



Wednesday, 17 October 2012

## **TRANSPORT WORKING PARTY**

A meeting of **Transport Working Party** will be held on

**Thursday, 25 October 2012**

commencing at **4.00 pm**

The meeting will be held in the Meadfoot Room, Town Hall, Castle Circus,  
Torquay, TQ1 3DR

### **Members of the Committee**

Councillor Hill (Chairman)

Councillor Amil

Councillor Addis

Councillor Cowell

Councillor Brooksbank

Councillor Doggett

Councillor Pountney

---

**Working for a healthy, prosperous and happy Bay**

---

For information relating to this meeting or to request a copy in another format or language please contact:

**Patrick Carney, Town Hall, Castle Circus, Torquay, TQ1 3DR  
(01803) 207710**

Email: [governance.support@torbay.gov.uk](mailto:governance.support@torbay.gov.uk)



# **TRANSPORT WORKING PARTY AGENDA**

1. **Apologies for absence**
2. **Minutes of last meeting 13th September 2012** (Pages 1 - 3)
3. **Torbay Local Access Forum (LAF) Annual Report 2011/2012** (Pages 4 - 7)
4. **A379 Teignmouth Road, Torquay - Consideration of the objections regarding the provision of parking restrictions in Maidencombe Cross Lay-by** (Pages 8 - 26)
5. **Better Bus Area - Verbal Update**
6. **Dartmouth Road, Paignton - Pedestrian crossing at 'Waterside'** (Pages 27 - 49)
7. **Shiphay Controlled Parking Zone - Consideration of Objections to Proposed Traffic Regulation Order** (Pages 50 - 62)
8. **Parking Restrictions Various** (Pages 63 - 78)
9. **Parking Policy 2012-2015** (Pages 79 - 112)
10. **Annual Parking Report 2011/2012** (Pages 113 - 152)
11. **Coach Parking - Review of Cary Park area - consideration of objections** (Pages 153 - 159)
12. **St Michaels Traffic Action Zone** (Pages 160 - 180)
13. **Highway Maintenance - Public Satisfaction** (Pages 181 - 217)
14. **Date of Next Meeting**  
13<sup>th</sup> December 2012, 4pm, Meadfoot Room, Town Hall.



## Minutes of the Transport Working Party

13 September 2012

-: Present :-

Councillor Ray Hill (Chairman), Councillor Nicole Amil, Councillor Darren Cowell, Councillor Ian Doggett, Councillor Pete Addis, Councillor Stephen Brooksbank and Councillor Bobbie Davies

(Also in attendance: Sue Cheriton, Councillor Robert Excell, Ian Jones, Adam Luscombe, Councillor Mike Morey and David Whiteway)

---

### 24. Apologies for absence

Councillor Pountney (Councillor B Davies substituting), Patrick Carney.

### 25. Minutes of meeting held on 2nd August 2012

Minutes agreed as a correct record of meeting. Councillor Addis proposed the minutes from 2 August 2012 and Councillor Cowell seconded. All were in favour.

### 26. Newton Road Bus Stop - verbal update

- Passengers were surveyed using the Newton Road Bus stop. 6 passengers per hour are using the bus stop on average
- Stagecoach has been asked to move driver charge over (to B&Q) rather than at this bus stop to reduce waiting time.

**Recommendation:**

Bus stop is kept as it is well used. All were in favour of this approach.

Councillor Cowell proposed.

Councillor Addis seconded.

### 27. Churchway, Torquay - Application for Off-street Parking

- Officers recommend refusal of drop crossing at this location. The net loss of parking capacity is greater than one space. This would set a precedent in this location and in other road locations across Torbay. Applicant conducted a consultation on the proposal and got a favourable response.
- Other objections: with the additional objections received directly through the Council, the total was 67% in favour 33% against.
- Mr Brown presented to the TWP his application and consideration of approval. Planning have given permission for the removal of the wall, with the condition on being able to reduce the kerb level subject to approval from the Highways department. TOR2 gave a quote and advised this was possible to achieve. Mr

Brown considered there was an inconsistent approach between Planning and highways recommendations.

- Mr Brown raised concerns on how highways had re-presented the data to identify who Highways felt would be most affected by the application.
- Mr Brown explained local children and his disabled father would be better served by parking within his property.
- Laura Hill presented to TWP on how this would affect their business and has spoken to local traders and residents. Churchway is now considered dangerous and there are fears for safety with the parking area as currently provided. The parking area is used frequently and causes problems with safety, especially for pedestrians.
- Councillor Addis expressed concern on the proposal and the loss of parking as this will be detrimental to the area. Councillor Addis put forward a motion that it should go to the Community Partnership for wider discussion and consultation before being considered for approval.
- Councillor Cowell has reviewed the area of the parking considered and would support Mr Brown's proposal.
- Councillor Amil supported Mr Brown as this supports localism and as traders have been surveyed and have no objection. Cllr Amil regretted she could not support officers' recommendations in this case.
- Councillor Faulkner observed local workers in the area using the free spaces rather than car parks. It was considered this should be parking for residents only.
- Councillor Doggett also visited the location and found a driver trying to turn his vehicle in this area which was proving difficult.
- Access to front gates are really difficult to get to with the current on-street parking arrangements. Councillor Doggett observed some walls of the gardens had been damaged possibly due to vehicles. Concerns were raised concerning disabled residents and considered they should have access to their properties.
- Councillor Davis supported the consultation work conducted by Mr Brown.

**Recommendation:**

Proposed – To grant permission for a drop kerb to Mr Brown's property against officer advice.

Councillor Amil proposed and Councillor Cowell seconded the motion – 4 votes for, 2 votes against were recorded – motion was carried.

**28. Road Safety Strategy 2011-2020**

- Officers presented the early draft of the Road Safety Strategy. The document details how the Council will prioritise the road safety initiatives.
- Members were asked to consider and feedback on the draft before it goes to stakeholders. Councillor Cowell suggested the feedback is considered at the next TWP.
- Members raised concerns that Police are not logging accidents and therefore identifying some areas of safety concern. This is critical to get into the statistics to feed into future policies
- All agreed to bring back comments at next TWP, 25 October 2012 at 4pm.

**29. Paignton Harbour to Goodrington Cycle Route**

- Officers presented the proposal which now has funding identified.
- Route and optional alternatives were presented. These alternatives may be helpful for seasonal changes in the use of the promenade.
- Councillor Amil would like assurance this is presented to Parks Friends Groups and that a full and proper consultation takes place.
- Councillor Morey raised issues about clear designation to the section of shared use with cyclists/pedestrians outside the busy shops. Consideration should be given on marking the cycle and pedestrian route in this area. Also signage needs to be clear. Councillor Cowell supported cycle route but considered this was a leisure route and would expect confident commuters to still use the road.
- Sands Road is a problem to have official cycling designation. Confident cyclists could use this route.

**Recommendation:**

Councillor Cowell proposed and Councillor Brooksbank seconded to commence consultation as recommended. All were in favour.

**30. Cary Road, St Lukes Road, St Lukes Road North and St Lukes Road South, Torquay - Consideration of the objections regarding the provision of parking restrictions**

- Recommended that the TRO is implemented as advertised as detailed in the report with the exception of St Lukes “No Waiting 8am-6pm” restriction fronting property no 7, as this does not cause any problems for the buses getting through this area.
- Councillor Excell explained many elderly people live there and use the bus. The bus route is very important and needs a safe passage down St Lukes Road.

**Recommendation:**

To implement as advertised including the recommended change.  
 Councillor Cowell proposed.  
 Councillor Amil seconded.  
 All were in favour.

**31. Great Parks Cothele Junction - verbal update**

- Application for Great Parks (2) which includes 100 houses and consideration of any comments of Cothele junction at this early stage would be welcomed from Transport Working Party.
- Highways considers the junction is at capacity. The developer will not want a change as this is costly.

Councillor Addis/Cowell suggested this goes to Community Partnerships at an appropriate time for consideration prior to any approval.

**32. Date of Next Meeting**

25<sup>th</sup> October 2012, 4pm, Meadfoot Room, Town Hall

# Agenda Item 3



## Torbay Local Access Forum (LAF) - Annual Report 2011/2012

### Approved at the Annual General Meeting on 30 August 2012

<p><b>Secretary:</b></p>	<p>Wendy Collins, Governance Support Assistant, <a href="mailto:torbaylaf@torbay.gov.uk">torbaylaf@torbay.gov.uk</a></p>		
<p><b>Current Membership:</b></p>	<p><b>Member</b></p>	<p><b>Job Title/Interest</b></p>	<p><b>Lead Roles</b></p>
	Phil Collins	Walking	Chairman
	Mr Robert Boyd	Access for the disabled/ Conservation	Brixham Co-ordinator/ Access for the Disabled Lead
	Councillor Ian Doggett	Councillor	Link to Transport Working Party
	Mrs Wanda Hollingworth	Walking/Conservation	Paignton Co-ordinator/Health and Recreation Lead
	Mr Mick Lear	Walking	Brixham Co-ordinator/Coastal Lead
	Mr John Mellor	Walking	Vice Chairman
	Mrs Margaret Forbes-Hamilton	Parks/Green Spaces/Heritage	Torquay Co-ordinator/ Environment Lead
	Mr Bob Harvey	Land Owner	Forestry
	Ms Elaine Mason	Walking/Bay Walks	
	Mr Alan Robinson	Walking	
	Teresa Buckley	Governance Team Leader/Overall Management of LAF	

<p><b>Changes in Membership since last AGM:</b></p>	<p>Mr Dominic Acland resigned on 16 February 2012 and Miss Carole Anne Williams resigned on 18 June 2012.</p> <p>Mr Phil Collins was appointed on 14 May 2012 and Mr Alan Robinson was appointed on 1 July 2012 maintaining a membership of 10 members.</p>
<p><b>Review of current reporting Year:</b></p>	
<p><b>Were you successful in meeting the achievements set out in your Annual Report or LAF work programme?</b></p>	<p>No specific targets were set for 2011/2012. However, the Forum has actively responded to all relevant consultations and taken a keen interest in ensuring suitable access for all over the past twelve months.</p>
<p><b>How many Open Access Restriction cases have you been informed about/involved with?</b></p>	<p>None</p>
<p><b>Can you give up to three examples of advice given by your LAF to Section 94 bodies:</b></p>	<p><b>Local Authority:</b> Their responses are set out below:</p> <p><b>Proposed Disposal of 8 minor tracts of Council 'Open' Land to adjoining owners:</b></p> <p>Old Maid's Perch' Gardens: The Forum supported this disposal of land, subject to stipulation that if existing palms were removed they would be replaced like for like. Please confirm that this stipulation will be put in place, all other disposals were supported.</p> <p><b>Planning application by Tesco at Edginswell - P/2012/0280:</b></p> <p>The Torbay Local Access Forum would like to re-confirm its objections to the planning application by Tesco at Edginswell - P/2012/0280:</p> <p>Torbay Local Access Forum wishes to formally object to the above planning application, specifically to the plans for the 3 storey office block and adjacent parking for 71 cars.</p>

	<p>The plans show that this parking is to be built across part of the adopted highway network, on land that belongs to Torbay Council. This was the original Edginswell Lane, that until Orchard Way was created, was a working road. It is now an integral part of the footpath network, leading to the main road.</p> <p>Edginswell Lane is part of the old road network of the hamlet of Edginswell, and connected the farmland to the road running between Newfton Abbot and Torquay. It can be clearly seen on the tithe map of 1840 and the first OS map of 1888. The hamlet itself is included in the Domesday Book, so the road will date back many hundreds of years.</p> <p>Any further encroachment on our footpath and ROW network is unacceptable.</p>
<p><b>Give up to three examples where you have encountered difficulties; explain what mechanisms could be put in place to alleviate this issue:</b></p>	<p>The LAF is not always consulted on applications for village green status since these have been delegated to the Council's Legal Department. The Forum made a formal request to the Legal Department to ensure that they are consulted on future applications.</p> <p>The LAF is not always consulted on issues affecting rights of way. In the past Teresa Buckley has included information on the Council's daily electronic newsletter reminding staff of the need to consult with the LAF. This will be repeated and direct contact made with officers involved in such applications.</p>
<p><b>Do you have any issues with recruitment of members from particular interest groups? Does this hinder your work in any way?</b></p>	<p>We have membership from all the sectors and encourage members to have lead roles for specific areas such as health, access for the disabled and environment. We also have a good mix of male and female members. We only have one landowner currently and are seeking to increase this.</p>
<p><b>Comments from appointing authority:</b></p>	<p>The Torbay Local Access Forum has continued to provide a valuable service to the people of Torbay ensuring, wherever possible, that everyone continues to have access to open space and the benefits that it brings. They have been fundamental in helping to prioritise the spending against the Rights of Way Improvement Plan and have won a long battle to</p>



	<p>improve the area around Astra Zenica.</p> <p>There have been a few changes in membership of the Forum over the past twelve months and this has helped to keep up the enthusiasm and bring different perspectives to the voice of the Forum. Hopefully the membership will remain the same for the next few years to enable the Forum to develop into a strong and representative voice, using their knowledge and experience for the benefit of Torbay. I hope that the appointment of Phil Collins, former employee of National England will help to give new strategic direction and leadership to the Forum.</p>
<b>Forward Look:</b>	
<b>What are your priorities for next year (list up to three)?</b>	<ul style="list-style-type: none"> <li>● To balance membership by increasing number of land owners.</li> <li>● Co-ordination with other groups and organisations.</li> </ul>
<b>What support/training will you need to be able to deliver these priorities?</b>	<ul style="list-style-type: none"> <li>● Briefing on new planning regulations.</li> <li>● Training session with Regional Co-ordinator and Natural England.</li> </ul>
<b>Do you perceive any barriers to delivering your priorities?</b>	<ul style="list-style-type: none"> <li>● Awareness of others of who the LAF is and what it does.</li> </ul>
<b>Any other comments:</b>	<ul style="list-style-type: none"> <li>● Expectation of LAF</li> <li>● A copy of annual report to be sent to the Transport Working Party.</li> </ul>

# Agenda Item 4



Title: **A379 Teignmouth Road, Torquay – Consideration of the objections regarding the provision of parking restrictions in Maidencombe Cross Lay-by**

Public Agenda Item: **Yes**

Wards Affected: **St Marychurch**

To: **Transport Working Party** On: **25<sup>th</sup> October 2012**

Key Decision: **No** How soon does the decision need to be implemented: **November 2012**

Change to Budget: **No** Change to Policy Framework: **No**

Contact Officer: **John Clewer**  
☎ Telephone: **7765**  
✉ E.mail: **john.clewer@torbay.gov.uk**

---

## 1. What we are trying to achieve and the impact on our customers

1.1 Following a request in the form of a 43 signature petition from the residents of Maidencombe to their elected members, Residents and Visitor Services were asked to consider the implementation of parking restrictions at Maidencombe Cross lay-by, A379 Teignmouth Road, Torquay.

The advertised proposal was to implement 'limited waiting 2 hours no return within 3 hours 6am-10pm' restrictions as shown in **Appendix 2**. This will restrict long term parking, creating a turnover of vehicles during the day, whilst still allowing overnight use of the lay-by facility by vehicles coming from the direction of Teignmouth who need to kill time/rest up, prior to making early deliveries into the Bay area.

These restrictions were advertised on 23<sup>rd</sup> August 2012 and a number of objections to implementation have been received and are attached as **Appendix 3** for consideration by Members. Further correspondence has been received from residents and is attached as **Appendix 4**.

## **2. Recommendation(s) for decision**

- 2.1.1** It is recommended that the proposed Traffic Regulation Order for Maidencombe Cross lay-by, A379 Teignmouth Road, Torquay (**Appendix 2**) is implemented as advertised.

## **3. Key points and reasons for recommendations**

- 3.1** The proposal will restrict long term parking, creating a turnover of vehicles during the day, whilst still allowing overnight use of the lay-by facility by vehicles coming from the direction of Teignmouth who need to kill time/rest up, prior to making early deliveries into the Bay area.

**For more detailed information on this proposal please refer to the supporting information attached.**

**Patrick Carney**  
**Service Manager – Street Scene Services**

## Supporting information

### A1. Introduction and history

**A1.1** Following a request in the form of a 43 signature petition from the residents of Maidencombe to their elected members, Residents and Visitor Services were asked to consider the implementation of parking restrictions at Maidencombe Cross lay-by, A379 Teignmouth Road, Torquay.

At the 21<sup>st</sup> June 2012 meeting of the Transport Working Party Members identified a sum of £15,000 to temporarily lift the moratorium on the processing of traffic regulation orders for waiting restrictions, in an effort to reduce the backlog of requests held on file.

Members approved a list of 43 small schemes which had been identified by officers following requests from residents, 42 of which were approved for consultation, whilst one (Maidencombe Cross lay-by, A379 Teignmouth Road, Torquay) which already had firm residents support in the form of a 43 signature petition, was approved for advertising.

The advertised proposal was to implement 'limited waiting 2 hours no return within 3 hours 6am-10pm' restrictions as shown in **Appendix 2**. This will restrict long term parking, creating a turnover of vehicles during the day, whilst still allowing overnight use of the lay-by facility by vehicles coming from the direction of Teignmouth who need to kill time/rest up, prior to making early deliveries into the Bay area.

These restrictions were advertised both on site and in the Herald Express on 23<sup>rd</sup> August 2012 and a number of objections to implementation have been received and are attached as **Appendix 3** for consideration by Members.

The objections relate to the loss of parking for walkers, especially those walking the coastal footpath; however there is car parking available in the nearby Coast and Countryside Trust car park, as well as unrestricted carriageway parking in Maidencombe village

Further correspondence has also been received from residents and is attached as **Appendix 4**.

#### Option 1

- Implement as advertised the amendments to the Traffic Regulation Orders as detailed in **Appendix 2**

#### Option 2

- Do not implement as advertised the proposed amendments to the Traffic Regulation Orders, as detailed in **Appendix 2**.

## **A2. Risk assessment of preferred option**

### **A2.1 Outline of significant key risks**

A2.1.1 None

### **A2.2 Remaining risks**

A2.2.1 None

## **A3. Other Options**

A3.1 That the proposed amendments to the existing Traffic Regulation Orders are not advertised.

## **A4. Summary of resource implications**

A4.1 Implementation of the proposed Traffic Regulation Orders will be carried out by the Street Scene & Place Group. Enforcement of the waiting restrictions will be provided by staff from within the Residents & Visitor Services Business Unit.

## **A5. What impact will there be on equalities, environmental sustainability and crime and disorder?**

A5.1 None

## **A6. Consultation and Customer Focus**

A6.1 The proposed parking restrictions were advertised, both on site and in the local media, during the period 23<sup>rd</sup> August – 13<sup>th</sup> September 2012. Correspondence as shown in **appendix 3 and 4** has been received.

## **A7. Are there any implications for other Business Units?**

A7.1 Amendments to the existing Traffic Regulation Orders will require legal orders which have to be sealed by the Legal Services team.

## **Appendices**

Appendix 1 A copy of the residents petition.

Appendix 2 A plan showing the location of the proposed parking restrictions.

Appendix 3 A copy of the letters of objections.

Appendix 4 A copy of further correspondence received.

## **Documents available in members' rooms**

None

# Agenda Item 4

## Appendix 1

PETITION against pink horse box taking permanent space in lay-by on the Teignmouth Road at Maidencombe:-

Name & address:-	Comments:-
1. [REDACTED]	EXPOSURE + INCONVENIANCE TO ME and other road users!!
2. [REDACTED]	EXPOSURE..
3. [REDACTED]	Had complaints that people can't use the lay by.
4. [REDACTED]	Inconvenient to other road users.
5. [REDACTED]	Eye sore and using up valuable parking space for visitors.
6. [REDACTED]	Inconvenient to visitors parking

PETITION against pink horse box taking permanent space in lay-by on the Teignmouth Road at Maidencombe:-

Name & address:-	Comments:-
7. [REDACTED]	A BLOT ON THE LANDSCAPE AND A HAZARD TO ALL. ACCESS TO LAYBY IMPOSSIBLE.
8. [REDACTED]	PINK HORSE BOX. PARKED IN LAYBY FOR MONTHS. A COMPLETE EYE SORE IN THIS CONSERVATION AREA.
9. [REDACTED]	WHAT A EYESORE - COUPLED WITH THE ORANGE HOUSE IT TAKES AWAY THE BEAUTY OF OUR AREA.
10. [REDACTED]	BLOT ON THE LANDSCAPE. COMPLETE EYESORE. DEGRADES A CONSERVATION AREA.
11. [REDACTED]	It's been there too long!
12. [REDACTED]	

PETITION against pink horse box taking permanent space in lay-by on the Teignmouth Road at Maidencombe:-

Name & address:-

- | No. | Name & address:- | Comments:-   |
|-----|------------------|--|
| 13. | [REDACTED]       | WHENEVER THE PINK HORSE BOX IS MOVED 2 CARS ARE USED / TO RESERVE THE SPACE, SO THAT AT NO TIME IS THERE A LAY-BY FOR POST BOX, BUS STOP or ACCESS TO COASTAL PATH.. |
| 14. | [REDACTED]       | A danger to traffic / attempt to stop in lay by.   |
| 15. | [REDACTED]       | /  |
| 16. | [REDACTED]       | Lay by should not be used for permanent parking of such a large vehicle - dangerous.   |
| 17. | [REDACTED]       | unfair to local residents & visitors. / LOOKS AN EYESORE. PEOPLE LIVING IN THE VAN.  |
| 18. | [REDACTED]       | EYESORE . /  |



PETITION against pink horse box taking permanent space in lay-by on the Teignmouth Road at Maidencombe:-

Name & address:-	Comments:-
19. [REDACTED] [REDACTED] [REDACTED]	[REDACTED]
20. [REDACTED] [REDACTED] [REDACTED]	/ [REDACTED]
21. [REDACTED] [REDACTED] [REDACTED] - EYESORE,	/ [REDACTED]
22. [REDACTED] [REDACTED] [REDACTED]	/ would like to see eyesore removed.
23. [REDACTED] [REDACTED] [REDACTED]	/ should be removed it is not a private parking space.
24. [REDACTED] [REDACTED] [REDACTED]	/ [REDACTED]

PETITION against pink horse box taking permanent space in lay-by on the Teignmouth Road at Maidencombe:-

Name & address:-

Comments:-

25.

[Redacted Name & Address]

/

[Redacted Comment]

26.

[Redacted Name & Address]

/

[Redacted Comment]

27.

[Redacted Name & Address]

/

[Redacted Comment]

28.

[Redacted Name & Address]

/

[Redacted Comment]

29.

[Redacted Name & Address]

/

[Redacted Comment]

30.

[Redacted Name & Address]

/

[Redacted Comment]

PETITION against pink horse box taking permanent space in lay-by on the Teignmouth Road at Maidencombe:-

Name & address:-	Comments:-
31. [REDACTED]	[REDACTED] builders could park here
32. [REDACTED]	/ upsetting many residents including me TAKING A REAL LIBERTY.
33. [REDACTED]	/ ITS VERY ANNOYING SEEING THIS 'PINK' HORSEBOX PARKED ON THIS COUNTRY ROAD ALL THE TIME!
34. [REDACTED]	/ Its an eyesore & prevents people pulling off road
35. [REDACTED]	/
36. [REDACTED]	/ can be seen from our windows Just an eyesore

PETITION against pink horse box taking permanent space in lay-by on the Teignmouth Road at Maidencombe:-

Name & address:-

Comments:-

37. [REDACTED]  
[REDACTED]  
[REDACTED]

/ I SAW.

38. [REDACTED]  
[REDACTED]  
[REDACTED]

/ Eyesore to those directly affected.

39. [REDACTED]  
[REDACTED]  
[REDACTED]

/ I. Eyesore.

40. [REDACTED]  
[REDACTED]

/ <sup>road</sup> Blocking lay-by full time!

41. [REDACTED]  
[REDACTED]  
[REDACTED]

/ Inconvenient. Blocked lay by

42. [REDACTED]  
[REDACTED]  
[REDACTED]

/ EYE SAW.

43 [REDACTED]  
[REDACTED]  
[REDACTED]

/ too big and eyesore inconsiderate to residents parking 100% of the time

# Agenda Item 4 Appendix 2

1:500 scale - Proposed limited waiting bay - Teignmouth Road (Maidencombe Cross) - Torquay



TCB

Proposed 2hrs no return in 3hrs 6am-10pm bay (length 33m)

MS

4m

Existing 19m bus stop clearway marking

**MAIDENCOMBE**

**CROSS**

03/09/2012

RECEIVED  
10 SEP 2012

[REDACTED]

Dear Sir/Madam,

I was concerned to learn of a regular walk I take, having the possibility of parking restrictions imposed on the layby I use. I would strongly object to this application as I need to drive to this location. Near Steep Hill Maidencombe, and feel it would be detrimental to myself and fellow walkers if a time limit is applied to this beautiful walk, please reconsider!

Yours faithfully

[REDACTED]

RECEIVED  
10 SEP 2012

[REDACTED]  
[REDACTED]

Dear Sir,

I am writing to you ask if you would reconsider your plan to restrict the parking bay in Maidencombe near Steep Hill as I feel that it would stop people from enjoying the coastal walks. The parking at present is ideal for the public to enjoy many hours without having to go back to their car.

Yours Sincerely

[REDACTED]

Residents and Visitors Services  
Highways Management  
Torbay Council  
4<sup>th</sup> Floor  
Roebuck House  
Abbey Road  
Torquay  
Devon  
TQ2 5TF

11 SEP 2012

[REDACTED]

09 September 2012

Dear sir

While holidaying in Maidencombe, Devon recently, I have noticed that there are plans to restrict the parking bay facilities near 'Steep Hill'.

I feel that this is not necessary as the location is ideal as it stands to enable walks to enjoy the many beautiful coastal paths, and I feel there is no need to change something that has been working perfectly as it stands.

Yours faithfully

[REDACTED]



11 SEP 2012

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Dear Sir,

While walking in Maidencombe lately, I have noticed that there are plans to restrict the parking facilities near steep Hill.

I feel that this is not a necessary procedure as Spot is ideal as it is stands to enable walks to the many Coastal paths, and I feel it is no just or fair to change something that works so well as it stands

Yours faithfully

[REDACTED]

**Adalat<sup>®</sup> LA**  
Nifedipine 20mg, 30mg & 60mg

Residents + visitors Services  
Highways management.  
Torbay Council  
4<sup>th</sup> floor, Roebuck House  
Abbey Road  
Torquay  
TQ2 5TF.

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

11 SEP 2012

Dear Highways Management,

I am responding to the recent notice I have seen in the maudencombe area, on the Teignmouth Road. I am saddened that there is a possibility of the layby at the top of Steep Hill being restricted by time. I feel this is a great shame as I live in a built up area and really enjoy making use of the parking so therefore I can explore the beautiful countryside. With the no restriction parking as it is at present, ensured a sense of freedom and allows entire days out without worrying about parking issues. As so much of our town + country being restricted by metres, it seems a shame to do this in such a beautiful free area also.

Kind Regards

[REDACTED]

SUBMISSION



18<sup>th</sup> September, 2011.

Dear Mr. John Clewer,

On reading the objections I see that most of them are people who appear to live miles from Maidencombe and claim they park in the lay-by.

Let me tell you this has been impossible for six months or more as the pink horse-box and two workers vans completely occupy the lay-by all day long, making the objections invalid.

Tell me why somebody who lives a hundred miles or more away and comes for an annual holiday can influence the quality of life of the residents of Maidencombe.

Regarding coastal path if the pink horse-box did not dominate the major parking area in the lay-by people would be able to park to conclude their coastal walks and may I point out there are plenty of parking areas a lot closer to the coastal path. Furthermore, not many dog walkers would take two hours to walk their dogs.

I think the objections are so invalid it makes me wonder where the origin of these objections came from or am I being too cynical.

Yours faithfully,

A large black rectangular redaction box covering the signature and name of the sender at the bottom left of the page.

# MAIDENCOMBE RESIDENTS ASSOCIATION

[REDACTED]

19<sup>th</sup> September 2012

Mr Clewer  
Highways Department  
Torbay Council  
Town Hall  
Castle Circus  
Torquay  
TQ1 3DR

Dear Mr Clewer

Subsequent to a telephone conversation Tuesday, September 18th, between yourself and [REDACTED] re the Maidencombe Cross lay-by, I would like to support the position of our member [REDACTED] and all the forty-five Maidencombe residents who signed the petition asking for the removal of the permanently parked pink horse truck and supporting vehicle(s) to enable 'fair play' for all users.

The five objections to the proposed waiting restrictions have been examined, and we would like to draw Highways attention to the following:

1. The majority of walkers/ramblers to Maidencombe utilise the main car park and immediate area to park.
2. For the past few months the lay-by has been continuously occupied by the pink horse lorry and supporting vehicles, leaving no opportunity for other users to avail themselves of parking for the reasons outlined by the objectors.
3. The implementation of restrictions on parking would actually allow legitimate use of the lay-by and discourage those who consider it their very own permanent parking place.
4. It has been noted by residents how carefully and indeed cynically the permanent users of this lay-by operate to ensure that their parking is guaranteed: Whenever the horse box departs (usually at weekends), two vehicles are at hand to immediately take up position. Residents have noted that when the horse box returns, two occupants get out of the lorry and move the vehicles to let the horse box take up its original position - to the exclusion of any other road user.

In conclusion, we ask that Highways impose the waiting restrictions as advertised to ensure free movement and legitimate use of this lay-by.

Yours sincerely

[REDACTED]



Title: **Dartmouth Road, Paignton – Pedestrian crossing at ‘Waterside’**

Public Agenda Item: **Yes**

Reason for Report to be Exempt:

Wards Affected: **Goodrington with Roselands**

To: **Transport Working Party** On: **25<sup>th</sup> October 2012**

Key Decision: **No** How soon does the **November** decision need to be **2012** implemented

Change to Budget: **No** Change to Policy Framework: **No**

Contact Officer: **John Clewer**  
Telephone: **7665**  
E.mail: **john.clewer@torbay.gov.uk**

---

## 1. What we are trying to achieve and the impact on our customers

- 1.1 A 619 signature petition was presented to the 10<sup>th</sup> September 2010 meeting of the Transportation Working Party, requesting that the authority replace the existing zebra pedestrian crossing situated on Dartmouth Road, close to the junction of Knapp Park Road, with a puffin crossing.

The Service Manager Street Scene Services, in consultation with the Cabinet Member for Planning and Transportation reviewed the petition and supporting information presented to them at the above mentioned meeting and made a delegated decision (No 5/2010 attached as **Appendix 1**) to:

‘Carry out a design to provide a puffin crossing at the Waterside Inn and consult on the detailed proposal with residents and businesses.’

- 1.2 Following the meeting of the Transport Working Party on 10<sup>th</sup> May 2012 and the consideration of the 2012/2013 Road Safety Initiatives Report, Highways officers were asked by members to construct the revised crossing, which will be funded from the 2012/2013 capital programme.
- 1.3 This report outlines the feedback received from the formal notice.

## **2. Recommendation(s) for decision**

**2.1** It is recommended that members approve option 1 to:

- Implement as advertised the construction of a Puffin Crossing on the Dartmouth Road, as detailed in **Appendix 2**.

## **3. Key points and reasons for recommendations**

- 3.1** Highways wrote to local residents and businesses on 7<sup>th</sup> September 2012 informing them of the Transport Working Party's decision to progress the scheme and advising that the implementation of the Puffin crossing would shortly be advertised, as required under section 23 (2) of the Road Traffic Regulation Act 1984. A copy of the indicative scheme plan was printed on the reverse of this letter (attached as **Appendix 2**).
- 3.2** The advert was placed both on site and in the Herald Express (13<sup>th</sup> September 2012) asking for comments and copies of correspondence received are attached as **Appendix 3**.
- 3.3** Implementing the proposed 'Puffin' crossing will improve facilities for the blind and partially sighted, especially during the busy summer months, however this will result in the loss of four car parking spaces.

**For more detailed information on this proposal please refer to the supporting information attached.**

**Patrick Carney**  
**Service Manager – Street Scene Services**

## Supporting information

### A1. Introduction and history

- A1.1 A 619 signature petition was presented to the 10<sup>th</sup> September 2010 meeting of the Transportation Working Party, requesting that the authority upgrade the existing zebra pedestrian crossing situated on Dartmouth Road, close to the junction of Knapp Park Road, to a puffin crossing.

The Service Manager Street Scene Services, in consultation with the Cabinet Member for Planning and Transportation reviewed the petition and supporting information presented to them at the above mentioned meeting and made a delegated decision (No 5/2010 attached as **Appendix 1**) to:

‘Carry out a design to provide a puffin crossing at the Waterside Inn and consult on the detailed proposal with residents and businesses.’

A detailed explanation as to why the current location can not be used for the upgraded pedestrian crossing facility is provided in the information section of the dedicated decision.

A letter of consultation was distributed to local businesses, residents and other stakeholders in March 2011 and which included a plan of the proposals on the reverse. The proposed lay-out would have a net loss of 4 no. parking spaces fronting the shops.

Comments were requested and those received, both in favour and against, were reported to the meeting of the Transportation Working Party which took place on 11<sup>th</sup> June 2012.

After due consideration members decided to progress the scheme to detailed design stage and prepare an estimate of costs. It was however noted that no funding currently existed for the scheme, as the only funding available for pedestrian crossings comes from the Local Transport Plan capital allocation for road safety initiatives.

Following the meeting of the Transport Working Party on 10<sup>th</sup> May 2012 and the consideration of the 2012 / 2013 Road Safety Initiatives Report, Highways officers were asked by members to construct the revised and upgraded crossing, which will be funded from the 2012 / 2013 capital programme.

Highway officers wrote a letter to local residents and businesses on 7<sup>th</sup> September 2012 informing them of the Transport Working Party’s decision to progress the scheme and advising that the implementation of the Puffin crossing would shortly be advertised in the local media (Herald Express), as required under section 23 (2) of the Road Traffic Regulation Act 1984. A copy of the indicative scheme plan was printed on the reverse of this letter (attached as **Appendix 2**).

The advert was placed both on site and in the Herald Express (13<sup>th</sup> September 2012) asking for comments, both in favour or against the scheme, to be registered with Highways on or before Friday 12<sup>th</sup> October 2012.

A page was created on the Council’s website (see link below) which includes full

details of the scheme, delegated decision, copies of letters and drawings. A press release was also issued.

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

Copies of correspondence received are attached as **Appendix 3**.

Should approval be forthcoming, amendments to the existing parking restrictions will also be advertised within the next two months and implemented should no objections be forthcoming. Any objections will be reported to members at a future meeting of the Transport Working Party.

## **A2. Risk assessment of preferred option**

### **A2.1 Outline of significant key risks**

A2.1.1 Implementing the proposed 'Puffin' crossing will improve facilities for the blind and partially sighted and benefit disabled users, especially during the busy summer months, however this will result in the loss of four car parking spaces. This may well impact upon trade for the local businesses, especially those who rely on passing traffic and a regular turn over of parked vehicles.

### **A2.2 Remaining risks**

A2.2.1 None

## **A3. Other Options**

The following options have been considered.

### **Option 1**

- Implement as advertised the construction of a Puffin Crossing on the Dartmouth Road, as detailed in **Appendix 2**.

### **Option 2**

- Do not implement as advertised the construction of a Puffin Crossing on the Dartmouth Road, as detailed in **Appendix 2**.

## **A4. Summary of resource implications**

A4.1 Construction of the 'Puffin' crossing and implementation of the proposed Traffic Regulation Orders will be carried out by the Street Scene & Place Group. Enforcement of the waiting restrictions will be provided by staff from within the Residents & Visitor Services Business Unit. The scheme is funded by the Local Transport Plan capital allocation for road safety initiatives.

## **A5. What impact will there be on equalities, environmental sustainability and crime and disorder?**

A5.1 The facilities will improve access to key services for the disabled, blind and partially sighted.



**A6. Consultation and Customer Focus**

A6.1 Consultation with Council Ward Members, local businesses and residents, has been undertaken. The proposed 'Puffin' crossing was advertised, both on site and in the local media, during the period 13<sup>th</sup> September – 12<sup>th</sup> October 2012 and correspondence received is attached as **Appendix 3**.

**A7. Are there any implications for other Business Units?**

A7.1 None.

**Appendices**

Appendix 1 Delegated decision (No 5/2010).

Appendix 2 Copy of the scheme plan.

Appendix 3 Copy of the letters of objection / support.

**Documents available in members' rooms**

None.

**Background Papers:**

None.

# Agenda Item 6

## Appendix 1

### TORBAY COUNCIL – ENVIRONMENT SERVICES

#### DELEGATED DECISION – No. 5/2010

##### *Petitions Relating to Highways*

##### Decision

The Service Manager Highways Management, in consultation with the Cabinet Member for Planning and Transportation has reviewed the petition and supporting information presented to them at the Transportation Working Party of the 10<sup>th</sup> September 2010. The decision made is as follows:-

- (1) Petition requesting the Council to install a controlled safe pedestrian crossing on Dartmouth Road.
- (2) Petition requesting the Council to upgrade the crossing on Dartmouth Road to a controlled crossing by moving it to the Waterside Inn.

The Council will not replace the existing zebra crossing with a puffin crossing at the current location. The Council will carry out a design to provide a puffin crossing at the Waterside Inn and will consult on the detailed proposal with residents and businesses. An application for funding will be submitted for the 2011/12 financial year to fund the scheme.

##### Reason for Decision

The petition and supporting information was referred to the Service Manager (Highways Management) for decision, in consultation with the Cabinet Member. The decision was made after consideration of the issues set out in the petitions.

##### Information

The collision data for the area has been reviewed, which shows that there have been no injury collisions relating to the crossing occurring in the last three years.

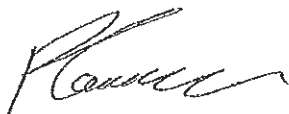
The zebra crossing is situated close to Knapp Park Road junction adjacent to the entrance and exit to a garage. Local Transport Note 2/95 states that crossings should be located away from conflict points at uncontrolled junctions. This will give drivers an adequate opportunity to appreciate the existence of a crossing and to brake safely. A minimum distance between the junction and the crossing is suggested as 20m for a puffin crossing and an absolute minimum of 5m for a zebra. Currently the crossing is approximately 13m from the junction. It is felt that altering the junction in the existing position from a zebra crossing to a puffin crossing would provide a crossing that is less safe for the community as a whole.

To provide a puffin crossing in the area would require the existing location to be moved to outside the Waterside Inn. Whilst there are concerns this would effect parking or not be at the most convenient location, the second petition has been considered to show that the community would support the new location. The first stage of consultation will, therefore, not be required. Consultation will need to be carried out on the detailed design with local residents and businesses. The petition organiser will be notified in advance of the consultation.

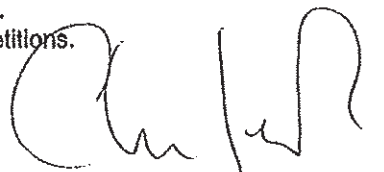
Currently, no funding exists for such a scheme. Therefore an application for funding is required to gain the necessary funding. This will be submitted for the 2011/12 financial year which is the earliest opportunity that funding can be made available.

##### Alternative options considered at the time of the decision

- Proceed with the requests made in the petitions.
- Not to proceed with the requests made in the petitions.

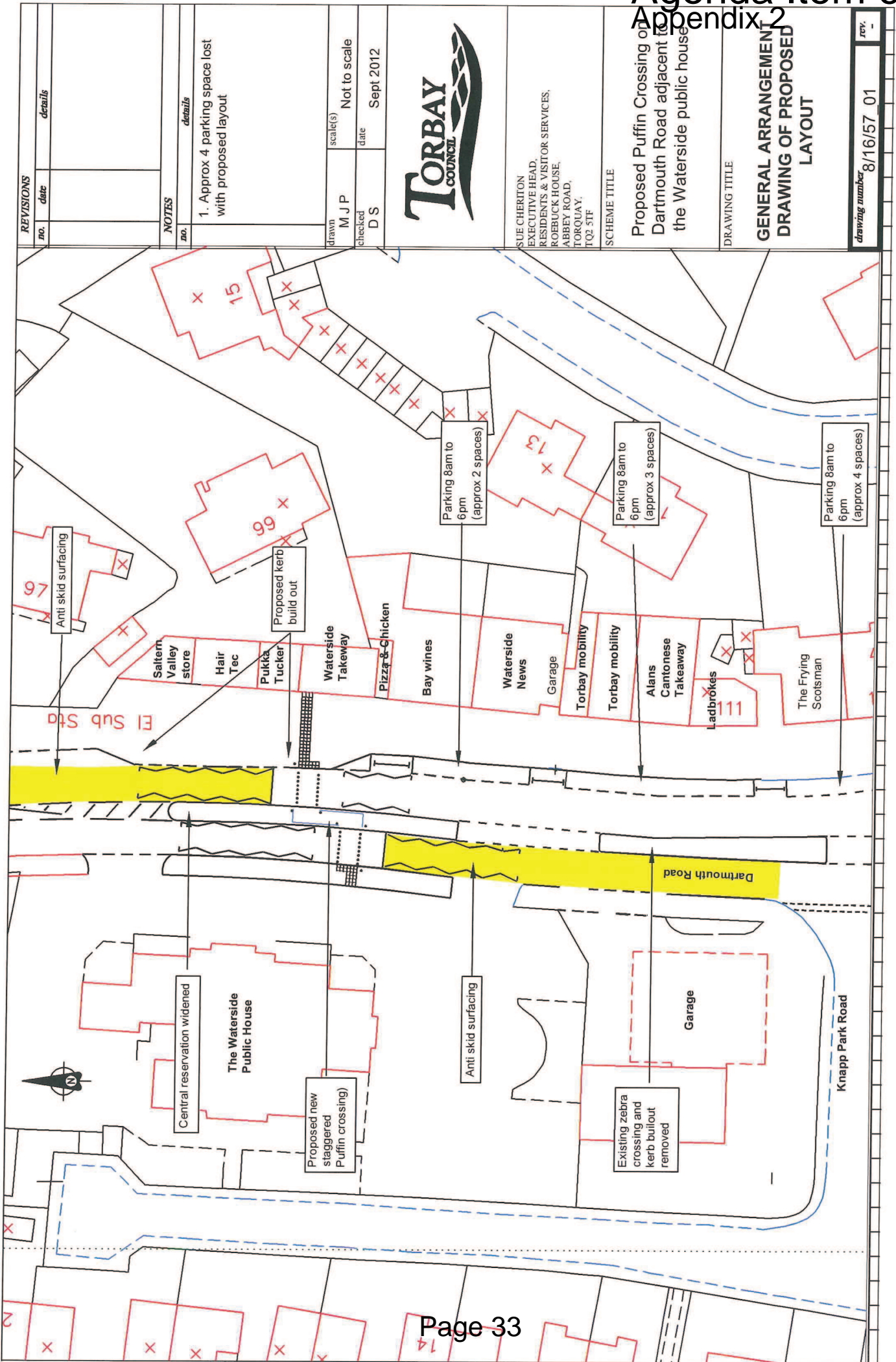


Patrick Carney  
Streetscene Group Manager



In consultation with Councillor Chris Lewis  
Cabinet Member for Planning and Transportation

11<sup>th</sup> October 2010



REVISIONS	
no.	date

NOTES	
no.	details
1.	Approx 4 parking space lost with proposed layout

drawn	M J P	scale(s)	Not to scale
checked	D S	date	Sept 2012



SUE CHERITON  
EXECUTIVE HEAD,  
RESIDENTS & VISITOR SERVICES,  
ROBBUCK HOUSE,  
ABBAY ROAD,  
TORQUAY,  
TQ2 5TF

SCHEME TITLE  
Proposed Puffin Crossing on  
Dartmouth Road adjacent to  
the Waterside public house

DRAWING TITLE  
**GENERAL ARRANGEMENT  
DRAWING OF PROPOSED  
LAYOUT**

drawing number	8/16/57_01	rev.	-
----------------	------------	------	---

# Agenda Item 6

## Appendix 3

INCOMING EMAIL

From: [REDACTED]  
To: Highways <EX:/O=TORBAY COUNCIL/OU=CIVIC OFFICES  
SERVER/CN=ENVIRONMENT/CN=HIGHWAYS/CN=HIGHWAYS.>  
Date: 13/09/2012 11:51:13  
Subject: RE: New pedestrian crossing facility 'Waterside' Dartmouth Road, Paignton

Dear Mr Clewer,

I am writing regarding the changes regarding the pedestrian crossing at the Waterside, Dartmouth road, Paignton. I am from [REDACTED] and I would like to strongly object to the proposed changes for a number of reasons, the first being that due to the positioning we would lose all outside parking for my business, a business that relies on the parking due to older clientele that simply cannot walk much further. This would therefore cause a loss of earnings for my business and many of my current clients may be forced to go elsewhere, which at a time of great difficulties faced by myself and all small businesses seems ridiculous. My second reason is from a financial point of view for yourselves it is a waste of valuable time and money, the current crossing is in a very suitable place and I would ask just how many issues have come about by its close proximity to the garage, to my recollection nil. Another point I would like to make is that due to being so near holiday camps we get a lot of unsure drivers who may not be used to the area! If they happen to come back and the current crossing is not there or changed could there be a greater risk of silly accidents? I know originally the idea to change was either brought about or pushed ahead by a member of the local community that had sight issues, I would like to suggest that changes would possibly implicate other members of the community with sight issues, the reason being if they are used to a crossing which is 100 yards down the road could they accidentally walk into the path of traffic if it is moved. I think all of these points and probably others by local businesses and members of the community need to be listened to before any decisions are made. From our point of view the big issues are the parking loss directly outside our premises and I think if it does go ahead you will ruin a thriving area and cause more harm than it is worth!

Thank you for taking the time to read this and I hope the correct decision is met.

Yours

[REDACTED]

INCOMING EMAIL

From: [REDACTED]  
To: Highways <EX:/O=TORBAY COUNCIL/OU=CIVIC OFFICES  
SERVER/CN=ENVIRONMENT/CN=HIGHWAYS/CN=HIGHWAYS.>  
Date: 18/09/2012 07:21:18  
Subject: New Pedestrian Crossing Facility - 'Waterside', Dartmouth Road, Paignton

Further to your letter of the 7th September 2012 I am emailing you in support of the scheme.

The current crossing is exceptionally dangerous to use with many cars ignoring pedestrians leaving them at considerable risk.

Over the years my family and neighbours have all had many serious near misses with cars failing to stop or not seeing you while you are crossing and having to run out of the way.

It is unfortunate that there will be some loss of parking spaces but this should be more than compensated by the increase in footfall from local residents who feel it is unsafe to cross the road and visit the local shops.

During the summer time the crossing is very busy with many holidaymakers from the campsites trying to cross a road that with summer traffic is exceptionally busy. A puffin crossing will not only make it safer for the many young families trying to cross but will help improve traffic flow by having a timed/regulated crossing.

We do look forward to this crossing which the residents have been requesting for over a decade.

Many thanks

[REDACTED]

[REDACTED]

[REDACTED]

INCOMING EMAIL

From: [REDACTED]  
To: Highways <EX:/O=TORBAY COUNCIL/OU=CIVIC OFFICES  
SERVER/CN=ENVIRONMENT/CN=HIGHWAYS/CN=HIGHWAYS.>  
Date: 18/09/2012 17:11:18  
Subject: Pedestrian Crossing Waterside Dartmouth Road, Paignton

I Have received a copy of the proposed plan to resite the pedestrian crossing near thr Waterside ,Dartmouth Road, and the conversion to a Pelican stye crossing. I live in Knapp Park Road and find the junction with Dartmouth Road and the entrance to the very busy petrol station can be testing. . It is then compounded by the crossing in close awareness. I am aware of at least two pedestrians being knocked down by cars at the crossing (neither involved hospital injury ) Perhaps the siting of the crossing further from the junction will be less intensive. I hope lighting in the area willbe sufficent.

INCOMING EMAIL

From: [REDACTED]  
To: Highways <EX:/O=TORBAY COUNCIL/OU=CIVIC OFFICES  
SERVER/CN=ENVIRONMENT/CN=HIGHWAYS/CN=HIGHWAYS.>  
Date: 21/09/2012 15:32:21  
Subject: New Pedestrian Crossing Facility - 'Waterside', Dartmouth Road, Paignton

For the attention of Mr John Clewer, Senior Engineer

We write in response to your letter received on 12th September 2012 regarding the proposed relocation of the crossing on Dartmouth Road, Goodrington. We currently own the business of [REDACTED], a [REDACTED] business, which will be affected by this change and we strongly object to the proposed changes. We only acquired the business in July last year so were not aware of the consultation carried out with the local businesses in March 2011.

Being located on the main road, the success of our business is governed strongly by the passing trade and the weather, the latter of which we have not had a lot of this year! This fact, combined with the current recession everyone is experiencing, business is a struggle to say the least, without changes that will affect ours and other businesses greatly - i.e. losing the pull in parking outside, for customers and deliveries. Personally we do not understand how relocating the crossing such a short distance from its current location, justifies the huge expense or upheaval and effect on the local businesses, which appears to be being made for the minority and not the majority.

A point raised in your letter is one reason for the move is the close proximity of the garage entrance and the junction with Knapp Park Road. Does that not apply the same for the entrance of the Waterside Inn and Cliff Park Road? Why could it not be relocated for example outside the church, near to the bus stops? This is also where two people were apparently knocked over in the summer crossing the road, which maybe could have been avoided had there been a crossing there. If it was located there, could it not be a direct crossing rather than a staggered one? It would be convenient for the bus stop and near enough for people crossing for the shops and not affecting all the businesses in the row. Or even the approach up to the shops near our business and The Waterside Inn. Also it would prevent losing precious parking spaces, of which there are few left in this area following developments over the years. Further loss of parking spaces could deter people from using the shops, especially holiday makers and could lead to further decline of people coming to the area if this proposal goes ahead.

The issue has also been raised that cars could possibly cut through the Waterside Inn Car Park to avoid the crossing, which would be dangerous especially in the summertime when families with children are about. Also it could pose a danger to sight impaired people who are used to the crossing being where it is presently located. Being directly opposite to one of the entrances to the Waterside Inn, we see how delivery lorries struggle to manoeuvre onto the car park at present and feel the changes would make it even more difficult for them.

If it is not possible to leave the crossing where it is currently located or moved to the other places identified, it would be helpful to ourselves and the businesses in the vicinity to have at least two parking bays at the start of the crossing zig zags outside our business for passing pull in trade.

We would be grateful if you could acknowledge receipt of this email and answer the questions raised within it.

Yours

A black rectangular redaction box covering the signature of the sender.



Highways Management  
4<sup>th</sup> Floor Roebuck House  
Abbey Road  
Torquay  
TQ2 5TF

[REDACTED]

C

2<sup>nd</sup> October 2012

**Proposed alteration to pedestrian crossing – Dartmouth Road – Paignton**

I am writing in regards to the advertised proposal to alter both the type of and location of the pedestrian crossing at Three Beaches on Dartmouth Road.

I cannot see how, especially in the current financial situation, this crossing has any need to be altered.

The current staggered Zebra crossing works well for the vast majority of the people who use it, and is flexible enough that it can still allow parking behind the Zig Zag markings.

Also as the crossing is not signalised, the period for vehicles to wait for pedestrians to cross is generally less.

With a signalised crossing, not only will people have to wait longer to cross the road, which may well result in pedestrians taking a chance and dashing across the road, it will cause far greater tailbacks of traffic, especially in the Summer months when the demand for this crossing is higher and the lights are being placed on demand more frequently.

The problems with this change in crossing type is further compounded by the fact that the Council is proposing to relocate the crossing further down the road, away from the desire line for pedestrians to cross. Whilst I understand the reasoning why this type of crossing would not be suitable at the current location, I feel changing the crossing point will reduce its effectiveness as a greater number of pedestrians will take a chance to cross where the desire line is (By the Garage) rather than walk the few extra meters down and back.

The result of this would be the relocation of an existing crossing which works well to a new location, and also the additional cost to set up and wire in new signals as well as a net loss of 4 car parking spaces on the highway.

As the position is a local shopping area, it seems a bad idea to remove parking which is heavily used at the present time.

I feel that the Council should reconsider the decision to alter this crossing, give the reduced benefits that it would bring to the overall community, as well as the increased congestion it will cause on a major route especially during the Summer.

Yours Sincerely

[REDACTED]

Mr J Clewer

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
8 October 2012

Dear Sir

Re: New Pedestrian Crossing Facility – "Waterside" Dartmouth Road, Paignton.

Thank you for your letter 7 September 2012 outlining the loss of parking spaces that will result from implementation of the Puffin crossing.

I wish to object to the proposal.

My objections are based on the following:

1. Cost
2. I am not aware of any incident has taken place on the current crossing which is 10 meters from my business and residence and I therefore do not think that the current crossing is unsafe.
3. Location – you state that the close proximity to the garage entrance and Knapp Park Road render the existing location unsuitable. The proposed new location is in just as close in proximity to both entrances to the pub car park on one side of the road and within a few meters of the turning into Cliff Park Road on the other. I cannot see that the guidelines are being applied consistently.
4. Loss of car parking spaces means loss of trade. During the current economic climate the businesses in this parade of shops are trading in the most difficult of circumstances. Increased costs of fuel are pushing up prices to businesses and lack of finance increases pressure. The disastrous weather throughout this year's summer season has additionally put pressure on these businesses. There is support from the local community for these businesses but customers require the ability to be able to park.
5. Many customers are elderly and have reduced mobility. They are being discriminated against in being required to park further away.
6. The misuse of a puffin crossing by hitting the button will increase noise at night time. I live above my business and I consider this as an unnecessary infringement of my right to sleep. Please advise me of the following:
  - The decibel level of the crossing signal sound
  - The duration of the crossing signal sound

7. Disruption to my business while works are carried out and severe loss of trade both before and after. I would like clarification on the following points:
- The exact duration of the works and the proposed start and finish dates.
  - Start and finish times that the works will be carried out each day. Please confirm that work will **NOT** be carried out at night.
  - The number of parking spaces that will be unusable at each stage of the duration of the works. A schedule of the exact number of parking spaces that will remain operational from the commencement of the works to the final decommissioning of the existing crossing and reinstatement of the 2/3 parking bays in that area.
  - How will the above will impact on the ability of elderly/less mobile customers to use the shops in this area( one shop is a mobility shop and one a hairdressers with many elderly clients)
  - Arrangements for the secure storage of plant and equipment for the duration of the works or confirmation that the plant and equipment will be removed from the site on a daily basis.
  - Will the work be carried out on each side of the road simultaneously or consecutively?
8. My business is a [REDACTED] and I require unrestricted access for the daily delivery and collection of [REDACTED] and for loading of my delivery round [REDACTED] Please can you confirm that access will not be restricted at any time for the duration of the works?
9. What compensation is available for businesses during the period of the works?
10. Finally please may I have your assurance that the road will **NOT** be closed at any time during the installation of the Puffin crossing and the decommissioning of the existing crossing?

As I am sure you can appreciate there are very strong feelings from all the proprietors of the businesses that will be affected and I would like to suggest that a way forward with this would be for you to meet with them and out local Counsellor to discuss the matter.

Yours faithfully

[REDACTED]

1 of 2

RECEIVED  
09 OCT 2012

your ref  
5CC

Dear Mr Clewer,

Thank you for your letter concerning the relocation of the waterside pedestrian crossing.

I wish to object to this crossing on the following grounds

- 1) The existing crossing is working well, does not cause undue traffic congestion and is not a health and safety issue.
- 2) The loss of parking is unacceptable and will affect the viability of the the businesses in this area.
- 3) There is already a crossing by the Danton Court flats
- 4) This will give 2 crossings within 100 yards of each other meters.
- 5) The cost spent so far on this project is unacceptable.
- 6) The cost to be spent in relocating and disruption is a total waste of time and money.
- 7) The re-opening of the crossing, does this mean the money spent on putting the existing crossing in place was wasted due to poor planning, lack of attention to detail or incompetence in the highways dept? If so will those responsible be disciplined and their managers sacked for not being in control of their finances? Who did it? Who passed it?

- 8) If the crossing has to be resited then it should be at the other end of Dartmouth Road by the Church. Co-op bus stops it would be of better service to the local community.
- 9) I have not heard or seen any evidence of a health and safety problem with the existing crossing.
- 10) The new crossing position will create health and safety issues with vehicles using the Waterside car-park as a short cut to by pass the crossing. Children use the car-park.
- 11) Does the public crossing have an audio signal if so does it operate 24/7/365? if so this will disrupt the peace and quiet of residents at night
- 12) This is the second time this crossing has been visited. Is your dept awaiting funding? and it will go ahead anyway? Maybe a budget cut and staff reduction is required in the highway dept to put this issue down once and for all.
- 13) The re-siting of this crossing will cause a health and safety issue. caused by vehicles parking across my drive way. This blocking will mean I have to wait for the vehicles to move. Some can be there for 10 minutes or more during the summer. This waiting for access will cause major tail backs along Dartmouth Road. and disrupt the emergency service vehicles along the road. On one occasion one vehicle was parked all day with myself not being able to exit my drive. The police were informed but did nothing. I will have no hesitation in stopping the traffic if this happens. The existing yellow lines means nothing.

This issue needs to be stopped once and for all. and no further money wasted by the dept.

Yours sincerely

[Redacted Signature]

Dear Mr Clewer,

I recall discussing this matter with you in March/April 2011. I confirm the contents of my earlier objection remain valid. Please would you make sure that you link this letter to the e-mails etc. sent to you in April 2011.

The reasons for my objections are as follows:

1. The cost minimum £50,000 is not cost effective.
2. No reason to alter location based on safety there being no reported incidents.
3. This money could be used better elsewhere on higher priority projects.
4. Loss of ten car parking spaces reducing footfall to shops.
5. Potential loss of at least 20 jobs.
6. Loss of several struggling businesses and potentially boarded-up shops
7. Nobody, other than ourselves carried out a professional impact assessment on local businesses in Three Beaches.
8. The motives of [REDACTED] have been questioned
9. The authenticity of the petition has been brought into question
10. All of the local traders are opposed to this scheme.
11. The Highways Management Services are opposed to this scheme.

I have read disclosures in Liberal Democrat literature from Councillor Christine Carter and [REDACTED] which states that this was agreed to go ahead back in 2010. Has this been agreed by the working party in a manner not consistent with proper consultation.

I am most aware that there is a shortage of cash to finance roadworks in Torbay which makes this decision more suspicious where other urgent work will be put back on the agenda. Recently, you have carried out work at Furzeham School which due to children's health and safety had been on the urgent list since 2006, so why has this Puffin crossing been brought to the top of the list essential to satisfy the whims of one resident.

Ian Doggett confirmed to me in an e-mail that this initiative to relocate the crossing and making it a "Puffin" all began with a lady called [REDACTED] who attended a council meeting on 20 September 2010. Aided by other councillors [REDACTED] presented herself as a visually impaired local resident expressing difficulty in crossing the road at the existing facility, she was aided by several councillors.

The committee was not informed that [REDACTED] is an actively employed lobbyist on road traffic safety schemes and apparently travels widely in that pursuit. The committee was also misled that

local traders supported the scheme and had helped in collecting signatures to a 500 name petition whereas the local traders had no knowledge of the petition and neither did any regular shoppers in the parade. I have suggested that the petition should therefore be ignored or closely scrutinised

Yours sincerely,

A large black rectangular redaction box covering the signature of the sender.

Our Ref. [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Mr John Clewer  
Highways Management  
Resident & Visitor Services  
4<sup>th</sup> Floor Roebuck House  
Abbey Road  
Torquay  
TQ2 5TF

Dear Mr Clewer,

#### **NEW PEDESTRIAN CROSSING FACILITY, WATERSIDE**

We refer to your letter dated 14 March 2011.

We must express an interest since the principal of this firm has a financial interest in [REDACTED] and in addition, we represent three clients who have businesses trading in this shopping parade. **We are opposed to these proposals.**

#### **COMMERCIAL IMPACT**

On street limited parking and main road location are vital to the survival of the businesses in this parade of shops. The impact of sacrificing 6 to 7 of the car parking spaces (see Moot Points) will reduce the customer flow putting local businesses at risk. Everyone who has an interest in this resort should be aware of the impact of businesses being forced to close. This is a very difficult trading period, and this proposed is a further attack on business profits and will force some traders out of business. Visitors will diminish if there are no local shops, the image of the locality will suffer and local house prices will fall.

#### **DANGEROUS CONSEQUENCES**

- The car park at the Waterside Pub is already used by motorists travelling towards Paignton as a legal way to do U-Turns at the Waterside to facilitate parking in the on street parking bays and then again to continue the journey into Paignton. To this we can add other motorists who will wish to avoid waiting at traffic lights.
- Children congregate on the wall outside the Waterside pub, waiting for their parents who are inside the pub. Additional traffic entering and exiting the Waterside Pub car park will further endanger the lives of those children. The attraction of buttons to push will keep them occupied and motorists will suffer the delays as a consequence of their game. This could delay the emergency services for which there are no alternative routes.



## GENERAL INFORMATION REQUIRED

Please would you let us have copies of the following :-

1. The petition to which you refer.
2. Minutes relating to instructions to design and progress to consultation
3. A full list of members of the Transportation Working Party
4. Disclosure of vested interests of the members of the Transportation Working Party
5. The Department for Transport guidelines to which you refer
6. Any reports from the Police of accidents at the existing crossing.
7. Any reports from the Police relating to motoring offences near the existing crossing
8. Reports of surveys conducted regarding the impact on the flow of traffic with the new crossing. It is my opinion that the proximity to Cliff Park Road (why is this not shown on your map) will suffer restriction of access denying entry to the only off street parking at Three Beaches.

## MOOT POINTS

- As far as I understand, since October 2010, any support or objection to a matter of planning must be penned in writing in the form of a letter delivered by post or on the Torbay Council web-site. It would appear that since October 2010, any representation in any other media is invalid. Therefore, from Torbay Council point of view the petition must be ignored.
- Assuming that the petition is recognised, albeit in contravention of Torbay Council regulations, how many of the petitioners support moving the crossing to a new location and how many support the loss of parking spaces and how many support the loss of businesses in the parade of shops and how many approve the closure of Dartmouth Road for several weeks (it was over a month last time) and how many petitioners will support that road closure if the Tweenaway Cross Junction project (fiasco) is still in progress.
- Remember that the petition is in support of a suggestion to install lights at the existing pedestrian crossing facility. As I understand from your letter, guidelines suggest this should not be done, but do regulations prohibit this course of action.
- The plan which you circulated with your letter refers to a business called [REDACTED] which does not exist, and does not include the Off-licence at Three Beaches. Furthermore, whilst the drawing is not to scale it would appear that the loss of parking spaces will extend beyond the garage driveway (which according to your drawing is about 20 ft wider than it is in reality) at 103 Dartmouth Road, therefore, if the plan is drawn to scale the loss of parking spaces will be more than 4 spaces. In my opinion, I have counted the 9 to 10 spaces will be lost below 105 Dartmouth Road, and there will be no more than 3 new places where the present crossing is located.
- According to Councillor Christine Carter, and campaigner [REDACTED], the plans to move the crossing at Waterside has been decided and it is a done deal. I am hoping that we are only dealing with an over exuberant politician media hungry lady seeking to promote her party in the forthcoming elections, and this is not an example of corruption at Town Hall.

This is a bad idea!

Yours faithfully,

[REDACTED]

INCOMING EMAIL

[REDACTED]  
To: Highways <EX:/O=TORBAY COUNCIL/OU=CIVIC OFFICES  
SERVER/CN=ENVIRONMENT/CN=HIGHWAYS/CN=HIGHWAYS.>

Date: 12/10/2012 16:11:12

Subject: Puffin crossing 101 Dartmouth Road

Dear Mr Clewer,

I object to the change to a Puffin style crossing outside my premises

The reasons for my objections are as follows:

1.  
The cost minimum 50,000 is not cost effective.
2.  
No reason to alter location based on safety there being no reported incidents.
3.  
This money could be used better elsewhere on higher priority projects.
4.  
Loss of ten car parking spaces reducing footfall to shops.
5.  
It will destroy my business
6.  
Loss of several struggling businesses and potentially boarded-up shops
7.  
Nobody, other than [REDACTED] carried out a professional impact assessment on local businesses in Three Beaches.
8.  
The motives of [REDACTED] have been questioned
9.  
The authenticity of the petition has been brought into question
10.  
All of the local traders are opposed to this scheme.
11.  
The Highways Management Services are opposed to this scheme.  
I have read disclosures in Liberal Democrat literature from Councillor Christine Carter and Sue Biles which states that this was agreed to go ahead back in 2010. Has this been agreed by the working party in a manner not consistent with proper consultation.

I am most aware that there is a shortage of cash to finance roadworks in Torbay which makes this decision more suspicious where other urgent work will be put back on the agenda. Recently, you have carried out work at Furzeham School which due to childrens health and safety had been

on the urgent list since 2006, so why has this Puffin crossing been brought to the top of the list  
essential to satisfy the whims of one resident.

The committee was not informed that [REDACTED] is an actively employed lobbyist on road traffic safety schemes and apparently travels widely in that pursuit. The committee was also misled that

local traders supported the scheme and had helped in collecting signatures to a 500 name petition  
whereas the local traders had no knowledge of the petition and neither did any regular shoppers in the parade. I have suggested that the petition should therefore be ignored or closely scrutinised

Yours sincerely,

[REDACTED]

# Agenda Item 7



Title: **Shiphay Controlled Parking Zone – Consideration of Objections to Proposed Traffic Regulation Order**

Public Agenda Item: **Yes**

Wards Affected: **Cockington with Chelston  
Shiphay with the Willows**

To: **Transport Working Party** On: **25<sup>th</sup> October 2012**

Key Decision: **No.** How soon does the **November** decision need to be **2012** implemented

Change to Budget: **No** Change to Policy Framework: **No**

Contact Officer: **John Clewer**  
Telephone: **7665**  
E.mail: **john.clewer@torbay.gov.uk**

---

## 1. **What we are trying to achieve and the impact on our customers**

1.1 It is a requirement of the Council's Parking Policy that any amendment to parking restrictions carried out within the Bay area undergoes a review within a timeframe of six months to one year of implementation. The purpose of this report is for members to consider the objections received to the changes to the Traffic Regulation Orders (TRO) made as a result of the review of the Shiphay Controlled Parking Zone.

## 2. **Recommendation(s) for decision**

2.1 It is recommended that the parking alterations are implemented as advertised.

## 3. **Key points and reasons for recommendations**

3.1 In April 2005 the Transportation Strategy Working Party identified seven possible areas for the introduction of controlled parking zones, of which the Shiphay zone was the final area to be reviewed. Subsequently issues papers were presented to the Transportation Working Party on 2nd February 2009 (outlining the results of the Stage 2 consultation for the Shiphay Controlled Parking Zone) and 6<sup>th</sup> November 2009 (outlining any objections received following the advertising of the proposed Traffic Regulation Orders).

3.2 Members recommended that the report be put before the cabinet and therefore a report was prepared and presented on the 8<sup>th</sup> December 2009. Following which the Mayor, as decision taker, made the decision to implement the Shiphay Controlled Parking Zone with effect from 1<sup>st</sup> September 2010, with the zone being enforced from the 20<sup>th</sup> October 2010.

- 3.3 It is a requirement of the Council's Parking Policy that any amendment to parking restrictions carried out within the Bay area undergoes a review within a timeframe of six months to one year of implementation. The purpose of this report is for members to consider the comments/objections received following the advertisement of the proposed changes made to the Traffic Regulation Orders (TRO) as a result of the review of the Shiphay Controlled Parking Zone.
- 3.4 Consultation with the residents of the area, stakeholders and Council Ward Members was undertaken, positive feedback received and the proposed changes were advertised both on site and in the local media (Herald Express) during the period 6<sup>th</sup> – 27<sup>th</sup> September 2012.
- 3.5 **Appendix 1** contains plans of the advertised restriction changes, **Appendix 2** contains copies of the correspondence received.

**For more detailed information on this proposal please refer to the supporting information attached.**

**Patrick Carney**  
**Group Service Manager – Street Scene and Place**

## Supporting information

### A1. Introduction and history

- A1.1 In April 2005 the Transportation Strategy Working Party identified seven possible areas for the introduction of controlled parking zones, of which the Shiphay zone was the final area to be reviewed. Subsequently issues papers were presented to the Transportation Working Party on 2nd February 2009 (outlining the results of the Stage 2 consultation for the Shiphay Controlled Parking Zone) and 6<sup>th</sup> November 2009 (outlining any objections received following the advertising of the proposed Traffic Regulation Orders).

Members recommended that the report be put before the cabinet and therefore a report was prepared and presented on the 8<sup>th</sup> December 2009. Following which the Mayor, as decision taker, made the decision to implement the Shiphay Controlled Parking Zone with effect from 1<sup>st</sup> September 2010, with the zone being enforced from the 20<sup>th</sup> October 2010.

It is a requirement of the Council's Parking Policy that any amendment to parking restrictions carried out within the bay area undergoes a review within a timeframe of six months to one year of implementation. The purpose of this report is for members to consider the comments/objections received following the advertisement of the proposed changes made to the Traffic Regulation Orders (TRO) as a result of the review of the Shiphay Controlled Parking Zone. .

- A1.2 Consultation with the residents of the area, stakeholders and Council Ward Members was undertaken during October 2011, with an advert and article in the local media and notices placed on site, as well as the opportunity to register comments via the council web site. Positive feedback was received and a decision to advertise the proposed changes was made by the Transport Working Party on 16<sup>th</sup> February 2012. The proposed changes were advertised both on site and in the local media (Herald Express) during the period 28<sup>th</sup> June – 19<sup>th</sup> July 2012.
- A1.3 Objections were received to the changes proposed for Berkeley Avenue and these were considered and upheld by the Transport Working Party at their meeting on 2<sup>nd</sup> August 2012 and re-advertised, both on site and in the local media (Herald Express), during the period 6<sup>th</sup> – 27<sup>th</sup> September 2012. The proposals are attached as **Appendix 1**.
- A1.4 An objection was received from a resident in Berkeley Avenue (attached in **Appendix 2**), requesting an extension to the advertised parking area, whilst following the end of the objection period a number of comments were also received by both Highways and the local ward members from residents in Grosvenor Close requesting for changes.

The following options have been considered:

#### Option 1

- Implement as advertised the amendments to the Traffic Regulation Orders for Berkeley Avenue as detailed in **Appendix 1 Plan No. 1**

#### Option 2

- Do not implement the changes.

#### Option 3

- Amend the changes and re-advertise the restrictions.

## **A2. Risk assessment of preferred option**

### **A2.1 Outline of significant key risks**

A2.1.1 Whilst consultation has been undertaken with major stakeholders, it is possible that when the alterations to the existing Traffic Regulation Orders (TRO) are implemented they may not be supported by the public.

### **A2.2 Remaining risks**

A2.2.1 By making the best use of the available road space we will be able to reduce congestion, formalise parking and therefore reduce the number of wasted journeys made by drivers as they search for on-street parking spaces. If these changes to the existing Traffic Regulation Orders (TRO) are not approved due to objections, congestion will continue and wasted journeys may increase with the resultant rise in both traffic movements and vehicle emissions.

## **A3. Other Options**

A3.1 None.

## **A4. Summary of resource implications**

A4.1 Implementation of the proposed Traffic Regulation Orders will be carried out by the Street Scene & Place Group. Enforcement of the waiting restrictions will be provided by staff from within the Residents & Visitor Services Business Unit.

## **A5. What impact will there be on equalities, environmental sustainability and crime and disorder?**

A5.1 None

## **A6. Consultation and Customer Focus**

A6.1 The Shiphay CPZ was originally subject to three stages of consultation and feedback was requested from residents, stakeholders and Ward Councillors as part of the review which took place after a year of operation. These proposals are the result of the feedback received.

## **A7. Are there any implications for other Business Units?**

A7.1 None.

## **Appendices**

Appendix 1 Plans 1 – 2 detail the scheme proposals.

Appendix 2 Comments/objections received following the advertising of the proposed changes to the Traffic Regulation Orders.

## **Documents available in members' rooms**

None.

## **Background Papers:**

The following documents / files were used to compile this report:

None.

# Agenda Item 7

## Appendix 1



### Revised parking restriction proposals Berkeley Avenue - Shiphay CPZ - Torquay

1:1000 scale

Reproduced from the Ordnance Survey mapping with the permission of the Controller of HMSO. (c) Crown Copyright. Unauthorised reproduction infringes crown copyright and may lead to prosecution or civil proceedings. Torbay Council LA079782



Residents + Visitors Services  
Highways Management  
Tor-bay Council  
4th Floor Raebuck House  
Abbey Rd.  
Torquay TQ2 5TF,

12 SEP 2012

[REDACTED]  
10th September 2012

Dear Sir,

Ref: Revised Parking restriction proposals,  
Berkeley Avenue CP2 Torquay

I would like to request a change in the above proposal for double yellow lines outside the entrance to my property to be changed to a white line for residential parking.

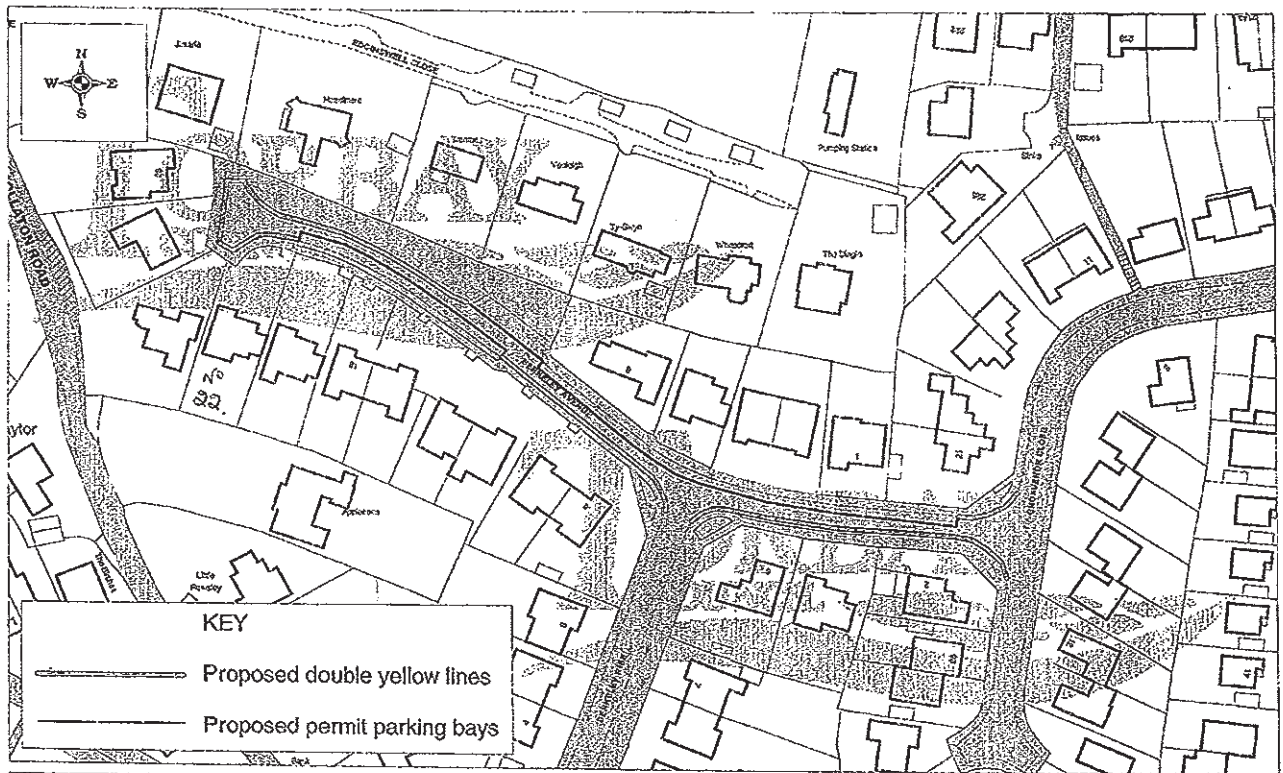
The yellow lines around the cul-de-sac are ample for a turning bay without having to extend to my gateway.

I am enclosing a map and have highlighted my entrance to show it will not affect the turning space.

I would be grateful if you would consider my request as this will help my wife and I who are elderly pensioners with our parking.

Thank you.

Yours faithfully  
[REDACTED]



1:1000 scale

Revised parking restriction proposals  
Berkeley Avenue - Shiphay CPZ - Torquay



Reproduced from the Ordnance Survey map only with the permission of the Controller of HMSO. © Crown Copyright. Unauthorized reproduction infringes crown copyright and may lead to prosecution or civil proceedings. Torquay Council LA 319782.

Yr Ref: AH/SH.

[REDACTED]  
[REDACTED]  
7<sup>th</sup> August, 2012.  
[REDACTED]

Dear MR. Hooper:

PROPOSED PARKING RESTRICTION  
SHIPWAY CPZ, TORQUAY.

Re: your reply to my letter of 16<sup>th</sup> July, 2012.  
My husband and I have since found out from our neighbours that it is the intention of your Council to put double-yellow lines on the side of Gosvenor Close with the uneven numbers 11, 13, 15, 17, 19 and 21 and to put the parking zoning in front of numbers 4, 6 and 8 Gosvenor Close.

We strongly object to your Council's proposals on road-safety grounds as follows:

When driving from Gosvenor Avenue to Gosvenor Close, and beyond, there is a BLIND BEND, on the corner, just before number 4. Where it is proposed putting the parking zones.

2.

The resident who lives at No. 4, already has great difficulty driving out of her drive safely. The situation would be made worse if vehicles were parked outside her property and the properties of numbers 6 and 8. And motorists driving round the "blind-bend" would not be aware of the obstruction caused by parked vehicles.

Also, as this is a residential area, any parking spaces allocated should be more than the few as shown on the road-map.

When the proposed parking zones were originally put forward, for Grosvenor Avenue and surrounding area, individual letters were sent out by your Council to all the residents concerned, as well as notices being fixed to lamp-posts.

Letters should have been sent to the residents this time as the green notices fixed to the lamp-posts were not easy to understand, as they referred to the South and North sides of the road. Many of the residents have poor eye-sight and poor mobility and could not read them properly, and this is another good reason why vehicles should not be parked outside the even numbers.

3.

The parked cars would make it difficult for them to cross the road and their view of on-coming traffic would be impeded.

Will you please ensure that your members of the Council are made aware of the dangers mentioned in this letter.

To avoid any serious road traffic problems in the future the proposed parking zones should be put outside numbers 11, 13, 15, 17, 19 and 21. and the double yellow lines put outside the even numbers.

It really does make sense and may I suggest that your traffic engineers visit this area again and to reconsider their proposals.

Yours Sincerely,


---

P.S. Please acknowledge receipt of this letter.

---

**Complainants Details**

---

Name: [REDACTED]

Your Response: Via Email

Email: [REDACTED]

---

**Complaint**

---

Service: Residents and Visitor Services

Details: Extension of CPZ into Grosvenor Close.

I live at [REDACTED] I read the notices...was surprised no letter was sent and did not fully comprehend what was proposed for CPZ extension into Grosvenore Close, Berkeley Ave etc.

It would appear there will be only 2-3 parking spaces in Grosvenor Close, when there are always about 7-8 residents' cars parked on the road...the rest of the road is proposed to be yellow lines!!! Whilst I know complaints have been made about the overflow reaction since CPZ in Grosvenor Avenue ( so a bit of a no-win situation for you!) to have so much double-yellow-lining will cause HAVOC! Currently parking is ALWAYS only on one side...so why not leave it thus with the CPZ bays on the outside of the bend, not the inside as proposed and perhaps dble yell lines on inside of bend?

An opposite neighbour has a disabled husband...if she applies for a disabled bay...where will it be? opposite or, if HER side of the road there will be absolutely no room for traffic.

PLEASE reconsider how you go about this. Thank you

[REDACTED]

---

Complained Before: No

Customer Requirements: Please reconsider your plans!

Put CPZ bays on outside of bend and perhaps double yellow lines on inside of bend ( tho not necessary as no one parks that side anyway as too dangerous!!!)

Thank you

[REDACTED]

---

Complaint Received: 09:39 - 08 August 2012

---





Revised parking restriction proposals  
Berkeley Avenue - Shiphay CPZ - Torquay

1:1000 scale

Requested extension of  
proposed permit parking bay




**KEY**

-  Proposed double yellow lines
-  Proposed permit parking bays

Reproduced from the Ordnance Survey mapping with the permission of the Controller of HMSO. (c) Crown Copyright. Unauthorised reproduction infringes crown copyright and may lead to prosecution or civil proceedings. Torbay Council LA079782



KEY

-  Proposed parking bays
-  Proposed no waiting at any time restrictions
-  Proposed extension of parking bays

1:500 scale

Proposed parking restrictions  
Grosvenor Close - Torbay







Title: **Parking Restrictions Various**

Public Agenda Item: **Yes**

Wards Affected: **All wards in Torbay**

To: **Transport Working Party** On: **25<sup>th</sup> October 2012**

Key Decision: **No** How soon does the decision need to be implemented: **November 2012**

Change to Budget: **No** Change to Policy Framework: **No**

Contact Officer: **John Clewer**  
 Telephone: **7765**  
 E.mail: **john.clewer@torbay.gov.uk**

## 1. What we are trying to achieve and the impact on our customers

1.1 In 2008 as part of the budget reductions for the following year, members agreed to impose a moratorium on the processing of traffic regulation orders for waiting restrictions, a moratorium which is still in place.

This has led to a back-log of requests being held on file and, in an effort to get the processing of Traffic Regulations orders underway, it was proposed by members to temporarily lift the moratorium.

1.1.1 At the meeting of the Transport Working Party, which took place on 21<sup>st</sup> June 2012, a budget of £15,000 was identified and it was proposed to carry out some local consultation, to judge the feelings of the communities affected by the proposals as listed in **Appendix 1**. These proposals had been identified following feedback from members, residents and stakeholders.

**Appendix 2 (tables 1 – 3)** lists the number of comments received, whilst **Appendix 3 (plans 1 – 6)** details the revised schemes following consultation with residents.

This report seeks permission to advertise the schemes identified in **Appendix 2 (tables 1 – 3)** and implement, should no objections be received. Any objections will then be submitted to a forthcoming meeting of the Transport Working Party.

## **2. Recommendation(s) for decision**

- 2.1.1** It is recommended that the amendments to the Traffic Regulation Orders identified in **Appendix 2 (tables 1 – 3)** are advertised and implemented should no objections be received. Any objections will then be submitted to a forthcoming meeting of the Transport Working Party for consideration.

## **3. Key points and reasons for recommendations**

- 3.1** These proposals have been identified following feedback from members, residents and stakeholders. Their implementation will reduce the risk of delays to road users due to the carriageway width and visibility being restricted by inconsiderate parking.

**For more detailed information on this proposal please refer to the supporting information attached.**

**Patrick Carney**  
**Service Manager – Street Scene Services**

## Supporting information

### A1. Introduction and history

- 1.2 In 2008 as part of the budget reductions for the following year, members agreed to impose a moratorium on the processing of traffic regulation orders for waiting restrictions, a moratorium which is still in place. However traffic regulation orders have still been considered if they were part of capital funded schemes.

This has led to a back-log of requests being held on file and, in an effort to get the processing of Traffic Regulations orders underway and the outstanding back-log reduced, it was proposed by members to temporarily lift the moratorium.

- 1.2.1 At the meeting of the Transport Working Party, which took place on 21<sup>st</sup> June 2012, a budget of £15,000 was identified and it was proposed to carry out some local consultation, to judge the feelings of the communities affected by the proposals as listed in **Appendix 1**. These proposals had been identified following feedback from members, residents and stakeholders. Their implementation will improve road safety and reduce the risk of delays to road users, due to the carriageway width and visibility being restricted by inconsiderate parking.

This report details the feedback received, **Appendix 2 (tables 1 – 3)** lists the number of comments received, whilst **Appendix 3 (plans 1 – 6)** details the revised schemes following consultation with residents and seeks permission to advertise the schemes identified in **Appendix 2 (tables 1 – 3)** and implement, should no objections be received. Any objections will then be submitted to a forthcoming meeting of the Transport Working Party.

Revised schemes following feedback from consultation:

#### Brixham

##### Berryhead with Furzeham

- New Road (**Appendix 3 plan 1**) – Extend the double yellow lines in Holwell Road South past the dentist.
- Northfields Lane / Pavilion Close (**Appendix 3 plan 2**) – Extend the double yellow lines in each direction.

##### St Marys with Summercombe

- Doctors Road (**Appendix 3 plan 3**) – This was a Police request as parked cars close to the mouth of the junction force traffic turning into Doctors Road onto the 'wrong' side of the road into the path of oncoming traffic. Therefore it is proposed to advertise the removal of one car parking space.

#### Torquay

##### Cockington with Chelston

- Sherwell Rise South (**Appendix 3 plan 4**) – Replace existing restrictions with double yellow lines and extend further along road.

## Tormohun

- Church Street (**Appendix 3 plan 5**) – Change the proposed end of time restrictions from 6pm to 4pm

## Watcombe

- Seymour Drive (**Appendix 3 plan 7**) – Extend the double yellow lines slightly further into both Padacre Road and Seymour Drive.
- Moor Lane – The original consultation received 19 replies, 16 of which were in disagreement with the proposal. Councillors Darling and Stringer have also carried out a parking survey, which attracted 11 replies, 6 from Brunel Avenue, 3 from Moor Lane and 2 unknown.

The general consensus is that residents recognise that there is a parking problem generated by the presence of the schools, those residents in Moor Lane would support restrictions but those in Brunel Avenue are likely to object due to being affected by the displacement of vehicles.

Therefore, as there is no agreement between residents as to how to progress this situation, Highways feel that we can not currently progress this matter.

### Option 1

Advertise the amendments to the Traffic Regulation Orders as listed in **Appendix 2 (tables 1 – 3)** and implement should no objections be received. Any objections will then be submitted to a forthcoming meeting of the Transport Working Party for consideration.

### Option 2

Do not advertise the amendments to the Traffic Regulation Orders as listed in **Appendix 2 (tables 1 – 3)**.

### Option 3

Advertise a selection of amendments as listed in **Appendix 2 (tables 1 – 3)** and implement, should no objections be received. Any objections will then be submitted to a forthcoming meeting of the Transport Working Party for consideration.

## A2. Risk assessment of preferred option

### A2.1 Outline of significant key risks

Whilst the proposed changes to the existing Traffic Regulation Orders have been identified following feedback from members, residents and stakeholders, it is possible that when the alterations are advertised (both on site and in the local media), these will attract objections from the members of the public. Any such

objections will then have to be referred back to a future meeting of the Transport Working Party for consideration.

## **A2.2 Remaining risks**

A2.2.1 If these changes to the existing Traffic Regulation Orders are not approved due to objections, there will be a greater risk of delays to road users due to the possibility of carriageway width and visibility being restricted by inconsiderate parking.

## **A3. Other Options**

A3.1 That the proposed amendments to the existing Traffic Regulation Orders are not advertised.

## **A4. Summary of resource implications**

A4.1 Implementation of the proposed Traffic Regulation Orders will be carried out by the Street Scene & Place Group. Enforcement of the waiting restrictions will be provided by staff from within the Residents & Visitor Services Business Unit. These works have been funded by the Capital allocation for integrated transport.

## **A5. What impact will there be on equalities, environmental sustainability and crime and disorder?**

A5.1 None

## **A6. Consultation and Customer Focus**

A6.1 Consultation with the residents and Council Ward Members has being undertaken and positive feedback received. The proposed parking restrictions will be advertised, both on site and in the local media. Any comments or objections received will be referred back to a future meeting of the Transport Working Party for consideration.

## **A7. Are there any implications for other Business Units?**

A7.1 Amendments to the existing Traffic Regulation Orders will require legal orders which have to be sealed by the Legal Services team.

## **Appendices**

Appendix 1 A list of the original proposals.

Appendix 2 Tables 1 – 3 list a summary of the feedback received following consultation.

Appendix 3 Details the revised schemes following consultation with residents.

## **Documents available in members' rooms**

Plans of the original proposals, as submitted to members at the meeting of the Transport Working Party 21<sup>st</sup> June 2012.

Proposed locations of parking restrictions to be consulted upon.

As agreed by Transport Working Party 21<sup>st</sup> June 2012.

### **Brixham**

#### **Ward**

#### **Street**

Berryhead with Furzeham	Berry Head Road
Berryhead with Furzeham	Cudhill Road
Berryhead with Furzeham	New Road
Berryhead with Furzeham	Northfields Lane (at Battery Gardens)
Berryhead with Furzeham	Northfields Lane (at Pavilion Close)
Berryhead with Furzeham	North Furzeham Road
Berryhead with Furzeham	School Lane
St Marys with Summercombe	Barnfield Road
St Marys with Summercombe	Castor Road
St Marys with Summercombe	Doctors Road

### **Paignton**

#### **Ward**

#### **Street**

Blatchcombe	Foxhole Road
Blatchcombe	St Marys Park
Clifton with Maidenway	Baymount Road
Clifton with Maidenway	Marldon Road
Clifton with Maidenway	Primley Park
Clifton with Maidenway	Maidenway Road
Cockington with Chelston	Roundhill Road
Goodrington with Roselands	Horseshoe Bend
Goodrington with Roselands	Grange View
Preston	Preston Down Road
Roundham with Hyde	Polsham Park

## **Torquay**

### **Ward**

### **Street**

Cockington with Chelston	Ashfeild Road
Cockington with Chelston	Boundary Road
Cockington with Chelston	Hennapyn Road
Cockington with Chelston	Pilmuir Avenue
Cockington with Chelston	Sherwell Rise South
Cockington with Chelston	Solsbo Road
Cockington with Chelston	Wordsworth Close
Ellacombe	Hillesdon Road
Shiphay with The Willows	Centenary Way
St Marychurch	Priory Road
St Marychurch	Westhill Road
Tormohun	Church Street
Tormohun	Croft Road
Tormohun	Haslam Road
Tormohun	Labernum Street
Tormohun	Newton Road
Tormohun	St Katherines Road
Tormohun	Westbourne Road
Watcombe	Moor Lane
Watcombe	Seymour Drive
Wellswood	Meadfoot Sea Road

Please note:

Plans of the original proposals, as submitted to members at the meeting of the Transport Working Party 21<sup>st</sup> June 2012, can be found in the members rooms.

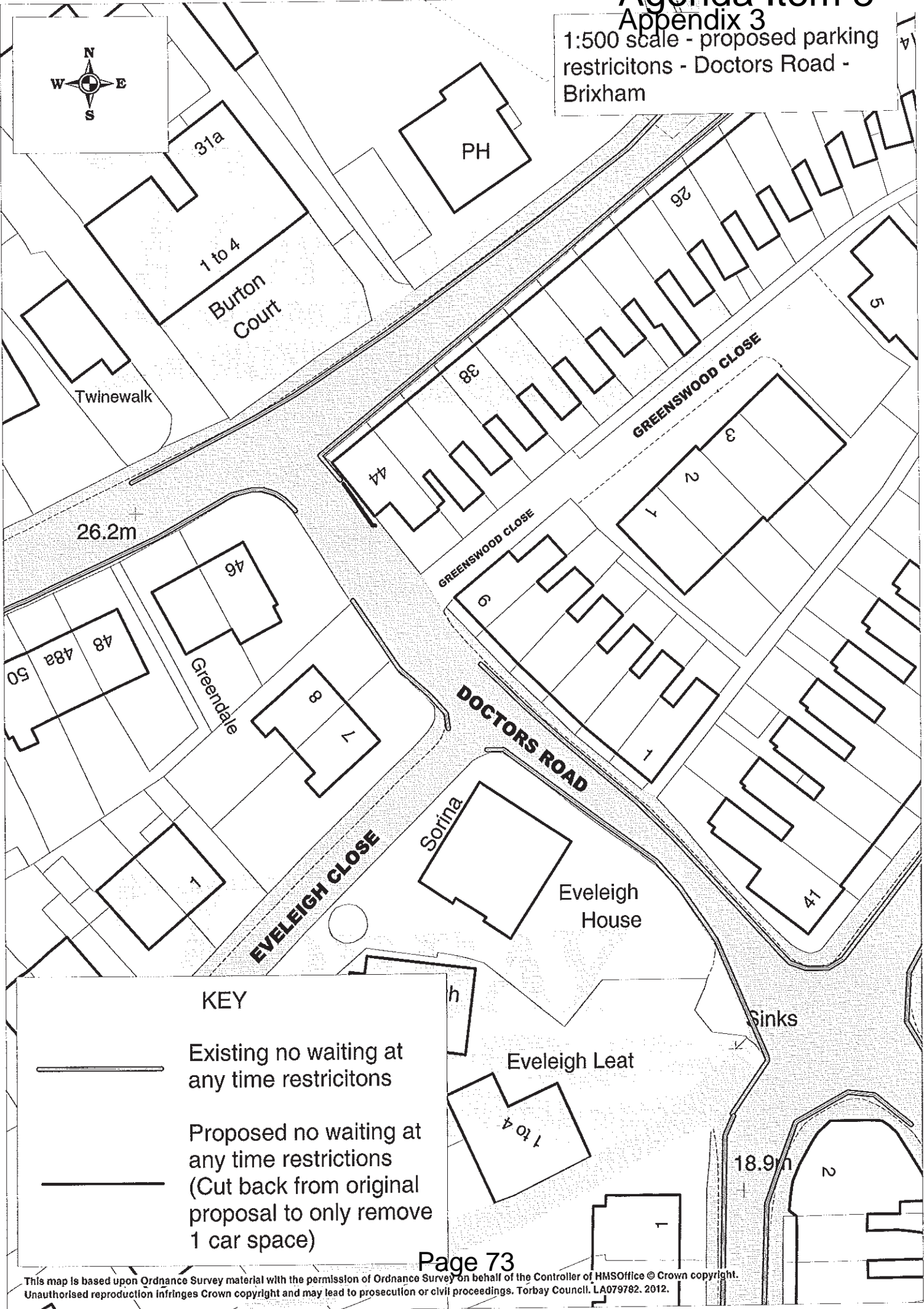






<b>Torquay</b>									
<b>Ward</b>	<b>Street</b>	<b>No. Agree</b>	<b>No. Disagree</b>	<b>Comments</b>	<b>Advertise</b>				
Cockington w Chelston	Ashfeild Road	1	0	Advertise as per consultation plan	Y				
Cockington w Chelston	Boundary Road	8	0	Advertise as per consultation plan	Y				
Cockington w Chelston	Hennapyn Road	2	0	Advertise as per consultation plan	Y				
Cockington w Chelston	Pilmuir Avenue	2	0	Advertise as per consultation plan	Y				
Cockington w Chelston	Sherwell Rise South	3	0	Advertise as per requested revisions, see <b>Appendix 3 Plan 4</b>	Y				
Cockington w Chelston	Solsbo Road	1	0	Advertise as per consultation plan	Y				
Cockington w Chelston	Wordsworth Close	0	1	Advertise as per consultation plan	Y				
Ellacombe	Hillesdon Road	0	0	Advertise as per consultation plan	Y				
Shipway w The Willows	Centenary Way	0	0	Advertise as per consultation plan	Y				
St Marychurch	Priory Road	1	0	Advertise as per consultation plan	Y				
St Marychurch	Westhill Road	1	0	Advertise as per consultation plan	Y				
Tormohun	Church Street	4	0	Advertise as per requested revisions, see <b>Appendix 3 Plan 5</b>	Y				
Tormohun	Croft Road	1	0	Advertise as per consultation plan	Y				
Tormohun	Haslam Road	0	0	Advertise as per consultation plan	Y				
Tormohun	Labernum Street	4	1	Advertise as per consultation plan	Y				
Tormohun	Newton Road	0	1	Advertise as per consultation plan	Y				
Tormohun	St Katherines Road	5	1	Advertise as per consultation plan	Y				
Tormohun	Westbourne Road	3	1	Advertise as per consultation plan	Y				
Watcombe	Moor Lane	3	16	Do not progress	N				
Watcombe	Seymour Drive	5	0	Advertise as per requested revisions, see <b>Appendix 3 Plan 6</b>	Y				
Wellswood	Meadfoot Sea Road	0	6	Advertise as per consultation plan	Y				

1:500 scale - proposed parking  
 restrictons - Doctors Road -  
 Brixham



26.2m

**KEY**



Existing no waiting at  
 any time restrictons



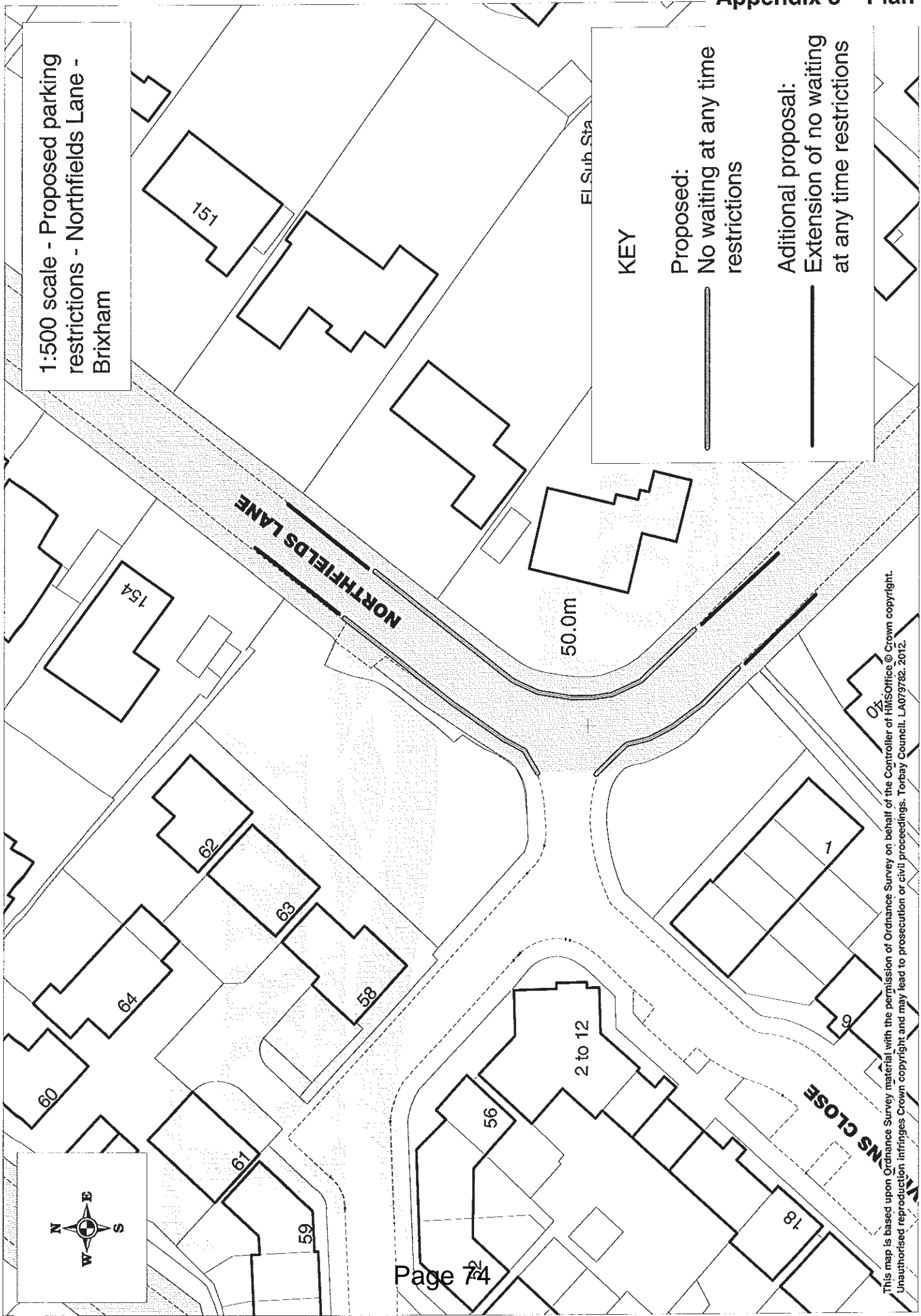
Proposed no waiting at  
 any time restrictions  
 (Cut back from original  
 proposal to only remove  
 1 car space)

1:500 scale - Proposed parking restrictions - Northfields Lane - Brixham

KEY

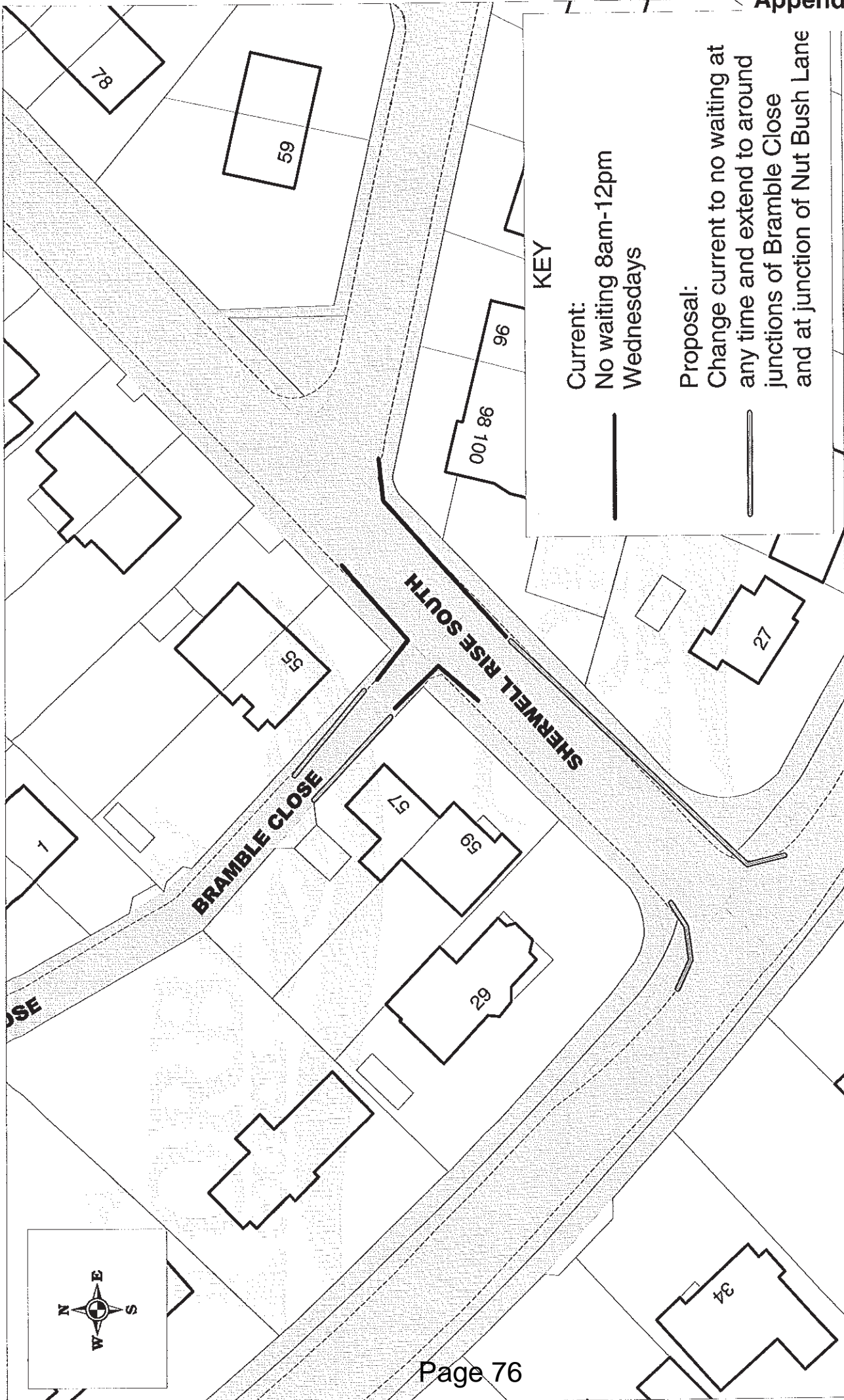
Proposed:  
No waiting at any time restrictions

Additional proposal:  
Extension of no waiting at any time restrictions



This map is based upon Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of HMSO. Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings. Torbay Council. LA079782. 2012.





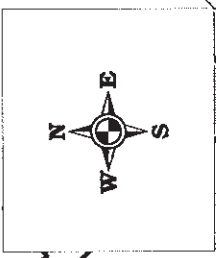
KEY

Current:

- No waiting 8am-12pm
- Wednesdays

Proposal:

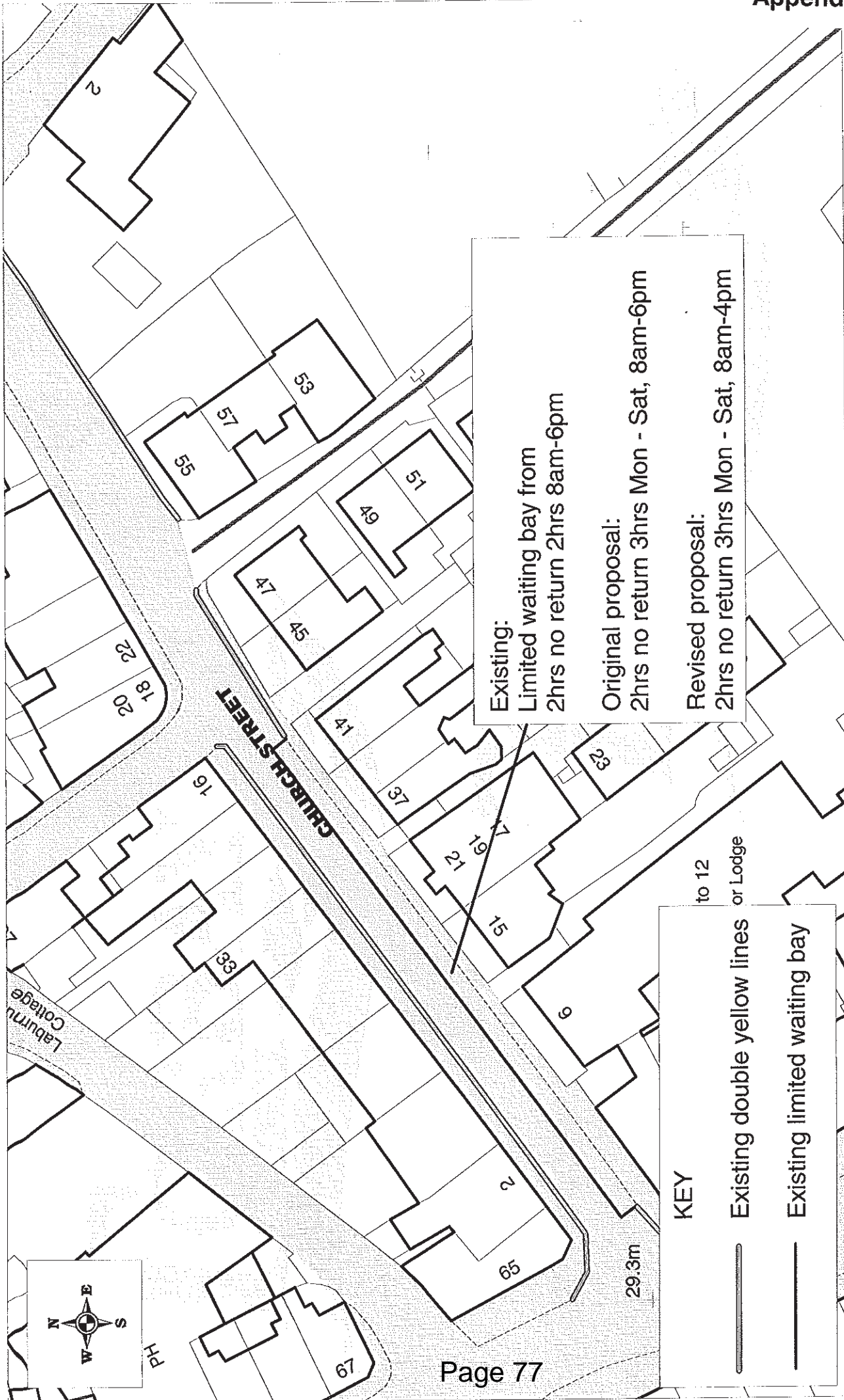
Change current to no waiting at any time and extend to around junctions of Bramble Close and at junction of Nut Bush Lane



Proposed change of restrictions  
Sherwell Rise South - Torquay

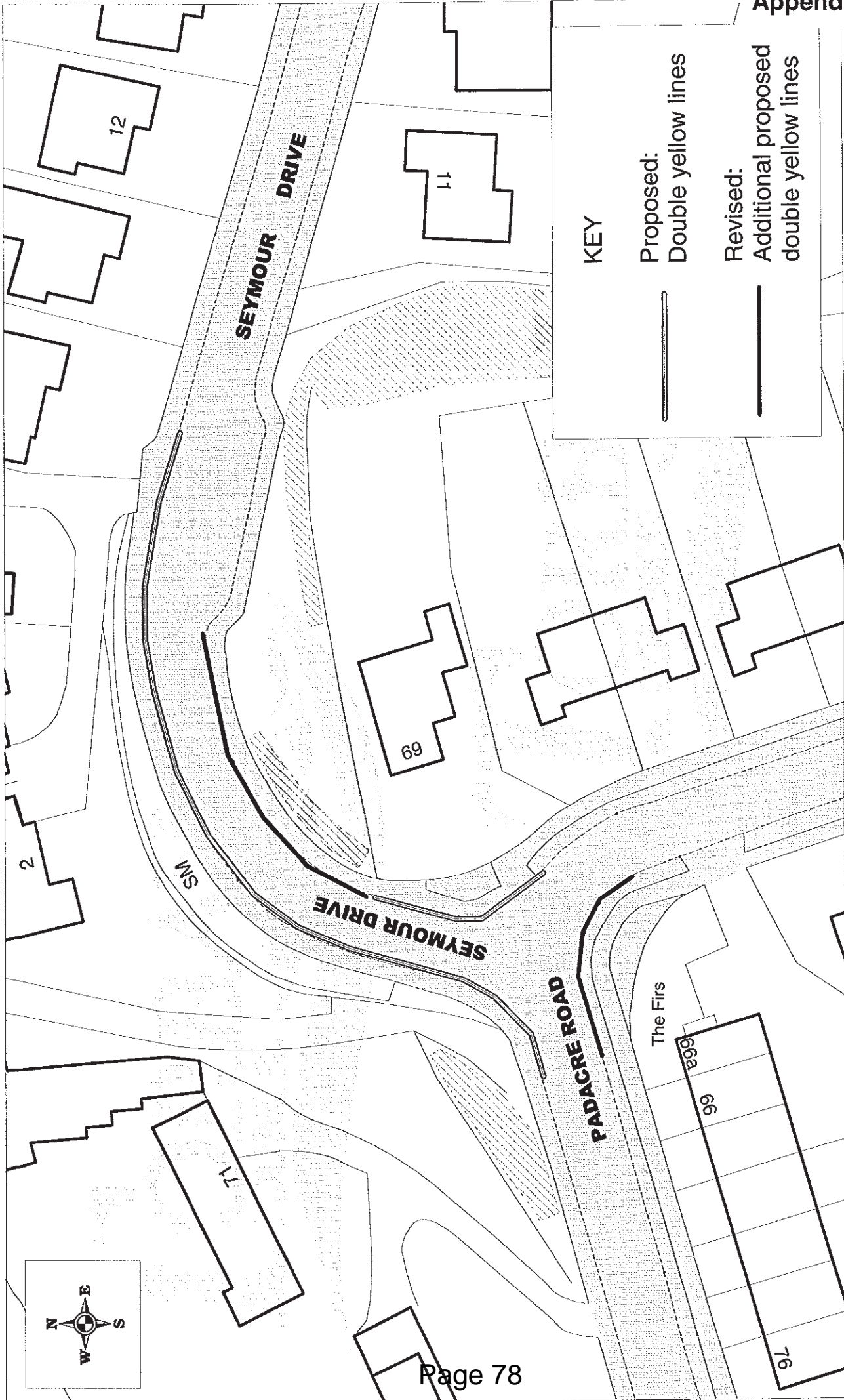
1:500 scale

Reproduced from the Ordnance Survey mapping with the permission of the Controller of HMSO. (c) Crown Copyright. Unauthorised reproduction infringes crown copyright and may lead to prosecution or civil proceedings. Torbay Council LA079782



Proposed parking restriction changes  
Church Street - Torquay

Reproduced from the Ordnance Survey mapping with the permission of the Controller of HMSO. (c) Crown Copyright. Unauthorised reproduction infringes crown copyright and may lead to prosecution or civil proceedings. Torbay Council LA079782



Proposed parking restrictions  
Seymour Drive - Torquay

1:500 scale





Briefing Report No: Public Agenda Item: **Yes**

Title: **Parking Policy 2012 - 2015**

Wards Affected: **All Wards in Torbay**

To: **Transport Working Party** On: **25<sup>th</sup> October 2012**

Contact Officer: **Richard Brown, Service Manager**  
Telephone: **(01803) 207674**  
E.mail: **Richard.brown@torbay.gov.uk**

---

## **1. Key points and Summary**

- 1.1 When the Council became responsible for parking enforcement in 2005 it was a requirement from the Secretary of State to produce a Parking Policy to provide direction in relation of parking policies and to assist residents in particular through the introduction of Controlled Parking Zones.
- 1.2 Over the past 7 years while the Council has been undertaking enforcement there has been a number of operational issues which have needed to be addressed through an update of the Parking Policy.

## **2. Introduction**

- 2.1 The Torbay Parking Policy 2012 to 2015 is attached for Members attention.
- 2.2 The policy provides a great deal of information regarding how the Council operates its parking business and the reasoning behind decision making.
- 2.3 The previous policy was introduced in 2005/06 and had not been updated with the exception of minor amendments from the introduction of the Traffic Management Act in 2008.

## **Appendices**

Appendix 1 Torbay Parking Policy 2012 - 2015

## **Documents available in members' rooms**

None

## **Background Papers:**

The following documents/files were used to compile this report:

Torbay Local Transport  
Parking Strategy 2  
Statutory Guidance issued February 2008  
Operational Guidance issued March 2008

# TORBAY COUNCIL PARKING POLICY 2012 – 2015 (DRAFT)



Resident and Visitor Services  
4<sup>th</sup> Floor, Roebuck House  
Abbey Road  
Torquay  
TQ2 5TF



# CONTENTS

	Page No
1.0 Introduction	4
2.0 Review of Traffic Regulation Orders	5
2.1 Traffic Regulation Order	
3.0 Parking Policies and Controlled Parking Zone (CPZ) Introduction/Expansion	6
3.1 Parking Policy	
3.2 Parking in Town Centre and Coastal Areas	
3.3 Disabled Parking Provisions	
3.4 Coach and Taxis Parking	
3.5 Heavy Goods Vehicles Parking	
3.6 Motorcycle Parking	
3.7 Cycle Parking	
3.8 Footway/Verge Parking	
3.9 CPZ Programme and Prioritisation	
3.10 Public Consultation Policy	
4.0 CPZ Policies	14
4.1 Operational Policy	
4.2 Size of a Controlled Parking Zone	
4.3 Types of Parking Bays	
4.4 Permits General	
4.5 Parking across Crossovers in CPZ's	
4.6 Motorcycle Parking	
4.7 Hours of Control within a CPZ	

5.0	Off Street Car Parking	17
5.1	Car Parking Charging	
5.2	Off Street Disabled Parking	
5.3	Parking near Schools	
5.4	Council Staff Parking	
5.5	Seasonal Parking Charges	
6.0	Enforcement	20
6.1	Notice Processing	
6.2	Enforcement outside Schools	
6.3	Requests for Enforcement	
6.4	Wheel Clamping and Vehicle Removals	
6.5	Dispensations, Exemptions and Waivers	
6.6	Loading	
	Appendix A – CPZ Operational Policies	23
	Appendix B – Criteria for the consideration of Waiting Restrictions on the Public Highway	28
	Appendix C – Park and Stride Car Parks	30
	Appendix D – Seasonal Parking Car Parks	30
	Appendix E – Waivers	31
	Appendix F – Glossary of Acronyms	32
	Appendix G – On street pay and display locations	33

## **1.0 Introduction**

1.0.1 This document sets out the key policies with regard to the provision of both on-street and off-street parking and for the enforcement of Traffic Regulation Orders. By its nature, parking policies adapt and change over time and will need to be regularly reviewed and updated.

1.0.3 This policy builds upon the Torbay Parking Strategy, and sets out how these strategies will be implemented and managed.

Torbay's parking policies aim to:-

- Integrate traffic management policies with effective on-street and off street enforcement
- Provide dedicated on and off street enforcement
- Be responsive to changing priorities, local factors and demand
- Provide parking exemptions, dispensations and waivers for disabled, diplomats and others as appropriate.
- Provide parking capacity both on and off street to meet the demands of businesses and the public throughout the year.

1.0.4 The policy sets out Torbay Council's parking policies in respect to the operation, the eligibility criteria and cost for permits and the rationale for decisions about controlled parking zone areas and hours and days of operation.

1.0.5 Finally this document does not aim to cover the strategy behind parking charges or why the Council implements charging in car parks only that parking charges will be reviewed annually by the Executive Lead for Transport.

## **2.0 Review of Traffic Regulation Orders (TROs)**

### **2.1 Traffic Regulation Order**

- 2.1.1 Torbay Council has checked the signs and lines on-street against the made traffic orders, corrected anomalies and entered the traffic orders onto a map based system. This is an ongoing process as lines and signs require regular maintenance and additions or deletions as orders are introduced altered, or revoked.
- 2.1.2 Regular reviews of the TROs will be carried out to ensure that they reflect any new priorities established in the Local Transport Plan. Any problems arising as a result of Civil Parking Enforcement shall also be assessed as part of this process.

### **3.0 *Parking Policies and Controlled Parking Zones (CPZs)***

#### ***Introduction/Expansion***

#### **3.1 Parking Policy**

3.1.1 Torbay Council will work with the local businesses to identify arrangements so that parking within Torbay will be provided to ensure the delivery of the following key objectives:

- Ensure that there is effective enforcement of on-street waiting and parking restrictions in order to reduce congestion and increase the availability of short stay parking space.
- Provide adequate space for taxis, coaches and buses to park and operate safely in appropriate locations.
- Review the extent of long stay, on street car parking where this causes problems in residential areas, conflicts with essential traffic movements, creates safety problems or reduces space for short stay visitors.
- Enhance and encourage the use of public off-street car parks for short and long stay parking.
- Make attractive parking arrangements for holders of “Blue Badges” in suitable locations and improve the access and internal layout of car parks to give full access for the disabled.
- Continually manage all town centre car parking, giving priority to provision for shoppers and visitors and reducing the need to search for car parking spaces.
- Provide adequate space for secure overnight parking for coaches and heavy goods vehicles (HGV's) where this will not cause a problem for local residents,
- Ensure retail deliveries can continue with reasonable efficiency particularly outside the main periods of pedestrian activity.
- Provide on street pay and display parking to ensure a turnover of short stay parking in key Town Centre locations and access to amenities during the busy summer season.

3.1.2 Torbay Council may review TRO's in the following circumstances where funding allows:

- Implementation of additional parking restrictions or alteration of existing to address a potential road safety issue.

- Implementation of additional parking restrictions or alteration of existing restrictions to address a problem associated with traffic movement.
- An amendment to existing TRO's to provide additional on-street parking provision.

3.1.3 During the year TRO's will be altered to allow the implementation of a traffic management scheme approved as part of the Council capital programme or to address an immediate safety issue which has been identified as an accident cluster site.

3.1.4 Requests from members of the public in relation to the introduction of restrictions or the alteration of existing restrictions will be considered in conjunction with the council's priorities on funding or where external funding (e.g. Section 106 contributions) has been secured to cover the costs incurred. Any such requests made during periods of moratoriums on expenditure will be retained on file for consideration in the event that funding becomes available. Outlined in Appendix B is the criteria for consideration of waiting restrictions on the public highway.

### **3.2 Parking in Town Centres and Coastal Areas**

3.2.1 Torbay Council recognises that retailers rely, to a significant extent, on trade resulting in single purpose visits to town centres. These visits are generally short term and often undertaken by car. Torbay Council are keen to ensure that in town centre areas on street parking is provided for short stay shoppers. In order to provide and enforce short stay parking, pay and display facilities have been introduced within the town centre shopping areas and are subject to time restrictions.

3.2.2 Between 2008 and 2012 a number of on street pay and display areas have been introduced which can be found in Appendix G which are under constant review to ensure tariffs and capacity suits the particular areas where they have been implemented.

### **3.3 Disabled Parking Provision (on street)**

3.3.1 Disabled persons parking places will be provided on street within the town centre shopping areas. These mandatory bays will be marked in accordance with diagrams 661A and 1028.3 of The Traffic Sign Regulations



General Directive (TSRGD) and may be enforced at any time of the day and will be backed up with a traffic regulation order.

3.3.2 Torbay Council will continue to provide, charge at cost, disabled persons parking places in residential areas. These bays are advisory and therefore require the consideration of other drivers. Disabled bays will only be provided if all the following circumstances are met:

- The applicant holds a blue badge and is the driver of the vehicle.
- The applicant does not have off road parking.
- There are no existing waiting restrictions
- Less than 25% of spaces in the street are taken up by disabled parking bays.

There may be occasions when exceptions to the above criteria may be considered. Any applications where exceptional circumstances may apply must be substantiated by clear evidence from a medical professional, which details the medical issues which may affect either operational or care issues, which may deem an element of the criteria inappropriate. Highways officers may however in these circumstances request further specific evidence as required and will reserve the right to refuse such applications if it is considered that an exceptional case has not been fully made.

3.3.3 Disabled parking bays on street in Town Centre areas have also been implemented to ensure dedicated 4 hour waiting facilities for the disabled.

### **3.4 Coach & Taxis Parking**

3.4.1 Coaches play a significant role in the provision of long-distance travel and commuter services, and in the provision of transport for specific groups such as educational parties, theatre visitors, tourists and people with mobility difficulties. Torbay Council recognises these values and provides a coach park in Brixham, Torquay and Paignton. In addition to these facilities, specific on-street drop off points will be provided in the town centres and waterfront areas. Torquay town centre will have a further drop off point for foreign registered coaches i.e. to allow dropping off on the right hand side of the vehicle.

3.4.2 In addition to these provisions it is recommended that good relationships are established and maintained between the Council and the coach and

tourism industries. This will encourage responsible behaviour by operators and drivers as well as providing feedback on any arising coach parking problems.

- 3.4.3 Taxis are also an important part of the transport provision to the public. It is important that ample space is provided for taxi ranks in town centres. However, the provision of too many ranks can lead to some ranks not being attended or valuable town centre kerb space not being used. The Council has worked with the Torbay Licensed Taxi Drivers Association and other stakeholders and consolidated the number and size of existing ranks.
- 3.4.4 It is also important that ranks are reserved for the use of taxis only. All ranks are covered by TROs and are enforceable by the Council's Civil Enforcement Officers.

### **3.5 Heavy Good Vehicles Parking**

- 3.5.1 Torbay Council has already developed a HGV strategy which identifies strategic routes and layover locations for HGV's. HGV's will be discouraged from parking in residential areas.
- 3.5.2 Consideration will be given to providing loading bays, subject to sufficient highway space being available, in areas where there are a significant number of retail outlets.

### **3.6 Motorcycle Parking**

- 3.6.1 In town centre areas solo motorcycle bays will be installed to provide dedicated parking facilities for two wheeled vehicles. In these spaces motorcycles can park without time limit and free of charge.
- 3.6.2 Quad motorcycles have become more popular however due to their size they can create problems for standard motorcycles. On and off street they are permitted to use dedicated two wheeled motorcycle spaces. However if using marked parking spaces which are pay and display they must like standard motorcycles pay the stated tariff and must adhere to any specified waiting restrictions.

### **3.7 Cycle Parking**

3.7.1 Cycles will be exempt from any parking TRO's and, in order to promote the use of cycling within Torbay, cycle parking facilities will be provided within all town centre areas, public transport interchanges and other key areas such as tourist locations.

### **3.8 Footway/Verge Parking**

3.8.1 Parking on footways and verges can be a significant problem in many areas. Where such parking causes a clear obstruction to pedestrians then the Police may enforce. If however parking restrictions are in place in affected roads then the restrictions will also extend and apply to any adjacent footway or verge areas and can be enforced by the issuing of PCN's.

3.8.2 It is clear however that where footway parking has become normal practice it can lead to considerable frustration to residents and also leads to increased damage to highway verges during periods of adverse weather.

3.8.3 Areas may be covered by TRO's to prevent footway parking, however such orders require significant funding to implement and result in a considerable amount of additional signage to the area, which can increase the 'street clutter'. Other considerations with respect to the implementation of a TRO to prevent footway parking is the effect of any displaced vehicles to the immediate surrounding area, putting increased pressure on the local parking capacity.

3.8.4 Funding for the implementation of TRO's to prevent footway parking will be subject to the Council's priorities. It may however be considered that if such funding is provided in the future that it may be more appropriate to direct it towards the provision of additional physical parking measures to improve parking capacity as an alternative. The council will however continue to work with the local Police to educate motorists in these areas on the safety implications of inappropriate footway parking.

### **3.9 CPZ programme and prioritisation**

- 3.9.1 When the Council is planning a programme of Controlled Parking Zone (CPZ) introductions, it is essential that a clear set of parking policies are in place and that they are transparent to public scrutiny.
- 3.9.2 An established set of criteria (see 3.9.3) can be used to determine if an area should be considered for inclusion in a programme of CPZ implementation. Not only is it useful for budgeting and programming of workload, but also to inform residents who may be requesting prioritised parking in their area.
- 3.9.3 In recent years Torbay Council has undertaken a Bay-wide survey to identify and implement CPZ areas where residents have particular problems associated with non-residential parking. This has now been completed and requests for future CPZ's are being received and processed from Residents Groups and the Community Partnerships. The following criteria will be used to prioritise the future CPZ programme:
- Parking problems associated with commuter or non-residential parking.
  - High support from residents.
  - The extent of the problem identified.
  - The availability of alternative off-street parking.
  - The potential effect on local businesses.
  - Implementation will only proceed after public consultation and only in areas where there is support for the proposals.
- 3.9.4 Any applications for the implementation of CPZ's will be held on file, prioritised using the above criteria. Progression to consultation and implementation will be subject to the council's funding priorities.
- 3.9.5 It should be noted that CPZ's are normally introduced when residents are experiencing difficulty in parking near to their home as a result of the proximity of a commercial centre that attracts commuters, shoppers etc or a tourist attraction with little parking, rather than where residents have more cars than road space to park upon.
- 3.9.6 Please note that in a CPZ the parking bays are not numbered or allocated to a particular property, vehicles with a permit may park anywhere within the zone, not just in their own street.
- 3.9.7 Torbay Council will continue to review, maintain and enforce all existing and future CPZ's.

### **3.10 Public Consultation Policy**

3.10.1 Effective, all-inclusive public consultation and clear and transparent decision making are essential for the credibility of the CPZ programme and the local authority itself. Even the most appropriate and well designed scheme can fail if the consultation process is not carried out effectively.

3.10.2 The public consultation associated with the implementation of any TRO associated with the implementation or removal of parking restrictions will be:

1. Initial local consultation with residents and businesses within the area outlining the proposals and requesting feedback.
2. Report to Members through the Transportation Working Party (TWP).
3. Advertising of the draft traffic orders and implementation if no objections received.
4. Consideration of objections by TWP.
5. Recommendation to implement by TWP.

It should be noted that this process takes a minimum of 17 weeks to implement if no objections are received.

3.10.3 The public consultation associated with CPZs will be a four staged approach.

1. Initial, opinion survey consultation to establish areas where parking problems exist. This could be led by a community group.
2. Second consultation on detailed proposals in a proposed CPZ to establish type of operation, the area of the CPZ, the area of permit eligibility and the hours of control.
3. Report to Members through the TWP and advertising of the draft traffic orders.
4. Consideration of objections.
5. Recommendation to implement by TWP.
6. Advertise intent to implement and enforce parking restrictions
7. A review of a CPZ after twelve months of operation.

3.10.4 This approach combines the essential components for establishing the level of public support for a proposed CPZ, keeping all interested parties involved throughout the process and meeting the statutory public advertising.

- 3.10.5 Consultation leaflets will present the information neutrally in a clear and easily understood format for the introduction of CPZs. Consultation will outline the advantages **and** disadvantages of the introduction of parking controls and the cost implications.
- 3.10.6 Key to the consultation process is the transparency of the decision making process. Establishing the policy that Torbay 'will not introduce CPZ's in areas where the majority is not in favour of them' is essential in ensuring credibility and dispelling any suggestion that parking controls are being introduced only as a money raising policy. Within this context, the analysis of responses will be reported on a street by street basis.
- 3.10.7 The consultation process will be carried out on a household by household basis which is the fairest and most easily validated process for this type of consultation.
- 3.10.8 The Council will not give higher merit to comments from residents associations or petitions as it is difficult to establish if these comments are a reflective view of the association in the former instance or a true opinion based on facts in the latter instance. An individual household/business consultation ensures that everyone has an equal opportunity to express their views based on balanced and accurate information.
- 3.10.9 The results of any consultation will be publicised by the Council and a summary of the information will be made available for public scrutiny on the Council's website.

## **4.0 Controlled Parking Zones**

### **4.1 Operational Policies**

4.1.1 Within Appendix A are details of the operational policies used for the implementation of CPZs. These policies will be essential to ensure that the management of any potential CPZ's are carried out consistently and that residents understand how the CPZ will be controlled.

### **4.2 Size of a Controlled Parking Zone**

4.2.1 A CPZ can basically be defined as a group of inter-related streets which have, in the main, the same parking controls operating. The positioning of zone entry signs (Diagram 663 or its variants [TSRGD2002]) enables the Council to dispense with waiting restriction plates within the zone (unless the restrictions are different from the main zone hours).

4.2.2 CPZs can cover large areas and include numerous public facilities. This can be a valuable facility for many residents, but increases parking pressure in the popular areas, particularly near stations, hospitals and shopping centres where local residents compete with other road users for parking space. Fundamentally, the aim of most parking schemes is to help residents to park near their homes by preventing commuters from parking in the area. The size of individual zones will be limited to prevent inter-zone commuting by permit holders particularly in areas close to amenities (shopping centre, sea front etc).

4.2.3 Each CPZ will need to be appropriately signed and permits will need to be zone specific. This is usually achieved by a prefix number or letter that is printed on the permit. Within a CPZ a number of different parking provisions can be accommodated.

### **4.3 Types of parking bays**

4.3.1 The following types of parking bay can be made available in Torbay CPZs:-

- Resident permit bays
- Business permit bays
- Pay and display bays

- Shared use bays
- Disabled bays
- Loading bays

#### **4.4 Permits General**

4.4.1 One of the key elements of a parking policy is the regulation of the issue and use of parking permits. It is essential that the integrity of the parking scheme be safeguarded to ensure fairness and to maintain its benefits to genuine residents (and businesses where business permits are provided). While it will never be possible to completely eliminate fraudulent permit applications, every effort should be made to ensure that, as far as possible, permits are only issued to bona fide residents and business users.

#### **4.5 Parking across crossovers in CPZ's**

4.5.1 Within a CPZ, legislation requires that every section of kerbside space is controlled and either marked with a yellow line waiting restriction or parking place.

4.5.2 So as to maximise on street capacity and enable residents to park in front of the crossover that leads to their property Torbay Council will mark these areas as parking bays. It is general practice that the area in front of the crossover is demarcated with a white access line; this is to draw attention to those who do not reside at the property who may otherwise cause an access obstruction.

4.5.3 If a vehicle is obstructing a crossover to a property and the vehicle is displaying a valid permit no enforcement can take place however the Police can be contacted who may consider the vehicle as an obstruction and issue a Fixed Penalty Notice.

#### **4.6 Motorcycle parking**

4.6.1 The policy of Torbay Council is to exempt all motorcycles from obtaining and displaying a parking permit within CPZs. They will not be exempt from all other conditions within the CPZ's.



## **4.7 Hours of control within a CPZ**

- 4.7.1 Hours of control within CPZs, will be based upon the results of public consultation as well as the most effective enforcement hours. During the consultation period of proposed CPZs the Council will provide a selection of hours of control. These options will provide the basis for the local community to express their preference for enforcement. Consideration should also be given on the policy of enforcement for Bank and Public Holidays .

DRAFT

## **5.0 Off-Street Car Parking**

- 5.0.1 Torbay Council recognises that by providing good value, attractive and safe off street parking it will contribute towards effective traffic management, economic growth and provide improved access to many members of the community.
- 5.0.2 Torbay Council will continue to work with the British Parking Association in order to gain “Park Mark” awards for as many of its car parks as practically possible, subject to Council funding. The following outline policies have been developed to ensure that the provision of off-street parking complements the provision of on-street parking in order to reduce congestion, allow safe parking and to allow local businesses to flourish.
- 5.0.3 Improved signage to all Council car parks will be provided from the principal highway network. For town centre car parks variable message signs have been will be introduced which show the number of spaces provided or whether a car park is open or closed. Improved signing promotes the use of town centre car parks and by providing real-time information to drivers reduces the amount of unnecessary journeys which in turn reduces journey times and congestion. Within Council car parks improved signing will be provided so that visitors can more easily locate local attractions and facilities.

### **5.1 Car Park Charging**

- 5.1.1 The level of car park charges will be reviewed annually through the budget process and if changes are required will be approved by the Executive Lead for Finance and the Section 151 Officer for Finance, however, the charges will be in line with the following two designations. These designations have been developed in order to assist the public in choosing specific car parks to use.
- 5.1.2 **Short Stay Car Parks:** Defined as sites where stays of over 3 hours are to be discouraged in order to create a turnover of available spaces. Primarily designed for the use of shoppers.

5.1.3 **Long Stay Car Parks:** Whilst allowing short stay parking, these would also allow vehicles to park for longer. Primarily aimed at commuters and permit holders.

5.1.4 The Council will provide parking permits at a concessionary rate to encourage the use of off street parking when compared to the standard daily parking charge.

## **5.2 Off Street Disabled Parking**

5.2.1 Off street parking provisions for disabled drivers will be provided by Torbay Council in all car parks. They will be located within the most easily accessible locations within the car parks and designed to assist ease of mobility.

5.2.2 The charging policy for use of the Council's car parks by blue badge holders is that they will be subject to the standard daily parking tariff however an annual parking permit will be available to purchase at a huge discount subject to a necessary criteria including receipt of mobility benefit.

## **5.3 Parking Near Schools**

5.3.1 In order to promote the Council's safer journeys to school policy and to encourage parents to park away from school gates, free parking at school start and finish times will be permitted in a number of car parks. The car parks and the periods applicable is listed in Appendix C have been identified as "park and stride" car parks.

## **5.4 Council Staff Parking**

5.4.1 Issues in relation to staff parking forms part of the Council's Staff Travel Plan which encourages the use of sustainable transport as a method to get to work.

## **5.5 Seasonal Parking Charges**

5.5.1 In order to allow local residents to enjoy the natural environment that Torbay has to offer and to promote healthy living the car parks listed in

Appendix D shall offer reduced car parking charges in the winter months between November and March.

DRAFT

## **6.0 Enforcement**

- 6.0.1 The Council issue Penalty Charge Notices as laid down in the Traffic Management Act 2004.
- 6.0.2 Torbay Council will develop its enforcement policy in line with compliance of the parking restrictions. However the minimum levels of enforcement will follow the general criteria:
- Town centre areas: Continuous enforcement.
  - CPZ's and bus routes: Daily
  - Other Areas: Weekly

### **6.1 Notice processing**

- 6.1.1 Staff dealing with correspondence and representations will follow procedures, which are laid down in the Traffic Management Act 2004, guidance issued by the Secretary of State and also by the Traffic Penalty Tribunal (the tribunal body which hears formal appeals).
- 6.1.2 In respect of the CPE process the Parking Service staff are required to have detailed legislative knowledge and must be aware of policy guidance from all of the relevant bodies, as well as being up to date with changing requirements and the Council's own parking policies.
- 6.1.3 It should be borne in mind that, in considering challenges and representations and evidence provided to support mitigating circumstances against parking tickets, Parking Services staff or the impartial adjudicator, act in a quasi-judicial role and are required to make a balanced decision based on their knowledge and experience. In view of this, Members will not be permitted to make representations to the appeals process on behalf of any individual and will only be permitted to advise individuals on the parking appeals process.

### **6.2 Enforcement outside Schools**

- 6.2.1 In order to complement the significant work carried out in Torbay as part of its safer journeys to school programme, enforcement will be carried out outside schools to a high level. All schools will be visited by Civil Enforcement Officers and/or the CCTV enforcement vehicle at a frequency

agreed by the Council's Parking Operations and Road Safety Teams, and the Police.

### **6.3 Requests for Enforcement**

6.3.1 At times, requests from the public, police or other Council services may be made for immediate enforcement to an area or for long term increased levels of enforcement. The Council will provide mobile enforcement services and will attend requests from the public only if resources allow. Long term increased levels of enforcement will be considered on an annual basis.

6.3.2 Enforcement will be conducted in a fair and proportionate manner, individual vehicles will not be targeted, however areas of highway where continued non-compliance is reported will be subjected to increased patrols.

### **6.4 Wheel Clamping and Vehicle Removals**

6.4.1 Torbay Council has powers as laid down in the Traffic Management Act 2004 for wheel clamping and vehicle removals. The Council will only use these powers where vehicles repeatedly break parking restrictions and the payment for outstanding penalty charge notices cannot be collected or where there is a suspension of parking for an event or other activity and there is a need for the vehicle to be removed.

### **6.5 Dispensations, Exemptions and Waivers**

6.5.1 **Health Emergency Badge Scheme:** Introduced as a pilot in April 2006, this scheme offers dispensation to workers within the healthcare industry operating within Torbay. Applicable workers include; midwives, district nurses, pharmacists, carers who provide services essential to those in their own homes.. The badge allows parking on a yellow line restriction for up to 1 hour providing there is no loading/unloading ban in place and also an extra hour in limited waiting areas. These permits are only issued to organisations who apply on behalf of their staff and meet the Council's qualifying criteria.

- 6.5.2 **Diplomatic registered vehicles:-** It is not expected that there will be a significant number of diplomatic vehicles within Torbay but in accordance with article 31.1 of the Vienna Convention on Diplomatic Relations any D, X or personalised diplomatic registration plated vehicles will not be clamped or removed. The Council will exercise its powers to issue a PCN to any illegally parked diplomatic vehicle but, in the event of a PCN remaining unpaid, it will not progress the PCN but pass the information to the Foreign and Commonwealth Office.
- 6.5.3 **Crown and visiting forces:-** Torbay Council will not subject liveried vehicles used by Her Majesty's army, navy or air forces or vehicles used by visiting armed forces to parking controls within the district of Torbay.
- 6.5.4 **Waivers:-** A parking waiver can be issued to allow people to carry out work or services to premises in Torbay, where constant access to the vehicle is required e.g. contractors, glaziers, house removal companies, wedding cars, funeral vehicles etc. Local restrictions may apply which affect the adjacency of the vehicle to the premises. Parking waivers do not allow parking in bus stops or taxi ranks, disabled bays or where a loading ban applies.

## 6.6 **Loading**

- 6.6.1 Within the Traffic Regulation Orders for Torbay there are exemptions for loading and unloading in areas where "no waiting at any time" restrictions exist. The exemption states it is not unlawful for a vehicle to wait for a period of not more than 20 minutes in the same place to enable goods to be loaded on or unloaded from the vehicle. For vehicles to be exempt from enforcement of waiting restriction the activity of loading/unloading vehicle must be seen to be continuously loading and unloading and not for a period of greater than 20 minutes. Torbay Council will determine continuous loading to be when activity within the vehicle is seen to take place by the Civil Enforcement Officer during an a observation period of no less than 5 minutes.. If vehicles are seen to be loading continuously for a period of greater than 20 minutes then some discretion will be used if it is obvious that it would not be physically possible to unload the goods in that time. However, for long periods of loading such as house moving etc, then the policy regarding the issue of waivers would apply.

## **Appendix A – CPZ Operational Policies**

### **A1 Eligibility criteria for permits**

A1.1 It is the intention of any parking permit scheme to ensure that resident parking permits are only available for genuine residents who live within the zone or a resident living in properties bordering the zone and these properties are named in the final Schedule of the relevant Traffic Regulation Order. For the purpose of this document and other documents relating to Controlled Parking Zones a resident/applicant is classed as anyone whose property is named in the final Schedule of the relevant Traffic Regulation Order for the zone. Similarly, business permits are only available for local businesses that use and keep a vehicle. Therefore, before being issued with permits, applicants must meet criteria that satisfy the Council that they are bona fide and the vehicle for which they seek a permit is owned or kept by themselves, for their use. To this aim criteria must be set to ensure that :-

- The applicant's address on the application form must be the applicant's sole or main address and is named in the final Schedule of the relevant Traffic Regulation Order for the zone
- A minimum period must be spent at this address to qualify as a resident e.g. the applicant must spend at least 4 days and nights living and sleeping at the address for a minimum period of 13 consecutive weeks
- Full council tax must be paid on the property i.e. no discount for a second home
- The applicant must be the registered keeper of the vehicle or in the case of a company vehicle, have exclusive use of the vehicle
- The business is bona fide and within the controlled area
- The vehicle registration document must be in the name and address of the applicant within the CPZ

### **A2 Acceptable items for proof of residence**

The following documentation will be needed to prove that criteria are met.

- Council or Housing Trust rent book
- Flat or house contents insurance
- Benefits or pension book



- Aliens registration card
- Firearms certificate (this may seem an unlikely inclusion but is one of the most robust proofs as it is issued by the Police after personal inspection of the property)
- Tenancy agreement - not hand-written and valid for the full life of the permit
- Current Council tax bill – not discounted as a second or holiday home

In addition to acceptable proof(s) of residence, a V5c vehicle registration document and a current driving licence is required which documents must show the name of the applicant and the correct address.

It is prudent to accept that, very occasionally, a genuine resident may not be able to provide all the items of proof of residence required by the criteria. In these cases the applicant will be refused a permit or asked to provide a signed proof of residence letter from a Councillor or a professionally qualified person.

There will be scenarios where other applicants, such as nannies or chauffeurs, will request permits and these should be considered and accepted if it can be proved that they work at a residential location full time.

### **A3 Eligibility criteria for business permits**

- The business address must be a property named in the final schedule of the relevant Traffic Regulation Order.
- Proof of business rate payment is supplied
- Payment is made by the company with no personal payments being accepted
- Vehicle registration document or hire or leasing agreement

### **A4 Number of permits issued**

Torbay Council will initially limit the number of permits issued to two per household and business address, this will be subject to the outcome of consultation at each CPZ. The area outlined within the final schedule of the relevant Traffic Regulation order will also be reviewed and can be altered in order to balance the demand for spaces for roads within the CPZ.

**A5 Charge for second and subsequent permits per household**

Torbay Council may make higher charges for second and subsequent permits. Demand for available space will again be monitored and Torbay Council may introduce extra charges if the number of spaces becomes limited.

**A6 Foreign registered vehicles**

The DVLA regulations stipulate that a foreign registered vehicle should be re-registered if it is to stay for longer than 6 months in this country.

Permit applications for foreign registered vehicles will only be issued with a maximum 6-month period. These permits would not be renewable and no further permits would be issued for the vehicle unless it was re-registered in the UK.

**A7 Second Homes**

For second homes the owners may apply for Visitor permits up to a maximum of 365 permits per year upon completion of the application form and payment of the appropriate fee

**A8 Holiday Accommodation, Guest Houses/Hotels**

For visitors staying in either guest houses or holiday accommodation the Council will issue to the owners of the properties upon completion of the relevant application form and the appropriate fee.

Guest Houses/Hotels – a maximum of 250 per letting room per year

Holiday Accommodation – a maximum of 365 per year

**A9 Permit renewals**

Permit holders wishing to renew their permits will be required to produce proof of ownership and residence (as outlined in the criteria proofs of this report) to verify that they continue to be the registered keeper of the vehicle and that they continue to reside within the area specified within the relevant Traffic Regulation Order. If residents change vehicles during the permit period they must apply for a new permit to be issued against the new vehicle.

## **A10 Non vehicle-specific permits**

A very small number of residents may have difficulty in meeting the criteria for a resident permit because they are provided with a pool car that changes frequently. It would be impractical to expect them to surrender their permit and be issued with a replacement each time the vehicle changes.

On these occasions a non-vehicle specific permit will be issued if the resident can provide proof that, as part of their business, they need to use various vehicles or are provided with pool cars.

It is essential that the resident meets the full residential criteria to obtain this permit and must be clearly stated that any abuse of the permit will result in its instant withdrawal.

## **A11 Oversized vehicles**

Vehicles are required to park within the parking bay markings to avoid being issued with a PCN. Consideration of defining the size/length/height of a residential vehicle is advantageous as it will allow some control of the 'white van man' who runs a business from home or stretch limousines or the oddity like a tank or armoured vehicle being claimed as a residents vehicle.

The most common measurements used are; height not exceeding six feet ten inches (208.28 cm) and length not exceeding eighteen feet (548.64 cm). A weight restriction is usually written into a traffic order although it is almost impossible for a Civil Enforcement Officer to visually assess the weight of a vehicle when parked on-street.

It is likely that a similar view will be taken on applications for business permits although this will depend on individual cases and specific design criteria for the area. Consideration may be given to areas in specific zones where parking a vehicle whose dimensions are slightly over the above will be permitted to park in specific bays only. The design criteria and the environment for the residents will be taken into consideration.

## **A12 Temporary cover**

For a resident who does not normally run a car but wants to hire a vehicle for a limited period additional residents' visitor permits will be provided upon inspection of the hiring agreement for which a charge will be made.

## **A13 Visitor Parking**

Visitors to CPZ's will be required to display a visitor permit if they wish to park during the enforcement period of the CPZ. Visitor permits will be available to purchase direct from Parking Services and will only be available to residents. A maximum of 100 passes a year will be provided to each household.

## **A14 Parking charges**

The cost of a parking permit must reflect the overheads of enforcement and administration. These issues have been considered by Torbay Council and the following charges will apply:

Annual resident permit	£30
2 <sup>nd</sup> and subsequent annual resident permit	£30
One day visitor permit (book of 10)	£10
Essential visitor permit	£30
Annual business permit	£100
2 <sup>nd</sup> Annual business permit	£100

These charges will be reviewed on an annual basis

## **A15 Eligibility criteria for essential visitor permits**

- to care for an ailing elderly individual or disabled person within the CPZ
- where a health and emergency care workers badge is not sufficient to attend to a residents health care needs
- evidence will need to be health care professionals, proof of benefits etc.

## **Appendix B**

### **Criteria for the consideration of Waiting Restrictions on the Public Highway**

1. In general, waiting restrictions (double and single yellow lines) should only be considered for the benefit of all road users in order to promote road safety and the free passage of vehicles.
2. Restrictions should only be considered where displaced parking will not cause additional parking problems in adjoining roads.
3. Restrictions should not be considered in isolated areas where enforcement would be difficult.
4. **Appropriate use of restrictions:**
  - a) Parking at major junctions causing hazards and where visibility is continually obstructed.
  - b) Collision risk due to parking on busy narrow roads, subject to width of road.
  - c) Parking obstructing access for emergency vehicles (i.e. private residential homes and old people's flats, etc).
  - d) Serious obstructions to through traffic on major routes.
  - e) To prevent danger to pedestrians.
  - f) At a location where there are parking related accidents.
5. **Inappropriate use of restrictions:**
  - a) Where parking obstructs a view from a property or noise associated with parking.
  - b). Parking obstructing access to private property.
  - c) At minor and residential road junctions.
  - d) Turning areas in residential cul-de-sacs.

#### **Note: (Highway Code Regulations)**

“DO NOT park your vehicle or trailer on the road where it would endanger, inconvenience or obstruct pedestrians or other road users. For example, do not stop” -

- a) on a footpath or pavement
- b) near a school entrance
- c) at or near a bus stop or taxi rank
- d) opposite or within 10 metres of a junction
- e) at a lowered kerb to help wheelchair users
- f) in front of entrance to a property
- g) anywhere that would prevent access for Emergency Services

6. **Limited Waiting Restrictions (white bay markings)**

- a) Can be considered to provide short-term parking for shoppers and visitors, provided that such parking will not cause obstructions to pedestrians, private accesses, traffic or impair visibility.
- b) Alterations to the timing of Limited Waiting Restrictions will be considered if they are believed to benefit residents and businesses.

7.

**Removal of Restrictions**

Requests for removal of existing restrictions will only be considered if allowing parking does not:

- a) Cause obstruction to the highway.
- b) Restrict the flow of traffic so as to cause congestion, particularly on main routes or bus routes.
- c) Affect Emergency Services.
- d) Cause a danger to other road users.

8.

**Residents Parking**

Residents Parking Schemes will only be considered in recognised Controlled Parking Zones.

### ***Appendix C – Park & Stride Car Parks***

- Hampton Avenue
- Lymington Road Coach Station
- Torre Valley
- Churchward Road
- Station Lane

### ***Appendix D – Seasonal Parking Car Parks***

- Kilmore (Torquay)
- Shedden Hill (Torquay)
- Torre Valley (Torquay)
- Meadfoot Beach (Torquay)
- Broadsands (Paignton)
- Quaywest (Paignton)
- Roundham (Paignton)
- Cliff Park Road (Paignton)
- Broadsands (Paignton)
- Breakwater (Brixham)
- Shoalstone (Brixham)

## ***Appendix - E***

### **Waivers (Also known as Dispensations)**

The Council has the authority to issue a waiver which will allow a vehicle to park on a yellow line or in a parking bay for a specified period of time, where the normal 20 minute loading period would be inadequate, and the vehicle is required for carrying out works.

The Council is entitled to charge for waivers.

The waiver is issued to allow people to carry out works where their vehicle will be required i.e. where constant access to tools or materials in the vehicle is needed such as carpet fitter where carpets are stored, or a glazier where glass is stored. The waiver is not intended for those who will not require constant access to their vehicle, such as a labourer who will work on site but not require bulky tools or raw materials from the vehicle. This type of person should seek to drop off tools and then park legally. Waivers are usually only issued to vehicles of transit size or over.

It should be noted that on most yellow line restrictions a person is allowed to load or unload for a time of 20 minutes, without the need for a waiver, providing the loading/unloading is continuous. Continuous is assumed to be where loading/unloading is observed during a 5 minutes observation period of the vehicle.

#### **Procedure and Conditions for Obtaining a Waiver**

- 1) An application form can be completed and debit/credit card payment made on-line at any time of day. A minimum of one working day's notice (Monday-Friday) is required and must be submitted by 16:00.
- 2) An application form for a waiver can be obtained from the Connections office in Torquay, Paignton or Brixham, from the Council's web site [www.torbay.gov.uk](http://www.torbay.gov.uk) or from [parking@torbay.gov.uk](mailto:parking@torbay.gov.uk). When completed this should be submitted, with payment, at least 48 hours before the waiver is required.
- 3) The waiver will be sent via email and must be printed.
- 4) The waiver must be displayed in the front windscreen of the vehicle for which it was issued, at all times it is parked on the restriction, so that the details of the vehicle, the location it can be parked at, the time and date are clearly visible to the parking attendant.
- 5) Evidence must be produced at the time of the application that the vehicle needs to be parked at the location stated.
- 6) The cost of a waiver is £10 per first day, £5 for each subsequent day up to £25 per week, payable in advance of it being issued.
- 7) The vehicle is only permitted to park at or as near to the address stated but it does not guarantee a parking space outside of any building. When it is not suitable to park at a particular location the waiver may be granted for the nearest suitable location.



- 8) The vehicle should not cause an obstruction to other road users or pedestrians.
- 9) Materials or goods must not be deposited on the footway or carriageway (except at the rear of the vehicle).
- 10) The waiver will be invalid if changed or altered in any way.
- 11) A waiver is only valid for the vehicle for which it is issued. If you need to use a different vehicle to the one stated on the waiver it should be returned to the Council and a replacement will be issued free of charge.
- 12) The vehicle must be moved on the instructions of a police officer, civil enforcement officer or other council officer.
- 13) A Penalty Charge Notice will be issued where the terms of the waiver are not complied with.
- 13) No refunds will be given for days not used.

### ***Appendix F – Glossary of Acronyms***

CPZ	Controlled Parking Zones
CPE	Civil Parking Enforcement
HGV	Heavy Goods Vehicle
PCN	Penalty Charge Notice
TRO	Traffic Regulation Order
TSRGD	Traffic Signs Regulations General Directive

## **Appendix G – On Street Pay and Display areas**

### **Location**

#### **Torquay**

#### **No. of spaces**

Abbey Road	37
Babbacombe Road	25
Castle Road near Castle Circus	8
Lymington Road outside Library	8
Lymington Road by Upton Park	37
Magdalene Road	34
Market Street	18
Parkhill Road by Rainbow Funhouse	5
Pimlico	3
Rock Walk	41
The Terrace	13
Torre Abbey Meadow and Sands	56
Torwood Gardens Road	25
Torwood Street	28
Union Street by Court House	36

#### **Paignton**

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	44
Torquay Road by Post Office	10



Briefing Report No: \_\_\_\_\_ Public Agenda Item: **Yes**

Title: **Annual Parking Report 2011/2012**

Wards Affected: **All Wards in Torbay**

To: **Transport Working Party** On: **25th October 2012**

Contact Officer: **Richard Brown, Service Manager**

☎ Telephone: **(01803) 207674**

✉ E.mail: **Richard.brown@torbay.gov.uk**

---

## **1. Key points and Summary**

- 1.1 This is the fourth year Local Authorities have had a statutory responsibility for the production of the Annual Parking Report following the introduction of the Traffic Management Act 2004 which came into force on 31 March 2008.
- 1.2 The report provides information about the Parking Services provided by the Council, giving statistics relating to all areas of the service as well as details of service achievements throughout the year and future initiatives.
- 1.3 Limited guidance has been given by the Secretary of State for Transport as to the content of the report which has allowed local authorities the flexibility to include information that is specific to their services and local objectives.
- 1.4 Once the attached 2011/2012 Annual Parking Report has been presented to the Council it will be made available to the general public with a copy provided for the Department of the Secretary of State for Transport.
- 1.5 2009/2010's Torbay Annual Parking Report was short listed within the top five reports for the award for the Best Annual Parking Report.

## **2. Introduction**

- 2.1 The Torbay Annual Parking Report 2011/12 is attached (Appendix 1) for the attention of the Council prior to public circulation.
- 2.2 The report provides information about Torbay Parking Services in relation to income, services provided and statistics.

**Appendices**

Appendix 1 Torbay Annual Parking Report 2011/12

**Documents available in members' rooms**

None

**Background Papers:**

The following documents/files were used to compile this report:

Torbay Local Transport

Parking Strategy 2

Statutory Guidance issued February 2008

Operational Guidance issued March 2008



September 2012

# Parking Annual Report

2011/2012

Introduction by Robert Excell .....	3
<b>Chapter 1</b> - About Torbay.....	4
<b>Chapter 2</b> - Objectives .....	5
<b>Chapter 3</b> - Parking provision .....	7
<b>Chapter 4</b> - Partnerships .....	13
<b>Chapter 5</b> - Parking Promotions .....	15
<b>Chapter 6</b> - Events .....	17
<b>Chapter 7</b> - Parking Enforcement Service .....	19
<b>Chapter 8</b> - Parking Administration Service.....	22
<b>Chapter 9</b> - Abandoned Vehicles.....	24
<b>Chapter 10</b> - Dispensations .....	26
<b>Chapter 11</b> - Customer Service Plans for 2012/13.....	27
<b>Chapter 12</b> - End of Year Accounts .....	29
<b>Appendices</b> .....	31

---

This document can be made available in other formats. Please telephone 01803 207690.

## Introduction from Councillor Robert Excell



Welcome to Torbay Council's fourth parking services annual report, which summarises the parking and traffic enforcement conducted by the council in 2011/2012, and provides details of activities, enforcement and accounts.

The economic downturn continues to pose a challenge to providers of parking services as demand for products and services directly affects parking demand, and the sensitivity of people to parking charges. Over the past year to mitigate the impact of parking charges the Council has operated a number of parking promotions to assist the town centres in the quiet winter months and in partnership with Brixham Chamber of Trade offer a parking refund scheme to customers in Brixham shops which are part of the scheme. We have also introduced a new tariff where we have reduced medium term parking charges to encourage shoppers to stay longer in the town centres. In March 2012 Members at our Transport Working Party approved a number of on street pay and display areas to create turnover in key areas near the towns which offers 4 hours parking for just £1.

All pay and display car parks now have the quality 'Parkmark' award which is provided by the British Parking Association in partnership with the Police considering safety, design, customer service, management regime. Very few local authorities in the country are able to obtain awards for all their pay and display car parks so I am most pleased with the Parking Teams success.

I have spent much time with Community Partnerships and local business groups to discuss parking and the provision of parking in Torbay. As a result the Councils Parking Policy is due to be updated next financial year with my input and to investigate pay on exit parking at a number of car parks.

Furthermore during this year we have restructured Council Officer roles bringing Public Transport and Parking together to offer a more rounded and experienced Transport Team.

Finally I hope you find this report informative and look forward to receiving any feedback you may have by emailing [parking@torbay.gov.uk](mailto:parking@torbay.gov.uk)

# Chapter 1

## About Torbay

# Chapter 1

## About Torbay



Torbay is often referred to as the English Riviera and is a popular tourist destination in South Devon. Situated 16 miles south of Exeter on the A380 and consists of three towns, Torquay, Paignton and Brixham. Torquay's population of 63,998 during the 2001 UK Census made it the third largest settlement in Devon, with Paignton a population of 48,251 and 17,395 residing in Brixham. If the Torbay area, of which Torquay forms a third, were to be recognised as a city, it would rank as the 45th largest city in the United Kingdom with a population only slightly less than that of Brighton, which was granted city status in 2000. During the peak summer season the resort's population swells to around 200,000.

Throughout Torbay car ownership is average when compared to the whole country with 26.79% of households not having access to a vehicle.

Torbay is famous as the birthplace and home to Agatha Christie the famous novelist. However most recently famous as the location for the documentary on Channel Four 'The Hotel'. Torbay has beautiful bathing waters boasting a massive 7 blue flag beach awards. It also has a lot to offer sailors with Torbays sheltered Bay.

Parking is therefore important to both the huge numbers of visitors and those lucky people that reside in Torbay.





# Chapter 2

## Objectives



### Parking Provision

Parking provision and management is a key element of the Torbay Local Transport Plan, that

- Provides access to town centre areas to support the local economy
- Provides support to traders at off peak trade times by reduced parking charges and parking promotions
- Provides access to amenity areas and reacts to seasonal demand
- Provides parking for residents within controlled parking zones
- Provides a balance of long and short stay parking
- Provides dispensations to contractors to park conveniently for access to tools
- Provides discounted parking permits for regular customers
- Provides dispensations for health care workers
- Provides areas for effective loading and unloading for businesses
- Provides designated parking bays for specific vehicles, e.g. coaches
- Provides a variety of disabled bays in convenient areas for blue badge holders

Torbay Council aims to provide car parks that are clean, well lit, have working lifts in multi storey car



parks, invest in new equipment and are always striving to improve customer satisfaction.

### Parking Enforcement

Torbay Council under the Traffic Management Act 2004 have been enforcing the parking regulations in Torbay for many years by using an in house service.

The objectives for parking enforcement have focused on removing congestion and creating a safe environment for pedestrians and motorists.

# Chapter 2

## Objectives

Priority for enforcement has been given to:-

1. Control of parking locations and time restrictions where traffic congestion and delays, especially to emergency vehicles, would restrict traffic flow, hinder access and reduce road safety.
2. Ensuring that parking places are used as appropriate, particularly with respect to short stay parking bays and pay and display spaces within the town centre, blue badge holder spaces, taxi ranks, loading bays, etc.
3. Supporting the free flow of public transport.

The manner in which enforcement of parking regulations in Torbay is undertaken has been

identified as having a high impact on the local economy and the overall image and perception of the Council and Torbay. Therefore overall it was felt that an in house service could meet these needs more than a privately contracted out service.

Torbay Council believes that public confidence in the delivery of a fair and appropriate parking enforcement service, with clearly stated objectives and outcomes, is critical to its success. Also that the public recognise that it is in their own benefit to ensure parking areas are provided for all and town centre pedestrianised areas are protected from vehicles accessing it at unauthorised times.



# Chapter 3

## Parking Provision



### On Street Pay and Display Parking

On street parking charging 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*	37
Magdalene Road*	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.

\* Commuter charges

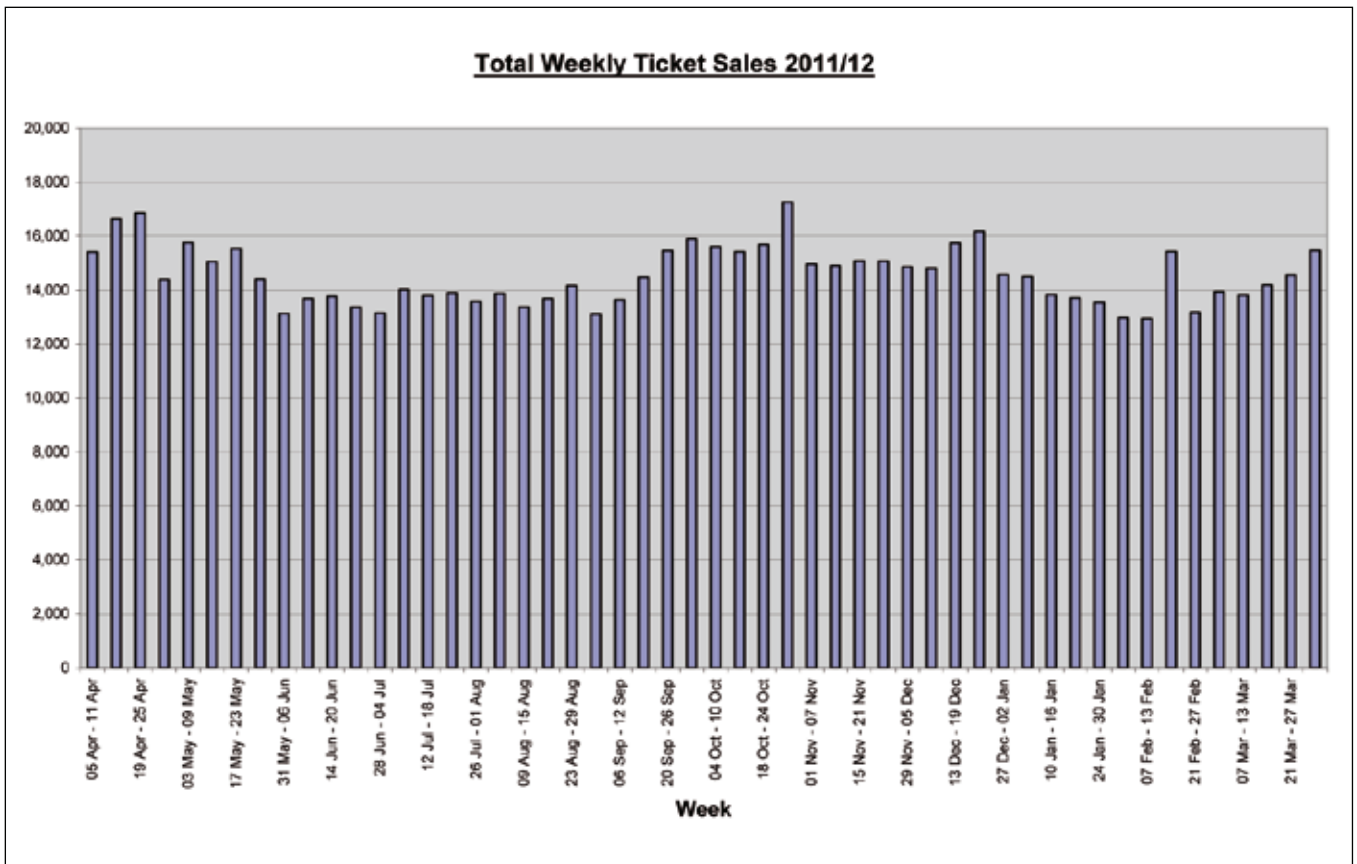
# Chapter 3

## Parking Provision

### 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

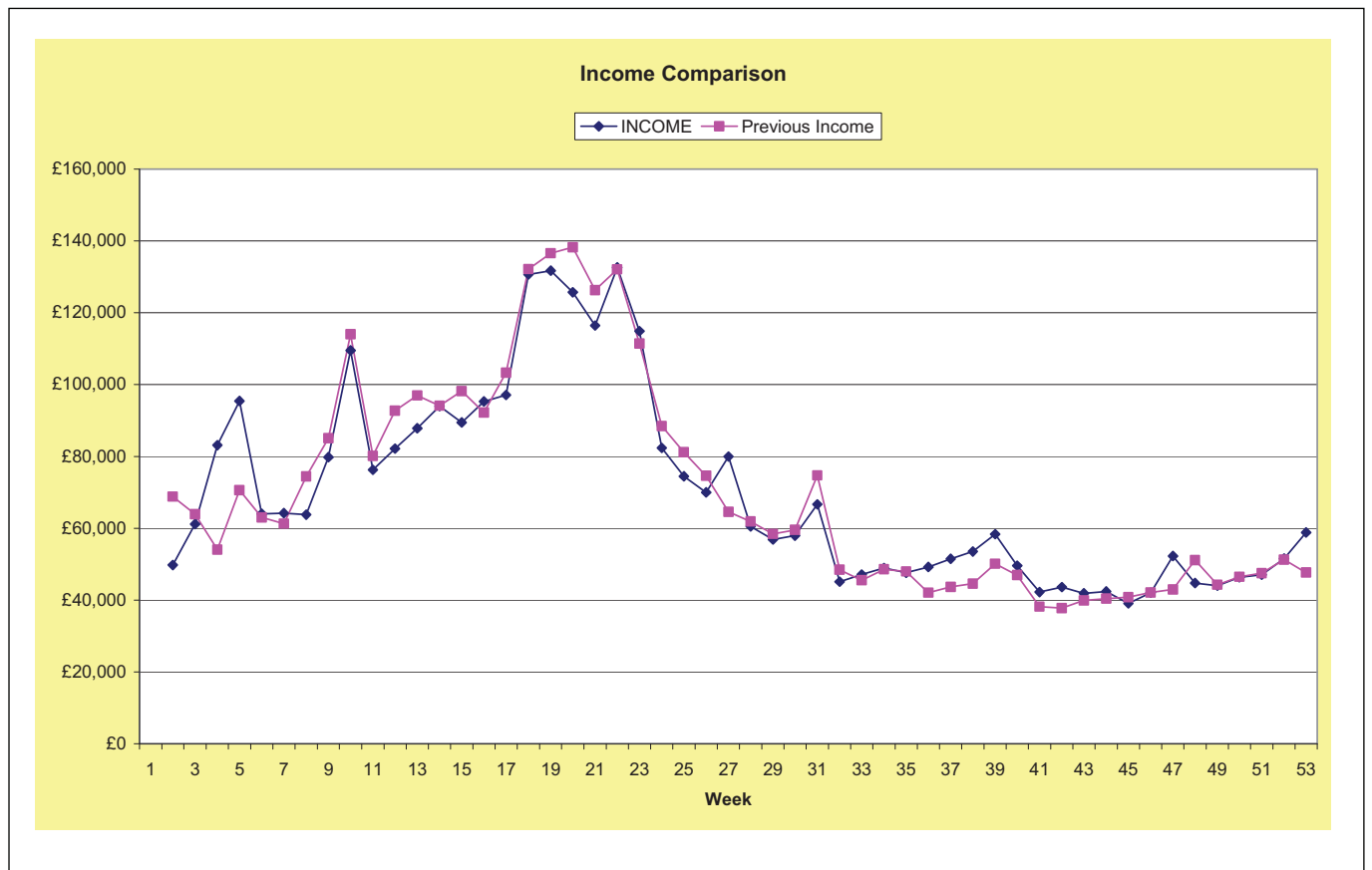
This year Torbay Council has sold a total of 758,652 tickets at these locations from a total of 96 on street pay and display machines.



### 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.

The table below shows the annual ticket sales in all off street car parks in Torbay.



# Chapter 3

## Parking Provision

### Torbay Council Car Parks Overview

#### 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	✓	✗
Kilmorrie	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	✓	✗



Union Square  
Car Park



Breakwater  
Car Park

# Chapter 3

## Parking Provision

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.





# Chapter 4 Partnerships



Torbay has many partnership groups covering all the wards across Torbay including Chamber of Trades, Ward Partnerships, Private Companies and even groups such as retail user groups. Parking interfaces with many groups to ensure a fair and good service provision to all those in the community.

### **Tor2 Torbay Council's Joint Venture Company with May Gurney**

In July 2010 a new company was created by Torbay Council in partnership with May Gurney following a long tender process for the provision of waste services, street services, grounds maintenance and various building projects. Within parking Torbay Council work closely with them to ensure car parks are cleaned to a good standard and presented well to the public. Also in other areas of their work such as ensuring recycling vehicles can access residential areas on waste collection days.

### **Torbay Town Centres Company**

In January 2010 Torbay Town Centres Company was created through the set up of BID in Torquay whereby traders within a specific area pay into the company for the provision of additional services in that specific area to encourage additional trade. This can be improved street lighting, cleansing and even events to create large footfall. In 2011



Paignton also set up its own BID area for the same reasons.

### **English Riviera Tourism Company**

Over the past few years has seen the creation of a wholly owned Council



company to manage tourism in the area with its own Board of Directors and Chief Executive. Their key purpose to encourage and develop tourism to particularly market Torbay to a wider audience. Through their management of the Visitor Information Centres they sell most of the discounted weekly car parking permits to visitors and we work closely with them supporting events.

### **Community/Voluntary Groups**

There are a number of Community Groups in Torbay which are well supported and Torbay

# Chapter 4

## Partnerships

Council attend regularly to provide support, information and answer queries on parking issues. These are:

- Torquay, Paignton, Brixham Chamber of Trade
- Brixham Town Council
- Community Partnerships
- Public Safety Advisory Group
- Street Pastors
- Beach Hut User Groups
- Federation of Small Businesses

### British Parking Association

Torbay Council is well represented at British Parking Association Meetings with a Group Manager from Torbay attending as Chairman. Torbay Council also host quarterly Car Park Managers meetings for all the authorities in Devon, Cornwall and South Somerset represented. This ensures that Torbay is at the centre of the parking industry ensuring Torbay Council is regularly updated on new schemes, innovations etc.

Torbay Council actively promote the Parkmark scheme throughout the local authority and all fee paying car parks hold such an award, 36 in total.

### Disabled Groups

Torbay Council actively promotes mobility schemes and within two main car parks provides access to mobility scooters for hire and volunteers who advise the disabled on parking in and around Torbay. Torbay Council provides more disabled parking bays where off street car parks are relined and in conjunction with the Highways Team ensure any new parking schemes on street provide extra disabled parking.

The Blue Badge scheme is a national parking concession for people with mobility difficulties who are either drivers or passengers. The Torbay Care Trust are responsible for the processing of these Blue Badges.

There are dedicated disabled bays both on the streets of Torbay and in Torbay Council car parks.



Blue Badge holders are able to park in the pay and display bays on street without payment provide they clearly display their Blue Badge. In the car parks for Blue Badge Holders who have severe mobility problems and are in receipt of the mobility component of Disability Living Allowance, Torbay Council offer a permit for only £20 to park free of charge in the car parks. The Parking administration team are responsible for the processing of these applications. In many off street car parks Torbay Council are now providing more disabled spaces and aim for a 3% of the total car park capacity for disabled bays. These are located in prime spots in car parks to assist with mobility issues.

### DVLA

During the year Civil Enforcement Officers commenced issuing DVLA warning notices which are known as CLE 2/7 notices. These are issued to vehicles which are not displaying a valid excise duty.

The resulting action includes fines issued to the registered keeper and in some cases vehicles are clamped and removed by the DVLA who have these legislative powers to deal with unlicensed vehicles.

# Chapter 5

## Parking Promotions



Torbay Council recognises that due to the current economic downturn its essential that the local economy is supported where possible by offering cheaper parking charges. These have been as follows:

### April 2011

As per previous years the Council offered all weekend parking for £1 from Friday 6pm to Monday at 10am. One ticket purchased from any car park could be used all weekend in any other car park. This was very successful as this included the busy Easter weekend to which visitors took advantage of.

**Tickets sold = 33,500**

### Christmas 2011

Torquay, Paignton, Brixham – free parking on late night shopping evenings to ensure local residents stay in Torbay to shop. Free parking also on the various Christmas Light Switch on events which took place across the three towns. These consisted of large scale events with live music with 'X Factor' finalists and fire work displays. To coincide with these promotions the



Town Centres Company co-ordinated marketing initiatives with local traders to encourage more footfall in the towns.

Many car parks were full on these occasions.

### January to March 2012 Winter Tariff

Due to the very mild winter weather it was identified that there were increasing users of car parks near beaches and amenity areas. In one car park in particular in Torquay (Shedden Hill) it was requested by traders to be considered for cheaper all day parking as it was close to the Town Centre. An all day charge of £1.50 was implemented in a number of car parks including Shedden Hill for three months leading up to Easter.

**Tickets sold = 7012**

### February 2012 Noon To Midnight £1 Saturdays

As the economic down turn continued to increase local community groups and traders asked the Council to consider options for off peak trading times and reduced parking charges. As a result the Council implemented in all car parks where there were no existing promotions running, the £1 tariff operated from Noon and to Midnight including the night time economy. It was felt to exclude commuters from this promotion as there was a concern too many would take advantage of it occupying spaces for shoppers.

# Chapter 5

## Parking Promotions

### March 2012 £1 all day Saturday

During the Noon to Midnight promotion in February it was evident not enough footfall was being created despite the promotion. The Council in consulting with traders decided to extend this to £1 all day on Saturday and additional promotional activity took place to encourage locals to support their local shops.

**Tickets sold February and March = 80,000**

The Council is continuing to constantly review its parking charges and implement parking promotions when necessary to support footfall in town centre areas and have plans to team up with local press in the future to ensure more marketing of these initiatives.



## Chapter 6

### Events



In April 2011 following a restructure of Parking Services, the Events Team became part of the Parking Team as it was a clear there was a link between them both in terms of impact on the local economy and traffic management.

This close working relationship has developed more fully during the year 2012/13 and more information will be available in next years annual report but will include Radio One and the Olympic Torch visiting Torbay.

The Parking Team supports a wide range of events which take place in Torbay on or adjacent to the highway. These range from a community street party through to nationally funded charity events covering many roads. Torbay Council have a dedicated staff who co-ordinate all requests and enquiries regarding events. Liaison is with a range of people from National Charity Fundraising Managers, through to local voluntary groups.

The team also provides guidance to internal departments, regarding legal compliance when organising road closures, suspending parking restrictions and writing legal orders to close roads. There are some significant local events which not only increase footfall to the Bay but bring the community together, e.g Carnivals, Fairgrounds, Regattas, Street Parties.

During this year the Royal Wedding in April 2011

saw a huge number of requests for Street Parties. Torbay Council assisted in facilitating 14 in total. In some cases implementing road closures for residents who could not provide their own signs etc. The event clearly brought the whole country together.

Our day to day work regarding events includes in particular parking suspensions which for example are organised for regular markets, carnivals.

In previous years Devon and Cornwall Police would organise traffic management for event organisers and implement road closures but due to recent changes in the Force they announced they would no longer provide this service. Therefore during 2011/12 the Council ensured all Civil Enforcement Officers and many Parking Services Staff were trained to assist with events which included sign placement training to implement road closures. Torbay Council also offered this training free of charge to many community groups who hold regular events in the hope many events could still continue without the support from the local Police.

Torbay Council including Parking Services were involved in 60 on street events over the 12 month period, compared to 34 events for the year 2010/11, an increase of 77%.

# Chapter 6

## Events



# Chapter 7

## Parking and Enforcement Service



### Enforcement

Civil Enforcement Officers are directly employed and managed by Torbay Council. The officers use hand held computers and printers to issue penalty charge notices and this equipment was replaced in July 2012 due to several equipment failures as it had been in use since May 2005.

The enforcement team consists of 23 staff which include an operational support manager and 2 supervisors.

The operational support manager will support the staff whilst out on street and ensure resources are deployed and sent to the required areas. The Civil Enforcement Officers all carry radios to have constant access to the office. It is common for the service to receive requests via email, telephone or in writing requesting parking enforcement in particular areas. These requests will be prioritised according to the parking restriction and available resources. Where enforcement requirements change during the enforcement time, the operational support manager is able to ensure as soon as practicable these resources are reallocated to support these requests.

The supervisors are focussed on supporting enforcement activity and are deployed in patrols which ensure they fully train and monitor the staff and also have an up to date comprehensive view

of enforcement in Torbay.

The staff are regularly monitored by a number of methods which will include:-

- On street monitoring by a supervisor
- Analysis of data collected on the hand held computers and the pocket book completed by the CEO each day.
- Daily briefings with the staff
- Customer contact
- Appeals to the issuing of the penalty charge notices.

### School Enforcement

The Council offer a number of Walk to School schemes from off street car parks where free parking is offered to parents to enable them to park close to the school but not cause any road safety issues. In conjunction with the Council Road Safety Team and School Crossing Patrols Parking Services visit a number of schools where particular problems exist. At these visits Civil Enforcement Officers will arrive before parents start to arrive and act as a deterrent to advise and move on parents from school keep clear markings and other parking restrictions which are implemented outside of schools to prevent inconsiderate parking on restrictions which are in place for the safety of drivers and pedestrians near

# Chapter 7

## Parking and Enforcement



this type of parking enforcement is for outside of schools and this mobile enforcement was introduced in March 2012.

### Performance Management

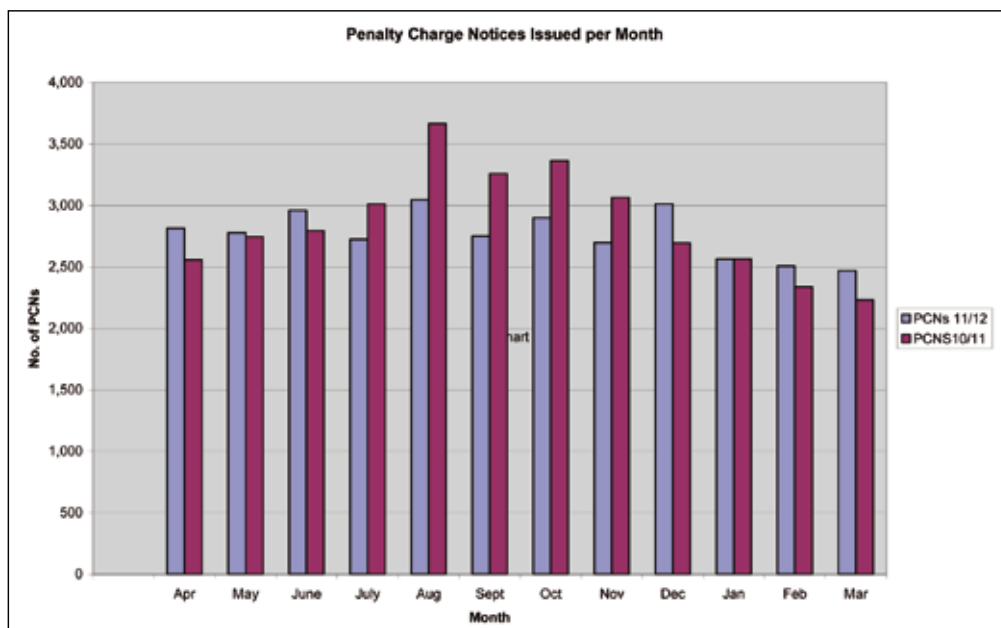
The performance management of the service is dealt with by analysing the activity reports of the Civil Enforcement Officers using the data compiled by the handheld computers. Pocket books are checked every day by either the Operational Support Manager or Supervisors. In these pocket books the officers record information not only in relation to the issuing of a penalty charge notice, which will include signs and lines defects, other street furniture which has been damaged. In instances where a Civil Enforcement Officer sees damage, health and safety issues or other issues which require immediate inspection these are radioed through to the control to be dealt with.

to the schools. Parking Services undertake joint visits with Devon & Cornwall Constabulary, the Council's Road Safety Team to ensure the road safety is improved at schools.

One of the main requests for parking enforcement is around schools.

In October 2011 at a meeting of full Council approval was given for mobile CCTV camera enforcement. One of the aims for introducing

Below are the statistics of Penalty Charge Notices each month, from these figures resources are directed for deployment.





### Overall Analysis

Location	2011/12	2010/11	Change on previous Year
Brixham Central Car Park	1,545	1,410	9.57%
Union Street	1,492	1,480	0.81%
Torbay Road (Torquay)	1,335	1,016	31.40%
Eastern Esplanade	967	1,062	-8.95%
Palace Avenue	956	1,061	-9.90%
Torwood Street	949	756	25.53%
Abbey Road	903	1,013	-10.86%
Beacon Quay Car Park	878	670	31.04%
Market Street (Torquay)	822	844	-2.61%
Torbay Road (Paignton)	804	1,256	-35.99%
Total	10,651	10,568	0.79%

### On Street Analysis

Location	2011/12	2010/11	Change on previous Year
Union Street	1,492	1,480	0.81%
Torbay Road (Torquay)	1,335	1,256	6.29%
Eastern Esplanade	967	1,062	-8.95%
Palace Avenue	956	1,061	-9.90%
Torwood Street	949	756	25.53%
Abbey Road	903	1,013	-10.86%
Market Street	822	844	-2.61%
Torbay Road (Paignton)	804	1,016	-20.87%
Torwood Gardens Road	623	609	2.30%
Dendy Road	526	479	9.81%
Total	9,377	9,576	-2.08%

### Off Street Analysis

Location	2011/12	2010/11	Change on previous Year
Brixham Central Car Park	1,545	1,410	9.57%
Beacon Quay Car Park	878	670	31.04%
Union Square Car Park	730	785	-7.01%
Lower Union Lane Multi Storey Car Park	686	905	-24.20%
Clennon Valley Car Park	645	652	-1.07%
Victoria Car Park	511	628	-18.63%
Town Hall Car Park	465	392	18.62%
Lower Union Lane Short Stay Car Park	423	579	-26.94%
Great Western Car Park	353	421	-16.15%
Shedden Hill Car Prk	367	375	-2.13%
Total	6,603	6,817	-3.14%

# Chapter 8

## Parking Administration Service

# Chapter 8 Parking Administration Service

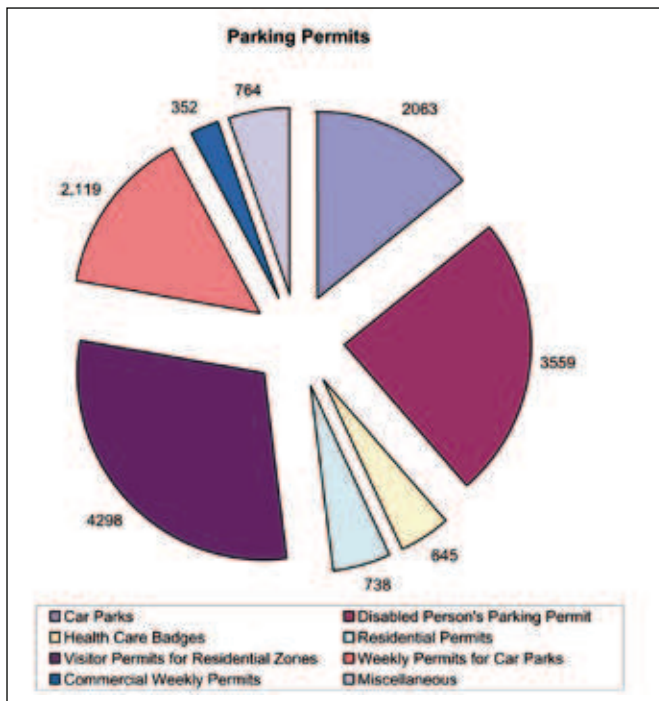


### Parking Administration

The Parking Administration Team consists of two groups. Parking Appeals officers deal with all matters relating to the issuing of penalty charge notices and Permit Administrators who issue parking permits for on and off street parking areas. Both teams deal with dedicated telephone lines for each of these services.

### Permits

The Council offer a variety of permits for the off street car parks which are owned/operated by



Torbay Council. Full details of these permits are available on the Torbay Council website [www.torbay.gov.uk/index/your-services/parking/parking-permits](http://www.torbay.gov.uk/index/your-services/parking/parking-permits)

There are a number of on street permits available which include permits for Residents who meet the eligibility criteria to park within the 6 controlled parking zones, Health and Emergency Badge permit and Parking Dispensations for tradesman who require constant access to their vehicles when undertaking works to properties where there are parking restrictions.

### Appeals Team

The legislation which governs the issuing and appealing of penalty charge notices is the Traffic Management Act 2004. This legislation clearly indicates the varying stages of the appeals process from informal and then formal representation and appeal to the Traffic Penalty Tribunal Service.

On the reverse of the Penalty Charge Notice there are full details if the driver of the vehicle does not think the PCN should be paid to submit an informal representation. The Council will aim to respond within 21 days from the receipt of this informal representation. When communication is received as per the legislative process the notice is put on hold until a full response is sent.

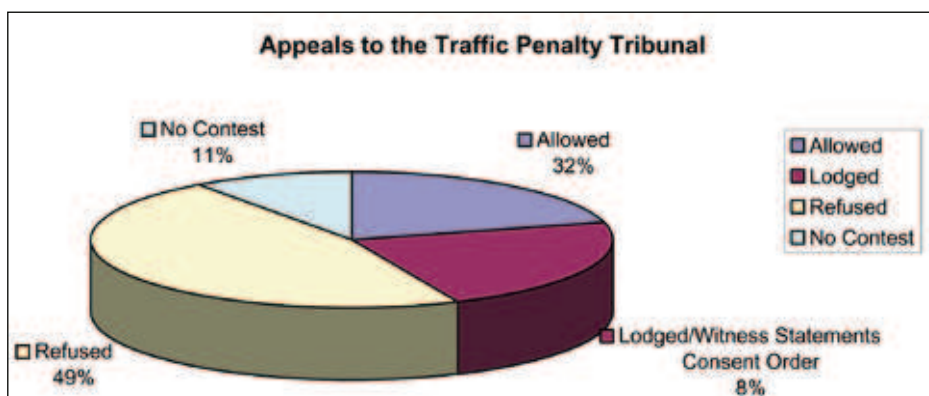
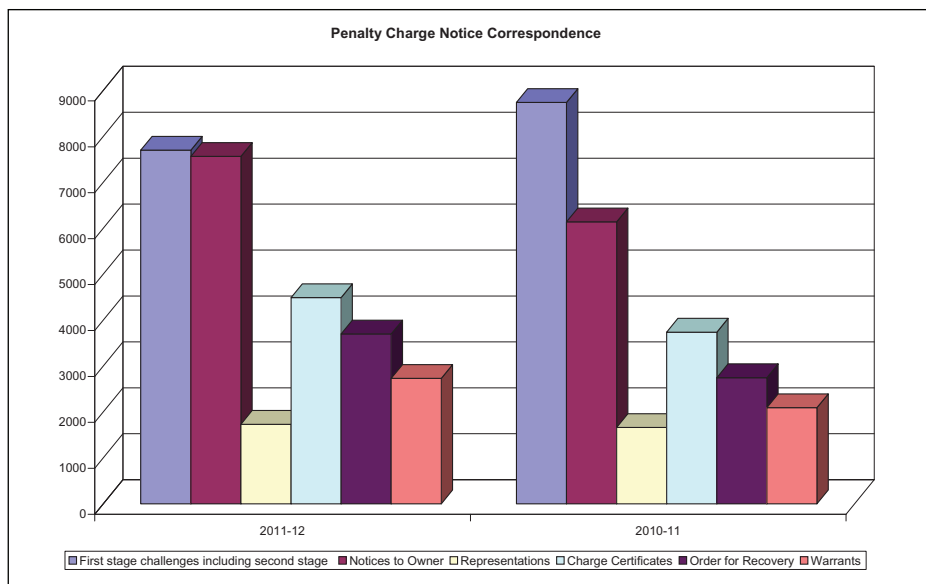
The Appendix 1, 2 and 3 provides data on the number of penalty charge notices cancelled and the reasons behind these decisions. It should be noted the Council will take into account before cancelling a legitimately issued penalty charge notice if there are mitigating circumstances which should be allowed. Torbay has a high proportion of Blue Badge holders in the area and special consideration is given in some cases particularly in the case where the badge is displayed incorrectly and has recently been issued.

For PCNs which continue through the process and the registered keeper wishes to appeal to the Traffic Penalty Tribunal Service, the case can be dealt with by post, telephone or face to face by the Adjudicator. If a personal hearing is held in Torbay, the Council may provide a relevant

member of staff to attend the hearing along with the Civil Enforcement Officer.

During the financial year 2011/12 a total of 265 appeals were sent to the Traffic Penalty Tribunal Service and the chart shows the breakdown of the number of appeals accepted, rejected or not contested by the Council. A number of cases which are not contested by the Council are due to the Appellant (registered keeper) providing further evidence which was not provided to the Council when a formal representation was made.

The Appeals team will review all decisions and provide feedback to Highways, the Enforcement Team where there are issues which are brought to the attention through these decisions. See Pie Chart below.



# Chapter 9

## Abandoned Vehicles

### Chapter 9 Abandoned Vehicles



Following the transformation of Resident & Visitor Services in May 2011, Parking Services took on the responsibility of 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 some instances 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".



# Chapter 10

## Dispensations

# Chapter 10 Dispensations

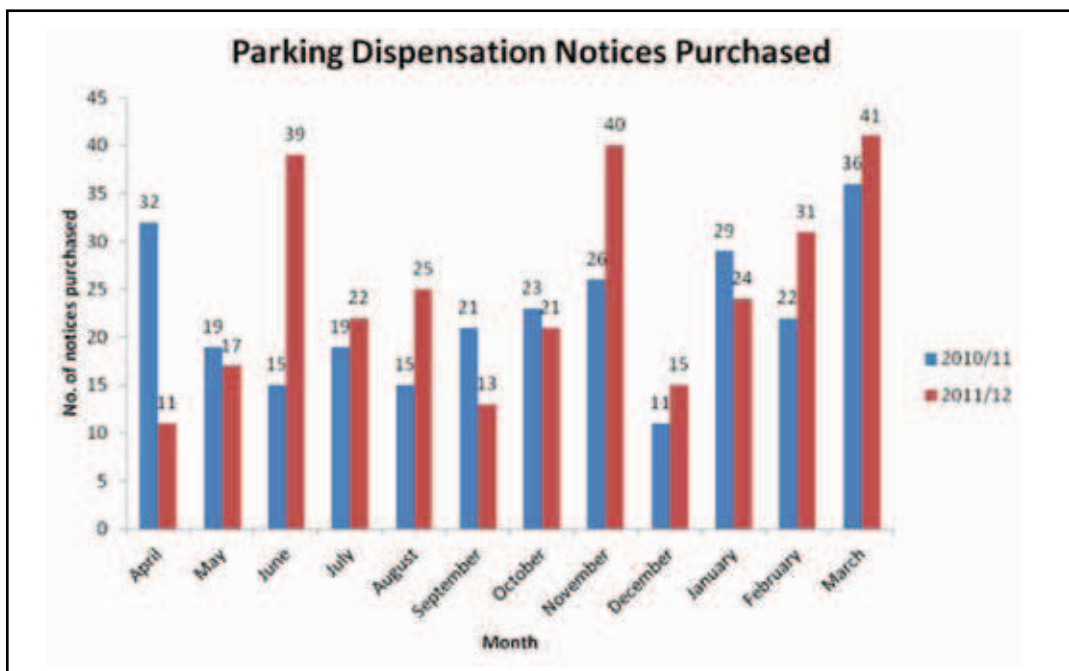


The Council offer a Dispensation Scheme for those who are undertaking work on or in premises where there is a parking restriction in place and constant access to a vehicle is required, ie tools or materials.

All details on the scheme and on line application are accessible on the Council website at [www.torbay.gov.uk/index/yourservices/parking/parkingpermits/dispensations.htm](http://www.torbay.gov.uk/index/yourservices/parking/parkingpermits/dispensations.htm)

24 hours notice is requested to ensure the relevant road work reports and parking restrictions are accessed to ensure the granting of a dispensation is appropriate. However the Council recognise at times 24 hours notice is not possible and contact should be made to Parking Services on the number provided on the website to enquire as to whether it is possible for the granting of a Dispensation on the same day.

The graph below provides details of the dispensations issued for each month.



# Chapter 11

## Customer Service Plans 2012/13



The Council recognises that such a key service as Parking, which has a direct impact on so many users currently 2.6 million, that service and value for money are key factors.

### Pay on Exit Parking

Through consultation with traders it has become evident that there is a wish to see more pay on exit parking systems in Torbay and the Council has committed to completing feasibility studies of a number of high profile car parks to ascertain costs and implementation possibilities. Traders feel this type of parking system will encourage more shoppers into the town centres during the difficult economic times.

### Change of Registrations - Permits

In the year 2011/12 there has been introduction of more functionality on the hand held computers which the Civil Enforcement Officers use. If a resident changes their vehicle the department will now accept a telephone call and the new registration is placed on the hand held computer whilst the old permit is returned. There is now no requirement for the resident to obtain a temporary permit form one of our Connection Offices which caused inconvenience to the resident.

### Payments for Annual Permits

A number of customers when purchasing a 12 month annual permit will enquire if a Direct Debit can be set up. During the year 2012/13 the department will look at the feasibility of Direct Debit payments.

### On line improvements

The Council is planning to provide more services on line, not only to assist the customers at home but to reduce waiting times in the 'Connections' offices so staff can concentrate on resolving more complex issues e.g housing. Parking Services are working to provide more help on line for residents requiring permits for Controlled Parking Zones so they may receive their permits quicker and reduce inconvenience for residents completing paperwork.



# Chapter 11

## Customer Service Plans 2012/13

### Cashless Parking

There has been recent developments with cashless parking and the Council is planning to undertake a trial of chip and pin credit card facilities at a number of car parks with a view to ascertaining if it encourages increased use of the facility and customer satisfaction.

The Council is also in the early stages of planning a procurement process to obtain a mobile phone provider for cashless parking charges. There are many companies now that provide such services and Parking Services will be planning an initial trial before expanding a system to all car parks.

There is also consideration that when setting tariffs they are for round pound or fifty pence piece amounts and removing the need for find so many coins or encourage people to over pay. For example this year tariffs of £3.10 for three hours, £1.30 for one hours will be replaced with £1 for 40 minutes and £3 for three hours.





# Chapter 12

## End of Year Accounts



PARKING ACCOUNT AS REQUIRED BY S.55 OF THE  
ROAD TRAFFIC REGULATION ACT 1984 (AS AMENDED)

2010/11		2011/12
£		£
<b>ON STREET</b>		
	<b>Income</b>	
(828,292)	Pay & Display / Meters	(877,643)
(25,130)	Residents' & Visitors' Permits	(23,665)
(2,000)	Business Permits	(1,500)
(21,265)	Other non-PCN Income	(20,517)
(686,882)	PCN Income	(679,583)
0	Provisions	(40,980)
<b>(1,563,569)</b>	<b>Total Income</b>	<b>(1,643,888)</b>
	<b>Expenditure</b>	
399,270	Employee Related (In-house)	458,496
23,497	Premises	24,312
19,065	Transport Related	20,706
57,500	Equipment maintenance/renewal	38,990
120,133	Supplies & Services	138,059
104,658	Support Services	136,697
13,812	Traffic Penalties Tribunal	14,947
10,775	TEC (Northhampton)	17,970
88,101	Capital Charges	98,295
40,980	Provisions	0
<b>877,791</b>	<b>Total Expenditure</b>	<b>948,472</b>
<b>(685,778)</b>	<b>(Surplus)/Deficit</b>	<b>(695,416)</b>

# Chapter 12

## End of Year Accounts

2010/11		2011/12
£		£
<b>OFF - STREET</b>		
(232,730)	PCN Income	(264,282)
0	Provisions	(19,020)
<b>(232,730)</b>	<b>Total Income</b>	<b>(283,302)</b>
	<b>Expenditure</b>	
185,312	Employee Related (In-house)	214,773
10,907	Premises	11,388
8,848	Transport Related	9,700
33,763	Supplies & Services	39,178
48,343	Support Services	63,658
6,411	Traffic Penalties Tribunal	7,001
5,001	TEC (Northhampton)	8,417
23,031	Capital Charges	23,177
19,020	Provisions	0
<b>340,636</b>	<b>Total Expenditure</b>	<b>377,292</b>
<b>107,906</b>	<b>(Surplus)/Deficit</b>	<b>93,990</b>
<b>TOTAL ON &amp; OFF - STREET</b>		
(1,796,299)	Income	(1,927,190)
1,218,427	Expenditure	1,325,764
<b>(577,872)</b>	<b>(Surplus)/Deficit</b>	<b>(601,426)</b>
<b>APPLICATION OF PARKING SURPLUS</b>		
(577,872)	<b>Parking Surplus</b> 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 2011/12 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 2011/12 Section 55 Parking Account surplus has been applied to partly meet the service costs of providing public passenger transport services, as follows:-	(601,426)
577,872	Concessionary Fares (note: the cost of operator payments under the concessionary fares scheme in 2010/11 was £4,416,117 and in 2011/12 £4,293,870).	601,426
<b>TRADING OPERATIONS OFF STREET CAR PARKS</b>		
(3706)	Turnover	(3,803)
2006	Expenditure	1,742
<b>(1,700)</b>	<b>(Surplus)Deficit</b>	<b>(2,061)</b>

## Penalty Charge Notices Issued – Payment and Cancellation

	1st April 2011 - 31st March 2012						1st April 2010 - 31st March 2011					
	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	33224		22627	68%	10597	32%	34285		23425	68%	10860	32%
Number of higher level PCNs Issued	11145	34%	10629	32%	516	2%	10063	29%	9573	28%	677	2%
Number of lower level PCNs Issued	22079	66%	11998	36%	10081	30%	24035	70%	13852	40%	10082	29%
Number of PCNs paid	25424	77%	17747	54%	7677	23%	25694	75%	0		0	
Number of PCNS paid at discount rate	21433	65%	14841	45%	6592	20%	22212	65%	15681	46%	6591	19%
Number of PCNs against which an informal/formal representation was made	9647	29%	5670	17%	3977	12%	10174	30%	0		0	
Number of PCNs cancelled as a result of informal/formal representation	4102	12%	2102	6%	2000	6%	4566	13%	2262	7%	2304	8%
Number of PCNs cancelled for other reasons (driver untraceable, voided at issue, foreign vehicle, etc.)	592	2%	377	1%	215	1.0%	733	2%	479	2%	254	0.75%

## Appendix 2

### Penalty Charge Notices Issued – Cancellation

	1st April 2011 - 31st March 2012		1st April 2010 - 31st March 2011	
<b>Total Number of PCNS</b>	<b>33224</b>		<b>33335</b>	
	Total PCNs Cancelled	% of issue	Total PCNs Cancelled	% of issue
Total Number cancelled	4694	14%	5234	15%
<b>Top 5 Cancellations 11/12</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.	2055	6%	2416	7%
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.	935	3%	906	3%
Mitigating Circumstances, includes medical emergency, lost keys, vehicle breakdowns, etc.	606	2%	465	1%
CEO error - this includes, error when logging the vehicle registration, incorrect contravention code, incorrect vehicle make, etc.	270	1%	281	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	156	0.5%	309	1%
Miscellaneous - adjudicator decisions, voids, keepers untraceable, etc	672	2%	857	3%

## Penalty Charge Notices issued by contravention

Code	Contravention Description	Differential Charging Level	2011/12		2010/11		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	4,348	13.09%	4,957	16.93%	-609	-12%
30	Parked for longer than permitted (free parking places)	Lower £50/£25	4,216	12.69%	5,156	16.49%	-940	-18%
01	Parked in a restricted street during prescribed hours (double/single yellow)	Higher £70/£35	3,515	10.58%	3,185	10.96%	330	10%
05	Parked after the expiry of paid for time	Lower £50/£25	3,318	9.99%	3,651	10.08%	-333	-9%
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher £70/£35	2,127	6.40%	2,150	6.77%	-23	-1%
16	Parked in a permit space without displaying a valid permit (resident's bays)	Higher £70/£35	1,259	3.79%	1,074	3.68%	185	17%
23	Parked in a parking place or area not designed for that class of vehicle	Higher £70/£35	1,212	3.65%	590	1.23%	622	105%
25	Parked in a loading place during restricted hours without loading	Higher £70/£35	936	2.82%	1,423	4.33%	-487	-34%
40	Parked in a designated disabled person's parking place without clearly displaying a	Higher £70/£35	455	1.37%	257	0.67%	198	77%
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	297	0.89%	265	0.34%	32	NA
21	Parked in a suspended bay/space or part of bay/space (parking suspended for essential works or special events)	Higher £70/£35	236	0.71%	196	0.40%	40	20%
45	Parked on a taxi rank	Higher £70/£35	227	0.68%	83	0.37%	144	173%
47	Parked on a restricted bus stop/stand	Higher £70/£35	178	0.54%	187	0.44%	-9	-5%
48	Stopped in a restricted area outside a school	Higher £70/£35	73	0.22%	51	0.12%	22	43%
22	Re-parked in the same parking place within the specified time of leaving	Lower £50/£25	67	0.20%	49	0.17%	18	37%
27	Parked adjacent to a dropped footway	Higher £70/£35	63	0.19%	92	0.04%	-29	-32%
24	Not parked correctly within the markings of the bay or space	Lower £50/£25	47	0.14%	39	0.15%	8	21%
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	Higher £70/£35	46	0.14%	17	0.00%	29	171%
61	Heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher £70/£35	4	0.01%	3	0.01%	1	33%
10	Parked without clearly displaying two valid pay and display tickets when required	Lower £50/£25	2	0.01%	0	0.01%	2	
18	Using a vehicle in a parking place in connection the sale or offering or exposing for sale of goods when prohibited		1	0.00%	0	0.01%	1	
<b>Total On Street</b>			<b>22,627</b>	<b>68.10%</b>	<b>23,425</b>	<b>68.32%</b>	<b>-798</b>	<b>-3%</b>

# Appendix 3

## Penalty Charge Notices issued by contravention

Code	Contravention Description	Differential Charging Level	2011/12		2010/11		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	5,454	16.42%	5,284	15.98%	170	3%	
82	Parked after the expiry of time paid for in a pay and display car park	Lower £50/£25	4,295	12.93%	4,524	13.40%	-229	-5%	
87	Parked in a disabled person's parking space without clearly displaying a valid person's badge	Higher £70/£35	346	1.04%	422	1.14%	-76	-18%	
86	Parked beyond the bay markings	Lower £50/£25	272	0.82%	271	0.59%	1	0%	
85	Parked in a permit bay without clearly displaying a valid permit	Higher £70/£35	105	0.32%	212	0.73%	-107	-50%	
80	Parked for longer than the maximum period permitted	Lower £50/£25	50	0.15%	101	0.23%	-51	-50%	
91	Parked in a car park or area not designated for that class of vehicle	Higher £70/£35	34	0.10%	32	0.08%	2	6%	
92	Parked causing an obstruction	Higher £70/£35	21	0.06%	9	0.01%	12	133%	
81	Parked in a restricted area in a car park	Higher £70/£35	10	0.03%	2	0.06%	8	400%	
84	Parked with additional payment made to extend the stay beyond time first purchased	Lower £50/£25	0	0.00%	2	0.00%	-2	-100%	
93	Parked in car park when closed	Lower £50/£25	10	0.03%	1	0.00%	9	900%	
90	Re-parked within one hour of leaving a bay or space in a car park	Lower £50/£25	0	0.00%	0	0.00%	0	0%	
<b>Total Off Street</b>			<b>10,597</b>	<b>31.90%</b>	<b>10,860</b>	<b>31.68%</b>	<b>-263</b>	<b>-2%</b>	
<b>Totals for On and Off Street PCNs</b>			<b>Overall Total</b>	<b>33,224</b>	<b>100.00%</b>	<b>34,285</b>	<b>100.00%</b>	<b>-1,061</b>	<b>-3%</b>
			<b>Total Higher</b>	<b>10,966</b>	<b>33.01%</b>	<b>9,798</b>	<b>28.58%</b>	<b>734</b>	<b>12%</b>
			<b>Total Lower</b>	<b>22,077</b>	<b>66.45%</b>	<b>24,035</b>	<b>70.10%</b>	<b>-1,821</b>	<b>-8%</b>

Deployed Hours – Hours Spent by CEOs deployed on beat			
Target	2011/12	Achieved	2010/11
95%	89%	<b>X</b>	93.5%
PCN Errors – PCNs issued without CEO error			
Target	2011/12	Achieved	2010/11
98%	99%	<b>✓</b>	99%
Complaints – PCNs issued without an official complaint regarding CEO behaviour/attitude			
Target	2011/12	Achieved	2010/11
100%	99%	<b>X</b>	100%
Machine Repairs – Repairs made to pay and display machines within 2 hours of reported fault			
Target	2011/12	Achieved	2010/11
98%	95%	<b>X</b>	96%

# Appendix 5

## Events

<b>EVENTS 2010/11</b>		
<b>DATE</b>	<b>EVENT &amp; VENUE</b>	<b>SUPPORT PROVIDED</b>
2-3 April	Spring Into Step	Road Closure – TPCA
29 April	Royal Wedding Street Party – Drew Street, Brixham	Road Closure – TPCA Parking Suspension
29 April	Royal Wedding Street Party – Stoke Gabriel Road, Galmpton	Road Closure – TPCA
29 April	Royal Wedding Street Party – Camden Road, Torquay	Road Closure – TPCA
29 April	Royal Wedding Street Party – Marldon Avenue, Paignton	Road Closure – TPCA
29 April	Royal Wedding Street Party – Hennock Road, Paignton	Road Closure – TPCA
29 April	Royal Wedding Street Party – Butland Avenue, Paignton	Road Closure – TPCA
29 April	Royal Wedding Street Party – Winstone Avenue, Torquay	Road Closure – TPCA
29 April	Royal Wedding Street Party – Lutyens Drive, Paignton	Road Closure – TPCA
29 April	Royal Wedding Street Party – Fore Street, Torquay	Road Closure – TPCA
29 April	Royal Wedding Street Party – Lloyd Avenue, Torquay	Road Closure – TPCA
29 April	Royal Wedding Street Party – Orient Road, Paignton	Road Closure – TPCA
29 April	Royal Wedding Street Party – Highland Road, Torquay	Road Closure – TPCA
29 April to 1 May	BMAD Bike Festival, Paignton	Road Closure – TPCA
1 May	Joint birthday celebration/Royal Wedding Street Party – Cary Road, Torquay	Road Closure – TPCA
7 May	Exterminator 10k Road Race & Fun Run – Long Road, Paignton	Road Closure – TPCA
8 May	Race For Like – Penwill Way, Paignton	Parking Suspension
13-14 May	Torquay Food & Arts Festival – Union Street, Torquay	Road Closure – TPCA
20 May	Filming of Metronomy music video – Meadfoot Sea Road, Torquay	Road Closure – TPCA
10-11 June	Occombe Beer Festival – Occombe Farm, Paignton	Road Closure – TPCA Parking Suspension
15 June	Rotary Babbacombe Community Fayre – Babbacombe Downs Road, Torquay	Road Closure – TPCA
18 June	Brixham Trawler Race – The Quay, Brixham	Road Closure – TPCA
19 June	Torbay Half Marathon	Road Closure – Section 16 Order
23 June	Italian Market – Union Street, Torquay	Road Closure – TPCA
24-26 June	Italian Market – St Marychurch Precinct, Torquay	Road Closure – TPCA
3 July	Galmpton Gooseberry Pie Fair – Stoke Gabriel Road, Galmpton	Road Closure – TPCA
9 July	The Sleep Walk – Cockington Lane, Torquay	Road Closure – TPCA
9-12 July	Continental Market – Union Street, Torquay	Road Closure – TPCA
14-17 July	Continental Market – Victoria Street, Paignton	Road Closure – TPCA
27 July	Torbay Carnival Procession	Road Closure – TPCA
1 August	Cockington Fayre – Cockington Lane, Torquay	Road Closure – TPCA Parking Suspension



5 August	Steam Heritage Vehicle Demonstration – The Quay, Brixham	Road Closure – TPCA Parking Suspension
6 August	Walnut Road Community Street Party – Walnut Road, Torquay	Road Closure – TPCA
6-7 August	Battle For Berry Head – Berry Head Road, Brixham	Road Closure – TPCA
9 August	Paignton Regatta Firework Display – Esplanade Road, Paignton	Road Closure – TPCA
11-13 August	French & European Market – Victoria Street, Paignton	Road Closure – TPCA
12 August	Paignton Regatta Cycle Race – Esplanade Road, Paignton	Road Closure – TPCA
13 August	Cowtown Carnival – Brixham	Road Closure – TPCA Marshalls & vehicles for road closures
14 August	Foxhole Fun Day – Foxhole Road, Paignton	Road Closure – TPCA
20 August	Pendennis Fun Day – Pendennis Road, Torquay	Road Closure – TPCA
21 August	Torbay Royal Regatta 10k Road Race	Road Closure – TPCA Parking Suspension
28 August	Upton Road Street Party – Upton Road, Torquay	Road Closure – TPCA
4 September	Vintage Bus Rally – Torbay Road, Torquay	Parking Suspension
7, 14, 21, 28 September	BMAD Paignton Bike Nights – Eastern Esplanade, Paignton	Road Closure – TPCA
11 September	The Torquay Festival – Union Street, Torquay	Road Closure – TPCA
7-8 October	Torquay Food & Arts Festival – Union Street, Torquay	Road Closure – TPCA
16 October	Cockington Apple Day/Food & Crafts Festival – Old Totnes Road, Torquay	Road Closure – TPCA
5 November	British Sausage Week Promotion – Palace Avenue, Paignton	Parking Suspension
13 November	Remembrance Sunday Parade & Service – Torquay	Road Closure – TPCA Parking Suspension
13 November	Remembrance Sunday Parade – Paignton	Road Closure – TPCA Parking Suspension
13 November	Remembrance Sunday Parade – Brixham	Road Closure – TPCA Parking Suspension
19 November	Torquay Christmas Lights Switch On – Torquay	Road Closure – TPCA
24 November	Paignton Christmas Light Switch On – Paignton	Road Closure – TPCA Parking Suspension
26 November	Brixham Christmas Light Switch On – Brixham	Road Closure – TPCA Parking Suspension
30 November	Pensions Justice Event – Torquay	Road Closure – TPCA
3 December	Brixham Christmas Carnival – Brixham	Road Closure – TPCA
8 December	Wellswood Christmas Street Party – Ilsham Road, Torquay	Road Closure – TPCA
8, 15, 22 December	Christmas Markets – Union Street, Torquay	Road Closure – TPCA
26 December	Boxing Day Swim – Eastern Esplanade, Paignton	Road Closure – TPCA
31 December	New Years Eve Celebrations – Torquay	Road Closure – TPCA Team to place out road closure barriers





Title: **Coach Parking – Review of Cary Park area – consideration of objections**

Public Agenda Item: **Yes**

Wards Affected: **St Marychurch**

To: **Transport Working Party** On: **25<sup>th</sup> October 2012**

Key Decision: **No.** How soon does the **November** decision need to be **2012** implemented

Change to Budget: **No** Change to Policy Framework: **No**

Contact Officer: **John Clewer**  
Telephone: **7665**  
E.mail: **john.clewer@torbay.gov.uk**

---

## 1. **What we are trying to achieve and the impact on our customers**

- 1.1 Torbay has a relatively successful and active coaching sector, however it is felt that there is a lack of long stay and overnight coach parking within some areas, as well as limited drop off and pick up facilities across the bay.

The review considered options for additional coach parking along with improvements which can be implemented to improve the situation for coaches and the residents in the areas surrounding coaching hotels.

## 2. **Recommendation(s) for decision**

- 2.1 It is recommended that members approve option 1 to:

- Implement as advertised the amendments to the Traffic Regulation Orders as detailed in **Appendix 1**.

## 3. **Key points and reasons for recommendations**

- 3.1 The Devon and Torbay Local Transport Plan 2011-2026 sets out how transport should be delivered over the next 15 years. It is the adopted Council policy document on transport, guiding all transport development and encourages the provision of additional dedicated coach loading bays in all three town centres to meet the demand from coach operators.

- 3.2 The report presented to the Transport Working Party on 10<sup>th</sup> May 2012 was as a result of reviewing a specific section of the Torbay Parking Policy 2006 (version 3 – TMA) which noted that coaches play a significant role in the provision of long distance travel and commuter services and in the provision of transport for specific groups such as educational parties, theatre visitors, tourists and people with mobility difficulties.
- 3.2 Consultation with Council Ward Members and the coaching industry has been undertaken, positive feedback received and members recommended that the proposed schemes involving a change to the existing Traffic Regulation Orders as detailed be advertised and implemented should no objections be forthcoming. Objections received were reported to members at the meeting of the Transport Working Party on 2<sup>nd</sup> August 2012 and modified proposals for Cary Avenue agreed.
- 3.3 The proposed restrictions were advertised both on site and in the Herald Express 23<sup>rd</sup> August 2012 – 13<sup>th</sup> September 2012 and the objections as shown in **Appendix 2** have been received for consideration by members.

**For more detailed information on this proposal please refer to the supporting information attached.**

**Patrick Carney**  
**Service Manager – Street Scene Services**

## Supporting information

### A1. Introduction and history

A1.1 The Torbay Parking Policy 2006 (version 3 – TMA) notes that coaches play a significant role in the provision of long distance travel and commuter services and in the provision of transport for specific groups such as educational parties, theatre visitors, tourists and people with mobility difficulties.

Torbay Council recognises these values and provides coach parks in Brixham, Torquay and Paignton. In addition to these facilities specific on-street drop off points will be provided in the town centres and waterfront areas.

The Devon and Torbay Local Transport Plan 2011 – 2026 notes that Torbay attracts many coaches to the area, mainly from holiday coach tours and foreign student exchanges. Long term parking is available at various Council car parks and in particular Torquay Coach Station.

In addition to these provisions it is recommended that good relationships are established and maintained between the council and the coach and tourism industries. This will encourage responsible behaviour by operators and drivers as well as providing feedback on any arising coach parking problems.

A1.2 The parking strategy provides a balance between the provision and use of on-street and off-street car parking. Each of these parking provisions has its role to play within the overall parking stock in supporting the various activities that take place in Torbay. The balance in the deployment of both on-street and off-street parking is generally recognised as an effective tool in the management of traffic in and around town centres.

A1.3 The provision of adequate parking for coaches for both set-down and pick-up, together with overnight layover is a vital element of the parking strategy. However, it is important to recognise that this parking provision must meet a number of basic requirements:

- The facilities should be located away from residential areas to minimise disruption, particularly during vehicle parking and start up activities.
- Layover areas must be secure and provide adequate facilities for vehicle servicing
- Coach pick-up areas must be easily accessible to the main attractions in Torbay.
- Pick-up and set-down areas must be large enough for the vehicles that will use them and must provide sufficient capacity to meet demand and to minimise disruption to other traffic.
- Where practical, loading areas for coaches should be off-carriageway.

The review of coach parking within the bay area is included in the Devon and Torbay Local Transport Plan 2011-2026 and members were requested to provide comments in respect of this review. Feedback has been received from various Ward Members and representatives of the coach industry.

A1.4 Reports have subsequently been presented to the Transport Working Party on 16<sup>th</sup> February 2012 (Coach Parking Review), 29<sup>th</sup> March 2012 (Coach Parking

Review – Shedden Hill Car Park Update), 10<sup>th</sup> May 2012 and 2<sup>nd</sup> August 2012 (Cary Park area).

A1.5 This report deals with the correspondence received following the advertising of the amendments to the Traffic Regulation Orders in the Cary Park area of Torquay, which were approved by members on the 2<sup>nd</sup> August 2012.

It was recommended that the parking in Cary Avenue, be regulated by the implementation of seasonal (1<sup>st</sup> April – 30<sup>th</sup> September) no loading at any time restrictions. The proposal is shown in the Plan attached in **Appendix 1**.

The proposed restrictions were advertised both on site and in the Herald Express 23<sup>rd</sup> August 2012 – 13<sup>th</sup> September 2012 and the objection / correspondence received is as shown in **Appendix 2** for consideration by members. Comments regarding Aveland Road will be addressed at the time of review.

## **A2. Risk assessment of preferred option**

### **A2.1 Outline of significant key risks**

A2.1.1 By making the best use of the available road and car park space the Council will be able to reduce congestion and improve pedestrian safety during the busy summer months, whilst retaining car parking during the football season, therefore reducing the number of wasted journeys made by drivers as they search for on-street parking spaces.

### **A2.2 Remaining risks**

A2.2.1 None

## **A3. Other Options**

The following options have been considered:-

### **Option 1**

It is recommended that members approve the following:

- Implement as advertised the amendments to the Traffic Regulation Orders as detailed in **Appendix 1**.

### **Option 2**

- Do not implement as advertised the amendments to the Traffic Regulation Orders as detailed in **Appendix 1**.

## **A4. Summary of resource implications**

A4.1 Implementation of the proposed Traffic Regulation Orders will be carried out by the Street Scene & Place Group. Enforcement of the waiting restrictions will be provided by staff from within the Residents & Visitor Services Business Unit. Implementation of the proposed coach parking areas will be carried out by the Street Scene & Place Group.

**A5. What impact will there be on equalities, environmental sustainability and crime and disorder?**

A5.1 None

**A6. Consultation and Customer Focus**

A6.1 Consultation with Council Ward Members and the coach trade, has being undertaken and positive feedback received. The proposed parking restrictions were advertised, both on site and in the local media, during the period 23<sup>rd</sup> August 2012 – 13<sup>th</sup> September 2012 and one letter of objection is shown in **Appendix 2**.

**A7. Are there any implications for other Business Units?**

A7.1 None.

**Appendices**

Appendix 1 Proposed amendments to the Traffic Regulation Orders.

Appendix 2 Copy of the letter of objection.

**Documents available in members' rooms**

None.

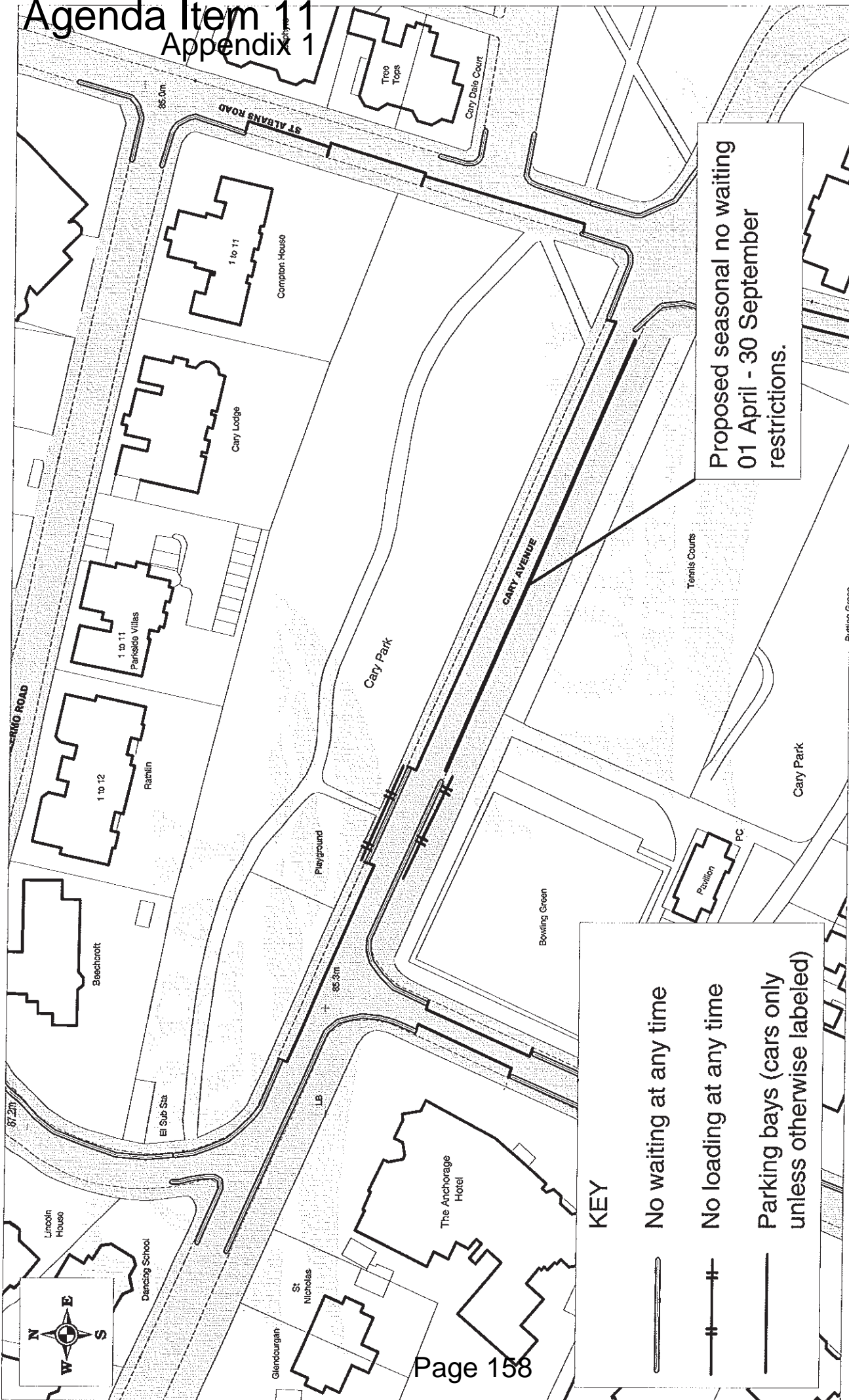
**Background Papers:**

The following documents / files were used to compile this report:

Devon and Torbay Local Transport Plan 2011 - 2026

Torbay Parking Policy 2006 (version 3 – TMA).

Coaches and parking in and around Torbay, Councillor Ray Hill – November 2011



Cary Avenue - proposed parking restrictions - Torquay

1:1000 scale

Reproduced from the Ordnance Survey mapping with the permission of the Controller of HMSO. (c) Crown Copyright. Unauthorised reproduction infringes crown copyright and may lead to prosecution or civil proceedings. Torbay Council LA079782



7 September 2012

Residents and Tourist Services  
Highway Management  
Torbay Council  
4<sup>th</sup> Floor Roebuck House  
Abbey Road  
Torquay  
TQ2 6TF

10 SEP 2012

Dear Sir

### Proposed Parking Restrictions --- Cary Avenue

We wish to register our objection to the parking restrictions proposed for Cary Avenue in Babbacombe. We understand that they have been introduced for two reasons, firstly to remove the coaches and secondly to prevent accidents to any child exiting from the playpark.

The coaches do not present a problem and it must be remembered that they carry much needed visitors to the area. They are only parked overnight and for some hours during the day and are only present some weeks of the year and whilst there they are screened from nearby properties by the trees.

Closing the gate in Cary Avenue that gives access to the park would be the sensible solution to the other road safety problem. The other two entrances to the park would still enable all those who wish to enter and exit the playpark with no road hazards for the children.

Other disadvantages of imposing these restrictions are:-

1. Greatly increase the speed of the traffic using Cary Avenue. At present with the parking drivers need to exercise due caution and reduce speed.
2. The vehicles that are displaced will park in other residential streets in the area causing a considerable detrimental impact on the environment at present enjoyed by the residents.
3. The need to provide parking for the Tennis Courts, Bowling Club, football matches at Plainmoor and the events that take place on Coronation Park has not been considered. Without doubt the planned restrictions could affect the viability of these popular attractions.

Any restrictions such as these that are proposed need to be based on the results of a Parking Survey of the whole area bounded by Manor Road, Babbacombe Road, Reddenhill Road and Warboro Road which would identify any problems that exist, the conflicting uses and parking needs and provide the data on which a proper scheme can be based.

Yours faithfully



# Agenda Item 12



Title: **St Michaels Traffic Action Zone**

Public Agenda Item: **Yes**

Wards Affected: **Clifton with Maidenway  
Goodrington with Roselands  
Roundham with Hyde**

To: **Transport Working Party** On: **25<sup>th</sup> October 2012**

Key Decision: **No.** How soon does the **November** decision need to be **2012** implemented

Change to Budget: **No** Change to Policy Framework: **No**

Contact Officer: **John Clewer**  
Telephone: **7665**  
E.mail: **john.clewer@torbay.gov.uk**

---

## 1. **What we are trying to achieve and the impact on our customers**

- 1.1 The Local Transport Plan 3 (2011 – 2016) has identified the continued provision of funding from the capital programme for Traffic Action Zones.

As part of the Integrated Transport Allocation, £200,000 has been allocated in 2011/2012, to enable works to be carried out within the St Michaels area of Paignton under the heading of Traffic Action Zone (TAZ). The purpose of this report is for members to consider the comments / objections received to the changes to the Traffic Regulation Orders (TRO) proposed as part of the TAZ.

## 2. **Recommendation(s) for decision**

- 2.1 It is recommended that members approve the proposals outlined under option 1 in this Issues Paper for implementation as The St Michaels Traffic Action Zone during the 2012 / 2013 financial year.

## 3. **Key points and reasons for recommendations**

- 3.1 Consultation with the residents of the area, Council Ward Members, and Paignton Town Community Partnership Steering Group has been undertaken and positive feedback received. However following the advertising of the proposed changes to the Traffic Regulation Orders a letter of objection has been received, along with other correspondence.

- Appendix 1 Detail plans showing the proposed changes to Traffic Regulation Orders.
- Appendix 2 Copies of the correspondence received.

**For more detailed information on this proposal please refer to the supporting information attached.**

**Patrick Carney  
Service Manager – Street Scene Services**

## Supporting information

### A1. Introduction and history

A1.1 The Local Transport Plan 3 (2011 – 2016) has identified the continued provision of funding from the capital programme for Traffic Action Zones.

As part of the Integrated Transport Allocation, £200,000 has been allocated in 2011/2012, to enable works to be carried out within the St Michaels area of Paignton under the heading of Traffic Action Zone (TAZ). These works will target improvements in highways safety, traffic calming, signing, lining, landscaping, parking, pedestrian safety, cycling and links to public transport.

By consulting with the key stake holders, the Council hope to deliver the St Michaels TAZ using a range of innovative ideas and treatments.

A briefing note was presented to the members of the Transportation Working Party on 18<sup>th</sup> March 2011 and, after due consideration, approval was given to progress the scheme.

On the 25<sup>th</sup> May 2011 the authority sent out a questionnaire to approximately 2,400 properties located within the TAZ area in an effort to actively seek residents views on highways safety, traffic calming, signing, lining, landscaping, parking, pedestrian safety, cycling and links to public transport.

The objective of the project is to enable communities to become involved with the re-design of their streets to reduce vehicle speeds and provide safer / better access to the schools and other facilities within the TAZ.

Around 200 questionnaires were returned and the information received was collated and used to develop draft proposals which were displayed at a Community Consultation event, which was held in the Beesley Room, Clennon Valley Leisure Centre over the period Friday 2<sup>nd</sup> – Saturday 3<sup>rd</sup> September 2011. The event was open from 10am – 4pm on both days.

The plans were also been uploaded to the scheme web site which can be found via the following link:

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

The draft proposals were generally supported with some minor amendments and the final proposals were as follows:

1. Totnes Road / Hayes Road / Collingwood Road / Willicombe Road / Ebenezer Road / Merritt Road – formalised parking.
2. Totnes Road – Zebra crossing improvements.
3. Hayes Road / St Michaels Road – junction improvement.
4. St Michaels Road / Corsham Road / Climsland Road / Elmbank Road – formalise parking.
5. St Michaels Road / York Road – junction improvement.
6. Fisher Street / Sunbury Road – junction improvement.
7. Penwil Way / Whitley Road junction – parking restrictions.
8. Broadlands Road / Footlands Road junctions – parking restrictions.
9. Clennon Rise – parking restrictions.
10. Derrell Road – construction of build out and parking restrictions.

A report was presented to the members of the Peoples (Communities) Policy Development Group for consideration on the 6<sup>th</sup> October 2011 and after due consideration permission was given to implement the proposed engineering works as detailed in schemes 2, 3, 5 and 6. Also advertise the amendments to the Traffic Regulation Orders as detailed in schemes 1, 4, 7, 8 and 9 of the St Michaels Traffic Action Zone and implement should no objections be received. Any objections to then be submitted to a forthcoming meeting of the working party, now renamed Transport Working Party.

The proposed changes to the parking restrictions were advertised both in the local media (Herald Express) and also on site, objection period ending Friday 17<sup>th</sup> February 2012. Plans were also lodged in the local connections office (Paignton Library) and were also on the scheme web site which can be viewed via:

<http://www.torbay.gov.uk/index/yourservices/transportandstreets/highwayimprovement/stmichaelstrafficactionzone.htm>

A report was presented to the members of the Transport Working Party on 10<sup>th</sup> May 2012 to deal with the objections and petition, following which the further amendments to the Traffic Regulation Orders as listed below and attached as **Appendix 1** were advertised both on site and in the Herald Express on the 6<sup>th</sup> and 23<sup>rd</sup> August 2012.

This report is to deal with the objection and correspondence received, which is attached as **Appendix 2**

The following actions were proposed:

Scheme 1. Totnes Road / Hayes Road / Collingwood Road / Willicombe Road / Ebenezer Road / Merritt Road

**Totnes Road (Appendix 1 – plan 1)**

- Cut back proposed loading ban by 55m, but retain double yellow lines.
- Cut back no loading 8am – 6pm to a section 60m either side of the school crossing patrol.
- Change 8am-6pm loading ban to a section of double yellow lines and further section of no loading at any time restrictions between the junctions of Collingwood Road and Rossall Drive.

**Collingwood Road (Appendix 1 – plan 2)**

- Do not extend double yellow lines by 2m. Extend proposed parking bays by 2m either side towards junction with Hayes Road.

**Ebenezer Road (Appendix 1 – plan 3)**

- Do not implement double yellow lines outside 18 Ebenezer Road and extend proposed parking bays in front of it.

Scheme 4. St Michaels Road / Corsham Road / Climsland Road / Elmbank Road.

**St Michaels Road (Appendix 1 – plan 4)**

- Do not implement the double yellow lines outside properties 30 - 34 and re-advertise as a parking bay.

### Climsland Road (**Appendix 1 – plan 5**)

- Do not implement the double yellow lines outside properties 23, 25 and 27 and re-advertise as a parking bay.
- Extend the parking bays to the side of property no's 76 and 78 St Michaels Road by a total of 4m (2m either end) to create 2 extra parking spaces.

### Scheme 9. Clennon Rise. (**Appendix 1 – plan 6**)

- Reduce the single yellow 8am – 6pm restrictions to the same length as the double yellow lines, i.e. to a distance 38m from the centre line of Dartmouth Road..

#### **Option 1.**

Implement the amendments as advertised for the Traffic Regulation Orders as detailed in schemes 1, 4 and 9 of the St Michaels Traffic Action Zone (**Appendix 1, plans 1 – 6**).

#### **Option 2.**

Do not implement the amendments as advertised for the Traffic Regulation Orders as detailed in schemes 1, 4 and 9 of the St Michaels Traffic Action Zone (**Appendix 1, plans 1 – 6**).

#### **Option 3.**

Implement a selection of the amendments as advertised for the Traffic Regulation Orders as detailed in schemes 1, 4 and 9 of the St Michaels Traffic Action Zone (**Appendix 1, plans 1 – 6**).

## **A2. Risk assessment of preferred option**

### **A2.1 Outline of significant key risks**

A2.1.1 By making the best use of the available road space we will be able to formalise parking and therefore reduce the number of wasted journeys made by drivers as they search for on-street parking spaces. If these changes to the existing Traffic Regulation Orders (TRO) are not approved due to objections, these wasted journeys may increase with the resultant rise in both traffic movements and vehicle emissions.

### **A2.2 Remaining risks**

A2.2.1 None

## **A3. Other Options**

A3.1 None.

## **A4. Summary of resource implications**

A4.1 Implementation of the proposed Traffic Regulation Orders will be carried out by the Street Scene & Place Group. Enforcement of the waiting restrictions will be provided by staff from within the Residents & Visitor Services Business Unit.

**A5. What impact will there be on equalities, environmental sustainability and crime and disorder?**

A5.1 None

**A6. Consultation and Customer Focus**

A6.1 Consultation with the residents, Council Ward Members and the Paignton Town Community Partnership Steering Group has been undertaken and positive feedback received. However following the advertising of the proposed changes to the Traffic Regulation Orders a letter of objection and further correspondence.

**A7. Are there any implications for other Business Units?**

A7.1 None

**Appendices**

Appendix 1 Detail plans showing the proposed changes to Traffic Regulation Orders.  
Appendix 2 Copies of the correspondence received.

**Documents available in members' rooms**

None

**Background Papers:**

The following documents / files were used to compile this report:

The Local Transport Plan 3 (2011 – 2016)

# Agenda Item 12

### Appendix 1

This map is based upon Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of HMSO/Office of Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings. Torbay Council, LA079782, 2012. Primley Wood






1:2000 Scale - Revised changes-  
St Michaels TAZ- Totnes Road,

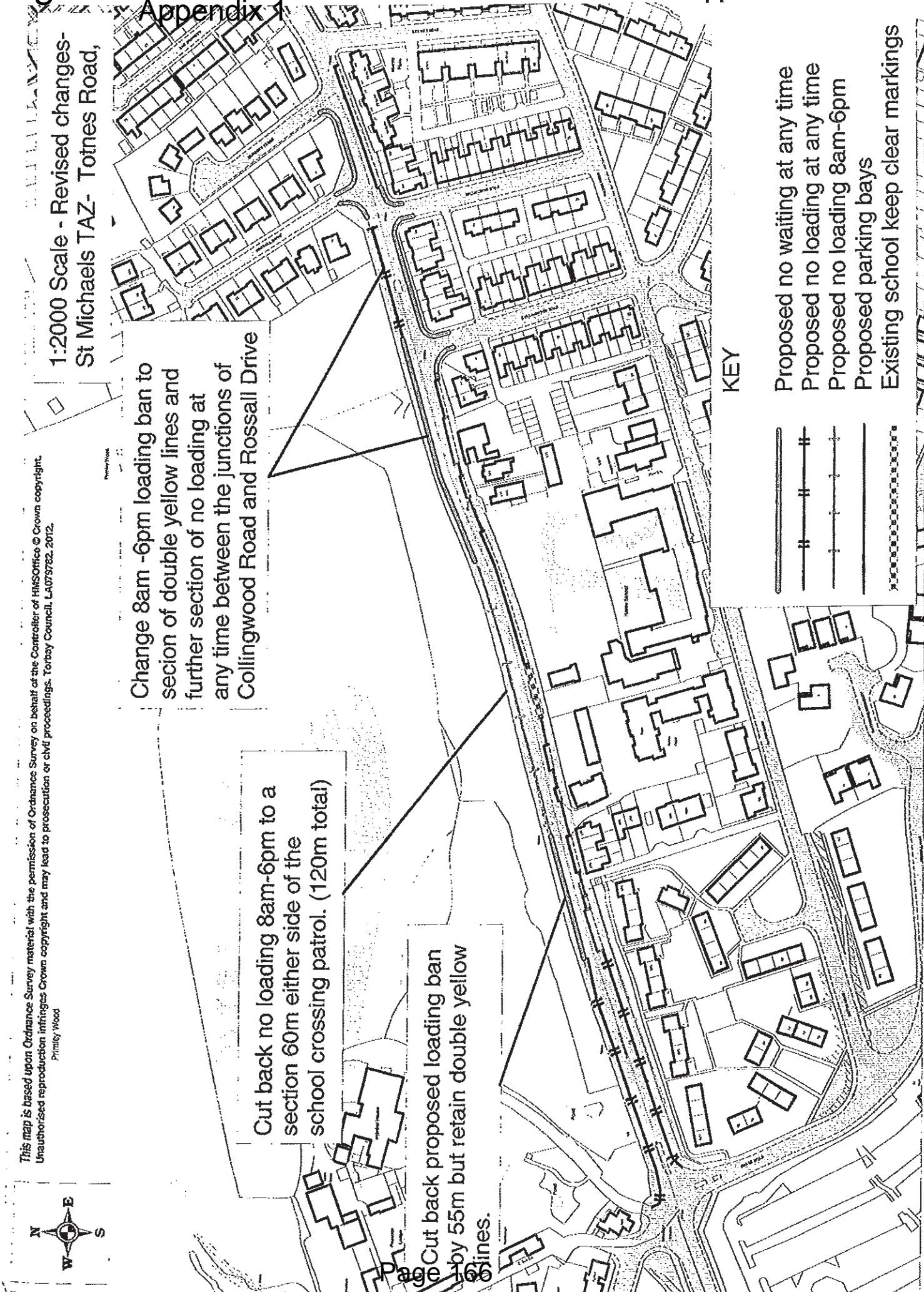
Change 8am -6pm loading ban to section of double yellow lines and further section of no loading at any time between the junctions of Collingwood Road and Rossall Drive

Cut back no loading 8am-6pm to a section 60m either side of the school crossing patrol. (120m total)

Cut back proposed loading ban by 55m but retain double yellow lines.

#### KEY

-  Proposed no waiting at any time
-  Proposed no loading at any time
-  Proposed no loading 8am-6pm
-  Proposed parking bays
-  Existing school keep clear markings

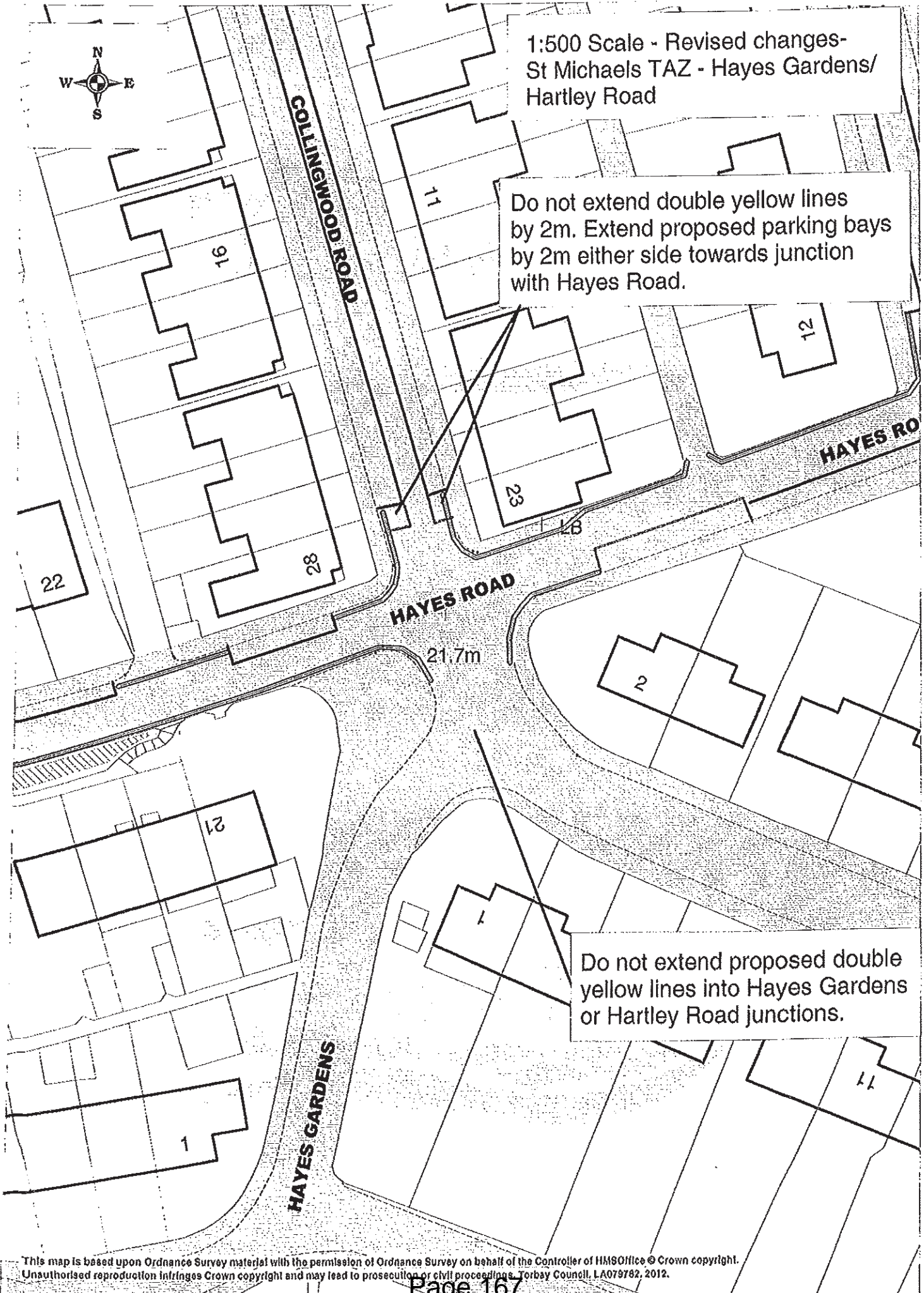




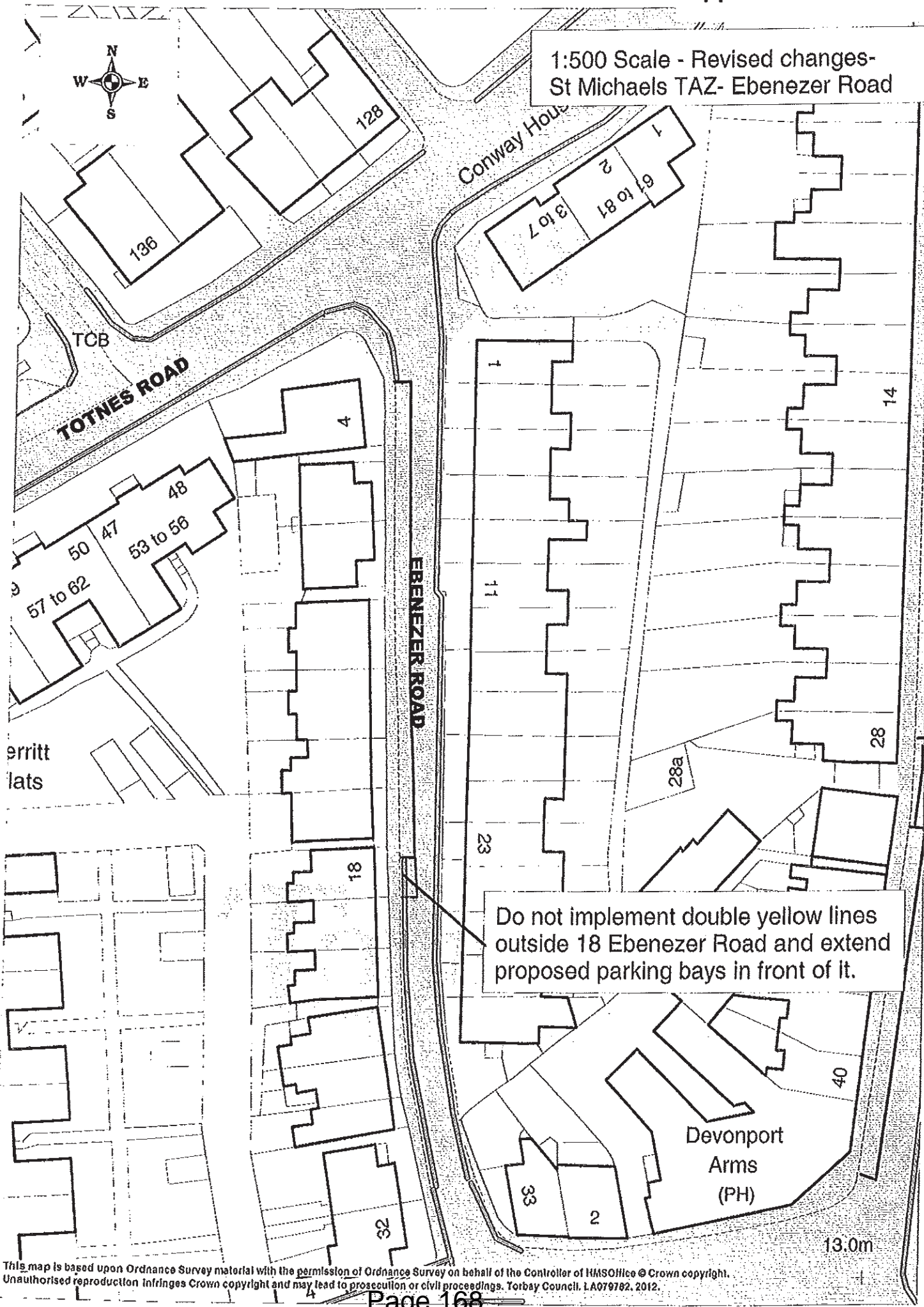
1:500 Scale - Revised changes-  
St Michaels TAZ - Hayes Gardens/  
Hartley Road

Do not extend double yellow lines  
by 2m. Extend proposed parking bays  
by 2m either side towards junction  
with Hayes Road.

Do not extend proposed double  
yellow lines into Hayes Gardens  
or Hartley Road junctions.



1:500 Scale - Revised changes-  
St Michaels TAZ- Ebenezer Road



Do not implement double yellow lines  
outside 18 Ebenezer Road and extend  
proposed parking bays in front of it.

This map is based upon Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of HMSO/Office © Crown copyright.  
Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings. Torbay Council. LA079782. 2012.

1:500 scale - Revised changes -  
St Michaels TAZ - St Michaels Road



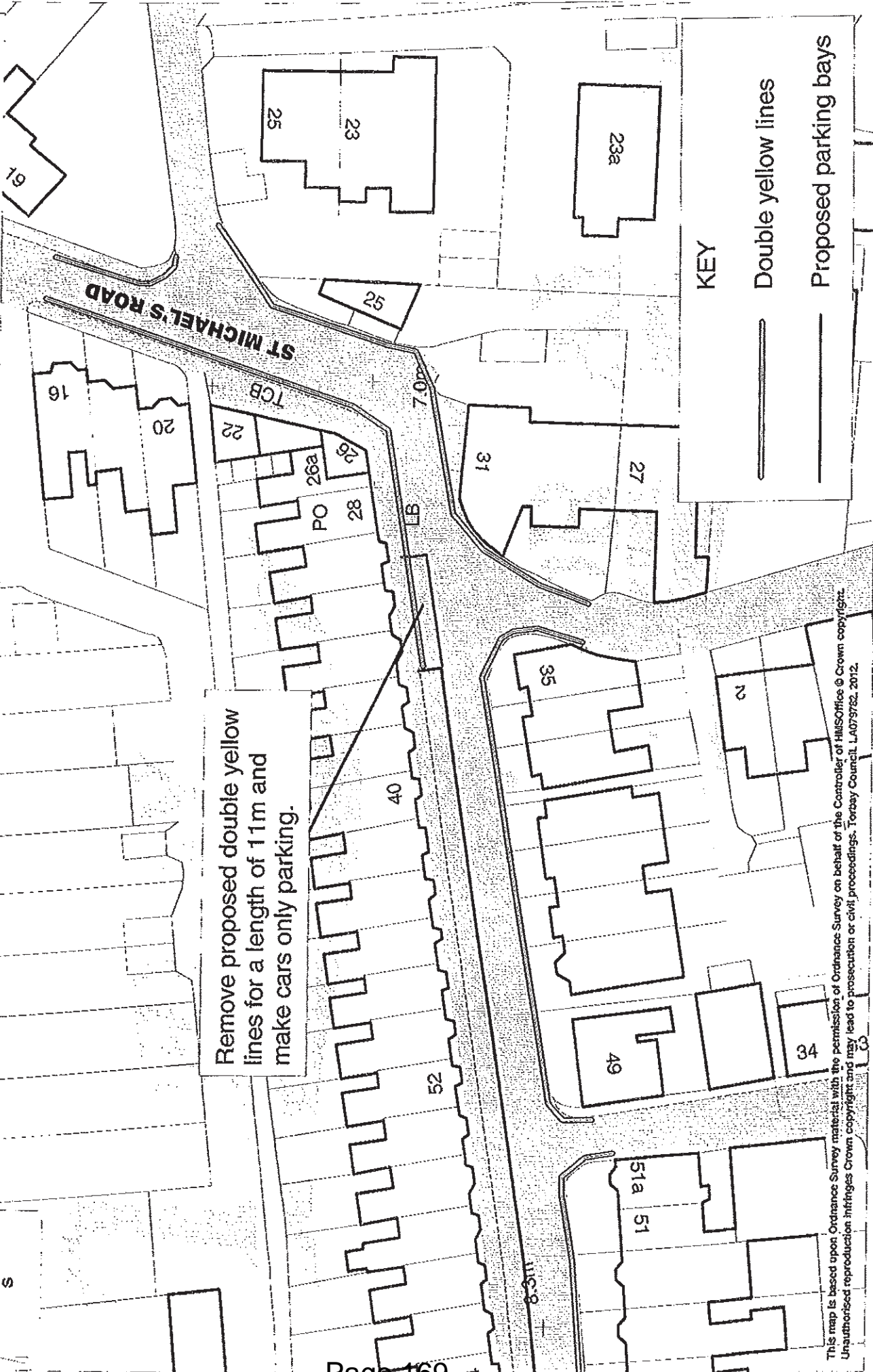
ST MICHAEL'S ROAD

Remove proposed double yellow lines for a length of 11m and make cars only parking.

KEY

Double yellow lines

Proposed parking bays





This map is based upon Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of HMSO/Office of Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings. Torbay Council LA079762, 2012.

1:500 scale - Revised changes -  
St Michaels TAZ - Climsland Road

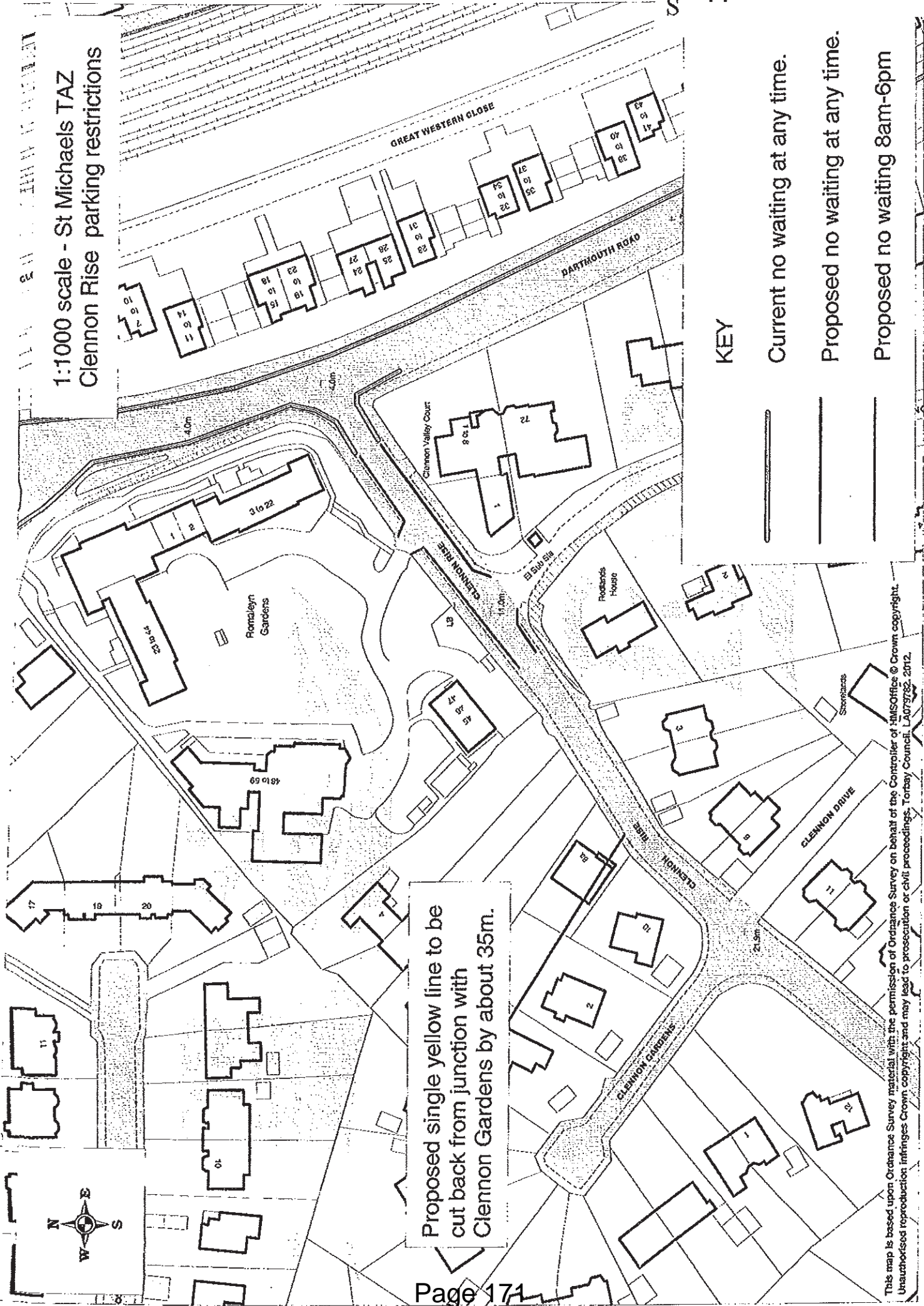


Remove proposed double yellow lines for a length of 11m and make cars only parking.

Extend proposed parking bays by 2m either end on both sides of the road to create 2 extra parking spaces.




- KEY**
-  Double yellow lines
  -  Proposed parking bays

1:1000 scale - St Michaels TAZ  
Clennon Rise parking restrictions



Proposed single yellow line to be cut back from junction with Clennon Gardens by about 35m.

KEY

-  Current no waiting at any time.
-  Proposed no waiting at any time.
-  Proposed no waiting 8am-6pm

This map is based upon Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of HMSO. Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings. Torbay Council, LA07332, 2012.

# Agenda Item 12

## Appendix 2

3 - SEP 2012

31.08.12

To whom it may concern,

I am writing concerning the parking restrictions proposed for the St. Michael's area, Pargaton.

Having objected previously through writing, signing petitions and attending local community meetings, I do not understand why once again such proposals have been put forward.

Myself & the community have objected to all the proposals put forward and at the community meetings plenty of good workable options were recommended which would help

-1-

parking, slow traffic and make the area safer for all the locals.

To reduce parking spaces where residents have no driveways or garages would make life difficult for many especially, families, the elderly and disabled.

I still propose that a one way system be put in place around the area especially up some of the side streets and a 20mph speed limit be imposed at all times with speed cameras put up near Hayes school on both Hayes Road and Tones Road.

It is a shame that after all the meetings and residents suggestions that it appears no one has been listened to or their views be taken on board.

This I find very disappointing!

Yours faithfully

[REDACTED]  
[REDACTED]  
11th SEPTEMBER 2012

RESIDENTS & VISITOR SERVICES,  
HIGHWAYS DEPARTMENT,  
TORBAY COUNCIL, 4th FLOOR,  
ROEBUCK HOUSE, TOR 5TF.

Dear Highways Dept.,

Once again i see the proposal for parking restrictions up  
Cannon Rise and other roads has surfaced.

I stand by my objections in the letter exposed to you back  
in February of this year.

We are aware that some of Cannon Rise is narrow in  
places but a driver would have to keep the brain in a  
very dimly lit place to <sup>stay</sup> in such a constriction.

There is certainly no need to continue any lining work  
past Cannon Gardens if you honestly feel a strong  
compulsion to do this. If the ethos behind this is  
to force people into car parks then the charges will  
have to be much reduced as is happening in more  
progressive parts of the country. Why not spend the  
money cleaning out the storm flow drains instead?

Yours sincerely,

[REDACTED]  
[REDACTED]  
[REDACTED]

INCOMING EMAIL

From: [REDACTED]  
To: Highways <EX:/O=TORBAY COUNCIL/OU=CIVIC OFFICES  
SERVER/CN=ENVIRONMENT/CN=HIGHWAYS/CN=HIGHWAYS.>  
Date: 12/09/2012 16:18:12  
Subject: Dangerous parking on Clennon Rise Paignton

I wish to add to the serious concerns of other Residents in the area , of the traffic problems at the bottom of Clennon Rise in Paignton. The current situation is extremely dangerous when attempting to enter Clennon Rise from the Dartmouth Road , especially from the South. This situation has been reported to you on several occasions over some years but no action has been taken. It is not only cars that are at risk but people crossing Clennon Rise when proceeding along Dartmouth Road - in particular tourists, especially young children , unfamiliar with the problem, I have seen several near misses there recently this Summer .In addition the problems for your refuse lorries , previously brought to your attention , still continue. Most of the parked cars are of people working in Paignton , to avoid parking fees , not residents who are more responsible

I understand that you only intend to take action to restrict ( only ) on the right hand side .This is unacceptable , there should be double lines on both sides of the road up to Clennon Park with vehicle access to the 2 existing properties preserved. In the event of a serious accident there , I believe Torbay Council could be held partially responsible for the consequences in view of the many times you have been contacted by local residents on the issue ( I have copies of all previous contacts ) . I believe it would be wise for you to reconsider your way ahead before any sad circumstances occur.

Yours Sincerely

[REDACTED]



INCOMING EMAIL

From: [REDACTED]  
To: Highways <EX:/O=TORBAY COUNCIL/OU=CIVIC OFFICES  
SERVER/CN=ENVIRONMENT/CN=HIGHWAYS/CN=HIGHWAYS.>  
Date: 12/09/2012 11:00:12  
Subject: URGENT - Restricted Parking in Clennon Rise

Dear Sirs

Further to my telephone conversation with John Clewer yesterday, I am writing to object to the proposed parking restrictions in Clennon Rise. There definitely needs to be restrictions, but I believe that there should be NO PARKING on the left hand side going up and restricted parking on the right. I live in Clennon Park and it is often very dangerous, particularly when Tor 2 are collecting refuse as the road becomes completely blocked. I have personally had to reverse back onto the Dartmouth Road to allow traffic to disperse. It also makes it difficult to see on-coming traffic when turning out of Clennon Park onto Clennon Rise as you are unable to see traffic coming up the hill. I have witnessed on more than one occasion potentially dangerous situations with both traffic and pedestrians. In my opinion the road is too narrow to have cars parked on both sides.

Yours faithfully

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

INCOMING EMAIL

From: [REDACTED]  
To: Highways <EX:/O=TORBAY COUNCIL/OU=CIVIC OFFICES  
SERVER/CN=ENVIRONMENT/CN=HIGHWAYS/CN=HIGHWAYS.>  
Date: 12/09/2012 10:17:12  
Subject: Parking on Clennon Rise

Dear Mr Clewer

I am a resident of Clennon Park (number [REDACTED]) and have had several near - accidents due to parking on both sides of the lower part of Clennon Rise.

At certain times of the day, there are so many cars and vans parked there, some half on the pavements, that it is difficult to get into the road coming up and also to approach the junction coming down. When cars are also parked in Dartmouth Road near to the junction visibility is poor and it becomes extremely dangerous.

I believe that there should be clear restrictions on both sides of Clennon Rise. My preference would be for no parking at all on the left side going up Clennon Rise, until after the turn into Clennon Park and limited parking on the right hand side going up, with no parking below the entry to Romalyn Retirement Home.

When weather conditions make driving even more difficult (such as heavy rain or snow and ice) the situation becomes extremely dangerous.

Yours sincerely

[REDACTED]

INCOMING EMAIL

From: [REDACTED]  
To: Highways <EX:/O=TORBAY COUNCIL/OU=CIVIC OFFICES  
SERVER/CN=ENVIRONMENT/CN=HIGHWAYS/CN=HIGHWAYS.>  
Date: 12/09/2012 17:50:12  
Subject: Parking - Clennon Rise (Attention of John Clewer)

I am surprised to learn of the proposal to permit parking on the left hand side of Clennon Rise. For anyone approaching the road from the Dartmouth Road (the Clennon Leisure Centre side) it is almost impossible to see any traffic coming down Clennon Rise when cars are parked on that side, at the bottom of the hill. It is the cause frequently of "Stalemates" with the car attempting to come up the hill suddenly meeting a vehicle coming down.

I wish to register a protest at the current proposal.

[REDACTED]

INCOMING EMAIL

From: [REDACTED]  
To: Highways <EX:/O=TORBAY COUNCIL/OU=CIVIC OFFICES  
SERVER/CN=ENVIRONMENT/CN=HIGHWAYS/CN=HIGHWAYS.>  
Date: 12/09/2012 02:12:12  
Subject: Clennon Rise.

To John Clewer, As a resident of Clennon Park I take an interest in the proposed parking restrictions for the lower end of Clennon Rise. Entry to and exit from Clennon Park is made hazardous by dense car parking on the lower section of Clennon Rise. In particular exiting from Clennon Park has very restricted vision both ways due to vehicles parked in Clennon Rise being very close to the mouth of Clennon Park. Prohibiting parking on the left hand side ( coming up ) of Clennon rise, up to and somewhat beyond the junction with Clennon Park would make for increased safety getting in and out of Clennon Park. I trust you can consider these comments.

With thanks, [REDACTED]

INCOMING EMAIL

From: [REDACTED]  
To: Highways <EX:/O=TORBAY COUNCIL/OU=CIVIC OFFICES  
SERVER/CN=ENVIRONMENT/CN=HIGHWAYS/CN=HIGHWAYS.>  
Date: 12/09/2012 06:49:12  
Subject: Proposed parking restrictions in Clennon Rise, Paignton. Attention of Mr.  
John Clewer.

To John Clewer, Further to my earlier e-mail of today, may I clarify that parking should not be allowed on the up hill left hand ( southern ) side of Clennon Rise between the Dartmouth Road and a point above Clennon Park. I hope you can consider adding this to the Clennon rise parking restriction proposals. I feel this would add considerably to the safety of vehicular access in and out of Clennon Park. Thank you.

[REDACTED]

INCOMING EMAIL

From: [REDACTED]  
To: Highways <EX:/O=TORBAY COUNCIL/OU=CIVIC OFFICES  
SERVER/CN=ENVIRONMENT/CN=HIGHWAYS/CN=HIGHWAYS.>  
Date: 12/09/2012 19:54:12  
Subject: Planned parking restrictions in Clennon Rise

Attn: John Clewer

Dear Sir,

I am very pleased to see that parking restrictions are finally going to be put in place in Clennon Rise. The junction with Dartmouth Road is very dangerous due to the cars that are currently parked there. I have had to brake hard on numerous occasions to avoid oncoming traffic turning into Clennon Rise and have at times, had to reverse out onto the Dartmouth road due to oncoming traffic coming down Clennon Rise, which is very precarious. My wife and her parents who live with us, have also experienced similar problems and I am amazed that thus far there has not been a serious accident at this junction. Consequently, I greatly support the action being taken but feel that in order to make the junction safe to use parking restrictions should be in place on both sides of Clennon Rise, not just one side. Restricting only one side, still means that vehicles will be in the middle of the road when approaching the junction with Dartmouth Road, which is a blind

corner when travelling towards Paignton centre and turning into Clennon Rise. Please reconsider your decision and make this area safe for residents and visitors alike.

Yours sincerely

[REDACTED]  
[REDACTED]



Title: **Highway Maintenance – Public Satisfaction**

Wards Affected: **All Wards in Torbay**

To: **Transport Working Party** On: **25<sup>th</sup> October 2012**

Contact Officer: **Tim Northway**

☎ Telephone: **207914**

✉ E.mail: **Tim.northway@torbay.gov.uk**

---

## 1. Key points and Summary

- Highway maintenance nationally has been subject to funding under-investment for a number of years, the 'Department for Transport' (DfT) has recognised this fact and following a new 'Chartered Institute of Public Finance and Accountancy' (CIPFA) code of practise document, highways are to be included within 'Whole of Government' (WGA) accounts. This is an important consideration because in simple value terms an authority's highway asset often significantly exceeds the value of all of a Council's other owned properties and buildings.
- This report discusses Torbay Council's comparative performance in a recent public satisfaction survey conducted for 'National Highways & Transport' (NHT) and trends this with previous surveys. The surveys have been carried out for NHT by Ipsos MORI since 2008, thus permitting the trending of data for use in planning decisions for the managing of this essential asset. The survey data has been collated and analysed by 'Measures to Improve' (M2I) and their report is in the appendices.
- The report will explain the unique 'evolved' construction nature of Torbay's local highway network and detail how this affects our customers and costs.
- The expectations of our customers are rightly high; a section of this report will compare satisfaction levels against physical measured carriageway condition data.
- Data from Torbay's 'Pavement Management System' (PMS) has been used to show how the overall value of the highway asset is being affected by not treating all roads in a planned preventative manner before their deterioration means that structural replacement work becomes necessary.
- National condition survey data results are shown and discussed to show how Torbay Council compares with other highway authorities.

## 2. Introduction

This report has been prompted by the draft publication of the 2012 NHT survey. It aims to explain why our customers are not satisfied with the condition of their local road network whilst stressing the importance that they place on this service's delivery. Since the survey's commencement in 2008 there has been a significant drop in customer satisfaction levels for highway maintenance as a whole, but by far the most significant issue being raised, concerns the condition of the carriageways within the Bay. The recent decision to reduce the level of capital funding to highway maintenance has resulted in officers being obliged to make some difficult decisions and has in turn placed the highway network at an increased risk of further rapid deterioration.

## 3. Discussion

### 3.1 NHT Survey

The NHT survey as a whole covers a wide range of highway related functions and has a valued contribution towards guiding future levels of service, but the report also indicates short term effects associated with cyclical maintenance activities and major traffic schemes. This report will confine itself to highway maintenance activities alone at this time.

The 'Key Benchmark Indicators' (KBI) & 'Benchmark Indicator' (BI) Analysis report for Torbay Council, dated 28<sup>th</sup> September 2012 is included as **Appendix 1** of this report. The document is based on a sample of 4500 residents selected at random within Torbay and had a response of 853 forms which is an 18.96% return rate. This is higher than the average response across other highway authorities which was at 16% overall. The 853 people concerned filled out the questionnaire, included as **Appendix 2**, which had 35 separate questions, where respondents were asked to rank their answers across a number of disciplines. The relatively high rate of response to the questionnaire suggests that our residents see this as being a matter of some importance.

The KBI & BI Analysis for the purposes of this report will concentrate on section 7 or 'Highway Maintenance'. Therefore page 9 of the report gives a colour coordinated summary of Torbay's position where there is a significant proportion of red indicators, which show the areas of greatest concern. However, the most significant indicator is the top line 'Highway Maintenance Benchmark Indicator' (HMBI 01) 'condition of road surfaces' which has a percentage satisfaction of only 30.35%. This is reinforced on the following page where 'Key Benchmark Indicator' (KBI 23), 'Condition of highways' has reduced from 42.64% in 2008 to 31.87% in 2012.

Conversely there were two questions in the survey (Q3 & Q4) in which customers placed 'The Condition of Roads' as being of most importance to them personally (Q3) and Q4 where they were asked to prioritise the Council's budget in transport and highways, where once again 'The Condition of Roads' was placed highest. In both instances the second highest in importance was for the condition of 'Pavements & Footways'.

These results suggest that customer perception is that we are providing a declining level of service in an area which they perceive to have a high importance to them personally.



### 3.2 Carriageway Condition Survey Analysis

Highway condition surveys are carried out by a specialist contractor using high tech surveying vehicles (SCANNER) or by trained surveyors using visual inspection techniques (CVI). Both types of survey are conducted on roads within Torbay to both allow engineers to plan future maintenance schemes and for reporting to central government as 'National Indicators' (NI). In general terms SCANNER surveys are used on the main road network and CVI surveys on the residential roads which make up the majority of the overall highway network.

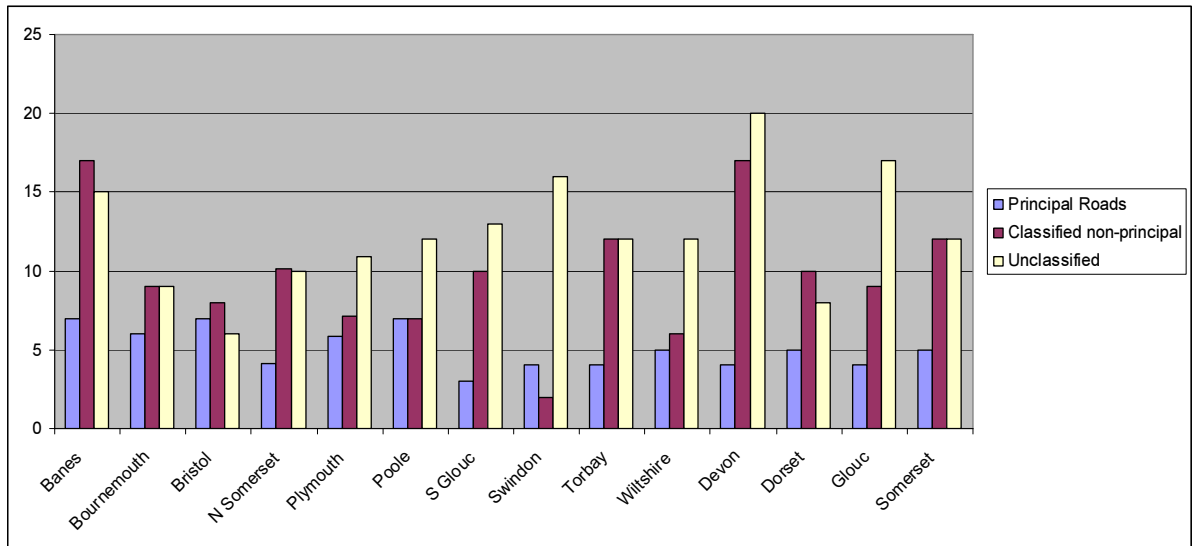
The survey data is fed into the Council's PMS system which analyses these in a variety of ways to produce the 'deteriorated replacement cost' (DRC) of the network as a whole and maps showing where maintenance work should be considered. The DRC is essentially the amount of money that would be required to return the whole of the highway network to an as new condition. On a properly managed network this would never be expected to reach zero as there will always be some planned maintenance work waiting to happen. Also even roads that have reached a point of being reported as having 'no residual life' will still remain usable by vehicles with care. Unfortunately there are many such examples of roads of this nature within Torbay that are still waiting for funding, whilst others which are being resurfaced presently which have been in a list of pending sites for many years.

However, the point of this section is to compare condition data with public satisfaction level, so this is summarised in the table below:-

	<b>BVPI 223 NI 168</b>	<b>BVPI 224A NI 169</b>	<b>BVPI 224B HE 224B</b>	<b>NHT KBI 07</b>
	Condition of principal roads %	Condition of B & C Roads %	Condition unclassified residential roads %	Condition of highways from NHT survey
2007/08	4.00	7.00	5.00	42.64
2008/09	4.00	9.00	4.00	41.59
2009/10	9.00	13.00	6.00	37.37
2010/11	4.00	13.00	11.00	34.20
2011/12	4.00	12.00	12.00	31.87

This graph shows the surveyed condition of Torbay's road network, with the numbers reporting the percentage of defective roads in each of the categories. The final column represents customer satisfaction over the same period. Although there has been a conscious effort to increase the expenditure on preventative maintenance treatments on residential roads, the worsening condition of these following harsh winters and wet summers is becoming ever more apparent to road users. Whilst the main road network has remained relatively stable the surveyed condition of the local road network has worsened which reflects the fall in customer satisfaction.

For direct comparison purposes the following graph shows how the condition of Torbay's highway network is reported for other regional authorities. The graph is based on the most recently reported data for each of the authority's networks.



The above graph shows that public satisfaction is low it indicates that Torbay's actual performance in maintaining the highway network is average to above average regionally. It also indicates that the declining condition of highways is not confined to Torbay. Other surveys conducted by the construction industry indicate that the problem exists at a national level, but by participating in regionally benchmarking its highway services Torbay will continue to develop best practises to maximise the use of limited funding in accordance with asset management principles.

### 3.3 Carriageway Construction and Techniques

Many estate roads in Torbay have a construction which is described as being 'evolved' rather than one that it designed in accordance with anticipated traffic loads. This means that there is a layer of compacted unbound granular material which has been covered with a thin layer of bituminous material, typically less than 40mm in thickness. This was a type of construction that has been cost effective to construct and until recently the moderate climate of the Bay has meant that engineers of the time decided that frost susceptibility was not an issue. Unfortunately, in present times, the thin top layers have frequently cracked, oxidised or loosened to the point where water can readily ingress into the underlying vulnerable unbound layers and cause problems that are expensive to resolve. Typical examples are the many roads exhibiting excessive crowns (raised centre of road), poor ride quality for vehicles, areas of delaminating surfacing (where the surface has come away from underlying layers) and gravelly deposits causing particular problems for two wheeled vehicles. In extreme cases there is physical evidence of pumping sand, voids and depressions caused by water penetration.

If the unbound layer has lost its original profile any planned maintenance work will mean that the highway engineer is left with an expensive solution such as excavating the carriageway to a depth of 450mm and rebuilding it from scratch. In today's climate of austerity this means that such sites are effectively too expensive to address. This means that it is vitally important to use preventative maintenance techniques such as surface dressing, micro-asphalts or thin overlays to reseal the carriageway top layers whilst the overall shape of the carriageway remains suitable for this process. Failure to conduct preventative maintenance at the appropriate window in time means the list of costly sites grows ever larger as does the eventual bill to put them right.

In cost terms treatments vary from £2.50 per square metre for a surface dress treatment, up to £60 or more for reconstruction work. Therefore efforts are concentrated on preventative sites but there is a real need to start to address some of the many sites that have been overlooked in favour of lower cost schemes.

An exercise conducted recently indicates conservatively that there are over 450 individual sites that need treatment now. Whilst the bulk of these will only be requiring preventative work, the estimated cost of all of these schemes now runs to over £10M.

### 3.4 Pavement Management System Reporting

Part of the Whole Government's Accounting (WGA) initiative, concerns reporting on the depreciated replacement costs (DRC) of an authority's highway network. There is a facility within the reporting section of the PMS which is used to generate the WGA returns that use surveyed condition data and overall carriageway lengths to produce the DRC figures.

The table below shows the recent maintenance investment of carriageways compared with the DRC. It shows that despite best efforts the condition of highways is still in decline which in simple terms indicates that £1M per year is not enough to halt the decline.

	<b>Maintenance Investment (£)</b>	<b>Depreciated Replacement Cost (£)</b>	<b>Net Change (£) Year on Year</b>
2007/2008	1,225,000	18,290,345	356,822 improve
2008/2009	885,000	19,595,767	1,305,422 deteriorate
2009/2010	969,000	22,634,238	3,038,471 deteriorate
2010/2011	783,500	22,265,492	368,746 improve
2011/2012	1,169,400	22,515,360	249,868 deteriorate
<b>5yr total</b>	<b>5,031,900</b>		<b>3,868,193 deterioration</b>

It does suggest that £1.8M would have been required over a 5 year period to maintain a standstill condition state. This is extremely close to the figure predicted for LTP2 where £2M per annum was calculated.

However it also clearly shows that the reduced figure of £0.837M for the current financial year was wholly inappropriate and not sustainable.

One note of caution however, is that the DRC figures produced by PMS for this report are based on national default construction rates that will differ from local rates. In future developments actual local construction cost data will be used, so the figures could change in later reports. However, this is the best information that is available at this time.

## 4 Conclusion

The NHT survey clearly shows that Torbay Council is not meeting its customer expectations with regard to maintaining the condition of its highway network. The main area of concern as evidenced by the NHT Headline Results sheet (see **Appendix 3**) which shows that customers place the highest importance on

highway condition whilst simultaneously awarding the lowest satisfaction levels in the same subject area.

The survey itself also shows a noticeable drop in satisfaction in highway cyclical activities, in particular maintenance of highway verges/trees and shrubs, where a 7.86% drop has been recorded in comparison with last years survey and weed killing on pavements and roads which has an 8.32% reduction in satisfaction levels. This is a concern which will need to be monitored.

The severe cut to highway maintenance capital funding has meant that sites that would have been surfaced this year have been postponed pending suitable funding.

The effect of cutting maintenance budgets could possibly be disguised by using cheaper methods and literally covering up the cracks, but that would not be sustainable and would only produce a larger repair bill in the not too distant future. Members need to be aware of the concerns of our customers and look towards improving the condition of this most valuable and essential asset, to improve the standard of living of wide sections of our community.

**Patrick Carney**  
**Group Services Manager (Streetscene & Place)**

## **Appendices**

### **Appendix 1**

Is the National Highways and Transportation Networks, analysis report of 28<sup>th</sup> September 2012. The document is based on Torbay Council's survey responses but the document is embargoed until 9<sup>th</sup> October 2012 following which the information will be available online.

### **Appendix 2**

Is a blank example of the Ipsos MORI questionnaire that was sent to 4500 randomly selected residents within each authority.

### **Appendix 3**

Is the NHT survey headline result summary, indicating the respondent's importance and budgetary priority areas.

### **Appendix 4**

Photographs of a failed estate road in Torquay, showing the effects of missing the opportunity to carry out preventative maintenance at the optimum time.

# KBI & BI ANALYSIS TORBAY BC

28 SEPTEMBER 2012

PREPARED BY M2I

INDEX

1. KBI SUMMARY	3
2. ACCESSIBILITY BIs	4
3. PUBLIC TRANSPORT BIs	5
4. WALKING & CYCLING BIs	6
5. TACKLING CONGESTION BIs	7
6. ROAD SAFETY BIs	8
7. HIGHWAY MAINTENANCE BIs	9
8. HISTORIC KBI SCORES	10
9. HISTORIC BI SCORES	12
10. HISTORIC TRENDS	16

## COMPARATIVE PERFORMANCE 2012 VS 2011

Comparison Group: Unitary Authority

















Question	Average	Ranking	Scope to improve	Group Rank	Year on Year
<b>01. GENERAL KBI</b>					
KBI 01 - Overall (local)	53.73	60	-8.35	33	-1.62
KBI 02 - Overall (national)	53.81	60	-8.04	33	-1.56
<b>02. ACCESSIBILITY KBI</b>					
KBI 03 - Ease of Access (all)	76.11	72	-5.98	37	-1.23
KBI 04 - Ease of Access (disabilities)	71.23	47	-7.05	24	-0.31
KBI 05 - Ease of Access (no car)	73.31	39	-8.85	21	-2.76
<b>03. PUBLIC TRANSPORT KBI</b>					
KBI 06 - Local bus services	64.05	17	-13.63	8	-1.23
KBI 07 - Local bus services (BVPI 104)	68.82	12	-15.06	6	0.09
KBI 08 - Public transport info (BVPI 103)	50.93	22	-23.57	10	-3.71
KBI 09 - Taxi/mini cab services	70.43	17	-4.39	10	-1.36
KBI 10 - Community Transport	58.23	29	-4.98	15	-2.97
<b>04. WALKING/ CYCLING KBI</b>					
KBI 11 - Pavements & Footpaths	53.10	54	-11.88	31	-3.45
KBI 12 - Pavements & Footpaths (aspects)	54.50	53	-6.67	28	-1.07
KBI 13 - Cycle routes and facilities	49.07	66	-16.66	37	-1.55
KBI 14 - Cycle routes and facilities (aspects)	51.60	45	-9.24	33	0.29
KBI 15 - Rights of Way	55.33	73	-8.76	38	-0.66
KBI 16 - Satisfaction - Rights of Way (aspects)	53.12	51	-6.31	26	0.41
<b>05. TACKLING CONGESTION KBI</b>					
KBI 17 - Traffic levels & congestion	42.91	69	-19.33	35	2.90
KBI 18 - Management of roadworks	50.99	54	-9.83	27	5.96
KBI 19 - Traffic management	55.36	46	-8.39	25	1.43
<b>06. ROAD SAFETY KBI</b>					
KBI 20 - Road safety locally	59.77	46	-6.67	27	-1.28
KBI 21 - Road safety environment	55.55	36	-6.02	26	-1.71
KBI 22 - Road safety education	50.55	47	-8.82	27	-0.84
<b>07. HIGHWAY MAINTENANCE/ ENFORCEMENT KBI</b>					
KBI 23 - Condition of highways	31.87	53	-25.13	30	-2.33
KBI 24 - Highway maintenance	47.12	53	-10.54	31	-2.32
KBI 25 - Street lighting	61.22	69	-15.69	37	-8.25
KBI 26 - Highway enforcement/obstructions	48.46	58	-7.73	32	-0.96

"Scope to Improve" is the gap from the BEST national score. Smaller number is better: Zero to -5=Green, -5 to -10=Yellow, more than 10 points away from the best=Red.



### COMPARATIVE PERFORMANCE 2012 VS 2011





















































Comparison Group: Unitary Authority

Question	Average	Ranking	Scope to improve	Group Rank	Year on Year
<b>01. ACCESSIBILITY BI</b>					
ABI 01-Where you work (if you do)	73.52 	72	-10.34 	37	-4.22
ABI 02-Post Office/banks	73.96 	74	-10.55 	38	-3.77
ABI 03-Local shops/supermarkets	82.42 	55	-5.16 	29	0.39
ABI 04-Hospital	68.77 	37	-8.01 	18	-3.21
ABI 05-Doctors and health facilities	77.15 	73	-8.56 	37	-2.69
ABI 06-School/college	78.41 	57	-7.71 	29	-0.92
ABI 07-Leisure Facilities	77.62 	44	-3.68 	23	2.34
ABI 08-To visit friends/family	77.05 	62	-4.64 	32	2.23

"Scope to Improve" is the gap from the BEST national score. Smaller number is better: Zero to -5=Green, -5 to -10=Yellow, more than 10 points away from the best=Red.

### COMPARATIVE PERFORMANCE 2012 VS 2011













































Comparison Group: Unitary Authority

Question	Average	Ranking	Scope to improve	Group Rank	Year on Year
<b>02. PUBLIC TRANSPORT BI</b>					
PTBI 01-Frequency of bus services	68.98 	8	-9.34 	6	1.56
PTBI 02-Number of bus stops	72.72 	23	-10.86 	11	-0.95
PTBI 03-The state of bus stops	67.14 	9	-5.93 	6	-0.17
PTBI 04-Whether buses arrive on time	62.99 	13	-8.14 	7	3.81
PTBI 05-How easy buses are to get on/off	74.65 	24	-8.65 	13	-0.52
PTBI 06-The local bus service overall	67.93 	9	-9.87 	6	0.42
PTBI 07-Bus fares	39.38 	52	-10.65 	24	1.08
PTBI 08-Quality and cleanliness of buses	65.86 	14	-5.11 	9	2.96
PTBI 09-Helpfulness of drivers	65.47 	22	-5.75 	13	-1.29
PTBI 10-Personal safety on the bus	68.74 	16	-3.62 	10	1.17
PTBI 11-Personal safety while waiting at bus stop	63.50 	35	-5.76 	20	-1.32
PTBI 12-Raised kerbs at bus stops	63.00 	50	-13.10 	33	-0.53
PTBI 13-The amount of information	62.12 	21	-9.72 	10	-2.42
PTBI 14-The clarity of information	61.00 	25	-9.98 	10	-1.66
PTBI 15-The accuracy of information	62.85 	18	-8.77 	9	0.04
PTBI 16-Ease of finding the right information	58.59 	19	-9.03 	9	0.29
PTBI 17-Information about accessible buses	54.80 	20	-7.57 	9	-0.72
PTBI 18-Information to help people plan journeys	59.74 	31	-10.50 	14	-0.86
PTBI 19-Reliability of Electronic Display Info	53.39 	39	-14.43 	22	2.07
PTBI 20-Provision of public transport information	59.44 	22	-12.19 	10	-2.16
PTBI 21-Availability of taxis or minicabs	80.37 	12	-3.69 	7	-0.80
PTBI 22-Reliability of taxis or minicabs	77.95 	5	-2.65 	2	-0.59
PTBI 23-Cost (fares) of taxis or minicabs	52.29 	18	-6.47 	7	0.49
PTBI 24-Availability of Community Transport	57.30 	22	-5.95 	12	1.22
PTBI 25-Community Transport fares	52.93 	21	-3.16 	10	0.95
PTBI 26-Reliability of Community Transport	58.87 	16	-5.70 	10	4.26

"Scope to Improve" is the gap from the BEST national score. Smaller number is better. Zero to -5=Green, -5 to -10=Yellow, more than 10 points away from the best=Red.

## COMPARATIVE PERFORMANCE 2012 VS 2011



























Comparison Group: Unitary Authority

Question	Average	Ranking	Scope to improve	Group Rank	Year on Year
<b>03. WALKING AND CYCLING BI</b>					
WCBI 01-The provision of pavements where needed	62.78 	64	-10.22 	32	-2.88
WCBI 02-The condition of pavements	48.17 	56	-11.94 	31	-3.69
WCBI 03-The cleanliness of pavements	45.10 	64	-14.61 	32	-2.35
WCBI 04-Direction signposts for pedestrians	61.49 	9	-3.38 	7	1.34
WCBI 05-Provision of safe crossing points	59.71 	36	-5.89 	20	-1.31
WCBI 06-Drop kerb crossing points	61.05 	39	-5.94 	21	-1.23
WCBI 07-Pavements being kept clear of obstruction	43.19 	36	-11.63 	22	2.65
WCBI 08-The provision of cycle routes where needed	49.07 	49	-24.55 	31	-2.83
WCBI 09-Location of cycle routes/lanes	30.27 	51	-24.72 	30	
WCBI 10-Condition of cycle routes	56.36 	40	-10.10 	29	-1.98
WCBI 11-Cycle crossing facilities at junctions	51.38 	55	-10.15 	34	-0.94
WCBI 12-Cycle parking	47.81 	37	-7.97 	25	-0.80
WCBI 13-Direction signing for cycle routes	52.70 	46	-11.11 	32	-0.54
WCBI 14-Cycle route information e.g. maps	48.57 	48	-12.12 	32	1.27
WCBI 15-Cycle training (e.g. at schools)	54.53 	29	-7.93 	17	3.17
WCBI 16-Cycle facilities at place of work	54.73 	16	-6.00 	10	7.35
WCBI 17-Provision of footpaths for walking/running	63.12 	53	-6.92 	30	-0.40
WCBI 18-Bridleways for horse riding and/or cycling	55.31 	71	-13.55 	37	-1.25
WCBI 19-Signposting of Rights of Way	56.70 	40	-5.97 	17	0.90
WCBI 20-Condition of Rights of Way	53.28 	49	-8.36 	28	-0.07
WCBI 21-Ease of use by those with disabilities	44.53 	44	-12.05 	26	1.33
WCBI 22-Information about Rights of Way routes	45.74 	36	-5.32 	18	1.95

"Scope to Improve" is the gap from the BEST national score. Smaller number is better: Zero to -5=Green, -5 to -10=Yellow, more than 10 points away from the best=Red.

### COMPARATIVE PERFORMANCE 2012 VS 2011























Comparison Group: Unitary Authority

Question	Average	Ranking	Scope to improve	Group Rank	Year on Year
<b>04. TACKLING CONGESTION BI</b>					
TCBI 01-Advanced warning of roadworks	62.41 	36	-5.19 	22	2.29
TCBI 02-Efforts to reduce delays to traffic	48.81 	60	-16.67 	30	6.85
TCBI 03-Time taken to complete roadworks	42.39 	54	-15.34 	29	9.19
TCBI 04-Signposting of road diversions	56.47 	42	-8.45 	23	6.19
TCBI 05-Helplines to find out about roadworks	44.92 	55	-7.90 	26	5.30
TCBI 06-Efforts to minimise nuisance to residents	50.95 	39	-7.63 	22	5.93
TCBI 07-Road signs	72.25 	9	-1.57 	8	1.50
TCBI 08-Location of permanent traffic lights	70.31 	14	-2.44 	9	1.03
TCBI 09-Waiting time at permanent traffic lights	62.18 	42	-6.66 	19	2.37
TCBI 10-Tackling illegal on-street parking	45.53 	35	-8.60 	23	2.83
TCBI 11-Restrictions of parking on busy roads	49.33 	64	-7.25 	33	0.94
TCBI 12-Good Park and Ride Schemes	45.05 	54	-25.62 	24	1.56
TCBI 13-The routes taken by heavy goods vehicles	42.84 	52	-14.32 	33	-0.23

"Scope to Improve" is the gap from the BEST national score. Smaller number is better: Zero to -5=Green, -5 to -10=Yellow, more than 10 points away from the best=Red.

### COMPARATIVE PERFORMANCE 2012 VS 2011

Comparison Group: Unitary Authority

Question	Average	Ranking	Scope to improve	Group Rank	Year on Year
<b>05. ROAD SAFETY BI</b>					
RSBI 01-Speed limits	65.55 	29	-4.40 	17	1.62
RSBI 02-The enforcement of speed limits	56.86 	23	-7.07 	15	-0.30
RSBI 03-Speed control measures (e.g. road humps)	54.70 	19	-4.12 	15	1.96
RSBI 04-Location of speed control measures	56.02 	15	-2.12 	13	0.91
RSBI 05-Safety of walking	62.78 	50	-6.85 	28	-2.09
RSBI 06-Safety of cycling	50.32 	46	-14.73 	28	-4.32
RSBI 07-Safety of children walking to school	54.14 	53	-11.69 	30	-5.01
RSBI 08-Safety of children cycling to school	44.04 	53	-15.04 	31	-6.48
RSBI 09-Road safety training/education - children	53.44 	41	-11.20 	22	0.00
RSBI 10-Road safety training/education -motorcycle	53.52 	27	-6.82 	17	1.68
RSBI 11-Road safety training/educ - young drivers	44.70 	63	-10.29 	33	-4.18

"Scope to Improve" is the gap from the BEST national score. Smaller number is better: Zero to -5=Green, -5 to -10=Yellow, more than 10 points away from the best=Red.

COMPARATIVE PERFORMANCE 2012 VS 2011

Comparison Group: Unitary Authority

Question	Average	Ranking	Scope to improve	Group Rank	Year on Year
<b>06. HIGHWAYS MAINTENANCE BI</b>					
HMBI 01-Condition of road surfaces	30.35	53	-27.53	30	-2.60
HMBI 02-Cleanliness of roads	52.87	62	-10.34	32	-1.75
HMBI 03-Condition of road markings	57.88	31	-7.41	15	-1.36
HMBI 04-Condition and cleanliness of road signs	58.67	42	-7.28	24	-0.98
HMBI 05-Speed of repair to street lights	60.73	28	-4.87	18	-0.04
HMBI 06-Speed of repair to damaged roads/pavements	27.08	45	-19.90	28	-0.43
HMBI 07-Quality of repair to damaged roads/Pavemt	33.16	48	-17.80	28	0.63
HMBI 08-Maintenance of highway verges/trees/shrub	41.39	72	-20.38	38	-7.86
HMBI 09-Weed killing on pavements and roads	42.95	67	-13.87	36	-8.32
HMBI 10-Keeping drains clear and working	49.57	30	-13.35	23	-4.71
HMBI 11- Deals with Potholes and damaged roads	49.27	59	-22.67	35	
HMBI 12-Deals with obstructions on pavements	41.17	60	-9.87	31	-4.74
HMBI 13-Keeps roads clear of obstructions	55.74	56	-7.37	30	-2.66
HMBI 14-Deals with illegally parked cars	42.26	53	-12.45	30	0.86
HMBI 15-Undertakes cold weather gritting	55.47	11	-7.68	8	3.02
HMBI 16-Cuts back overgrown hedges	45.11	60	-12.66	36	-0.93
HMBI 17-Deals with mud on the road	53.58	29	-9.55	22	0.68
HMBI 18-Deals with abandoned cars	52.89	73	-11.15	37	1.04

"Scope to Improve" is the gap from the BEST national score. Smaller number is better: Zero to -5=Green, -5 to -10=Yellow, more than 10 points away from the best=Red.

# TORBAY BC

## 8. HISTORIC KBI SCORES



01. GENERAL KBI					
Question	2008 Jul	2009 Sep	2010 Sep	2011 Sep	2012 Sep
KBI 01 - Overall (local)	56.09	54.63	55.92	55.35	53.73
KBI 02 - Overall (national)	56.01	54.66	55.96	55.38	53.81

02. ACCESSIBILITY KBI					
Question	2008 Jul	2009 Sep	2010 Sep	2011 Sep	2012 Sep
KBI 03 - Ease of Access (all)	73.54	75.56	76.83	77.35	76.11
KBI 04 - Ease of Access (disabilities)	69.16	67.09	72.36	71.54	71.23
KBI 05 - Ease of Access (no car)	68.17	76.81	77.38	76.07	73.31

03. PUBLIC TRANSPORT KBI					
Question	2008 Jul	2009 Sep	2010 Sep	2011 Sep	2012 Sep
KBI 06 - Local bus services	60.90	61.21	66.00	65.28	64.05
KBI 07 - Local bus services (BVPI 104)	59.64	62.86	71.79	68.73	68.82
KBI 08 - Public transport info (BVPI 103)	52.83	52.17	54.66	54.64	50.93
KBI 09 - Taxi/mini cab services	73.39	70.05	69.99	71.79	70.43
KBI 10 - Community Transport	59.43	57.44	56.86	61.20	58.23

04. WALKING/ CYCLING KBI					
Question	2008 Jul	2009 Sep	2010 Sep	2011 Sep	2012 Sep
KBI 11 - Pavements & Footpaths	53.98	55.34	55.02	56.56	53.10
KBI 12 - Pavements & Footpaths (aspects)	53.43	56.13	55.22	55.56	54.50
KBI 13 - Cycle routes and facilities	51.20	48.50	48.46	50.62	49.07
KBI 14 - Cycle routes and facilities (aspects)	44.37	43.47	46.03	51.31	51.60
KBI 15 - Rights of Way	58.21	57.09	58.57	55.99	55.33
KBI 16 - Satisfaction - Rights of Way (aspects)	50.41	50.64	52.51	52.71	53.12

05. TACKLING CONGESTION KBI					
Question	2008 Jul	2009 Sep	2010 Sep	2011 Sep	2012 Sep
KBI 17 - Traffic levels & congestion	38.48	34.97	39.20	40.01	42.91
KBI 18 - Management of roadworks	43.82	48.24	50.38	45.03	50.99
KBI 19 - Traffic management	52.08	53.04	54.04	53.93	55.36

06. ROAD SAFETY KBI					
Question	2008 Jul	2009 Sep	2010 Sep	2011 Sep	2012 Sep
KBI 20 - Road safety locally	59.08	58.56	60.46	61.05	59.77
KBI 21 - Road safety environment	51.61	52.91	54.60	57.26	55.55
KBI 22 - Road safety education	46.23	46.53	47.61	51.39	50.55

07. HIGHWAY MAINTENANCE/ ENFORCEMENT KBI					
Question	2008 Jul	2009 Sep	2010 Sep	2011 Sep	2012 Sep
KBI 23 - Condition of highways	42.64	41.59	37.37	34.20	31.87



07. HIGHWAY MAINTENANCE/ ENFORCEMENT KBI					
Question	2008 Jul	2009 Sep	2010 Sep	2011 Sep	2012 Sep
KBI 24 - Highway maintenance	50.25	52.95	51.00	49.44	47.12
KBI 25 - Street lighting	68.99	68.08	70.85	69.47	61.22
KBI 26 - Highway enforcement/obstructions	46.99	50.40	50.22	49.41	48.46



Questions with an x in the name have not been asked in the 2011 survey.

01. ACCESSIBILITY BI					
Question	2008 Jul	2009 Sep	2010 Sep	2011 Sep	2012 Sep
ABI 01-Where you work (if you do)	73.99	74.99	75.34	77.74	73.52
ABI 02-Post Office/banks	74.12	75.12	77.97	77.74	73.96
ABI 03-Local shops/supermarkets	78.42	80.06	81.69	82.03	82.42
ABI 04-Hospital	66.96	70.35	69.47	71.98	68.77
ABI 05-Doctors and health facilities	78.65	79.36	80.35	79.85	77.15
ABI 06-School/college	69.88	74.76	79.49	79.33	78.41
ABI 07-Leisure Facilities	73.40	74.88	75.35	75.28	77.62
ABI 08-To visit friends/family	72.86	74.94	74.97	74.82	77.05
ABI 09x-Walking	56.35	57.17	57.08		
ABI 10x-Cycle	42.43	43.53	45.49		
ABI 11x-Bus	50.59	54.12	54.16		
ABI 12x-Car (or Van)	84.94	85.76	84.89		
ABI 13x-Passenger in a car	79.52	79.23	80.47		
ABI 14x-Motorcycle or moped	68.85	68.27	67.92		
ABI 15x-Taxi or mini-cab	72.79	72.55	74.07		
ABI 16x-Train	38.77	44.46	41.64		
ABI 17x-Wheelchair or mobility scooter	33.10	34.71	37.17		
ABI 18x-Community Transport	41.42	42.02	41.78		
ABI 19x-Demand Responsive Transport	41.15	44.32	42.20		

02. PUBLIC TRANSPORT BI					
Question	2008 Jul	2009 Sep	2010 Sep	2011 Sep	2012 Sep
PTBI 01-Frequency of bus services	62.99	66.29	69.24	67.42	68.98
PTBI 02-Number of bus stops	69.23	71.28	73.18	73.67	72.72
PTBI 03-The state of bus stops	61.11	65.07	67.77	67.31	67.14
PTBI 04-Whether buses arrive on time	50.88	57.10	57.98	59.19	62.99
PTBI 05-How easy buses are to get on/off	71.11	72.52	73.82	75.16	74.65
PTBI 06-The local bus service overall	60.65	63.49	68.14	67.51	67.93
PTBI 07-Bus fares	35.70	34.47	39.88	38.30	39.38
PTBI 08-Quality and cleanliness of buses	58.96	58.44	62.04	62.91	65.86
PTBI 09-Helpfulness of drivers	61.57	61.84	64.40	66.76	65.47
PTBI 10-Personal safety on the bus	63.49	62.84	65.99	67.57	68.74
PTBI 11-Personal safety while waiting at bus stop	59.67	60.85	63.54	64.82	63.50
PTBI 12-Raised kerbs at bus stops	59.11	61.32	61.36	63.53	63.00
PTBI 13-The amount of information	58.11	59.73	62.06	64.54	62.12
PTBI 14-The clarity of information	55.16	57.71	61.08	62.66	61.00
PTBI 15-The accuracy of information	57.69	59.74	61.72	62.81	62.85
PTBI 16-Ease of finding the right information	52.91	55.44	57.80	58.31	58.59
PTBI 17-Information about accessible buses	46.82	48.65	55.88	55.52	54.80

02. PUBLIC TRANSPORT BI					
Question	2008 Jul	2009 Sep	2010 Sep	2011 Sep	2012 Sep
PTBI 18-Information to help people plan journeys	55.54	58.53	60.21	60.60	59.74
PTBI 19-Reliability of Electronic Display Info				51.33	53.39
PTBI 20-Provision of public transport information	56.46	58.13	60.69	61.60	59.44
PTBI 21-Availability of taxis or minicabs	82.75	82.30	80.28	81.18	80.37
PTBI 22-Reliability of taxis or minicabs	78.90	78.94	78.53	78.54	77.95
PTBI 23-Cost (fares) of taxis or minicabs	47.12	50.30	50.99	51.80	52.29
PTBI 24-Availability of Community Transport	51.49	57.01	58.12	56.08	57.30
PTBI 25-Community Transport fares	47.76	49.12	51.67	51.99	52.93
PTBI 26-Reliability of Community Transport	53.39	57.04	58.97	54.61	58.87
PTBI 25x-Helpfulness of taxi/mini cab drivers	70.07	72.09	70.95		
PTBI 23x-Suitability of taxis/mini cabs (Disabled)	57.87	60.91	64.44		
PTBI 28x-Community Transport (Disabled)	51.74	54.38	59.37		
PTBI 29x-Helpfulness of Community Transport driver	62.19	60.66	63.16		
xPTBI 21-Information about local air quality				45.71	

03. WALKING AND CYCLING BI					
Question	2008 Jul	2009 Sep	2010 Sep	2011 Sep	2012 Sep
WCBI 01-The provision of pavements where needed	62.90	66.67	66.07	65.65	62.78
WCBI 02-The condition of pavements	48.77	52.64	51.26	51.86	48.17
WCBI 03-The cleanliness of pavements	43.22	46.62	47.19	47.45	45.10
WCBI 04-Direction signposts for pedestrians	60.61	62.33	59.95	60.15	61.49
WCBI 05-Provision of safe crossing points	58.73	60.28	59.43	61.03	59.71
WCBI 06-Drop kerb crossing points	60.62	61.53	62.52	62.27	61.05
WCBI 07-Pavements being kept clear of obstruction	39.17	42.83	40.10	40.54	43.19
WCBI 08-The provision of cycle routes where needed	47.35	44.11	46.46	51.90	49.07
WCBI 09-Location of cycle routes/lanes					30.27
WCBI 10-Condition of cycle routes	53.54	50.79	52.75	58.35	56.36
WCBI 11-Cycle crossing facilities at junctions	44.71	44.14	46.78	52.31	51.38
WCBI 12-Cycle parking	39.88	40.73	42.74	48.61	47.81
WCBI 13-Direction signing for cycle routes	43.72	43.94	47.15	53.23	52.70
WCBI 14-Cycle route information e.g. maps	39.47	37.22	39.46	47.30	48.57
WCBI 15-Cycle training (e.g. at schools)	45.27	43.35	45.85	51.37	54.53
WCBI 16-Cycle facilities at place of work	41.03	43.44	47.06	47.39	54.73
WCBI 17-Provision of footpaths for walking/running	62.62	62.53	63.94	63.52	63.12
WCBI 18-Bridleways for horse riding and/or cycling	54.22	49.84	55.08	56.56	55.31
WCBI 19-Signposting of Rights of Way	53.97	54.27	55.89	55.80	56.70
WCBI 20-Condition of Rights of Way	51.70	53.76	53.62	53.35	53.28
WCBI 21-Ease of use by those with disabilities	39.56	41.99	46.31	43.20	44.53
WCBI 22-Information about Rights of Way routes	40.34	41.45	40.22	43.79	45.74

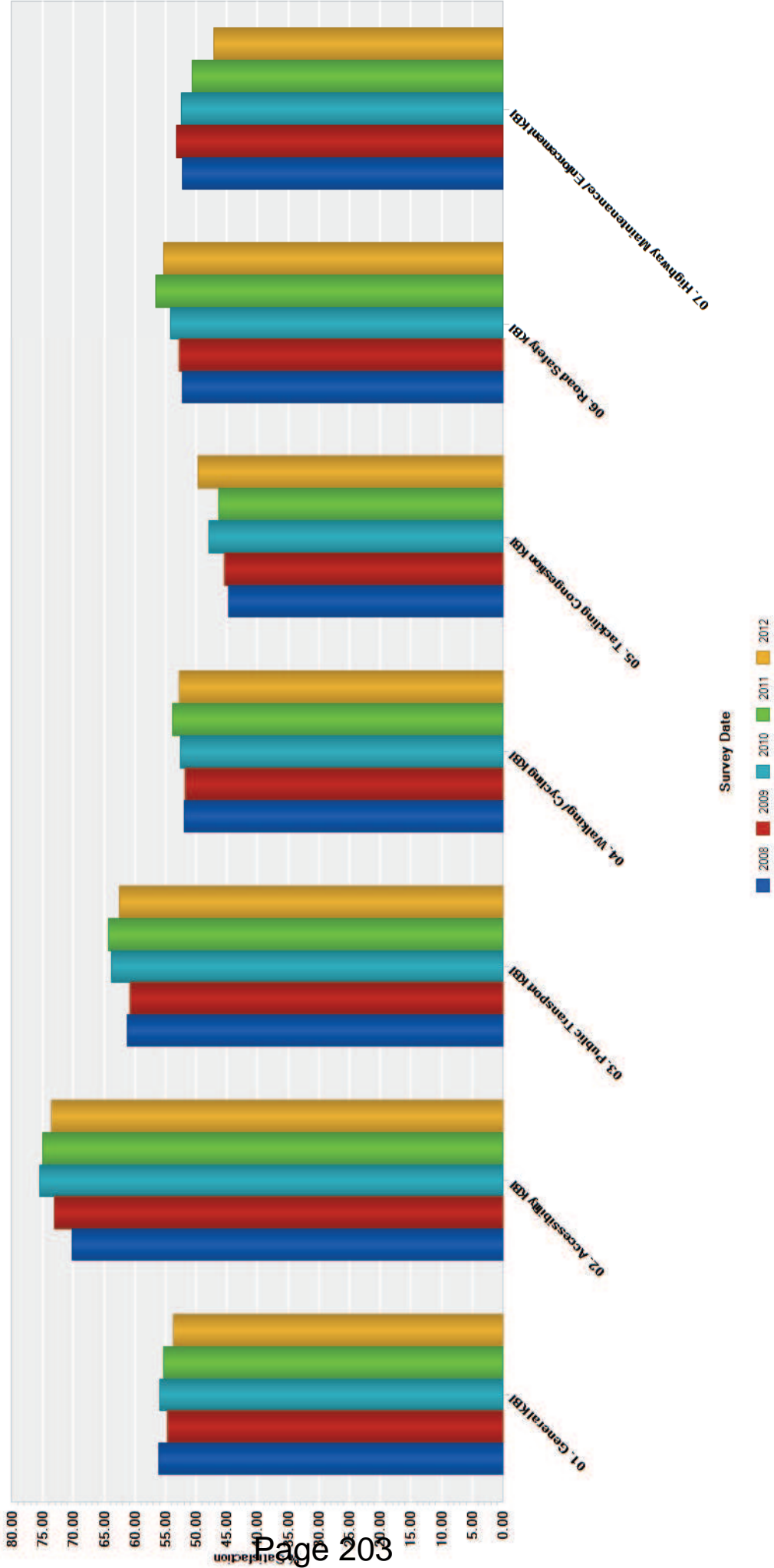
04. TACKLING CONGESTION BI					
Question	2008 Jul	2009 Sep	2010 Sep	2011 Sep	2012 Sep
TCBI 01-Advanced warning of roadworks	57.92	61.79	63.20	60.12	62.41
TCBI 02-Efforts to reduce delays to traffic	42.43	46.93	51.23	41.96	48.81
TCBI 03-Time taken to complete roadworks	33.99	39.49	43.60	33.21	42.39
TCBI 04-Signposting of road diversions	46.90	52.54	53.81	50.28	56.47
TCBI 05-Helplines to find out about roadworks	38.79	42.69	43.20	39.61	44.92
TCBI 06-Efforts to minimise nuisance to residents	42.91	46.01	47.23	45.01	50.95
TCBI 07-Road signs	69.30	69.75	68.94	70.75	72.25
TCBI 08-Location of permanent traffic lights	69.25	69.80	69.15	69.28	70.31
TCBI 09-Waiting time at permanent traffic lights	59.19	59.32	61.89	59.80	62.18
TCBI 10-Tackling illegal on-street parking	40.33	40.69	41.27	42.70	45.53
TCBI 11-Restrictions of parking on busy roads	46.46	46.10	47.53	48.39	49.33
TCBI 12-Good Park and Ride Schemes	42.13	43.14	45.86	43.49	45.05
TCBI 13-The routes taken by heavy goods vehicles	37.90	42.49	43.65	43.08	42.84

05. ROAD SAFETY BI					
Question	2008 Jul	2009 Sep	2010 Sep	2011 Sep	2012 Sep
RSBI 01-Speed limits	64.12	64.04	62.80	63.93	65.55
RSBI 02-The enforcement of speed limits	53.12	53.87	53.83	57.16	56.86
RSBI 03-Speed control measures (e.g. road humps)	48.55	49.48	51.58	52.74	54.70
RSBI 04-Location of speed control measures				55.11	56.02
RSBI 05-Safety of walking	62.26	65.19	63.96	64.87	62.78
RSBI 06-Safety of cycling	47.47	46.48	50.78	54.64	50.32
RSBI 07-Safety of children walking to school	47.99	51.36	55.34	59.15	54.14
RSBI 08-Safety of children cycling to school	37.73	39.95	43.89	50.52	44.04
RSBI 09-Road safety training/education - children	46.04	51.58	49.26	53.44	53.44
RSBI 10-Road safety training/education -motorcycle	49.54	49.61	49.67	51.84	53.52
RSBI 11-Road safety training/educ - young drivers	43.11	38.38	43.90	48.88	44.70

06. HIGHWAYS MAINTENANCE BI					
Question	2008 Jul	2009 Sep	2010 Sep	2011 Sep	2012 Sep
HMBI 01-Condition of road surfaces	44.80	45.24	37.25	32.95	30.35
HMBI 02-Cleanliness of roads	50.66	55.95	55.16	54.62	52.87
HMBI 03-Condition of road markings	59.74	63.29	59.82	59.24	57.88
HMBI 04-Condition and cleanliness of road signs	61.20	61.46	60.11	59.65	58.67
HMBI 05-Speed of repair to street lights	60.30	62.20	62.55	60.77	60.73
HMBI 06-Speed of repair to damaged roads/pavements	33.53	37.77	30.97	27.51	27.08
HMBI 07-Quality of repair to damaged roads/Pavemt				32.53	33.16
HMBI 08-Maintenance of highway verges/trees/shrub	43.23	50.44	50.62	49.25	41.39
HMBI 09-Weed killing on pavements and roads	44.11	50.95	51.41	51.27	42.95
HMBI 10-Keeping drains clear and working	46.16	50.37	53.36	54.28	49.57
HMBI 11- Deals with Potholes and damaged roads					49.27

o6. HIGHWAYS MAINTENANCE BI					
Question	2008 Jul	2009 Sep	2010 Sep	2011 Sep	2012 Sep
HMBI 12-Deals with obstructions on pavements	44.07	49.72	48.15	45.91	41.17
HMBI 13-Keeps roads clear of obstructions	55.68	59.28	57.04	58.40	55.74
HMBI 14-Deals with illegally parked cars	40.09	43.70	43.14	41.40	42.26
HMBI 15-Undertakes cold weather gritting	64.02	60.65	50.53	52.45	55.47
HMBI 16-Cuts back overgrown hedges	44.77	49.70	51.27	46.04	45.11
HMBI 17-Deals with mud on the road	50.68	52.27	52.65	52.90	53.58
HMBI 18-Deals with abandoned cars	46.64	47.75	49.05	51.84	52.89

HISTORIC PERFORMANCE BY THEME



# Agenda Item 13

## Appendix 2

ADDRESS

**We want to know how you want to see local transport and highways improved and what your priorities are. Have your say and make a difference.**

The National Highways & Transport Survey (NHTS) is being carried out by Ipsos MORI for several local councils across Britain including **<COUNCIL NAME>**. The results will enable us to find out what people in **this area** think about these important services. This will provide one of several ways **<COUNCIL NAME >** can assess how it is performing and which services to prioritise, and to improve.

Peter Radford of the National Highways and Transport Network says: *“Councils up and down the country report that this survey is helping them understand the public's views and needs better – all of which helps them do the best they can for the public amidst a very challenging time for funding.”*

This is the fifth NHTS. Since 2008 the survey has given over one million people across England and Wales the chance to have their say, and you now have an opportunity to do so too.

We very much hope you will be able to take part. As a thank you for your time, if you tick 'yes' at Q33 we will enter you into a free draw with a **£400 first prize**, £200 second prize and £100 third prize, supplied by Ipsos MORI. Please return the completed questionnaire in the pre-paid envelope as soon as possible to **arrive by 3 August 2012** (no stamp required).

All of your answers will be treated in the strictest confidence and will be used for research purposes only. Ipsos MORI is an independent research company and works in accordance with the Market Research Society Code of Conduct and the Data Protection Act. Responses may be passed on to the Council but your name, if you provide it, and your full postcode will not.

Please see our **Frequently asked questions** section on page 2. And for more information on other ways to complete the survey, or if you have any questions about this survey or want to find out how to provide additional input about transport services, please go to **[www.nhtsurvey.org](http://www.nhtsurvey.org)**, e-mail **[nhtsurvey@ipsos.com](mailto:nhtsurvey@ipsos.com)** or leave a message for Ipsos MORI (with your phone number) in confidence on **0808 238 5486**.

Thank you.



Ben Marshall  
Project Director, Ipsos MORI

Council sign-off name  
Title

## Frequently asked questions

- **Who should take part?** This questionnaire should be completed by any resident **aged 16 or over** living at this address. It doesn't matter if you've only just moved into the area, or if you don't pay Council Tax, it is important that we hear everybody's views so that resources can be used on what matters.
- **How did you get my address?** Your address has been selected at random from all of those in your local authority area. We hold no information about any individuals at your address
- **Why should I take part?** The survey has been designed by local councils to inform local transport planning and will inform decisions about what to prioritise and how to spend public money.
- **Is the survey expensive?** No. It has been designed to allow councils to find out what people think and to make comparisons with other councils, and has been set-up to do this in a low cost way. By doing the survey together rather than separately, the councils taking part have saved money and benefited from additional information.
- **How do I complete the questionnaire?** Please read each question carefully. In most cases you will only have to tick one box per row. If you don't know or the question does not apply, please tick the box labelled 'Don't know/Doesn't apply'.
- **What should I do if I need help?** Alternative formats such as a large print version of this questionnaire can be supplied if you have any difficulty reading it. We can also provide alternative language formats. For more details, please contact us. If you have lost or did not receive the pre-paid envelope, please use the address on page 12.
- **When do I need to complete this by?** Once you have completed your questionnaire, please return it, in the pre-paid envelope supplied, to arrive by the date on the front cover.

### Q1 How important, if at all, do you consider each of the following...?

**PLEASE TICK ✓ ONE BOX PER ROW**

	Very important	Fairly important	Not very important	Not at all important	Don't know
Good pavements & footpaths .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good cycle routes/lanes & facilities .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good local bus services .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good local taxi (or mini-cab) services .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Transport, e.g. Dial-a-Ride & volunteer car schemes.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
'Demand Responsive Transport' i.e. flexible bus services .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe roads .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low levels of traffic & congestion.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low levels of local traffic pollution.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good street lighting .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roads being in good condition .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A good Rights of Way network (Rights of Way are routes open to the public – such as 'bridleways' and footpaths – which are often in the countryside but can also be found in towns) .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Your views on transport and highways services

**Q2 Now thinking about roads and transport locally, how satisfied or dissatisfied are you with the following ...?**

<b>PLEASE TICK ✓ ONE BOX PER ROW</b>	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ Don't know
Pavements & footpaths.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle routes/lanes & facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local bus services .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local taxi (or mini-cab) services ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Transport, e.g. Dial-a-Ride & volunteer cars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
'Demand Responsive Transport' i.e. flexible bus services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety on roads.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic levels & congestion .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Levels of local traffic pollution.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of roads.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local Rights of Way network...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>And taking everything into account, how satisfied or dissatisfied are you <u>overall</u> with transport and highways services?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q3 Looking again at the same list, which three are most important to YOU personally?**

**Q4 The Council has to decide what to focus on and how to use its budget to improve transport and highways in the local area. Which three of these do YOU think are most in need of improvement in your local area?**

<b>PLEASE TICK ✓ UP TO THREE BOXES PER COLUMN</b>	Q3 Most important	Q4 Need of improvement
Cycle routes/lanes & facilities .....	<input type="checkbox"/>	<input type="checkbox"/>
Community Transport, e.g. Dial-a-Ride & volunteer car schemes .....	<input type="checkbox"/>	<input type="checkbox"/>
'Demand Responsive Transport' i.e. flexible bus services .....	<input type="checkbox"/>	<input type="checkbox"/>
Levels of local traffic pollution .....	<input type="checkbox"/>	<input type="checkbox"/>
Local bus services .....	<input type="checkbox"/>	<input type="checkbox"/>
Local taxi (or mini-cab services) .....	<input type="checkbox"/>	<input type="checkbox"/>



Pavements & footpaths .....	<input type="checkbox"/>	<input type="checkbox"/>
Rights of Way network .....	<input type="checkbox"/>	<input type="checkbox"/>
Safety on roads .....	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting .....	<input type="checkbox"/>	<input type="checkbox"/>
The condition of roads .....	<input type="checkbox"/>	<input type="checkbox"/>
Traffic & congestion levels .....	<input type="checkbox"/>	<input type="checkbox"/>

### Your views on pavements and pedestrian facilities

#### Q5 Thinking about the local area, how satisfied or dissatisfied are you with each of these..?

<b>PLEASE TICK ✓ ONE BOX PER ROW</b>	Very satisfied	Fairly satisfied	Neither/ nor	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ Don't know
The provision of pavements where these are needed.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of pavements .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness of pavements ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Direction signposts for pedestrians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of safe crossing points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drop kerb crossing points (e.g. for pushchairs or wheelchairs) .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pavements being kept clear of obstructions (e.g. parked cars)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Your views on the condition of roads & pavements

#### Q6 How satisfied or dissatisfied are you with each of these locally...?

<b>PLEASE TICK ✓ ONE BOX PER ROW</b>	Very satisfied	Fairly satisfied	Neither / nor	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ Don't know
Condition of road surfaces .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of roads.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of road markings (e.g. white lines).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition and cleanliness of road signs.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of repair to street lights .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of repair to damaged roads & pavements .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of repair to damaged roads & pavements .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance of highway verges, trees & shrubs .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Weed killing on pavements & roads .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping drains clear and working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q6a Still thinking about the local area, would you say that compared to a year ago there are more potholes and damaged roads, there are fewer, or has there been no change in the number? PLEASE TICK ✓ ONE BOX**

More	<input type="checkbox"/>	Fewer	<input type="checkbox"/>
No change	<input type="checkbox"/>	Don't know /None of these	<input type="checkbox"/>

**Q7 How satisfied or dissatisfied are you with the way the Council...?**

<b>PLEASE TICK ✓ ONE BOX PER ROW</b>	Very satisfied	Fairly satisfied	Neither /nor	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ Don't know
Deals with potholes and damaged roads.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deals with obstructions on pavements.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeps roads clear of obstructions such as skips/scaffolding etc.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deals with illegally parked cars .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Undertakes cold weather gritting (salting) and snow clearance .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cuts back overgrown hedges obstructing the highway .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deals with mud on the road .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deals with abandoned cars .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Your views on cycling facilities**

**Q8 How satisfied or dissatisfied are you with each of these locally...?**

<b>PLEASE TICK ✓ ONE BOX PER ROW</b>	Very satisfied	Fairly satisfied	Neither / nor	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ don't know
The number of cycle routes/lanes provided.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The location of the cycle routes /lanes provided.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of cycle routes/lanes.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle crossing facilities at road junctions and traffic signals ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle parking.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Direction signing for cycle routes/lanes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle route information e.g. maps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle training (e.g. at schools)...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle facilities at place of work (e.g. racks, showers etc) .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Your views on buses

### Q9 How satisfied or dissatisfied are you with each of these locally...?

<b>PLEASE TICK ✓ ONE BOX PER ROW</b>	Very satisfied	Fairly satisfied	Neither / nor	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ Don't know
Frequency of bus services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of bus stops.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The state of bus stops.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whether buses arrive on time....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy buses are to get on/off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The local bus service overall.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus fares.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality & cleanliness of buses ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of drivers .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal safety on the bus .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal safety while waiting at bus stops .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Raised kerbs at bus stops.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Your views on information

### Q10 How satisfied or dissatisfied are you with the following aspects of local public transport information...?

<b>PLEASE TICK ✓ ONE BOX PER ROW</b>	Very satisfied	Fairly satisfied	Neither / nor	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ Don't know
The amount of information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The clarity of information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The accuracy of information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of finding the right information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Information about accessible buses (for people with disabilities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of information to help people plan journeys in advance (e.g. internet, helplines) .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability of electronic display information at bus stops .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>And the provision of <u>public transport</u> information overall...</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q11 Overall, how well informed, if at all, do you feel about local transport and highways services? PLEASE TICK ✓ ONE BOX**

Very well informed	<input type="checkbox"/>	Not very well informed	<input type="checkbox"/>
Fairly well informed	<input type="checkbox"/>	Not at all informed	<input type="checkbox"/>
		Don't know /None of these	<input type="checkbox"/>

**Your views on roadworks**

**Q12 Still thinking about the local situation, how satisfied or dissatisfied are you with...?**

<b>PLEASE TICK ✓ ONE BOX PER ROW</b>	Very satisfied	Fairly satisfied	Neither / nor	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ Don't know
Notice of roadworks before they happen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efforts to reduce delays to traffic (e.g. carrying out works at night)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken to complete roadworks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signposting of road diversions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of helplines to find out about roadworks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efforts to minimise nuisance to residents caused by roadworks (e.g. noise and dust etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Your views on managing traffic**

**Q13 How satisfied or dissatisfied are you with each of these locally...?**

<b>PLEASE TICK ✓ ONE BOX PER ROW</b>	Very satisfied	Fairly satisfied	Neither /nor	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ Don't know
Road signs .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location of permanent traffic lights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The waiting time at permanent traffic lights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Measures to tackle illegal on-street parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restrictions of parking on busy roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Availability of good Park & Ride schemes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The routes taken by heavy goods vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Your views on air quality information

**Q13a How well informed, if at all, do you feel about local air quality?  
PLEASE TICK ✓ ONE BOX**

Very well informed	<input type="checkbox"/>	Not very well informed	<input type="checkbox"/>
Fairly well informed	<input type="checkbox"/>	Not at all informed	<input type="checkbox"/>
		Don't know /None of these	<input type="checkbox"/>

### Your views on road safety

**Q14 How satisfied or dissatisfied are you with the following in your local area...?**

<b>PLEASE TICK ✓ ONE BOX PER ROW</b>	Very satisfied	Fairly satisfied	Neither /nor	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ Don't know
Speed limits being right for local roads and not too high or too low...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The enforcement of speed limits...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of speed control measures (e.g. road humps) .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The location of speed control measures.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety of walking.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety of cycling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety of children walking to school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety of children cycling to school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road safety training/education given to children .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road safety training/education given to motorcyclists.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road safety training/education given to young drivers.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Your views on Rights of Way

As a reminder, Rights of Way are routes open to the public – such as ‘bridleways’ and footpaths – which are often in the countryside but can also be found in towns.

**Q15 How satisfied or dissatisfied are you with each of these locally...?**

<b>PLEASE TICK ✓ ONE BOX PER ROW</b>	Very satisfied	Fairly satisfied	Neither / nor	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ Don't know
Provision of Rights of Way footpaths e.g. for walking or running .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of bridleways for horse riding and/or cycling .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signposting of Rights of Way.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of Rights of Way .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of use by those with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about Rights of Way routes .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Your view on taxis, mini cabs and Community Transport

**Q16 Thinking about other possible ways of getting around, how satisfied or dissatisfied are you with each of these locally...?**

<b>PLEASE TICK ✓ ONE BOX PER ROW</b>	Very satisfied	Fairly satisfied	Neither /nor	Fairly dissatisfied	Very dissatisfied	Doesn't apply/ Don't know
Availability of taxis or minicabs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability of taxis or minicabs ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost (fares) of taxis or minicabs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of Community Transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability of Community Transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Transport fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Your use of transport

**Q17 Does anyone in this household own a car?** Yes  No

**Q18 Do you personally drive a car more than once a month?** Yes  No

**Q19 Do you ever car share with someone other than a family member?** Yes  No

**Q20 Do you make use of the national free bus pass?**  
Yes  No

**Q21 Approximately, how often, if at all, do you use each of the following to get about...?**

<b>PLEASE TICK ✓ ONE BOX PER ROW</b>	Daily	2–3 times a week	Weekly	Monthly	Less frequent /never
Walking .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car (or van) .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Motorcycle or moped .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxi or mini-cab.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train (excluding underground or metro services).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Transport, e.g. Dial-a-Ride, volunteer car scheme .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
'Demand Responsive Transport' i.e. flexible bus services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Park & Ride ( <u>IN ADDITION TO ANY TICKED ABOVE</u> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
And can we check, do you use a wheelchair or mobility scooter?...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q22 How do you normally travel to the following places...?**

<b>PLEASE TICK ✓ THE BOX (OR BOXES) THAT APPLY IN EACH COLUMN</b>	Work	Schools / Colleges	Shopping	Doctors	Hospitals	Leisure Facilities	Visiting friends/ family
By walking .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By bicycle .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By bus .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By car or van .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
As a passenger in a car .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By motorcycle or moped ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By taxi or mini-cab.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By train (not underground/ metro services) .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using Community Transport, e.g. Dial-a-Ride, volunteer car scheme .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using 'Demand Responsive Transport' i.e. flexible bus service.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Park & Ride ( <u>IN ADDITION TO ANY TICKED ABOVE</u> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By wheelchair or mobility scooter.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q23 How easy or difficult do you find travelling to the following places (by any form of transport)?**

**PLEASE TICK ✓ ONE BOX PER ROW**

	Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Doesn't apply/ Don't know
Where you work (if you do) .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post Office/banks .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local shops/supermarkets .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hospital .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doctors & health facilities .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School/college .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leisure facilities .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To visit friends/family .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Your final comments**

**Q24 Finally, is there anything else you would like to add?**

**PLEASE NOTE – ALL OF THE INFORMATION YOU GIVE HERE WILL BE PASSED ON DIRECTLY TO THE COUNCIL**

**About you**

**Just to finish off, please complete the following questions which will help us to see if there are differences between the views of different groups of people. ALL OF THE INFORMATION YOU GIVE WILL BE KEPT COMPLETELY CONFIDENTIAL**

**Q25 Which of these age groups are you in?**

**PLEASE TICK ✓ ONE BOX**

16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q26 Are you... Male  Female**

**Q27 Which of the following best describes what you are doing at the moment?**

**PLEASE TICK ✓ ONE BOX**

Employee in full-time job (30 hours plus per week)	<input type="checkbox"/>	Unemployed and available for work	<input type="checkbox"/>
Employee in part-time job (under 30 hours per week)	<input type="checkbox"/>	Permanently sick/disabled	<input type="checkbox"/>
Self employed full or part-time	<input type="checkbox"/>	Wholly retired from work	<input type="checkbox"/>
On a Government supported training scheme (e.g. Modern Apprenticeship, Training for Work etc.)	<input type="checkbox"/>	Looking after the home	<input type="checkbox"/>
Full-time education at school, college or university	<input type="checkbox"/>	Doing something else	<input type="checkbox"/>



**Q28 Do you have a long standing illness, disability or infirmity?** Yes  No

**PLEASE ANSWER Q29 IF YOU TICKED 'YES' AT Q28. OTHERS GO TO Q30**

**Q29 Does your long standing illness, disability or infirmity limit your activities?** Yes  No

**Q30 Are you a Blue Badge holder or not?** Yes  No

**Q31 Do you provide long-term care for a relative/friend with mobility problems?** Yes  No

**Q32 To which of these groups do you belong? PLEASE TICK ✓ ONE BOX**

- |                                  |                          |                                    |                          |
|----------------------------------|--------------------------|------------------------------------|--------------------------|
| White British                    | <input type="checkbox"/> | Mixed White and Asian              | <input type="checkbox"/> |
| White Irish                      | <input type="checkbox"/> | Any other mixed background         | <input type="checkbox"/> |
| Other White background           | <input type="checkbox"/> | Asian or Asian British Indian      | <input type="checkbox"/> |
| Black or Black British Caribbean | <input type="checkbox"/> | Asian or Asian British Pakistani   | <input type="checkbox"/> |
| Black or Black British African   | <input type="checkbox"/> | Asian or Asian British Bangladeshi | <input type="checkbox"/> |
| Any other Black background       | <input type="checkbox"/> | Any other Asian Background         | <input type="checkbox"/> |
| Mixed White and Black Caribbean  | <input type="checkbox"/> | Chinese                            | <input type="checkbox"/> |
| Mixed White and Black African    | <input type="checkbox"/> | Other ethnic group                 | <input type="checkbox"/> |

**Q33 Would you like to be entered into the free prize draw?** Yes  No

**Q34 Ipsos MORI may be conducting further research on this subject. Would you be willing to be contacted again in the next 6 to 18 months?** Yes  No

**Q35 The Council may wish to conduct further research in this area some time in the next 6 to 18 months. Would you be willing to allow your name and contact details to be passed to the Council for this further research? Your responses to this survey will be kept strictly confidential.** Yes  No

**IF YOU TICKED 'YES' AT ANY OF Q33-Q35 PLEASE COMPLETE THE FOLLOWING**

Name: Mr/Mrs/Miss/Ms (\*delete as appropriate):

Signature:

Daytime Telephone Number:

**Thank you very much for taking part in this survey. Please return your questionnaire in the pre-paid envelope provided to arrive by the date on the front of the questionnaire.**

If you cannot find, or did not receive, the pre-paid envelope, please send your completed questionnaire to:  
Data Capture, **Freepost** Plus RSIT, Ipsos MORI, Research Services House,  
Elmgrove Road, Harrow, HA1 2QG.



## TORBAY BC HEADLINE RESULTS

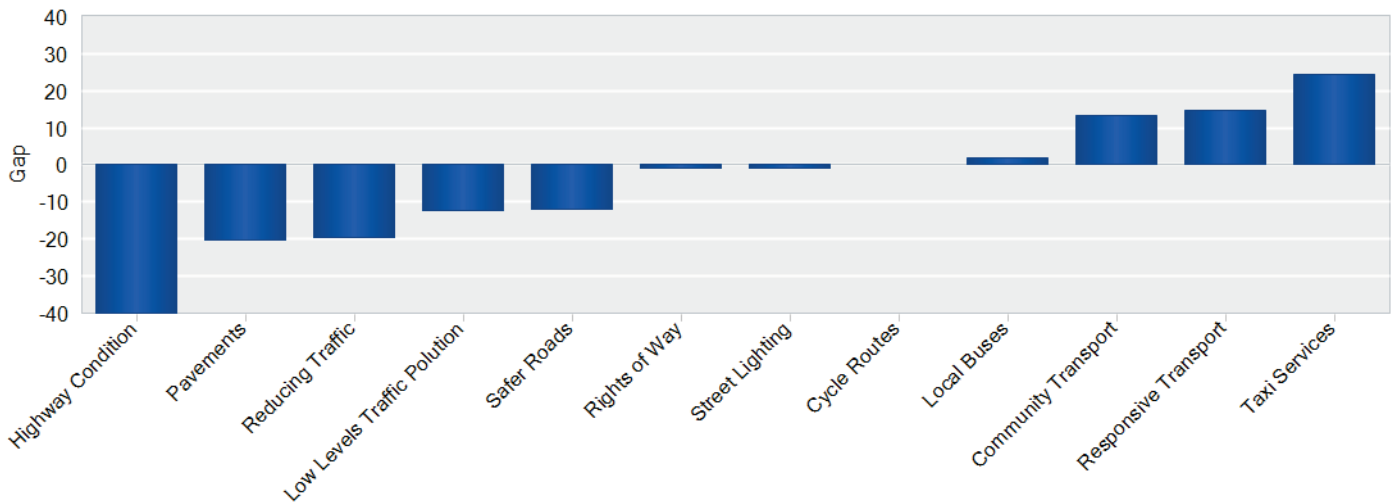
### OVERALL SATISFACTION

..... taking everything into account, how satisfied or dissatisfied were the public that took part in the Survey with transport and highways services?

Average %	Peer Group Ranking	All Authority Ranking	% difference from 2011
52.00	27	50	-1.95

### IMPORTANCE VS SATISFACTION

Aiming for Zero; Minus or Plus is not ideal (Minus indicates satisfaction lagging behind importance; Plus indicates satisfaction is ahead of importance).



### WHAT THE PUBLIC VOTED FOR...

#### Q3 (IMPORTANCE) - Top 3

Aspect of Service	% of Votes
The Condition of Roads	22.87
Pavements & Footpaths	17.94
Safety on Roads	15.30

#### Q4 (BUDGET FOR IMPROVEMENT) - Top 3

Aspect of Service	% of Votes
The Condition of Roads	26.51
Pavements & Footpaths	19.17
Traffic & Congestion levels	15.48

SAMPLE SIZE

**4,500**

RETURNS

**853**

% RETURN RATE

**18.96**

# Agenda Item 13

## Appendix 4

2 Recent photographs of a failed carriageway surface in a Torquay residential estate road.

