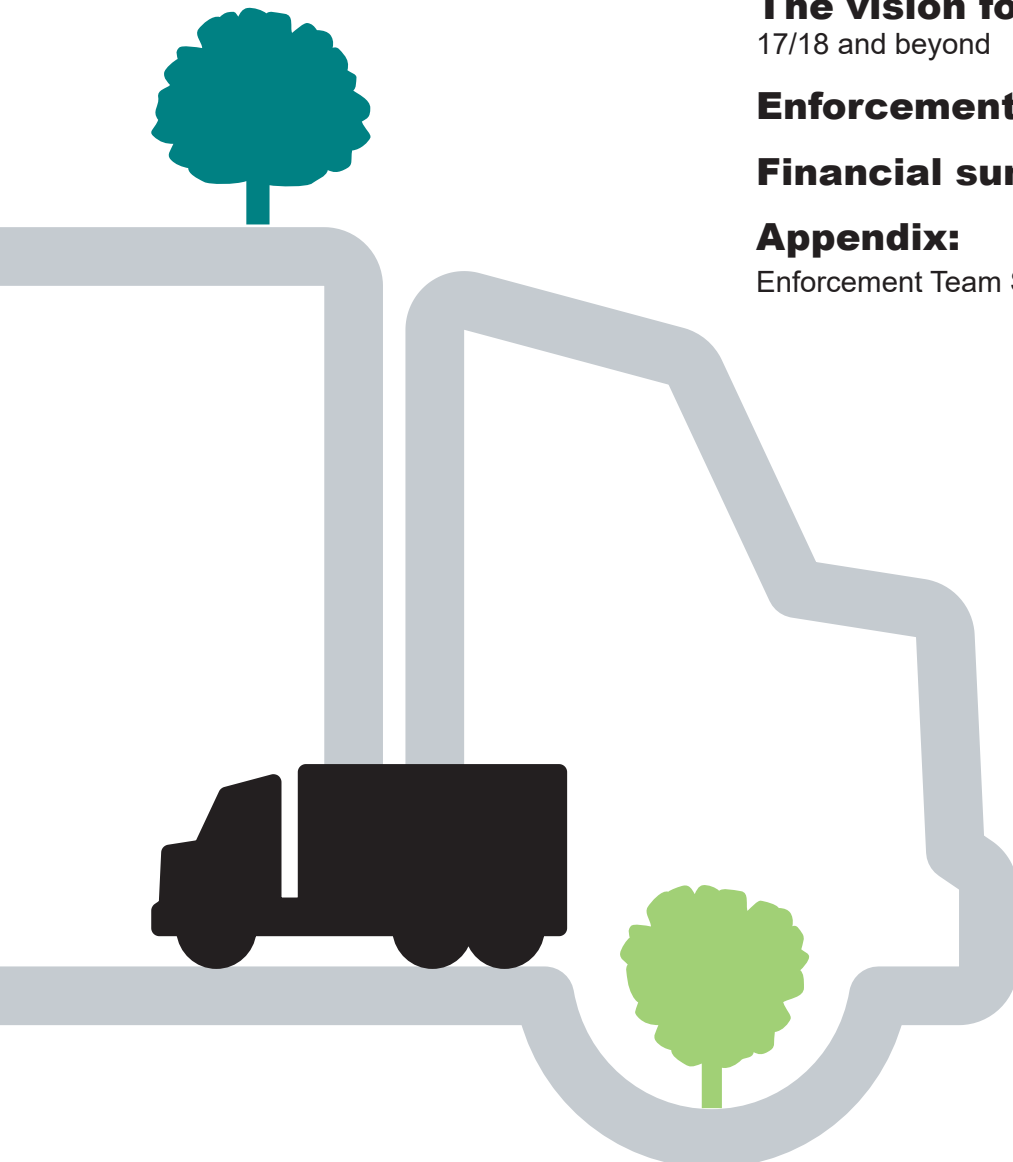
# ANNUAL REPORT

2016/17



# Contents

<b>Foreword</b>	<b>3</b>
<b>Local context:</b> Achievements 2016/17	<b>4</b>
<b>Developing the service:</b> New initiatives	<b>5</b>
<b>Customer service</b>	<b>9</b>
<b>The vision for the future:</b> 17/18 and beyond	<b>14</b>
<b>Enforcement statistics</b>	<b>16</b>
<b>Financial summary</b>	<b>18</b>
<b>Appendix:</b> Enforcement Team Structure Chart	<b>21</b>



# Foreword

Since the decision to bring the enforcement service in house was made back in 2013, and the service launched in April 2014, the team have delivered a sustainable and business-like service, improving year on year to deliver excellent parking management to meet the very diverse needs of Devon's Communities.

The management of parking is pivotal in supporting our network. It enables the Authority to balance the demand for on-street parking for businesses, residents and visitors and the safe and efficient movement of traffic.

I am pleased to say that the service continues to realise and exceed the expectations set out for it in the original Business Plan. Regular review of how the service is being delivered and where and when it is delivered, have resulted in greater efficiencies and smarter deployment in areas at the times when there is the greatest need for parking management and greatest benefit to communities, visitors and businesses.

The efficiencies driven by the service has reduced their demands on the On-Street Parking account, which would have previously been used to fund any deficit in the service, in turn this funding can be used to greater effect elsewhere. Not only does the

account contribute to public transport, speed management, environmental maintenance, and our country parks, but it can now also fund new initiatives to deliver community led parking improvements.

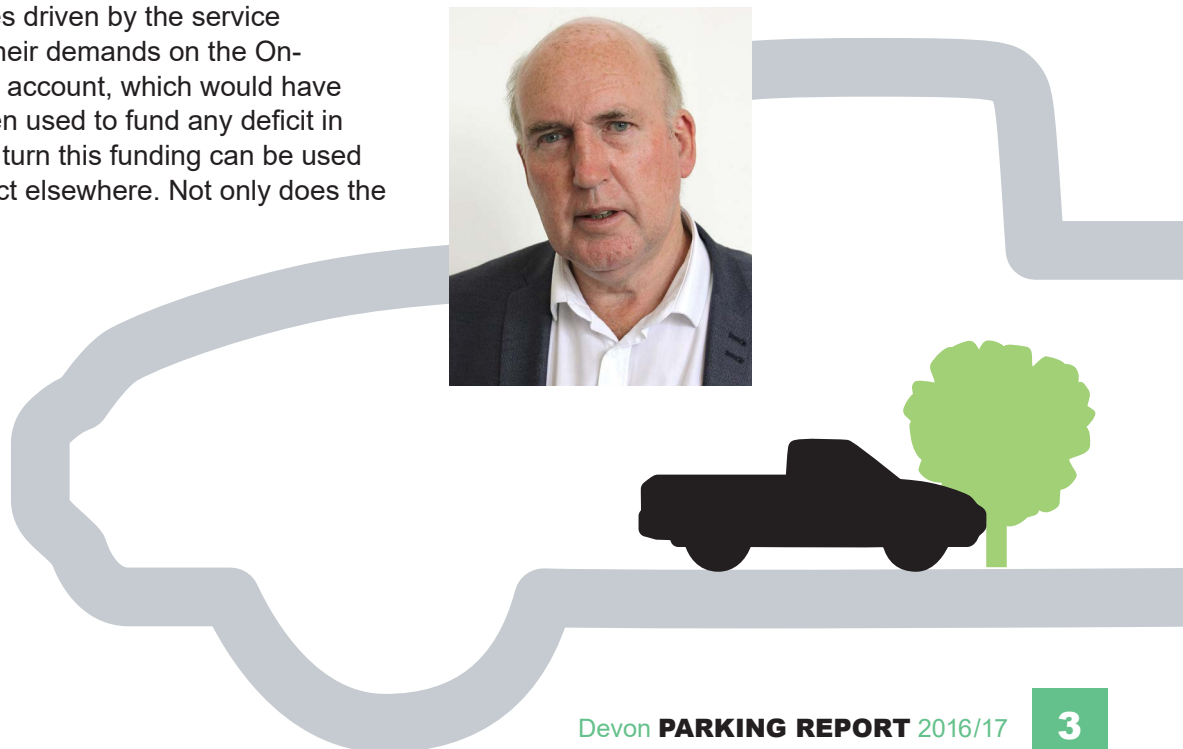
This year, the Highways and Traffic Orders Committee (HATOC) Waiting Restriction Project, enabled delivery of many minor changes requested by communities to improve traffic management by introducing new waiting restrictions requested by the public, Members and our collective teams, in a timely and efficient manner.

These schemes have delivered positive changes, and we look forward to further extending the positive outcomes to more communities in the coming year.

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 by reviewing data and feedback from the public, the service continues to develop and deliver.

## Councillor Stuart Hughes

Cabinet Member for Highway Management



# 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 businesses 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. Management of parking 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 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 reside.

We continue to use intelligence gathered in our first two years of service and reviewed customer feedback to improve our service in year three. This has enabled the Operations Team to further develop our countywide approach without the constraints around boundaries that existed with previous District, Borough and City Council arrangements.

New beats have been designed so 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 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 for 16/17

In our first two years of the service's operations, the Council's parking enforcement team continually reviewed how the service was being delivered, listening carefully to feedback from the public and community leaders about parking concerns or suggestions on how the service could be improved to better serve businesses, visitors, and local communities across the County.

## Rationalisation of operational workbases

In order to ensure the service continues to be delivered in the most effective and efficient manner, locations of our enforcement staffing resource has been a key area of interest in our first years of service.

In 2015/2016, we consulted on closing three satellite operations bases. These bases were in locations that did not necessitate a dedicated resource, and the establishment was higher than it needed to be to deliver an effective service to those communities and had been initially set up to maintain status quo as the service transferred from Districts and allowing TUPE'd staff to be based close to their previous bases. By closing the bases resources could be deployed more effectively across all our communities.

Two bases (Totnes, and Tiverton) were closed following consultation, with the proposed closure of Tavistock deferred until March 2017.

This closure has now been realised with operations now deployed from three main bases centred strategically within the county with only one remaining satellite base at Sidmouth in East Devon.

A further consultation is underway to look at options to close the remaining satellite base at Sidmouth as the issues identified with the other smaller units are equally restrictive to meeting our service needs. Resources, including staff, equipment and vehicles are not able to be flexibly utilised.

The changes so far have resulted in a saving for the authority, as it allows communities to be better serviced by a reduced establishment, providing more for less. We believe that deployment from the three remaining base locations will provide the optimum level of service balanced against cost to the authority.

# Body Worn Video (BWV)

Civil Enforcement Officers (CEOs) throughout the country 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. It is rare that witnesses come forward to events.

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.

In Spring 2016, following consultation with staff, the Parking Team commenced a procurement exercise for the supply of Body Worn Video (BWV) including charging / download accessories and any necessary software for management of recordings.



During assessment the team felt that one particular model demonstrated a stronger visual deterrent than other products. This device featured a front facing screen, providing affirmation that the events are being recorded, and possibly allowing the member of public to reflect on their behaviour.

Cameras were introduced to all operating bases by the beginning of July 2016, and during the first year of operation the results are positive, with five months having zero reportable incidents.

Whilst cameras will not necessarily stop incidents we believe they can assist in determining the outcome, either by preventing matters escalating to physical violence, or assisting in criminal proceedings with objective evidence from the event. Captured evidence passed to the Police has resulted in six cases of action against the aggressor, with only one instance of Police action in the preceding two years.

From introduction to the end of this year, a reduction in reported incidents of verbal (threat) and physical abuse of 37.5% was realised in comparison to the nine month period immediately preceding introduction.

The table below shows reportable incidents relating to verbal and physical aggression from members of the public for the first three years of operation, and demonstrates the improvements experienced after cameras were rolled out in July 16, notably six months after introduction in Q4 of 16/17 no reportable incidents occurred.

## Incidents of verbal abuse, threats & physical violence

	2014	2015	2016
Q1	-	6	9
Q2	2	5	4
Q3	5	4	7
Q4	15	3	0

## Exeter residents parking: new zones

Exeter City and its student population continues to grow, and the County's Capital continues to see unprecedented growth in both its business centre and retail and leisure industries. These pressures on the network has seen more residents calling for more permit parking schemes for their areas.

In 2015 a number of public consultations were held to gauge the views of local residents. These views were considered by the Exeter Highways and Traffic Orders Committee on 19 April 2016 where the committee gave their approval to progress proposals to the next stage. Click below for more:

### [Exeter Residents Parking – The Consultation and how we delivered it.](#)

The widening of the residential schemes allowed a further 2000 addresses to benefit from improved access to parking, removing competing pressures from commuter and shopper parking.

After a successful launch of the new schemes in February 2017, a further review was committed to in response to feedback from adjacent streets that now sought to be included in the new zones. With support of their local Member and with funding secured from the on-street parking account, a second round of public consultation began, with extensions to the newly created zones due to be implemented in the next financial year.

## Teignmouth traffic management review

Devon County Council has been working with Teignmouth Town Council and other stakeholders for a number of years developing proposals designed to:

- free up much on-street parking as possible to benefit residents
- encourage turnover of on-street limited waiting to benefit businesses
- enable enforcement to be undertaken efficiently
- encourage longer term visitors to use off-street car parks
- encourage those working in the town to make more sustainable travel choices, for example car share, public transport, walking and cycling.

After engagement with the stakeholder groups an agreement was reached on the nature of the proposals to be put out to a full public consultation. The proposals sought to strike a balance between the needs of both businesses and residents. Click below for more:

### [Teignmouth Traffic Management Review – The Consultation and how we delivered it.](#)

#### **Residents only parking zones.**

In February 2017, the first area of residents parking was launched in Teignmouth and immediately delivered the results the residents in the affected roads were hoping for.

The Council has agreed to undertake a review of the changes after one year of operation and see if changes or enhancements need to be made, and whether the traffic management review has achieved its overall objectives.

# Highways and Traffic Order Committee (HATOC) Waiting Restriction Project

The County Council regularly receives requests for waiting restrictions to be introduced or amended.

These can be difficult to deliver due to resource and funding pressures which can then have a negative impact on the County Council's relationship with local communities. Recognising this difficulty, a managed process has been developed to deliver an Annual Local Waiting Restriction Programme for each HATOC area for the funding and delivery of waiting restriction schemes.

It was agreed by Cabinet to allocate an amount of £100,000 countywide from the On-Street Parking Account to this process which equated to £12,500 to each HATOC area.

The 2016/17 programme delivered proposals at over 250 sites across Devon. These were mainly amendments to Yellow Lines and Limited Waiting, thought to be non-controversial, which had been requested by communities, local Highway Officers, or the civil parking team.

Building on the success of this process, it was proposed that a further programme is developed for 2017/18 with the scope extended to include minor aids to movement improvements such as drop crossings, footway improvements and bollards.

## Electric fleet vehicles

Central government subsidies have been available to incentivise use of electric vehicles to assist in priming the increased uptake of this power option.

This year has been the second of operating three cars within our fleet replacing vehicles previously fuelled by Diesel. This continues to realise a minimum monthly 10% of 'Green Mileage' for the enforcement team.

### Green miles

Green miles	22,169
Fossil fuel miles	181,612
Total miles	203,781
% green miles	10.88

After analysis of purchase / lease costs, running and fuel costs, each electric vehicle brought into the fleet is proving to deliver a cost saving over their diesel/petrol equivalents with no issues arising from the distances these vehicles may be required to travel on a daily basis. The technology has been found to be reliable. The use of an electric fleet supports Local Transport Plan / Sustainable Travel objectives in reducing carbon emissions and improving air quality in communities.





# Customer service

Our new in house service has benefited from more direct contact between the Council and its customers, allowing a clearer understanding of the needs of our communities and how our customers want to communicate with us.

## Key initiatives delivered in 16/17:

### Understanding the customer

We are constantly reviewing the information on our parking webpages and use customer feedback to shape and improve how we communicate key messages.

Parking and income can be emotive topic with many, so the Council's parking web page tries to dispel myths and allow an understanding of our service by transparently publishing our data on what we do, why we do it and how we spend the money raised. This includes both financial and statistical data on our Parking home page:

#### [Parking Services Homepage and Statistics](#)

We also publish policy and guidance from our operations and processing teams on our "open data" page:

#### [Policy and Open Data](#)

The County's customer service team continue to expand use of social media to communicate with customers, and have introduced web chats to answer customer queries of those who prefer not to talk to us for real. This has seen the team become more involved in communicating with customers on platforms such as Twitter:

#### [Twitter](#)

and Facebook:

#### [Facebook](#)

Understanding that visitors to the County will want a single source for information on both on-street and off-street. We offer links to District Council Parking information for visitors to the county who may not know who is responsible for parking across the County:

#### [Council Operated Car Parks across Devon](#)

Our webpage also has information about Blue Badge parking and how to apply for blue badges, and we also provide a useful tool to find out what restrictions apply and where and when you can park by publishing a link to that data via:

#### [Blue Badges and Parking](#)

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 office and our customer service call centre in Tiverton to establish the most frequently asked questions, and improve the published information on our website.

# New Phone & Pay cashless parking

The Council is committed to delivering the best value for money to the citizens of the county.

On-street pay and display equipment is expensive to buy, run and maintain, especially so in our coastal locations where exposure to salt water can shorten the life of machines.

As part of an ongoing review of our pay and display asset and with consideration of greater numbers of customers opting to pay by phone, we have been reviewing the number of machines required on-street.

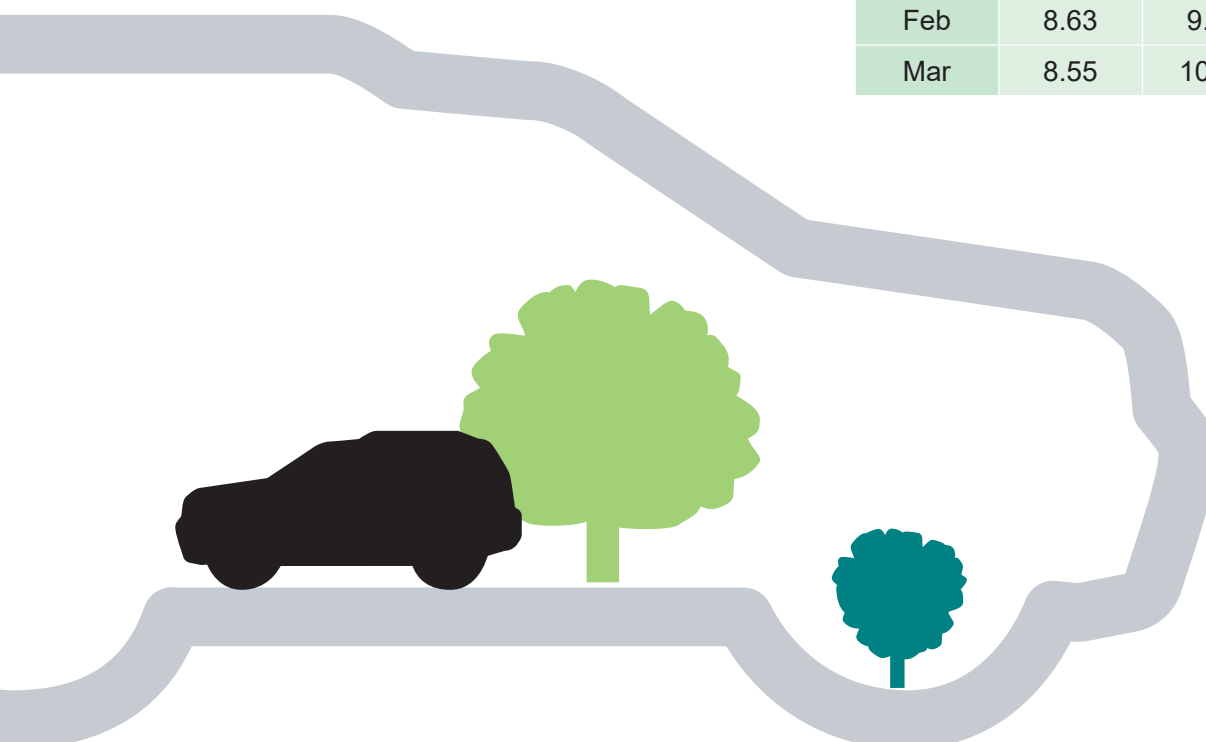
By analysing the issue data of both tickets and cashless transactions, we have been able to reduce the number of machines on-street at certain locations, benefiting from redeploying some machines as opposed to buying new ones where replacements are needed elsewhere. Additionally, after a competitive tender process the County changed service providers at the start of 2017 which has delivered a considerable cost saving to users. The convenience charge has dropped from 20p to 3p per transaction.

Call charges for monthly contract mobile users have been removed as the local rate number now used forms part of any contract minutes paid for by the user. The new system means that the customer can choose to engage by their preferred method; use an app, make a call, send a text or login to their own account online and pay for their parking needs.

Improvements to the cashless parking option has seen an average uptake in 16/17 increase to 10% compared to 7.9% for the previous year.

## Percentage of cashless transactions comparison

	15/16 %	16/17 %
Apr	-	8.50
May	6.46	10.77
Jun	6.53	10.13
Jul	6.41	9.13
Aug	6.96	9.94
Sep	6.89	10.0
Oct	7.26	10.03
Nov	8.39	11.0
Dec	7.03	9.89
Jan	8.41	10.39
Feb	8.63	9.61
Mar	8.55	10.87



## 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 routinely share data with the Police regarding untaxed vehicles, SORN vehicles and foreign vehicles which regularly or repeatedly attract penalty charge notices.

Some of these vehicles are known to the Police for other criminal activities, but our data has been helpful in identifying days, times and locations where these vehicles are frequently to be found parked and resulted in removal and prosecutions of offenders.

We have also 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 and Town Council's as well as event committees across the county to support them with managing traffic around the events that take place across the county throughout the year.

Predominantly during the summer months, events such as Dartmouth Regatta, Sidmouth Folk week and 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 multi-agency leaflet to educate inconsiderate drivers.



# Pavement parking

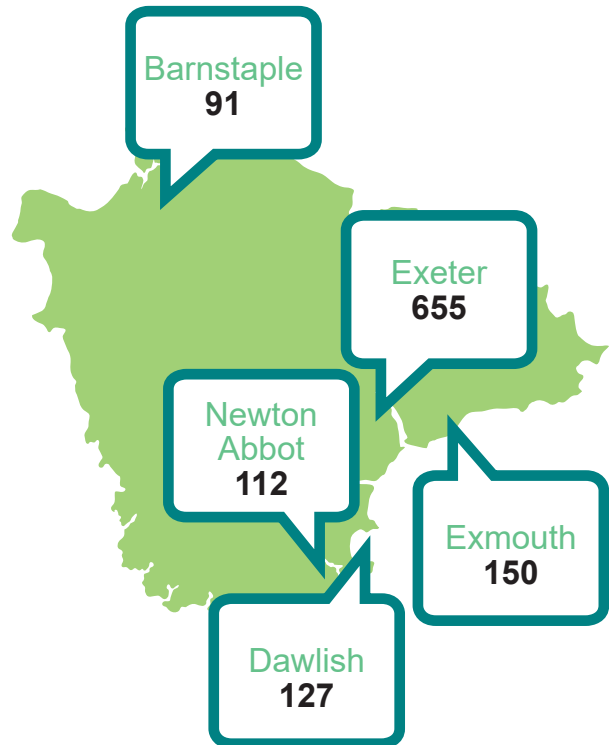
The service was disappointed to see the progression of a Pavement Parking Bill falter and continues to seek a sustainable mechanism to deal with the issue of pavement parking.

The Council 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.

We are continuing to issue the educational leaflets introduced in 2015/2016 to assist in delivering our message to drivers to think about how you park to try to adjust their parking behaviour, and an online reporting tool for the public to tell us about their parking concerns, not just about pavement parking but other enforcement requests as well:

## Reporting Pavement Parking

Since launching the reporting function in August 2015, over 2,000 reports have been received identifying issues in over 120 communities within Devon, in many cases having multiple locations identified as of concern in each community. The vast majority of instances are at locations without existing restrictions meaning that traditional civil parking enforcement powers cannot be used to address the issue. It is clear that public perception is that there is a significant issue.



### Reported incidents

Exeter	655	Kingsbridge	19
Exmouth	150	Topsham	18
Dawlish	127	Chudleigh	17
Newton Abbot	112	Dawlish Warren	17
Barnstaple	91	Ivybridge	16
Bideford	57	Kingsteignton	15
Tiverton	48	Sidmouth	15
Teignmouth	43	Totnes	15
Okehampton	31	Woolacombe	14
Cullompton	30	Kingskerswell	12
Crediton	29	South Molton	12
Honiton	28	Westward Ho	12
Ilfracombe	25	Ashburton	11
Ottery St Mary	24	Dartmouth	11
Braunton	23	Plymouth	10
Axminster	21		



# Fast Online Appeals Management (FOAM) portal

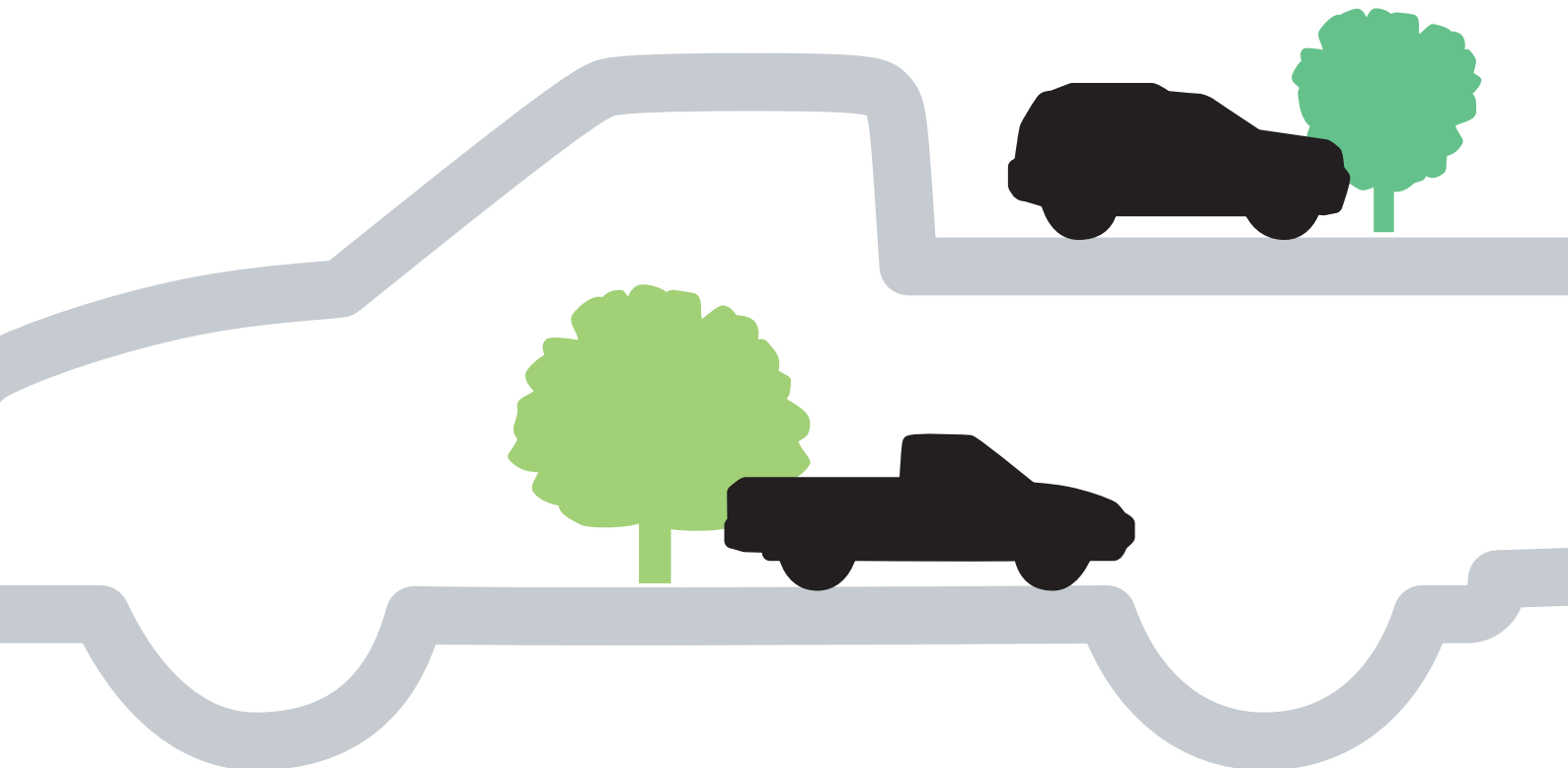
Devon County Council became an early adopter of the Traffic Penalty Tribunal's Fast Online Appeals Management (FOAM) online case management tool in November 2016. The new system delivers real benefits to it's users due to the reduced time between lodging an appeal, a decision being made, and the appellant notified.

Freed of the constraints of having to send an appeal form and by the added delays and costs this brings, the process becomes easier and quicker for the appellant. The new system is more flexible to fit in with the appellant's lifestyle as the online service is available 24 hours. For those who still prefer a more

personal interaction, a contact telephone number is stated in our correspondence. Both the appellant and Council have access to information as it is added to the system, and the ease with which information can be added ensures that it is available to the Adjudicator for them to make an informed and fair decision on a case.

Moving away from the previous method of the Council posting an appeal form with a Notice of Rejection to an owner has seen a change in the numbers of cases lodged with the TPT, but has noticeably improved the time taken for a case to be presented to an Adjudicator for a decision.

Where a ruling is in favour of the appellant, they are provided closure sooner. Where an appeal is dismissed, decision notification letters with direct links to the Council's payment portal make it easier for those appellants to make a payment without having to find the Council website information separately or missing the deadline to pay and incurring additional surcharges.



# The vision for the future: 17/18 and beyond

## Persistent evaders

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

National operational guidance describes a persistent evader as: "A vehicle owner can be classed as a 'persistent evader' if there are three or more recorded contraventions for the vehicle and the PCNs for these have not been paid, represented against or appealed against within the statutory time limits, or their representations and appeals have been rejected but they have still not paid. Usually this is because the vehicle keeper is not registered, or is not correctly registered, on the DVLA database and the owner is confident that they can avoid paying any penalty charges."

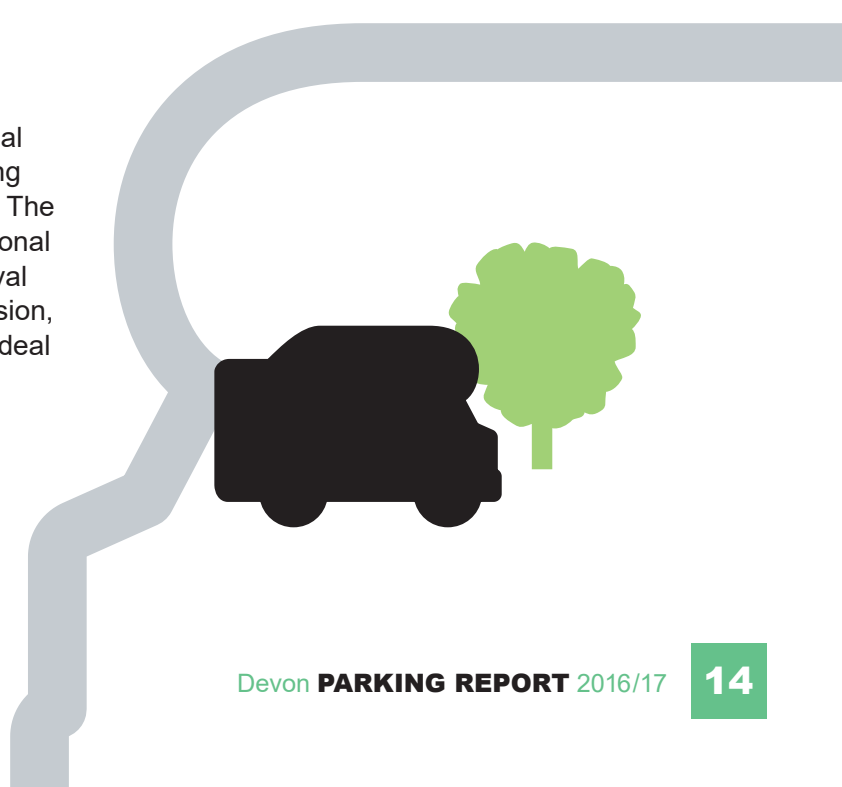
### [Department of Transport Operational Guidance to Local Authorities](#)

The team continue to review options to deal with the issue including partnership working with the Police and other local Authorities. The service is reviewing best practice and national guidance on the immobilisation and removal of vehicles associated with persistent evasion, with a view to introducing this as a tool to deal with issues in Devon.

## Blue Badge fraud and misuse initiatives

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

It is recognised that the driving public and legitimate Blue Badge users demand that action is taken. Where necessary we work alongside the issuing team, Care Direct, and the Police, to assist in addressing abuse. For future years consideration is being given to focused campaigns to challenge misuse in key locations.



## Permit abuse and fraud

In 2011 the County changed to an online application process for Parking Permits removing the need for lengthy physical document checks and attendance at front desks across the County, and replacing with a postal service which ensured permits only went to eligible addresses.

The Council currently issues over 20,000 annual permits in this way, with a very small percentage of these permits being reported for 'possible abuse or fraud'. The Council does undertake periodic spot check audits of permits, and will investigate any reported permit abuse. With advances in technology and improvements in 4G network coverage, the Council hopes to investigate virtual permit technology, this may mean moving some paper permit types into a virtual permit, or supplementing the paper permits displayed with live data. The new technology should also allow for real time data to be available to CEOs for the first time, so permit details will be available to them to prevent issuing a PCN to a resident awaiting delivery of their permit. Cancelled permits, for example when it is found that a permit has been obtained dishonestly, will also be actioned more effectively and quickly and will be easily identified if displayed.

## Moving traffic offences

The service is continues to review the need to utilise Civil Parking Enforcement powers to enforce moving traffic offences, in particular where public transport services are affected by driver behaviour.

Initial feedback from service providers is that parked vehicles have greatest impact on their services. Where restrictions exist feedback can be used to target enforcement using traditional civil parking enforcement powers. If parking restrictions are not in place these can be considered as part of the Highways and Traffic Order Committee (HATOC) Waiting Restriction Project.

## 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 **23095**

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

## Penalties Issued

Total numbers of PCNs issued **68943**

Number of PCNs at high level **34980**

Number of PCNs at low level **33963**

Number of Reg 9 PCNs issued **68667**

Number of Reg 10 PCNs issued **276**

Number of PCNs issued on-street **68342**

Number of PCNs issued off-street **601**

## Penalties Paid

Number of PCNs paid **54132**

Number Paid at Discount rate **45550**

Number of PCNs before Charge Certificate (within 56 days) **6881**

Number Paid after Charge Certificate served **1701**

Number of Charge Certificates registered **6735**

Number of warrants of execution issued **7181**

Number of PCNs cancelled **8989**

Number of PCNs written off **528**

## Penalties Challenged

Number of PCNs resulting in Informal Challenge **10442**

Number of PCNs cancelled as a result of informal challenge **4236**

Number of informal challenges rejected **6206**

Number of PCNs resulting in a Formal Representation **2425**

Number of Formal Representations which resulted in the cancellation of the PCN **1262**

Number of Formal Representations which resulted in a Notice of Rejection **1163**

Number of PCNs written off for other reasons (e.g. CEO error, DVLA untraceable) **528**

Number of vehicles immobilised **0**

Number of vehicles removed **0**

## Cases Referred to the Traffic Penalty Tribunal

Total No. of Appeals **194**

No. of Appeals Allowed **76**

No. of Appeals Dismissed **102**

No. of Appeals Not Contested **16**



# 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.

Our original model was designed around reduced expenditure rather than increased income, and we continue to operate the service around the same principal.

The service continues to operate below model cost and develop a substantial surplus as a function of continuous review of the service, and diligence in consideration of challenges and appeals and timely management of those

cases that require debt recovery processes and quality of evidence gathered by the enforcement officers at time of issue.

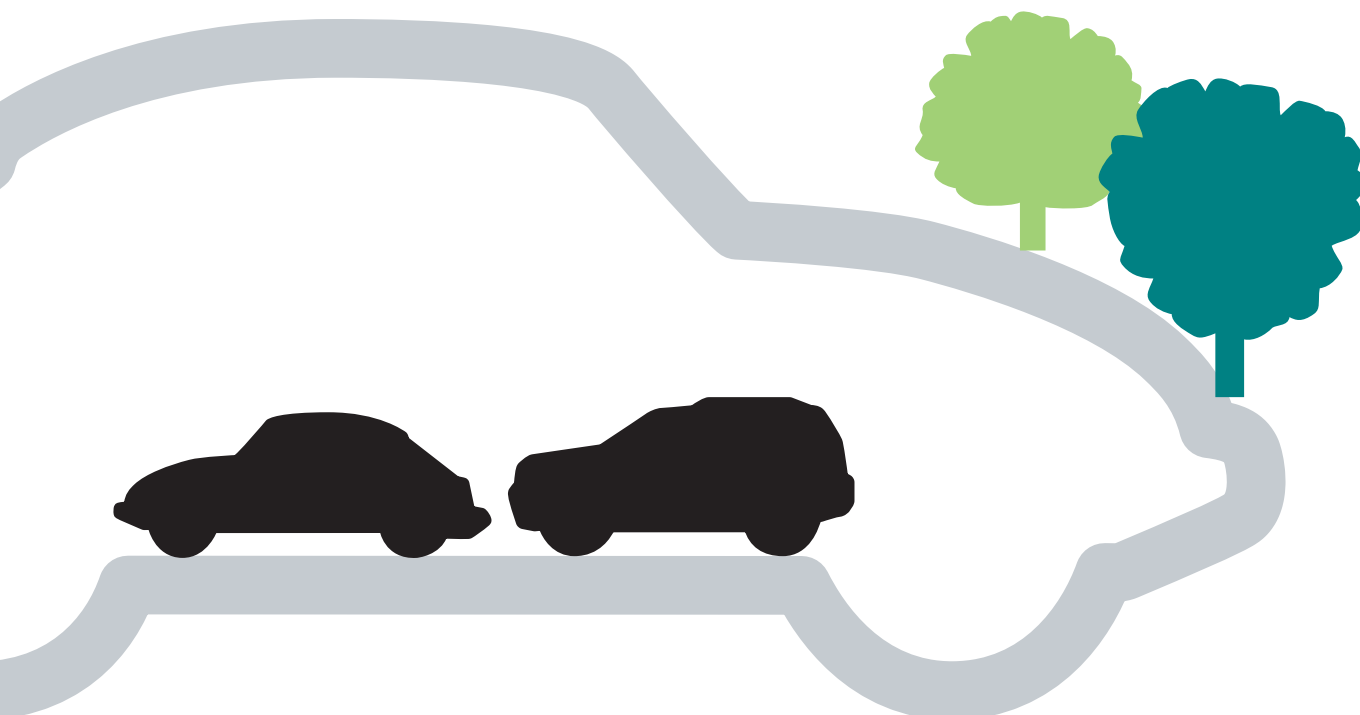
## Traffic Management Act 2004, para 14:

“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.

	14/15 (YEAR 1)	15/16 (YEAR 2)	16/17 (YEAR 3)
PCN issue	62,912	65,008	68,947
Income	£1,746,112	£2,166,235	£2,186,616
Expenditure	£1,799,262	£1,831,026	£1,896,928
Surplus / (Deficit)	(£53,150)	£335,209	£289,688



# Financial summary

## Breakdown of operational costs:

Item	Model	14/15	15/16	16/17
Staff	£1,568,691.00	£1,418,812.00	£1,453,951.79	£1,515,374.00
Accommodation	£30,663.00	£10,648.00	£7,525.00	£12,954.00
Fleet	£124,441.00	£117,229.00	£106,651.00	£55,881.00
It	£25,852.00	£44,138.00	£59,275.00	£40,637.00
Stationary & back office	£68,713.00	£68,686.00	£90,209.52	£95,152.00
Debt recovery	£0.00	£21,000.00	£53,795.00	£60,000.00
Other	£28,475.00	£23,756.00	£49,609.05	£116,930.00
One off set up costs	£187,200.00	£94,999.00	£10,008.86	£0.00
<b>Total cost</b>	<b>£2,034,035.00</b>	<b>£1,799,268.00</b>	<b>£1,831,026.14</b>	<b>£1,896,928.00</b>

Income from PCNs	-	£1,736,112.00	£2,166,235.00	£2,186,616.00
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Surplus / (Deficit)	-	(£63,156.00)	£335,208.86	£289,688.00
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It should be noted that there have been some increases in reported costs for Year 3, 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 2016/17 was **£2,186,616**, an increase of 1% on 2015/16 when it was **£2,166,235**, but a 26% increase 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). The PCN issue rate has been fairly consistent across the 3 years, with **68,943** 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 timely recovery of debts.

The service focuses resource where it is most needed, and ensuring any PCNs issued are 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**  
**£2,927,486**

**Income from Penalty Charge Notices**  
**£2,188,443**

**Income from Permits**  
**£625,140**



## 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 service now operates at a surplus allowing a new income 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 to 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 2016/17 will be spent can be viewed here:

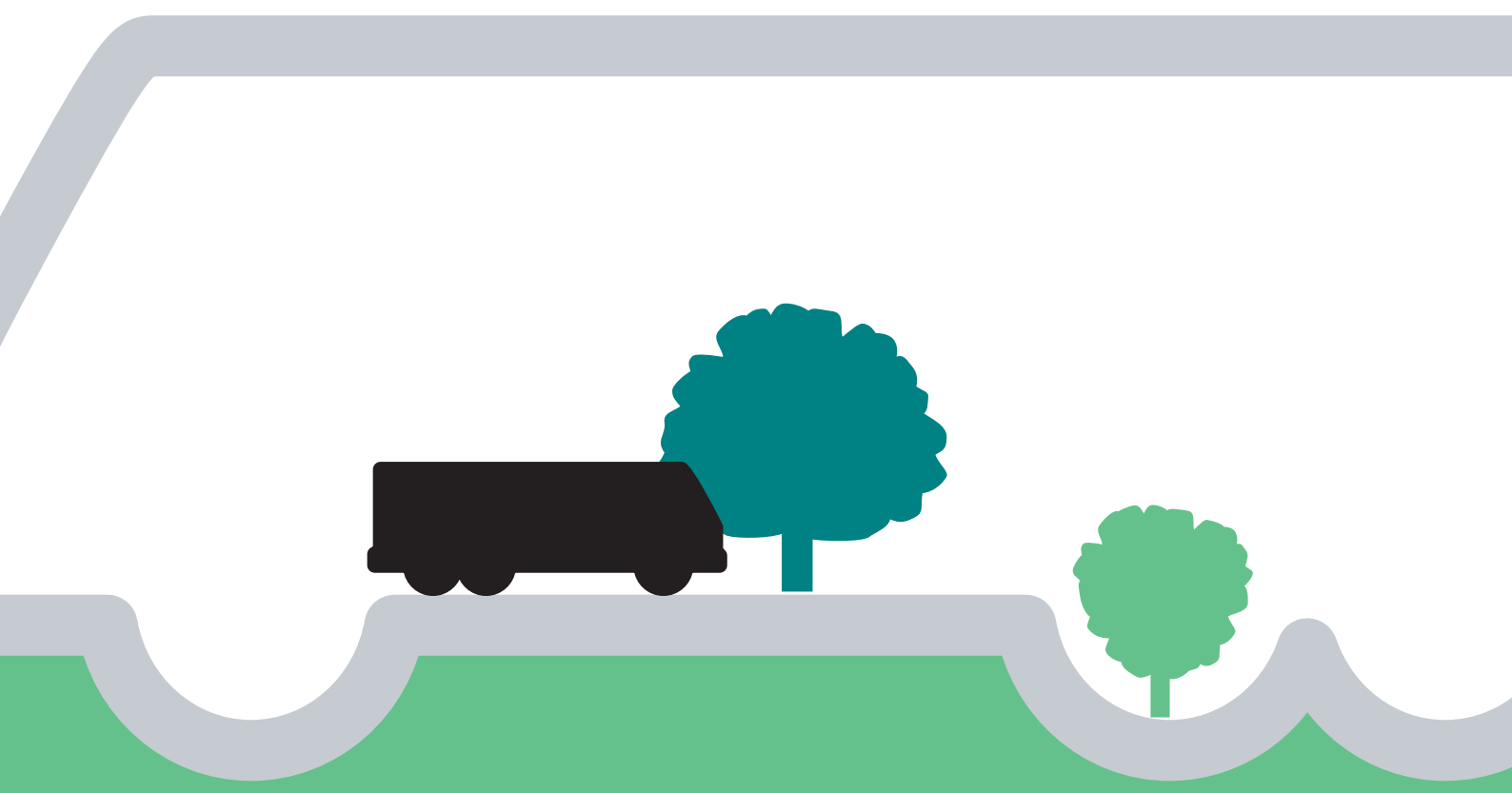
[Devon County Council Public Reports](#)

## On-Street Parking Account 2016/17

Scheme	Budget allocation £
Public Transport Support	2,411,000
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 (Carried over from 15/16)	249,000
Traffic Management Plans	100,000
HATOC Waiting Restriction Project	100,000
Speed Management	60,000
CPE Schemes & Maintenance Staffing Costs	339,000
IT costs relating to Parking and Traffic Management programmes	20,000
Support to Safety Camera Partnership	10,000
Real Time Passenger Information	78,000
Variable message signs - maintenance of	10,000
Special events, coning and signing	20,000
Disabled Bays	20,000
<b>TOTAL</b>	<b>4,254,000</b>







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