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Dear Member

OVERVIEW AND SCRUTINY BOARD - WEDNESDAY, 30 MARCH 2016

I am now able to enclose, for consideration at the Overview and Scrutiny Board to be held on Wednesday, 30 March 2016, the following reports that were unavailable when the agenda was printed.

Agenda No	Item	Page
6.	Parking Strategy 2016-2021	(Pages 36 - 100)
8.	URGENT ITEM: Capital Plan 2016/17 - 2019/20 Prioritisation Matrix	(Pages 101 - 105)

Yours sincerely

Kate Spencer
Overview and Scrutiny Lead

Agenda Item 6

Review of Parking in Torbay Report

March 2016

Contents

1. Introduction	2
2. Consultation	2
3. Context	3
4. Parking Tariffs	4
Charging Regime	5
Level of Charges	5
Methods of paying for car parking	7
Permits	8
Other dispensations	12
5. Car Parks in Torbay (Off-street Parking)	12
Income	12
Condition	13
Security	14
Other income opportunities and alternative uses	14
Coach parking	15
6. On-street parking	16
7. Mobile Enforcement Vehicle	17
Parking outside schools	17
Parking in bus lanes and at bus stops	18
8. Economic Impact of Parking	18
Brixham Town Centre	19
9. Community Parking Issues	19

1. Introduction

1.1. In considering the Mayor's budget and savings proposals for 2015/2016, the Overview and Scrutiny Board recommended that a review of car parking be undertaken. The Mayor, in his response to the Board's report, supported the recommendation and indicated that he would be asking officers to undertake a full review covering the main issues raised by the Board. The Executive Head – Business Services was tasked with undertaking that review and this Needs Assessment sets out the findings of the review.

1.2. The objective of the review was:

“To review parking in Torbay to ensure that there is a collective understanding and consensus for the fair delivery of parking in Torbay.”

and the scope of the review was:

1. *To review all parking tariffs (including seasonal rates, special promotions, and seasonal and annual permits) and to investigate how to make payment for permits easier.*
2. *To undertake an analysis of each car park in Torbay including its usage, repair and maintenance requirements, income generation opportunities and possible future alternative use.*
3. *To analyse the effectiveness of a mobile enforcement vehicle and its likely benefit to road safety.*
4. *To review the productivity of all aspects of parking services in terms of direct income and the wider economic impact and to identify opportunities for improvement.*
5. *To understand the parking issues within communities including the impact on residential parking.*
6. *To investigate the use of technology (including the merits of pay-on-exit car parks).*
7. *To collate existing policies and strategies in relation to parking and develop a single strategy for the future of parking services in Torbay.*

1.3. The review has involved a mixture of consultation, benchmarking and desk-top research. The appropriate Executive Lead and Overview and Scrutiny Lead have been kept informed of progress throughout with regular updates to and input from the Joint Operations Policy Development Group. The Report of the Review will now be presented to the Overview and Scrutiny Board and the Mayor. It will be used to inform the production of an updated Parking Strategy which sits beneath the Devon and Torbay Local Transport Plan (2011-2026). Furthermore, the review will be used to help determine future parking tariffs.

2. Consultation

2.1. A consultation questionnaire was available online and at Council offices between 1 October and 13 November 2015. 1600 responses were received which, whilst a good response rate

for Council consultations, only represents 1.5% of the driving age population in Torbay¹. A copy of the Consultation Report is attached at Appendix 1.

- 2.2. Representatives of Community Partnerships and the business and tourism sector were also invited to attend Listening Panels and were encouraged to share their views on how they felt parking services in Torbay could be improved.
- 2.3. In addition, views were sought from schools, Council officers within the parking and highways teams and from council staff generally.
- 2.4. The views expressed during the whole of the consultation are reflected throughout this report.
- 2.5. The Council wishes to thank all those who gave their time in providing feedback to how parking services in Torbay could be improved.
- 2.6. The revised Parking Strategy which will be prepared as a result of this review will be subject to a further six week consultation prior to consideration by the Council. It is expected that the Strategy will cover a five year period (2016-2021) and will form part of the Council's Policy Framework, which the Executive Head of Business Services will operationalise.

Recommendation

Develop a single high level strategy for the delivery of parking services in Torbay with clear aims and objectives, which will form part of the Council's Policy Framework.

Create a single operational policy document and action plan that will deliver the agreed parking strategy and will include clear guidance and protocols to cover parking arrangements during events and parking for volunteers.

3. Context

- 3.1. Torbay Council operates 39 car parks across Torbay containing 7,580 car parking spaces. In addition 830 spaces on the highway are serviced by parking meters. Each year, 1.8 million pay-and-display tickets are issued for Torbay's car parks and 630,000 for on-street parking. Cash collection is undertaken daily from up to 79 out of the 205 parking machines and on-street meters.
- 3.2. Torbay Council enforces the parking regulations for both on-street and off-street parking, including the development of enforcement patrols and the provision of the appeals process. Approximately 30,000 parking penalties are processed annually.
- 3.3. The Council also manages and administers parking permits, residents parking schemes and controlled parking zones.
- 3.4. In 2014/2015, the total expenditure for Parking Services was £2,693,000 with total income of £6,314,000². Staff costs were £710,000 and £275,000 was spent on repairs and maintenance (which includes £107,000 of maintenance on pay and display machines).

¹ Based on 2013 Office of National Statistics mid-year estimates

² Source: Torbay Council Revenue Budget Digest 2014/2015

4. Parking Tariffs

- 4.1. Parking charges apply in Torbay Council’s car parks and at on-street pay and display meters on every day of the year except Christmas Day, Boxing Day and New Year’s Day.
- 4.2. The Council has three classifications of car parks: Beach, Town Centre and Leisure. Each type of car park has a different tariff regime. In addition, a different set of tariffs apply during the summer and winter periods.
- 4.3. The current parking tariffs in force in Torbay Council off-street car parks are shown in Table 1.

Daily off street parking charges					
	22nd March to 30th November (inclusive)			2nd November to 21st March (inclusive)	All year round
Time Period	Beach	Leisure	Town Centre	All areas off Street Parking	Commercial Vehicle Charges
Up to 30 minutes*		70p	70p	50p	£2.00
Up to 1 hour	£1.50	£1.30	£1.30		
Up to 1.5 hours	£2.00	£1.80	£1.80		
Up to 2 hours	£2.50	£2.30	£2.30		
Up to 3 hours	£4.00	£3.30	£3.30		
Up to 4 hours	£4.50	£4.00	£4.00	£2.00	£6.00
Up to 5 hours	£5.50	£5.00	£5.00		
Up to 24 hours	£8.00	£8.00	£8.00	£3.00	£10.00
Night time charge (6 p.m. – 8 a.m.) **	£2.20	£2.20	£2.20	£3.00	
Weekly					£38.00

*Summer 30 minute tariff only available in Brixham Central, Colin Road, Great Western, Preston Gardens, Brunswick Square, Chilcote Close, Princes Street, Shoppers and St Marychurch.

Winter 30 minute tariff only available Brixham Central, Broadsands, Great Western, Roundham, Victoria, Youngs Park, Abbey Park, Brunswick Square, Chilcote Close, Hampton Avenue, Harbour, Lower Union Lane Shoppers, Meadfoot Road, Princes Street, St Marychurch and Union Square.

** Overnight charge is only available in Brixham Central, Great Western, and Lower Union Lane Shoppers car parks (available from 5pm in Lower Union Lane Shoppers).

Table 1: Off-street parking tariffs

- 4.4. Tickets purchased in long stay car parks are transferrable to other long stay car parks on the day of purchase. (The only short stay car parks in Torbay are Lower Union Lane Shoppers in Torquay, Great Western in Paignton and Brixham Central.)
- 4.5. A further set of tariffs is in force for on-street pay and display parking with a different structure depending on whether the parking bays are classed as Prime Sites, Town Centre or Commuter and whether the summer or winter fees apply.

- 4.6. The current parking tariffs in force in Torbay Council on-street pay and display parking are shown in Table 2.

Daily On Street Parking Charges							
	23rd March to 2nd November (inclusive)		3rd November to 22nd March (inclusive)		All year round		
Time Period	Prime Sites	Town Centre	Prime Sites	Town Centre	Commuter		
					Newton Road	Magdalene Road	Lymington Road/Sands Road/ Steartfield Road
Up to 30 minutes	£1.00	£0.70	£0.20	£0.50			
Up to 1 hour	£1.50	£1.30	£0.50	£1.00			
Up to 1.5 hours	£2.20	£2.00	£1.00	£1.50			
Up to 2 hours	£3.00	£2.50	£1.50	£2.00			
Up to 3 hours	£4.00	£3.50	£2.00	£3.00			
Up to 4 hours	£5.00	£4.50	£2.50	£4.00	£1.00		£1.00
Up to 8 hours						£1.00	£2.00
Up to 10 hours					£2.00		
All day	£10.00	£10.00	£10.00	£10.00			
Night time charge*	£2.50		£1.50				

* Only available at Eastern Esplanade, Rock Walk and Torre Abbey Meadow and Sands

Table 2: On Street Parking Tariffs

Charging Regime

- 4.7. Whilst it would appear that Torbay currently has a complicated structure of parking charges, as part of this review benchmarking was undertaken with other local authorities and it became evident that Torbay is not alone in charging different rates in different car parks. The rate charged in car parks in other local authorities depends on a number of factors, not just whether the car park is classified as long or short stay.
- 4.8. 34% of those who responded to the consultation felt that one set of parking charges should apply to every paid parking place in Torbay. Whilst the comments made during the consultation indicated support for the reduced level of charging in the winter months, there were requests for more flexibility about the length of time that could be purchased in the winter.

Level of Charges

- 4.9. A comparison of off-street parking charges with neighbouring local authorities, the privately operated car parks at Princesshay, Exeter and Drake Circus, Plymouth shopping centres and

with similar local authorities in other parts of England was undertaken and the results are shown in Appendix 2.

- 4.10. Using the information gathered during the benchmarking, Figure 1 compares Torbay’s minimum and maximum summer charges and the winter charges in its car parks with the average charges from other authorities. Whilst the maximum summer charge is above the average in all cases, the minimum summer charge is at a similar level to the tariffs in the other authorities and the winter charges are lower.

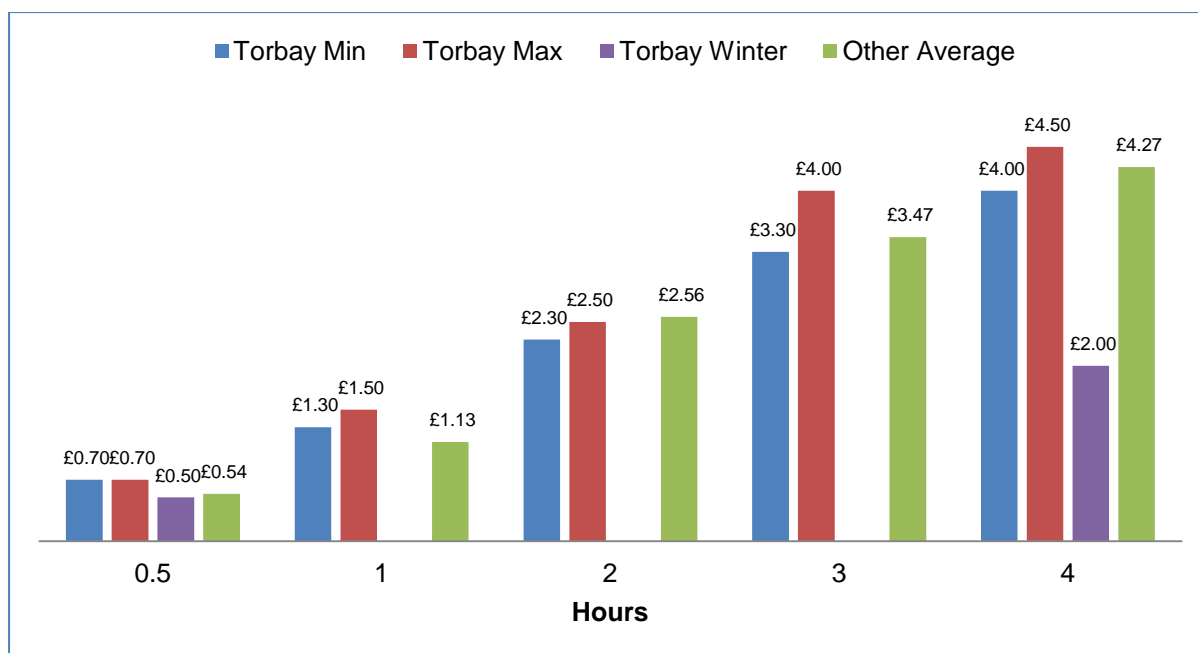


Figure 1: Comparison of car park charges

- 4.11. The overwhelming majority of respondents to the consultation questionnaire felt that both the summer and winter charges for parking in Torbay were too high (79% and 71% respectively). This is not an unexpected result. 17% felt that the summer charges were “about right” and 23% felt this way about the winter charges. The comments about parking charges were, as expected, numerous and varied. They ranged from making all parking free to providing residents with reduced parking charges. There were requests to have a scheme of charges which would make long stay parking attractive in car parks with shorter stay on-street parking more attractive. There were also a range of suggestions about how to make charges more flexible to benefit local people – both in the summer and the winter.
- 4.12. In discussing parking charges with the trade organisations during the review, there was feedback from the English Riviera Tourism Company that there were very few complaints about the level of parking charges from tourists and visitors. A representative of the business community made recommendations that charges should be based on a 50p multiplier as per the scheme operated by East Devon District Council.
- 4.13. The business representatives also highlighted the need for parking charges to be equitable across Torbay especially in being seen to support local businesses. The example was given of the different level of charges at Torquay and Brixham seafronts in the winter for residents wishing to have a coffee in the area – on-street parking at Torre Abbey Sands for an hour costs 50p whilst at Breakwater car park in Brixham it would cost £2.00 to park for one hour (although you would be able to stay for the maximum length of four hours). This is because

one area is classified as off-street (Breakwater) and the other area is an on-street area (Torre Abbey). On-street parking opportunities are limited in Brixham.

Recommendation

Off-street parking charges should be simplified and the classification of Beach, Leisure & Town Centre car parks should be replaced with either Long Stay or Short Stay.

A schedule of parking tariffs should be agreed that reflect the Council's need to grow income by 3% year on year. Consideration should be given to achieving income growth through increased use resulting from lower tariffs rather than simply increasing the charges.

Consideration should be given to fixing the schedule of parking tariffs for off-street and on-street for a number of years to create certainty, avoid public confusion and save on the cost of frequent Traffic Regulation Orders.

The policy of promotional winter parking charges should be continued between the beginning of November and the third week of March.

A selection of revised parking tariff options can be found in Appendix 3.

Methods of paying for car parking

- 4.14. Tickets for both on-street and off-street parking are purchased from ticket machines all of which currently only accept coins. As new ticket machines are bought, they are being replaced with those that require customers to enter their registration number in order to stop the loss of parking income from the transfer of tickets.
- 4.15. Off-street parking can also be paid for using the Park Mobile service allowing customers to park and either phone or use a mobile app to register where they are parked and for how long. Parking times can be extended without returning to the parked vehicle. Payment is made via the method set up when the customer first registers with the service. There is an additional charge of 30p per transaction for using the Park Mobile service which goes direct to Park Mobile (i.e. Torbay Council does not receive any additional income if customers use Park Mobile). There is no charge to the Council for the provision of the service.
- 4.16. Feedback from the consultation was that the ticket machines should be able to give out change, that the fee structure could be simplified so that finding change was easier, and that paying for longer periods of time (in particular all day parking) was inconvenient because of the need to pay with coins rather than notes or cards.
- 4.17. Pay-on-exit is available for all customers at the Harbour and Lower Union Lane car parks both located in Torquay. Pay-on-exit is effectively available in all other car parks via the Park Mobile service. Pay-on-exit was frequently requested throughout the consultation period with 60% of respondents preferring that system. However, 77% of respondents do not or will not use the Park Mobile service even though this would address the points raised about pay-on-exit and the need to find the correct change to purchase a ticket.
- 4.18. Views on the Park Mobile service ranged from not wanting to pay the transaction fee on top of the car parking fee to people not being aware of the service to not trusting technology. Those who had used the service felt that it enabled them to only pay for the time used and that it allowed flexibility over the length of stay. There were also requests that the service should be available at each pay machine both on-street and off-street (as the service is currently only provided at off-street car parks).

Recommendation

All new ticket machines should provide a facility to input vehicle registration number details to avoid the transfer of tickets. The specification of all new machines will be reviewed to ensure that card payment options are available where needed.

Pay on Exit car parks are popular and consideration should be given to providing this option at other sites such as Brixham Central, Victoria, Sheddon Hill and Beacon Quay (middle deck).

Public awareness of the Park Mobile option should be improved through better promotional activity.

Permits

- 4.19. Torbay Council currently offers ten different types of permit for its pay and display car parks as set out in Table 3. In accordance with the Council's current Parking Policy, parking permits are provided at a concessionary rate to encourage the use of off street parking when compared to the standard daily parking charge. Currently, a further 10% discount is offered for vehicles in Vehicle Excise Duty Bands A, B and C – evidence from the customer is required and a refund is then provided.

Permit Type	Coverage	Cost
Annual	Covers use in all Torbay Council car parks	£510.00
Monthly	Covers use in all Torbay Council car parks except the Harbour and Lower Union Lane	£40.00
Annual Commuter	Available for use in all of the following car parks: Shedden Hill, Torre Valley, Union Square, Colin Road, Roundham, Victoria, Breakwater and Shoalstone	£480.00
Monthly Commuter		£40.00
Annual Site Specific	Can be used in one specified Long Stay car park only (with the exception of Town Hall, Beacon Quay, Station Lane and Brixham Central)	£450.00
Monthly Site Specific		£37.50
Weekly	Covers use in all Torbay Council Car Parks except The Harbour and Lower Union Lane	£33.00
Three Day		£20.00
Off Peak	Valid 3.00 p.m. to 10.00 a.m. and covers use in all Torbay Council car parks except pay-on-exit (i.e. The Harbour and Lower Union Lane).	£50.00
Commercial Weekly	Covers use in Clennon Valley, Lymington Road, Oxen Cove, Victoria and Shedden Hill	£38.00

Table 3: Off-street Car Park Permits and Prices

4.20. Permits are also available for on-street parking as per Table 4 below:

Permit Type	Coverage	Cost
Annual	Covers use in all on-street pay and display bays	£850.00
Monthly		£80.00
Monthly Commuter	Covers use in on-street pay and display bays in Lymington Road, Newton Road, Sands Road and Steartfield Road (Not available for Magdalene Road)	£38.00

Table 4: On-street Parking Permits and Prices

Recommendation

The charges for reserved parking bays should be set on an area-by-area basis to reflect supply and demand.

The 10% discount for vehicles in Vehicle Excise Duty Bands A, B and C be discontinued.

A selection of revised parking permit tariff options can be found in Appendix 4.

4.21. The number of each type of permit sold in 2014/2015 financial year is shown in Table 5.

Permit Type	Numbers Sold
Annual – Off-street	698
Annual – Off street site specific	258
Off Peak	485
Monthly – Off street	634 (average 52 per month)
Monthly – Off street site specific	181 (average 15 per month)
Annual – On street	0
Monthly – On street	6

Table 5: Number of permits sold (2014/2015)

4.22. Permits can be purchased via the Council’s online portal or by cheque with completed application form (by person or via post). Permits are then processed and permits posted within 14 days. Weekly and three day permits are available immediately from the Connections and Harbour Offices in Torquay, Paignton and Brixham, the Tourist Information Centre in Torquay, HobNobs in Brixham , Torbay Bookshop in Paignton. The off peak permit is available at these locations as well.

Recommendation

The Executive Head of Business Services should review the points of sale for parking permits, where commission is paid to third party operators, so as to maximise the Council’s income.

- 4.23. Some guest house and hotel operators purchase permits which they then provide, at a cost, to their guests. This option is possible for any guest house or hotel although feedback from the consultation would suggest that it is not widely known about. Requests have also been made for this option to be available as “sale or return” which would move the financial risk to the Council. The monthly permits were introduced to allow annual users to spread the cost over the year. Some accommodation providers make use of the monthly permits for their visitors. This arrangement has two faults for the Council: (1) it offers an uneconomic parking rate to visitors [£1.25 to £1.33 per day compared with £4.71 per day at the weekly rate, £6.66 per day at the 3-day rate and £8.00 per day at the daily rate]; and (2) the very attractive rate allows for a mark-up or administration charge to be made.

Recommendation

Monthly permits should be discontinued once the Direct Debit option is available with weekly or 3-day permits serving the visitor market.

Parking Services should consult with tourism industry leaders to keep under review the parking needs of visitors and the availability of suitable parking permits.

- 4.24. Permits are valid for up to four vehicles which can lead to an abuse of the system. The Annual permits are paper with a hologram and monthly, weekly and three-day permits are scratch-cards. The administration of permits (including the printing and posting of permits) is through the Parking Services Team. The resources to manage this service are limited within the current budget and the process lends itself to using smarter technology and/or a multi-skilled workforce/ shared service.
- 4.25. Torbay Council has worked with local district authorities throughout Devon on procuring services jointly. There are a number of services, equipment, uniform etc. where working to procure together may result in cost efficiencies due to joint buying power. This could include permit stationery and notice and permit processing systems.

Recommendation

Only one vehicle registration number to be allowed on any permits and an administration fee to be charged to change any details on a permit.

The Executive Head of Business Services will review the options to deliver a more efficient parking permit system, including the potential for shared services and the use of smarter technology.

In addition, Torbay should continue to work with neighbouring local authorities to undertake joint tendering and procurement of parking systems, equipment and other appropriate acquisitions.

- 4.26. 233 people who responded to the consultation questionnaire said that they had a permit and gave their views. Around a third of those people were very satisfied or fairly satisfied with the cost, application process, renewal process and choice of permit. Between 10% and 15% were fairly or very dissatisfied with these aspects of permits.
- 4.27. The consultation questionnaire also sought views on why people did not have a parking permit. This included the costs of the permits, the requirement to pay for permits upfront, lack of awareness of the different permits available and the restrictions on the times when permits can be used.

Recommendation

The Executive Head of Business Services will implement different marketing techniques, including the use of social media, to promote the availability of different parking permits in Torbay.

Consideration should be given to investment in vehicle branding and advertisement to promote a positive message of the parking service as a whole (including parking enforcement).

- 4.28. The English Riviera Tourism Company (ERTC) felt that the Council's parking permits represented good value compared to other seaside resorts. However, there was some confusion amongst visitors about where they could be used as it was not always obvious who operated which car park. For example, Council car park permits are not valid in Fleet Walk or the Pavilion car parks in Torbay given that they are not Council car parks. Neither are they valid in the car parks operated by Torbay Coast and Countryside Trust. It was suggested that an integrated car park pass could be developed along the lines of the integrated Attractions and Heritage Pass. It was also requested that the current three day permit be amended to allow for the permit to be used on three non-consecutive days which would provide visitors with more flexibility when visiting Torbay and the surrounding area.

Recommendation

The Executive Head of Business Services should work with other parking providers within Torbay to explore the opportunity to introduce an integrated/transerable car park pass.

The existing 3-day permit be amended to allow it to be used on three non-consecutive days.

- 4.29. The ERTC also highlighted the general move towards a 24 hours a day, 7 days a week culture whereby customers wished to be able to purchase permits when they wanted to (probably via an online portal) rather than when a particular premises was open. In undertaking comparisons with other local authorities (especially those tourist areas elsewhere in England) there is the ability to purchase up to week long parking tickets from the machines in long stay car parks. This system is available in Torbay but only via the Park Mobile service.

Recommendation

The Council should become more commercially astute with the online sales of parking services. Available services should be easy to identify and to understand. The tariff system needs to be straightforward and the website functionality should facilitate quick payment options with the ability to follow up active interest by capturing data in the early stages of any online enquiry.

- 4.30. Torbay Council does not currently allow for annual or monthly permits to be purchased via Direct Debit whereas Isle of Wight Council, Lancaster City Council and Tewkesbury Borough Council are three examples of local authorities which do enable this payment method. Torbay Council does however allow for the payment of Council Tax, National Non-Domestic Rates (Business Rates) and harbour mooring fees via monthly Direct Debits and, in theory, other annual invoices (such as parking permits) could be paid for using this method so long as it was covered within the Terms and Conditions and the value was such that it covered the additional administration costs and the risks of non-payment.

Recommendation

The Council should introduce the direct debit option as soon as possible to allow customers to pay for annual permits and spread their costs. A small surcharge should be applicable for this service.

Other dispensations

- 4.31. The Council run a Healthcare Emergency Badge Scheme which is for those who administer care to people in need of medical or other care services in their own homes. Services such as GPs, district nurses, midwives, meals on wheels and care workers 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 an hour providing there is no loading/unloading ban in place at the location. Charges related to this scheme do not adequately cover the cost of administration and enforcement.
- 4.32. Parking Dispensation Notices are available for those who are carrying out work who require constant access to their vehicle and/or tools and who need to park for longer than the permitted stay in a limited waiting bay or on a yellow line. The cost of the Notice is £5.00 per day up to a maximum of five days plus a £5.00 administration fee. Applications can be made online using a debit or credit card and a minimum of one day's notice (Monday-Friday) is required.

5. Car Parks in Torbay (Off-street Parking)

- 5.1. As one respondent to the consultation noted:

“The simple car park is one of the main gateways into our towns and suburbs. It’s the first touch point for visitors, residents, workers and potential investors and the last touch point and experience as they leave. First impressions are critical, final impressions are lasting.”

- 5.2. Off street parking is parking that is provided in car parks. Torbay Council operates 39 car parks within Torbay – 33 are surface car parks and 6 are multi-storey. Two car parks – Lower Union Lane and the Harbour are pay-on-exit car parks. A complete list of the car parks operated by Torbay Council is shown in Appendix 5.
- 5.3. As part of this review, consideration has been given to the numbers of tickets sold in each car park, the income at each car park, the current condition survey for the car park and potential future use and/or site value.

Income

- 5.4. The total income from car parks in 2014/2015 (the last complete financial year) was £3,254,119. The detail of the split of that income between each of the car parks in Torbay is shown in Appendix 5 and on the graph in Figure 2.

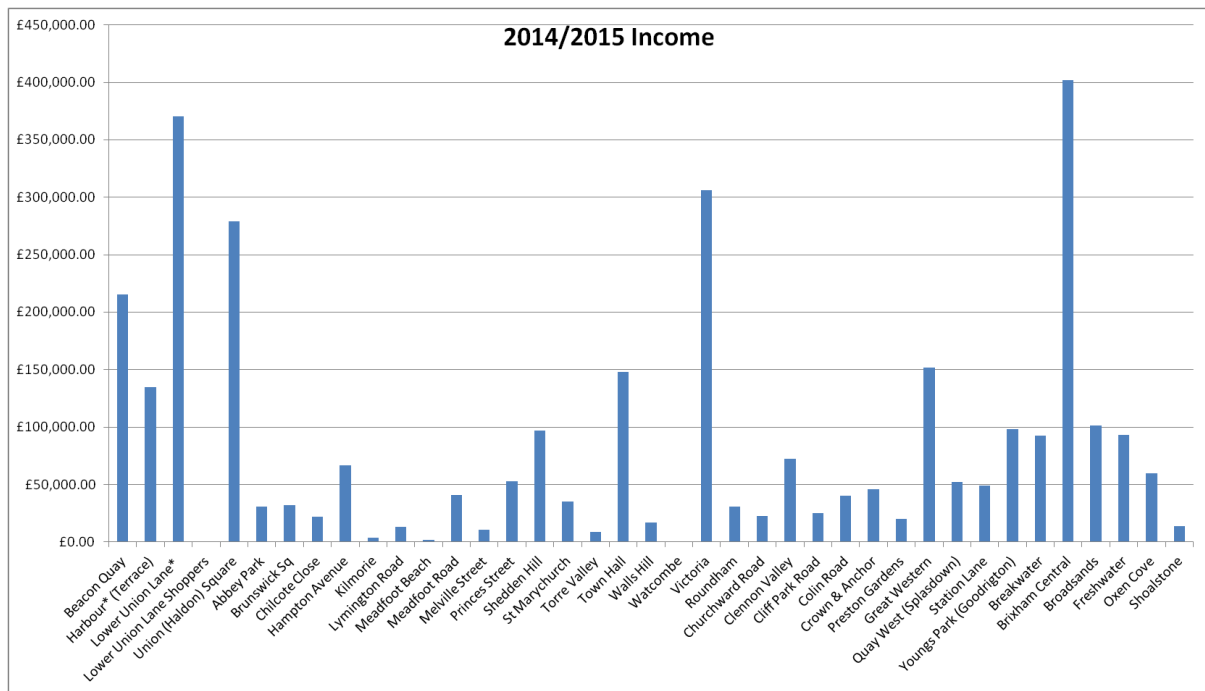


Figure 2: Car Park Income 2014/2015

(It should be noted that the income for Lower Union Lane and Lower Union Lane Shoppers have been combined; as has the income for Victoria and Victoria Coach. Watcombe car park is the only Council-operated car park which is free to use. Meadfoot Beach car park was closed for a large proportion of the year due to beach hut development work and hence the shown income level is not for the full year.)

Condition

- 5.5. As set out in the Council’s Corporate Asset Management Plan, the Council undertakes a rolling five year programme of condition surveys of all of its assets including the car parks. The condition survey identifies works based on a priority rating of 1 (urgent work to prevent immediate closure) through to 4 (long term work to prevent deterioration). Repairs and maintenance work is prioritised across all Council assets based on the condition surveys. However, the resources to undertake repairs and maintenance do not necessarily enable all works to be undertaken. One of the risks identified in the Car Parking Service Review is that there is a backlog of repairs in car parks and that this may eventually lead to a loss of income as sections within car parks, or entire car parks, may close if they are deemed unsafe for public use.
- 5.6. Responses to the consultation questionnaire showed that, in terms of the condition of the car parks, most people said that they were “neither satisfied or dissatisfied” with the cleanliness, lighting, provision of lifts and surfacing/state of repair with “fairly satisfied” being the next highest response to these points.
- 5.7. Those that were dissatisfied with Torbay Council run car parks cited the cleanliness of stairwells in the multi-storey car parks, anti-social behaviour both in surface and multi-storey car parks, reliability of the lifts and the poor signage and line marking as areas of concern. It was felt that the car parks needed cleaning and painting in order to create an environment to which people were happy to return. Comments were also made about the cost of the parking compared to the service received: *“If I’m forced to pay to park a car in a car park, I expect the facility to at least be in good repair.”*

Recommendation

The Council should set aside funding to tackle the priority repairs within car parks and embark on a programme of investment in key areas such as painting, lighting, upgraded ticket machines and line marking where appropriate to ensure that the offer remains both safe and attractive.

- 5.8. The trade organisations who took part in the consultation highlighted the poor state of the signage in the car parks and provided examples of signage in car parks operated by other Councils. Examples are shown in Appendix 6. It was felt that there needed to be a simple, clear and consistent signage. Respondents to the consultation felt that facilities could be made more attractive and claimed this would increase the use of the car parks and potentially increase income and reduce enforcement costs.

Recommendation

The signage at all car parks needs to be simplified and refreshed as soon as possible. In particular the backboards behind the ticket machines represent the point of sale and they need to be both informative and attractive so that the service is seen to represent value for money.

Security

- 5.9. Just over a third of consultation respondents were satisfied with the security within car parks with just under a quarter dissatisfied.
- 5.10. The Park Mark[®] Safer Parking Scheme is an initiative of the Associations of Chief Police Officers and is aimed at reducing both crime and the fear of crime in parking facilities. It is a national standard for UK car parks that have low levels of crime and measures in place to ensure the safety of people and vehicles. Seven of Torbay Council's car park have been awarded a Park Mark[®]. Whilst car parks undergo an assessment to determine whether they qualify for a Park Mark[®], the Council is also required to pay a membership and registration fee of £1300 per year. However, only 7% of respondents said that the scheme influenced their decision of where to park and 67% had not heard of the scheme.

Recommendation

The Executive Head of Business Services should cancel the Council's membership of the Park Mark[®] Safer Parking Scheme as a budget saving measure.

Other income opportunities and alternative uses

- 5.11. As part of the previous Productivity Improvement Programme (2010/2011), a number of income opportunities for the parking service were identified. Some of these suggestions have been considered again and residents and the business community were asked as part of the consultation for their suggestions for additional income.
- 5.12. In particular, a question was included in the consultation on whether having car washing, advertising and vendors and other business opportunities would be a good idea. The percentage of people who thought these would be a good idea ranged from 21% to 39%. But the percentage of those who said they would use these facilities only ranged from 5% to 16%.
- 5.13. Suggestions from the business community on potential alternative income streams from the car parks included the provision of 4G mobile telephone and DAB radio masts which would

also improve the services available in Torbay. The addition of solar panels was also proposed. Income is already derived from the lease of car park sites to telecommunication providers.

- 5.14. The Local Government Association's recent Corporate Peer Challenge sets out the need for the Council to drive further revenues for the Council and therefore the opportunities for further income generation within the Council's car parks will need to be part of the holistic approach to identifying income streams.
- 5.15. As part of the review, the TDA have been asked to provide its opinion on development opportunities for each of the car parks. This is a very high level position with regard to potential future use and land disposal value. It should be noted that the figures are subjective and the future viability of any scheme would affect the ultimate value of the land. These views are summarised in Appendix 5.

Recommendation

The Executive Head of Business Services should explore all opportunities for further income generation within the Council's car parks as part of wider holistic approach to identifying new income streams.

Kilmorie, Meadfoot Beach and Torre Valley car parks earn very little income and could be considered surplus to service requirements. The Council should consider alternative and/or additional use of these assets to maximise potential income.

Coach parking

- 5.16. A review of coach parking in Torbay was reported to the Transport Working Party in 2012. At that stage, it was agreed to put six coach parking spaces at Sheddon Hill Car Park in Torquay. This decision was never fully implemented and there are currently three coach parking spaces in that car park. A single representation on behalf of the Coach Drivers Information Pack indicated that the coach drivers would like to see the original decision fully implemented given the proximity of that car park to the central hotel district.
- 5.17. Income at Sheddon Hill car park has now increased (by approximately £50,000 per annum) as a result of the redevelopment of the Palm Court area. The earning capacity in that car park would benefit from the removal of the existing coach parking spaces. This would also facilitate the introduction of pay on exit (see 4.18). Lymington Road coach station has spare capacity and can provide a perfectly adequate alternative to Sheddon Hill.

Recommendation

The existing coach parking spaces in Sheddon Hill car park should be removed and converted to car parking bays so as to maximise income to the Council.

- 5.18. Feedback from the English Riviera Tourism Company in relation to coach parking was fewer coach drivers were buying permits from their outlets and that they often heard comments that they take their guests to locations where they do not have to pay parking charges.
- 5.19. Representations from the Coach Drivers Information Pack and the English Riviera Tourism Company were made about coach drop off and pick up points. These requests have been referred to the Council's highways section. Additional coach drop off and pick up points were introduced in 2012 but additional sites can still be considered.

6. On-street parking

- 6.1. Torbay Council introduced on-street pay and display machines in the town centre areas of Torquay and Paignton during September and October 2008. The locations of on-street pay and display locations are shown in Appendix 7.
- 6.2. The total income from on-street parking in 2014/2015 was £1,367,427. The detail of the split of that income between each on-street parking pay and display location is shown in Appendix 7 and on the graph in Figure 3.

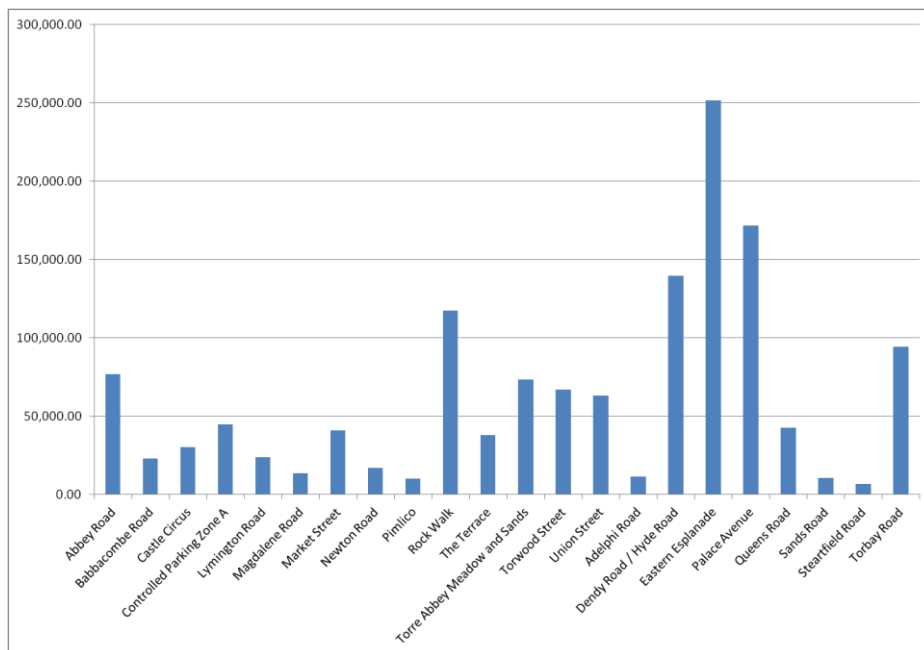


Figure 3: On-street Pay-and-Display Income 2014/2015

- 6.3. When the proposals for on-street pay and display meters were considered in 2007/2008, it was agreed that a phased approach would be put in place. Subsequently, the Council's Productivity Improvement Programme (2010/2011) identified further locations for on-street pay and display meters. It is entirely appropriate to keep these locations under review, to re-visit sites that were not pursued and to identify any new locations.
- 6.4. Likewise, decisions in the past have meant that Eastern Esplanade at Paignton is classed as highway but is shut to traffic for six weeks in the summer. This is not consistent with other areas in Torbay.

Recommendation

The Executive Head of Business Services should review all of the on-street parking meter sites that were not pursued and also identify any new locations. If appropriate and subject to any necessary consultation, additional on-street parking meter sites should be implemented.

The reasons for closing the Eastern Esplanade during the summer months have been reviewed and it is recommended that this entire site should remain open for parking.

Paignton Community Partnership should be consulted on a proposal to change the status of the Eastern Esplanade at Paignton such that it is no longer classified as a highway.

7. Mobile Enforcement Vehicle

- 7.1. The use of a mobile enforcement vehicle to enforce parking restrictions at schools and bus stops and to improve safety was agreed by the Mayor in October 2011. This was part of a range of actions resulting from the business case which was prepared following the review of parking services as part of the Council's previous Productivity Improvement Programme. However, in January 2014, it was reported to the Transport Working Party that the Mayor wished to remove the mobile enforcement vehicle from service.
- 7.2. The Local Transport Plan Implementation Plan 2011-2016 explains that "parking enforcement has successfully helped to combat delay on the transport network for all modes of transport. However, some enforcement has become difficult to solve as it requires a significant amount of resources to prevent re-offending. Three areas in particular stand out. Parking outside schools on zigzag lines, parking in loading bays and parking on bus stops. These types of infringement pose serious safety issues to school children and public transport users, forcing them into the road or to cross in front of parked vehicles. The most effective way to eliminate this kind of contravention is by using mobile camera enforcement." The Implementation Plan included as a (then) proposed scheme the purchase of a camera car to assist in the enforcement of illegal parking outside schools, in loading bays, where loading is banned and on bus clearways. (The legislation has since changed and mobile enforcement vehicles can now only be used outside schools and on bus clearways.)

Parking outside schools

- 7.3. Whilst the enforcement vehicle was not in operation for long enough to provide reliable information about collision statistics, anecdotal feedback from School Crossing Patrols has been that the vehicle provided an invaluable deterrent to poor parental parking around school entrances, especially on school zigzag markings. It is highlighted that drivers park on school zigzags and double yellow lines knowing that, unless there is a Civil Enforcement Officer in attendance, they will not be caught. The enforcement vehicle could visit more sites in a shorter time and therefore was able to enforce at more schools than any foot patrol is able.
- 7.4. The Road Safety Team state that there has been a noticeable increase in illegal and/or unsafe parking outside schools since the enforcement vehicle was removed from service and the number of complaints from School Crossing Patrols and parents regarding parking on zigzags and double yellow lines have increased. Such parking has a detrimental effect on the safety of the school crossing patrol staff, the reduced visibility meaning that they are less able to see / be seen by approaching drivers.
- 7.5. The 38 schools and academies in Torbay were invited to give their views on parking in their area with 18 schools responding. Of those, only two felt that there was not an issue with parking at their schools during drop off and pick up times with the reason given that the majority of their pupils arrived by school bus or taxi due to their needs.
- 7.6. Those schools and academies who responded to say that there were parking issues at the school cited a lack of nearby car parks, inconsiderate parking by parents/guardians and parents/guardians disregarding road restrictions. In identifying possible solutions, all those schools with parking issues felt that having a Civil Enforcement Officer or Police Community Support Officer in attendance would improve the situation. Around half of those schools also felt that a letter sent to parents/guardians reminding them of the road restrictions and the reinstatement of the mobile enforcement vehicle would help.

- 7.7. Within the general consultation, traffic and parking problems at school pick up times was the second highest (after parking charges being too high) cause of problems with on-street parking where people live, work, spend leisure time or shop. Suggestions for solutions to this issue ranged from compulsory school buses, fine people who park illegally at school gates or putting bollards on the pavement.

Parking in bus lanes and at bus stops

- 7.8. A representation was received from Stagecoach South West highlighting the effective enforcement of bus lanes and bus stops was vital to ensure the continued success of public transport in the area. The needs of people with mobility difficulties who rely on buses being able to pull up to the kerb in order to get on were also referenced. The investment in fully accessible buses is worthless if the bus can't get to the kerb. Stagecoach would support the deployment of mobile enforcement vehicles to help enforce bus stop bays, particularly in the town centres where there is the greatest volume of people and pressure on space.

Recommendation

A mobile camera enforcement vehicle should be reintroduced in Torbay to improve road safety for children outside school entrances and to reduce the road safety risks presented to public transport users. Strict operating procedures should be applied to any mobile camera enforcement vehicle to ensure that the law abiding motorist is not penalised.

8. Economic Impact of Parking

- 8.1. In March 2015, mruk research (now Breaking Blue Research) published their report which was prepared for the Welsh Government entitled "Assessing the Impact of Car Parking Charges on Town Centre Footfall". The Welsh Government had been looking to understand the evidence on the relationship between car parking charges and town centre footfall. In summary, the key findings and conclusions are:

- Parking charges are only one aspect of a complex array of factors influencing activity in town centres and it is very difficult to separate parking charges from the other factors.
- Car park charges are often perceived as the key determinant for changes in footfall levels in town centres but the available evidence is almost entirely anecdotal.
- While parking charges impact on how long people remain in the town centre, the availability of spaces is felt by visitors to be more important than cost in their overall decision about visiting.
- A "blanket" free parking strategy was generally found to not benefit the target visitors and therefore had an unexpected negative impact on footfall.
- Town centre economies are highly localised and are hyper-specific. Towns are very different economically with different factors at play across locations. Therefore parking strategies need to be tailored to local areas to maximise the impact on footfall.

- 8.2. The Portus Review on the future of our high streets (December 2011) highlighted that parking restrictions were one of the critical issues (alongside business rates, rents, planning,

delivery curfews and use classes) to be addressed in order to make doing business on the high street a more attractive and economically viable option.

- 8.3. Ms Portus observed that “in many town centres I have visited for [my] review parking has been run-down, in an inconvenient place, and most significantly really expensive.” Whilst the Portus Review recommended free parking in town centres, it also recognised that more free car parking spaces should be the privilege of local shoppers rather than workers.
- 8.4. Torbay’s Economic Strategy for 2013-2018 prioritises town centre regeneration with “Market led master-planning, dovetailing with Local and Neighbourhood Plans, to identify appropriate town centre regeneration projects for Torquay and Paignton Town Centre”. The Local Transport Plan also says that Torquay, Paignton and Brixham town centres will be “supported in their function as successful retail and leisure centres by providing a quality transport system and offering a choice of transport modes”.
- 8.5. In terms of the consultation which formed part of this review, there was an acceptance amongst some of the business community that the level of car park charges was not always out of line with charges in other local areas. It was felt that there was a perception amongst the public and some businesses that, not only were charges higher in Torbay, but that they had an adverse impact on the local economy. There was recognition from the Torbay Business Forum that the higher charges may be viewed as acceptable in Plymouth and Exeter but, given its more limited choice and range of shops and leisure facilities, they were not acceptable in Torbay. The Business Forum and the Federation of Small Businesses acknowledged that the town centres and high streets are facing a number of challenges not just the level of parking charges. Car parking is, however, part of the “offer”.

Brixham Town Centre

- 8.6. Torbay’s Adopted Local Plan (December 2015) sets out the proposals for Brixham Town Centre including the redevelopment of Brixham Central car park to provide food retail, car parking to serve the town, smaller unit shops, residential units and an improved public realm. The Plan also makes reference to an enhanced Park and Ride facility as outlined in the Local Transport Plan and the regeneration of the harbourside and waterfront areas promoted in the Tor Bay Harbour Authority Port Masterplan.
- 8.7. The Neighbour Forum is continuing its development of the Neighbourhood Plan recognising the need to balance the need to encourage trade in the town centre with creating a welcoming environment for pedestrians, cyclists and motorists.

Recommendation

Existing arrangements and future options for a Park & Ride facility at Brixham should be reviewed given the uncertain future of the Brixham Central car park and the intended strategic land use of Freshwater Quarry and Oxen Cove.

9. Community Parking Issues

- 9.1. The Council operates a number of Controlled Parking Zones (CPZs) in Torbay (including Resident Parking bays). These are areas where parking is restricted or reserved for permit holders only. The current CPZs (excluding the Resident Parking bays) are shown in Table 6.

Zone	Description	Roads Covered	Other Eligible Properties
A	Torquay Harbour	Meadfoot Lane, Road off Meadfoot Lane, Parkhill Road, South Hill Road, Torwood Close, Torwood Gardens Road, Trinity Hill.	Babbacombe Road (531, 533, 535, 537, 539, 543, 545, 551 and 553 only) Torwood Street (37,46,48, 50, 52, 54, 56, 58, 60, 62, 64 and 66 only) Park Lane
B	Glenmore Road and Parkham Road	Glenmore Road Parkham Road	Bolton Street (only those properties whose only means of access to the property is via Glenmore Road).
C	Preston	Locarno Avenue Langs Road 21 – 58 Orient Road	Torquay Road – (238, 243c, 245a, 261 and 344 only)
D	Ellacombe	Chatsworth Road Ellacombe Road Highbury Road Pembroke Road Princes Road (1 – 33 only) Queen Street Waterloo Road Wellesley Road Wellington Place Wellington Road Clifton Terrace (Braddons Hill Road East)	Berachah Road – all properties Bethel Terrace – all properties Cavern Road (2 only) Ellacombe Church Road (odd numbers 1 – 31 and even numbers 2 – 34 only) Hatfield Road (odd numbers 15 – 37 and even numbers 2 – 36 only) Princes Road (34 – 66 and Pembroke Villa only) Stentiford Hill Road (Nos. 10 & 16 only) Victoria Road (1, 5a, 5b, 61 and even numbers from 48 – 92 only) Warberry Road West (1 only) Windsor Road (3, 5 and 13 only)
E	Shiphay	Banbury Park Berkeley Avenue Berkeley Rise Cadewell Crescent Cadewell Lane (Newton Road to Water Lane) Cadewell Park Road Grosvenor Avenue Grosvenor Close Higher Cadewell Lane Littlefield Close Lloyd Avenue Oak Park Avenue Oak Park Close Rougemont Avenue Shiphay Lane Shiphay Park Road Summerfield Road	
F	Adelphi Road	Adelphi Road	

Table 6: Controlled Parking Zones in Torbay

- 9.2. Residents eligible to park within one of the CPZs can buy a resident's parking permit if they meet the following eligibility criteria:
- The usual place of residence is within the Controlled Parking Zone or the Applicant must spend at least four days and nights living and sleeping at the address for a minimum period of 13 consecutive weeks.
 - Full Council Tax must be paid on the property (with the single occupancy discount included as full Council Tax) – i.e. no discount for a second home.
 - The Applicant must be the registered keeper of the vehicle.
 - The vehicle registration document must be in the name and address of the applicant within the controlled parking zone.
 - The height of the vehicle must not exceed six feet ten inches (208.28 centimetres) and length must not exceed eighteen feet (548.64 centimetres)
- 9.3. The cost of each permit is £30 (except where 9.6 applies) with the charge being reviewed annually. This charge has never been increased. Initially up to two permits per household will be issued with a separate application form for each permit being completed. Applications for permits can be made online, in person or by post with renewals made online or by post, following the issuing of a reminder.
- 9.4. Visitors wishing to park within the CPZ are required to display a visitor permit if they wish to park during the enforcement period of the CPZ. The cost of these permits is £10.00 for a book of 10 and they are available to residents within the zone for issue to their visitors. A maximum of 10 books (100 permits) a year is provided to each property.
- 9.5. In 2009, as a result of reductions in the Council's revenue budget, a moratorium was put in place on the implementation of new, or revisions to, existing Traffic Regulation Orders (TROs) unless they are funded through capital schemes within the Local Transport Plan or by Section 106 development monies. This has led to a current backlog of over 150 requests for new or changed TROs, plus over 50 additional requests relating to CPZs. In 2012, the moratorium was temporarily lifted and a sum of £15,000 allocated as a one off to enable the Highways Service to process a number of parking restriction requests and to reduce the backlog.
- 9.6. A scheme is now in place whereby residents groups can apply for a self-funded CPZ which has a higher cost per permit for the first three years to cover the cost of implementation.
- 9.7. When established, it was expected that residents groups carry out consultation in their area, agree a scheme and gain the support of their ward councillors. The permit costs have been calculated assuming that all of the permits would be sold. However, in practice, the Highways Services have been drawn into lengthy and drawn out discussions with residents, especially in areas where one group of residents is in favour of a CPZ and another group is against it. And whilst the Council tries to manage residents' expectation in terms of enforcement of the CPZ, residents' aspirations are always much higher than what is possible especially where resources are greatly reduced and enforcement priorities change.
- 9.8. In terms of on-street parking, comments suggested that there were too many restrictions and this was particularly highlighted in relation to the roads around Torbay Hospital where it was a common misconception that on-street parking was restricted to residents only. However, the CPZ for this area is such that you only require a Parking Permit to park

between 10.00 a.m. and 11.00 a.m. – this was put in place to prevent all-day on-street parking by those working at the hospital.

Recommendation

A set of revised criteria should be introduced to cover the promotion and implementation of a CPZ (including Residents Parking bays). The Council needs to properly manage the realistic expectations of residents who do not benefit from their own off-street parking. Controlled Parking Zones should only be recommended for implementation by professional Council officers. Charging for CPZ parking permits should reflect the whole life cost of any scheme and should aim for full cost recovery (administration, design (including any costs where works may be undertaken by a third party), signs, lines, enforcement, etc.)

All existing CPZs should be reviewed and any inappropriate schemes should be revoked.



Review of Parking Services Consultation Report December 2015

Method	Number of questionnaires
Total on-line responses	1378
Total paper responses	222
Total	1600



CONTENTS

1. Introduction	3
2. Methodology	3
3. Summary of results	3
4. Results	4
5. Conclusion.....	Error! Bookmark not defined.20

1. Introduction

Torbay Council is undertaking a review of its Parking Service to help identify what local people want from this service and understand how we can best deliver it.

The opinions of residents, business owners and visitors to Torbay and this survey are an important part of that process.

These results will be included within the review, which will then be used to develop a parking strategy for the future delivery of Parking Services. This strategy will provide a framework for future operational decisions about the service.

2. Methodology

This survey was open between 1 October 2015 and 13 November 2015. An on-line survey was published on the Torbay Council website and a paper version was made available in Torbay Libraries, Connections Offices and Harbour Offices. It was promoted via the council's social network profiles and in the local media. Some questions allowed respondents to make written comments. These comments have been categorised into popular themes for each of the questions and a selection of comments from each theme have been used for this report. All comments received as part of this survey have been forwarded to the relevant service area.

3. Summary of results

- The vast majority of people that responded to the survey stated they were users of car parks, 89.9%. They were followed by users of on street parking at 69.0%.
- Most respondents felt that summer and winter parking charges are too high, 78.5% and 70.7% respectively.
- Over half of respondents have not heard of the Park Mark safer parking scheme award. Nearly a quarter said that Park Mark did not influence their decision to use a car park.
- 60.7% of respondents preferred the Pay on exit system when using a car park.
- Just over three quarters of respondents (76.7%) stated they don't and will not use the Parkmobile service.
- The top three problems with on street parking identified by respondents were: Parking fees too high (55.6%), traffic / parking problems at school pick up times (50.9%) and pavement obstruction (45.6%).
- Those who did and did not think enforcement would address the on street parking issues identified in the survey were almost evenly matched. 41.2% saying yes and 39.8% saying no (1.4% difference).
- The 2013 Office of National Statistics mid year estimates tell us there is a population of 132,075 people in Torbay and of those, 110,252 people are aged 16 or over (Of driving age including . 1.5% (1600) of this age group has responded to the survey.

4. Results

1. Are you responding as:

	Number	Percent
A resident of Torbay	1425	89.1%
A retired person	368	23.0%
A worker in Torbay	321	20.1%
A business in Torbay	151	9.4%
An organisation in Torbay	39	2.4%
A visitor to Torbay	69	4.3%
No response	5	0.3%

This was a multi-choice question. 1595 people responded to this question. Percentages have been calculated using the total number of respondents to the questionnaire (1600).

2. Are you?

	Number	Percent
Male	779	48.7%
Female	794	49.6%
No response	27	1.7%
Total	1600	100%

3. Which of the following age groups applies to you?

	Number	Percent
16 – 24	62	3.9%
25 – 34	169	10.6%
35 – 44	243	15.2%
45 – 54	326	20.4%
55 – 64	377	23.6%
65 – 74	315	19.7%
75+	98	6.1%
No response	10	0.6%
Total	1600	100%

4. Do you consider yourself to be disabled in any way?

	Number	Percent
Yes	196	12.3%
No	1390	86.9%
No response	14	0.9%
Total	1600	100%

4a. If yes please tell us how it affects you.

	Number	Percent
It affects my mobility	160	10.0%
It affects my vision	17	1.1%
It affects my hearing	22	1.4%
It affects me in another way	44	2.8%
No response	1406	87.9%

This was a multi-choice question. 194 people responded to this question. Percentages have been calculated using the total number of respondents to the questionnaire (1600).

5. What is your postcode?

	Number	Percent
TQ2	334	20.9%
TQ3	313	19.6%
TQ1	301	18.8%
TQ5	294	18.4%
TQ4	218	13.6%
Out of area	34	2.1%
No response	45	2.8%
TQ12	31	1.9%
TQ13, TQ14	10	0.6%
TQ6, TQ7, TQ8, TQ9	9	0.6%
EX	6	0.4%
PL	5	0.3%
Total	1600	100%

6. How do you interact with Torbay Council Parking Services?

	Number	Percent
User of car parks	1438	89.9%
Resident in a Controlled Parking Zone	87	5.4%
Received Penalty Charge Notice (in last 12 months)	168	10.5%
Registered Blue Badge Holder	103	6.4%
Permit Holder	187	11.7%
User of on street parking	1104	69.0%
Other	96	6.0%
No response	20	1.3%

This was a multi-choice question. 1580 people responded to this question. Percentages have been calculated using the total number of respondents to the questionnaire (1600).

6a. Other

This question allowed respondents to make written comments. These comments have been categorised into popular themes. A selection of comments from each theme has been used to show the spectrum of responses to this question.

Category	Comments made by respondents
Other	<p><i>"I don't go town because you have killed it"</i></p> <p><i>"I sometimes report poor parking practices to the Council."</i></p> <p><i>"Property owner on a very busy road"</i></p>
Car Parks / On Street	<p><i>"Have to use parking meters as can't get to go where I need to, if I don't."</i></p> <p><i>"Customers use council car parks"</i></p>
Blue Badge / Disabled	<p><i>"I have a wheelchair friendly car and often take disabled people out "</i></p> <p><i>"A disabled person with nowhere to park near my home because the council keeps ignoring my request for a disabled parking space"</i></p>
Permits	<p><i>"I'm a district nurse and have a working permit."</i></p> <p><i>"Private car park permit, a lot cheaper than council."</i></p>
Private Parking	<p><i>"Reserved space for apartment"</i></p> <p><i>"Off road parking on my property."</i></p>
Business	<p><i>"Business relying upon tourists being able to park in Brixham"</i></p> <p><i>"Access to business for customers and clients"</i></p>

Controlled Parking Zone	<i>"Frequent visitor to vulnerable elderly relative in controlled parking zone"</i> <i>"I own a holiday let within a CPZ (Torquay Harbour). I don't drive myself."</i>
Free	<i>"I like to park for no or low charges when visiting and supporting the town and local businesses"</i> <i>"Park on street in free to park areas"</i>
Work	<i>"Torbay hospital staff"</i> <i>"Work as police community support officer often called to parking issues/disputes"</i>
Community Facilities	<i>"I park my car when visiting my boat in the Inner Harbour"</i> <i>"Need parking provision at reasonable rates for audiences attending shows at Brixham Theatre"</i>
Walk / Bus	<i>"We walk or bus as parking is difficult"</i>

7. The income from parking charges is used to support a range of services that the Council provides. In light of this, do you think the current parking charges are:

	Summer Charges		Winter Charges	
	Number	Percent	Number	Percent
Too high	1256	78.5%	1131	70.7%
About right	276	17.3%	364	22.8%
Too low	6	0.4%	4	0.3%
Don't know	42	2.6%	48	3.0%
No response	20	1.3%	53	3.3%
Total	1600	100%	1600	100%

8. The Council currently has different charging tariffs for different types of parking e.g. town centre, leisure areas and beaches, for on and off street parking, as well as long and short stay options. Would you prefer to have a set of charges based on:

	Number	Percent
Location of parking facility	113	7.1%
Duration of stay - long stay and short stay options	372	23.3%
A combination of the above	428	26.8%
One set of charges for every paid parking place across Torbay	549	34.3%
Other	110	6.9%
No response	28	1.8%
Total	1600	100%

8a. Other

Category	Comments made by respondents
Free	<p><i>“All parking charges should be minimal or free, the predatory nature of the parking wardens should be stopped, as they drive and have driven shoppers away from our Town centres. Please do not under estimate this point of view, it is factual.”</i></p> <p><i>“I try where ever possible not to pay for parking, as I already feel am already paying enough through Rates, RFL, Insurances and prefer to shop where Parking is free. Parking charges are just another tax on the family or business.”</i></p> <p><i>“The businesses would thrive if there were no charges but time limits applying in the town centres.”</i></p> <p><i>“We already pay council tax so parking should be free. Why do you try doing what Exeter have done and put solar panels over some parking area to generate an income? Parking charges are just sending people out of the town. I rarely go into town now, I'd rather buy online.”</i></p>
Shopping / Town Centre	<p><i>“It's no wonder that Torquay looks like a ghost town. We need to help people to come into the town centres, spend money and encourage businesses to take over the empty shops. This used to be a vibrant town, it's run down, dismal and dingy now. It puts me off going into town knowing I have to pay for parking and hunt for a space especially when taking my disabled friends out”</i></p> <p><i>“Still have parking charges in car parks based on location. But do away with charges for on street parking as since the advent of parking meters the amount of footfall in most local businesses has probably halved, which is killing the town centres. It is impossible to compete with supermarkets who have free parking. Local businesses would just like a level playing field.”</i></p> <p><i>“Why are you still charging to park on a Sunday ..? Newton Abbot encourages free parking and the town is thriving unlike run down Torquay”</i></p>
Residents	<p><i>“Rate payer discount & visitors paying more”</i></p> <p><i>“Torbay residents should have much reduced parking fees in the winter and some yellow lines should be suspended off season. We have no access to the sea front, harbour, etc in the summer and cannot afford it in the winter. This is wrong!”</i></p> <p><i>“I believe that all residents (Council Tax and Business Rate Payers) should be offered season tickets at a discount (say £50 p.a.) to help locals support local shops and businesses all year round. Ad-hoc usage charges should then only be paid by visitors or people who do not use the car parks very often and for whom a season ticket would not be economic.”</i></p>

<p>Timing</p>	<p><i>“A low charge in multi storey car parks for all day parking, to encourage their use, a higher band for other car parks on an hourly basis, and the same pro rata charge for on street bays, but in half hour sessions to encourage short stays and a turn over of spaces. All prices should be easy to understand, and simple to find change for, such as 50p for half an hour, and £1 for one hour”</i></p> <p><i>“I don't think the parking fees after 6pm are unfair. There's only the option of the night time rate, which is expensive. There's no way of only purchasing half an hour or an hour. Bit naughty if you only wanting to have a short walk and you have to pay until 8am the next morning....”</i></p> <p><i>“Long stay tickets valid in all car parks so visitors who move around are only hit once. On street parking in shopping areas should have max of 45 minutes so a person can nip in to one shop, longer stays should be in car parks”</i></p>
<p>Other</p>	<p><i>“Reduce charges for boat owners parking near harbour”.</i></p> <p><i>“Minimal charges with no profits.”</i></p> <p><i>“There are too many restricted and metered parking spaces. I won't even go shopping in Torquay anymore because I have to park too far away to get unrestricted free parking. Also, I feel very strongly about the restricted residents only parking near to the hospital. These roads are totally empty and it is wasted valuable space. The residents have plenty of off road parking, some have enough space for 4 cars, and yet as a road tax payer, I cannot park there. This kind of restriction simply moves the problems further away to areas where residents have even less parking outside their homes. I can't afford to pay for metered spaces, and will always park miles away to avoid these charges”.</i></p>
<p>Visitors</p>	<p><i>“Note well the surveys on parking provided by multitude of visitors. Have a plan that can differentiate between visitors, residents and workers”</i></p> <p><i>“Free parking for people of Torbay. Sting the holiday makers with parking charges.”</i></p>
<p>Summer / Winter</p>	<p><i>“I would love too see a residents permit in place to cover us during the summer periods, I still take my family to the beaches and recreation areas, but I find the parking fee too much for the areas during summer. A price difference in the summer that impedes local people could be levelled out by the use of a local permit holder badge.”</i></p> <p><i>“The option in winter for very short stays for minimal cost i.e. parking near dog walking facilities to allow a half hour slot for 50p for the purpose of local residents walking dogs, particularly beaches such as Broadsands / Goodrington”</i></p>
<p>One set of charges</p>	<p><i>“I cannot agree to the above because if I click "one set charge" which I think it should be, I believe you would choose one set price but it would be a high one. Could you prove that you're not just interested in making the most money you possibly can by ripping people off? A fair price across Torbay would be great. People are certainly unhappy about the current situation, including myself.”</i></p>

9. Would you support parking incentives provided by local businesses? E.g. a proportion of the parking charge refunded to you by businesses if you spend over a certain amount at their business?

	Number	Percent
Yes	809	50.6%
No	580	36.3%
Don't know	192	12.0%
No response	29	1.2%
Total	1600	100%

Permits

The council offers a range of different types of parking permits: A Health Emergency Badge for workers in the health and care sector in Torbay, Parking Dispensation Notices for trades people or contractors, Controlled Parking Zone permits and various other on and off street parking permits e.g. A three day permit, monthly site specific permits and a £50 off peak annual permit.

10. If you do not have a parking permit, please tell us why.

Category	Comments made by respondents
Restrictions	<p><i>"The £50 annual permit is too limiting as there are times when we want to park when it is not off peak. We would pay the £50 if there were less restrictions."</i></p> <p><i>"The times of the peak permit are not within my hours of work. I am not an emergency worker"</i></p> <p><i>"Too many restrictions on where and when it can be used"</i></p>
Disabled	<p><i>"Wife has one with her blue badge"</i></p> <p><i>"I do not need one enough to pay. I have never applied for one on account of my disabilities but I may try."</i></p>
Don't need one	<p><i>"Do not need one where I live and do not use car parks enough to warrant a permit."</i></p> <p><i>"I don't have problems parking"</i></p> <p><i>"I don't need one. Parking where I live is only difficult when the football is on."</i></p>
Have an alternative / avoid paying	<p><i>"I do not require one and I general walk or catch the bus/ ferry"</i></p> <p><i>"I hate paying parking charges and would park elsewhere and walk"</i></p> <p><i>"I avoid using council parking places when I can and opt to shop out of town where the parking is free."</i></p>

Don't use car parks enough	<p><i>"Don't use car parks enough to need one"</i></p> <p><i>"I try to avoid Torbay car parks"</i></p>
Can't afford it / too expensive / not worth it	<p><i>"Because I have not found one that is economically viable for me"</i></p> <p><i>"Do not consider it cost effective"</i></p> <p><i>"It's still far too expensive. Residents should get free parking"</i></p> <p><i>"Too expensive"</i></p>

11. If you do have a permit please give your views on:

	Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied		Don't know	
	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%
Cost	78	4.9%	80	5.0%	57	3.6%	24	1.5%	39	2.4%	40	2.5%
Applica-tion Process	86	5.4%	77	4.8%	53	3.3%	20	1.3%	23	1.4%	47	2.9%
Renewal process	81	5.1%	68	4.3%	51	3.2%	14	0.9%	30	1.9%	61	3.8%
Choice of permit	77	4.8%	62	3.9%	65	4.1%	25	1.6%	25	1.6%	53	3.3%

433 people responded to this question. Percentages have been calculated using the total number of respondents to the questionnaire (1600).

12. If you are dissatisfied, please tell us why below.

Category	Comments made by respondents
Cost	<p><i>"For a local resident business, to have no dispensation is not acceptable, as a user of car parks throughout the summer running a business it's a very high percentage of my annual running costs. Being an angling business my customers gripe about the charging fees all the time, when they visit other ports around the UK we are the most expensive... BY FAR... Sometimes treble Somerset's car parking charges."</i></p> <p><i>"Yearly permit very expensive and should cover limited parking in metered bays."</i></p>

	<p><i>"Parking charges have been put up as a result of Govt. reductions in local govt. expenditure and are being used as a main source of income. Higher charges don't help the growth of the local economy and discourage holiday makers from staying in Torbay when cheaper alternatives are available outside of the bay."</i></p> <p><i>"Having to pay £80 to park on my own Road is utterly disgusting"</i></p>
<p>Administration / Enforcement</p>	<p><i>"I chased application after 4 weeks to be told that it will be processed at the end of the week (5 weeks to receive a permit!!!); a service that I pay for!! To park outside my house. On confirmation email, I was told it would arrive within 14 days. And I did not receive an apology. Also, due to parking restrictions, many neighbours are reduced to parking in their gardens with is also reducing street parking so they can get access to their vehicles."</i></p> <p><i>"Penalty paid last year on, what I believed, and still believe are totally ambiguous instructions and guidance on the pay booth."</i></p> <p><i>"Process to apply too long winded would like to just pop in to an office and do it in person"</i></p> <p><i>"The new Winter charges are unfair on local residents who do not wish to stay for four hours or travel around Torbay. A short stay option should be re-introduced. The notices on the ticketing machines are confusing as they suggest that you should pay £3.00 for any time early am up to 10.00am!?"</i></p>
<p>Other</p>	<p><i>"Permits should be scrapped as these are just revenue by unfair tax to the motorist. Regulations governing parking prohibitions should be scrapped."</i></p> <p><i>"You have destroyed our beautiful Torbay with your yellow lines parking meters and parking fines. We are a holiday resort and should be far more car friendly to our holiday visitors and more respectable to Torbay residents."</i></p> <p><i>".....Local services should be paid for out of the taxes we already have to pay. Why is it the motorist has to supplement the council's income, it is totally unfair that the motorist always ends up paying for everything by road tax, fuel duty, VAT, parking charges and fines."</i></p>
<p>Suggestions for improvement</p>	<p><i>"I Would like to see a concession cost for workers (who should be considered as essential employees in the town) as free parking is not always available at the business. I would also like to see a monthly direct debit option when paying for the permit for a year. Applying for a monthly permit each month is just a hassle."</i></p> <p><i>"Roundham Park charges too high for what is an empty car park. If this was cheap we could offer passes to staff and make road side parking a lot easier in the area"</i></p> <p><i>"The permit should be for on-street parking as well as pay and display parking."</i></p>
<p>Town Centre</p>	<p><i>"My belief is that the charging cost and structure discourages visitors and locals alike. I also believe it has driven many businesses out of the town, thus decreasing revenue for the local economy."</i></p>

	<p><i>“Too many privately run sites. Charges and charging periods do not incentivise town shopping. E.g. free after 4pm. Parking is seen as purely revenue generation for LA or private companies rather than attracting spending elsewhere. Payment methods for most car parks are outdated and inconvenient. Charging by barrier exit time would be fairer. Having returned to the bay after a 23 year absence it is patently clear why we no longer have a vibrant town centre.... There is no incentive to shop or visit given the short sighted approach to parking charging methods. Such a shame.”</i></p>
<p>Concessions / Free</p>	<p><i>“Think you should have a local residents parking permit for summer and it should be free in the winter would bring a lot of trade to the towns as more likely to go if it’s free to park.”</i></p> <p><i>“Way too much controlled parking. This should only be in areas in the immediate vicinity of town centre shops. Should be free to park near beaches, beauty spots, train stations etc to encourage people to use them.”</i></p>
<p>Residents Parking</p>	<p><i>“Despite paying £30 a year for a permit I am rarely able to park close to home. We are the only area that has 3 hrs non resident parking. It used to be 2hrs and was changed without any consultation with residents. Why not have permit holders only or pay at meter as we are so close to the shops?”</i></p> <p><i>“I opposed the introduction of resident parking permits and still do. More unnecessary bureaucracy when costs should be cut. A "make-work" scheme if ever their was one. Hugely inefficient - office unable to deal with renewals or requests for visitors permits in under 2 working weeks! Poor website, more streets cluttered with signs etc. etc.”</i></p>
<p>Spaces</p>	<p><i>“The biggest dissatisfaction is as a business watching potential customers drive into the town centre, Oxon cove or breakwater car parks, not find a space then drive out of Brixham in frustration not having spent any time or money there.”</i></p> <p><i>“Too many permits sold for not enough spaces. This is exacerbated during the summer season when temporary permits are issued to holiday makers.”</i></p>

13. Please tell us if you're satisfied or dissatisfied with these aspects of Council run car parks:

	Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied		Don't know	
	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%
Directional signage within car parks	131	8.2%	607	37.9%	483	30.2%	111	6.9%	56	3.5%	74	4.6%
Payment machine operation	130	8.1%	603	37.7%	487	30.4%	113	7.1%	58	3.6%	72	4.5%
The clarity of payment information	120	7.5%	488	30.5%	395	24.7%	294	18.4%	164	10.3%	64	4.0%
Opening hours of the car parks	175	10.9%	594	37.1%	452	28.3%	116	7.3%	86	5.4%	89	5.6%
Provision of spaces for mother / child	82	5.1%	175	10.9%	412	25.8%	136	8.5%	120	7.5%	568	35.5%
Provision of spaces for disabled people	104	6.5%	213	13.3%	391	24.4%	101	6.3%	100	6.3%	581	36.3%
How clean and tidy the facilities are	67	4.2%	439	27.4%	486	30.4%	263	16.4%	213	13.3%	57	3.6%
Lighting	77	4.8%	491	30.7%	501	31.3%	245	15.3%	124	7.8%	83	5.2%
Provision of lifts	69	4.3%	408	25.5%	496	31.0%	185	11.6%	122	7.6%	227	14.2%
Surfacing / state of repair	43	2.7%	364	22.8%	572	35.8%	254	15.9%	175	10.9%	114	7.1%
Security within car parks	72	4.5%	481	30.1%	512	32.0%	236	14.8%	156	9.8%	67	4.2%

1554 people responded to this question. Percentages have been calculated using the total number of respondents to the questionnaire (1600).

14. If you are dissatisfied with Torbay Council run car parks, why is that and what improvements would you like to see made?

Category	Comments made by respondents
Cleanliness	<p><i>“Cleaner and certain car parks could do with drains sorting.”</i></p> <p><i>“I think the stairwells, especially in the Torquay ones are very dirty and I feel I can't hold onto the handrail as they always look very sticky.”</i></p> <p><i>“Keep them clean and tidy at all times - especially important for visitors but for residents too”</i></p> <p><i>“Stairways need to be washed to remove smell or urine in several car parks. These areas feel dirty and threatening.”</i></p>
ASB / Lighting / Security / Safety	<p><i>“Lower Union Lane car park is a haven for drunks and drug addicts - particularly the stair well at the McDonalds end. I personally now choose to avoid the used syringes, puddles of urine and abusive language by using an alternate car park. It must be such a lovely 'Welcome to Torbay' when visiting families use these steps to get into the town centre!!!”</i></p> <p><i>“More security especially in dark mornings and evenings. I never see any security when I park in town and feel quite vulnerable at times.”</i></p> <p><i>“My local car park just seems to be used as a leisure facility for the local youths - including being a football pitch and general dumping ground for their litter.”</i></p> <p><i>“.....some aren't lit at all and some are so poorly lit you can barely see where you are walking. It is very dangerous and unappealing.”</i></p>
Maintenance	<p><i>“Lifts need maintaining better. I hate getting in the ones by BHS as they are constantly breaking down and quite often both are out of order”</i></p> <p><i>“They are in a state of poor repair and the lifts are often running at reduced capacity, if I am forced to pay to park in a car park I expect the facility to at the least be in good repair.”</i></p> <p><i>“.....The car park surface is very poor, the spaces are poorly marked and the yellow box areas are either worn away or non-existent. The multi-storey car park which existed previously was allowed to fall down through lack of maintenance and things have gone from bad to worse since. It is about time that some of the revenue from the Brixham Town Centre car park is used to improve the surface and the markings for the parking spaces and lanes at the very least. At best, a new multi-storey car park should be built.”</i></p>
Cost	<p><i>“Because you charge too much money! Locals shouldn't have to pay the price you charge the tourists during the summer months. It discourages use of our towns, leisure facilities and natural walking areas.”</i></p> <p><i>“I live and work in the bay and try to support the local economy but you are now pricing me out of the bay and charges in winter make me go to Newton Abbott. Take away winter changes. Stop jumping after 2 min to book people give them grace.”</i></p>

	<p><i>"The charges need to be lowered and in uniform across the bay. The charges are ridiculous and stop people from using facilities such as the town or the local beach or attractions as the parking costs a fortune."</i></p>
<p>Technology / Payment Machines</p>	<p><i>"With the Evening parking charges it is not apparent that you have to push the yellow button before payment, machines should be programmed to recognise the times....."</i></p> <p><i>"I would like to see machines that dispense parking time according to the amount you pay in rather than for set time, so that if you don't have correct change or only stopping for short period you don't get overcharged. Payment information notices should be reviewed by a panel of members of the public for clarity and common sense before they are put on display."</i></p>
<p>Change</p>	<p><i>"I object to the fact that most of your machines do not give change."</i></p> <p><i>"Machines should give change in this day & age"</i></p> <p><i>"The fact that costs are high and no change is given is really frustrating. Many other car parks and any service and business wouldn't be used if they didn't provide change. The fact that you don't provide change amounts to laziness at best and dishonesty at worst. Stop skimming the money on top of your already high charges!"</i></p>
<p>Pay on Exit</p>	<p><i>"I think generally a payment on exit is best and fairest system"</i></p> <p><i>"I would prefer to pay on departure - then there is no panic to get back before time runs out - also no overpaying if driver stays less time than paid for - this once again applies to beach or beach hut parking....."</i></p> <p><i>"It would be so much better if you paid on exit, this would give you the opportunity to wander a bit more, maybe have a coffee/lunch and not worry about having to race back to get your car. This also works better if you are popping in for a couple of things, pay for what you use makes more sense."</i></p>
<p>Other</p>	<p><i>"I have spotted on many occasions people using disabled bays without the blue badge - this could be better monitored and people prosecuted. It is impossible for me to walk further than those bays."</i></p> <p><i>"Park and ride would make for quieter more relaxing town centres, and allow space for other usage of many sites"</i></p> <p><i>"More emphasis on the provision of an amenity less on raising cash to subsidise other council activities"</i></p>
<p>Markings / Signage</p>	<p><i>In Brixham, better signage to the long-term car parks. Less complicated rules e.g. you can buy a ticket for four hours but only stay in the central car park for three.</i></p> <p><i>"The painted lines in some of the car parks are difficult to see in the dark or when it is raining due to lack of repair. Car park spaces could be bigger as cars have become wider. This would help avoid carelessness when people open their doors. I know the council has disclaimers saying parking is at your own risk but when the space provided is so small that it is a struggle to get out easily, I consider this to be the councils fault as I am not allowed to take up any more room. This has in the past prevented me from using a parking space."</i></p>

Space Allocation	<p><i>“Not enough parent & child, too many disabled spaces (there always seem to be so many empty), not enough patrol to stop people parking in parent & child spaces when they don’t have children. Disabled badge holders should not be allowed to park in them either!!!!”</i></p> <p><i>“Not enough spaces for disabled badge holders in smaller car parks.”</i></p> <p><i>“There are very few disabled spaces in car parks in comparison to the number of mother and child and normal bays”</i></p> <p><i>“Too many mother child and disabled spaces!”</i></p>
Reduction / Free	<p><i>“I would like to see shorter parking times at cheaper prices offered at beach car parks during the winter for dog walking. E.g. 30 minutes for 50p 1 hour for 80p”</i></p> <p><i>“Lower rates for residents, especially in summer”</i></p> <p><i>“I think parking in sites like beach side car parks/remote car parks which have low revenue from under utilisation should be much reduced out of season or at weekends to encourage recreational use? I think higher car park charge rates do influence and discourage shopping in the centres. Treating car parking as an opportunity to obtain revenue rather than provide an amenity to encourage visits to the town centres is self-defeating. Higher usage at lower rates could provide a more productive outcome for revenue.”</i></p>

15. Do you think it is a good idea if these services / facilities were available in car parks to increase revenue? Would you use them?

	Good Idea		I would use	
	Number	Percent	Number	Percent
Car Wash	592	37.0%	258	16.1%
Advertising	622	38.9%	78	4.9%
Vendors	346	21.6%	117	7.3%
Food & drink / other business opportunities	488	30.5%	195	12.2%

This was a multi-choice question. 924 people responded to this question. Percentages have been calculated using the total number of respondents to the questionnaire (1600).

16. Does the Park Mark - safer parking scheme award, influence your decision to use a car park?

	Number	Percent
Yes	106	6.6%
No	375	23.4%
I have not heard of it	1076	67.3%
No response	43	2.7%
Total	1600	100%

Technology

Two car parks in Torbay are pay on exit car parks - these are ticketless and use automatic number plate recognition (ANPR) technology. At the other Pay and Display car parks there is the facility to pay for your parking by phone with the Parkmobile service, using a credit or debit card for an additional fee of 30p. This means drivers have the option to pay on exit at all council run car parks.

17. Which payment system do you prefer?

	Number	Percent
Parkmobile	59	3.7%
Pay on exit	971	60.7%
Pay and display	377	23.6%
No preference	160	10.0%
No response	33	2.1%
Total	1600	100%

18. Do you or will you use the Parkmobile service?

	Number	Percent
Yes	280	17.5%
No	1227	76.7%
No response	93	5.8%
Total	1600	100%

18a. Please tell us why you gave the above answer.

Category	Comments made by respondents
Why pay more?/ Extra charge	<p><i>"YOU want to charge ME for using a system that saves YOU money. You're havin' a laugh!"</i></p> <p><i>"Why should a service cost more just because it's appropriate in 2015 technology terms"</i></p> <p><i>"Why pay extra unless you really had no other option"</i></p>
Haven't heard of it	<p><i>"I have absolutely no idea what this is ?????? How can you be mobile if you're parked?"</i></p> <p><i>"Never heard of Parkmobile"</i></p> <p><i>"No knowledge of this scheme"</i></p>
No phone / rarely used	<p><i>"I seldom use my mobile".</i></p> <p><i>"Phone that I have is not capable"</i></p> <p><i>"You expect everyone to have a phone what about elderly?"</i></p>

Security Concerns/ Trust	<p><i>"Don't trust that I won't get a penalty because of an error or mistake"</i></p> <p><i>"Unsure of the technology involved"</i></p> <p><i>"Don't have a mobile phone and anyway would not want to leave my card details on these sites"</i></p> <p><i>"Wary of fraud and system failure."</i></p>
Time consuming / Complicated	<p><i>"It is hopelessly long and complex to pay by card"</i></p> <p><i>"System is awkward to use, tried to use once and it recognised my reg wrong, haven't bothered since....."</i></p> <p><i>"The effort exceeds the outcome."</i></p> <p><i>"Tried to use it. Twice. Couldn't get a connection."</i></p>
Convenient	<p><i>"It is quite logical - not everyone has change!"</i></p> <p><i>"Stops me being late for my car, can stay in town longer if I want."</i></p> <p><i>"You only pay for time used"</i></p>
Other	<p><i>"There are no telephones in the car parks"</i></p> <p><i>"We often have heavy equipment to carry"</i></p>

19. Please tick if you have noticed any of the following are problems with on street parking where you live / work / spend leisure time / shop

	Number	Percent
Pavement obstruction	729	45.6%
Parking on verges causing damage	503	31.4%
Large commercial vehicles	496	31.0%
Heavy parking due to business users / workers	538	33.6%
Traffic / parking problems at school pick up times	815	50.9%
Parking fees too high	889	55.6%
Heavy parking due to community facilities e.g. Doctors Surgery or Dentist.	482	30.1%
Residents parking zones	353	22.1%
Other	145	9.1%
No response	144	9.0%

This was a multi-choice question. 1456 people responded to this question. Percentages have been calculated using the total number of respondents to the questionnaire (1600).

19a. Please tell us why you gave the above answer.

Category	Comments made by respondents
<p>Other</p>	<p><i>"I have to travel in for work and sometimes have to pay over an hour's wages to park or park miles from the shop I am working in."</i></p> <p><i>"Speeding vehicles driving erratically in order to avoid parked cars"</i></p> <p><i>"Too many cars on the street"</i></p> <p><i>"I own a beach hut in Preston and find it almost impossible to park on the road or behind my beach hut"</i></p>
<p>Inconsiderate</p>	<p><i>"Cars and vans park too near to our drive making it very dangerous to reverse out due to poor visibility. We paid for a white line to be painted but has not really helped as too short - in fact may have made things worse as drivers park right up to it! Very concerned we may have a nasty accident at some time. Traffic is quite fast on Southfield Ave at times."</i></p> <p><i>"The bad parking too close to a junction AND BLOCKING dropped kerbs causing me great problems crossing the road & NO C.E.O in sight!"</i></p> <p><i>"Brixham. Many people park legally, but make life a nightmare for drivers."</i></p> <p><i>"Loading/offloading/Taxi bay by access to Inner Harbour often blocked by commercial vehicles or casual shoppers. Only berth holders seem ever to be challenged."</i></p>
<p>Yellow Lines</p>	<p><i>"Blue badge holders parking on double yellow lines (which I know they are allowed to do, but in most cases is unnecessary)."</i></p> <p><i>"Oct to April parking on double yellows, more allowed please."</i></p> <p><i>"There appears to be a lot of vehicles parked on double yellow lines, or parked right on junctions because there are no lines or staying all day in areas where parking is only allowed for a few hours."</i></p>
<p>Busy times / areas</p>	<p><i>"Commercial premises close by - storage, gyms, nursing stations without provision of adequate parking facilities for number of occupants/users."</i></p> <p><i>"I live near to Torquay United's stadium, although parking restrictions are in place in roads near to ours, ours is the first without restrictions so it becomes impossible to park on match days."</i></p> <p><i>"Local school and college staff and students park on the estate."</i></p>
<p>Blocked / Narrow Streets</p>	<p><i>"Narrow roads mean cars just crash into parked cars and drive off instead of taking care passing. Lack of parking causes aggravated assaults locally."</i></p> <p><i>"Parking on bends and in bus stops causing obstructions. Also lots of work vehicles/vans being brought home blocking views from driveways. Cars are parking both sides of the road and on occasions up on the kerbs blocking the pavement completely..."</i></p> <p><i>"Some roads have cars parked on both sides and you wouldn't get an emergency vehicle down the road e.g. Colley End Park or bottom of Clifton Road"</i></p>

<p>Enforcement / Signage</p>	<p><i>“Cars parked in the clearly marked motorcycle spaces, and the traffic warden ignored them and just checked the ticket, Paignton seafront !”</i></p> <p><i>“Disabled parking should be uniformly signed across the whole council area! I got fined because I mistakenly thought there was ONE space for disabled, due to the ground signage I was fooled!”</i></p>
<p>Mobile homes</p>	<p><i>“Cars parking on corners. Wall Park Rd/Marina Drive junction, Brixham. Dangerous parking, unable to see coming out of Marina Drive most of day and night. Ban overnight parking of camper vans and motor homes near Battery Gardens at Brixham and in all car parks.”</i></p> <p><i>“Large motor homes parked which don’t belong to any of the residents”</i></p>
<p>Large / Commercial vehicles</p>	<p><i>“Advertising vehicles permanently parked. This cannot be legal. They are all over Torbay. E.g. Torquay Road (A3022) Preston there are two one advertising MOTs another Scrapping your car. This reduces local parking and must impacts on local businesses as well as preventing road cleaning and maintenance. If nothing else this could be classed as anti-social behaviour.”</i></p> <p><i>“Residents using their home address for overflow business parking”</i></p>
<p>Blue Badge</p>	<p><i>“Difficulty finding a disabled space to park as not many available. Also numerous drop off/pick up points around the town would be appreciated.”</i></p> <p><i>“Disabled drivers with no sense of safety where they park. Yellow lines are for a reason for safety not to be used incorrectly”</i></p>
<p>Lack of spaces</p>	<p><i>“Remove some double yellow lines and provide more spaces at the hospitals and GP surgeries.”</i></p> <p><i>“There is little or no on street parking in Brixham Town Centre.”</i></p>
<p>Parking on pavements</p>	<p><i>“Parking on bends and in bus stops causing obstructions. Also lots of work vehicles/vans being brought home blocking views from driveways. Cars are parking both sides of the road and on occasions up on the kerbs blocking the pavement completely...”</i></p> <p><i>“People park completely on pavement in Plainmoor area. I know the police have seen them on match days, but as they are still doing it, I can only assume that they can't be bothered. Me and my children had to wait in the road the other day whilst someone mounted the pavement and parked on there. They told me they were allowed to park there as it was their property!!”</i></p>
<p>Vehicles for sale</p>	<p><i>“Private car trader who sells from home and regularly has 5 or 6 cars parked in the road so other residents can't park”</i></p>

20. What would you like to see the council do to address these issues?

Category	Comments made by respondents
<p>Better Enforcement</p>	<p><i>“Get tough with the people who park on pavements and cause obstructions. The money raised through these fines could be used to repair the pavements which are in a shocking state of disrepair”</i></p> <p><i>“Have more parking officers sorting out the badly parked drivers, issue them with an instant fine (not just a slap on the wrist) & if drivers know that they won't get away with it, they would probably start parking more sensibly”</i></p> <p><i>“Fine people who park unsafely - NOT people who overstay for a few minutes. Discourage commercial vehicles from being parked in residential streets - especially at weekends/bank hols when it often prevents residents from parking.”</i></p>
<p>Better parking options for school pick ups / drop offs (i.e. Designated drop off areas)</p>	<p><i>“Compulsory School buses as in USA would reduce extraordinary congestion at 8.30am and 3.15pm each school day.”</i></p> <p><i>“.....Fine people who park illegally at school gates. Move inconsiderate parkers on away from school gates.”</i></p> <p><i>“For me personally bollards on the pavement outside our property Stop vehicles parking on junctions and yellow lines at school times”</i></p>
<p>Free / Reduced Parking</p>	<p><i>“Bring the prices down!!!! That is the one issue that will have a massive effect!”</i></p> <p><i>“Bring down parking charges and get visitors back to the bay. Or issue local residents with a permit to get cheaper parking.”</i></p> <p><i>“Charge a reasonable price. £1 an hour is more than fair.”</i></p> <p><i>“Areas of free parking like sea front”</i></p>
<p>Introduction of new / different parking permits (including residents parking)</p>	<p><i>“I would like to see car park permits reduced for local workers & the facility to pay monthly , 3 or 6 monthly at the pay on exit car parks”</i></p> <p><i>“I live at the end of a cul de sac with allocated parking for certain houses but spaces are not marked, this means houses with several vehicles take up more than their fair share. I would like to see the area marked _ one space per house any others first come first serve”</i></p> <p><i>“Free up more residents parking space at the bottom of Meadfoot Lane and along Parkhill Rd. Provide ONE permit per household instead of 2”</i></p> <p><i>“Cheaper charges to park and All residents should be given a discount during the summer months when the council hike up the charges”</i></p>
<p>More Parking areas (including on street)</p>	<p><i>“Ensure all new premises built have off road parking. Consider if regulations/yellow lines are necessary in all areas.”</i></p> <p><i>“Leave some on street parking free near town for a restricted time so there is a fair rotation of cars and people can enjoy shopping and spending money in town”</i></p>

Introduction of better bus services / Public Transport options	<i>"It's obviously a difficult problem. Perhaps offer more clean efficient out of town buses into town in summer for visitors? Ensure that the buses we already have are cleaner & feel safer. Having high parking charges discourages tourists - the town's life blood!....."</i>
Other	<i>"Improve subterranean capacity on new buildings so that the majority of car parks are below ground level"</i> <i>"Its very difficult some times of the year are better than others"</i> <i>"It would take a brain a thousand times as clever as mine."</i>
Parking Restrictions / Double Yellow Lines on one side of the road	<i>"In some areas where winter parking is allowed i.e. on the way to Cockington the width of the road and the irresponsible parking creates a serious hazard. Emergency vehicles will not be able to access the village on numerous occasions not a safe situation with so many thatched houses. Many of the roads associated with school have enough room for a recess to be created for "school waiting parking" thereby facilitating a smooth flow of traffic and maintaining a footpath."</i>
Ban / Fine parking / obstructions on pavements / Grass Verges	<i>"Enforce more penalties for pavement obstruction and parking on verges"</i> <i>"Fine parents for obstructing the road close to schools and also taxi's. So many people ignore the double yellows"</i> <i>"If people park in dangerous, obstructive areas then they should be penalised accordingly"</i>
Doctors surgeries to provide parking/More Parking	<i>"Fund parking facilities for schools and heavy use areas like doctors where possible with Little or no fees."</i> <i>"Encourage walking to and from school. Arrange better parking near surgeries, etc."</i>
Better/Clearer Signage	<i>"Cheaper fee's at the local car park. More and larger signs to encourage use of it."</i> <i>"If there are different types of parking in one area, make the signs clear. e.g. if you have a disabled bay within a 30 min stay 9-5 Mon-Fri parking area, then the disabled bay should state what times it operates."</i>
Enforcement of Commercial Vehicles / Vans / Motor Homes illegally parking	<i>"Make larger no parking areas around schools for safety reasons .stop large commercial vehicles park where they make it hard for people to be able to use their drives with good visibility"</i> <i>"In addition to obstruction, pavement parking causes extensive damage. An enforced law to prevent pavement parking"</i>
Don't Know / Don't thing anything can be done	<i>"Don't think can do anything apart from enforce signage which they don't do currently"</i> <i>"I see that it would be difficult to address these issues. Everyone requires parking that is convenient to the facility they wish to use."</i>
Get rid of double yellow lines	<i>"Cut the number of yellow lines make more places to park....."</i>

	<i>"Firstly get rid of the yellow lines at Eden park primary school, if people want a house near the school they should understand people need to park to pick up their young children and not have to worry about getting there half an hour early just to get a space as the moody residents have got rid of free parking down there....."</i>
Get rid of parking meters	<i>"Get rid of the parking meters, which will bring customers back to the town centres"</i>

21. Do you think more enforcement would address these issues?

	Number	Percent
Yes	659	41.2%
No	636	39.8%
Don't know	226	14.1%
No response	78	4.9%
Total	1600	100%

22. Do you feel Torbay Council carries out parking enforcement fairly?

	Number	Percent
Yes	338	21.1%
No	603	37.7%
Don't know	607	37.9%
No response	52	3.3%
Total	1600	100%

22a.If you said no, please tell us why

Category	Comments made by respondents
Strong enforcement	<p><i>"Can be very harsh as the general public aren't always aware if the small print rules"</i></p> <p><i>"Little attention paid to nuisance hot spots e.g. chip shops on corners, schools in the morning where lazy people hover on zig zags and double yellows. Quick fines to decent people who pay to park if over run a ticket. Big brother approach with cameras proving people broke the rules."</i></p> <p><i>"You dare not stop these days just to let someone out, as you are so afraid you will get a ticket in the post. Its like living under the Gestapo"</i></p>

<p>Unfair personal experience</p>	<p><i>“A parking attendant saw me get my ticket and put in the window, as I shut the door it blew down, he spotted this whilst I was walking away. Instead of saying something he booked me for not having a ticket even though we were chatting as I got one and put in the car, flipping disgrace.”</i></p> <p><i>“I was given a ticket in a reserved space, not owned by Torbay Council.”</i></p> <p><i>“Govt recommendation of enforcement in Town Centers should be 15 mins, I was ticketed within 9 mins at Crossways where 70% of shops are vacant..... Is this any surprise?”</i></p>
<p>Clarity of information / misinformation</p>	<p><i>“It's not always clear why you have infringed the rules. Some consistency through various parking places would assist compliance, I think.”</i></p> <p><i>“It seems to be one rule for one and one rule for another! Please all read from the same page and stick to it!”</i></p>
<p>Not enough enforcement</p>	<p><i>“Cars are left badly parked for hours and sometimes days without anything being done about it”</i></p> <p><i>“Never see them after 5 o'clock when the problems occur”</i></p> <p><i>“You check the "hot spots" where you know you can ticket vehicles but ignore other places.”</i></p>
<p>Other</p>	<p><i>“Little thought is given to residents trying to use the town's facilities.”</i></p> <p><i>“Parking is not black or white”</i></p>

23. Based on your experience, how do you think parking in Torbay differs from other areas?

<p>Category</p>	<p>Comments made by respondents</p>
<p>More/Expensive</p>	<p><i>“Too expensive. I travel a lot with work and to Torbay is one of the most expensive.”</i></p> <p><i>“Charges are very high & too many car parks operated by private companies rip you off.”</i></p> <p><i>“Expensive deterrent to visitors to the town”</i></p>
<p>Don't Know</p>	<p><i>“Don't have enough experience of other areas to comment.”</i></p> <p><i>“Do not know. I do not go away.”</i></p>

<p>The same / similar</p>	<p><i>"I do not think there is much difference"</i></p> <p><i>"I do not think it differs at all: most large conurbations have identical problems; too many cars in too small a place."</i></p> <p><i>"It is similar in many aspects to many sea resorts."</i></p>
<p>Other</p>	<p><i>"It is horrendous"</i></p> <p><i>"no comment"</i></p> <p><i>"NewquayThat's all"</i></p>

For further information please contact the Policy Performance and Review team on 01803 207227 or email consultation@torbay.gov.uk

The information used to collate this report has been collected and processed in accordance with the Data Protection Act, 1998.

Appendix 2 – Comparison of off-street car parking charges

Time Period	Torbay			Teignbridge			South Hams			Exeter			Princesshay (NCP)	Plymouth			Drake Circus	East Devon			Eastbourne				
	Summer			Winter	Min	Max	Av	Min	Max	Av	Min	Max	Av		Min	Max	Av		Min	Max	Av	Min	Max	Av	
	Beach	Leisure	Town Centre																						
Up to 30 minutes*		70p	70p	50p	30	60	45	30	60	45					50	75	63			50			1.00		
Up to 1 hour	£1.50	£1.30	£1.30		50	1.50	1.00	70	1.50	1.10	60	1.80	1.20	1.80	1.00	1.20	1.10	1.40		1.00		1.00	2.00	1.50	
Up to 1.5 hours	£2.00	£1.80	£1.80																						
Up to 2 hours	£2.50	£2.30	£2.30		1.50	2.50	2.00	1.40	4.50	2.95	80	2.80	1.80	2.60	2.20	2.40	2.30	2.80		2.00		2.00	3.00	2.50	
Up to 3 hours	£4.00	£3.30	£3.30		1.00	2.90	1.95	2.00	7.50	4.75	1.00	3.50	2.25	3.50	3.30	3.60	3.45	3.90		3.00		3.00	3.50	3.25	
Up to 4 hours	£4.50	£4.00	£4.00	£2.00	1.00	3.50	2.25	3.00	5.20	4.10	1.20	6.50	3.85	6.50	4.80	5.00	4.90	4.80		4.00		2.60	4.00	3.30	
Up to 5 hours	£5.50	£5.00	£5.00											8.80				6.00							
Up to 24 hours	£8.00	£8.00	£8.00	£3.00	1.00	10.00		5.00	11.50	8.25	1.80	11.80	6.80	11.80	4.00	12.00	8.00	12.00	1.50	10.00	5.75				
Night time charge** (6pm-8am)	£2.20	£2.20	£2.20	£3.00	0	0		0	2.00		0	2.00			50	3.60									

Time Period	Torbay			Brighton			Blackpool			Southend-on-Sea			
	Summer			Winter	Min	Max	Av	Min	Max	Av	Min	Max	Av
	Beach	Leisure	Town Centre										
Up to 30 minutes*		70p	70p	50p								0.20	
Up to 1 hour	£1.50	£1.30	£1.30		1.00	2.00	1.50		1.00		0.50	1.10	0.80
Up to 1.5 hours	£2.00	£1.80	£1.80										
Up to 2 hours	£2.50	£2.30	£2.30		1.60	5.00	3.30	2.00	2.50	2.25	1.60	2.30	3.90
Up to 3 hours	£4.00	£3.30	£3.30		2.60	3.20	5.80	3.00	5.00	4.00	2.20	3.40	2.80
Up to 4 hours	£4.50	£4.00	£4.00	£2.00	3.20	13.00	8.10	4.00	4.50	4.25	2.50	4.70	3.69
Up to 5 hours	£5.50	£5.00	£5.00								4.40	5.10	4.57
Up to 24 hours	£8.00	£8.00	£8.00	£3.00	16.00	23.00	19.50	10.00	13.00	11.50			
Night time charge** (6pm-8am)	£2.20	£2.20	£2.20	£3.00									

Appendix 3 – Tariff Proposals

Off Street Parking – Summer

Daily Off-Street Parking Charges (Existing) SUMMER				Option 1 'Very Speculative'	Option 2 'Less Speculative'	Option 3 'Safer'	Option 4 'Fixed' Set for the next 3 years
	22nd March to 30th November (inclusive)			22nd March to 1 st November (inclusive)	22nd March to 1 st November (inclusive)	22nd March to 1 st November (inclusive)	22nd March to 1 st November (inclusive)
Time Period	Beach	Leisure	Town Centre	Either Short Stay or Long Stay	Either Short Stay or Long Stay	Either Short Stay or Long Stay	Either Short Stay or Long Stay
Up to 30 minutes*		70p	70p	50p	60p	£1.00	£1.10
Up to 1 hour	£1.50	£1.30	£1.30	£1.00	£1.20	£1.50	£1.60
Up to 1.5 hours	£2.00	£1.80	£1.80	£1.50	£1.80	£2.00	£2.20
Up to 2 hours	£2.50	£2.30	£2.30	£2.00	£2.40	£2.50	£2.70
Up to 3 hours	£4.00	£3.30	£3.30	£3.00	£3.60	£4.00	£4.20
Up to 4 hours	£4.50	£4.00	£4.00	£4.00	£4.80	£4.50	£4.70
Up to 5 hours	£5.50	£5.00	£5.00	£5.00	£6.00	£5.50	£5.70
Up to 24 hours	£8.00	£8.00	£8.00	£8.00	£8.00	£10.00	£10.00
Night time charge (6 p.m. – 8 a.m.) **	£2.20	£2.20	£2.20	£2.00	£2.50	£2.50	£2.50
Income (A buy up or buy down % has been assumed for the forecast figures)	Actual £2,271,238			Forecast £2,023,889 -11%	Forecast £2,203,143 -3%	Forecast £2,365,726 +4%	Forecast £2,542,300 +12%

Notes – dog walkers should be encouraged to purchase off peak for £50.00 and tickets transferable to all long stay car parks. Weekly permit 50% less than daily charge.

*The figures used to generate the forecasts above are from the 2015/16 charges which commenced on the 2nd May – 1st November 2015 inclusive. The percentage forecast is based on the actual income generated as per the Cale Report.

NB. There are a few machines which were missed off this report but the principle remains the same.

Appendix 3 – Tariff Proposals

Off Street Parking – Winter

Daily Off-Street Parking Charges (Existing) WINTER		Option 1 'Very Speculative'	% buying each tariff	Option 2 'Less Speculative'	% buying each tariff	Option 3 'Safer'	% buying each tariff
	2nd November to 21st March (inclusive)						
Time Period	All areas off Street Parking						
Up to 30 minutes*	50p	50p	15%	50p	20%	Delete	
Up to 1 hour		1.00 all car parks	50%	No tariff		£1.00* Nominated	40%
Up to 1.5 hours				£1.50	44%		
Up to 2 hours				No tariff		£2.00	39%
Up to 2.5 hours				£2.00	18%		
Up to 3 hours				No tariff		£3.00	12%
Up to 4 hours	£2.00	£2.00	20%	£3.00	4%		
Up to 5 hours				No tariff			
Up to 24 hours	£3.00	£3.00	2%	£4.00	2%	£4.00	4%
Night time charge (6 p.m. – 8 a.m.) **	£3.00	£3.00	3%	£4.00	3%	£2.50	4%
Income	Income for 14/15 = £600,668	£398,027 -44%		£464,649 -33%		£625,385 +4%	

Data set used from 1st December 2013 – 22nd March 2014

To calculate the Option 2 consideration was also given to data from 12/13

It should be noted from the 12/13 winter parking figures where the charges were higher but there were more time bands, 80% of customers purchase no more than 2 hours parking.

Appendix 3 – Tariff Proposals

On Street Parking – Summer and Commuter (All year round)

Daily On-Street Parking Charges (Existing) SUMMER					Option 1 'No Change'	Option 2 'Minimal Change'	Option 3 'Safer'	Option 4 'Fixed' Set for the next 3 years	
Time Period	23rd March to 1 st November (inclusive)		All year round			23rd March to 1 st November	23rd March to 1 st November (inclusive)	23rd March to 1 st November (inclusive)	23rd March to 1 st November (inclusive)
	Prime Sites	Town Centre	Commuter			Commuter (in brackets)	Commuter (in brackets)	Commuter (in brackets)	Commuter (in brackets)
			Newton Road	Magdalene Road	Lymington, Sands & Stearfield Road	Keep two bands as Prime Sites & Town Centre	Keep two bands as Prime Sites & Town Centre but increased commuter rate.	Discontinue the Prime Sites & Town Centre bands and replace with a single tariff	Discontinue the Prime Sites & Town Centre bands and replace with a single tariff
Up to 30 minutes	£1.00	£0.70				No change	No change	£1.00	£1.00
Up to 1 hour	£1.50	£1.30				No change	No change	£1.50	£1.50
Up to 1.5 hours	£2.20	£2.00				No change	No change	£2.50	£2.50
Up to 2 hours	£3.00	£2.50				No change	No change	£3.00	£3.00
Up to 3 hours	£4.00	£3.50				No change	No change	£4.00	£4.00
Up to 4 hours	£5.00	£4.50	£1.00		£1.00	No change	(1.00)	£5.00 (£1.50)	£5.00 (£2.00)
Up to 8 hours				£1.00	£2.00	No change	(1.50)	(£2.50)	(£3.00)
Up to 10 hours			£2.00			No change	No change	(£3.00)	(£3.50)
All day	£10.00	£10.00				No change	No change	£10.00	£10.00
Night time charge*	£2.50					No change	No change	£2.50	£2.50
Income	Actual £777,424		£9,836	£7,105	£23,555	Forecast £817,920	Forecast £821,893	Forecast £864,434	Forecast £904,434
	Total Actual Income £817,920					+/- 0%	+0.5%	+5.5%	+10%

Appendix 3 – Tariff Proposals

On Street Parking – Winter

	Daily On-Street Parking Charges (Existing) WINTER			Option 1
	2nd November to 21st March (inclusive)			Commuter (in brackets)
Time Period	Prime	Town Centre	Commuter	
Up to 30 minutes*	20p	50p		50p
Up to 1 hour	50p	£1.00		£1.00
Up to 1.5 hours	1.00	£1.50		£1.50
Up to 2 hours	1.50	£2.00		£2.00
Up to 2.5 hours				No tariff
Up to 3 hours	2.00	£3.00		£3.00
Up to 4 hours	2.50	£4.00	£1.00	£4.00 (£1.50)
Up to 5 hours				No tariff
Up to 8 hours			£1.00 £2.00	No tariff (£2.50)
Up to 10 hours			£2.00	No tariff
Up to 24 hours	10.00	£10.00		£10.00
Night time charge (6 p.m. – 8 a.m.) **	1.50	No tariff		£2.00
Income	£379,809		£23,357	£433641 + 8%
	Total Actual Income £403,166			

Appendix 4 – Parking Permit Proposals

Types of Parking Permits – Off-Street

Permit Type	Coverage	Cost	Sold in 2014/15	Option 1 'Very Speculative'	Option 2 'Less Speculative'	Option 3 'Safer'
Annual	Covers use in all Torbay Council car parks	£510.00	698	£365	£550	£750
Monthly	Covers use in all Torbay Council car parks except the Harbour and Lower Union Lane	£42.50	634	£90	Delete	Delete
Annual Commuter	Available for use in all of the following car parks: Shedden Hill, Torre Valley, Union Square, Colin Road, Roundham, Victoria and Breakwater	£480.00		£365	£500	£550
Monthly Commuter		£40.00		Direct Debit or £90	Delete	Direct debit
Annual Site Specific	Can be used in one specified Long Stay car park only (with the exception of Town Hall, Beacon Quay, Station Lane and Brixham Central)	£450.00	258	£300	£475	£550
Monthly Site Specific		£37.50	181	Direct Debit or £90	Delete	Delete
Weekly	Covers use in all Torbay Council Car Parks except The Harbour and Lower Union Lane	£33.00		£33	£35	£35
Three Day		£20.00		£20	£20	£20
Off Peak	Valid 3.00 p.m. to 10.00 a.m. and covers use in all Torbay Council car parks except pay-on-exit (i.e. The Harbour and Lower Union Lane).	£50.00	485	£50	£50	£50
Commercial Weekly	Covers use in Clennon Valley, Lymington Road, Oxen Cove, Victoria and Shedden Hill	£38.00		£50	£45	£50
Disabled Persons Parking Permit	All Pay & Display Car Parks	£20.00		£20	£40	£50

All permits will have one registration only and any change of registration or other details for an annual permit will be charged a £10 administration charge.

Types of Parking Permits – On-Street

Permit Type	Coverage	Cost	Sold in 2014/15	Option 1 'Very Speculative'	Option 2 'Safer'
Annual	Covers use in all on-street pay and display bays	£850.00	0	£600 direct debit	£850 Direct Debit
Monthly		£80.00	6	Delete	Delete
Monthly Commuter	Covers use in on-street pay and display bays in Adelphi Road, Lymington Road, Newton Road and Steartfield Road	£38.00		Delete	Delete

Appendix 4 – Parking Permit Proposals

Commercial Parking Permits (includes coaches)

Time Period - All year round	Cost	Option 1 'Very Speculative'	Option 2 'Less Speculative'	Option 3 'Safer'	Option 4 'Fixed' Set for the next 3 years
Up to 1 hour	£2.00	£5.00	£6.00	£7.00	£5.00
Up to 4 hours	£6.00	£6.00	£7.00	£9.00	£10.00
Up to 24 hours	£10.00	£10.00	£12.00	£15.00	£15.00
Weekly	£38.00	£38.00	£40.00	£50.00	£64.00

Appendix 5 – Car Parks in Torbay

Torquay Car Parks

Name	Location	No of Spaces	Type	Charging Structure	No of Tickets Sold	2014/15 Income	£ Rank	Condition Survey		Asset Review	
								Date	Total Works £	Area (Acre)	Strategic Master Planning Site
Beacon Quay	Beacon Hill	118	Multi Storey	Leisure	97,494	£215,360	5	2012	233,200	0.68	No
Harbour* (Terrace)	The Terrace	533	Multi Storey	Leisure	64,037	£134,491	8	2012	£1,221,300		
Lower Union Lane*	Lower Union Lane	632	Multi Storey	Town Centre**	227,199	£370,322	2	2012	50,370	0.89	No
Lower Union Lane Shoppers	Lower Union Lane	32	Surface Level	Town Centre**	74,206			2015	3,350	0.26	Yes
Union (Haldon) Square	Castle Road	415	Multi Storey	Town Centre	173,709	£278,750	4	2012	47,100	0.84	Yes
Abbey Park	Belgrave Road	28	Surface level	Beach	14,846	£30,559	26	2015	800	0.22	No
Brunswick Square	Teignmouth Road	89	Surface level	Leisure	17,879	£31,746	24	2015	5,800	0.69	No
Chilcote Close	Chilcote Close	68	Surface level	Town Centre	15,717	£22,056	29	2015	4,900	0.58	No
Hampton Avenue	St Marychurch Road	153	Surface level	Town Centre	29,328	£66,753	15	2015	1,300	1.15	No
Kilmorie	Meadfoot Sea Road	22	Surface level	Beach	2,243	£3,610	36	2015	900	0.22	No
Lymington Road	Lymington Road	50 + 18 Coach	Surface level	Town Centre	5,053	£12,905	33	2015	9,500	0.27	No
Meadfoot Beach	Meadfoot Sea Road	29	Surface level	Beach	576	£1,482	37	2015	8,000	0.62	No
Meadfoot Road	Meadfoot Road	57	Surface level	Town Centre	19,272	£40,756	21	2015	500	0.85	No
Melville Street	Warren Hill	36	Surface level	Town Centre	4,918	£10,453	34	2015	1,000	0.36	No
Princes Street	Princes Street	59	Surface level	Leisure	29,082	£52,939	17	2015	10,400	0.41	No
Shedden Hill	Shedden Hill	258	Surface level	Beach	40,150	£97,171	11	2015	2,100	1.84	No
St Marychurch	Hampton Avenue	34	Surface level	Town Centre	26,839	£35,126	23	2015	1,300	0.24	No
Torre Valley	Walnut Road	150	Surface level	Beach	4,052	£8,605	35	2015	3,800	0.85	No
Town Hall	Lymington Road	191	Surface level	Town Centre	82,644	£148,098	7	2015	2,850	1.3	Yes
Walls Hill	Walls Hill Road	73	Surface level	Beach	8,669	£17,053	31	2015	5,400	0.32	No
Watcombe	Watcombe Beach Rd	50	Surface level	Free	-	£0.00	38	2015	30,500		

Appendix 5 – Car Parks in Torbay

Paignton Car Parks

Name	Location	No. Spaces	Type	Charging Structure	No of Tickets Sold	Income	£ Rank	Condition Survey		Asset Review	
								Date	Total Works £	Area (Acre)	Strategic Master Planning Site
Churchward Road	Churchward Road	36	Surface level	Town Centre	12,090	£22,372	28	2015	0	0.28	No
Clennon Valley	Penwill Way	503	Surface level	Leisure	39,303	£72,377	14	2015	16,750	2.86	No
Cliff Park Road	Cliff Park Road	41	Surface level	Beach	10,721	£25,153	27	2013	0	0.34	No
Colin Road	Colin Road	87	Surface level	Beach	17,728	£40,137	22	2015	2,200	0.65	No
Crown & Anchor	Crown & Anchor Way	81	Surface level	Town Centre	21,493	£45,896	20	2015	3,000	0.5	No
Preston Gardens	Old Road	48	Surface level	Town Centre	10,859	£19,727	30	2015	0	0.4	No
Great Western	Great Western Road	68	Surface level	Town Centre**	101,527	£151,705	6	2015	3,000	0.49	Yes
Quay West	Tanners Way	970	Surface level	Beach	13,708	£52,227	18	2015	15,700		
Roundham	Cliff Road	117	Multi Storey	Beach	11,540	£30,930	25	2012	80,200	0.43	Yes
Station Lane	Station Lane	77	Surface level	Town Centre	27,481	£49,109	19	2015	3,000	0.53	Yes
Victoria	Garfield Road	551 + 7 Coach	Multi Storey with surface level coach park	Leisure	137,046	£306,245	3	2012	£566,800	2.41	Yes
Youngs Park	Tanners Way	130	Surface level	Beach	41,016	£97,906	10	2015	16,200	0.97	No

Brixham Car Parks

Name	Location	No. Spaces	Type	Charging Structure	No of Tickets Sold	Income	£ Rank	Condition Survey		Asset Review	
								Date	Total Works	Area (Acre)	Strategic Master Planning Site
Breakwater	Berry Head Road	103	Surface level	Beach	39,383	£92,283	13	2015	3,100	2.26	No
Brixham Central	Bank Lane	180	Surface level	Town Centre**	274,653	£401,795	1	2015	10,500	1.5	No
Broadsands	Broadsands Road	1000	Surface level	Beach	53,596	£101,360	9	2015	16,000	5.62	No
Freshwater	Blackball Lane	122	Surface level	Leisure	34,339	£93,299	12	2015	8,500	0.89	No
Oxen Cove	Blackball Lane	84	Surface level	Leisure	23,363	£59,946	16	2015	7,400	1.24	No
Shoalstone	Berry Head Road	66	Surface level	Beach	6,358	£13,398	32	2015	16,400	0.23	No

Appendix 6 – Examples of Signage in Car Parks

Current Signage in Torbay Council Car Parks

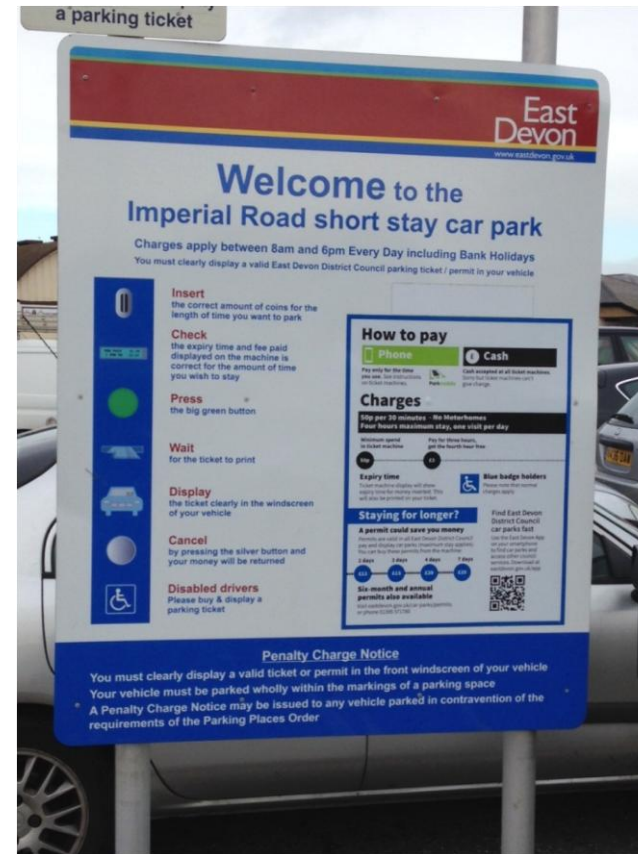


Appendix 6 – Examples of Signage in Car Parks



Appendix 6 – Examples of Signage in Car Parks

East Devon District Council



Appendix 6 – Examples of Signage in Car Parks

Pay only for the time you use. See instructions on ticket machines.

Parkmobile

Cash accepted at all ticket machines. Sorry but ticket machines do not give change.

Charges

**50p per 30 minutes - No Motorhomes
Four hours maximum stay, one visit per day**

Minimum spend in ticket machine: **50p**

Pay for three hours, get the fourth hour free: **£3**

Expiry time
Ticket machine display will show expiry time for money inserted. This will also be printed on your ticket.

Blue badge
Please note that blue badge charges apply


Staying for longer?

A permit could save you money
Permits are valid in all East Devon District Council pay and display car parks (maximum stay applies). You can buy these permits from the machine:

Duration	Price
2 days	£12
3 days	£15
4 days	£20
7 days	£25

Six-month and annual permits also available
Visit eastdevon.gov.uk/car-parks/permits or phone 01395 571780

Find East Devon District Council car parks
Use the East Devon District Council app on your smart phone to find car parks and access other council services. Download the app from the app store or visit eastdevon.gov.uk




Appendix 6 – Examples of Signage in Car Parks

Plymouth City Council



Appendix 6 – Examples of Signage in Car Parks

Example of proposed sign for Torbay Council car parks

Welcome to Breakwater Car Park

This is a **beach** car park. Valid tickets purchased here can be used in any other Torbay Council **beach** car park. Look out for the symbol.

Charges (winter season)

When using Pay by Mobile service an extra 30p applies per session.

Up to 30 minutes	50p
Up to 1 hour	£1.00
All day	£1.80

Overnight charge

Press yellow button once before inserting coins.
Available between 6pm-8am
Valid until 10am **£1.00**

No concessions for blue badge holders

Overpayment does not purchase extra time

Promotional tickets valid only when advertised here.

Visit www.torbay.gov.uk/parking for more information about car parking and permits in Torbay, or telephone 01803 207653 (daytime) or 01803 550405 (out of hours emergency)

If you see anything suspicious or wish to contact the police please telephone 101.

No coins? Pay by mobile

Quote this location code **15807**

Not sure how long you'll be?
Use our start & stop service and pay by credit or debit card. **020 3003 2527**

To purchase a 3 day or weekly ticket quote location **15846**

No need to display a ticket. Users pay a small convenience fee of 50p in addition to the normal parking charge. This extra fee for the time you are parked within the advertised time periods. Failure to stop your parking session may result in increased charges. For VAT receipts or further information please visit www.parkmobile.co.uk or www.torbay.gov.uk/continuesparking

machine

Terms and conditions

1. No sleeping or camping without prior agreement with Torbay Council.
2. Any ticket purchased from a pay and display machine must be clearly displayed
3. Vehicles must be wholly parked within a relevant bay
4. Tickets cannot be exchanged between vehicles
5. A valid Blue Badge must be clearly displayed when parking in 'Blue Badge holder only' bays
6. When occupying more than one parking bay, you must obtain and display a valid ticket for each bay occupied, for example motor homes
7. *Motorcycles may park for free in the designated motorcycle bays, but must obtain a valid ticket if parking in a standard bay.

To view the full list of regulations, please visit www.torbay.gov.uk/parking

Avoid a penalty, purchase sufficient time - do not park if you are unable to pay.

Failure to comply with the Off Street Parking Places Order may result in a Penalty Charge. The amount is either **£50** or **£70** depending on the level of contravention.

Appendix 7 – On Street Parking in Torbay

Torquay

Location	No of Spaces	Charging Structure	No of Tickets Sold	2014/15 Income £	Rank
Abbey Road	37	Town Centre	49,455	£76,902	6
Babbacombe Road	25	Prime Site	10,685	£23,030	16
Castle Circus (Castle Road & Lymington Road)	16	Town Centre	21,109	£30,289	14
Controlled Parking Zone A (Torwood Gardens Road & Parkhill Road)	30	Town Centre	24,521	£44,637	10
Lymington Road (commuter charges)	37	Commuter	16,314	£23,985	15
Magdalene Road (commuter charges)	32	Commuter	11,893	£13,392	18
Market Street	18	Town Centre	30,020	£41,025	12
Newton Road	45	Commuter	12,032	£17,047	17
Pimlico	3	Town Centre	7,408	£10,021	21
Rock Walk	41	Prime Site	52,069	£117,200	4
The Terrace	13	Town Centre	24,126	£38,086	13
Torre Abbey Meadow and Sands	56	Prime Site	30,519	£73,255	7
Torwood Street	28	Town Centre	37,079	£67,138	8
Union Street	36	Town Centre	32,405	£63,033	9

Appendix 7 – On Street Parking in Torbay

Paignton

Location	No of Spaces	Charging Structure	No of Tickets Sold	2014/15 Income	£ Rank
Adelphi Road	19	Prime Site	4,307	£11,333	19
Dendy Road / Hyde Road		Town Centre	101,482	£139,828	3
Eastern Esplanade	218	Prime Site	109,340	£251,608	1
Palace Avenue	74	Town Centre	120,053	£171,605	2
Queens Road	29	Town Centre	22,707	£42,495	11
Sands Road	16	Commuter	8,100	£10,692	20
Stearfield Road	10	Commuter	4,659	£6,614	22
Torbay Road	44	Town Centre	56,020	£94,204	5



Meeting: Overview and Scrutiny Board

Date: 30 March 2016

Wards Affected: All

Report Title: Capital Plan 2016/17 – 2019/20 Prioritisation Matrix

Is the decision a key decision? Yes

When does the decision need to be implemented?

Executive Lead Contact Details: Gordon Oliver, Mayor, mayor@torbay.gov.uk

Supporting Officer Contact Details: Martin Phillips, Chief Accountant, 01803 207285, martin.phillips@torbay.gov.uk

1. Proposal and Introduction

1. The currently approved Capital Plan budget totals £71 million for the 4 year programme 2016/17 to 2019/20. The latest Capital Plan update (Qtr 3 2015/16) was presented to Council on 25 February 2016 and at that meeting the Council approved the preparation and presentation of a scoring matrix to assist the prioritisation of capital schemes.
2. A proposed scoring matrix has now been prepared and members are requested to consider the matrix and approve its use to score schemes.

2. Reason for Proposal

- 2.1 To comply with the decision of the Council on 25 February 2015 a proposed capital scheme scoring matrix has been prepared for consideration and approval by Council.
- 2.2 When approved the matrix will be used to score capital projects within the current approved Capital Plan (where schemes have not yet commenced) and the Capital Reserve List to assist in the prioritisation of projects and the results used to revise the Council's Capital Plan as appropriate.

3. Recommendation(s) / Proposed Decision

- 3.1 To consider the proposed scoring matrix and make any recommendations to Council.

It will be recommended to the Council:

- That the Capital Projects scoring matrix as set out at Appendix 1, be approved;
- That the matrix be applied by the Chief Finance Officer, in consultation with the Executive Director and Senior Leadership Team, to score and prioritise capital projects within the current approved Capital Plan (where schemes have not yet commenced), the Capital Reserve List and any new Capital schemes with any resulting revisions to the Council's Capital Plan will be presented to the Council for approval.

4. Supporting Information and Impact Assessment

- 4.1 The Council meeting on 25 February 2016 considered the latest (Quarter 3 2015/16) Capital Plan monitoring update report which also set out the Mayor's proposals for revisions to the Capital Plan and the Capital Strategy as part of the 2016/17 budget setting process.
- 4.2 At the meeting Council approved an amendment to request the preparation of a scoring matrix to set prioritisation scores for capital schemes.
- 4.3 A proposed matrix has been prepared and is attached at Appendix 1 to this report.
- 4.4 The matrix comprises of a number of questions to assist in determining the prioritisation of capital projects against a number of criteria which measure the importance of the schemes within the framework of Council priorities, statutory importance and scheme benefits.
- 4.5 The matrix criteria assess each project's capacity to deliver benefits with regard to potential future income generation, service aspirations, target groups and requires that potential schemes are supported by a sound business case and options appraisal.
- 4.6 The brief summary of the considerations for the proposed scoring criteria is as follows:

Assessment Criteria	Explanation and Considerations
Statutory Status	Does the project contribute to fulfilling a genuine statutory function? Is there a legislative requirement which underlies the project?
Corporate Plan Priorities	How does this project fit within the priorities of the Council as set out in the Corporate Plan and Corporate Delivery Plans?
Mayoral Promises	Has the scheme been identified as a priority in the Mayor's election manifesto?
Equality, Diversity and Deprivation	Whether the delivery of the scheme will assist in addressing equality, diversity and deprivation within Torbay?
Condition	Will the scheme improve and add value to an existing asset? Does the project deal with a Health and Safety issue? Is the asset regarded as strategically important and therefore needs to be improved?
Outcomes and benefits	Are the outcomes of the project likely to benefit more than one service and does the scheme beneficially impact a large number of people or support target groups within the Bay's population?
Risk of not doing	What are the risks to the Council associated with failure to do the scheme? Have these risks been formally identified in the Council's Risk Register? If the scheme is not pursued or is delayed, is there likely to be a failure of a Council service?
Risks of doing (Deliverability)	Consideration of issues and factors which could affect the deliverability of the project in terms of both time and budget. Are there actions in place or available to help mitigate against the perceived risks?
Quality of Business Plan	Is there clear evidence that other options have been considered and is the proposal regarded as the most suitable solution? In this context does the scheme represent best value for money?

Potential investment return	Does the completion of the project provide future income generation for the Council? How significant is the potential income and to what extent does it assist the Council's financial position, in comparison to the investment.
Whole life costs	Need to consider the cost implications of the project on a 'whole life' basis – not just initial cost of construction/works – but also ongoing revenue costs associated with the development. Are the future costs sustainable? Does the scheme produce any long term savings for the Council e.g. reduced repairs and maintenance/energy costs?
External funding	Consideration of the funding resources available to finance the project. Is a substantial proportion of the cost covered by external funding whether Govt. grants or Regional funds, or does the Council need to fund the scheme from its own resources (e.g. borrowing, capital receipts, contributions)?
Deprivation factor	Recent national indices show that Torbay continues to suffer with areas of deprivation and so schemes which address this issue and/or help reverse the trend will attract additional points.

4.7 Capital Scheme Prioritisation Scoring

4.8 When the matrix has been approved by Council it will be used to score the following categories of capital schemes:

- Approved Capital Plan - any schemes which have not yet commenced which are included within the Council's approved Capital Plan. It is not considered appropriate to score projects which have already commenced.
- Capital Reserve List – all schemes on the Capital Reserve List.
- New schemes – schemes which were not previously on the Capital Reserve List.

4.9 Following an initial scoring exercise the results will be reviewed by the Executive Director and Senior Leadership Team (SLT) and any resulting amendments which are considered appropriate will be presented to Council for approval.

4.10 In future, any scheme requiring Council resources will have a full Business Case prepared addressing the criteria in the scoring matrix and the Chief Finance Officer, in consultation with the relevant Director/Assistant Director, will initially score the scheme, for consideration by SLT, and then processed in accordance with procedures set out in the Council's Capital Strategy.

Appendices:

Appendix 1 – Proposed scoring matrix for Capital Projects

Capital Projects Assessment Criteria

Possible Weightings

Pre Classification:

Ring Fenced Funding - when allocated to council
Ring fenced funding - post council application
Self funding prudential borrowing
Scheme contracted
Land not capital funding

1 Statutory Status: includes support of a statutory Service requirement

3 points	Meets a specific immediate or forthcoming legislative requirement
2 points	Meets an underlying statutory duty or infrastructure need
1 point	Meets a discretionary requirement
0 points	no indication of status

factor = x	3
addl max	6

2 Corporate Plan Priorities

3 points	Specifically identified in Corporate Plan
2 points	Identified as a key Project/Activity in the Corporate Plan or directly supports a number of specific outcomes
1 point	Generally supports specific Actions or outcomes
0 points	Will not deliver any identified outcomes

factor = x	3
addl max	6

3 Mayoral Promises (per Manifesto)

3 points	Identified as a specific Action or directly supports a number of specific outcomes
2 points	Generally supports specific Actions or outcomes
1 point	Broadly related to achieving outcomes
0 points	Will not deliver any identified outcomes

factor = x	1
addl max	0

4 Equality , Diversity & Deprivation

3 points	Will achieve improvement in at least 3 issues
2 points	Will achieve improvement in at least 1 issue
1 point	Possibility of improvement in at least 1 issue
0 points	No demonstrated improvement in any issues

factor = x	1
addl max	0

5 Condition, H&S risk and Strategic Importance of Asset

3 points	Expenditure on asset will reduce impact of at least 3 issues - risk to life etc
2 points	Expenditure on asset will reduce impact of at least 1 issue
1 point	Expenditure will have a possibility of reduced impact in at least 1 issue
0 points	No demonstrated impact on any issues

factor = x	1
addl max	0

6 Outcomes, Added Value, Cross-service benefit

3 points	Good - Large no of beneficiaries / target groups (>10,000)
2 points	Satisfactory - Significant number of beneficiaries / target groups (5,000-10,000)
1 point	Fair - Reasonable number of beneficiaries / target groups (1,000-5,000)
0 points	Poor - Few beneficiaries / target groups (<1,000)

factor = x	1
addl max	0

Capital Projects Assessment Criteria

Possible Weightings

7 Risk of NOT doing such as service failure (i.e. identified in Risk Register)

3 points	High Risk (9-16)	factor = x addl max	<table border="1"> <tr><td>2</td></tr> <tr><td>3</td></tr> </table>	2	3
2					
3					
2 points	Medium Risk (5-8)				
1 point	Low Risk (1-4)				
0 points	no Risk identified				

8 Risk of Doing (Can project be delivered?) - achievability, timescale, resources required

3 points	Low Risk (1-4)	factor = x addl max	<table border="1"> <tr><td>1</td></tr> <tr><td>0</td></tr> </table>	1	0
1					
0					
2 points	Medium Risk (5-8)				
1 point	High Risk (9-16) with Mitigation				
0 points	High Risk (9-16) with no Mitigation				

9 Quality of Business Plan - i.e. includes Options Appraisal and Value for Money.

3 points	Option proposed demonstrates best value	factor = x addl max	<table border="1"> <tr><td>2</td></tr> <tr><td>3</td></tr> </table>	2	3
2					
3					
2 points	Good value compared with alternatives offered				
1 point	Fair value compared with other options				
0 points	no evidence that alternative solutions have been considered				

10 Potential to generate future investment return (over costs) within 4 years

3 points	Considerable additional revenue income stream (greater of - £100k pa or > 25% of project cost)	factor = x addl max	<table border="1"> <tr><td>5</td></tr> <tr><td>12</td></tr> </table>	5	12
5					
12					
2 points	Moderate additional revenue income stream (greater of £50k - £100k pa or 10-25% of project cost)				
1 point	Small additional revenue income stream (greater of <£50k pa or < 10% of project cost)				
0 points	No potential revenue income				

11 Whole-Life Cost and Sustainability Implications for the Council

2 points	Revenue saving or income exceeds borrowing and running costs	factor = x addl max	<table border="1"> <tr><td>2</td></tr> <tr><td>4</td></tr> </table>	2	4
2					
4					
1 points	Revenue saving or income exceeds running costs				
0 points	Additional costs can be met solely from within existing resources				
-2 points	Additional on going resources required over existing budgets				

12 Specific External resources to support scheme (including Regional funding)

3 points	Specific (ring fenced) funding requires no additional Council funds	factor = x addl max	<table border="1"> <tr><td>4</td></tr> <tr><td>9</td></tr> </table>	4	9
4					
9					
2 points	Specific (ring fenced) funding and requires Council funds up to £250k				
1 point	Specific (ring fenced) funding and requires Council funds - between £250-500k				
0 points	Specific (ring fenced) funding but requires Council funds > £500k				

13 Deprivation Critical Factor

1 points	Project reduces deprivation within Bay	factor = x addl max	<table border="1"> <tr><td>10</td></tr> <tr><td>9</td></tr> </table>	10	9
10					
9					
0 points	Project does not impact or has minimal impact on reducing deprivation within Bay				

36 Normal Maximum points available = 11 x 3 = 33+1+2 = 36

52 Additional Weightings points = 52

88 TOTAL MAXIMUM = 36+52 = 88

52