



# Parking Services

Annual Report

2012-2013



[www.torbay.gov.uk](http://www.torbay.gov.uk)

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# Introduction

Welcome to Torbay Council's fifth annual parking report. It summarises all the parking and traffic enforcement activities conducted by the council in 2012/13.

This year continued with ongoing difficulties for Torbay, both for struggling town centres and the council which faced £11 million cuts from its budgets imposed by central Government. Councillors and our elected Mayor faced extremely tough decisions regarding the provision of services.

With the collapse of HMV, Woolworths and Blockbuster some big names are missing from our high streets, and some smaller traders are operating at just break even and living off savings. I was insistent parking charges were not increased through this difficult budget process as a way to raise income, and I led a process to review them so they suit the needs of the towns and residents.

Now more than ever the council has been working with trader groups to discuss the impact of parking charges when it appears out of town shopping areas are becoming more popular and offering free parking. A working group was set up with representatives from small businesses, Torbay Town Centres Company (Bid Improvement District), community partnerships, English Riviera Tourism Company, council officers, chambers of trade, the Mayor and Members of our Transport Working Party to address the issues. Please see Section Five for more detailed information regarding this process.

2012 was also particularly difficult due to the inclement wet weather throughout the summer, when our area relies heavily on tourism. We saw ticket sales from car parks drop and some events had to be cancelled. It was a difficult time.

There was some good news though. We had the Olympic Games Effect in Torbay, and the arrival of the Olympic Torch in May brought in 100,000 people to see it. Torbay had never seen anything like it before. We brought in parking promotions that day to encourage people to stay for the day in the town and it worked well.

We also expanded the role of the Parking Team and the Civil Enforcement Officers to encompass dealing with road closures for events and helping with street parties. This proved very useful to community groups around the Queen's Jubilee.

Finally our investment in off street car parks continued with the retention of 35 Park Mark Awards for all our pay and display car parks and rolled out commuter parking on street for just £1 all day.

I hope you find this report interesting. Please email [parking@torbay.gov.uk](mailto:parking@torbay.gov.uk) with any feedback you would like us to consider or ideas for next year's report.

**Councillor Robert Excell**  
**Executive Lead for Safer Communities, Parking and Sport**



## Chapter 1

# About Torbay



Torquay Harbour

Stretching along 22 miles of unspoilt and spectacular coastline and covering the three towns of Paignton, Brixham and Torquay, the English Riviera offers holidaymakers an abundance of stunning scenery, fantastic family attractions, fun-packed events and entertainment, making it the perfect family destination at any time of the year.

Torbay's many geological features have led to the establishment of the English Riviera Geopark in 2008. It is the only urban geopark of the 53 geoparks worldwide.

Because of the mild climate, Torbay palm trees are a common sight along the coast. However, this 'palm' is in fact a lily (*Cordyline australis*), originating from New Zealand where it is known as cabbage tree due to its edible young shoots. These trees also flourish elsewhere in the UK.

It is suggested that the popularity of cabbage trees in Torbay is attributable to their first being introduced to the UK in that region

### Population

From the census in 2011 there are 130,959 people living in Torbay, 16,693 in Brixham, 49,021 in Paignton leaving 65,243 in Torquay. We have a higher proportion of older people in Torbay with the mean age 44.2 years.

### Things to do

From waterside action, fun-filled family trips and historical walks, the English Riviera has a great range of things to do for all the family. Enjoy exhilarating water sports and maritime activities including boat trips, deep sea fishing, kite-surfing and sailing. If you're looking for lively entertainment there is a great variety of

events along the waterfront, from vibrant beer festivals and live music events to top-class sailing competitions and Agatha Christie themed revelries. To get away from the hustle and bustle there are hundreds of coastal walks and cycle routes to choose from, leading you to a treasure-trove of remote and breathtaking surroundings.

## Places to go

Spanning across the English Riviera, South Devon's beautiful bay, are countless attractions and fascinating sites to suit families and visitors of all ages. Explore the Global Geopark sites to discover tales of the area's drowned forests, sabre-tooth tigers and the earliest human remains. Ideal for the kids, Paignton Zoo is an absolute must-see with thousands of animals, a range of habitats and acres of activities. Alternatively, use your time to relax and soak up the laid back atmosphere of one of the many picturesque villages or the bustling waterfront and its glorious beaches

## Transport

There are nearly 67,000 cars or vans in Torbay, just over 15,063, 26% do not own a car or van, 45% own one, 22% own two and 7% three or more, which is about average for England.

Torbay lacks direct motorway links and is primarily served by the A380 road from Exeter. The last stretch of road, from Newton Abbot via Kingskerswell is mostly single carriageway. However in November 2011 the government awarded £74.6 million towards the cost of the bypass with the remaining monies coming from Torbay Council and Devon County Council, and construction has started with completion in December 2015.



Torbay's other main road links are the A379, which follows a coastal route from Teignmouth, passes through Torquay and Paignton, then goes on to Dartmouth; and the A385 which goes inland to Totnes and the A38.

The bus franchise is largely operated by Stagecoach South West of the similarly named group, that operates a large share of the market in Torbay and the neighbouring towns of South Devon. The other main operator is local operator, Dial a Bus run by a local entrepreneur.

Torbay has three stations on the National Rail network, operated by First Great Western: Torre railway station is inland on the road from Torquay to Newton Abbot, Torquay railway station is close to Torre Abbey Sands and Paignton railway station serves that town and links with the heritage Dartmouth Steam Railway and River Boat Company to Kingswear connecting via the Dart ferry to Dartmouth.

## Economy

Torbay's main industry is tourism. It also has a large number of European students learning English.

The fishing port of Brixham is home to one of England and Wales' most successful fishing fleets and regularly lands more value than any UK port outside Scotland.[citation needed] It is also a base for Her Majesty's Coastguard and the Torbay Lifeboat Station.

Torbay has been twinned with Hameln in Lower Saxony, Germany since 1973; and with Hellevoetsluis in the Netherlands since 1989.

## Famous For

Torbay is the birthplace of Agatha Christie the famous novelist and every year a week in September is dedicated to her memory. Fawlty Towers of course was set in Torquay and thought up by John Cleese while staying in Torquay.



Paignton Seafront

In progressing the delivery of demand management measures, the parking of all vehicles, whether cars, lorries, coaches, buses or cycles is a key element in developing how the town centres, businesses, tourism and leisure continue to operate within a local transportation network constrained by both capacity and topography.

The ongoing review and development of off-street and on-street parking should address those imbalances which have led to surpluses of parking in some areas, deficits in others and a significant amount of sub-standard parking provision. The council's parking strategy takes a realistic and long-term view of what is feasible and likely to be achieved in Torbay, and what is required to ensure the success of these initiatives.

The key elements of the strategy will:

- Ensure that all off-street car parking is perceived as safe and of an acceptable standard to encourage its use in preference to on-street parking
- Increase the provision of parking for the disabled to meet current standards in all areas
- Support Torbay's tourism industry through the provision of adequate high quality parking for those attractions where alternative travel modes are considered inappropriate
- Ensure that adequate enforcement of parking restrictions, both on-street and off-street, are maintained and improved for the benefit of tourism and the community of Torbay

- Continue to source sufficient investment streams to improve all of Torbay’s car parks to the highest standards including the evaluation of on-street parking charges
- Provide high quality secure overnight parking for coaches and HGV’s
- Implement, where deemed appropriate and supported by local residents, Controlled Parking Zones (CPZs) in residential areas throughout Torbay
- Support major car parking generators, such as Torbay Hospital, by assisting in providing essential high quality off-street parking.

### Parking Policy

This policy was updated and renewed in 2012 and Members at the Transport Working Party approved the new version which contained updates and froze residents parking permits for three years. The report, policy and decision can be found on the council website at [www.torbay.gov.uk/democraticservices](http://www.torbay.gov.uk/democraticservices) selecting the October meeting of the Transport Working Party.

### Parking Enforcement Policy

Through powers provided in the Traffic Management Act 2004 the Parking Enforcement Service in Torbay covers parking controls in the towns of Torquay, Paignton and Brixham, as well as the surrounding areas.

The prime aim of enforcement is to achieve the following policy objectives:

- To integrate traffic management policies with effective on-street enforcement
- Provide dedicated on-street enforcement
- Be responsive to changing priorities, local factors and demand
- Provide parking exemptions or dispensations as appropriate.

Parking enforcement will be ‘fair but firm’ and community support for or acceptance of parking controls is conditional upon achieving this balance in the enforcement operation. The guidance set out in this document has been designed to assist in this objective and establishes the “ethos” of the scheme; whilst individual areas will minimise the potential for misunderstanding and dispute over specific parking issues. In general, enforcement activity will comply with the following principles –

- Fairness in applying the legislation and securing compliance
- Targeting of enforcement action where necessary
- Consistency of approach
- Transparency about what enforcement action is taken and why.



# Parking Provision



View from Royal Terrace Gardens towards Paignton

This policy covers both on and off-street enforcement activities.

### On Street Pay and Display Parking

During 2012/13 the council introduced a number of new on street pay and display areas after a period of lengthy consultation. These are shown below in red. As a result the council also introduced a new cheaper commuter charge of £1 all day in Magdalene Road which has proved successful.

### Off Street Car Parks

Torbay Council operates 39 car parks across Torquay, Paignton and Brixham, providing over 7,500 spaces with the majority of our car parks using the pay and display system. There is one pay on exit system at the Harbour in Torquay with another approved for Lower Union Lane Car Park in Torquay for 2013/14.

Through our parking charges review we reduced the cost of monthly parking by offering monthly parking permits to replace six-month or three-month permits. Our feedback from our working group was that the annual cost of a permit was too high -- a cost of £540 to be paid in advance. As a result, monthly permits have been introduced at £42.50.

### On Street Pay and Display Parking

Charging for on street parking was introduced in Torbay during 2008 to assist with the enforcement of limited waiting areas. Towards the end of the year Torbay Council implemented several new locations, including commuter parking. The areas where on street parking charges are in operation are as follows:



## Torquay

Location	Spaces
Abbey Road	37
Babbacombe Road	25
Castle Circus	
(Castle Road & Lymington Road)	16
Controlled Parking Zone A (Torwood Gardens Road & Parkhill Road)	30
Lymington Road (commuter charges)	37
Magdalene Road (commuter charges)	34
Market Street	18
Pimlico	3
Rock Walk	41
The Terrace	13
Torre Abbey Meadow and Sands	56
Torwood Street	28
Union Street	36

## Paignton

Location	Spaces
Adelphi Road	19
Dendy Road	20
Eastern Esplanade	218
Hyde Road	16
Palace Avenue	74
Queens Road	29
Sands Road	16
Stearfield Road	10
Torbay Road	35
Torquay Road	10

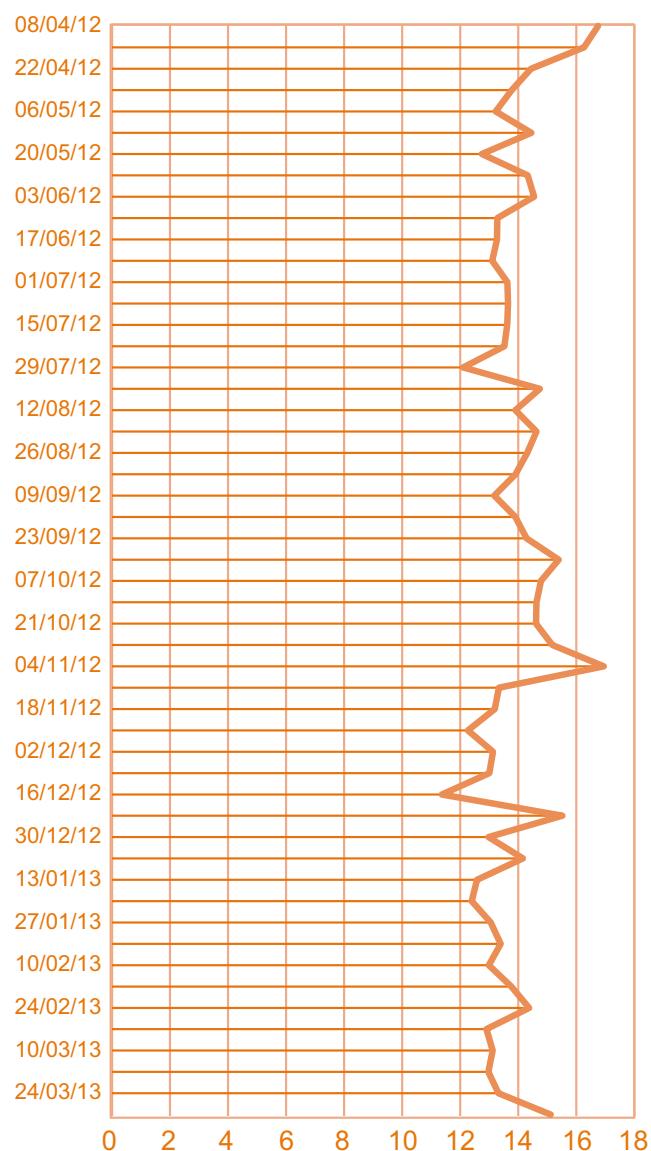
The tariff the council operates is comparable to neighbouring authorities where similar amenities are offered.

## On Street Charges 2012

Time	Cost
20 minutes	50p
40 minutes	£1.00
80 mins	£2.00
2 hours	£2.50
3 hours	£3.50
4 hours	£4.50
<b>Commuter Charges</b>	
4 hours	£1.00
8 hours	£2.00

This year Torbay Council has sold a total of 758,652 tickets at these locations from a total of 96 on street pay and display machines.

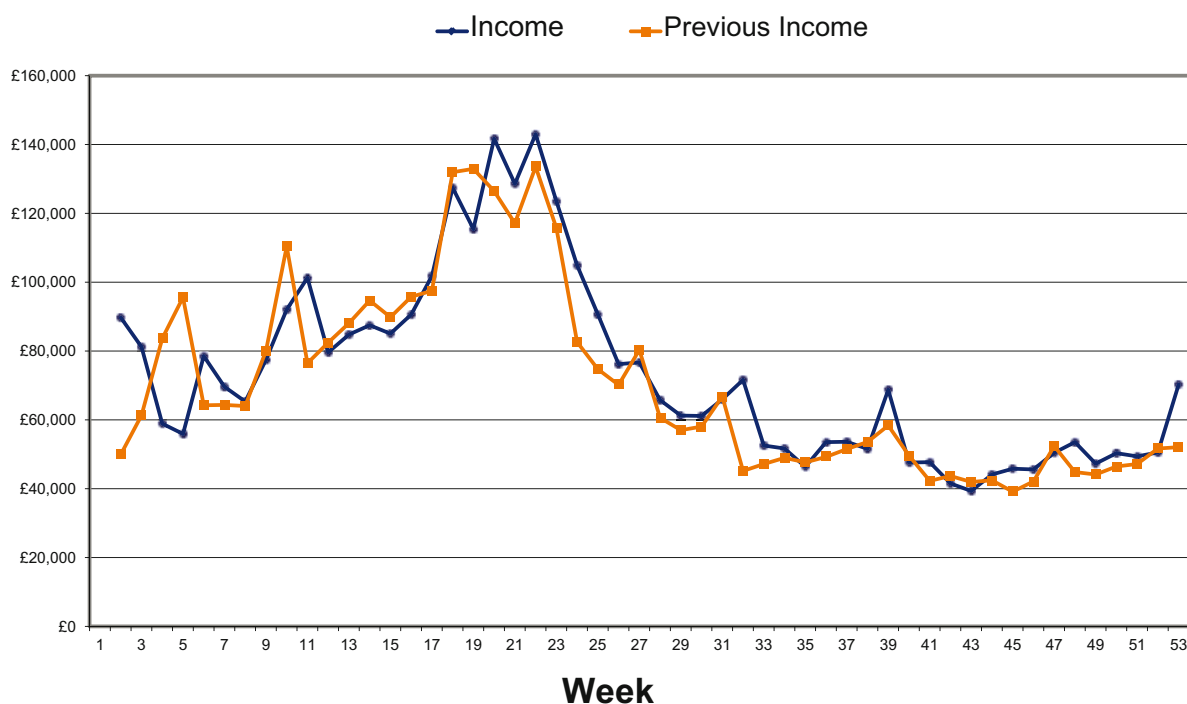
## Weekly Ticket Sales 2012-13 (thousands)



## Off Street Parking Provision

Torbay Council operates 39 car parks across Brixham, Paignton and Torquay, providing in excess of 7,500 spaces. The car park locations and capacity are shown on the table on page 10. Various permits are available to purchase for use at these car parks and are available via the council's web site [www.torbay.gov.uk/parking](http://www.torbay.gov.uk/parking) or from one of the Connections Offices. The permit durations vary between 12 month, 6 month and 3 month, and a weekly permit is also available specifically aimed at visitors.

## Income Comparison off street 2011/12 – 2012/13



The chart above shows the annual income in sales for the previous two years. The total ticket sales for the year 2012/13 was 1,876,516.

## Multi Storey Car Parks

Name	Location	No. Spaces	Park Mark Award	CCTV	Lifts
<b>TORQUAY</b>					
Beacon Quay	Beacon Hill, Torquay	118	✓	✓	✗
Harbour	The Terrace, Torquay	533	✓	✓	✗
Lower Union Lane	Lower Union Lane, Torquay	664	✓	✓	✓
Union Square	Castle Road, Torquay.	415	✓	✓	✓
<b>PAIGNTON</b>					
Victoria	Garfield Road, Paignton	744	✓	✓	✓
Roundham	Cliff Road, Paignton	117	✓	✓	✗

## Surface Level Car Parks

Name	Location	No. Spaces	Park Mark Award	CCTV
<b>TORQUAY</b>				
Abbey Park	Belgrave Road, Torquay	28	✓	✗
Brunswick Sq	Teignmouth Road, Torquay	89	✓	✗
Chilcote Close	Chilcote Close, Torquay	68	✓	✗
Hampton Avenue	St Marychurch Road, Torquay	153	✓	✗
Kilmorie	Meadfoot Sea Road, Torquay	22	✓	✗

Lymington Road	Lymington Road, Torquay	50 + 18 Coach	✓	✓
Meadfoot Beach	Meadfoot Sea Road, Torquay	29	✓	✗
Meadfoot Road	Meadfoot Road, Torquay	57	✓	✓
Melville Street	Warren Hill, Torquay	36	✓	✗
Princess Street	Princes Street, Torquay	59	✓	✗
Shedden Hill	Shedden Hill, Torquay	258	✓	✓
St Marychurch	Hampton Avenue, Torquay	34	✓	✗
Torre Valley	Walnut Road, Torquay	150	✓	✗
Town Hall	Lymington Road, Torquay	191	✓	✓
Walls Hill	Walls Hill Road, Torquay	73	✓	✗
Watcombe	Watcombe Beach Road	50	✗	✗
<b>PAIGNTON</b>				
Churchward Road	Churchward Road, Paignton	36	✓	✗
Clennon Valley	Penwill Way, Paignton	503	✓	✗
Cliff Park Road	Cliff Park Road, Preston	41	✓	✗
Colin Road	Colin Road, Paignton	87	✓	✗
Crown & Anchor	Crown & Anchor Way, Paignton	81	✓	✓
Preston Gardens	Old Torquay Road, Preston	48	✓	✗
Great Western	Great Western Road, Paignton	68	✓	✓
Quay West	Tanners Way, Paignton	970 (Approx)	✓	✗
Station Lane	Station Lane, Paignton	38	✓	✗
Youngs Park	Tanners Way, Paignton	130	✓	✗
<b>BRIXHAM</b>				
Breakwater	Berry Head Road, Brixham	103	✓	✓
Brixham Central	Bank Lane, Brixham	180	✓	✓
Broadsands	Broadsands Road, Brixham	1000 (Approx)	✓	✗
Freshwater	Blackball Lane, Brixham	122	✓	✓
Oxen Cove	Blackball Lane, Brixham	84	✓	✓
Shoalstone	Berry Head Road, Brixham	66	✓	✗





## Parkmark Awards

The recognised standard throughout the off street parking industry is the obtaining of an award known as Parkmark.

This scheme is operated by the British Parking Association (BPA) which is the recognised

parking association of the industry.

They, in conjunction with the Association of Chief Police Officers (ACPO), created the scheme which measures parking facilities against criteria which aims to reduce crime and the fear of crime in car parks. Operators are therefore required to adopt an active management strategy to ensure minimal occurrence of crime.

There are 37,000 car parks across Britain which are awarded Parkmarks. Currently 36 Torbay Council pay and display car parks have been awarded the Parkmark standard. The award is based on:

- Management practices
- Lighting

- Signage
- Cleanliness
- Surveillance

In order to meet the standards both a representative from the Police and a representative from the British Parking Association (BPA) inspect the car park against the required criteria and only after they agree are the car parks given the award. Torbay Council work with the Police to reduce crime in car parks by designing out problems and also through closing sections of car parks, providing security and CCTV.

For customers, using a Park Mark® Safer Parking facility means that the area has been vetted by the Police and has measures in place to create a safe environment.

Also customers have the confidence that the award measures the car park operators management standards of the site. This includes response times in relation to problems, standard of the parking spaces themselves and ensuring they are clean and maintenance issues resolved.

All council car parks are cleaned by our TOR2 joint venture company.



## Partnerships



Union Street, Torquay



Parking has developed its partnerships with a number of organisations this year to ensure the service delivery meets the needs of its customers but also due to the economy ensure its provision assists in helping the traders in the town centres.

### Business Improvement Districts (BIDs)/Town Centres Company

Within Torbay there are three BID districts -- Torquay, St Marychurch and Paignton. Traders within these areas pay additional business rates into a company (Torbay Town Centres Company) which provides additional services to bring in additional footfall into these areas. Paignton

has been particularly successful in driving promotional activity through events and linked to parking promotions such as all day parking £4 and £2.50 in a number of areas.

### Parking Consultation Board

During 2012 Cllr Robert Excell, our Lead for Parking, set up a number of meetings with trader representatives such as Federation of Small Businesses, Chambers of Trade,, BIDs and many local traders such as jewellers, flower sellers and tourism businesses. At these meetings parking charges were discussed as well as parking policy and enforcement. It was clear there was concern that parking charges, following the Mary Portas Review, were an element in the success of regeneration of town centres, with Torquay in particular suffering from a large number of empty shops.

A major action which came from the meeting was to review the structure of all parking charges. See section 5 for more information. A follow up meeting was also arranged to discuss the proposals in more detail and ongoing meetings have taken place in 2013.

### English Riviera Tourism Company (ERTC)

The company, owned by Torbay Council but with its own Board of Directors and Chief Executive, has increased its profile by developing the brand of 'The English Riviera'.



Over the past 12 months the English Riviera Tourism Company has worked to extend the network of year round Visitor Information Points across the resort. More places are now promoting and selling the weekly and new short break Torbay Council parking tickets than previously, with sales in Brixham particularly strong.

In addition the ERTC has supported the Torbay Council Parking Team by undertaking the ongoing Parking Review. They have also set up a pilot scheme involving official English Riviera Promotional Partners that operate accommodation businesses, enabling them to sell car parking tickets directly to their visitors, as



is happening in other destinations across the UK.

In addition all the Civil Enforcement Officers have attended the new Welcome English Riviera Customer Service training course subsidised by the ERTC in order to draw the attention of staff to their other role as ambassadors for Torbay when asked questions by tourists.

### Community Partnerships

Through the formalisation of lots of community partnerships in Torbay, parking has increased its consultation with these groups and has sent representatives to meetings if appropriate. In particular community partnerships which represent residents in town centre areas. Feedback has been most useful in particular developing new parking permits for residents.

### British Parking Association (BPA)

Senior council officers continue to attend BPA meetings to raise Torbay's profile nationally and to share ideas and good practice.

Torbay Council continues to facilitate quarterly meetings of parking managers across Devon and Cornwall. These prove a useful way to share resources and procurement of new parking equipment and initiatives.

### Voluntary Groups

The council works with many in the voluntary area across Torbay and facilitate help with events that they may put on in a community spirit or through national charity events.

One example is the Torbay Street Pastors who are volunteers from the church community who try to help others. Torbay's Street Pastors started in 2007 and are well known for their work to support vulnerable people and those needing guidance in the area of Torquay harbourside late at night.

The council provided parking permits for their staff – there are currently more than 70 street pastors -- to park without charge in car parks while they are on duty and dispensation for their vehicle which is placed on the harbourside.

# Parking Promotions and Review



Palace Avenue, Paignton

Throughout the autumn and winter of 2012 through meetings with the Parking Consultation Board the council reviewed all its charges to focus more on the seasonality of the businesses in Torbay and to prioritise local residents accessing the town centres through cheaper parking provision. These promotions were operated and endorsed by traders and stakeholders.

## Newspaper £1 Parking Promotions

During the 'Back to School' period and post Christmas period the council, through the local Herald Express newspaper, operated a scheme whereby those who purchased a paper could park all day for just £1 during weekends. This drew the link between shops and parking through the press as adverts were centred around coming into towns to visit specific shops for promotions and park cheaply at the same

time. For example, retailers discounted goods these weekends through advertisements in the local paper where a promotional permit was printed, customers would cut a permit out and display for £1 all day parking.



## Winter Promotions

In a number of car parks all day parking was reduced from £8 to £4 to encourage all day stays by winter visitors and shoppers. On street in Paignton in a prime location a short stay area where parking was restricted to four hours at £4.50, all day parking was introduced at £2.50 to encourage trade in the town at a quiet time of year.

## Christmas Parking Concessions 2012

The council continued to support the Business Improvement Districts, Chambers of Trade and other trader groups by providing hugely discounted parking to encourage shoppers to Torquay. This year proved particularly difficult. Not only were there a large number of empty shops but competition from nearby cities of

Exeter and Plymouth continued. In Exeter a large John Lewis store opened in time for the Christmas period and both cities offered large undercover shopping centres. Discounted parking activity included £1 for four hours, free parking for late night shopping and £2 all day parking on event days.

## Commuter Parking On Street

In Magdalene Road in Torquay, as an experiment on street parking charges were reduced to a fee of £1 all day with a view to encouraging commuters to use on street areas which were previously under-used. This proved a huge success with usage increasing by well over 200%. The area is now fully utilised and the parking charges were formalised and made permanent.







### Olympic Torch

For the arrival of the Olympic Torch Relay the council wanted to ensure as many people as possible could see the torch as it passed through the area and offered parking for £1 in all car parks before noon on the arrival of the torch. This was offered earlier in the day to cut down on traffic around the time of the arrival of the torch at 2.45pm, so people could pick their spot to view

the torch and enjoy a drink or lunch to support the businesses. The promotion was a huge success as over 100,000 people came out to greet the torch along its route.

### Parking Charge Review

All parking charges were reviewed following consultation with the Parking Consultation Board, benchmarked and the main changes were as follows:

- Seasonal parking charges extended to different sites with town centre areas experiencing reduced parking charges in the off peak months
- Reduction in charging hours on street in some locations

- Additional parking permits including on and off street monthly permits
- Half an hour charges were removed in off street car parks to encourage longer stays by shoppers in the town centres
- Promotions from winter 2012 such as the all day parking at £4 were made permanent during off peak months
- Improved access to permits through additional website links
- Areas were placed into categories, such as beach, town centre and leisure and charges were altered to reflect the locations of the areas in proximity to amenities, shopping areas, leisure centres etc.
- Off peak parking permit offering annual parking for only £50 between the hours of 15:00 hours and 10:00 hours, to be promoted heavily in 2013/14
- Free parking Christmas Day, Boxing Day and New Years Day both on and off street

Members at the Transport Working Party considered the review of the new charges and structure in January 2013 and March 2013 and the new charges were introduced. The process came about from requests from the Parking Consultation Group and it was agreed it should be an annual process through this group.

Off street charges can be found at [www.torbay.gov.uk/carparkcharges](http://www.torbay.gov.uk/carparkcharges)

On street charges can be found at [www.torbay.gov.uk/onstreetparking](http://www.torbay.gov.uk/onstreetparking)

Through the development of the Events and Parking Teams being brought closer together in the council internally it was clear the teams could work in unison to support each other.

Events bring large numbers of people into the area ensuring parking areas are utilised well and income maintained also parking to support the transport provision to events. Parking staff now regularly assist events staff through implementing road closures for events and

marshalling crowds where appropriate, having been provided the appropriate training.

It was a very busy year for events. The Elected Mayor set up an Events Forum for event organisers to present events at for approval by the Forum and with some events possible funding opportunities. The Elected Mayor made it clear that events would be used as a tool to raise the profile of the English Riviera nationally for the purposes of tourism and locally by driving footfall into the area to support the local economy.

Parking Services write road closure orders and manages the process with event organisers as well as implementing closures and placing out cones, suspensions etc.

The main events which Parking Services supported are listed below.

### **Radio One Start to the Summer**

In May 2012 Radio One came to English Riviera to Paignton Green with a free ticketed event to enter an arena erected on Paignton Seafront which 7000 young people attended.

Parking assisted in implementing a large Traffic Management Plan including large suspensions for taxi ranks and drop off areas in car parks which parents could use to drop off their children and collect them when the event was finished.





Parking staff implemented a large number of road closures around the event for emergency blue light routes should a serious incident occur.

### **Olympic Torch Relay**

Also in May 2012 the English Riviera hosted the Olympic Torch as it passed through the towns of Paignton and Torquay on one of its longest journeys through a specific area with over 30 Torchbearers along the route taking two and a half hours.

Parking Services played a major role in Traffic Management for the event by deploying all Civil Enforcement Officers along the route and many vehicles to close roads for the torch and marshal areas congested with people waiting to watch the torch. Parking administration staff were also trained to assist with road closures and crowd control. Over 100,000 lined the route to watch the torch with roads being opened in a 'rolling' fashion once the Torch had passed through those specific areas..

Events were organised along the route too as part of the day where resources from the department were lent to other departments to assist on the day, e.g. Sport.

### **Queen's Jubilee**

Street parties seemed to be the most popular

way of celebrating 60 years of the Queen's reign throughout the area. There were 16 street parties where Parking Services assisted with arranging road closures which were without charge and also one hire of a car park for an event without charge to the community. Parking staff attended on a number to help on the day to deploy barriers and signs. Regulations were also relaxed as per Government guidance to ensure the communities could get together and enjoy the celebrations.

### **Tour Series (Cycle Race)**

The area hosted the Halfords Tour Series in 2012 which entailed closing roads around the Torquay Sea Front area. Civil Enforcement Officers and Parking Staff also assisted in this event. Car parks were reserved for Race Teams and a large number of suspensions were implemented through the race circuit and outside it where diversion routes affected bus routes.

### **Summary**

It has become common practice that there is a clear link between parking and events and many other events benefited from the service delivery through the year from Parking Services such as carnivals and parades.

# Enforcement



The Civil Enforcement Service is directly managed by Torbay Council and all Civil Enforcement Officers (CEOs) are employed by Torbay Council.

The CEOs will patrol an area (beat) which has been allocated to them at the commencement of their shift. The CEOs carry hand held computers and printers to issue penalty charge notices when a vehicle is parked in contravention of the restriction. In January 2013 the hand held equipment was upgraded for GPS and GPRS functionality. The GPS was installed in readiness for pay by mobile and real time functionality and GPRS provides tracking of the CEOs for health and safety and also for ensuring the nearest officer is deployed to an area requiring enforcement as soon as possible.

The CEOs carry a radio to ensure constant access to the office. The service receives a

requests for enforcement in particular areas and these are received via telephone, email and letters. Whilst we do not offer a response service where complaints are received about vehicles parked on a restriction, the nearest officer will be sent to observe the area and provide a visible presence to encourage drivers to park correctly. In the event there is no driver present a penalty charge notice may be issued.

CEO patrols are managed through analysing data provided via the handheld computer, the observations of CEOs, members of the public, the restrictions in place, and other information provided to Parking Services.

The monitoring of the staff and their performance is undertaken via a number of methods which includes:



- On street monitoring by a supervisor
- Customer contact
- Reporting mechanisms are in place via the IT equipment and manual reports

CEOs are also used for other duties which include road closures for special events and other duties, ie marshalls, etc. for large events held within Torbay.

The CEOs will report issues with signs and lines and other defects on the highway.

The CEOs regularly receive request for directions and through the radio system have access to the request information if they are unable to provide these directions or signpost visitors to the Visitor Information Centres.

### School Enforcement

The service on average receives 3 phone calls a week during school term to specifically request enforcement outside of schools.

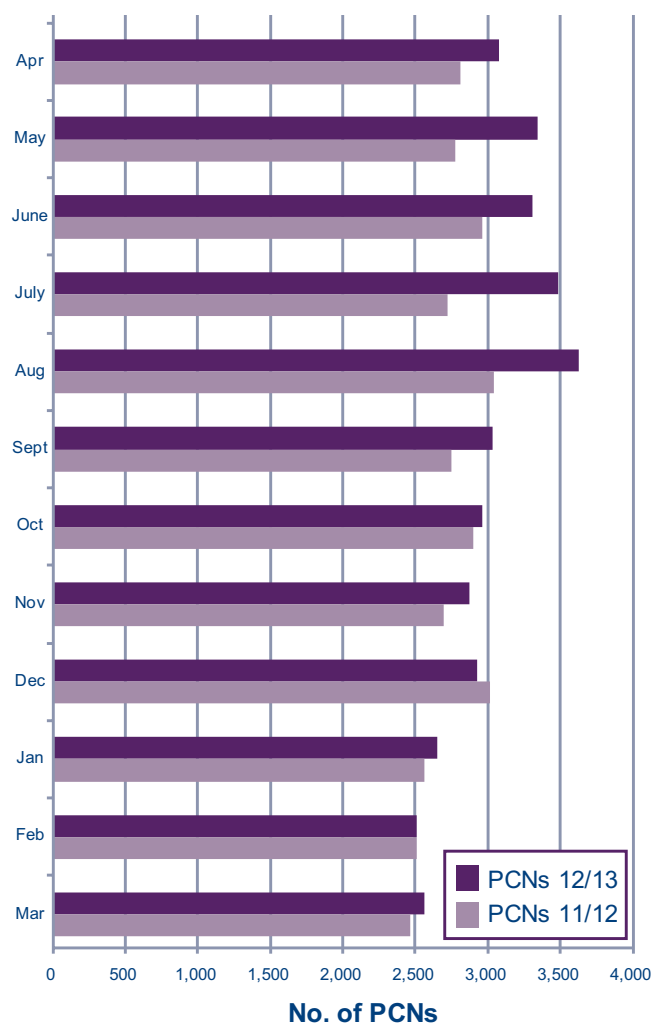
In May 2012 the council introduced mobile CCTV camera enforcement with one of the main aims ensuring full compliance of no parking on school keep clear zig zags.

Regular meetings are held with the Road Safety Team to discuss parking related issues outside of schools. The type of enforcement required along with the frequency of visits is planned. A further initiative with the Road Safety team was to introduce a zero tolerance of parking on double yellow lines near schools. There have been

incidences where the school crossing patrols have been put in danger due to this inconsiderate parking. The standard council policy allows an observation time of no less than 5 minutes to ensure the exempted activity of loading and unloading is not taking place. However there has been a mis-conception this exemption also applied for when waiting for the start and end of the school day. Therefore to ensure the safety of children and all road users, there will be no observation period to ascertain if the exemption for loading and unloading is taking place and a penalty charge notice will be issued. If an exempted activity has taken place, then the motorist should follow the legal appeals process which is indicated on the reverse of the penalty charge notice.

The graph below provides details of PCNs issued month by month.

### Penalty Charge Notices Issued in 2012/13 and 2011/12



In the following tables you will note an analysis of the top 10 locations both on and off street where the highest number of penalty charge notices have been issued. It should be noted the majority of the locations are the same as in previous years.

## PCNs by location 2012-13

### Overall Analysis

Location	2012/13	2011/12	Change on prev. year
Union Street	1,862	1,492	24.80%
Brixham Central Car Park	1,677	1,545	8.54%
Palace Avenue	1,297	956	35.67%
Abbey Road	1,180	903	30.68%
Market Street (Torquay)	972	822	18.25%
Eastern Esplanade	964	967	-0.31%
Torbay Road (Torquay)	943	1,335	-29.36%
Torbay Road (Paignton)	901	804	12.06%
Beacon Quay Car Park	821	878	-6.49%
Torwood Street	745	949	-21.50%
Total	11,362	10,651	6.68%

### On Street Analysis

Location	2012/13	2011/12	Change on prev. year
Union Street	1,862	1,492	24.80%
Palace Avenue	1,297	956	35.67%
Abbey Road	1,180	903	30.68%
Market Street	972	822	18.25%
Eastern Esplanade	964	967	-0.31%

Torbay Road (Torquay)	943	1,335	-29.36%
Torbay Road (Paignton)	901	804	12.06%
Torwood Street	745	949	-21.50%
*Fore Street, Torquay	563	275	104.73%
Hyde Road	547	499	9.62%
Total	9,974	9,002	10.80%

\*Additional Enforcement of Goods Vehicle Loading Bay

### Off Street Analysis

Location	2012/13	2011/12	Change on prev. year
Brixham Central Car Park	1,677	1,545	8.54%
Beacon Quay Car Park	821	878	-6.49%
Clennon Valley Car Park	681	645	5.58%
Union Square Car Park	643	730	-11.92%
Victoria Car Park	626	511	22.50%
*Lower Union Lane Short Stay Car Park	604	423	42.79%
Lower Union Lane Multi Storey Car Park	533	686	-22.30%
Town Hall Car Park	419	465	-9.89%
Great Western Car Park	340	353	-3.68%
Youngs Park	329	314	4.78%
Total	6,673	6,550	1.88%

\*Mis-use of Parking Tariff

# Parking Appeals & Permit Team



This team deal with the issuing of all parking permits for on and off street and the full appeals process when a penalty charge notice has been issued. This is the full process from the informal challenge stage to collecting unpaid penalty charge notices.

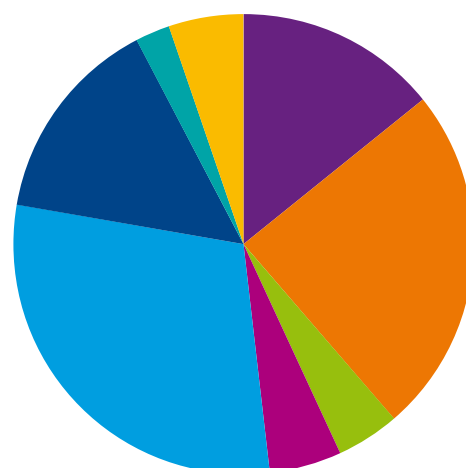
Information Centres based in Torquay, Paignton and Brixham sell the council's three day and weekly permits at the three centres.

The pie chart below provides information on the permit types and the number of permits processed.

## Permits

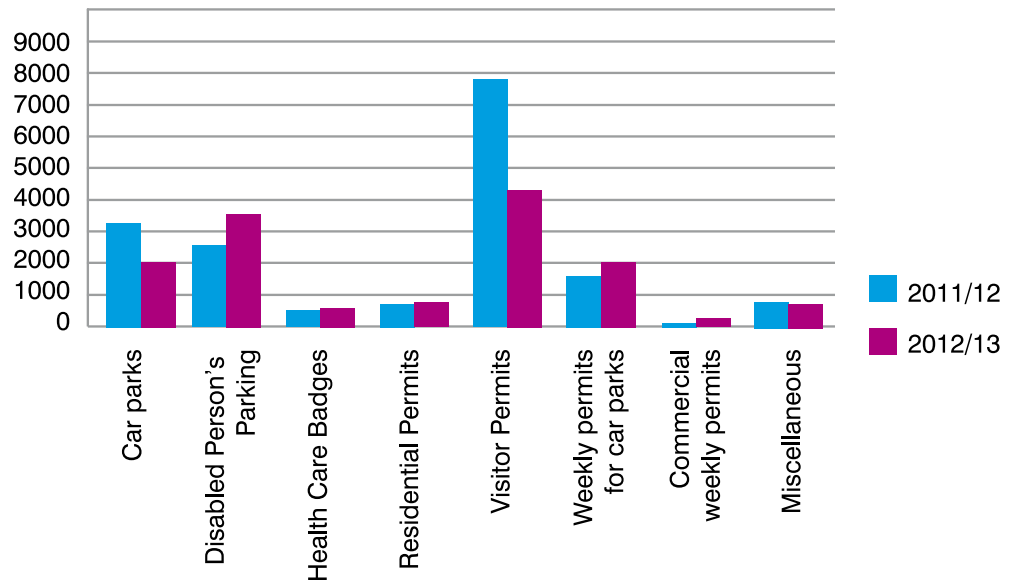
The council offers a variety of permits for both on and off street parking areas. Torbay council website provides information about all the permits including the ways in which to apply at [www.torbay.gov.uk/parking](http://www.torbay.gov.uk/parking). Renewal reminders are sent to all annual permit holders approximately four weeks before expiry. The Visitor

Car Parks . . . . .	2063
Disabled Person's Parking Permit . . . . .	3559
Health Care Badges . . . . .	645
Residential Permits . . . . .	738
Visitor Permits for Residential Zones . . . . .	4298
Weekly Permits for Car Parks . . . . .	2,119
Commercial Weekly Permits . . . . .	352
Miscellaneous . . . . .	764



The team respond to telephone enquiries on a variety of issues regarding permits and pay and display parking. They also deal with enquiries relating to the pay and display machines which may include any and faults and will report these directly to the Customer Support Officer on duty.

### Number of permits: comparison between 2011/12 & 2012/13



### Appeals

The legislation of the Traffic Management Act 2004 governs the issuing and appealing of a penalty charge notice.

### Informal/Formal Representations

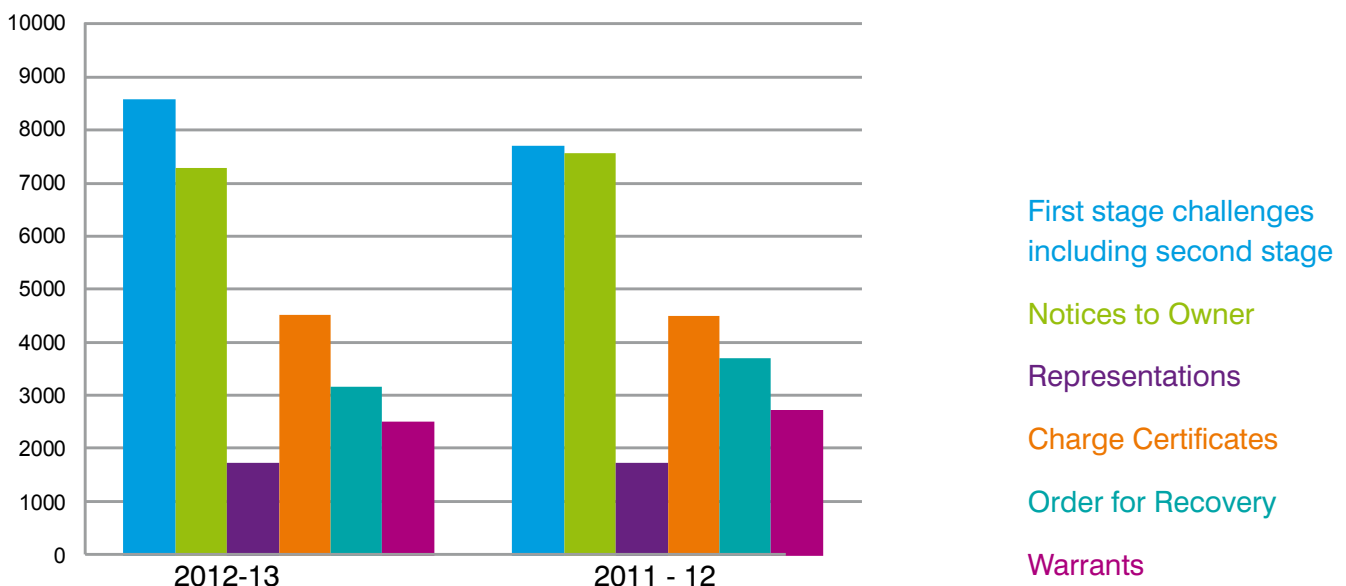
When informal/formal representations are made, the correspondence is logged on to the notice processing system, this will generate a task which is uniquely identifiable and ensures the notice does not progress any further until a response to the representation has been made. These tasks are dealt with in date order. The aim of the department is to respond to all correspondence within 21 days.

The council have produced their own Parking Appeals Process leaflet to provide information to the motorist on how the council deal with penalty charge notices in Torbay and explains the various documentation sent to the registered keeper from Notice to Owner to the Warrant of Execution.

The graph below provides details of both informal and formal representations received and also provides the number of legal notices sent by the council to registered keepers.

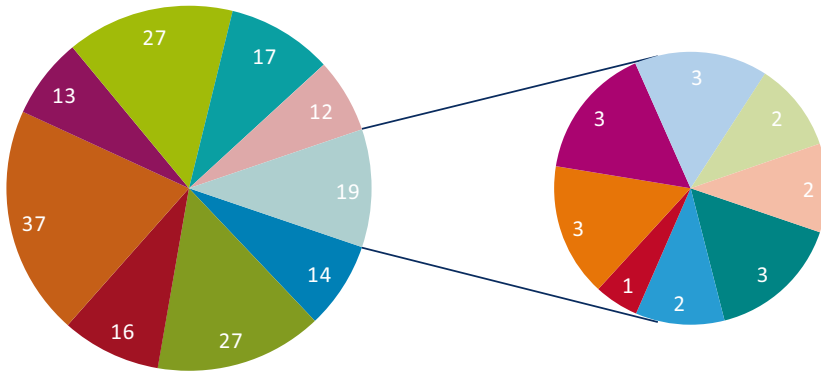
Appendix 1, 2, and 3 provides information on the number of penalty charge notices issued both on and off street, paid, and the reasons

### Penalty Charge Notice Correspondence





## On Street Contraventions - Cases Appealed



- No waiting at any time (01)
- No loading at any time (02)
- Expired p&d ticket (05)
- No p&d ticket seen (06)
- No permit or p&d ticket seen (12)
- No permit seen (16)
- Parked in a suspended bay/space (21)
- Wrong class of vehicle (23)
- Parked beyond bay markings (24)
- Parked in a loading bay without loading (25)
- Parked for longer than permitted (30)
- Parked in a disabled persons space (40)
- Parked in a taxi space (45)
- Parked on a bus stop (47)
- Parked on a school keep clear marking (48)
- Parked on a pedestrian crossing (99)

for cancellation. The council take into account all information provided which may include mitigating circumstances, ie proven legitimate loading and unloading, or a blue badge holder who may be unsure of the conditions of use.

Consideration will be given to requests for instalment arrangements those experiencing financial difficulties. Once an officer has looked at the amount owed an instalment arrangement may be offered provided a Warrant of Execution has not been issued. This is not a legal requirement, but the council do give consideration to any requests.

### Appeals to the Traffic Penalty Tribunal

The pie chart below provides details on the decisions made on the 265 appeals. The table in Appendix 1 also provides details information on the contravention codes. An appeal may be made to the Traffic Penalty Tribunal if a formal representation is rejected and the driver will be provided details on how to lodge an appeal in the letter of rejection.

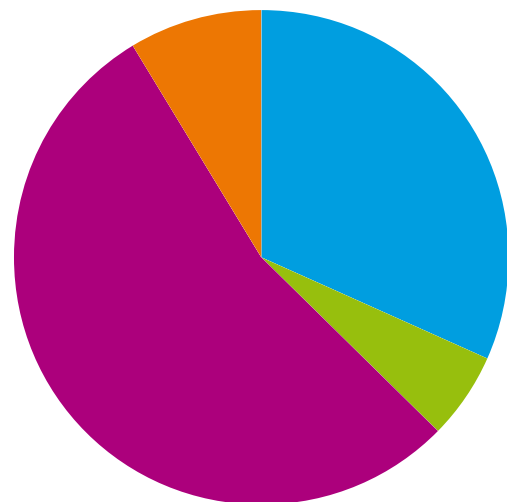
The Traffic Penalty Tribunal is independent and the adjudicators are lawyers who have at least five years legal experience. The Adjudicators are appointed with the consent of the Lord Chancellor.

The appeal may be heard by post/online, telephone or face to face by the Adjudicator. A written decision will be sent to the appellant and the council after the Appeal Hearing. The Adjudicator however during a personal or telephone appeal may inform both parties of the

decision at the hearing. A review of the decision may be requested but the reasons to request a review are limited and these will be provided by the Adjudication Service. Appendix 6 provides details on websites available for the motorist which includes the Traffic Penalty Tribunal and PATROL.

When the decisions are received from the Adjudicator these are reviewed by the team and discussed where appropriate with colleagues in the Enforcement Team and Highways.

### Appeals - decisions made



Allowed . . . . .	84 (31%)
Lodged . . . . .	15 (5%)
Refused . . . . .	143 (54%)
No contest . . . . .	23 (9%)

# Abandoned Vehicles



Parking Services is responsible for inspecting and dealing with potentially abandoned vehicles in accordance with the “Refuse Disposal (Amenity) Act 1978”.

Abandoned vehicles have a negative effect on the quality of the local environment as they can attract vandalism and rubbish, be the result of crime or the means to commit a crime and in rare instances they can produce a risk of explosion and injury.

Over the past few years there have been a number of common causes as to why people abandon vehicles, such as vehicles no longer having the same scrap value as in the past so owners must pay to have them taken away and scrapped, and the fine for unlicensed and untaxed vehicles is often greater than their value

so drivers simply abandon them. However, due to the recent high prices for scrap metal there has been a decline in the number of vehicles that have been deemed as actually abandoned and have had to be subsequently removed.

Torbay Council have implemented an approach whereby potentially abandoned vehicles are not removed prior to the keeper having sufficient time to either contact the council or remove the vehicle altogether. Once Parking Services receive notification of a potentially abandoned vehicle an initial inspection is then carried out within 24 hours to assess the condition of the vehicle. Following completion of the inspection the abandoned vehicle officer can return to the office to obtain the DVLA registered keepers details and notify the keeper in writing that their vehicle has been reported, and that Torbay

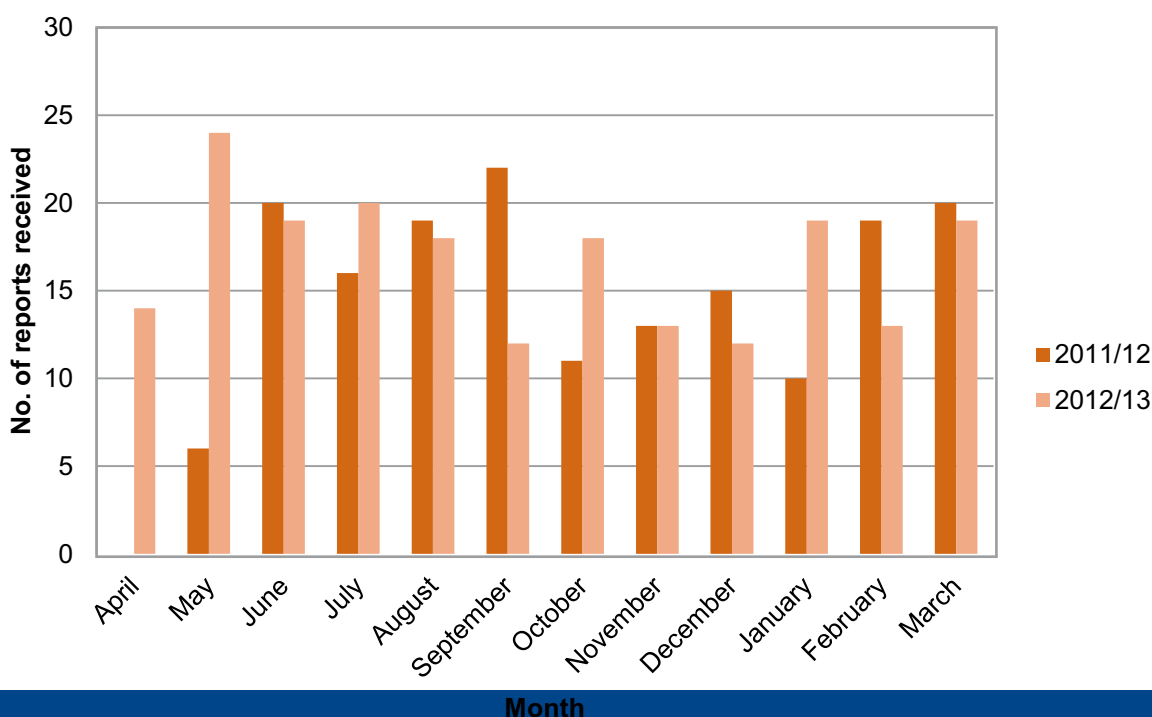
Council may consider issuing a removal notice to the vehicle if no contact is received from the keeper and the vehicle remains in an unchanged condition. Alternatively, if the vehicle is in such a condition that the abandoned vehicle officer believes the vehicle has been abandoned, a removal notice may be issued during the inspection.

A vehicle is only abandoned when the authorised local authority officer decides that it has been left without lawful authority, and is, in their opinion, in such a condition that it should be destroyed. The following list of questions can often give a relatively good impression as to whether or not a vehicle may have been abandoned:

- Does the vehicle have a number plate?
- Is the vehicle untaxed?
- Is there a record of the current vehicle keeper on the DVLA record?
- Are the tyres flat?
- Is there litter piling up or weeds growing around the car, indicating that it has not been moved for some time?
- Is there waste in the car e.g. tyres?
- Are any of the windows broken or missing?
- Is there mould inside or on the outside of the vehicle?

In the majority of cases, the vehicles reported to the council often turn out not to be abandoned, but are classed as ‘nuisance parking’. Whilst Parking Services are limited as to what action can be taken with regards to these vehicles, the situation is often resolved by notifying the registered keeper about the concerns and what action should be taken to rectify the matter. In circumstances where vehicles have been left parked on pavements or are obstructing areas of highway, the member of public submitting the report is advised that they should contact the police who have the powers to enforce vehicles parked in this manner. In cases where a vehicle is being actively driven without a valid road fund licence, the DVLA should be informed.

In circumstances where the authorised officer is satisfied that a vehicle has been abandoned and the notice period given on the removal notice has expired, arrangements will be made for contractors to remove the vehicle within 48 hours, and for it to be stored for a minimum period of 7 days. Further steps will then be taken to contact the registered keeper, however, if the vehicle is not claimed within a period specified by Torbay Council, then instructions will be given for the vehicle to be securely disposed of. The cost of removal, storage and disposal is then passed on to the keeper of the vehicle, the charges for which are as prescribed in “The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Act 2008”.



# Traffic Regulation Orders



A total of 30 TROs were written in the year 2011/12, rising to 36 for the year 2012/13.

A Traffic Regulation Order (TRO) is a legal document made by the local authority as highway authority under the Road Traffic Regulation Act 1984 and all other enabling powers, to support any enforceable traffic or highways measures. Failure to comply with the requirements of a TRO, as indicated by signs or road markings, is an offence that may result in the issue of a Penalty Charge Notice, by a Civil Enforcement Officer, or prosecution by the Police.

A TRO enables the local authority to introduce parking restrictions, speed limits, one-way streets, width and weight restrictions, vehicular access and turning, or for maintenance and

special events. Most traffic regulation orders come about as a result of input from the local communities and the emergency services, to address specific traffic congestion, health and safety, or quality of life issues.

TRO's are mostly permanent legal documents, but there are some exceptions such as experimental orders, or road closure orders made under the 'Town Police Clauses Act 1847' (TPCA).

Experimental Orders are used in situations that need monitoring and reviewing. These can last no more than eighteen months before they are either abandoned, amended or made permanent. There is no public consultation required prior to the making of an experimental order, however there is a 6 month public consultation period from the date of making

the order, that allows representations to be submitted based on the experience of the traffic scheme in operation. After that period, the scheme may be modified or varied in which case there will be a further 6 months consultation period, or revoked if it fails to achieve its stated objective, or made permanent. A Notice of Making is published in the local paper prior to the commencement of the experimental order, and a further Notice of Making is then published at a later date if the order is to become permanent.

TRO's made under the 'Town Police Clauses Act 1847' do not require any consultation or advertising to take place, as these are only introduced for very short periods of time (usually less than 24 hours) to allow events to take place on the highway on occasions where it is likely that the highway may become thronged or obstructed due to public rejoicings.

A formal, or permanent, TRO requires a statutory procedure to be followed. These orders may be initiated by a letter of request from a resident(s) with regards to introducing or amending existing restrictions and discussed by the Transport Working Party committee. Following the completion of the design, consultation must be undertaken involving getting the views of the following:

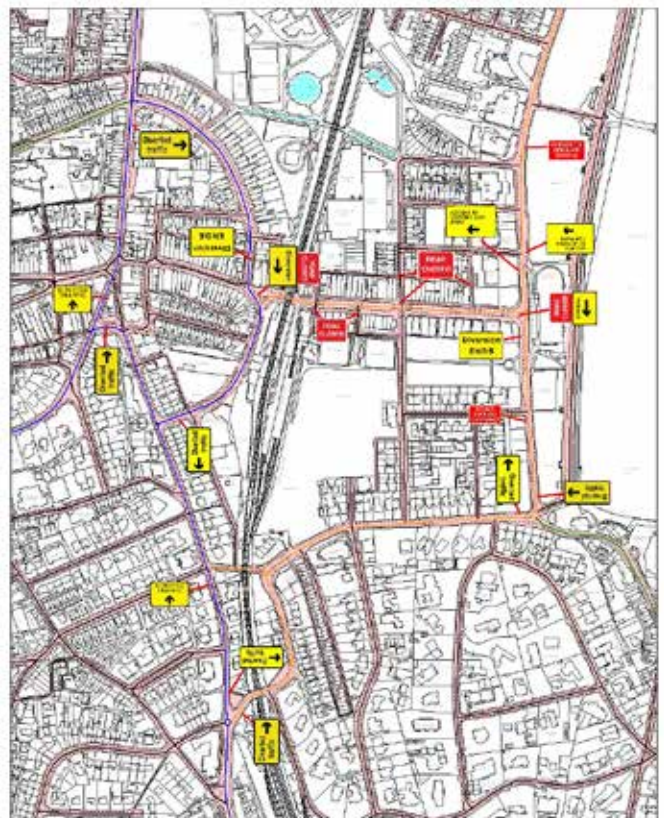
- Local councillors or parish councillors
- The emergency services
- Freight Transportation Association and Road Haulage Association
- Local interest groups, residents, traders and community groups
- Local public transport operators.

The proposal may be amended at this stage.

The TRO will then be advertised in the local press, and also be displayed at regular intervals on the affected street on existing street furniture, eg lamp posts. From the date of the advertisement, the public may then view copies of the proposal and plans online, or

at our local Connections office in the town on our Internet PODS, these documents remain available to view until the scheme is completed or abandoned. Objections to, or support for the proposal can be made in writing to the local authority, substantial objections or contentious issues are then reported to the Transport Working Party committee for their consideration. When considering the objections the committee must decide to (a) proceed with the scheme as advertised, (b) modify the scheme, or (c) abandon the scheme. There may be occasions where the nature of the modifications require further advertising prior to the implementation of all or part of the original scheme.

Once any objections have been reviewed, and a decision reached by the Transport Working Party, a delegated decision from a senior director is required before the TRO can be legally sealed, and any works required ordered. Once all necessary signing and lining works are completed, the Traffic Order is sealed and becomes legally enforceable. At this point the sealed TRO is then made available online so that it remains accessible to members of the public whilst it remains operational.



# Customer Service Plans



The council continues to understand the importance of customer service in such a large business when parking affects so many people within the area as well as visitors. Also the controversy behind parking enforcement and parking charges with how it affects the community. The below reviews last year's plans as published in the annual report and next year's plans.

### **2012/13 Review of last year's plans**

#### **Pay on Exit Parking**

A number of car parks were reviewed for the feasibility of pay on exit parking and following a report to Members in February 2012 a decision was made to allocate funding of £150,000 to implement a pay on exit system at Lower Union

Lane, Torquay in the year by Christmas 2013 following a tender exercise.

#### **On-line Permit Improvements**

Development work by Torbay Council IT Department has been progressing to ensure residents eligible for a resident's permit will be able to apply on line. It is anticipated this will be available in the summer of 2013.

#### **Payments for Parking Permits**

The Annual Parking Review saw a change in parking charges and offered a monthly permit. These permits are one twelfth of the annual parking permit making this more affordable. These are available either by applying on line, or completing a paper application and posting to the department.

### Three Day Permit

These permits were introduced following statistics provided by the English Riviera Tourism Company showing a number of visitors to the bay will stay for 2/3 nights.

### Email correspondence

There will be enhanced functionality on the permit processing system during the year 2013/14. If an email address has been provided the notification for renewal will be sent via email. This will give instant reminders and with more availability of on line applications our customers can expect a faster and streamlined service.

### Other 2012/13 initiatives

#### Motorcycle provision

New motorcycle parking bays were introduced in a number of car parks and on street pay and display areas in prime locations offering free parking to motorcycles. The council wish to encourage the use of motorcycles and in the area we host a large motorcycle event in Paignton where a large number of motorcyclists gather on Wednesday evenings to exchange information and to socialise.

### Coach Parking

Through liaison with the coach holiday industry the council reviewed its provision for coach parking and introduced extra coach parking in Shedden Hill Car Park to assist the nearby hotels in this beach area. This has become well utilised throughout the year even during the winter months.

### Review of Shiphay Controlled Parking Zone

After a consultation exercise the border of the zone was extended through the legal process of advertising the Traffic Regulation Order. Objections were considered by the Transport Working Party and the extension to the zone will be implemented in 2013/14.

### 2013/14 next year's plans

#### Replacement Pay and Exit System – Harbour Car Park, Torquay

Due to the age of the system and the costs to repair, work will commence to procure a new pay on exit system for the Harbour Car Park. It is anticipated procurement and implementation will be in the financial year 2013/14.



#### Cashless Parking

Through the early part of 2013 the council operated a tender process to procure a cashless parking system and 'Parkmobile' were successful with the system going live June 2013.

## Implementation of Pay and Exit Parking – Lower Union Lane, Torquay

A procurement exercise will be carried out to award a contract for the supply of a ticketless Pay and Exit system at this car park. Using Automatic Number Plate Recognition and exit barriers customers will be provided a new innovative way of paying for their parking time. An integration with the cashless parking system provided by 'Parkmobile' will be included in the tender specification.

## Review of Parking, Torbay Road, Torquay

Concern has been raised by users of the pay and display area at Torquay Sea Front. Through a previous scheme parking spaces were lost in favour of a new traffic system however the lost spaces has been of concern to local businesses in this area and safety issues for bus companies with pedestrians crossing the road to the parking area. A new scheme is being considered to create extra parking spaces on both sides of the road in 2013/14.

## Off Peak Permits

Through the Parking Consultation Board and the Parking Review in 2012 the Off Peak Parking

Permit for residents, was seen by the Board to be the main product to market in terms of providing discounted parking and encouraging shopping in the town centres. The permit offering parking for only £50 for a whole year will allow unrestricted parking after 3pm and before 10am the following day. It was thought this would appeal heavily to parents picking up children from school and wanting to shop in town also beach hut users and the night time economy. Also for those that don't like to watch football on a Saturday or Sunday come into town and shop instead.

## Paignton Sea Front

Through consultation with the Business Improvement District (BID) it was requested that the council investigate the feasibility of opening the Sea Front Promenade at Eastern Esplanade to vehicles, as it is currently pedestrianised from 10.00 hours every morning. The nearest car park although provides capacity can be a walk for the disabled to the beach and pier also for parents carrying beach gear to the beach. This will be given consideration in summer 2013.



Torbay Road, Torquay



# Appendices

## Appendix 1

# Penalty Charge Notices

Code	Contravention Description	Differential Charging Level	2012/13		2011/12		Annual Change	
			Total PCNs Issued	% of PCNs Issued	Total PCNs Issued	% of PCNs Issued		
06	Parked without clearly displaying a valid pay and display ticket or voucher	Lower £50/£25	4,549	12.51%	4,348	11.96%	201	5%
05	Parked after the expiry of paid for time	Lower £50/£25	4,226	11.62%	3,318	9.13%	908	27%
30	Parked for longer than permitted (free parking places)	Lower £50/£25	3,904	10.74%	4,216	11.60%	-312	-7%
01	Parked in a restricted street during prescribed hours (double/single yellow lines)	Higher £70/£35	3,583	9.85%	3,515	9.67%	68	2%
23	Parked in a parking place or area not designed for that class of vehicle	Higher £70/£35	2,179	5.99%	1,212	3.33%	967	80%
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher £70/£35	2,013	5.54%	2,127	5.85%	-114	-5%
16	Parked in a permit space without displaying a valid permit (resident's bays)	Higher £70/£35	1,333	3.67%	1,259	3.46%	74	6%
25	Parked in a loading place during restricted hours without loading	Higher £70/£35	1,177	3.24%	936	2.57%	241	26%
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	Higher £70/£35	571	1.57%	455	1.25%	116	25%
47	Parked on a restricted bus stop/stand	Higher £70/£35	539	1.48%	178	0.49%	361	203%
48	Stopped in a restricted area outside a school	Higher £70/£35	514	1.41%	73	0.20%	441	604%
45	Parked on a taxi rank	Higher £70/£35	310	0.85%	227	0.62%	83	37%

12	Parked in a residents' or shared use parking space without clearly displaying either a permit or voucher or pay and display ticket issued for that place	Higher £70/£36	206	0.57%	297	0.82%	-91	NA
21	Parked in a suspended bay/space or part of bay/space (parking suspended for essential works or special events)	Higher £70/£35	116	0.32%	236	0.65%	-120	-51%
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	Higher £70/£35	101	0.28%	46	0.13%	55	120%
27	Parked adjacent to a dropped footway	Higher £70/£35	73	0.20%	63	0.17%	10	16%
24	Not parked correctly within the markings of the bay or space	Lower £50/£25	68	0.19%	47	0.13%	21	45%
22	Re-parked in the same parking place within the specified time of leaving	Lower £50/£25	56	0.15%	67	0.18%	-11	-16%
35	Parked in a disc parking place without clearly displaying a valid disc	Lower £50/£25	24	0.07%	0	0.00%	24	
61	Heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher £70/£35	3	0.01%	4	0.01%	-1	-25%
10	Parked without clearly displaying two valid pay and display tickets when required	Lower £50/£25	1	0.00%	2	0.01%	-1	
18	Using a vehicle in a parking place in connection the sale or offering or exposing for sale of goods when prohibited			0.00%	1	0.00%	-1	
<b>Total On Street</b>			<b>25,546</b>	<b>70.26%</b>	<b>22,627</b>	<b>68.10%</b>	<b>2,919</b>	<b>13%</b>

Code	Contravention Description	Differential Charging Level	2012/13		2011/12		Annual Change		
			Total PCNs Issued	% of PCNs Issued	Total PCNs Issued	% of PCNs Issued			
83	Parked in a pay and display car park without clearly displaying a valid pay and display ticket	Lower £50/£25	5,405	14.87%	5,454	15.00%	-49	-1%	
82	Parked after the expiry of time paid for in a pay and display car park	Lower £50/£25	4,356	11.98%	4,295	11.81%	61	1%	
87	Parked in a disabled person's parking space without clearly displaying a valid person's badge	Higher £70/£35	362	1.00%	346	0.95%	16	5%	
86	Parked beyond the bay markings	Lower £50/£25	290	0.80%	272	0.75%	18	7%	
85	Parked in a permit bay without clearly displaying a valid permit	Higher £70/£35	162	0.45%	105	0.29%	57	54%	
81	Parked in a restricted area in a car park	Higher £70/£35	91	0.25%	10	0.03%	81	810%	
80	Parked for longer than the maximum period permitted	Lower £50/£25	90	0.25%	50	0.14%	40	80%	
91	Parked in a car park or area not designated for that class of vehicle	Higher £70/£35	32	0.09%	34	0.09%	-2	-6%	
92	Parked causing an obstruction	Higher £70/£35	21	0.06%	21	0.06%	0	0%	
93	Parked in car park when closed	Lower £50/£25	3	0.01%	10	0.03%	-7	-70%	
84	Parked with additional payment made to extend the stay beyond time first purchased	Lower £50/£25		0.00%	0	0.00%	0		
90	Re-parked within one hour of leaving a bay or space in a car park	Lower £50/£25		0.00%	0	0.00%	0	0%	
Total Off Street			10,812	29.74%	10,597	31.90%	215	2%	
Totals for On and Off Street PCNs			Overall Total	36,358	100.00%	33,224	100.00%	3,134	9%
			Total Higher	13,386	36.82%	11,427	34.39%	1,487	17%
			Total Lower	22,972	63.18%	21,315	64.16%	1,380	8%

## Appendix 2

# Penalty Charge Notices Issued

## - Payment and Cancellation Report

	1st April 2012 - 31st March 2013						1st April 2011 - 31st March 2012					
	Total PCNs	% of issue	On Street	% of issue	Off street	% of issue	Total PCNs	% of issue	On Street	% of issue	Off street	% of issue
Total Number of PCNS	36358		25546	70%	10812	30%	33224		22627	68%	10597	32%
Number of higher level PCNs Issued	13386	37%	12718	35%	668	2%	11145	34%	10629	32%	516	2%
Number of lower level PCNs Issued	22972	63%	12828	35%	10144	28%	22079	66%	11998	36%	10081	30%
Number of PCNs paid	28688	79%	20313	56%	8287	23%	25424	77%	17747	54%	7677	23%
Number of PCNS paid at discount rate	22525	62%	15807	43%	6718	18%	21433	65%	14841	45%	6592	20%
Number of PCNs against which an informal/formal representation was made	10323	28%	5233	14%	5090	14%	9647	29%	5670	17%	3977	12%
Number of PCNs cancelled as a result of informal/formal representation	4165	11%	2289	6%	1876	5%	4102	12%	2102	6%	2000	6%
Number of PCNs cancelled for other reasons (driver untraceable, voided at issue, foreign vehicle, etc.)	1066	3%	708	2%	358	1%	592	2%	377	1%	215	1.0%

Statistics as at September 2013

## Appendix 3

# Penalty Charge Notices Issued

## - Top Five Cancellations

	1st April 2012 - 31st March 2013		1st April 2011 - 31st March 2012	
Total Number of PCNS	36358		33224	
	Total PCNs Cancelled	% of issue	Total PCNs Cancelled	% of issue
Total Number cancelled	5231	14%	4694	14%
<b>Top 5 Cancellations 12/13</b>				
Valid Pay and Display ticket/permit, PCN issued correctly as the pay and display ticket obscured and the CEO not able to see valid part of the pay and display ticket or the permit, machine fault.	1990	5%	2055	6%
Valid Blue Badge, this includes where a valid blue badge is held but it has been displayed incorrectly, therefore the validity of the badge cannot be viewed fully.	824	2%	935	3%
Mitigating Circumstances, includes medical emergency, lost keys, vehicle breakdowns, etc.	947	3%	606	2%
CEO error - this includes, error when logging the vehicle registration, incorrect contravention code, incorrect vehicle make, etc.	316	1%	270	1%
Valid loading and unloading, this includes where the activity of loading and unloading cannot be accomplished in the observation timescale and also other emergencies including gas, electric and water	209	1%	156	1%
Miscellaneous - adjudicator decisions, voids, Foreign Drivers, keepers untraceable, voids, stolen vehicles, Warning Notices, etc	945	2%	672	2%

## Appendix 4

# On street parking enforcement breakdown

	KM	Miles
<b>Highway Network</b>	<b>520.000</b>	<b>323.000</b>
<b>No waiting</b>		
No waiting at any time (DYLs)	174.829	108.657
No waiting at any time seasonal (DYLs)	19.707	12.248
No waiting at specific times e.g. 8am - 6pm (SYLs)	14.370	8.931
No waiting at specific times seasonal e.g. 8am - 6pm May - Sept (SYLs)	2.409	1.497
Total	211.315	131.333
<b>No Loading</b>	16.806	10.445
Limited Waiting		
Limited waiting all year	8.071	5.016
Limited waiting seasonal	1.178	0.732
Total	9.249	5.748
<b>Residents Parking</b>		
Permit holders only parking bays	5.609	3.486
Shared use parking bays	1.520	0.945
Total	7.129	4.431
<b>Pay and Display Parking</b>	4.233	2.631
<b>Loading Bays</b>	1.778	1.105
<b>Taxi Stands</b>	0.507	0.315
<b>Disabled Person's Parking Bays</b>	0.407	0.253
<b>Motor Cycle Parking Bays</b>	0.119	0.074
<b>School Keep Clear Markings</b>	2.771	1.722
<b>Motor Car Only Parking Bays</b>	2.977	1.850
<b>Total Restricted Highway</b>	<b>257.291</b>	<b>159.907</b>

## Appendix 5

# Parking Accounts 2012/13

As Required By S.55 of the Road Traffic Regulation Act 1984 (as amended)

2011/12 (£)		2012/13 (£)
	<b>On Street</b>	
	<b>Income</b>	
(877,643)	Pay & Display / Meters	(1,137,541)
(23,665)	Residents' & Visitors' Permits	(24,365)
(1,500)	Business Permits	(1,500)
(20,517)	Other non-PCN Income	(41,007)
(679,583)	PCN Income	(739,461)
(40,980)	Provisions	0
<b>(1,643,888)</b>	<b>Total Income</b>	<b>(1,943,874)</b>
	<b>Expenditure</b>	
458,496	Employee Related (In-house)	462,557
24,312	Premises	25,326
20,706	Transport Related	30,918
38,990	Equipment maintenance/renewal	59,302
138,059	Supplies & Services	217,436
136,697	Support Services	106,909
14,947	Traffic Penalties Tribunal	16,163
17,970	TEC (Northhampton)	16,409
98,295	Capital Charges	42,980
0	Provisions	0
<b>948,472</b>	<b>Total Expenditure</b>	<b>978,000</b>
<b>695,416</b>	<b>(Surplus)/Deficit</b>	<b>(965,874)</b>
	<b>Off Street</b>	
<b>(264,282)</b>	<b>PCN Income</b>	<b>(273,499)</b>
(19,020)	Provisions	0
<b>(283,302)</b>	<b>Total Income</b>	<b>(273,499)</b>
	<b>Expenditure</b>	
214,773	Employee Related (In-house)	189,802
11,388	Premises	10,699
9,700	Transport Related	13,062
39,178	Supplies & Services	40,929
63,658	Support Services	44,491



7,001	Traffic Penalties Tribunal	6,828
8,417	TEC (Northampton)	6,933
23,177	Capital Charges	9,467
0	Provisions	0
<b>377,292</b>	<b>Total Expenditure</b>	<b>322,211</b>
<b>93,990</b>	<b>(Surplus)/Deficit</b>	<b>48,712</b>

### Total On & Off Street

(1,927,190)	Income	(2,217,373)
1,325,764	Expenditure	1,300,211
(601,426)	(Surplus)/Deficit	(917,162)

### APPLICATION OF PARKING SURPLUS

<b>(601,426)</b>	<b>Parking Surplus</b>	<b>(917,162)</b>
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As per the Section 55 Regulations, any surplus can be applied to meeting all or any part of the cost of off-street parking accommodation. However, as in previous years, the 2012/13 off-street car parking service is also in surplus and so there has been no requirement for additional expenditure other than that budgeted and spent within the service. Therefore, the 2012/13 Section 55 Parking Account surplus has been applied to partly meet the service costs of providing public passenger transport services, as follows:-

601,426	Concessionary Fares (note: the cost of operator payments under the concessionary fares scheme in 2011/12 was £4,293,870 and in 2012/13 £4,159,452).	917,162
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### Trading Operations Car Parks

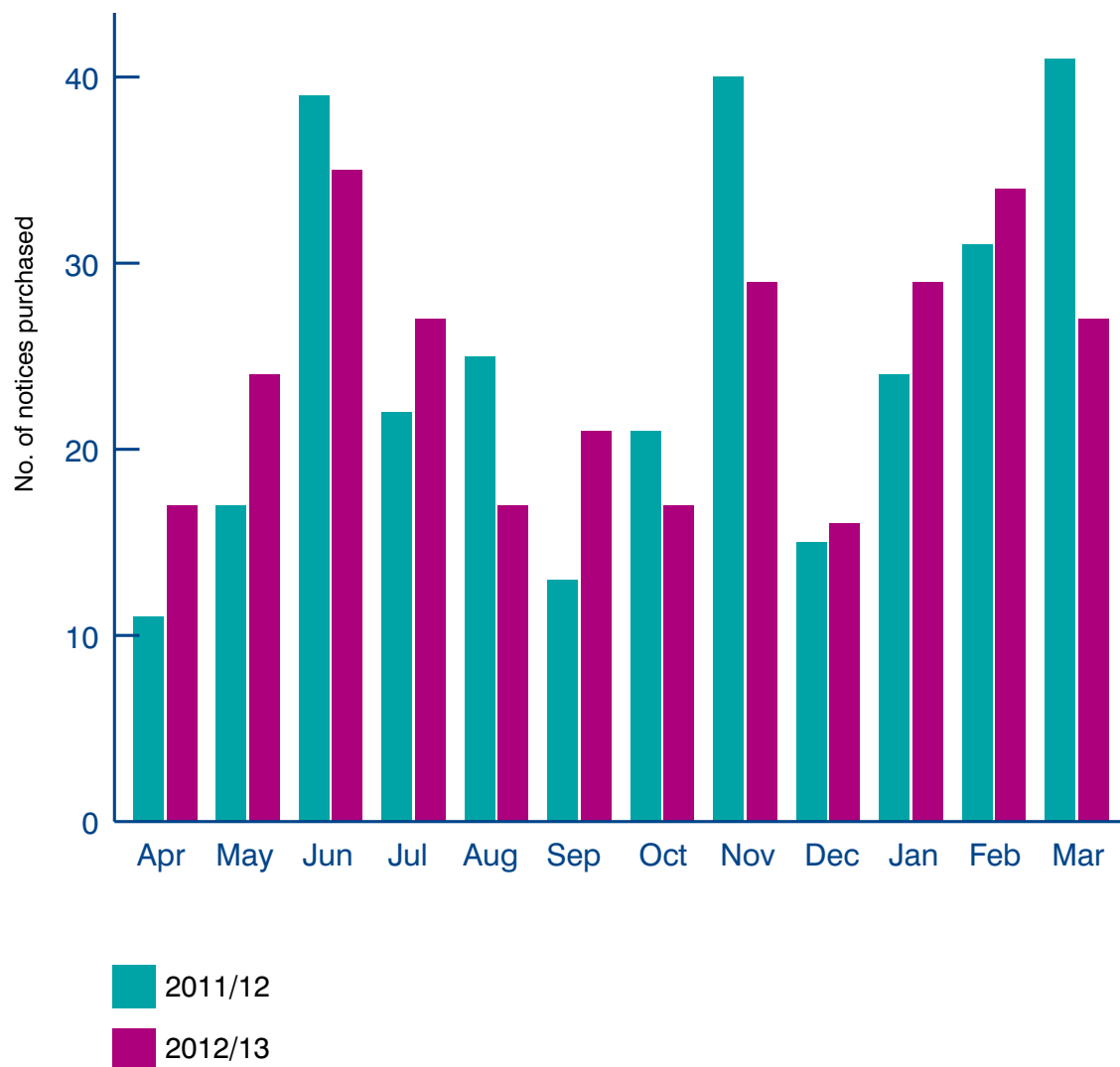
2011/12*		*2012/13
£m		£m
(3,803)	Turnover	(3,893)
1,698	Expenditure	1,782
(2,105)	(Surplus)/Deficit	(2,111)

\* Figures for 2011/12 have been restated due to end of year adjustments and 2012/13 exclude impairment costs

## Appendix 6

# Parking Dispensation Notices

Parking dispensation notices purchased online from 1st April 2012 to 31st March 2013. A total of 299 Dispensation Notices were purchased in the year 2011/12, with 293 notices purchased in the period 2012/13.



## Appendix 7

# Useful websites

Torbay Council – Parking pages with information on car parks, how to apply for permits, parking enforcement, Traffic Regulation Orders

[www.torbay.gov.uk/parking](http://www.torbay.gov.uk/parking)

Traffic Penalty Tribunal – Independent Appeals Service

<http://www.trafficpenaltytribunal.gov.uk/site>

PATROL – General advice for motorists

<http://www.patrol-uk.info>

Traffic Enforcement Centre – information on the bulk court registration process for unpaid penalty charge notices

<http://www.justice.gov.uk/courts/northampton-bulk-centre/traffic-enforcement-centre>

Department for Transport – Rights and Responsibilities for Blue Badge Holders booklet

<https://www.gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england>

DEFRA – Abandoned vehicles

[www.defra.gov.uk](http://www.defra.gov.uk)

British Parking Association

[www.britishparking.co.uk](http://www.britishparking.co.uk)

DFT –Department for Transport

[www.gov.uk/DFT](http://www.gov.uk/DFT)

DVLA – Driver and Vehicle Licensing Agency

[www.gov.uk/DVLA](http://www.gov.uk/DVLA)