



Parking Annual Report

2010/2011

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Contents

Introduction by Councillor Robert Excell Executive Lead for Safer Communities and Transport	5
Chapter 1	7
Geography and Demographics	7
Chapter 2	8
Objectives.....	8
Chapter 3	10
Parking provision	10
Chapter 4	17
Partnerships	17
Chapter 5	20
Supporting the Local Economy	20
Chapter 6	22
Parking Enforcement Service	22
Chapter 7	27
Parking Administration Service	27
Chapter 8	30
Achievements	30
Chapter 9	32
The Future	32
Chapter 10	33
End of Year Accounts	33
Appendix 1	36
Penalty Charge Notices Issued – Payment and Cancellation.....	36
Appendix 2	37
Penalty Charge Notices Issued – Cancellation	37
Appendix 3	38
Penalty Charge Notices issued by Contravention	38

Appendix 4	42
Key Performance Indicators	42
Appendix 5	43
Events 2010/11	43

Introduction by Councillor Robert Excell Executive Lead for Safer Communities and Transport

This is Torbay Council's third Annual Parking Report for the period from 1st April 2010 to 31st March 2011 which has been produced as required by the Traffic Management Act 2004



As the council's Executive Lead for Safer Communities and Transport, I have been working closely with Council Officers responsible for the management and provision of Parking Services, and I welcome the opportunity this report provides to highlight the work undertaken within the service and the important role parking has to play in supporting the local economy and regeneration of the Bay.

Parking is one of the council service areas that generate considerable public interest. Transparency and accountability is critical to maintaining public support, and this report provides the opportunity to give factual information and to clarify many of the points that are often the subject of public debate.

I hope you will find it informative, and that it will promote a better understanding of the services provided.

Thank you for your time in considering this report and your feedback on its contents would be appreciated by emailing parking@torbay.gov.uk

The report is available for public inspection at the following locations:

Connections Offices

Torquay, Paignton and Brixham

Libraries*

Torquay, Paignton, Brixham, Churston and Mobile Library.

Website

www.torbay.gov.uk/parking

*Please remember to check the opening times of the Connections Offices and Libraries.



Chapter 1

Geography and Demographics



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 having 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 only 26.79% of households not having access to a vehicle.



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 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

We aim to provide car parks that are safe clean, well lit, with ongoing investment in

new equipment we are always striving to improve customer satisfaction.

Parking Enforcement

Torbay Council applied for the powers to undertake enforcement of parking regulations in 2004 following the outcome of public consultation which had confirmed that the increasing abuse of parking regulations was of high concern to the local people in Torbay.

The Secretary of State for Transport gave permission to Torbay Council to undertake enforcement of parking regulations commencing 4th April 2005.

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

Priority for enforcement has been given to:-

1. Control of parking locations and time restrictions where failure to comply would result in traffic congestion and delays, especially to emergency vehicles, and where traffic flow would hinder access and reduce road safety.
2. Ensuring that parking places are used as appropriate, particularly with

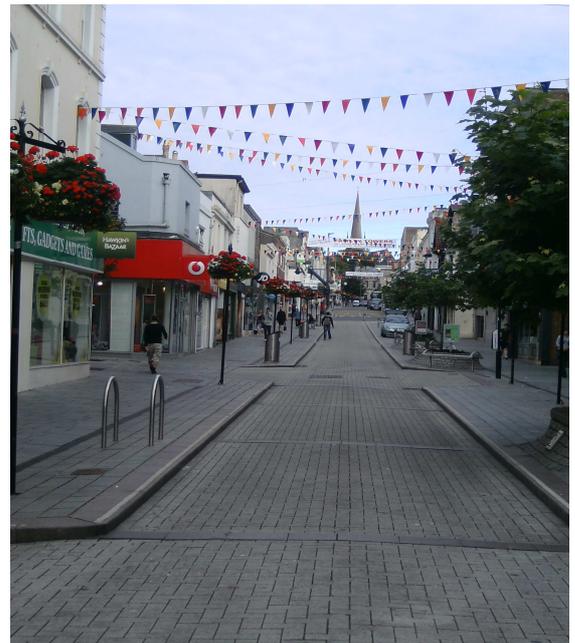
respect to short stay parking bays and pay and display spaces within the town centre, blue badge holder spaces, taxi ranks, loading bays, etc.

3. Supporting the free flow of public transport.

At the commencement of the financial year 2010/2011 the Council took over direct management and delivery of the enforcement service which had previously been contracted out.

The aim of direct management has been to provide a more responsive service and deployment of resources which is not restricted by contract specifications.

Enforcement has been deployed on a more compliance led basis. The Council has direct contact with the enforcement officers which has proved beneficial as there is direct communication with the officers who provide information on areas where there is non-compliance of the relevant restrictions. Resources are then deployed to maintain compliance in these areas.



Chapter 3

Parking provision



On Street Parking Provision

Torbay has 520 km (323 miles) of highway upon which parking is managed by the use of parking restrictions supported by the relevant Traffic Regulation Orders. These parking restrictions are patrolled and enforced by Civil Enforcement Officers

who issue Penalty Charge Notices to vehicles parked in contravention of the Traffic Regulation Order.

The highway network in Torbay is controlled by 149 miles of parking and waiting restrictions – the distance from Torquay to Worcester! This is broken down into:

	KM	Miles
Highway Network	520.00	323.00
No waiting		
No waiting at any time (DYLs ¹)	162.85	101.19
No waiting at any time seasonal (DYLs)	21.45	13.33
No waiting at specific times e.g. 8am - 6pm (SYLs ²)	13.38	9.56
No waiting at specific times seasonal e.g. 8am - 6pm May - Sept (SYLs)	2.19	1.36
Total	201.87	125.44
No Loading	14.10	8.76
Limited Waiting		
Limited waiting all year	8.09	5.03
Limited waiting seasonal	1.20	0.75

¹ Double Yellow Lines

² Single Yellow Lines

	KM	Miles
Total	9.29	5.78
Residents Parking		
Permit holders only parking bays	4.73	2.94
Shared use parking bays	1.40	0.87
Total	6.13	3.81
Pay and Display Parking	3.13	1.95
Loading Bays	1.64	1.02
Taxi Stands	0.50	0.31
Disabled Person's Parking Bays	0.35	0.022
Motorcycle Parking Bays	0.01	0.01
School Keep Clear Markings	2.67	1.66
Total Restricted Highway	240.97	149.73

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. The areas where on street parking charges are in operation are as follows:

Torquay

Location	Spaces
Abbey Road	37
Castle Circus (Castle Road & Lymington Road)	16
Controlled Parking Zone A (Torwood Gardens Road & Parkhill Road)	30
Market Street	18
The Terrace	13
Rock Walk	41
Torwood Street	28
Union Street	36

Paignton

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

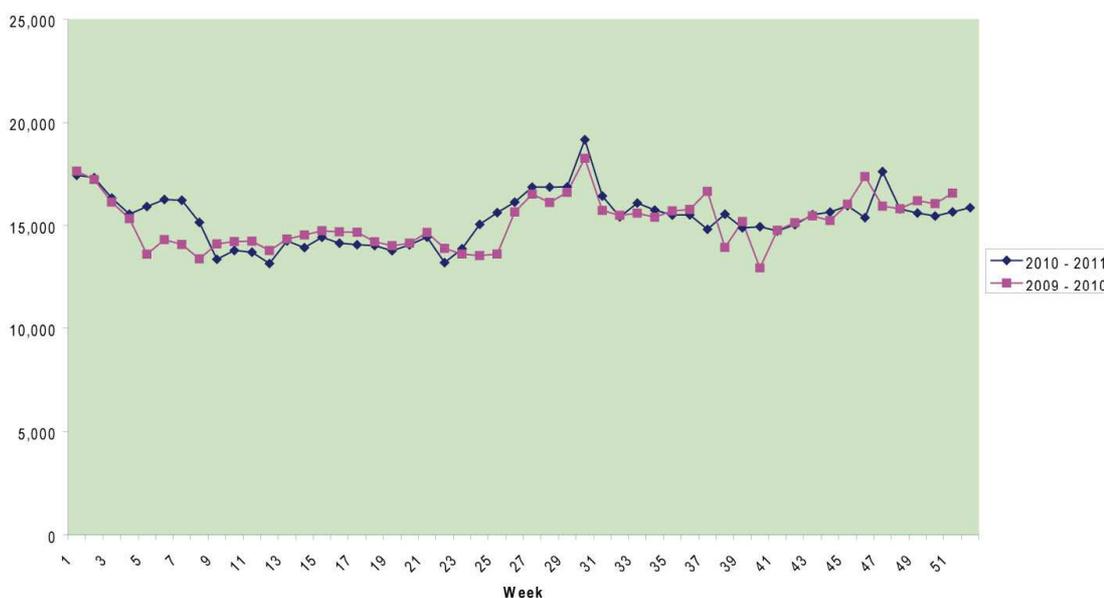
The tariff the Council operates is comparable to neighbouring authorities where similar amenities are offered:

Summer On Street Charges 2010/11

Time	Cost
10 minutes	20p
30 minutes	60p
1 hour and every other hour	£1

This year we have sold a total of **798,594** tickets at these locations from a total of 66 on street pay and display machines.

On Street Ticket Sales



Chapter 3

Parking Provision

A winter reduced tariff is offered at Rock Walk and the Eastern Esplanade (Seafront) in Paignton.

Winter On Street Charges 2010/11

Time	Cost
10 minutes	20p
30 minutes	30p
1 hour and every other hour	60p

Off Street Parking Provision

Torbay Council operates 39 Car Parks across Brixham, Paignton and Torquay, providing in excess of 7,500 spaces.

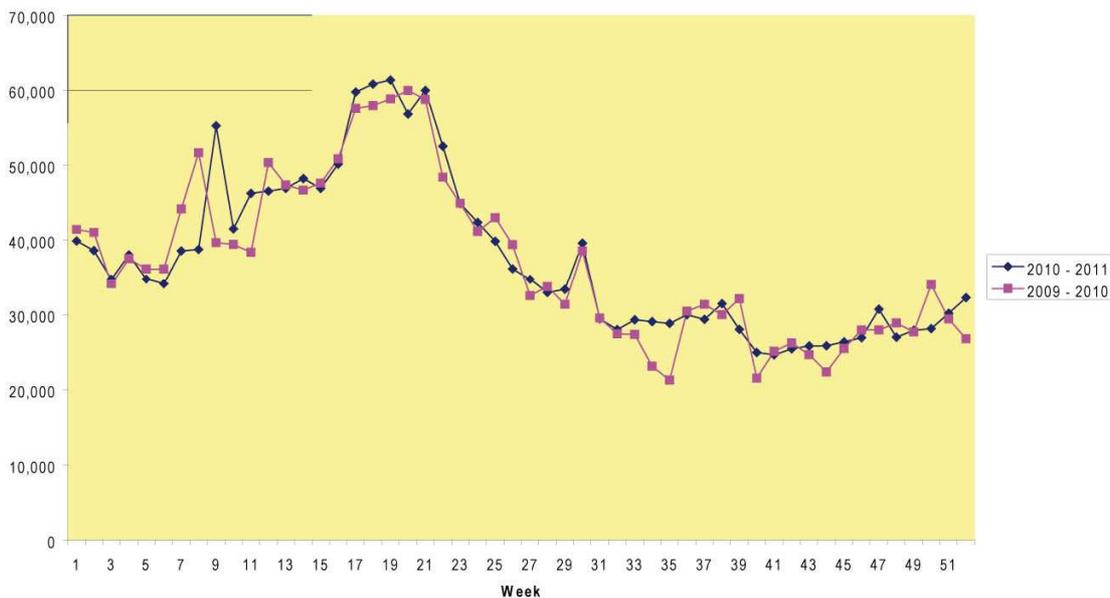
Various permits are available to purchase for use at these car parks and are available via the Council's web site www.torbay.gov.uk/parking or from one of the Connections Offices. The permit durations vary between 12 month, 6 month and 3 month, and a weekly permit is also available specifically aimed at visitors.



Torbay Council has completed major refurbishment of a number of its large multi storey car parks by providing additional lighting, new lifts and water proofing which provides a better environment for the motorist and better value for money as tariffs have only been raised to cover the VAT increase.

Below shows the annual ticket sales in all off street car parks in Torbay.

Off Street Ticket Sales



Parkmark



The recognised standard for the quality of parking facility provided throughout the off street parking industry is 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 across Torbay all the fee paying car parks the Council operates have been awarded the Parkmark standard, 37 car parks in total. We are in fact the only authority in Devon and Cornwall to hold awards for all fee paying car parks. This is based on the quality and level of:

- Lighting
- Signage
- Cleanliness
- Surveillance

- Management Practices

In order to meet the standards a representative from the Police and a representative from the BPA inspect each car park and assess it against the required criteria and only after they agree are the car parks given the award. In Torbay we are working with the Police to reduce crime in car parks by designing out problems and providing security and CCTV support.

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, the standard of the parking spaces themselves, ensuring they are clean and maintenance issues resolved.



Torbay Council Car Parks Overview

Multi Storey Car Parks:



Name	Location	No. Spaces	Park Mark Award	CCTV	Lifts
TORQUAY					
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	✓	✓	✓
PAIGNTON					
Victoria	Garfield Road, Paignton	744	✓	✓	✓
Roundham	Cliff Road, Paignton	117	✓	✓	✗

Surface Level Car Parks:



Name	Location	No. Spaces	Park Mark Award	CCTV
TORQUAY				
Abbey Park	Belgrave Road, Torquay	28	✓	✗
Brunswick Sq	Teignmouth Road, Torquay	89	✓	✗
Chilcote Close	Chilcote Close, Torquay	68	✓	✗
Hampton Avenue	St Marychurch Road, Torquay	153	✓	✗
Kilmorie	Meadfoot Sea Road, Torquay	22	✓	✗
Lymington Road	Lymington Road, Torquay	50 + 18 Coach	✓	✓
Meadfoot Beach	Meadfoot Sea Road, Torquay	29	✓	✗
Meadfoot Road	Meadfoot Road, Torquay	57	✓	✓
Melville Street	Warren Hill, Torquay	36	✓	✗
Princess Street	Princes Street, Torquay	59	✓	✗
Shedden Hill	Shedden Hill, Torquay	258	✓	✓
St Marychurch	Hampton Avenue, Torquay	34	✓	✗
Torre Valley	Walnut Road, Torquay	150	✓	✗
Town Hall	Lymington Road, Torquay	205	✓	✓
Walls Hill	Walls Hill Road, Torquay	73	✓	✗
Watcombe	Watcombe Beach Road	50	✗	✗

Chapter 3

Parking Provision

Name	Location	No. Spaces	Park Mark Award	CCTV
PAIGNTON				
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	✓	✗
BRIXHAM				
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	✓	✗

Chapter 4

Partnerships

Torbay Carnival 2009

– Photo kindly supplied by Mike Bailey



The Torbay Parking Team work alongside many partnership groups covering all the wards across Torbay including Chamber of Trades, Ward Partnerships and groups such as beach hut user. Parking interfaces with these groups to ensure a fair and good service provision to all those in the community.

In Partnership with Health Care Groups

Workers within the health care services, may apply for a badge and clock (similar to the current disabled blue badge) which permits the holder to park on a yellow line restriction for up to 1 hour providing there is no loading/unloading ban in place at the location. Eligible services include; meals on wheels, care workers, midwives, district nurses and pharmacists. This is to ensure these important health care groups are not disadvantaged in relation to parking.

In Partnership with the Police

We have a close working relationship with the Police in working together to solve mutual problems, one example is the Victoria Car Park in Paignton which is a large 744 space multi storey site which have experienced problems with anti social behaviour. The car park is located very close to Guest Houses and over the last year there has been noise being created by anti social driving at the site.

The Council worked closely with the Police by using its CCTV Control Room to provide regular updates on which vehicles were using the car park in an unsociable way and letters were written to the registered keepers of these vehicles. Re-offending registered keepers were then visited by Police Officers.



The Parking Operations Team then began designing out the problem by restricting access to certain areas of the car park and installing night time access barriers. This in conjunction with the Police input has ensured the anti social driving has ceased at the site and the noise problem eradicated.

The Council also works with the Police by providing information on cloned vehicles and other motor related offences.

Chapter 4

Partnerships

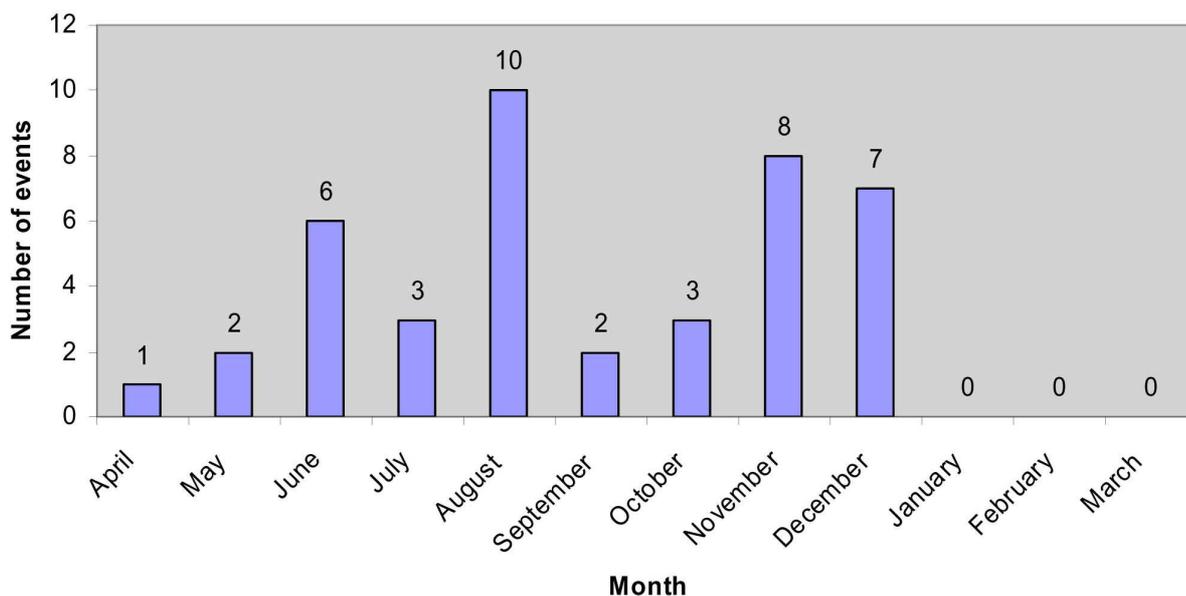
In Partnership with Event Organisers

Parking Services directly supports many events by providing cones, parking suspensions, road closure and general administration support. Some events as large as summer Carnivals and Half Marathons have a large impact on traffic movements and restrict parking. As Torbay is a large tourist area events are important to the local economy and community engagement. Appendix 5 lists all the events which Parking was involved with in 2010/11.

- Torquay, Paignton, Brixham Chamber of Trade
- Brixham Town Council
- Transportation Steering Group
- Ward Partnerships
- Public Safety Advisory Groups
- Torbay Town Centre Company (including Torquay and Paignton Boards)

These groups are important to Parking in that they provide invaluable feedback from the community.

Events Assisted By Parking Services - 1st April 2010 to 31st March 2011



In Partnership with Community Groups

There are a number of Community Groups in Torbay which are well supported and provide a forum for the Parking Team to deliver information and to respond to special issues raised by the community. These groups include:

In Partnership with the British Parking Association

Torbay Council is well represented at British Parking Association Meetings with the Group Manager from Torbay chairing the South West Regional Group. We also host quarterly Car Park Managers meetings for all the authorities in Devon, Cornwall and South Somerset.

In Partnership with Disabled Groups

We actively promote mobility schemes and within two main car parks we provide access to mobility scooters for hire.



We continue to provide more disabled parking bays where we reline off street car parks and in conjunction with the Highways Team at the Council we are ensuring any new parking schemes on street include consideration of the need for 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 with whom the Parking section are in regular contact.

We have increased the number of 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 an extra hour is allowed over the time purchased at the machine, i.e. buy 3 hours parking and receive an extra hour on top free of charge. 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 to park free of charge in the car parks. The parking administration team are responsible for the processing of these applications.

In Partnership with Private Companies

Parking Services has worked closely with a number of private companies to provide the service, including:

- Civca – IT contract to provide IT in relation to Penalty Charge Notice processing and parking permits
- Cale Briparc Ltd – contract for the provision of pay and display machines and subsequent maintenance, currently with a stock of 150 machines.
- Nagles Ltd – contract for the provision of pay and display tickets

All other parking services such as signage, cleansing etc is provided by Tor2 the joint venture company between Torbay Council and May Gurney.

Chapter 5

Supporting the Local Economy



The Council recognises the link between parking and the local economy, and the need to take account the huge seasonal uplift in parking demand due to the tourism industry.



Parking Promotions

During the last few years due to the poor economic climate, the Mayor and Cabinet have instigated a number of parking measures to try to assist the economy.

During April and December to cover the Easter and Christmas period discounted off street parking was offered to motorists.

During the winter months parking charges were reduced to 30p for all day parking at a number of car parks adjacent to beaches to encourage additional visits to these areas.

£1 Parking All Weekend

A parking initiative of offering a set rate of £1 from Friday 6pm to Monday 10am for all off street car parks operated every weekend in April and December. No other local authority in Devon or Cornwall offered such a large discount on its parking fees. However Torbay recognised the importance of reducing parking fees over these peak trading periods to persuade tourists to stay longer in Torbay at Easter when visiting and at Christmas to ensure locals shop in Torbay and did not drive to other neighbouring areas. The promotions were a great success with a total of 55,000 £1 tickets being sold over April and December.



Special Events

The Parking Team supports a wide range of events which take place in Torbay. These range from community street parties, ie Royal Wedding through to nationally funded charity events covering many roads. We have a dedicated team who co-ordinates all requests and enquiries regarding events. In line with government recommendations, Torbay Council streamlined the application process for street parties and also set up a web page to give all relevant information and advice on how to apply and also signposting to other websites in relation to

street parties. 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. Training for community

leaders/voluntary groups to hold special events was provided by Torbay Council to ensure compliance with Chapter 8 signing regulations. This has enabled events to be organised by local voluntary groups. The Council has also provided the relevant Chapter 8 road closure signage free of charge for these events to proceed.

Parking Dispensations

Parking Dispensation Notices are available to tradesmen and contractors who require constant access to their vehicle for bulky tools or raw materials. These notices are normally issued to vehicles of transit size or above. 383 Dispensations were issued during 2010/11 to enable works to be carried out at people's homes and businesses across Torbay.

Contractors are able to apply on line, pay and receive a PDF permit via email which

they can then print off and display in their vehicle.

Torquay United Football Club

Parking Services assist Torquay United on match days with further parking restrictions and enforcement to ensure there is free flow of traffic and congestion is kept to a minimum. A Traffic Regulation Order allows these restrictions to take place on 'match days' and Torbay Council produce the signs for Torquay United.

As the Torquay United Football Stadium is in the middle of a large residential area the control of parking must be handled carefully to keep disruption to residents to a minimum but also ensure the emergency services can access the ground.

Therefore resources are directed to the football ground on match days to enforce the restrictions as appropriate.

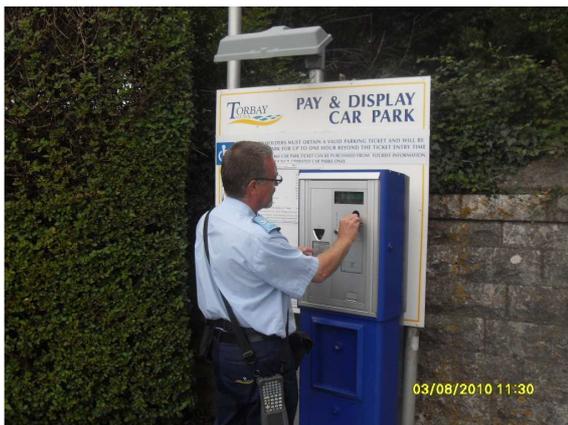
Chapter 6

Parking Enforcement Service



Enforcement

The issuing of Penalty Charge Notices (PCNs) is a result of patrols by Civil Enforcement Officers across Torbay. However there has, and continues to be, no incentive for Civil Enforcement Officers to issue large number of PCNs and there is no link between their remuneration and the number of PCNs they issue. It is important to the Council for parking enforcement, that there is no link of this nature. There is though a quality mechanism for ensuring that the Penalty Charge Notices issued are of a good quality and correctly issued.



The Council undertakes regular monitoring of the staff to ensure a quality service is provided, regular monitoring identifies shortcomings early on before problems can occur, the staff can be retrained. Monitoring includes:

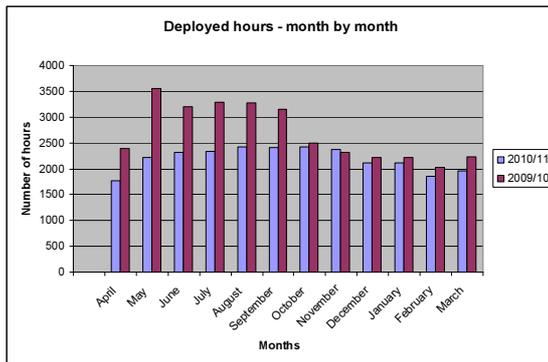
- Use of computer data and analysis from Civil Enforcement Officers handheld computers used on patrol.
- Information from Civil Enforcement Officer handbooks completed everyday when on patrol.
- Regular contact with the staff through daily briefings.
- Feedback from customers.
- Challenge process from the issuing of Penalty Charge Notices.

Changes to Enforcement

Following a review of parking enforcement by Members it was decided by a meeting of the Cabinet and the Elected Mayor in July 2009 to bring the enforcement service in house.

Bringing the service in house led to improvements in the day to day deployment of the Civil Enforcement Officers and to communication of the main corporate priorities of the Council.

Supervisors are now focussed on supporting enforcement activity rather than contract specifications and are deployed in patrols more frequently which ensures they fully train and monitor the staff and they have an up to date comprehensive view of enforcement in Torbay.



With a streamlined structure, deploying resources more efficiently we were able to reduce the amount of deployed hours without affecting the Council's performance with patrols and achieving compliance to the parking restrictions.

Enforcement Requests

It is common that we receive requests from the public both verbally and in writing to undertake parking enforcement in a certain area. In 2010/11 requests were received for parking enforcement. These requests dealt with by the Parking Administration Team, details are taken of the offence including the vehicle details and then this information is passed immediately to the nearest Civil Enforcement Officer. When the Officer attends they will move the vehicle on or as a last resort issue a Penalty Charge Notice. Calls are prioritised according to the importance of the parking restriction, for example calls complaining about bus stops are dealt with first before complaints regarding vehicles overstaying time limits in free parking areas.



No Waiting Cones

The Parking team receives an average of three requests per week for cones to be placed where parking restrictions apply for events, house moves, weddings, funerals etc. When notification is received, checks are completed to ensure the smooth running of the road network is maintained, particularly in the busy summer period. On many of these occasions, cones are required to reserve space prior to a vehicle arriving.



The quantity of cones placed out throughout the year runs in to thousands. Some times for large deliveries or access many cones can be required as well as Police involvement should traffic have to be directed.

Parking Suspensions



As well as arranging parking suspensions for events the Enforcement Service work with utility companies and similar contractors when access is required to certain areas. Some suspensions can be quite extensive and therefore liaison with residents and Community Groups are necessary to facilitate such matters.

Without such parking suspensions the community could suffer disruption from emergency works not taking place on important utilities or in some instances some major events may not take place such as the Torbay Carnival and Red Arrows.

School Enforcement

We support parents when they arrive at school and understand their needs for access but road safety must be prioritised at all times and sometimes this means parents must park further away from the school and walk their children back from the school to their vehicle. Therefore we 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 we 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 schools to prevent parking. Recently working in partnership with Devon and Cornwall Police joint visits between PCSOs and Civil Enforcement Officers has improved safety at schools.

Performance Management

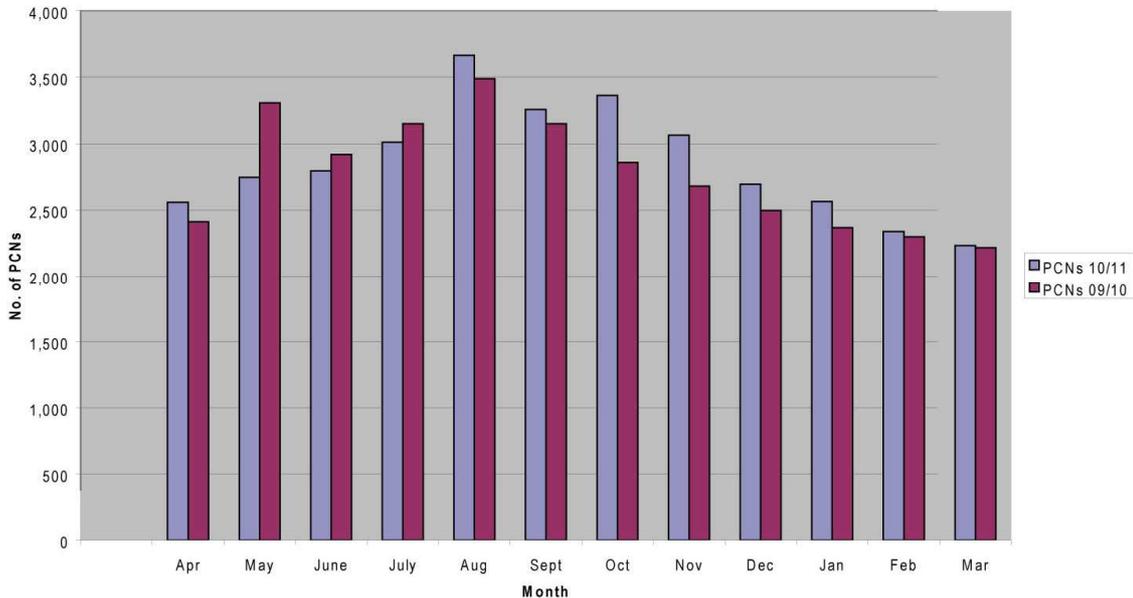
The performance management of the service is dealt with by undertaking activity reports of the Civil Enforcement Officers using data compiled by their handheld computers. Pocket books are checked everyday by Supervisors and all Officers are encouraged to record information in their books which can assist in improving the service, for example signs and lines which need improvement.

It is recognised that to have a successful service it is important to understand the peaks and demand of the role.

The civil enforcement officers report to control information which impacts on other services either internally or external to the Council, ie lifts not working, rubbish in car parks, damage to street furniture, traffic flow issues, health and safety issues to members of the public, ie dangerous structures which may cause harm.

Below are the statistics from the issuing of Penalty Charge Notices which direct us in deploying the necessary resources from month to month. Also the top ten locations for the issuing of Penalty Charge Notices which assists in directing resources to the most non compliant streets/car parks.

Penalty Charge Notices issued per month



Overall Analysis

Location	2010/11	2009/10	Change on previous Year
Union Street	1,480	1,139	29.94%
Brixham Central Car Park	1,410	1,335	5.62%
Torbay Road (Paignton)	1,256	1,040	20.77%
Palace Avenue	1,061	980	8.27%
Torbay Road (Torquay)	1,016	969	4.85%
Abbey Road	1,013	1,015	-0.20%
Lower Union Lane Multi Storey Car Park	905	954	-5.14%
Market Street (Torquay)	844	980	-13.88%
Victoria Parade	673	904	-25.55%
Torwood Gardens Road	609	812	-25.00%
Total	8,787	8,989	-2.25%

Top ten have remained the same - although the order has changed

On Street Analysis

Location	2010/11	2009/10	Change on previous Year
Union Street	1,480	1,139	29.94%
Torbay Road (Torquay)	1,256	969	29.62%
Eastern Esplanade	1,062	808	31.44%
Palace Avenue	1,061	980	8.27%
Torbay Road (Paignton)	1,016	1,040	-2.31%
Abbey Road	1,013	1,015	-0.20%
Market Street	844	980	-13.88%
Torwood Street	756	809	-6.55%
Victoria Parade	673	904	-25.55%
Torwood Gardens Road	609	812	-25.00%
Total	9,770	9,456	3.32%

Top ten streets have remained the same - although the order has changed

Off Street Analysis

Location	2010/11	2009/10	Change on previous Year
Brixham Central Car Park	1,410	1,335	5.62%
Lower Union Lane Multi Storey Car Park	905	954	-5.14%
Union Square Car Park	785	626	25.40%
Beacon Quay Car Park	670	493	35.90%
Clennon Valley Car Park	652	740	-11.89%
Victoria Car Park	628	670	-6.27%
Lower Union Lane Short Stay Car Park	579	514	12.65%
Great Western Car Park	421	403	4.47%
Town Hall Car Park	392	344	13.95%
Riviera Centre Car Park	389	516	-24.61%
Total	6,831	6,595	3.58%

Top ten car parks have remained the same - although the order has changed

Chapter 7

Parking Administration Service



The Parking Administration Team are available to answer day to day parking queries including issuing permits and dealing with appeals to Penalty Charge Notices issued.

Controlled Parking Zones



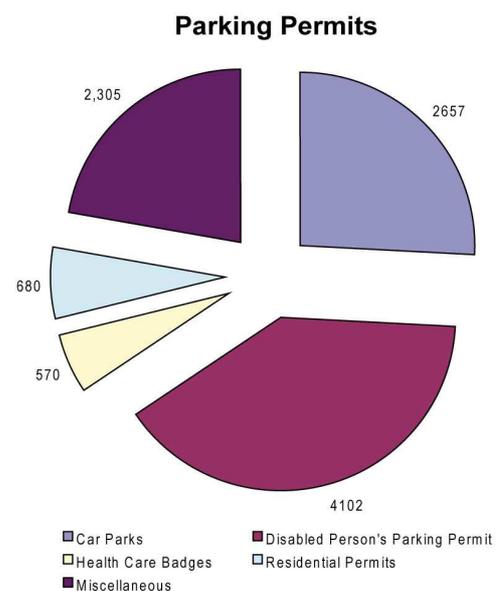
The Highways department receive a large amount of requests from residents, especially close to the town centres for residents only parking. After consultation the Highways Department have introduced an additional Controlled Parking Zones in Torbay, bringing the total to 5. There are zones in the Torwood Gardens, Ellacombe and Shiphay areas of Torquay, a small zone in Preston, Paignton, and a further zone in Brixham. Parking Services administer the schemes and issue the permits to residents who meet the criteria. Parking Services also issue visitor permits. Once a zone is introduced after six months a consultation is carried out and feedback

from residents is considered and changes to the scheme may be introduced.

Off Street Parking Permits

The Council offers a large variety of parking permits for use in off street car parks. These range from weekly parking permits to annual parking permits and the cost ranges from £27.00 to £460. These offer a discount on the daily parking fees and are very popular with tourists and locals alike.

In 2010/11 a total of 10314 on and off street parking permits were issued, the pie chart below explains the breakdown of these permits.



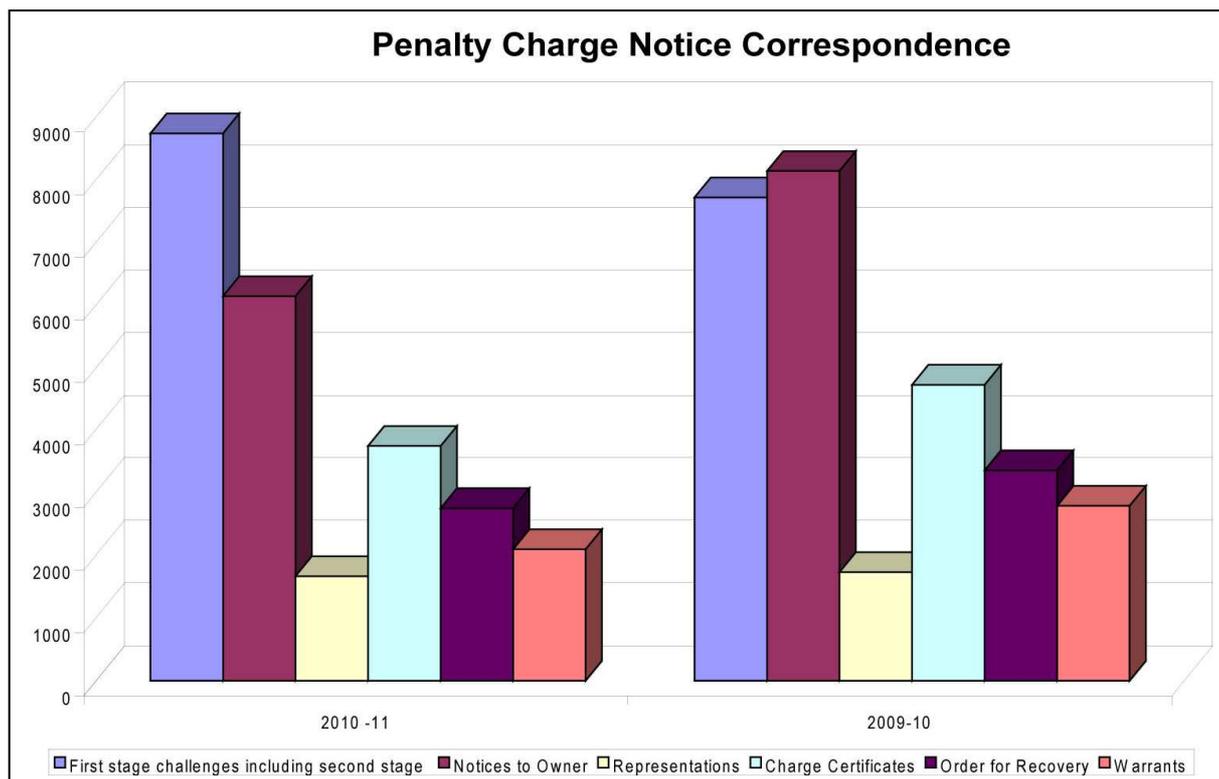
Chapter 7

Parking Administration Service

Challenges, Representations and Appeals to Penalty Charge Notices

As a Council we encourage motorists to challenge Penalty Charge Notices should they feel there are mitigating

When the Parking Administration Team receive challenges they aim to respond within 14 days as per the Traffic Management Act 2004. We realise, for some, the worry of having outstanding Penalty Charge Notices does cause concern and therefore we are sensitive to these needs. All staff involved in this



circumstances leading up to the issue of the Notice. Although we accept challenges through the post we also provide walk in facilities in each town in Torbay. These are the Councils 'Connections Offices'. Within these offices there are arrangements for motorists to speak face to face with independent Council staff who provide relevant forms for challenges to be completed and advise on the appeals process.

process have had formal legal training in the process and how to respond to challenges.

Appendix 1, 2 and 3 shows all the Penalty Charge Notice cancellations and reasons behind those decisions as well as all the contraventions issued. As Torbay has an unusually high proportion of blue badge holders in residence and who visit the area we allow special consideration in some cases, in particular where the blue badge is displayed incorrectly.

For those Penalty Charge Notices which continue through the process and eventually end up at Appeal Stage there are specially trained staff who will consider individual cases and compile the required case submission for the Traffic Penalty Tribunal.

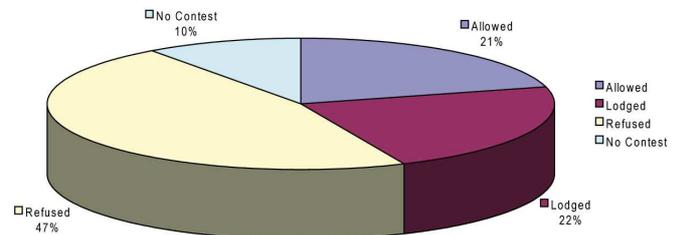


Motorists can choose to have their case dealt with by letter, telephone or even face to face with the Adjudicator. With these personal hearings which are held in Torbay the Council may provide the relevant member of staff to attend the Tribunal along with the Civil Enforcement Officer if appropriate.

During the last financial year 2010/11 a total of 212 cases were lodged with the Traffic Penalty Tribunal, a breakdown of which is below.

Where the Adjudicator finds in favour of the motorist at the Tribunal the Council acts immediately on the feedback should for example the lines and signs not be sufficient. This information is passed to the Councils Highways Team who makes the necessary investigation on site and places orders to have the relevant work undertaken.

Appeals to the Traffic Penalty Tribunal



As a Council, providing a fair, consistent Parking Enforcement and Administration Service we value feedback from the Adjudicator to improve our service and at times clarify the parking restrictions to the motorist. A recent example of this is where advisory signs are erected as well as the regulatory signs in place. This has proved to be useful where parking bays are shared for a variety of purposes, see below.



Chapter 8

Achievements



Electronic Appeals

Appeal pack evidence is now sent to the Traffic Penalty Tribunal (TPT) service electronically, which cuts down the cost of photocopying and postage. There is further development work progressing to ensure further correspondence is received and sent to TPT via a secure web service ensuring cost efficiency savings in postage and stationery and also efficiencies in time due to no postal delays. All Traffic Regulation Orders are accessible on the TPT website. Traffic Regulation Orders are also available on the Torbay Council website.

Inclement Weather

In the west country there is rarely snow or difficult winter conditions due to the mild temperatures. However the winter of 2010/11 proved as difficult as the previous year due to the amount of snow and ice. Many authorities found themselves caught out not having sufficient grit for the roads.

Torbay Council worked in partnership with Devon County Council to share resources to ensure main roads were kept clear.



Within Parking Services, Civil Enforcement Officers were redeployed to ensure the car parks were safe for users especially at the busy town centre multi storey car parks. One of these instances was the weekend before Christmas and the team ensured as many spaces as possible were available to park for the seasonal shoppers.

During the inclement weather the Parking Administration Team also responded carefully to challenges to Penalty Charge Notices if it was felt the weather in any way was a mitigating circumstance leading up to an issue of a Penalty Charge Notice.

At schools allowances were made for parents taking longer to drop off and collect their children from school and enforcement was drastically scaled down. In some residential areas enforcement was completely impossible.

Vehicle Drive Aways

This is the system whereby Penalty Charge Notices can be sent through the post where a vehicle drive away occurs. 2010/11 has seen the introduction of sending penalty charge notices through the post if the civil enforcement officer has been unable to serve this to the vehicle or the driver.

Working with the 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.

Handheld Computer Replacement

The computers the Civil Enforcement Officers use to issue PCNs were due to be replaced over the last 12 months and we identified new handhelds after the relevant procurement process. It is anticipated the new equipment will be delivered in the early summer of 2011.



Chapter 9

The Future



Persistent Evaders

Following the comments in last years annual report Officers have further investigated the protocols for the removal of vehicles belonging to persistent offenders and evaders and are currently speaking with possible contractors which could facilitate removing vehicles under the legislation within the Traffic Management Act. Due to the change from private contract enforcement further training will need to take place with the staff involved ahead of this process being set up.

Car Park Maintenance

It is proposed that the maintenance of multi storey and surface car parks be placed under the responsibilities of the existing highways department. This would lead to cost efficiencies due to economy of scale. As highways have contracts in place for re-surfacing and lining works, it makes sense to include car park maintenance works within the highway programme.

Abandoned Vehicles

As from April 2011 Parking Services take over responsibility for dealing with abandoned vehicles on the highway.

Chapter 10

End of Year Accounts

The tables below relate to the expenditure and income associated with the enforcement activities of the parking service which includes on street pay and display charging, residents permits and Penalty Charge Notices (PCNs) issued on and off street. The accounts are split based on PCNs issued which is 69.6% off street and 30.4% on street.

Parking Account As Required By S.55 of the Road Traffic Regulation Act 1984 (As Amended)

TORBAY COUNCIL 2010/11

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

<u>2009/10</u>		<u>2010/11</u>
£		£
	<u>ON STREET</u>	
	Income	
(800,718)	Pay & Display / Meters	(828,292)
(15,300)	Residents' & Visitors' Permits	(25,130)
(1,100)	Business Permits	(2,000)
(27,540)	Other non-PCN Income	(21,265)
(690,032)	PCN Income	(686,882)
<u>(1,534,690)</u>	Total Income	<u>(1,563,569)</u>
	Expenditure	
445,158	Contractors	0
161,404	Employee Related (In-house)	399,270
2,575	Premises	23,497
56	Transport Related	19,065
16,000	Equipment maintenance/renewal	57,500
117,626	Supplies & Services	120,133
86,056	Support Services	104,658
14,649	Traffic Penalties Tribunal	13,812
12,017	TEC (Northhampton)	10,775
70,995	Capital Charges	88,101

Chapter 10

End of Year Accounts

0	Provisions	40,980
926,536	Total Expenditure	877,791
(608,154)	(Surplus)/Deficit	(685,778)
	<u>OFF - STREET</u>	
(242,111)	PCN Income	(232,730)
(242,111)	Total Income	(232,730)
	Expenditure	
196,280	Contractors	0
71,167	Employee Related (In-house)	185,312
1,135	Premises	10,907
24	Transport Related	8,848
0	Equipment maintenance/renewal	0
21,947	Supplies & Services	33,763
37,944	Support Services	48,343
6,459	Traffic Penalties Tribunal	6,411
5,298	TEC (Northhampton)	5,001
22,232	Capital Charges	23,031
0	Provisions	19,020
362,486	Total Expenditure	340,636
120,375	(Surplus)/Deficit	107,906
	<u>TOTAL ON & OFF - STREET</u>	
(1,776,801)	Income	(1,796,299)
1,289,022	Expenditure	1,218,427
(487,779)	(Surplus)/Deficit	(577,872)
	<u>APPLICATION OF PARKING SURPLUS</u>	
(487,779)	Parking Surplus	(577,872)

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 2010/11 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 2010/11 Section 55 Parking Account surplus has been applied to partly meet the service costs of providing public passenger transport services, as follows:-

	Concessionary Fares (note: the cost of operator payments under the concessionary fares scheme in 2009/10 was £4,147,444 and in 2010/11 £4,416,117).	
487,779		577,872

Note: Decriminalised Parking Enforcement became an in-house service in 2010/11 so contractor services were terminated with in-house employee and other costs increasing.

Trading Operations Car Parks			
2009/10			2010/11
£m			£m
(3,880)	Off Street Car Parking	Turnover	(3,706)
2,240		Expenditure	2,006
(1,640)		(Surplus)Deficit	(1,700)

*

Appendix 1

Penalty Charge Notices Issued – Payment and cancellation

Appendix 1

Penalty Charge Notices Issued – Payment and Cancellation

Penalty Charge Notices Issued - Payment and Cancellation Report

	1st April 2010 - 31st March 2011						1st April 2009 - 31st March 2010					
	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	34285		23425	68%	10860	32%	33335		23145	69%	10192	31%
Number of higher level PCNs Issued	10063	29%	9573	28%	677	2%	9926	30%	9284	28%	642	2%
Number of lower level PCNs Issued	24035	70%	13852	40%	10082	29%	23411	70%	13861	41%	9550	29%
Number of PCNs paid	25694	75%	0	52%	0	21%	24242	73%	17125	52%	7117	21%
Number of PCNS paid at discount rate	22212	65%	15681	46%	6591	19%	20615	62%	14573	44%	6042	18%
Number of PCNs against which an informal/formal representation was made	10174	30%	2262	16%	2304	11%	8856	27%	5243	16%	3613	11%
Number of PCNs cancelled as a result of informal/formal representation	4566	13%	2262	7%	2304	7%	4948	15%	2446	7%	2502	8%
Number of PCNs cancelled for other reasons (driver untraceable, voided at issue, foreign vehicle, etc.)	733	2%	479	2.00%	254	0.75%	768	2%	543	1.50%	225	0.50%

Appendix 2

Penalty Charge Notices Issued – Cancellation

Penalty Charge Notice Cancellation Statistics

	1st April 2010 - 31st March 2011		1st April 2009 - 31st March 2010	
	Total PCNs cancelled	% of issue	Total PCNs cancelled	% of issue
Number of PCNs Issued	33335		31622	
Total Cancelled	5234	15%	5716	17%
Top 5 Cancellations in 10/11				
Valid Pay & Display ticket/permit PCN issued correctly as the pay and display ticket obscured and CEO not able to see valid part of the Pay and display ticket or the permit	2416	7%	2145	6%
Valid Blue Badge , this includes where a valid blue badge is held but it has been displayed incorrectly, therefore the validity of the badge cannot be viewed fully.	906	3%	920	3%
Mitigating Circumstances , includes medical emergency, lost keys, vehicle breakdown, etc.	465	1%	627	2%
Valid loading and unloading - this includes where the activity of loading and unloading cannot be accomplished in the observation timescale, and gas, electric and water emergencies.	309	1.00%	505	2%
CEO error	281	1%	426	1.00%
Miscellaneous - adjudicator decisions, voids, etc.	857	3%	1093	3.00%

Appendix 3

Penalty Charge Notices Issued By Contravention

Appendix 3

Penalty Charge Notices issued by Contravention

Code	Contravention Description	Differential Charging Level	2010/11		2009/10		Annual Change	
			Total PCNs Issued Apr 08 - Mar 09	% of PCNs Issued Apr 08 - Mar 09	Total PCNs Issued Apr 08 - Mar 09	% of PCNs Issued Apr 08 - Mar 09		
30	Parked for longer than permitted (free parking places)	Lower £50/£25	5,156	15.04%	5,216	16.49%	-60	-1%
06	Parked without clearly displaying a valid pay and display ticket or voucher	Lower £50/£25	4,957	14.46%	5,355	16.93%	-398	-7%
05	Parked after the expiry of paid for time	Lower £50/£25	3,651	10.65%	3,187	10.08%	464	15%
01	Parked in a restricted street during prescribed hours (double/single yellow lines)	Higher £70/£35	3,185	9.29%	3,466	10.96%	-281	-8%
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher £70/£35	2,150	6.27%	2,141	6.77%	9	0%
25	Parked in a loading place during restricted hours without loading	Higher £70/£35	1,423	4.15%	1,369	4.33%	54	4%
16	Parked in a permit space without displaying a valid permit (resident's bays)	Higher £70/£35	1,074	3.13%	1,165	3.68%	-91	-8%

Appendix 3

Penalty Charge Notices Issued by Contravention

23	Parked in a parking place or area not designed for that class of vehicle	Higher £70/£35	590	1.72%	388	1.23%	202	52%
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	Higher £70/£35	257	0.75%	213	0.67%	44	21%
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	265	0.77%	106	0.34%	159	NA
21	Parked in a suspended bay/space or part of bay/space (parking suspended for essential works or special events)	Higher £70/£35	196	0.57%	125	0.40%	71	57%
47	Parked on a restricted bus stop/stand	Higher £70/£35	187	0.55%	138	0.44%	49	36%
27	Parked adjacent to a dropped footway	Higher £70/£35	92	0.27%	14	0.04%	78	557%
45	Parked on a taxi rank	Higher £70/£35	83	0.24%	116	0.37%	-33	-28%
48	Stopped in a restricted area outside a school	Higher £70/£35	51	0.15%	38	0.12%	13	34%
22	Re-parked in the same parking place within the specified time of leaving	Lower £50/£25	49	0.14%	53	0.17%	-4	-8%
24	Not parked correctly within the markings of the bay or space	Lower £50/£25	39	0.11%	49	0.15%	-10	-20%
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	Higher £70/£35	17	0.05%	1	0.00%	16	1600%
61	Heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher £70/£35	3	0.01%	4	0.01%	-1	-25%
Total On Street			23,425	68.32%	23,144	69.43%	281	1%

Appendix 3

Penalty Charge Notices Issued By Contravention

Code	Contravention Description	Differential Charging Level	2010/11		2009/10		Annual Change	
			Total PCNs Issued Apr 08 - Mar 09	% of PCNs Issued Apr 08 - Mar 09	Total PCNs Issued Apr 08 - Mar 09	% of PCNs Issued Apr 08 - Mar 09		
83	Parked in a pay and display car park without clearly displaying a valid pay and display ticket	Lower £50/£25	5,284	15.41%	5,052	15.98%	232	5%
82	Parked after the expiry of time paid for in a pay and display car park	Lower £50/£25	4,524	13.20%	4,236	13.40%	288	7%
87	Parked in a disabled person's parking space without clearly displaying a valid person's badge	Higher £70/£35	422	1.23%	361	1.14%	61	17%
86	Parked beyond the bay markings	Lower £50/£25	271	0.79%	187	0.59%	84	45%
85	Parked in a permit bay without clearly displaying a valid permit	Higher £70/£35	212	0.62%	232	0.73%	-20	-9%
80	Parked for longer than the maximum period permitted	Lower £50/£25	101	0.29%	72	0.23%	29	40%
91	Parked in a car park or area not designated for that class of vehicle	Higher £70/£35	32	0.09%	25	0.08%	7	28%
92	Parked causing an obstruction	Higher £70/£35	9	0.03%	4	0.01%	5	125%
81	Parked in a restricted area in a car park	Higher £70/£35	2	0.01%	20	0.06%	-18	-90%
84	Parked with additional payment made to extend the stay beyond time first purchased	Lower £50/£25	2	0.01%	1	0.00%	1	100%

Appendix 3

Penalty Charge Notices Issued by Contravention

93	Parked in car park when closed	Lower £50/£25	1	0.00%	1	0.00%	0	0%
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%
		Total Off Street	10,860	31.68%	10,191	30.57%	669	7%
Totals for On and Off Street PCNs		Overall Total	34,285	100.00%	33,335	100.00%	950	3%
		Total Higher	10,063	29.35%	9,682	29.04%	497	4%
		Total Lower	24,035	70.10%	23,409	70.22%	245	3%

Appendix 4

Key Performance Indicators

Street Visits – Visits by CEOs per street			
Target	2010/11	Achieved	2009/10
95%	92%	X	112%
Deployed Hours – Hours spent by CEOs deployed on beat			
Target	2010/11	Achieved	2009/10
95%	93.5%	X	104%

These targets were not achieved. As Enforcement is directly managed by the Council – priority is given to areas where compliance is low or enforcement has been requested. There were also staff vacancies when the Council took over direct enforcement which affected the number of CEOs available to enforce the restrictions

PCN Errors – PCNs issued without CEO error			
Target	2010/11	Achieved	2009/10
98%	99%	✓	98%
Complaints PCNs issued without an official complaint regarding CEO behaviour/attitude			
Target	2010/11	Achieved	2009/10
100%	100%	✓	100%
Machine Repairs – Repairs made to pay and display machines within 2 hours of reported fault			
Target	2010/11	Achieved	2009/10
95%	96%	✓	96%

Appendix 5

Events 2010/11

DATE	EVENT & VENUE	SUPPORT PROVIDED	DATE	EVENT & VENUE	SUPPORT PROVIDED
30 April – 2 May	BMAD Festival Eastern Esplanade, Paignton	*Road Closure – TPCA	16 June	Babbacombe Rotary Fayre Babbacombe Downs Road, Torquay	*Road Closure – TPCA *One way traffic orders
9 May	Exterminator 10k Road Race Long Road, Paignton	*Road Closure – TPCA *Cones	19 June	Armed Forces Day Babbacombe Downs, Torquay	*Road Closure – TPCA *Cones
16 May	Race for Life Clennon Valley, Paignton	*On street parking suspension and cones *Free parking in Clennon Valley and Quay West car parks	4 July	Galmpton Gooseberry Pie Fair Greenway Road & Langdon Lane, Galmpton	*Road Closure – TPCA *Cones
4-5 June	Occombe Beer Festival Preston Down Road, Paignton	*On street parking suspension and cones	28 July	Torbay Carnival Procession Paignton	*Road Closures – TPCA *On street parking suspension and cones
5-6 June	The Big Midnight Walk Ansteys Cove Road, Torquay	*Road Closure – TPCA	7 August	Walnut Road Street Party Walnut Road, Torquay	*Road Closure – TPCA *Cones
6 June, 4 July,	Sunday Food & Craft Markets	*Road Closure – TPCA	7 August	WAGS Summer Street Party	*Road Closure – TPCA

Appendix 5

Events

1 August, 5 Sept, 3 October, 7 & 20 Nov, 5 Dec	Vaughan Parade, Torquay			Pendennis Road, Torquay	
13 June	Pride Torbay Street Party Meadfoot Lane, Torquay	*Road Closure – TPCA	10 Aug 13 Aug	Paignton Regatta Firework Display Cycle Races	*Road Closures – TPCA *On street parking suspension and cones
22 August	Foxhole Summer Fayre Foxhole Road, Paignton	*Road Closure – TPCA	14 November	Remembrance Sunday Parade Winner Street, Church Street and Coverdale Road, Paignton	*Road Closure – TPCA *On street parking suspension and cones
22 August	Torbay Royal Regatta 10k Road Race Torquay to Paignton Green & return	*Road Closure – TPCA	14 November	Remembrance Sunday Parade & Service Torbay Road, Torquay	*Road Closure – TPCA
28-29 August	Occombe Music Festival Preston Down Road, Paignton	*Road Closure – TPCA *On street parking suspension and cones	20 November	Torquay Christmas Carnival & Santa Saunter Torquay Town Centre	*Road Closure – TPCA *On Street parking suspension and cones
29 August	Upton Social Club Street Party Upton Road, Torquay	*Road Closure – TPCA	20 November	Torquay Christmas Light Switch On Fleet Street & Strand, Torquay	*Road Closure - TPCA
29 August	Lloyd Avenue Residents Fun Day Lloyd Avenue, Torquay	*Road Closure – TPCA	27 November	Brixham Christmas Light Switch On The Quay, Brixham	*Road Closure – TPCA *On street parking suspension and cones
12	Rotary Agatha Christie	*Road Closure – TPCA	3	Reddenhill Road	*Road Closure – TPCA

Appendix 5

Events

September	Fete Palk Street, Torquay		December	Christmas Street Party, Reddenhill Road, Torquay	*On street parking suspension and cones
2 October	Rock Walk Re-opening Torbay Road, Torquay	*Road Closure – TPCA	9 December	Ilsham Road Christmas Street Party Ilsham Road, Torquay	*Road Closure – TPCA *On street parking suspension and cones
17 October	Cockington Apple Day Cockington Village, Torquay	*Road Closure – TPCA *Cones	10 December	Otter Road Carol Service Otter Road, Torquay	*Road Closure – TPCA
14 November	Brixham Remembrance Service Berry Head Road, Brixham	*Road Closure – TPCA	15-19 December	European Christmas Market, Union Street, Torquay	*Road Closure – TPCA
23 December	Christmas Festival 2010 Union Street, Torquay	*Road Closure – TPCA			
26 December	Boxing Day Walk Into The Sea Eastern Esplanade, Paignton	*Road Closure – TPCA			

