



Parking Annual Report

2009/2010

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Introduction by Chris Lewis – Deputy Mayor



We in Torbay have always recognised the importance of parking, the provision of parking facilities and the fair enforcement which is always necessary to ensure parking areas are used correctly.

As it is split into three towns, Torbay faces its own challenges in ensuring the correct balance of parking spaces to support those town economies. The high increase of tourists during the peak season ensures all council departments are very busy in the summer season. Torbay is a beautiful picturesque area providing many types of attractions ranging from penguins to steam trains. Our parking service and staff have to be flexible to accommodate the needs of motorists.

This year has presented many challenges for myself and the staff of the Parking Services Department. This report explains our achievements and developments for this year.

I am particularly pleased with is the completion of the £1.2 million investment in our main multi-storey car parks including new lifts, lighting and water proofing which will protect our assets in the long term.

We now have Parkmark awards for every council pay and display car park. Very few authorities can make such claims of these high standards with the award being the industry standard method of rating car parks based on services offered, management practices, safety and so on. For example, we achieved a Parkmark award for Victoria Car Park in Paignton, after significant partnership working between the council and police to design out the anti-social behaviour in the car park and our significant investment in the site. We have had positive feedback from guesthouse owners and residents living next to the car park.

The transfer of the day-to-day parking enforcement service from NSL Services Ltd back into the council to operate as an in-house service at the end of the financial year was another great achievement. Where many councils are looking to commission parking enforcement externally, we are committed to providing in-house operations which can work just as well, if not better, by ensuring a high standard of training and performance management of the staff involved in the service. We also felt the public in Torbay never accepted the principle of a private contractor operating enforcement and making a profit from issuing Penalty Charge Notices. This way, with an in-house enforcement service, all profits are put back into the transport network in Torbay for the benefit of residents and visitors.

During the worst economic crisis for half a century the council has recognised the added pressure of parking charges. For the second year running we have frozen parking charges, the last increase being in 2007/08, and parking permit fees benefited from the reduction of 2.5% on VAT in 2009. Furthermore during the winter of 2009/10 we reduced the parking charges at a number of car parks adjacent to some beaches for the benefit of local residents and visitors to increase footfall to these areas, this included a set fee of only 30p to park all day.

It must be noted that although Torbay is well known for its great climate and mild winter the unusually cold weather during the winter of 2009/10 took the entire South-west by complete surprise. Parking Services in particular were presented with difficult decisions to make regarding possible closure of some car parks due to snow and hardened ice which presented a clear health and safety hazard. In conjunction with our Highways and Operational Services Teams, staff worked round the clock to grit car parks and on street parking areas to ensure access was maintained to town centre areas to support local traders.

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 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 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 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.

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.

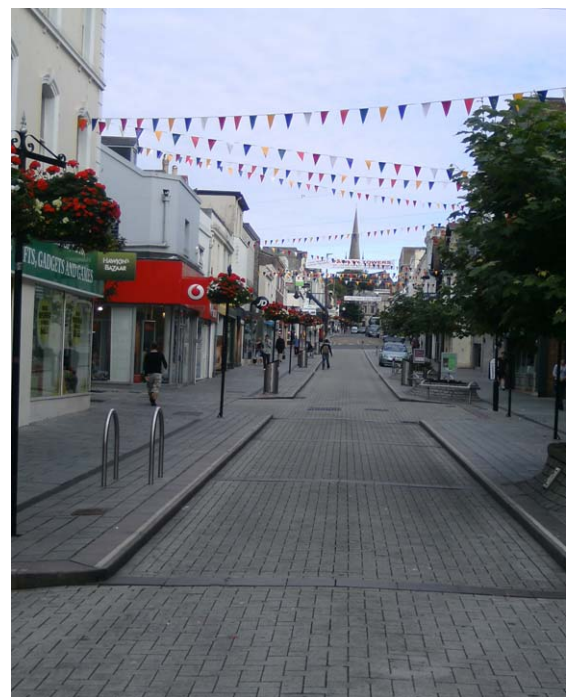
As a result of the competitive tender process National Car Parks (NCP) Services were appointed as the Council's preferred contractor for a five year period expiring in March 2010, with an option to extend the contract for a further two years if required. In 2008/09 NCP Services were re-branded after a sale of the company to NSL Services Ltd

Following a review of Parking Enforcement by the Overview and Scrutiny committee in 2008/09, the Mayor and Cabinet 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 be provided.

Throughout the first quarter of 2009/10 Officers reviewed the commissioning of the delivery of parking enforcement in Torbay. A report was written for consideration by the Mayor and Cabinet recommending that when the NSL enforcement contract ended in March 2010 (after the 5 year term) that the service be commissioned in house with NSL staff transferring into the Council and new staff recruited to deliver a new more flexible and customer friendly service.

The manner in which enforcement of parking regulations in Torbay is undertaken has been identified as having a high impact on the local economy and the overall image and perception of the Council and Torbay. Therefore overall it was felt that an in house service could meet these needs more than a privately contracted out service.

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



Chapter 3

Parking provision



On Street 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
No waiting		
No waiting at any time (DYLs ¹)	166.57	103.27
No waiting at any time seasonal (DYLs)	18.92	11.73
No waiting at specific times e.g. 8am - 6pm (SYLs ²)	16.72	10.36
No waiting at specific times seasonal e.g. 8am - 6pm May - Sept (SYLs)	2.35	1.46
Total	204.56	126.83
No Loading	10.03	6.22
Limited Waiting		
Limited waiting all year	7.88	4.89
Limited waiting seasonal	1.50	0.93

	KM	Miles
Total	9.39	5.82
Residents Parking		
Permit holders only parking bays	1.53	0.95
Shared use parking bays	1.38	0.86
Total	2.91	1.80
Pay and Display Parking	3.24	2.01
Loading Bays	1.19	0.74
Taxi Stands	0.51	0.32
Disabled Person's Parking Bays	0.31	0.19
Total Restricted Highway	222.11	137.71

¹ Double Yellow Lines

² Single Yellow Lines

On Street Pay and Display Parking

On street parking charging was introduced in Torbay during 2008. 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
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

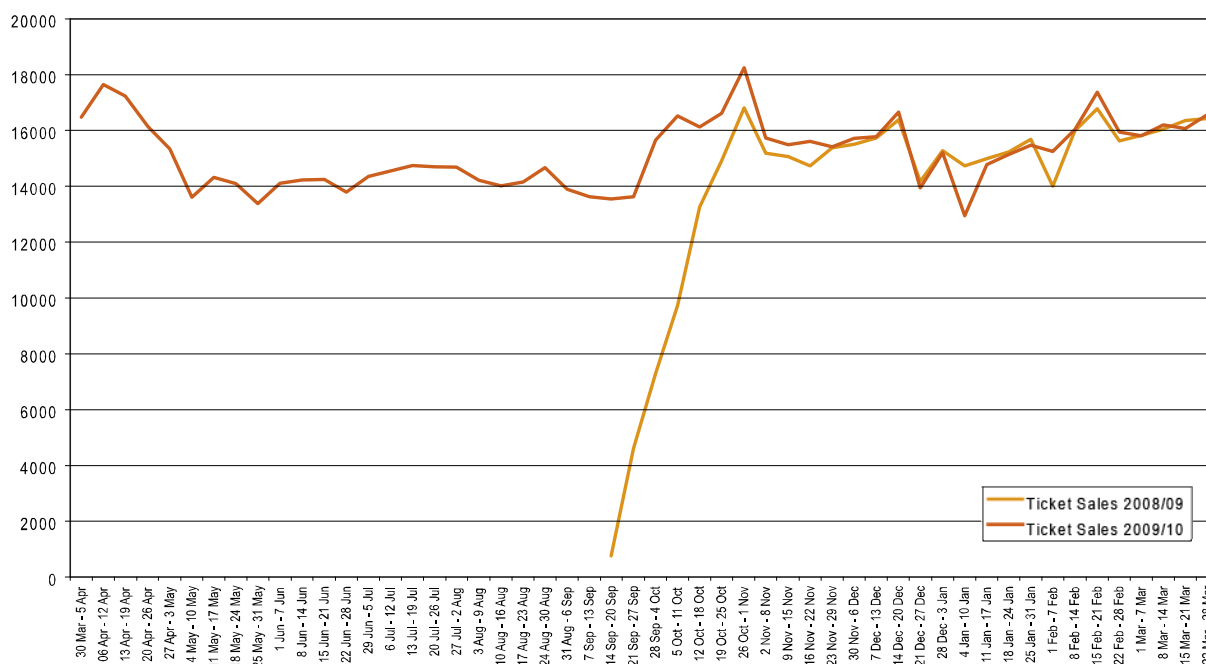
The tariff the Council operates is comparable to neighbouring authorities where similar amenities are offered:

Summer On Street Charges 2009/10

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

Since the beginning of on street parking charges we have sold a total of **392,554** 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 Queens Road and the Eastern Esplanade (Seafront) in Paignton.

Winter On Street Charges 2009/10

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



Off Street Parking Provision

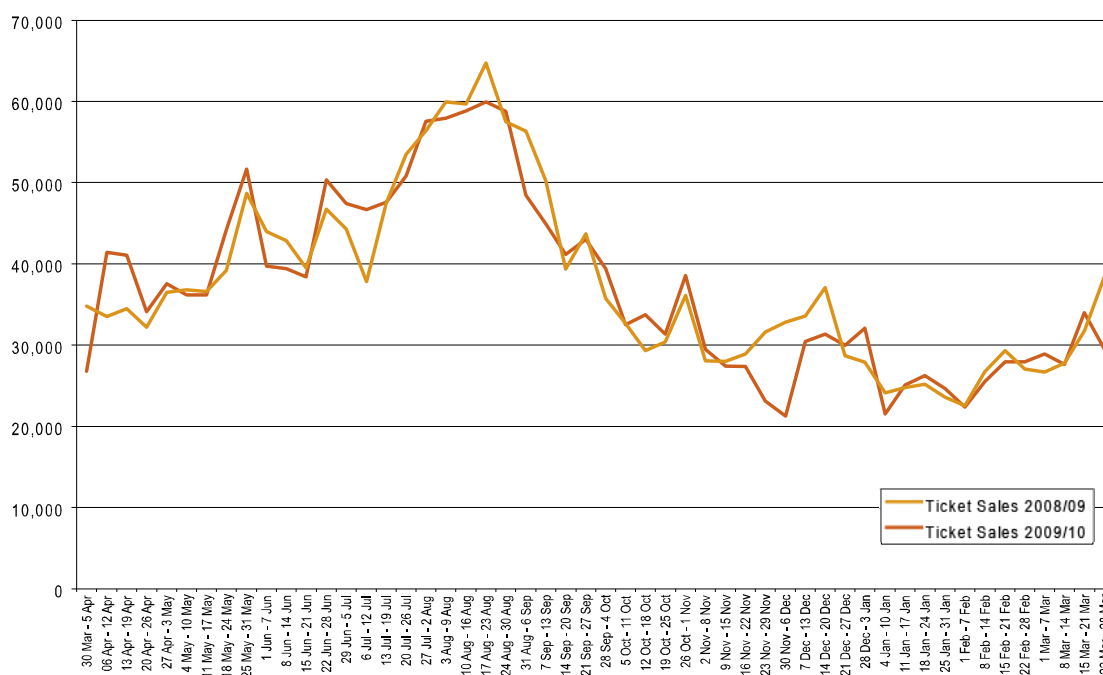
Torbay Council operates 38 Car Parks across Brixham, Paignton and Torquay, providing in excess of 7,500 spaces.

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 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 not increased as a result.

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 the parking facility provided 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 all the fee paying car parks the Council operates have been awarded the Parkmark standard, 35 car parks in total. We are infact the only authority in Devon and Cornwall to hold awards for all fee paying car parks. This is based on:

- Lighting
- Signage
- Cleanliness
- Surveillance
- Management Practices

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 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.



All Torbay Council car parks are cleaned and the litter bins emptied and by Torbay Council's Operational Services Division who are an internal contractor.

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 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	✓	✓
St Marychurch	Hampton Avenue, Torquay	34	✓	✗
Torre Valley	Walnut Road, Torquay	150	✓	✗

Chapter 3

Parking Provision

Name	Location	No. Spaces	Park Mark Award	CCTV
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	✓	✓
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 even groups such as beach hut user groups. 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 our Victoria Car Park in Paignton which is a large 744 space multi storey site which presents 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 anti social way and letters were written to the registered keepers of these vehicles. Re-offending registered keepers were then visited by Police Officers.



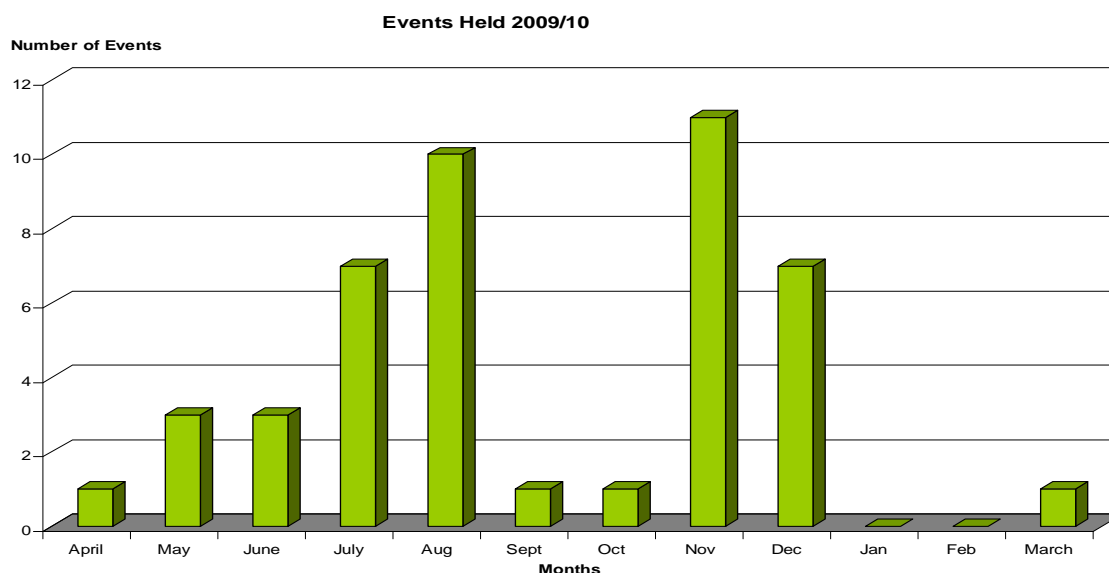
The Parking Operations Team then began designing out the problem by restricting access to certain areas of the car park and installing night time access barriers. This in conjunction with the Police input has ensured the anti social driving has ceased at the site and the noise problem eradicated.

This year the Council also became more actively involved with the Police in sharing information on cloned vehicles and other motor related offences

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 6 lists all the events which Parking was involved with in 2009/10.

- Ward Partnerships
- Public Safety Advisory Groups
- Torbay Town Centre Company



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:

- Torquay, Paignton, Brixham Chamber of Trade
- Brixham Town Council
- Transportation Steering Group

These groups are important to Parking in that they provide invaluable feedback from the community. In particular in March 2010 work had to take place on an access road leading to the main coach parking area in Brixham resulting in the coaches being displaced to the main town centre car park. Parking Inspectors liaised daily with the Brixham Chamber of Trade and managed the parking capacity in the car park carefully and ensured that spaces were balanced to meet the demand between coaches and vehicles.

In Partnership with the British Parking Association

Torbay Council is well represented at British Parking Association Meetings with a Group Manager from Torbay attending as Chairman. 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 provide extra disabled parking. The Blue Badge scheme is a national parking concession for people with mobility difficulties who are either drivers or passengers. The Torbay Care Trust are responsible for the processing of these Blue Badges.

There are dedicated disabled bays both on the streets of Torbay and in Torbay Council car parks. Blue Badge holders are able to park in the pay and display

bays on street without payment provide they clearly display their Blue Badge. In the car parks 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 these are:

- NSL Ltd – 5 year contract for parking enforcement April 2005 to April 2010
- Civca – 10 year parking IT contract to provide IT in relation to Penalty Charge Notice processing and parking permits
- Cale Briparc Ltd – 3 year contract for the provision of pay and display machines and subsequent maintenance, currently with a stock of 150 machines.
- Parkeon Ltd – 3 year contract for the provision of pay on foot equipment and maintenance, currently this encompasses one car park in Torquay (see photo below of the Harbour Car Park, The Terrace, Torquay)
- Nagles Ltd – 3 year contract for the provision of pay and display tickets

All other parking services such as signage, cleansing etc is provided in house by the Councils Operational Services Division.

Chapter 5

Supporting the Local Economy



The Council recognises the link between parking and the local economy, poor parking provision or management will impact negatively on the business community. The management planning for parking in Torbay has to take account of the huge seasonal uplift in parking requirements due to the tourism industry represents challenges.



Parking Promotions

During the last few years due to the worst economic climate for half a century 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 as low as 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 60,000 £1 tickets being sold over April and December



Special Events

The Parking Team supports a wide range of events which take place in Torbay 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.



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.

More recently the newly founded Torbay Town Centre Company ensures there are more liaison with traders and Parking Services. In particular parking suspensions are organised for regular markets, events and dispensations issued for certain vehicles.

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. 492 Dispensations were issued during 2009/10 to enable works to be carried out at people's

homes and businesses across Torbay.

We are one of the few local authorities that offer this service fully on line. 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

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



Parking Enforcement Contract with NSL Ltd



Within the Council's objectives stated earlier in this report the Council 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 to run until the end of March 2010 following a successful tender process. In early April 2009 NCP was re-named NSL Ltd after a sale of the company's assets.

NSL provided 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

The relationship between the Council and NSL was based on a partnership approach through regular contract meetings and daily liaison between the Council's Parking

Operations Officer and the NSL Contract Manager.

The contract for the provision of parking enforcement was based on a number of deployed Civil Enforcement Officer hours and the payment for the service was 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 were deployed during the summer than the winter months. These hours are split as follows:

May to September - 17,389
October to March – 14,647

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 was important to the Council that when writing the contract for parking enforcement that there was to be 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. Civil Enforcement Officers use a handbook in order to undertake their

duties effectively and this handbook is issued by Torbay Council which lays out guidelines for how PCNs should be issued.



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.

Closing Down of the Enforcement Contract

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 commission the enforcement service back in house. As the contract with NSL was to end in March 2010 it was decided not to tender for the service again.

The Council was very pleased with the performance of the enforcement contract and would recommend NSL to other parking operators. However following a financial analysis of the contract it was discovered that by removing a number of tiers of management from the contract and merging the enforcement service into the Councils Parking Team efficiencies could be achieved.

These benefits were compounded by the ability to directly control the day to day deployment of the Civil Enforcement Officers and to clearly communicate the main corporate priorities of the Council.

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 2009/10 we received 138 requests for parking enforcement. Each request is logged by the Parking Administration Team and details are taken of the offence including 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.



Chapter 6

Parking Enforcement Service

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. 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 the 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.

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. It is very rare that parents do not co-operate and in those incidents Penalty Charge Notices are regrettably issued. Recently working in partnership with Devon and Cornwall Police joint visits between PCSOs and Civil Enforcement Officers has improved safety at schools.

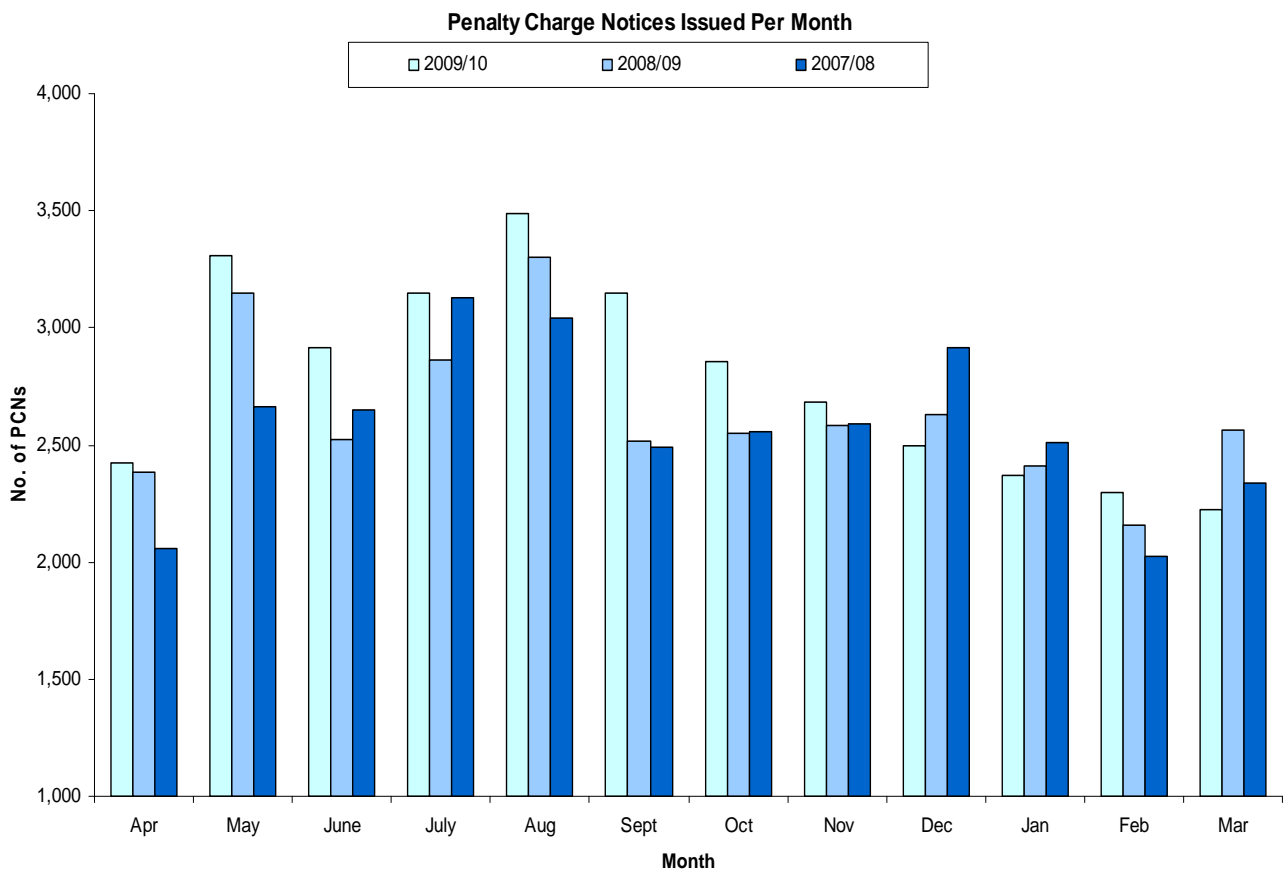
Performance Management

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 service. In particular in Torbay we have seasonal peaks which must be addressed. NSL have supplied seasonal staff through the 5 years of the contract as per page 22.

The below are the statistics from the issuing of Penalty Charge Notices which direct us in deploying the necessary resources from month to month and shows the seasonal peak in August. 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. Appendix 4 and 5 refers to the overall performance of the NSL contract for the contract term.



Overall Analysis

Location	2009/10	2008/09	2007/08	Change on previous Year
Brixham Central Car Park	1,335	804	846	66.04%
Union Street	1,139	1,000	1,339	13.90%
Torbay Road (Paignton)	1,040	753	483	38.11%
Abbey Road	1,015	815	526	24.54%
Market Street (Torquay)	980	826	450	18.64%
Palace Avenue	980	612	442	60.13%
Torbay Road (Torquay)	969	753	483	28.69%
Lower Union Lane Multi Storey Car Park	954	846	1,101	12.77%
Victoria Parade	904	688	355	31.40%
Torwood Gardens Road	812	716	794	13.41%
Total	10,128	7,813	6,819	29.63%

Torwood Street, Victoria Car Park and Clennon Valley Car Park no longer in top ten

On Street Analysis

Location	2009/10	2008/09	2007/08	Change on previous Year
Union Street	1,139	1,000	1,339	13.90%
Torbay Road (Paignton)	1,040	753	483	38.11%
Abbey Road	1,015	815	526	24.54%
Market Street	980	826	450	18.64%
Palace Avenue	980	612	442	60.13%
Torbay Road (Torquay)	969	753	483	28.69%
Victoria Parade	904	688	355	31.40%
Torwood Gardens Road	812	716	794	13.41%
Torwood Street	809	870	770	-7.01%
Eastern Esplanade	808	730	NA	10.68%
Total	9,456	7,763	5,642	21.81%

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

Off Street Analysis

Location	2009/10	2008/09	2007/08	Change on previous Year
Brixham Central Car Park	1,335	804	846	66.04%
Lower Union Lane Multi Storey Car Park	954	846	1,101	12.77%
Clennon Valley Car Park	740	828	814	-10.63%
Victoria Car Park	670	869	855	-22.90%
Union Square Car Park	626	596	694	5.03%
Riviera Centre Car Park	516	256	452	101.56%
Lower Union Lane Short Stay Car Park	514	429	577	19.81%
Beacon Quay Car Park	493	526	694	-6.27%
Great Western Car Park	403	344	422	17.15%
Town Hall Car Park	344	360	514	-4.44%
Total	6,595	5,858	6,969	12.58%

Harbour Car Park no longer in top ten off street - due to change in method of parking

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.

take on board any feedback from residents and make improvements.

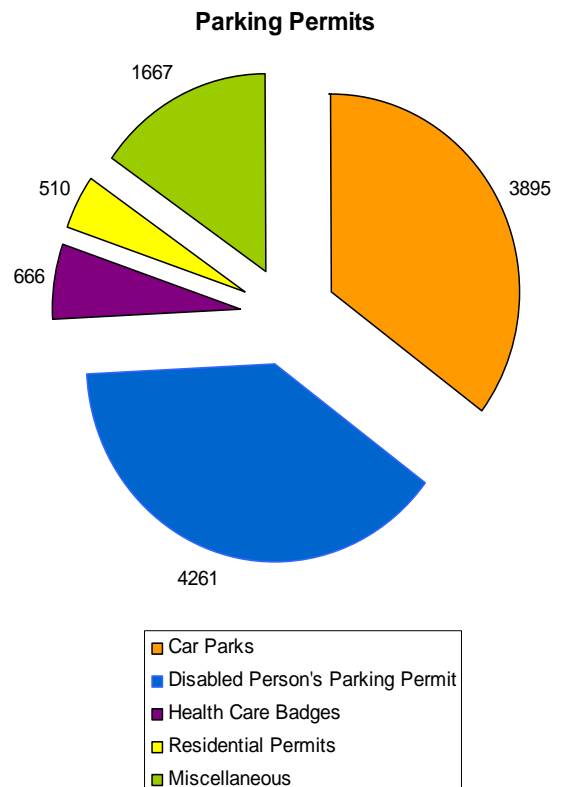
Controlled Parking Zones

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 £26.50 to £450. These offer a discount on the daily parking fees and are very popular with tourists and locals alike.

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 in Torbay. 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 with a view to



Chapter 7

Parking Administration Service

In 2009/10 a total of 10999 on and off street parking permits were issued, the pie chart below explains the breakdown of these permits.

We aim to respond to all requests for permits are responded to within 10 working days (excluding disabled parking permits (21 days)).

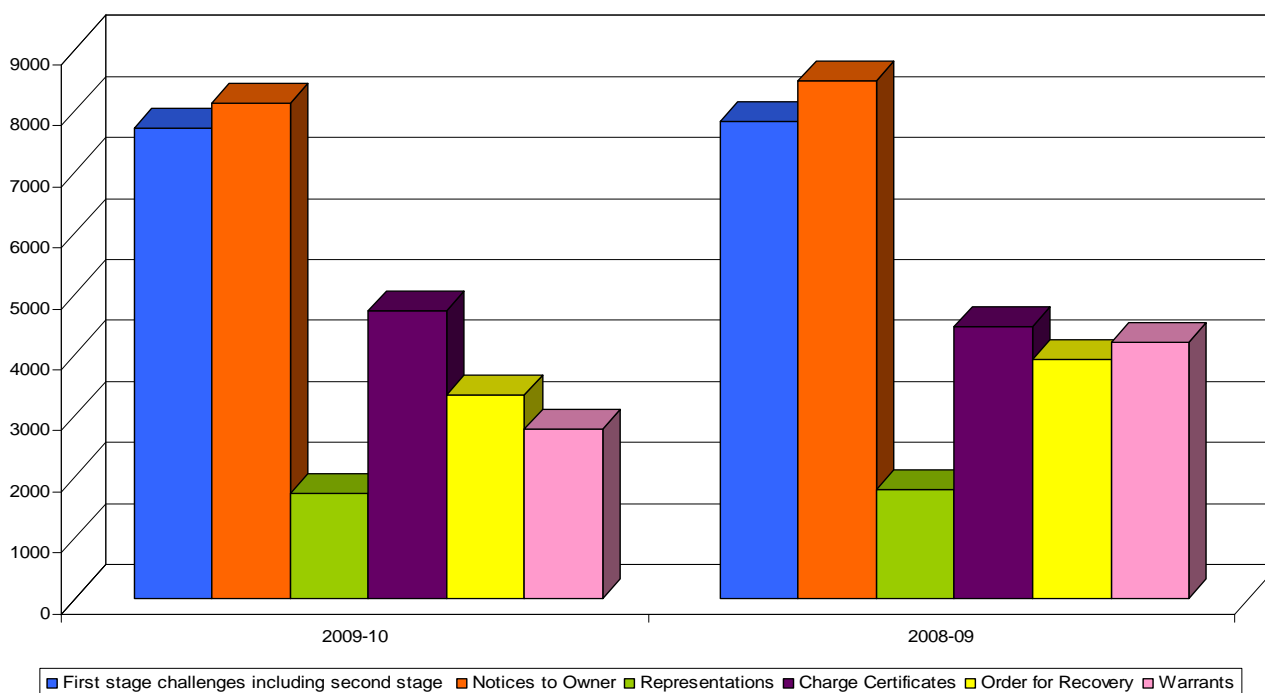
Challenges, Representations and Appeals to Penalty Charge Notices

As a Council we encourage motorists to challenge Penalty Charge Notices should

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.

When the Parking Administration Team receive challenges they aim to respond within 14 days as per the Traffic Management Act 2004. Infact the vast majority are responded to within one week. 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 process have had formal

Penalty Charge Notice Correspondence



they feel there are mitigating 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'.

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

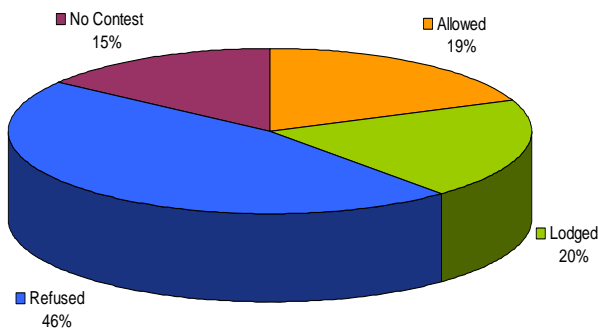
contraventions issued. As Torbay has an unusually high proportion of blue badge holders in residence and who visit the area we allow special consideration in some cases, in particular where the blue badge is displayed incorrectly.

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 information 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.

Appeals to the Traffic Penalty Tribunal



During the last financial year 2009/10 a total of 212 cases were lodged with the Traffic Penalty Tribunal, 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.



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



Dropped Kerb Enforcement

During the course of the year the Council implemented new software to enable the Civil Enforcement Officers to issue Penalty Charge notices for the offence of parking in front of a dropped kerb.



By taking on these additional powers from the Traffic Management Act 2004 the Council has for now concentrated on keeping pedestrian crossings and dropped kerb areas clear in town centre areas. Next year there are plans to extend the system to residential areas.

Double Parking Enforcement

The Council now actively enforces double parking in the town centre areas and all the Civil Enforcement Officers have been trained accordingly. This has been successful in some streets where double

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

Pay on Foot Parking

In June 2009 the Harbour Car Park in Torquay became the first Council Car Park to enjoy a pay on foot parking system. This system allows the user to pay when returning to the vehicle and removes the need for parking enforcement at the site

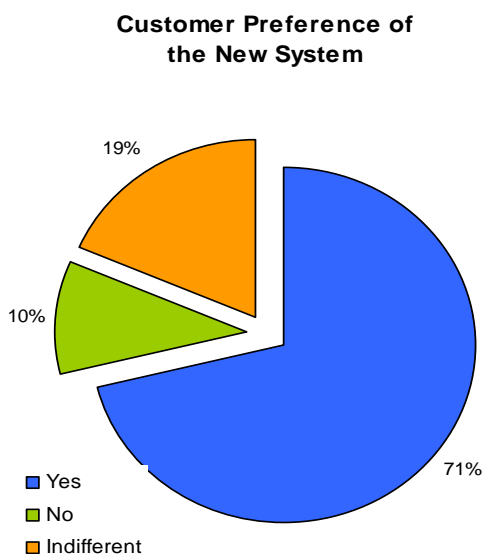


The car park comprising of three parking levels and 450 spaces. A section of the car park was also provided with separate barrier systems for reserved use by

nearby hotels. Two pay stations were installed which offer change and take credit cards.



After 6 months of operation a survey was undertaken of 97 users and it was evident that customers preferred the system to pay and display parking.

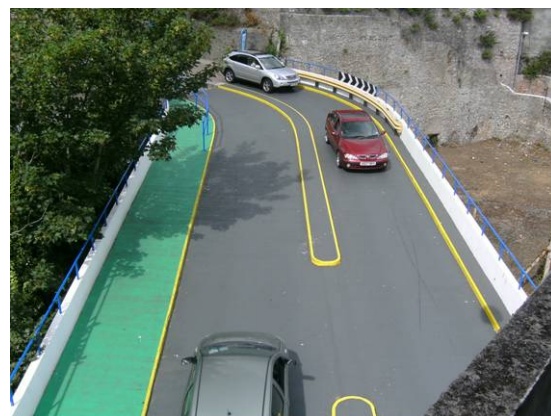


However there was significant customer resistance to the new system and initially the ticket sales at the car park reduced, although the customers using the site did stay longer. Further analysis of the success of the system will be required before more pay on foot systems are considered.

Completion of Multi Storey Car Park Improvements

During the year 2009/10 the Council completed its £1.2 million capital programme on its 5 multi storey car parks. The work in the last financial year can be summarised as follows:

Lower Union Lane Car Park, Torquay
Bridge Link waterproofed



Sprinkler system replaced
Top deck waterproofed

Beacon Quay Car Park, Torquay
Replacement of steps to Living Coasts tourist attraction

Victoria Car Park, Paignton
Top deck waterproofed



Harbour Car Park, Torquay
Banding repaired on top deck
Pay on foot civil works

Chapter 8

Achievements

Completion of pay and display machine replacement programme

Following a completion of a tender for the supply of pay and display equipment in 2008 Cale Briparc Ltd were appointed as our supplier for this type of parking equipment.



After a completion of a 2 year replacement programme all pay and display car parks have now been fitted with new Cale Briparc MP104 machines. These are intelligent machines fitted with GSM modems which communicate to the Parking Office every hour to report ticket sales and faults.



Inclement Weather

In the west country there is rarely snow or difficult winter conditions due to the mild temperatures. However the winter of 2009/10 proved particularly difficult as

there was a huge 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 extra resources were deployed to grit some off street car parks and Civil Enforcement Officers were redeployed to assist motorists to advise them of which car parks were operational and deploy signage.

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.

A number of off street car parks were closed altogether as the ice which has solidified under the snow was proving very dangerous to motorists.

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 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 from NSL Ltd to Torbay Council further training will need to take place with the staff involved ahead of this process being set up.

Working with the DVLA

It is anticipated that during the next year Civil Enforcement Officers will start to issue DVLA warning notices which are known as CLE 2/7 notices. These will be issued to vehicles which are seen not to be displaying a valid excise duty.



The resulting action includes fines issued to the registered keeper and in some

cases vehicles are clamped and removed under DVLA powers to deal with unlicensed vehicles

Vehicle Drive Aways

This is the system whereby Penalty Charge Notices can be sent through the post where a vehicle drive away occurs. Currently we are producing some new style correspondence and the notice processing system is being developed by the Councils IT provider to enable this to occur.

Handheld Computer Replacement

The computers the Civil Enforcement Officers use to issue Penalty Charge Notices are due to be replaced over the next 12 months and we are investigating new handhelds which can download in real time to the notice processing system. This will increase the ability for administration staff to respond quickly to customers enquiries. Also the handhelds will be GPRS enabled to allow for more accurate tracking of staff and improved health and safety, it is anticipated the procurement process for this equipment will commence in March 2011.

Chapter 10

End of Year Accounts

The table 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)

<u>2008/09</u>		<u>2009/10</u>
£		£
	<u>ON STREET</u>	
	Income	
(398,842)	Pay & Display / Meters	(800,718)
(17,807)	Residents' & Visitors' Permits	(15,300)
(1,100)	Business Permits	(1,100)
(18,065)	Other non-PCN Income	(27,540)
(685,364)	PCN Income	(690,032)
(1,121,178)	Total Income	(1,534,690)
	Expenditure	
417,423	Contractors	445,158
154,543	Employee Related (In-house)	161,404
60,096	Premises	2,575
156	Transport Related	56
13,688	Equipment maintenance/renewal	16,000
36,812	Supplies & Services	145,927
57,270	Support Services	86,056
12,993	Traffic Penalties Tribunal	14,649
13,675	TEC (Northampton)	12,017
50,131	Capital Charges	42,694
816,787	Total Expenditure	926,536
(304,391)	(Surplus)/Deficit	(608,154)
	<u>OFF - STREET</u>	
(238,762)	PCN Income	(242,111)
(238,762)	Total Income	(242,111)

	Expenditure	
187,538	Contractors	196,280
69,431	Employee Related (In-house)	71,167
27,000	Premises	1,135
70	Transport Related	24
6,149	Equipment maintenance/renewal	0
16,539	Supplies & Services	34,426
25,730	Support Services	37,944
5,838	Traffic Penalties Tribunal	6,459
6,144	TEC (Northampton)	5,298
22,523	Capital Charges	9,753
366,962	Total Expenditure	362,486
128,200	(Surplus)/Deficit	120,375
	<u>TOTAL ON & OFF - STREET</u>	
(1,359,940)	Income	(1,776,801)
1,183,749	Expenditure	1,289,022
(176,191)	(Surplus)/Deficit	(487,779)

APPLICATION OF PARKING SURPLUS

(176,191) Parking Surplus 2009/10 (487,779)

As in 2008/09, the 2009/10 off-street car parking service is in surplus. There has been no requirement for additional off-street car parking expenditure other than that budgeted and spent within the service, with the result that no further financial support for these facilities are required by the Council. The 2009/10 Section 55 Parking Account surplus has, therefore, been applied to partly meet the service costs of providing public passenger transport services, as follows:-

	Concessionary Fares (net cost of concessionary fares scheme in 2008/09 was £3,030,520 and in 2009/10 £3,142,532).	487,779
176,191		

Trading Operations Car Parks			
2008/09			2009/10
£m			£m
3.8	Off Street Car Parking	Turnover	3.9
(1.9)		Expenditure	(2.3)*
1.9		Surplus/(Deficit)	1.6

*NB. The increase in expenditure this year is mainly apportioned to capital charges to deliver many of the projects stated in this report such as increased Parkmark Awards, Waterproofing works, new parking equipment etc.

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 2009 - 31st March 2010						1st April 2008 - 31st March 2009					
	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	33359		23145	69%	10192	31%	31622		21903	69%	9179	31%
Number of higher level PCNs Issued	9926	30%	9284	28%	642	2%	1192	36%	10546	33%	746	3%
Number of lower level PCNs Issued	23411	70%	13861	41%	9550	29%	20330	64%	11357	36%	8973	28%
Number of PCNs paid	24242	73%	17125	52%	7117	21%	23493	74%	16984	54%	6509	20%
Number of PCNS paid at discount rate	20615	62%	14573	44%	6042	18%	19911	63%	14316	45%	5595	18%
Number of PCNs against which an informal/formal representation was made	8856	27%	5243	16%	3613	11%	9196	29%	5349	17%	3757	12%
Number of PCNs cancelled as a result of informal/formal representation	4948	15%	2446	7%	2502	8%	5192	16%	2789	9%	2403	7%
Number of PCNs cancelled for other reasons (driver untraceable, voided at issue, foreign vehicle, etc.)	768	2%	543	1.50%	225	0.50%	369	1%	284	0.89%	85	0.11%

Appendix 2

Penalty Charge Notices Issued – Payment and Cancellation

Penalty Charge Notice Cancellation Statistics									
	1st April 2009 - 31st March 2010		1st April 2008 - 31st March 2009			1st April 2009 - 31st March 2010		1st April 2008 - 31st March 2009	
Number of PCNs Issued	33359		31622			Total PCNs cancelled	% of issue	Total PCNs cancelled	% of issue
	Total PCNs cancelled	% of issue	Total PCNs cancelled	% of issue	Mitigating Circumstances , includes medical emergency, lost keys, vehicle breakdown, etc.	627	2%	646	2%
	5716	17%	5192	16%	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.	505	2.00%	290	1%
Total Cancelled					CEO error	426	1%	748	2.30%
Top 5 Cancellations in 09/10					Miscellaneous - adjudicator decisions, voids, etc.	1093	3%	835	2.60%
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	2145	6%	1793	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.	920	3%	880	2.70%					

Appendix 3

Penalty Charge Notices Issued By Contravention

Appendix 3

Penalty Charge Notices issued by Contravention

Code	Contravention Description	Differential Charging Level	2009/10		2008/09		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		
06	Parked without clearly displaying a valid pay and display ticket or voucher	Lower £50/£25	5,355	16.93%	3,979	12.58%	1,376	35%
30	Parked for longer than permitted (free parking places)	Lower £50/£25	5,216	16.49%	5,846	18.49%	-630	-11%
01	Parked in a restricted street during prescribed hours (double/single yellow lines)	Higher £70/£35	3,466	10.96%	4,963	15.69%	-1,497	-30%
05	Parked after the expiry of paid for time	Lower £50/£25	3,187	10.08%	1,285	4.06%	1,902	148%
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Higher £70/£35	2,141	6.77%	2,231	7.06%	-90	-4%
25	Parked in a loading place during restricted hours without loading	Higher £70/£35	1,369	4.33%	949	3.00%	420	44%
16	Parked in a permit space without displaying a valid permit (resident's bays)	Higher £70/£35	1,165	3.68%	1,156	3.66%	9	1%
23	Parked in a parking place or area not designed for that class of vehicle	Higher £70/£35	388	1.23%	571	1.81%	-183	-32%
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	Higher £70/£35	213	0.67%	175	0.55%	38	22%
47	Parked on a restricted bus stop/stand	Higher £70/£35	138	0.44%	190	0.60%	-52	-27%

21	Parked in a suspended bay/space or part of bay/space (parking suspended for essential works or special events)	Higher £70/£35	125	0.40%	132	0.42%	-7	-5%
45	Parked on a taxi rank	Higher £70/£35	116	0.37%	105	0.33%	11	10%
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	106	0.34%		0.00%	106	NA
22	Re-parked in the same parking place within the specified time of leaving	Lower £50/£25	53	0.17%	87	0.28%	-34	-39%
24	Not parked correctly within the markings of the bay or space	Lower £50/£25	49	0.15%	160	0.51%	-111	-69%
48	Stopped in a restricted area outside a school	Higher £70/£35	38	0.12%	57	0.18%	-19	-33%
27	Parked adjacent to a dropped footway	Higher £70/£35	14	0.04%	7	0.02%	7	100%
61	Heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	Higher £70/£35	4	0.01%	9	0.03%	-5	-56%
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	Higher £70/£35	1	0.00%	1	0.00%	0	0%
Total On Street			23,144	73.19%	21,903	69.27%	1,241	6%

Code	Contravention Description	Differential Charging Level	2009/10		2008/09		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	5,052	15.98%	4,848	15.33%	204	4%
82	Parked after the expiry of time paid for in a pay and display car park	Lower £50/£25	4,236	13.40%	3,627	11.47%	609	17%

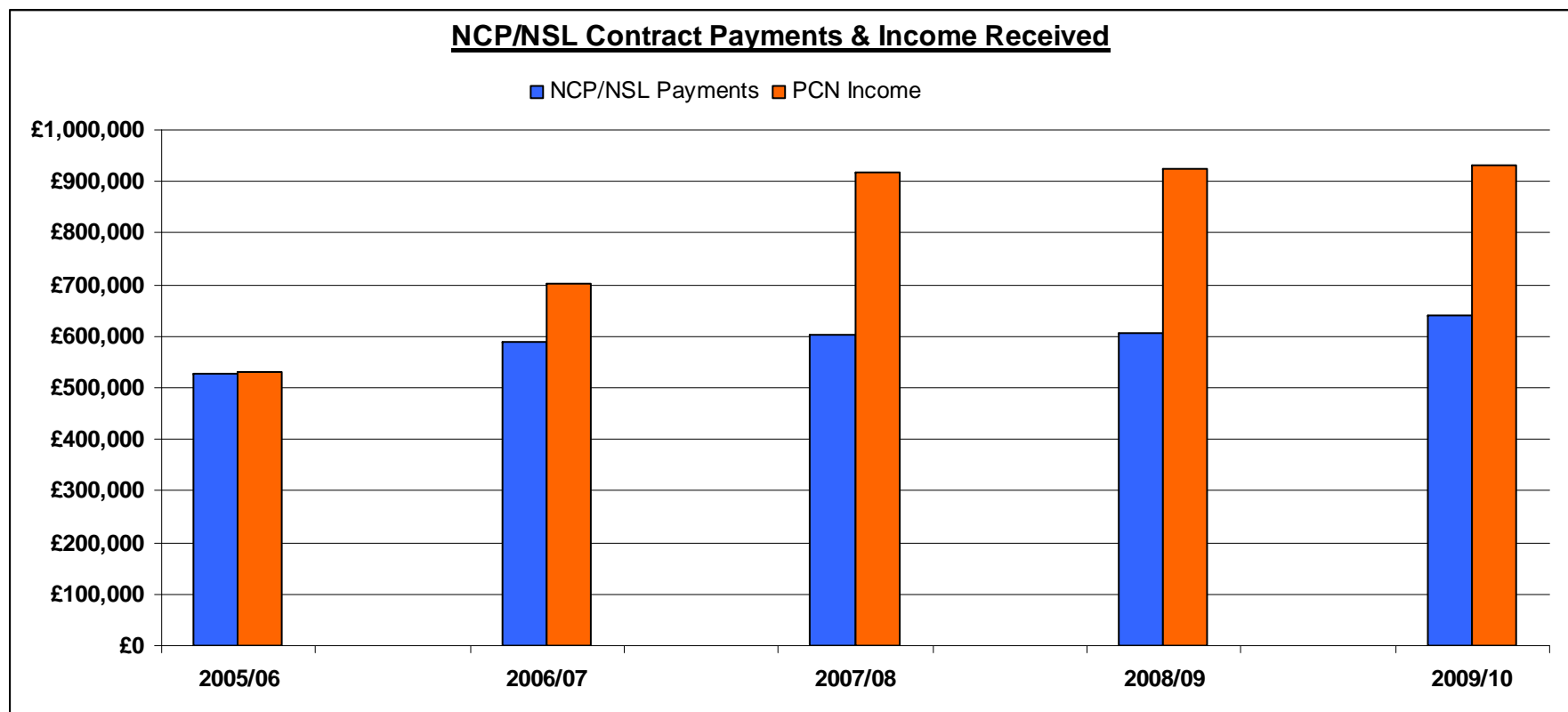
Appendix 3

Penalty Charge Notices Issued By Contravention

87	Parked in a disabled person's parking space without clearly displaying a valid person's badge	Higher £70/£35	361	1.14%	334	1.06%	27	8%
85	Parked in a permit bay without clearly displaying a valid permit	Higher £70/£35	232	0.73%	368	1.16%	-136	-37%
86	Parked beyond the bay markings	Lower £50/£25	187	0.59%	395	1.25%	-208	-53%
80	Parked for longer than the maximum period permitted	Lower £50/£25	72	0.23%	100	0.32%	-28	-28%
91	Parked in a car park or area not designated for that class of vehicle	Higher £70/£35	25	0.08%	24	0.08%	1	4%
81	Parked in a restricted area in a car park	Higher £70/£35	20	0.06%	18	0.06%	2	11%
92	Parked causing an obstruction	Higher £70/£35	4	0.01%	2	0.01%	2	100%
84	Parked with additional payment made to extend the stay beyond time first purchased	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%	1	0.00%	-1	-100%
93	Parked in car park when closed	Lower £50/£25	1	0.00%	1	0.00%	0	0%
		Total Off Street	10,191	32.23%	9,719	30.73%	472	5%
Totals for On and Off Street PCNs		Overall Total	33,335	100.00%	31,622	100.00%	1,713	5%
		Total Higher	9,926	29.78%	11,292	35.71%	-938	-12%
		Total Lower	23,409	70.22%	20,330	64.29%	2,545	15%

Appendix 4

NCP/NSL Contract Payments and PCN Income 2005 - 2010



Appendix 5

Key Performance Indicators

(1) In 2007/08 the target for machine repairs was 80%, this was increased to 95% in 2008/09 due to the purchase of new pay and display machine

Car Park Visits - Visits by CEOs per car park

Target	2009/10	Achieved	2008/09	2007/08	2006/07	2005/06
95%	103%	✓	97%	102%	94%	82%

Street Visits - Visits by CEOs per street

Target	2009/10	Achieved	2008/09	2007/08	2006/07	2005/06
95%	112%	✓	115%	109%	97%	80%

Deployed Hours - Hours spent by CEOs deployed on beat

Target	2009/10	Achieved	2008/09	2007/08	2006/07	2005/06
95%	104%	✓	105%	107%	122%	99%

PCN Errors - PCNs issued without CEO error

Target	2009/10	Achieved	2008/09	2007/08	2006/07	2005/06
98%	98%	✓	98%	99%	98%	97%

Complaints - PCNs issued without an official complaint regarding CEO

Target	2009/10	Achieved	2008/09	2007/08	2006/07	2005/06
100%	100%	✓	100%	99%	N/A	N/A

Machine Repairs - Repairs made to pay and machines with 2 hours of fault

Target	2009/10	Achieved	2008/09	2007/08	2006/07	2005/06
95%	95%	✓	96%	84% (1)	N/A	N/A

Appendix 6

Events 2009/10

DATE	EVENT & VENUE	SUPPORT PROVIDED	DATE	EVENT & VENUE	SUPPORT PROVIDED
4 April	Babbacombe Cliff Railway 83rd Anniversary event	*Road Closure - TPCA	5 July	Galmpton Gooseberry Pie Fair	*Road Closure - TPCA *Cones
10 May	5k Race for Life Clennon Valley, Paignton	*On street parking suspension and cones *Free Parking in Clennon Valley and Quay West Car parks	10 - 11 July	Brixham Hap'nin St Mary's Park, Brixham	*Cones lent
17 May	Exterminator Road Race South Devon College	*Road Closure - s.16a *Cones only	19 July	Pride Torbay *Meadfoot Road Closure	*Road Closure - TPCA
23 - 24 May	ORDA Power Boat Racing Torquay Harbour	*On street parking suspension and cones * Free parking at Beacon Quay car park top deck	25 July – 1 Aug 29 July 1 Aug	Torbay Carnival Week *Carnival Procession *Fireworks Display (10 mins)	*Road Closures - TPCA *Parking Suspensions & cones
6 June	Big Midnight Walk Torbay Leisure Centre to Palace Hotel, Torquay, return.	*On street parking suspension and cones *Free Parking in Clennon Valley and Quay West Car parks	29 July	Cockington Fayre	*Road Closure - TPCA *Cones * One way traffic orders
17 June	Rotary Club Babbacombe Fayre Babbacombe Downs	*Road Closures - TPCA *Parking Suspensions & cones	8 August	Walnut Road Street Party	*Road Closures - TPCA *Cones
21 June	Torbay Half Marathon Paignton to Torquay return	*Road Closures - s.16a *On street parking suspensions and cones	8 – 16 August Fireworks Tuesday 11 Cycle Races 14	Paignton Regatta Closure of Esplanade Road	*Road Closures - TPCA *Parking Suspensions & cones

Appendix 6

Events 2009/10

DATE	EVENT & VENUE	SUPPORT PROVIDED	DATE	EVENT & VENUE	SUPPORT PROVIDED
16 August	Foxhole Summer Fair	*Road Closures - TPCA	November & December	Torre Outdoor Market Union Street (Brunswick Square) Torquay	*Road Closure – TPCA
20 August	Ilisham Summer Street Party	*Road Closures - TPCA	21 November	Palm FM Christmas Build up Fleet Street, Torquay	*Road Closure - TPCA
21 August Fireworks Friday 21	Brixham Regatta On Street parking suspensions	 *Parking Suspensions & cones	21 November	Coach Station, Lymington Road Torquay	*Car park signage and notices
22 August	Corfe / Pendennis Community Day	*Road Closures - TPCA	21 November	Torquay Christmas Carnival Procession Union Street (Torre), Trematon Avenue, Castle Circus, Union Street (lower part), Fleet Street, The Strand, Cary Parade, Torbay Road	*Multiple Road Closures - TPCA *Multiple Parking Suspensions & cones
22 – 26 August Fireworks Monday 24 Red Arrows Wednesday 26 6.00pm	Torbay Regatta	*Multiple Parking Suspensions & cones	28 November	Brixham Christmas Light Switch On The Quay Street, Brixham	*Road Closure – TPCA
23 August	Torbay Royal Regatta 10k Road Race Torquay to Paignton Green & return	*Parking Suspensions & cones	29 November	Christmas Food & Gift Market Vaughan Parade, Torquay	*Road Closure – TPCA

DATE	EVENT & VENUE	SUPPORT PROVIDED	DATE	EVENT & VENUE	SUPPORT PROVIDED
30 August	Upton Street Party	*Road Closures - TPCA	4 December	Babbacombe Christmas Festival Reddenhill Road, Torquay	*Road Closure – TPCA
19 September	Transition Festival Hollicombe Park	*Parking Suspensions & cones	10 December	Wellswood Christmas Party Ilsham Road, Torquay	*Road Closure – TPCA
18 October	Cockington Apple Day	*Road Closures - TPCA *Cones * One way traffic orders	16 December	Schools Open Air Carol Concert Knick Knack lane to Horse pool Street, Brixham	*Road Closure – TPCA
8 November	Remembrance Day Parade, Cenotaph, Torbay Road Torquay	*Road Closures - TPCA *Parking Suspensions & cones	18 – 20 December	Continental Market Victoria Street, Paignton	*Road Closure – TPCA
8 November	Remembrance Day Parade, Royal Naval Assoc Berry Head Road, Brixham	*Parking Suspensions & cones	20 December	Christmas Food & Gift Market Vaughan Parade, Torquay	*Road Closure – TPCA
8 November	Remembrance Day Parade, Royal British Legion, Palace Avenue, Winner Street, Church Street, Paignton	*Road Closures - TPCA *Parking Suspensions & cones	26 December 2009	Boxing Day Swim Eastern Esplanade, Paignton	*Parking Suspension
11 November	Armistice Day Ceremony in association with Royal British Legion Castle Circus, Torquay	*Rolling Road Closures in association with Police	28 March 2010	Parachute Regiment Memorial Dedication Esplanade Road, Paignton	*Parking Suspension
13 – 15 November	Italian Market, St Marychurch St Margaret's Road, Torquay	*Parking Suspensions & cones	April 2009 – March 2010	National Blood Service vehicles	*Deploy and remove cones Brixham – 2 occasions Paignton – 12 occasions

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 motorists 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 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	An 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.