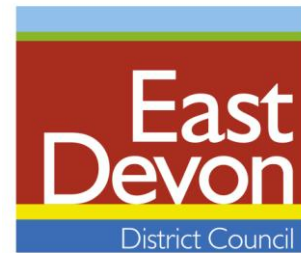


Department for Transport Annual Parking Report Off-Street car parks 2009/10.



Introduction

The district of East Devon is on the Devon coast in the South West of England.

The East Devon District has an area of 314 square miles. It sits between the River Exe and the outskirts of Exeter to the west, Somerset (inland) and Dorset to the east. At the extremes, the District stretches 30 miles east to west and 15 miles north to south.

East Devon is the largest of the eight districts in Devon with a population of just over 132,000. It is also one of the largest English districts by population. There are 68 town or parish councils across the whole district. It is a tourist area and in the summer the population will increase significantly with visitors to the area.

East Devon's main towns are the Jurassic Coast resorts of Exmouth (East Devon's largest town – population 35,000), Budleigh Salterton, Sidmouth, Beer and Seaton. In the mainly rural inland area the settlements are Honiton, Ottery St Mary, Axminster, Colyton and Broadclyst.

East Devon's coastline forms part of England's first and only World Heritage site designated for its natural environment. The East Devon Area of Outstanding Natural Beauty (AONB) lies wholly within the District, together with the greater part of the Blackdown Hills AONB.

Car Parks

The Council has 52 car parks subject to Civil Parking Enforcement in accordance with the Traffic Management Act 2004. In total these provide 5344 parking spaces. The breakdown of these is as follows:

- **Pay and Display** **41 car parks - number of spaces** **5075**
- **Free** **7 car parks - number of spaces** **169**
- **Reserved Space** **4 car parks - number of spaces** **100**

All of the Council's off-street car parks are surface parks. There are no multi-storey car parks.

Civil Enforcement Officers

The Council currently employs 4 full time Civil Enforcement Officers to carry out enforcement in its off-street car parks. These were supported by 4 Seasonal Civil Enforcement Officers for the period 01 April 2009 to 30 September 2009 inclusive.

Enforcement

The Council attempts to carry out enforcement in its car parks in a fair, reasonable, sympathetic and in as customer friendly manner as possible given how sensitive the public are to parking enforcement in general. In support of this the Council points to the following:

- It will generally extend the period for payment of the discounted fee in circumstances where a challenge against the serving of the Penalty Charge Notice has been received. This is providing that the challenge was received by not later than the last day of a 14 day period commencing with the date on which the Penalty Charge Notice was served.
- It is the drivers' responsibility to make sure the ticket or permit is clearly displayed in the relevant position after securing the vehicle before leaving it in the car park. When dealing with a challenge for a Penalty Charge Notice served for the contravention of not displaying a valid pay and display ticket or voucher (permit) the Council will only accept the challenge if the ticket or permit can be verified by Civil Enforcement Officer, whilst still at the same location, after serving the Penalty Charge Notice.
- Only two motorists out a of total of 3,842 that had a Penalty Charge Notice served on their vehicles elected to take their challenge against the serving of the Notice to the Traffic Penalty Tribunal during the year 2009/10. The Independent Adjudicator found in favour of the Council on one and the other was not contested at the Traffic Penalty Tribunal. The Council believes that these facts are an indication that the public sees the Council as a fair, reasonable and sympathetic enforcer. It also shows that the vast majority of motorists accepted that a contravention had taken place.

Statistical information for East Devon District Council (Off-street)

Year	2009/10	2008/9
Number of higher level PCNs served	111	132
Number of lower level PCNs served	3731	4045
Number of PCNs paid	2789	2708
Number of PCNs paid at discount rate	2444	2377
Number of PCNs against which an informal or formal representation was made	1326	1316
Number of PCNs cancelled as a result of an informal or formal representation	663	861
Number of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	204	325
Number of appeals to adjudicators	2	2
Number of Appeals dismissed	1	1
Number of appeals non-contested	1	0
% of higher level PCNs served	3%	3%
% of lower PCNs served	97%	97%
% of PCNs paid	73%	65%
% of PCNs paid at discount rate	64%	57%
% of PCNs against which an informal or formal representation was made	35%	32%
% of PCNs cancelled as a result of an informal or formal representation	17%	21%
% of PCNs written off for other reasons (e.g. CEO error or driver untraceable)	5%	8%
% of appeals to an adjudicator	0.052%	0.049%
% of appeals dismissed	50%	50%
% of appeals non-contested	50%	0%

Financial information for East Devon District Council (Off-street)

Income on Parking Account (PCN revenue) 09/10	£81,698
Expenditure on Parking Account 09/10	£1,345,800
Totals (surplus) / deficit	£1,264,1025

Conclusions

The statistical information above shows that the off-street parking service has provided a reasonable level of enforcement in accordance with the requirements of the Traffic Management Act 2004.

- The number of Penalty Charge Notices served in the year was 3,842. This figure is below what was anticipated. The Council had expected to serve about 5,000. The reasons for the lower figure are unknown but could be due to visitors and local residents being aware that visible patrols are carried out on a regular basis and subsequently would not risk parking even for a short period of time without purchasing a valid pay and display ticket.
- Throughout the year 2009/10 the Council sold almost 2 million pay and display tickets from its ticket machines. This shows that only 0.2% of all the tickets purchased received a Penalty Charge Notice for an alleged contravention which could have been for not displaying a valid pay and display ticket or permit, parked after the expiry of paid for time and parked beyond the bay markings.
- The percentage of Penalty Charge Notices paid has increased from the previous year of 65% to 73%. The increase is partly due to the Council's new policy of not accepting subsequent production of a valid pay and display ticket as a valid challenge. Also the fact that 64% of the Penalty Charge Notices were paid at the discount rate shows that almost two thirds of drivers that received a Penalty Charge Notice readily accepted that a contravention had occurred and therefore liable to pay the charge.
- 17% of the Penalty Charge Tickets cancelled as a result of an informal or formal representation will include those cancelled as a result of the Council exercising discretion.
- 97% of the Penalty Charge Notices served were at the lower rate. This is because there are very few contraventions in off-street car parks that are subject to the higher rate.
- Overall the Parking Service has continued to improve and operate successfully. This is shown by the fact that even though fewer Penalty Charge Notices were served than the previous year, 64% of drivers paid at discount shows that they accepted the contravention and only two appellants were not satisfied and wanted their appeal to be heard by the Independent Adjudicator.

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Parking Services Manager
November 2010