

ANNUAL PARKING REPORT



2008/09



www.torbay.gov.uk

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Introduction by Chris Lewis – Deputy Mayor

Motorists are facing new challenges every year with rising fuel costs, changes in the road fund tax structure and congested roads. In particular in the South-west the road network is a challenge in itself to negotiate with so many vehicles on the road. The subject of parking, therefore, is a key issue for the motorist -- the availability of spaces, easy access to local amenities and town centre areas, and security of parking areas are all concerns. In Torbay we are thankfully better equipped to deal with some of these issues than some other authorities. We have adequate parking capacity in Torquay and Paignton to deal with all the peaks of the year, and in Brixham the lack of town centre parking is addressed with a short stay management structure of the main car park and a 300-space park and ride available to visitors.



Parking, of course, is not as simple as providing a parking bay for a vehicle! To manage Torbay's network of parking facilities there are regulations which must be followed and in some cases payment made for the use of parking facilities. Regulations are in place to ensure a fair and consistent provision of parking enforcement across the Bay. This is for the benefit of all motorists as without enforcement the towns would quickly become congested with illegally parked vehicles and access would be difficult. For example, for town centres to function we need to provide loading bays for deliveries to be made to shops, disabled bays for those less mobile to undertake their activities, and bus stops to ensure those large vehicles can safely drop off and collect passengers. Town centres also need taxi ranks for taxis to operate, pedestrianised areas to make shopping easier and timed parking restrictions to ensure a quick turnover of parking spaces so there is convenient parking available for shoppers, therefore increasing foot fall to all areas of the retail and business community. In residential areas where we have introduced controlled parking zones we provide permits and parking bays for residents in those areas so that access to properties without off-street parking is also improved.

The subject of parking always seems to get an emotive response from people. Even those who do not own vehicles have an opinion on how we manage parking in Torbay. The media often casts its eye over our decisions and how we facilitate our business. The subject of parking charges is one I am often asked to comment on. We all dislike paying for parking, but in fact the cost to provide parking areas has been increasing year on year. Surely it is not unreasonable to ask motorists to contribute to the maintenance of those areas. The financial year 2008/09 saw a significant investment from the council in its multi-storey car parks to secure the structure of these buildings for many years to come. For example all the lifts have been replaced at two of our major car parks at Lower Union Lane in Torquay and Victoria in Paignton at a cost of £700,000. The surplus from the car parking account also greatly assists the council in providing many services the public take for granted such as parks, beaches, events which are not statutory services but

ones we like to provide for the benefit of all. It is worth noting though that off-street parking charges have not risen since January 2008 and we offer many discounts on the daily rate with the purchase of permits, weekly tickets and during 2008/09 a number of parking promotions offering three hours parking for 50p and noon to midnight parking at Christmas for £1.

In April 2008 the Cabinet and the Mayor authorised the introduction of on street parking charges for the first time in Torbay. This was seen by many as a very controversial project but it was necessary to improve the management of parking spaces within the town centre areas. In particular short stay parking areas were being abused by long stay users and therefore prime parking spaces were not turning over. Shoppers who wished to visit the town quickly, knowing what they want to buy, were severely disadvantaged. Although traffic management through the use of pay and display ticket machines has been in place for years in other parts of Devon and throughout the country, nothing like this existed in Torbay. Many said that motorists would refuse to use the parking bays and the local economy would suffer. In fact the usage of these parking areas was much greater than initially anticipated and short stay motorists can now easily find convenient spaces within the town centre areas. It was a brave decision for the Cabinet to make but this type of parking management has proved successful in Torbay.

I am confident this report addresses many of your concerns and explains all the services we offer from our parking department, a team which is essential to the operation of our town centres, tourist attractions and the Bay economy overall. Please read 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.

Geography/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 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.

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 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 applied for the powers to undertake enforcement of parking regulations 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:-

- a) 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.
- b) 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.
- c) Supporting the free flow of public transport.

When commencing enforcement of parking regulations in 2005 the Council gave consideration to both in house and contracting out the delivery of the enforcement service. Although financial assessments indicated little difference between in house and contract out options, the knowledge and skills obtained by employing an experienced contractor gave added value to that option.

As a result of the competitive tender process National Car Parks (NCP) were appointed as the Council's preferred contractor for a five year period expiring in March 2010, with an option to extend the contract for a further two years if required.

It should be noted that following a review of Parking Enforcement Management post 2010 by the Overview and Scrutiny committee in 2008/09, the Mayor and Cabinet has asked that the options for delivery of parking enforcement services be given further consideration and that a recommendation as to the most appropriate option with supporting evidence provided.

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.

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.

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 139 miles of parking and waiting restrictions – the distance from Torquay to Cheltenham! This is broken down into:

	KM	Miles
Highway Network	520.00	323.00
<u>No waiting</u>		
No waiting at any time (DYLs ¹)	158.00	98.30
No waiting at any time seasonal (DYLs)	21.10	13.10
No waiting at specific times e.g. 8am - 6pm (SYLs ²)	15.10	9.40
No waiting at specific times seasonal e.g. 8am - 6pm May - Sept (SYLs)	2.74	1.70
Total	196.94	122.50
<u>No Loading</u>	9.16	5.70
<u>Limited Waiting</u>		
Limited waiting all year	8.00	5.00
Limited waiting seasonal	1.50	0.90
Total	9.50	5.90
<u>Residents Parking</u>		
Permit holders only parking bays	1.66	1.03
Shared use parking bays	1.22	0.76
Total	2.88	1.79
<u>Pay and Display Parking</u>	3.26	2.03
<u>Loading Bays</u>	1.09	0.68
<u>Taxi Stands</u>	0.45	0.30
<u>Disabled Person's Parking Bays</u>	0.31	0.19
Total Restricted Highway	223.59	139.09

¹ Double Yellow Lines

² Single Yellow Lines

On Street Pay and Display Parking

On street parking charging was introduced to Torbay during 2008. The areas where there are on street parking charges in operation are:

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
Torwood Street	28
Union Street	36
Victoria Parade	21

Paignton

Location	Spaces
Dendy Road	20
Eastern Esplanade	218
Hyde Road	16
Palace Avenue	74
Queens Road	29
Torbay Road	44
Torquay Road	10

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

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

In two areas a winter reduced tariff is offered at Queens Road and the Eastern Esplanade (Seafront) in Paignton. This is:

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

Up to and including March 2009, this scheme has been operating for 6 months and we have sold a total of **392,554** tickets at these locations from a total of 66 on street pay and display machines.

Off Street Parking Facilities

Torbay Council operates 38 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 is in the process of carrying out a major Car Park refurbishment project including developments such as replacing lifts, waterproofing and structural repairs. More information on this project can be found in the milestones section on page 22.

Parkmark

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 across Torbay 31 of the 38 car parks the Council operates have

been awarded the Parkmark standard and we are looking to achieve this status for more of our car parks in the future. This 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 BPA inspect the car park against the required criteria and only after they agree are the car parks given the award. In Torbay we are always working with the Police to reduce crime in car parks by designing out problems but 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

The car parks are cleaned and the litter bins emptied and by Torbay Council's Operational Services Division.

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	✗ ³	✓	✓
Roundham	Cliff Road, Paignton	117	✓	✓	✗

³ Torbay Council is working closely with the Police with a view to obtaining an award for this car park in the coming year.

Surface Level Car Parks:

Name	Location	No. Spaces	Park Mark Award	CCTV
TORQUAY				
Abbey Park	Belgrave Road, Torquay	28	✓	✗
Brunswick Square	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 Coaches	✓	✓
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	✓	✓
Shoppers	Lower Union Lane, Torquay	32	✗	✓
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	✓	✗
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	✓	✓

Name	Location	No. Spaces	Park Mark Award	CCTV
Quay West	Tanners Way, Paignton	970 (Approx)	x	x
Station Lane	Station Lane, Paignton	38	x	x
Youngs Park	Tanners Way, Paignton	130	✓	x
BRIXHAM				
Breakwater	Berry Head Road, Brixham	103	✓	✓
Brixham Central	Bank Lane, Brixham	180	✓	✓
Broadsands	Broadsands Road, Brixham	1000 (Approx)	x	x
Freshwater	Blackball Lane, Brixham	122	✓	✓
Oxen Cove	Blackball Lane, Brixham	84	✓	✓
Shoalstone	Berry Head Road, Brixham	66	✓	x

Meeting Community Needs

Enforcement Requests

It is common that we receive requests from the public both verbally and in writing regarding requests to undertake parking enforcement in a certain area. In 2008/09 we received 185 requests for parking enforcement. Each request is logged by the Parking Team and details are taken of the offence including vehicle details and then this information is passed immediately to NSL Services who undertake the Councils enforcement and they dispatch a mobile patrol. When the patrol attends they will move the vehicle on or as a last resort issue a Penalty Charge Notice.

Health Care Badge

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.

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 4 Controlled Parking Zones. There are zones in the Torwood Gardens and Ellacombe areas of Torquay, a small zone in Preston, Paignton, and a further zone in Brixham. Parking Services administer the scheme and issue the permits to residents who meet the criteria. Parking Services also issue visitor permits. Once a zone is introduced a six month consultation is carried out.

Parking for the Disabled – Blue Badge Scheme

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 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.

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. 580 Dispensations were issued during 2008/09 to enable works to be carried out at people's homes and businesses across Torbay.



Moving House and No Waiting Cones

The Parking team receives an average of three requests per week from members of the public who wish to place vehicles on the highway whilst moving into or out of houses and business premises. On many of these occasions, cones are required to reserve space prior to a vehicle arriving. When notification is received, checks are completed to ensure the smooth running of the road network is maintained, particularly in the busy summer period.

Special Events

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. We have a dedicated team member who co-ordinates all requests and enquiries regarding events. Liaison is with a range of people from National Charity Fundraising Managers, through to local voluntary groups.⁴



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.

⁴ Torbay Half Marathon 2009 – Photo kindly supplied by www.photo-fit.net

Appendix 10 provides a comprehensive list of the 41 special events that Parking Services supported during 2009/09.

Torquay United



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.

Parking Promotions

During 2008/09 it was apparent the countries economy was in a huge down turn and as a result Torbay's economy also suffered. It was identified by the Cabinet that they would like to undertake parking promotions to encourage more shoppers into the town centre areas to support traders.

50p Parking

During the lead up to Christmas 2008 and into the New Year for a total of 4 months the Cabinet introduced a fixed rate of 50p every day to park between 3pm and 6pm. 10,349 50p tickets were sold during this promotion.

Noon to Midnight £1

During December the Cabinet also approved requests from the Chamber of Trade to undertake discounted parking at Christmas to encourage shoppers into the town. Four dates were given to each town, Torquay, Paignton and Brixham where a fixed parking charge of £1 was applicable during those four dates between Noon and Midnight.

Charges in Torbay Council car parks have been reduced as follows:

50p Promotional Tickets
Up to the end of February 2009, there will be a 50p fixed charge for tickets purchased in car parks during the valid hours of 3 pm to 6 pm. Daytime charges apply at all other times.
*Please note this 50p ticket is not applicable in the following car parks which operate winter tariff parking charges:
Torquay - Kilmorie and Wells Hill
Paignton - Broadlands
Brixham - Breakwater and Shoalstone

Free Parking on Sundays
Free parking is available on Sundays at the following locations:
• Levels 1 and 1A Lower Union Lane multi-storey car park, Torquay
• The Harbour car park, Torquay - an area at the northern end of the upper level
• Station Lane car park, Paignton
• Brixham Central car park (Town Square section), Brixham

Noon to Midnight Rates

Torquay Council Car Parks	Paignton Car Parks
Fixed Charge £1 (From Noon to Midnight)	Fixed Charge £1 (From Noon to Midnight)
Saturday 6 December	Saturday 6 December
Saturday 13 December	Saturday 13 December
Saturday 20 December	Saturday 20 December
Monday 22 December	Monday 22 December

Babbacombe & St. Marychurch	Brixham Car Parks
Fixed Charge £1 (From Noon to Midnight)	Fixed Charge £1 (From Noon to Midnight)
Thursday 27 November	Saturday 6 December
Thursday 4 December	Saturday 13 December
Thursday 11 December	Saturday 20 December
Thursday 18 December	Monday 22 December

NSL Contract for the supply of Parking Enforcement Services in Torbay

The Council has awarded a five year contract for the supply of parking enforcement services in Torbay. This contract was originally awarded to National Car Parks (NCP) in April 2005 following a successful tender process. In early April 2009 NCP was re-named NSL Services after a sale of the company's assets and contracts was completed in 2009 with the company being renamed and re-launched.



The relationship between the Council and NSL is based on a partnership approach through regular contract meetings and daily liaison between the Councils Parking Operations Officer and the NSL Contract Manager

NSL provide staff under the following structure plus accommodation, uniforms, stationery and all elements associated with the issuing of Penalty Charge Notices in Torbay.

- Contract Manager
- Operations Support Manager
- 2 Supervisors
- 3 Senior Civil Enforcement Officers
- 17 Civil Enforcement Officers

All staff undergo an extensive recruitment process which includes, interview, training course with exam, two to three weeks on the job training and checks through the Criminal Records Bureau (CRB).

Enforcement takes place all year with the exception of Christmas Day and enforcement is regimented in a number of patrol beats across Torbay which are set by the Council for NSL to follow. In summary the contractor follows instructions directly from the Council in relation to which streets to patrol and the frequency associated with these patrols.

As the town centre areas contain a large number of restrictions these areas are patrolled by Civil Enforcement Officers on foot. There are three foot patrols in Torquay, two in Paignton and one in Brixham. Outside of the main town centre areas are patrolled by mobile patrols, where marked vehicles are used by Civil Enforcement Officers to undertake enforcement.

Seasonal Deployment of Civil Enforcement Officers

The contract for the provision of parking enforcement is based on a number of deployed Civil Enforcement Officer hours and the payment for the service is

based on NSL achieving 95% each month for the deployment of these hours. Due to the seasonal nature of Torbay and the large influx of people during the summer more hours are deployed during the summer than the winter months.

These hours are split as follows:

May to September - 17,389

October to March – 14,647

In order to meet the increased hours required for May to September NSL recruit temporary staff to meet this extra demand. These staff undergo the same training as permanent staff and are managed in the same way as permanent staff.

Enforcement Procedures

The issuing of Penalty Charge Notices (PCNs) is a result of patrols by Civil Enforcement Officers across Torbay. There is 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 was important to the Council that when writing the contract for parking enforcement for our contractor that there was to be no link of this nature. There is however a quality mechanism for ensuring that the Penalty Charge Notices issued are of a good quality and correctly issued. Civil Enforcement Officers however use a handbook in order to undertake their duties effectively and this handbook is issued by Torbay Council which lays out guidelines in how PCNs should or should not be issued.

Contract Monitoring

The Council undertakes regular monitoring of the contract to ensure a quality service is provided, regular monitoring identifies shortcomings early on before problems can occur, then staff can be retrained. Contract 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 contract meetings between the Council and NSL Services.
- Feedback from customers.
- Challenge process from the issuing of Penalty Charge Notices.

Contract Default Notices

Defaults are issued to NSL for the following two main reasons:

1. Deployment levels of Civil Enforcement Officer hours drop below the 95% threshold over the period of one month. In 2008/09 the following number of defaults were issued: 2
2. Errors made by Civil Enforcement Officers when issuing PCNs incorrectly. In 2008/09 the following number of defaults were issued: 552 (2.32% of the total PCN issue).

Staff Turnover

To undertake a role as challenging as a Civil Enforcement Officer can cause staff many issues. Mainly the amount of confrontation that they receive out on patrol can be too much for some staff and as a result NSL do encounter a number of staff leaving the contract. Also they have found since the whole of Devon County now undertakes enforcement in the same way Torbay has undertaken it since 2005 they have found a number of staff leaving to take up more senior roles in neighbouring authorities such as Exeter City, Teignbridge and South Hams Councils. In 2008/09 15 permanent Civil Enforcement Officers left the contract.

Added Value

During the summer months as many as 15 Civil Enforcement Officers can be on patrol each day. As well as dealing with parking offences they also come across a large number of other problems these include:

- Looking out for stolen vehicles which have been requested by the Police.
- Handing out tourist maps of the area and assisting giving directions to the public.
- Witnessing fly tipping.
- Reporting non operational street lighting.
- On occasion stopping shop lifters when being pursued by Security Staff.
- Calling emergency services when witnessing incidents.
- Reporting broken or damaged road signs.

In summary Civil Enforcement Officers can be the eyes and ears of other partners when patrolling the streets of Torbay each day.

Milestones 2008/09

On Street Parking Charges

In April 2008 the Council Cabinet approved the introduction of on street parking charges on a number of key streets in Paignton and Torquay. Torbay now joins Devon County, Exeter City and Plymouth Councils in Devon in controlling short stay parking by the introduction of pay and display machines on street.



During the first six months of operation the parking bays have been well utilised selling 392,554 tickets and there are now more short term parking spaces available to those who want to park conveniently close to the town centre areas.

Installation

The installation process commenced in September 2008. During this four week period each location was completed one at a time and charging commenced when the parking machines were made operational in that location. The first location to be made operational was Palace Avenue in Paignton.

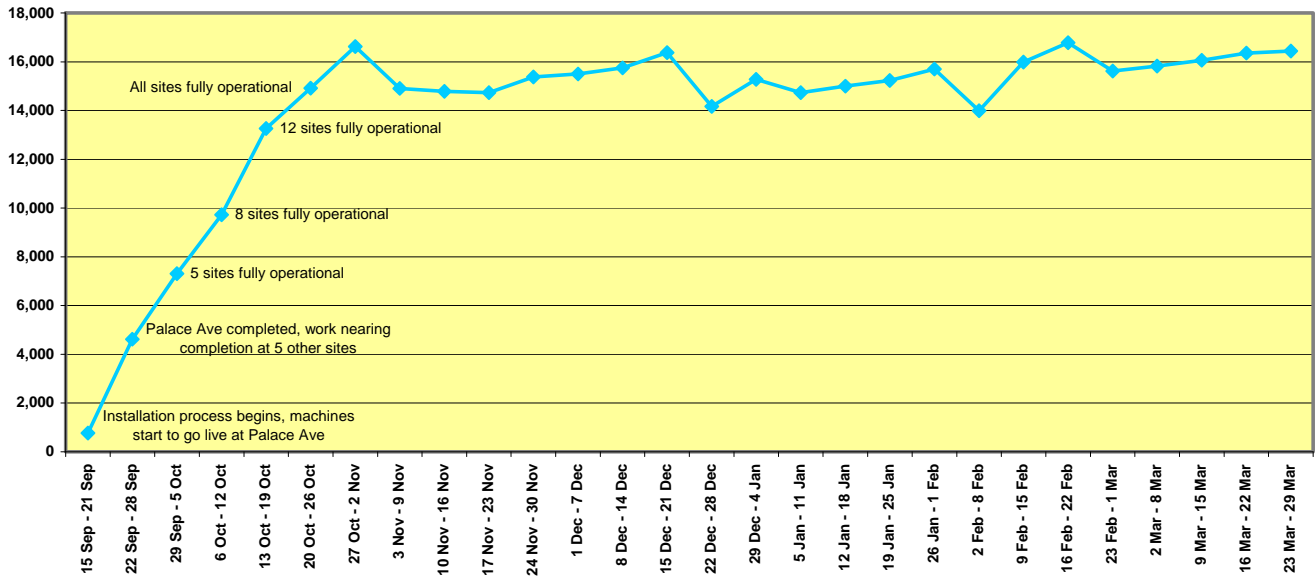


All 66 machines are solar powered removing the need for a mains electric power source and at the same time benefiting the environment. The machines are also linked to an internet “web office system” which alerts Parking Operations Inspectors via email to events such as when tickets are running low or when the cash box is getting full. This means machines only need to be visited when required, improving efficiencies in terms of travelling time and fuel consumption.

Ticket Sales

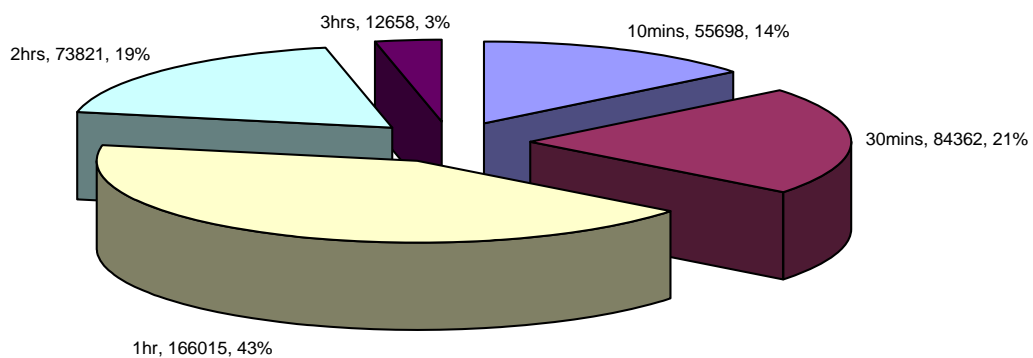
The chart below highlights the stages of the installation process and the total weekly ticket sales generated by the operation. Ticket sales have remained consistent over the 6 month period after all locations were operational.

Total Weekly Ticket Sales 2008/09



The most popular type of ticket sold during the financial year 2008/09 was the one hour ticket, which accounted for 43% of all on street ticket sales. Demand for the other tariffs was fairly evenly spread reflecting the different usages of the on street pay and display parking facilities. The chart below details the total number of tickets sold at each individual tariff vend:

Total Ticket Sales By Tariff 2008/09



Multi Storey Structural Maintenance Programme



The Council undertakes regular structural inspections of all its multi storey car parks and inspections of mechanical and electrical equipment. As a result of these inspections the Cabinet approved the spending of up to £1.2 million pounds on various projects which were identified as necessary in securing the life of these car parks these projects included:

Lower Union Lane Car Park, Torquay

- Replace all customer lifts
- Install metal vehicle guardrails
- Concrete repairs
- Cladding repairs

Planned in 2009/10

- Replacement of sprinkler system
- Waterproofing top deck
- Concrete renovation to bridge link level 5

Beacon Quay Car Park, Torquay

- Install new metal vehicle barriers
- Concrete repairs

Planned in 2009/10

- Repairs to steps leading to Living Coasts

Harbour Car Park, Torquay

- Repair metal staircase, Northern side

Planned in 2009/10

- Repair banding on top deck
- Alterations for pay on foot exit system

Victoria Car Park, Paignton

- Replace all customer lifts
- Concrete repairs
- Removal of damaged California Brickwork

Planned in 2009/10

- Waterproofing of shoppers car park

Roundham Car Park, Paignton

- Concrete repairs
- Install metal vehicle barriers on middle deck

Investment in new parking equipment

During 2008 we completed a tender process for the purchase of new pay and display machines, both to introduce new charges on street but also to replace outdated off street pay and display machines in a number of car parks in Brixham, Paignton and Torquay. As a result, 100 new pay and display machines were purchased including some new solar powered machines to reduce the Councils carbon footprint. The new equipment is not only easier to use, more reliable and able to report back to the Parking Operations Team when tickets are running low and to state hourly ticket sales. This reporting assists the Council in creating fairer tariffs for the customer and also provide improved reliability to the customer.

Traffic Management Act 2004

On the 31st March 2008 the above Act relating to parking enforcement came in to force across the country. This repealed the decriminalised parking enforcement (DPE) provisions introduced by the Road Traffic Act 1991 and enforcement of parking restrictions is now carried out under the Traffic Management Act 2004 and is known as Civil Parking Enforcement (CPE).

Below is a snapshot of a few objectives of Civil parking Enforcement:-

- An enforcement authority should aim to increase compliance with parking restrictions
- Raising revenue should not be an objective of Civil Parking Enforcement. The purpose of issuing parking penalty charge notices is to dissuade motorists from breaking parking restrictions.
- Civil Enforcement Officers to achieve a minimum standard through recognised training.
- Statutory Guidance from the Secretary of State set down standards for local authorities.
- Differential parking penalty charge notices to indicate the seriousness of the contravention.

Penalty Charge Notices issued before the 31st March 2008 are still governed by the legislation under the Road Traffic Act 1991.

To facilitate this change in legislation the notice processing IT system was developed to deal with the new legislation. All correspondence and legal stationery was either amended or re-produced to take into account the

difference between the Road Traffic Act 1991 and the Traffic Management Act 2004.

This Act clearly indicates to local authorities that when rejecting the representations made by the motorist correspondence to formal representations should contain clear and full responses. The Parking Administration team aim to give full responses also at the informal representation (challenge) stage when rejecting the informal representation with the aim to give our customers the best service as soon as possible.

The independent National Parking Adjudication Service (NPAS) was also re-branded to the Traffic Penalty Tribunal to take into account the further legislation for moving traffic offences.



Parking Administration Report

Permits

The parking administration team consists of 8 staff, with some working part time, which equates to 6 full time posts.

The team deal with issuing 11,500 + parking permits per year. This includes all permits to park in the Council operated car parks, permits for residents and businesses in controlled parking zones, visitor permits in controlled parking zones, Emergency Healthcare Badge Permits, and Reserved Bays either on street or in the car parks.

The permit section has seen an increase in the number of permits issued. Below is a table of the volume of permits issued, this is just a snapshot as to an idea of the quantities involved.

Permit Type	Number Issued
Car Park	4897
Disabled Person's Parking Permit	4660
Health Care Badges	562
Residents permits	532
Miscellaneous	1000
TOTAL	11651

Appeals Process

Torbay Council, as the Local Authority managing parking restrictions and the enforcement of these throughout Torbay, must offer a full appeals service as laid down by the Traffic Management Act 2004 Schedule Section 6. The team administer the whole appeals process once a penalty charge notice has been issued by a Civil Enforcement Officer.

In the table below you will find the statistics on the number of PCNs issued, first stage challenge, representations and appeals dealt with by the team on these Penalty Charge Notices.

	1st April 2008 - 31st March 2009					
	Total PCNs	% of issue	On Street	% of issue	Off Street	% of issue
Total Number of PCNs Issued	31622		21903	69%	9719	31%
Number of higher level PCNs Issued	11292	36%	10546	33%	746	3%
Number of lower level PCNs issued	20330	64%	11357	36%	8973	28%
Number of PCNs against which an informal or formal representation was made	9196	29%	5349	17%	3757	12%
Number of PCNs cancelled as a result of an informal or formal representation	5192	16%	2789	9%	2403	7%
Number of PCNs written off for other reasons (e.g. CEO error, driver untraceable etc.)	369	1%	284	0.89%	85	0.11%

The Council have a duty to ensure that the service remains as cost effective as possible not only in the resourcing of the service but in the collection of unpaid penalty charge notices. The team are also responsible for ensuring the collection of unpaid penalty charge notices via bailiff services – the collection of unpaid penalty charge notices is covered by the legislation in the Traffic Management Act 2004. Below is a table of the collection rates at the differing stages of the PCN payment process, as at 7th July 2009.

	1st April 2008 - 31st March 2009					
	PCNs paid at discounted amount	% of issue	PCNs paid at full amount	% of issue	PCNs paid at Full amount + 50%	% of issue
Total Number of PCNs Issued 31622	19911	63%	2559	8%	1023*	3%

* either at Charge Certificate, Debt registration or Warrant of Execution (Bailiff)

2008/09 – The Traffic Management Act 2004 has stipulated that correspondence should be responded to more fully and legislative timescales have been imposed when dealing with correspondence.

Further information can be found in the appendices, from page 34 onwards.

End of Year Accounts

The financial accounts tabled below (pages 29 and 30) relate to the expenditure and income associated with the enforcement activities of the parking service which includes on-street parking pay and display charging, residents' permits and Penalty Charge Notices (PCN's) issued on-street and off-street. Allocation of costs associated with on-street and off-street PCN income is based on the relevant split of PCN's issued, as identified in the table on page 28 of this report, stating 69% are issued on-street and 31% off-street.

Torbay Council 2008/09 Parking Account as required by S.55 of The Road Traffic Regulation Act 1984 (as amended)		
<u>2007/08</u>		<u>2008/09</u>
£		£
	<u>ON STREET</u>	
	Income	
0	Pay & Display / Meters ⁵	(398,842)
(7,550)	Residents Permits	(17,807)
(800)	Business Permits	(1,100)
(20,110)	Other non-PCN Income	(18,065)
(627,584)	PCN Income	(685,364)
(656,044)	Total Income	(1,121,178)
	Expenditure	
414,773	Contractors	417,423
148,060	Employee Related (In-house)	154,543
56,728	Premises	60,096
400	Transport Related	156
435	Equipment maintenance/renewal	13,688
37,084	Supplies & Services	36,812
95,427	Support Services ⁶	57,270
11,957	Traffic Penalties Tribunal	12,993
20,300	TEC (Northampton)	13,675
50,131	Capital Charges	50,131
835,295	Total Expenditure	816,787
179,251	(Surplus)/Deficit	(304,391)
	<u>OFF - STREET</u>	
(289,498)	PCN Income	(238,762)
(289,498)	Total Income	(238,762)

⁵ On street pay and display meters were introduced for the first time in 2008/09.

⁶ Costs associated with accommodation plus support from such services as Legal, Finance, IT and Finance

	Expenditure	
186,348	Contractors	187,538
66,518	Employee Related (In-house)	69,431
25,486	Premises	27,000
180	Transport Related	70
196	Equipment maintenance/renewal	6,149
16,661	Supplies & Services	16,539
42,873	Support Services	25,730
5,372	Traffic Penalties Tribunal	5,838
9,120	TEC (Northampton)	6,144
22,523	Capital Charges	22,523
375,277	Total Expenditure	366,962
85,779	(Surplus)/Deficit	128,200
	<u>TOTAL ON & OFF - STREET</u>	
(945,542)	Income	(1,359,940)
1,210,572	Expenditure	1,183,749
265,030	(Surplus)/Deficit	(176,191)

Application of Parking Surplus	
Parking Surplus 2008/09	(176,191)
<p>The Off-Street car parking service for 2008/09 is in surplus and does not require further parking facilities. The Section 55 Parking Account surplus for 2008/09 has, therefore, been applied to partly meet the costs of providing public passenger transport services, as follows:-</p>	
Concessionary Fares ⁷	176,191

Trading Operations – Car Parks

The Council in their annual accounts has disclosed the following figures for car parks. The service manager is required to operate in a commercial environment and balance their budget by generating income from other parts of the Council or other organisations.

Trading Operations: Car Parks		
2007/08		2008/09
£m		£m
3.9	Turnover	3.8
(1.7)	Expenditure	(1.9)
2.2	Surplus/(Deficit)	1.9

⁷ The net cost of the Concessionary Fares in 2008/09 is £3,030,520.

Future Developments Planned for 2009/10

Persistent Evaders

It has been highlighted in the Traffic Management Act 2004 the need for local authorities to address the problem of the persistent offenders of parking regulations and those whose vehicles are not registered correctly at the DVLA. The objective is to move these vehicles from the highway where they are parked illegally. Therefore the legislation gives further powers to local authorities to clamp and/or remove the vehicles where found by a Civil Enforcement Officer and where at least 5 Penalty Charge Notices are outstanding on the vehicle.

The Councils contractor, NSL Services, have fully trained staff in the clamping and removal of vehicles and it is expected that this system will be investigated in the forthcoming year.

Dropped Kerbs and Double Parking

The Traffic Management Act 2004 highlighted the problem of vehicles blocking drop kerbs or double parking and provided local authorities with further powers to enforce these contraventions.

Drop Kerbs

There is a problem of the inconsiderate motorist who parks over a drop kerb which is primarily for those crossing the road safely, especially when in a wheelchair or a mother with a child in a pushchair.



The Parking Team receives a number of calls every year from either a disabled or able bodied pedestrian who requests enforcement of a drop kerb at road junctions, crossing points, etc. Calls are also received from residents who can not access their properties due to inconsiderate parking across their driveways. It is hoped that the enabling of these further powers for local authorities to issue Penalty Charge Notices should reduce such parking.

Double Parking

Under legislation this is not only classed as two vehicles parking side by side and potentially causing congestion, but for a vehicle parking more than 50 cm from the edge of the carriageway, especially in areas where the road is narrow and parking too far into the carriageway causes difficulties/obstruction for larger vehicles, including ambulances, fire engines, buses, waste collection vehicles, etc. The Council will look to enable these powers in the coming year, issuing Penalty Charge Notices to vehicles parking in breach of this restriction.

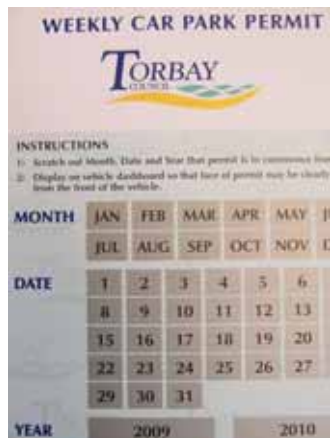
Pay on Foot Parking Management System Trial

Torbay Council has been researching innovations in parking equipment for the past few years and undertook a procurement exercise in 2008 with a view to implementing a trial of pay on foot parking equipment. This type of system allows the user to enter and exit a car park by way of a rising barrier and customers pay for the time they use before they exit the car park. This management system reduces the need for enforcement in the car park as all users must pay the required tariff in order to exit the car park. Customers do not have to worry about tickets expiring or rushing back to their vehicles to avoid the issue of a Penalty Charge Notice. From funding through the Local Transport Plan it is anticipated a trial of this equipment will be functioning at the Harbour Car Park, Torquay by June 2009. If this trial is successful the Council will consider this type of management system at other suitable car parks in Torbay.

Multi Storey Car Park Structural Maintenance Programme

Further investments will be made in the Councils multi storey car parks in 2009/10 which includes various waterproofing schemes at Victoria and Lower Union Lane Car Parks along with concrete repairs at a number of car parks.

Weekly Permits



Working in partnership with local hotel owners, this year Torbay Council re-launched its existing weekly parking permit. Promotional leaflets were produced which included post codes for all car parks to assist the many drivers who now have Satellite Navigation systems. Posters were circulated to hotels, retailers and local attractions, inviting them to join in promoting this valuable permit and its savings. Civil Enforcement Officers also help by giving leaflets out when patrolling streets and car parks. The permit still continues to be available from Connections offices, Tourist Information Centres and on-line from Torbay Council and English Riviera websites. This permit offers good value for money and if visitors to the area buy permits in advance, they can start saving money on car parking as soon as they arrive in Torbay

Weekly Commercial Permit

These permits are available for coach and HGV drivers and enables discounted parking for their vehicles. Currently these permits are available from Connections offices or Tourist Information Centres in each town, however work is underway to enable these permits to be purchased in advance, direct from the Council's website.

Use of IT Systems

At the present time the authority are in discussion with the Traffic Penalty Tribunal Service on ensuring that the motorist is given the opportunity to appeal on line and receive evidence packs electronically. Development work with the notice processing IT provider and TPT will take place during 2009 and it is anticipated that the facility to appeal on line will commence in the autumn of 2009. There is no confirmed date at present for the electronic evidence packs, but it is anticipated that this will be available in 2010.

DVLA Liaison

The Council are aiming to work in further partnership with DVLA to report unlicensed vehicles. The Traffic Management Act 2004 encourages partnership working with other agencies including the DVLA, however this activity should not detract from the enforcement of parking regulations.

Vehicle Drive Aways

The Traffic Management Act gave local authorities the powers to issue penalty charge notices in instances where the vehicle has been driven away or the motorist has used threatening and/or abusive behaviour preventing legal service of the notice. Development work has been taking place with the IT provider to ensure the images taken at the issue of a penalty charge notice are taken through the issuing process and not only at the end of the issuing process. This will ensure that the contravention has been recorded not only by the observations of the Civil Enforcement Officer but by the images before the vehicle is driven away.

Customer Charter

Parking Services are currently developing a customer charter. This document will detail how we deliver our services and what we expect from our customers in return. It is anticipated that this document will be completed in the coming financial year.

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Appendix 1: Penalty Charge Notices Issued – Payment & Cancellation Rates

	1st April 2008 - 31st March 2009						1st April 2007 - 31st March 2008					
	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 Issued	31622		21903	69%	9719	31%	30959		20262	65%	10682	35%
Number of higher level PCNs Issued	11292	36%	10546	33%	746	3%	14338 ⁽¹⁾	46%	13591	44%	747	2%
Number of lower level PCNs issued	20330	64%	11357	36%	8973	28%	16606 ⁽¹⁾	54%	6671	22%	9935	32%
Number of PCNs paid	23493	74%	16984	54%	6509	20%	23885	77%	16120	52%	7765	25%
Number of PCNs paid at discount rate	19911	63%	14316	45%	5595	18%	19396	63%	13121	42%	6275	21%
Number of PCNs against which an informal or formal representation was made	9196	29%	5349	17%	3757	12%	8962	29%	Not reported		Not reported	
Number of PCNs cancelled as a result of an informal or formal representation	5192	16%	2789	9%	2403	7%	4423	14%	2185	7%	2238	7%
Number of PCNs written off for other reasons (eg CEO error, driver untraceable, etc.)	369	1%	284	0.89%	85	0.11%	1902*	6%	1499	5%	403	1%

This statistical information relates to PCNs issued in the above years.

As there are several stages through the appeals process, please note the figures above will change as the penalty charge notices progress through the various stages.

(1) The figures indicate the equivalent of higher and lower PCNs. Differential penalty charge notices introduced 2008/09.

* These include notices where the bailiff has been unable to recover the debt due to insufficient goods or the driver is untraceable.

Appendix 2: On Street Penalty Charge Notices Issued By Contravention

Code	Contravention Description	Differential Charging Level	2008/09		2007/08		Difference	
			Total PCNs Issued Apr 08 - Mar 09	% of PCNs Issued Apr 08 - Mar 09	Total PCNs Issued Apr 07 - Mar 08	% of PCNs Issued Apr 07 - Mar 08		
30	Parked for longer than permitted (free parking places)	Lower £50/£25	5,846	18.49%	6,509	21.03%	-663	-10%
01	Parked in a restricted street during prescribed hours (double/single yellow)	Higher £70/£35	4,963	15.69%	6,655	21.51%	-1,692	-25%
06	Parked without clearly displaying a valid pay and display ticket or voucher	Lower £50/£25	3,979	12.58%		0.00%	3,979	NA
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher £70/£35	2,231	7.06%	2,704	8.74%	-473	-17%
05	Parked after the expiry of paid for time	Lower £50/£25	1,285	4.06%		0.00%	1,285	NA
16	Parked in a permit space without displaying a valid permit (resident's bays)	Higher £70/£35	1,156	3.66%	1,457	4.71%	-301	-21%
25	Parked in a loading place during restricted hours without loading	Higher £70/£35	949	3.00%	834	2.70%	115	14%
23	Parked in a parking place or area not designed for that class of vehicle	Higher £70/£35	571	1.81%	1,054	3.41%	-483	-46%
47	Parked on a restricted bus stop/stand	Higher £70/£35	190	0.60%	217	0.70%	-27	-12%
40	Parked in a designated disabled person's parking place without clearly displaying a	Higher £70/£35	175	0.55%	210	0.68%	-35	-17%
24	Not parked correctly within the markings of the bay or space	Lower £50/£25	160	0.51%	71	0.23%	89	125%
21	Parked in a suspended bay/space or part of bay/space (parking suspended for essential works or special events)	Higher £70/£35	132	0.42%	98	0.32%	34	35%
45	Parked on a taxi rank	Higher £70/£35	105	0.33%	316	1.02%	-211	-67%
22	Re-parked in the same parking place within the specified time of leaving	Lower £50/£25	87	0.28%	91	0.29%	-4	-4%
48	Stopped in a restricted area outside a school	Higher £70/£35	57	0.18%	46	0.15%	11	24%
61	Heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher £70/£35	9	0.03%	0	0.00%	9	NA
27	Parked adjacent to a dropped footway	Higher £70/£35	7	0.02%		0.00%	7	NA
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	Higher £70/£35	1	0.00%	0	0.00%	1	NA
Total On Street			21,903	69.27%	20,262	65.48%	1,641	8%

Appendix 3: Off Street Penalty Charge Notices Issued By Contravention

Code	Contravention Description	Differential Charging Level	2008/09		2007/08		Difference		
			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	4,848	15.33%	5,239	16.93%	-391	-7%	
82	Parked after the expiry of time paid for in a pay and display car park	Lower £50/£25	3,627	11.47%	4,026	13.01%	-399	-10%	
86	Parked beyond the bay markings	Lower £50/£25	395	1.25%	537	1.74%	-142	-26%	
85	Parked in a permit bay without clearly displaying a valid permit	Higher £70/£35	368	1.16%	307	0.99%	61	20%	
87	Parked in a disabled person's parking space without clearly displaying a valid person's badge	Higher £70/£35	334	1.06%	369	1.19%	-35	-9%	
80	Parked for longer than the maximum period permitted	Lower £50/£25	100	0.32%	126	0.41%	-26	-21%	
91	Parked in a car park or area not designated for that class of vehicle	Higher £70/£35	24	0.08%	47	0.15%	-23	-49%	
81	Parked in a restricted area in a car park	Higher £70/£35	18	0.06%	20	0.06%	-2	-10%	
92	Parked causing an obstruction	Higher £70/£35	2	0.01%	4	0.01%	-2	-50%	
84	Parked with additional payment made to extend the stay beyond time first purchased	Lower £50/£25	1	0.00%	0	0.00%	1	NA	
90	Re-parked within one hour of leaving a bay or space in a car park	Lower £50/£25	1	0.00%	7	0.02%	-6	-86%	
93	Parked in car park when closed	Lower £50/£25	1	0.00%	0	0.00%	1	NA	
Total Off Street			9,719	30.73%	10,682	34.52%	-963	-9%	
Totals for On and Off Street PCNs			Overall Total	31,622	100.00%	30,944	100.00%	678	2%
			Total Higher	11,292	35.71%	14,338	46.34%	-3,622	-21%
			Total Lower	20,330	64.29%	16,606	53.66%	4,300	22%

Appendix 4: Penalty Charge Notice Progression Statistics

	1st April 2008 - 31st March 2009	1st April 2007 - 31st March 2008
First Stage Challenges Including further enquiries received to correspondence	7876	7155
Printed & Posted Notice to Owners	8492	9750
Representations	1801	1807
Charge Certificates	4461	5317
Charges Certificates registered as a debt at the County Court	3922	7633*
Warrants sent to Bailiffs in the year	4200*	4882*

Note the work completed by the team indicates stats for PCNs - regardless of the year issued.

* Backlog of debts from previous year due to the Council ensuring all processes had been exhausted before applying to the Courts for debt registration and Warrant of Execution

Appendix 5: Adjudication Appeals Statistics

	1st April 2008 - 31st March 2009		1st April 2007 - 31st March 2008	
	Total PCNs	% of issue	Total PCNs	% of issue
Number of Appeals to Adjudicator ⁽¹⁾	175	0.55%	244	0.79%
Number of Appeals refused ⁽²⁾	78	0.25%	110	0.36%
Number of Appeals non-contested ⁽³⁾	38	0.12%	61	0.20%

- (1) These figures may slightly vary to the official figures reported by the Traffic Penalty Tribunal due to notification by TPT
- (2) The Appeal is made by the motorist and is refused by the Adjudicator - therefore the appellant loses.
- (3) These are appeals which are not contested by the Council - there are several reasons for this including further evidence provided by the Appellant at the appeal stage.

Appendix 6: Penalty Charge Notice Cancellation Statistics

	1st April 2008 - 31st March 2009		1st April 2007 - 31st March 2008	
No. of PCNs issued	31622		30959	
	Total PCNs cancelled	% of issue	Total PCNs cancelled	% of issue
Total Cancelled	5192	16.4%	4423	14.2%
Top 5 Cancellations in 08/09:				
Valid Pay & Display ticket/permit. PCN issued correctly as the pay and display ticket obscured and CEO not able to see P & D valid	1793	5.6%	1445	4.6%
Valid Blue Badge , this is where a valid badge is held but it has been displayed incorrectly, therefore the validity of the badge cannot be viewed.	880	2.7%	1279	4.1%
CEO Error	748	2.3%	473	1.5%
Mitigating Circumstances , to includes, medical emergency, lost keys, vehicle breakdowns, etc.	646	2.0%	484	1.5%
Valid Loading & Unloading , this includes where the activity of loading and unloading cannot be accomplished in the observation timescale, and gas, electric and water emergencies	290	0.9%	303	0.9%
Miscellaneous , appeal decisions, foreign drivers, void tickets, vehicle drive aways.	835	2.6%	439	1.4%

Appendix 7: 10 Locations with most Penalty Charge Notices Issued

Overall Analysis

Location	2008/09	2007/08	Change on Year
Torbay Road (Torquay)	1,335	1,846	-27.68%
Union Street	1,000	1,339	-25.32%
Torwood Street	870	770	12.99%
Victoria Car Park	869	855	1.64%
Lower Union Lane Multi Storey Car Park	846	1,101	-23.16%
Clennon Valley Car Park	828	814	1.72%
Market Street (Torquay)	826	450	83.56%
Abbey Road	815	526	54.94%
Brixham Central Car Park	804	846	-4.96%
Torbay Road (Paignton)	753	483	55.90%
Total	8,946	9,030	-0.93%

Parkhill Road, Torwood Gardens Road and Beacon Quay Car Park no longer in top ten

On Street Analysis

Location	2008/09	2007/08	Change on Year
Torbay Road (Torquay)	1,335	1,846	-27.68%
Union Street	1,000	1,339	-25.32%
Torwood Street	870	770	12.99%
Market Street (Torquay)	826	450	83.56%
Abbey Road	815	526	54.94%
Torbay Road (Paignton)	753	483	55.90%
Eastern Esplanade	730	NA	N/A
Torwood Gardens Road	716	794	-9.82%
Victoria Parade	688	355	93.80%
Palace Avenue	612	442	38.46%
Total	7,010	5,159	35.88%

Parkhill Road and Hyde Road no longer in top ten on street

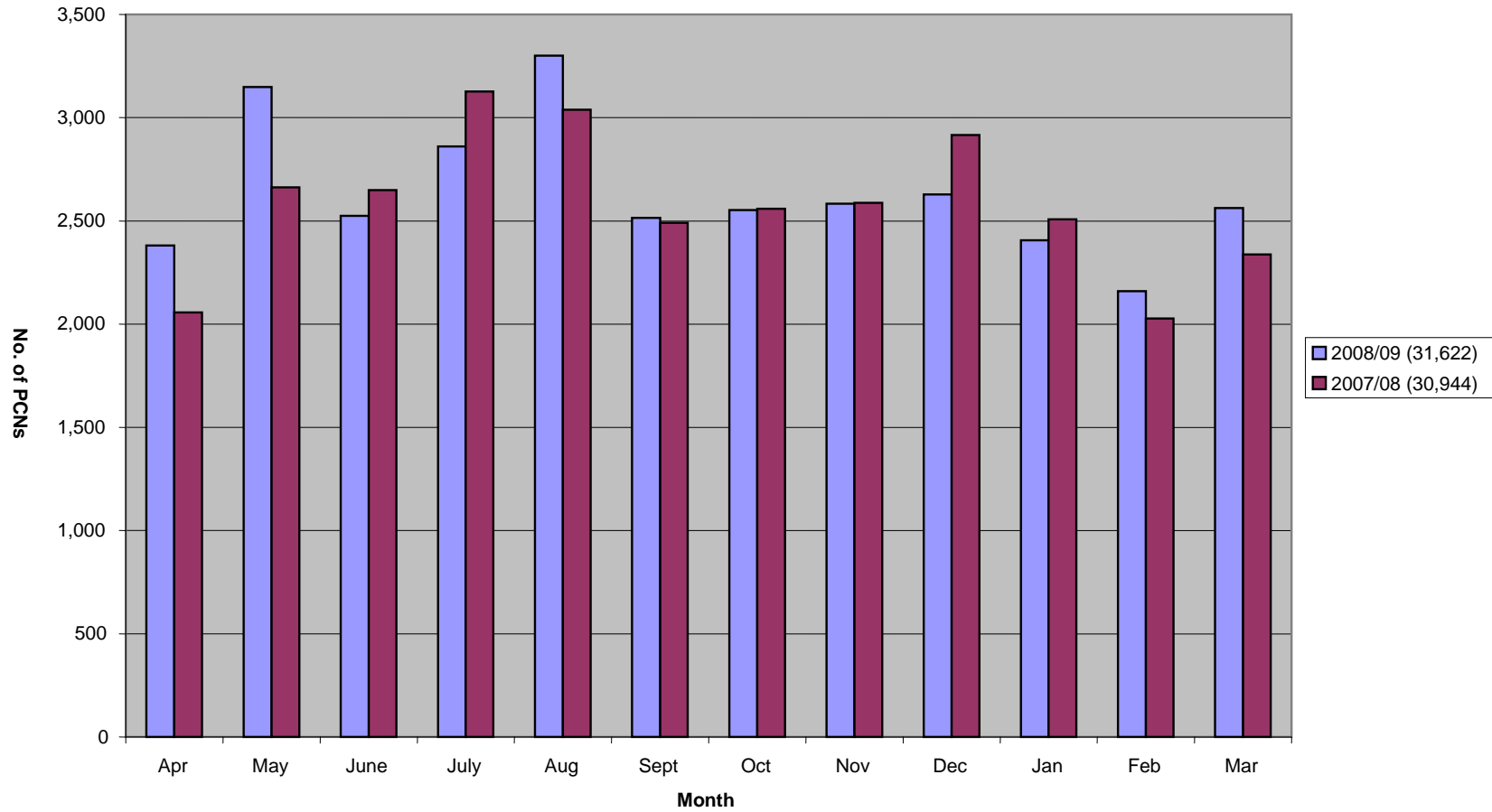
Off Street Analysis

Location	2008/09	2007/08	Change on Year
Victoria Car Park	869	855	1.64%
Lower Union Lane Multi Storey Car Park	846	1,101	-23.16%
Clennon Valley Car Park	828	814	1.72%
Brixham Central Car Park	804	846	-4.96%
Union Square Car Park	596	694	-14.12%
Beacon Quay Car Park	526	694	-24.21%
Harbour Car Park	467	518	-9.85%
Lower Union Lane Short Stay Car Park	429	577	-25.65%
Town Hall Car Park	360	514	-29.96%
Great Western Car Park	344	422	-18.48%
Total	6,069	7,035	-13.73%

Riviera Centre no longer in top ten off street

Appendix 8: Penalty Charge Notices issued per Month

Penalty Charge Notices Issued Per Month



Appendix 9: Key Performance Indicators

	Target	2008/09	Achieved	2007/08
Car Park Visits				
Visits by CEOs per car park	95.00%	107.00%	✓	102.25%
Street Visits				
Visits by CEOs per street	95.00%	115.25%	✓	108.75%
Deployed Hours				
Hours spent by CEOs deployed on beat	95.00%	104.50%	✓	106.75%
PCN Errors				
PCNs issued without CEO error	98.00%	97.68%	✗	98.63%
Complaints				
PCNs issued without an official complaint regarding CEO behaviour/attitude	100.00%	99.86% (1)	✗	99.00%
Machine Repairs				
Repairs made to pay and machines with 2 hours of fault	95.00%	96.00%	✓	84% (2)

(1) In 2008/09 42 complaints were received

(2) In 2007/08 the target for machine repairs was 80%, this was increased to 95% in purchase of new pay and display machines

Appendix 10: Special Events in Torbay



DATE	EVENT & VENUE	SUPPORT PROVIDED
5 April	Babbacombe Cliff Railway 82nd Anniversary Event	Temporary Road Closure Parking Suspension and cones required
20 April	Cockington Cream Tea Festival	50 Cones supplied to Coast & Countryside Trust
Festival 2 – 4 May May 28 – Sept 24 every Wednesday night.	Paignton Bike Night + Festival	Paignton Green + Eastern Esplanade Eastern Esplanade closed to traffic 1 May – 30 Sept
11 May	Race for Life x2 5k Races 11:00am and 2:30pm	Parking Suspensions & cones required Concessionary car parking in Clennon Valley and Quay West car parks
24 – 25 May	Power Boat Racing Torquay Harbour	Temporary Road Closure Parking Suspension and cones required Concessionary parking top deck of Beacon Quay
7 June	Moonlight Walk Torbay Leisure Centre to Walls Hill and back	Temporary Road Closure Parking Suspension and cones required Concessionary parking in Clennon Valley car park
18 June	Annual Babbacombe Fayre on Babbacombe Downs	Temporary Road Closure Parking Suspension and cones required
22 June	Torbay Half Marathon Paignton to Torquay Run Paignton Green, Eastern Esplanade, Princess Gardens and Corbyn Head	Temporary Road Closures Parking Suspensions and cones required
6 July	Galampton Gooseberry Pie Fair at Stoke Gabriel	50 cones supplied

17 July (Thur)	Ilsham Road Street Party - Partial closure of Ilsham Road	Temporary Road Closure
27 July – 3 August Fireworks Tuesday 29 30 July (Wed)	Torbay Carnival Week Carnival Procession Route	Paignton North & Middle Green's + Promenade. Temporary Road Closure Parking Suspensions and cones required for multiple roads
3 August (Sun)	Foxhole Community Fun Day Event	Temporary Road Closures Parking Suspensions and cones required
9 – 17 August Fireworks Tuesday 12	Paignton Regatta held on Paignton North, Middle and South Greens	Temporary Road Closures Parking Suspensions and cones required for multiple roads
23 – 27 August Fireworks - Mon 25 Red Arrows - Wed 27 6.00pm	Torbay Regatta held on Hollicombe, Corbyn Head, Torre Abbey Meadows, Tor Bay.	Parking Suspensions and cones required for multiple roads
24 August (Sun)	Upton road Street Party Partial closure of Upton Road	Temporary Road Closure
30 August (Sat)	Walnut Road Street Party Partial closure of Walnut Road	Temporary Road Closure
6 September (Sat)	Ellacombe Street Party Partial closure of Ellacombe Road	Temporary Road Closure
19 – 21 September	ORDA Powerboat Championship Torquay Harbour	Temporary Road Closure Parking Suspension and cones required Concessionary parking top deck of Beacon Quay
12 October (Sun)	Starpitten Grove Street Party Partial closure of Starpitten Grove	Temporary Road Closure
17 October (Fri)	Cockington Apple Pie Fayre	50 Cones supplied to Coast & Countryside Trust
1 November (Sat)	Annual LOL Parade and Service through Brixham to King William III statue	Cones supplied only

1 November (Sat)	Paignton Fireworks Display - Paignton Green, Esplanade Road	Temporary Road Closure Parking Suspension and cones required
5 November (Wed)	Fireworks Display at Sherwell Valley School	50 cones supplied to school for Upper Cockington Lane
9 November (Sun)	Remembrance Sunday Parade and Service at War Memorial, Torbay Road by Princess Theatre Torquay	Temporary Road Closure Parking Suspension and cones required
9 November (Sun)	Remembrance Sunday Service and Procession to War Memorial Church Street, Winner Street and Palace Avenue, Paignton	Temporary Road Closure Parking Suspensions and cones required for multiple roads
9 November (Sun)	Remembrance Sunday Service - War Memorial, Berry Head Road, Brixham	Parking Suspension and cones required
11 November (Tue) Enable 2 mins Silence	Royal British Legion Armistice Day Ceremony o/s Town Hall Torquay	Town Hall, Castle Circus Torquay Cones required and Police present
22 November (Sat)	Palm FM Christmas Carnival Procession for Upton Road, Union St (Torre) Trematon Ave, Union St, Fleet St The Strand, Cary Parade and Torbay Rd	Temporary Road Closure Parking Suspensions and cones required for multiple roads No charge for setting up floats at Lymington Rd Coach Station Free parking for all associated vehicles
6 December (Sat) 13 December (Sat)	Brixham Carnival Procession Santa trailer left in Fore Street	Concessionary use of Oxen Cove Car Park Parking Dispensation Notice for Santa trailer during Saturday Parking Dispensation Notice for Santa trailer during Saturday
7 December (Sun)	Winner Street Party, for its entire length	Temporary Road Closure 40 cones supplied
11 December (Thu)	Ilsham Road Christmas Street Party - Partial closure of Ilsham Road	Temporary Road Closure
14 December (Sun)	Santa Run (Charity Fun Run) Esplanade Road, Torbay Road, Queens Road, Sands Road	Temporary Road Closure Parking Suspensions and cones required for multiple roads

16 December (Tue)	Brixham Carol Concert - Partial closure of Drew Street, Brixham	Temporary Road Closure
26 December (Fri)	Boxing Day Swim Closure of the Northern Arm of Eastern Esplanade, Paignton	Temporary Road Closure Parking Suspensions and cones required Barriers also requested
31st December	New Year Celebrations Closure of Victoria Parade, The Strand and Torwood Street, Torquay.	Temporary Road Closure, Parking Suspensions and cones required. Barriers Recycling bins for bottles and cans.
Jan – Dec	National Blood Service vehicle	Fore Street, Brixham - 8 occasions Palace Avenue, Paignton - 12 occasions Cones required
8, 9 March (Sat, Sun)	West of England Regional Championships - RICC	Marshall required all day in car park Parking Suspension and cones required on Torbay Rd, by Torre Abbey Meadow for Coach Parking
16 March	Sport Relief Mile	Goodrington, Young's Park. Cones supplied for Car Park

Glossary of terms.

Appeal	The final stage of the appeals process. If a formal Representation is unsuccessful the Registered Keeper can make an appeal to the Traffic Penalty Tribunal . An adjudicator will make a decision as to whether or not the PCN should be cancelled. This decision is binding for both the Council and the Registered Keeper .
Bailiff	Any Debt Registered that remains unpaid is passed to the Council's Bailiff for recovery. The Bailiff may add their own additional costs to the amount owed as a result of the actions undertaken in recovering the debt.
Charge Certificate	If a Penalty Charge Notice is not paid in full within 28 days of receipt of a Notice to Owner , or an unsuccessful appeal , a Charge Certificate will be issued. This notice increases the amount due by 50%.
Civil Enforcement Officer (CEO)	Formerly known as Parking Attendants, employed to patrol streets and car parks enforcing Traffic Regulation Orders through the issuing of Penalty Charge Notices .
Debt Registered	If payment is not received within 14 days of receipt of a Charge Certificate any outstanding monies owed will be registered as a debt at the Traffic Enforcement Centre . A sum to cover court costs is added at this stage and an Order for Recovery posted.
Driver and Vehicle Licensing Agency (DVLA)	The DVLA provide the Council with Registered Keeper details as held on their database.
Discount Period	The amount of time given to pay a Penalty Charge Notice at a reduced rate. The Penalty Charge is reduced by 50% if it is paid not later than the last day of the period of 14 days beginning with the date on which the Penalty Charge Notice was served.
First Stage Challenge (Informal Representation)	The first stage of the appeals process where motorist can make an informal representation against a Penalty Charge Notice that they feel should not have been issued. If a First Stage Challenge is received during the discount period the 50% discount will be re-offered if unsuccessful.
Health Care Badge	A scheme designed to provide dispensation to workers within the health care industry.
Notice to Owner	A document sent to the Registered Keeper of the vehicle if payment is not made within 28 days of the PCN being served or if the Penalty Charge Notice has

not been cancelled following a **First Stage Challenge**. The **Registered Keeper** can pay the amount owed or make a **Representation**.

Order for Recovery

A document posted to the **Registered Keeper** following a debt being registered with the **Traffic Enforcement Centre**. The debt must either be paid in full or a **Witness Statement** submitted. If neither of these courses of action is taken a **Warrant of Execution** may be issued.

Parking Dispensation Notice

A notice issued to tradesmen and contractors who require constant access to their vehicles in an area where the parking restrictions would not normally allow it.

Park Mark

A nationally recognised award given to car parks that have met the requirements of a risk assessment set by the police.

Penalty Charge Notice (PCN)

A penalty issued to a vehicle in breach of a **Traffic Regulation Order**, e.g. parked on double yellow lines or not displaying a pay and display ticket when required.

Registered Keeper

The person or organisation registered with the DVLA as being the owner of a vehicle. It is the **registered keeper**, and not the driver, that is responsible for any **Penalty Charge Notices** issued to their vehicle.

Representation

Following receipt of a **Notice to Owner** the **Registered Keeper**, or their delegated representative, may make a **Representation** against the issue of the **Penalty Charge Notice**. There are various statutory grounds on which a **Representation** may be made.

Traffic Enforcement Centre (TEC)

Any unpaid **Penalty Charge Notices** are registered as debts at the **Traffic Enforcement Centre**.

Traffic Penalty Tribunal (TPT)

The organisation that decides appeals **against Penalty Charge Notices** at the final stage of the appeals process.

Traffic Regulation Order (TRO)

The statutory legal document used to regulate the speed, movement and parking of vehicles and the enforcement of these. Every parking restriction must be covered by a **TRO**.

Warrant of Execution

If full payment, or a **Witness Statement**, is not made within 21 days following the issue of an **Order for Recovery** the Council may apply to **TEC** for this notice which authorises the Council to recover the unpaid amount using **Bailiffs**.

Useful Contacts

Torbay Council Parking Services

Po Box 422
Torquay
TQ2 5WU

01803 207695

parking@torbay.gov.uk

www.torbay.gov.uk/parking

British Parking Association

Stuart House
41-43 Perrymount Road
Haywards Heath
West Sussex
RH16 3BN

01444 447 300

www.britishparking.co.uk

DVLA (Vehicle Enquiries)

Vehicle Customer Services
DVLA Swansea
SA99 1AR

0870 240 0010

www.dvla.gov.uk

Traffic Enforcement Centre

5th floor, St Katharine's House
21-27 St Katharine's Street
Northampton
Northamptonshire
NN1 2LH

0845 704 5007

customerservice.tec@hmcourts-service.gsi.gov.uk

www.hmcourts-service.gov.uk

Traffic Penalty Tribunal

Traffic Penalty Tribunal
Barlow House
Minshull Street
Manchester
M1 3DZ

0161 242 5252

info@trafficpenaltytribunal.gov.uk

www.trafficpenaltytribunal.gov.uk/site/index.php



Parking Services, Town Hall, Torquay TQ1 3DR
www.torbay.gov.uk