

## **Review of Parking Dispensation Scheme & Countywide Traffic Regulation Order**

Report of the Head of Highways, Capital Development and Waste

***Please note that the following recommendations are subject to consideration and determination by the Cabinet (and confirmation under the provisions of the Council's Constitution) before taking effect.***

**Recommendation: It is recommended that**

- (a) that the proposed changes to the dispensation scheme and the countywide traffic regulation order be implemented, subject to the modifications detailed in section 4 of this report;**
- (b) the Committee gives approval after due consideration to specific factors set out under Section 122 of the Road Traffic Regulation Act 1984 as detailed in section 7 Legal Considerations of this report.**

### **1. Summary**

This report is to consider the responses to the statutory consultation on the proposed changes to the parking dispensation service approved by Cabinet on 8 April 2015 and changes to the countywide traffic regulation order approved for advertising by the Cabinet Member for Highways and Flood Prevention.

### **2. Background**

In November 2011, the Parking Dispensation Scheme was launched in Devon to assist in the management of contractors requiring to park close to sites in areas with existing parking restrictions, in particular in residents parking zones.

It had been established through feedback from Civil Enforcement Officers and customers that the previous informal approach for access by non-permit holders was causing issues, with abuse of parking restrictions, difficulty with enforcement and was affecting the availability of parking spaces for permit holders.

Previously informal schemes had been put in place by the District and City Councils, but these differed significantly around the County. A Parking Dispensation Scheme was therefore introduced to standardise and formalise the process.

Under the scheme, contractors are required to give at least 24hours notice of where they are working and the nature of their work when applying for a Parking Dispensation Permit. The dispensation is designed for pre-planned work lasting one day or more.

Following some concerns about the lack of flexibility of the scheme, officers looked at alternative options for managing Parking Dispensations and consulted the various Highways and Traffic Orders Committees (HATOCs) with these options.

A report was presented to Cabinet for consider on 10 July 2013. It was resolved that, in line with the views of the majority of HATOCs, the Council continue to introduce and manage a countywide Parking Dispensation Scheme. In accordance with the majority of the HATOCs,

the introduction of a scratch card option was agreed. The scratch card option was to permit 3 hours parking. The charge was agreed as £3, and permits would be sold in booklets of 20. Such an option would, it was felt, be particularly beneficial to contractors undertaking unplanned/reactive works and would enable effective enforcement. The original dispensation option would remain available, with a charge of £5 per working day per vehicle with £5 processing fee if preferred, for planned work.

Following the Cabinet resolution, in July 2013, Exeter HATOC members made representations that if the Parking Dispensation Scheme were to be retained their preference would be to include an annual permit for contractors, because of the high frequency of visits to residents parking zones, especially in the Exeter area. The addition of an annual permit was approved by Cabinet on 8 April 2015.

As part of a housekeeping exercise, the articles within the countywide traffic regulation order have been reviewed and additional changes were approved for inclusion within the advert by the Cabinet Member for Highways and Flood Prevention.

An email was sent to all those that have previously applied for a dispensation service since the scheme started in 2011, approximately 9,500 email addresses to update them on the changes proposed.

Place Scrutiny provided overview of the proposal at its meeting on 19 March and resolved that the Cabinet be recommended to introduce a scratch card product and annual permit as part of the existing Parking Dispensation Scheme and that it be advertised as part of a new Traffic Regulation Order, with the level of charges as set out within the report.

### **3. Consultations**

The statutory consultation for the changes to the traffic regulation order took place from 2 June until 26 June 2015.

The traffic regulation order was advertised in 8 local newspapers to cover the county and as a result of the statutory consultation we have received 28 formal submissions to the proposed changes. A summary of these submissions can be found in Appendix II with the County Councils response.

In addition to the statutory consultation, other submissions have been submitted outside of the statutory process e.g. replies to the email. A copy of these will be available to members at the Cabinet meeting or on request in advance of the meeting.

### **4. Proposal**

After considering the responses submitted, as detailed in Appendix II, it is recommended that the traffic regulation order is modified to enable letting agents to apply for dispensation permits as they often provide a fully managed service on behalf of landlords, who would themselves be eligible.

It is recommended that the remaining proposals be implemented as advertised.

### **5. Financial Considerations**

The cost of advertising the changes to the traffic regulation order will be met from the on-street parking account.

The Parking Enforcement Service currently meets the costs of the existing Parking Dispensation. If scratch card and permit products are introduced, there would be costs associated with enforcement, administration, printing and postage.

In order to provide a sustainable service it is intended to introduce a charge for each dispensation product, see Appendix I.

## **6. Equality Considerations**

Where relevant to the decision, the Equality Act 2010 Public Sector Equality Duty requires decision makers to give due regard to the need to:

- eliminate discrimination, harassment, victimisation and any other prohibited conduct;
- advance equality by encouraging participation, removing disadvantage, taking account of disabilities and meeting people's needs; and
- foster good relations between people by tackling prejudice and promoting understanding.

Taking account of age, disability, race/ethnicity (includes Gypsies and Travellers), gender and gender identity, religion and belief, sexual orientation, pregnant women/ new and breastfeeding mothers, marriage/civil partnership status in coming to a decision, a decision maker may also consider other relevant factors such as caring responsibilities, rural isolation or socio-economic disadvantage.

This may be achieved, for example, through completing a full Equality Impact Needs Assessment/Impact Assessment or other form of options/project management appraisal that achieves the same objective.

An Impact Assessment has been prepared, a copy of which has been circulated to Cabinet Members, and is available alongside this report on the Council's website at:

[http://www.devon.gov.uk/index/councildemocracy/decision\\_making/cma/index\\_exc.htm](http://www.devon.gov.uk/index/councildemocracy/decision_making/cma/index_exc.htm)

## **7. Legal Considerations**

There is a legal requirement for the Highway Authority to give due consideration to the Road Traffic Regulation Act 1984, Traffic Management Act 2004, The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996 and all other enabling powers.

It is not considered that the modification is a substantial change to the proposed order.

It is the duty of the local authority in exercise of its functions under the Road Traffic Regulation Act 1984 to secure the expeditious, convenient and safe movement of vehicular and other traffic and the provision of suitable and adequate parking facilities having regard, so far as it is practicable, to the following factors:

### **(a) the desirability of securing and maintaining reasonable access to premises**

Officer recommendation: This proposal improves access to premises as the proposed changes aim to better control access for vehicles that must currently apply for a daily dispensation permit.

**(b) the effect on the amenities of any locality affected and (without prejudice to the generality of this paragraph) the importance of regulating and restricting the use of roads by heavy commercial vehicles, so as to preserve or improve the amenities of the areas through which the roads run**

Officer recommendation: This proposal does not adversely impact the effect on the amenities as the proposed changes aim to better control access for vehicles that must currently apply for a daily dispensation permit. This proposal does not affect the use of roads by heavy commercial vehicles.

**(bb) the strategy prepared under section 80 of the Environment Act 1995 (national air quality strategy)**

Officer recommendation: Not relevant to this proposal.

**(c) the importance of facilitating the passage of public service vehicles and of securing the safety and convenience of persons using or desiring to use such vehicles**

Officer recommendation: Not relevant to this proposal.

**(d) any other matters appearing to the local authority to be relevant**

Officer recommendation: other relevant matters for consideration are outlined in the body of this report.

## **8. Risk Management Considerations**

This proposal has been assessed and the necessary action has been taken to safeguard the Council.

There is a reputational risk to not addressing the issues raised by customers and Members.

## **9. Public Health Impact**

There is not considered to be any public health impact.

## **10. Options/Alternatives**

Alternative options to the dispensation scheme have been considered in previous reports to Cabinet.

## **11. Reason for Recommendation**

It is recommended that we build on the existing Parking Dispensation Scheme currently in place by adding a scratch card product, and annual permit thus enabling greater flexibility.

It is considered that the scratch card and annual permit are both flexible and cost effective for the contractor and can be managed effectively.

To avoid any abuse officers will determine suitable measures to be taken to determine the authenticity of any applicants.

The recommendation to develop the service is made based upon public and Member feedback and to provide a simpler and more flexible system for contractors to use. It would also support our Parking and Enforcement team in the delivery of statutory parking enforcement duties, enabling efficient 'one stop' enforcement.

After consideration of the responses to the statutory consultation, it is therefore recommended that the changes proposed be implemented as advertised.

David Whitton  
Head of Highways, Capital Development and Waste

## **Electoral Divisions: All**

Cabinet Member for Highway Management and Flood Prevention: Councillor Stuart Hughes

*Strategic Director, Place: Heather Barnes*

Local Government Act 1972: List of Background Papers

Contact for enquiries: Chris Watkins

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Background Paper	Date	File Reference
1. Cabinet Report	8 April 2015	HCW/15/28
2. Cabinet Report	10 July 2013	HCW/13/25
3. Submissions as part of the statutory consultation to the proposed traffic order	2 to 26 June 2015	

jb220615cab Parking Dispensation Scheme  
hk 04 290615

Summary of the Different Types of Permits and Where They Can Be Used

	Dispensation annual permits	Dispensation short stay permits	Dispensation notice permits
<b>Proposed cost</b>	£45	£60 per batch	£5 per application plus £5 for each day
<b>Issued as</b>	Single permit	Batch of 20 permits	Single permit
<b>Permit expires</b>	after 12 months	no expiry	on specified date (up to 21 days)
<b>Maximum stay</b> (Note: permit is only valid whilst driver is working at the property)	No limit	Each permit is valid for 3 hours	No limit (unless conditions state otherwise)
<b>Permit allows vehicles to park :</b>			
<b>No Waiting at Any Time</b> (double yellow lines)			Yes
<b>No Waiting</b> (single yellow line)			Yes
<b>No Loading</b>			Yes
<b>Loading Bays</b>			Yes
<b>Limited Waiting</b>	Yes	Yes	Yes
<b>Residents Parking</b>	Yes	Yes	Yes
<b>Pay &amp; Display</b>	Only where there is an exemption for resident permit holders	Yes	Yes

## Summary of Responses Received and the Proposed Response

### Devon County Council (Traffic Regulation & On-Street Parking Places) Amendment Order

Comment	Response
<b>1<sup>st</sup> Respondent – Devon &amp; Cornwall Constabulary</b>	
Responded to say they have no comments on the proposals.	View noted.
<b>2nd Respondent – Tradesman, Exmouth</b>	
Works at various locations during the day or at one place for a couple of weeks in permit areas or on double yellow lines.	Noted.
These proposals will cost business approx. £1,500 a year per person.	See below.
Would happily pay £45 a year if permit could be used in more than one location.	The annual permit costs £45 and is valid for 12 months. The permit allows parking in all limited waiting, all residents parking and some pay & display parking areas within Devon.
<b>3rd Respondent – Resident, Tavistock</b>	
Glorified tax on business as this is a cash making scheme.	Permits are priced at a level to cover the costs incurred by the county council to administer and enforce the dispensation scheme.
<b>4th Respondent – Letting Agent, Exeter</b>	
Is unclear if permits need to be purchased for each zone or if one permit applies to all residents zones.	Annual & short stay permits are valid in all residents zones. A notice permit is only valid for the location/zone specified on the permit.
Is a letting & management agent that needs to visit numerous properties on a daily basis in different zones. The purchase of one permit for each zone would be prohibitively expensive.	It was not proposed that letting agents would be eligible to apply for permits. However, as their function is similar to that of a landlord <b>it is recommended that the articles be modified to allow letting agents to apply for dispensation permits</b>
The same would apply to contractors working at these properties.	See above.
<b>5th Respondent – Tradesman, Exeter</b>	
The £45 annual permit seems to be the best option for contractors.	Noted.
Notes on letterheads do not prove someone works for a company, just means someone has access to letter headed paper.	Noted.
On an emergency visit to a property, respondent displays a laminated sheet showing company logo, contact number, address and nature of the work. Questions if this is sufficient instead of a letterhead?	As long as it is clear that the note is officially endorsed by an organisation/company and contact details are clear to enable enforcement officers to follow up if necessary.

Asks how many contractors vehicles that are allowed in a road at one time.	Currently as a rule up to 4 permits are issued to a property and a maximum of 12 per street. Although this may be amended depending on the length of the road and parking capacity.  With the proposed changes these rules will no longer exist. However, availability of parking will be considered for applications for dispensation notice permits.
<b>6th Respondent – Employee of cleaning company, Exeter</b>	
Supports the idea. It should have been implemented years ago.	Support noted.
Will be buying an annual permit as it will save lots of time.	Noted.
Would pay more for a permit if it also included loading bays where it is safe to do so as sometimes have short notice cleans.	Noted. Parking in loading bays is discouraged and should only be used as a last resort which is why it remains available by the issue of a Dispensation Notice which is vetted and approved by officers.
<b>7th Respondent – Resident, Exeter</b>	
Does not object to the principal of charging for the permits.	View noted.
Feels that £3 for a 3 hour short stay permit is too expensive. A visitor permit costs 67p each and is valid for the whole day. £1 per hour is expensive. £1 for 3 hours would be more reasonable.	A scratchcard is only one option available.  An annual permit allows the same level of parking as a short stay permit with the exception of pay & display without an exemption for permit holders. An annual permit allows parking at less than 15p per day.
The cost of such permits when used by a tradesperson would inevitably be passed on to the customer and therefore become an unwelcome cost to residents.	It is up to the tradesman to apply for the most efficient permit(s) that will meet their needs.
The charges should be minimised rather than serving as a source of income for the council.	Permits are priced at a level to cover the costs incurred by the county council to administer and enforce the dispensation scheme.
<b>8th Respondent – Resident, Totnes</b>	
As a tax paying Devon resident and sole trader, costs have just gone up.	Permits are priced at a level to cover the costs incurred by the county council to administer and enforce the dispensation scheme.
Make the scheme easier to administrate to save costs. Don't place the burden on people who try to comply.	The proposals aim to make the scheme more efficient by removing the need for contractors to apply for permits at every location.
<b>9th Respondent – Resident, Exeter</b>	
Objects to the order as they are appalled to have to pay for workman to park outside their home to do general maintenance and upkeep on the property.	It will be the responsibility of the contractor to purchase the permits. A contractor purchasing an annual permit will be allowed to park in residents parking at less than 15p per day.

<b>10th Respondent – Builder, Exeter</b>	
Does not agree with dispensation permits for trades and should revert back to a sheet of paper with contact details.	The historic system of notes was causing issues which impacted enforcement and availability of parking which is why the dispensation permits have been introduced.
It seems a lot of additional work for nothing.	The proposals aim to make the scheme more efficient by removing the need for contractors to apply for permits at every location.
Does not agree with tradesmen being charged to park in residents parking in Exeter.	The scheme applies to all roads in Devon to make it consistent and therefore easier to understand.
<b>11th Respondent – Carpenter &amp; Joiner, Exeter</b>	
Is a sole trader that sometimes need to park in residents parking. Has found existing scheme works on most occasions.	Noted.
The current scheme lacks flexibility as there has been some occasions where plans have changed at short notice and has not had time to apply for a dispensation.	The proposals aim to make the scheme more efficient by removing the need for contractors to apply for permits at every location.
Suggests that enforcement officers be lenient in these circumstances.	There is an agreed process for emergency situations where it is not possible to apply for a dispensation. However it is hoped the changes will reduce the need for this.
Has mixed feelings about the proposal to charge for the scheme.	Noted.
There is usually ample daytime parking in existing residents parking schemes but would like to see residents parking extended to other areas where it is difficult for contractors to park due to commuter parking	Proposals to extend the residents parking in Exeter are already being considered by members of the Exeter Highways and Traffic Orders Committee.
Is a little unfair to be charged to carry out work but is probably worthwhile to purchase an annual permit to avoid spending time completing the application.	Noted.
Concerned about the application procedure and that commuters may be able to acquire a permit and use it as an annual permit.	Applications will be checked before a permit is issued to best ensure they are being issued to appropriate service users. In addition permits must also be displayed with contact information that can be followed up if necessary.
<b>12th Respondent – Carpenter, Sidmouth</b>	
Employs approx. 20 people (with vehicles) and uses dispensations on a site by site basis for each vehicle.	Noted.
Will each vehicle require a permit or will there be one for the company	Each vehicle will need to display a permit.
The current system of applying 24 hours in advance does not always work as there can be changes due to illness or emergency works.	This would not be a problem if each vehicle displayed an annual or short stay permit.  There is an agreed process for emergency situations where it is not possible to apply for a dispensation. However it is hoped the changes will reduce the need for this.

<b>13th Respondent – Electrician/Communications, Newton Abbot</b>	
Changes will make things more expensive.	Permits are priced at a level to cover the costs incurred by the county council to administer and enforce the dispensation scheme.
Uses a dispensation because they have a vehicle full of tools that needs to be parked close to the property.	The reason for the dispensation scheme is to allow contractors to park close to the properties they are working at.
The annual permit does not help builders, electricians, plasterers etc. They will help office and shop workers.	The annual permit allows any contractor working at a property to park in adjacent residents parking, limited waiting and some pay & display areas. The annual permit is not available to office or shop workers.
The other permit options cost £30 a week and still needs to apply, so no improvement.	See above.
Would like the perfectly good system that is currently in place to remain.	The changes are proposed as a result of feedback from service users that say the current system is not working for them which is why alternative options are being provided.
<b>14th Respondent – Plumber/Gas Engineer, Tiverton</b>	
Most calls are urgent and the £60/3hour work time per permit is ok.	Noted.
However there is not always parking and suggest adding a single yellow line to the authorised parking areas. Suggest this could be for an hour to allow time to offload tools and make safe any emergency situation.	Single yellow lines are introduced to prohibit parking for specific reasons and should only be used as a last resort which is why it remains available by the issue of a Dispensation Notice which is vetted and approved by officers.
Suggests an additional book of permits should be issued for shorter time periods (up to 1 hour) as works can be finished quickly wasting a 3 hour permit. Such a permit should include loading bays, car parks, single yellow lines etc.	It is considered that the proposed dispensation options available provide sufficient options for contractors. An annual permit is likely to cater for most parking needs with the exceptions being catered for with the short stay and notice permits.  Parking in loading bays & other locations is discouraged and should only be used as a last resort which is why it remains available by the issue of a Dispensation Notice which is vetted and approved by officers.  Off-street car parks are outside the jurisdiction of the highway authority and therefore outside of the dispensation scheme. Any decision to allow dispensation permits is the responsibility of the car park owners.
<b>15th Respondent – Landlord, Exeter</b>	
Excellent idea.	Support noted.

<b>16th Respondent – Landlord, Exeter</b>	
Charging in the university recesses is a cash raising exercise. The roads in student areas are devoid of student cars leaving ample parking space for those that have to work in the properties. Why can't there be an exemption during student recesses to everyone?	Residents parking schemes apply all year round to give residents (including students) priority to park in those streets. Suspension of the restrictions during student recesses would remove this priority.  A large majority of contractors and landlords will require dispensation permits for other times of the year and therefore there is unlikely to be any benefit even if such a change were practical.
<b>17th Respondent – Landlord, Exeter</b>	
The £45 annual permit is a big improvement on the current system.	Support noted.
Will a permit be needed for each zone?	Annual & short stay permits are valid in all residents zones. A notice permit is only valid for the location/zone specified on the permit
<b>18th Respondent – Plumber, Newton Abbot</b>	
The annual fee for limited waiting and residents parking is really good and will buy one as soon as it is available. Will help enormously in everyday work.	Support noted.
<b>19th Respondent – Gardener/Handyman, Honiton</b>	
Does lots of small jobs for an hour or so, so 2 hours gardening plus £10 for parking is expensive. A lot of customers are elderly on a tight budget and an extra £10 is a lot for them to find and damages the business.	The dispensation notice is only one option within the dispensation scheme.  A contractor purchasing an annual permit will be allowed to park in residents parking, limited waiting and some pay and display at less than 15p per day.
<b>20th Respondent – Finishing services, Exeter</b>	
The new system needs to be open to editing/change as issues will only become evident when it is rolled out.	The proposed changes are a result of a review of the existing dispensation service.
The current system is ad hoc, long winded, time consuming and in need of change.	Noted. Annual and short stay permits will make things easier as they require a single application.
Disappointed to see a charge being applied but this will be added to the contractors price.	A charge is being applied to cover the councils costs of managing the dispensation scheme.
Expects enforcement to identify traders not parking within the rules to try and stop them from undercutting.	Permits must be displayed with additional information which can be checked by enforcement officers where necessary.

<b>21st Respondent – Resident, Salcombe</b>	
Understands the introduction of a scheme in large towns & cities but not in small villages and towns. Especially those with very limited parking in a coastal setting which is heavily tourism orientated.	The comments are noted regarding Salcombe's individual concerns, it is recognised that parking is at a premium within the town, however the county council is progressing a scheme that best fits with the overall needs of the county.  In line with the county councils approach to reviewing parking at a community by community basis, it is the councils aim to undertake a traffic management review of the town to consider how parking stock is best allocated to best serve the towns needs.
Salcombe experiences high levels of building works and offering the myriad of builders vehicles a carte-blance to park will cause more mayhem.	
The system is already abused with enforcement being minimal and inadequate.	
There are few residents parking spaces, all of which will be filled with builders vehicles all day abusing the dispensation scheme more than now.	
Salcombe is subject to large numbers of second homes (60-70%) with 2,000 full time residents in the winter.	
To give an open parking ticket will harm tourism as customers will not be able to park and go elsewhere having a disastrous effect on Salcombe and other Devon towns.	
<b>22nd Respondent – Resident, Bideford</b>	
The changes should be extended to include private care companies & self-employed carers as their time is a premium when caring for the elderly and vulnerable. Time is wasted parking further away from clients premises and will result in shorter care time with patients.	The traffic order contains an exemption for care workers vehicles being used for essential storage and transportation of equipment to park in limited waiting, residents parking or pay & display whilst they undertake a home visit. These vehicles must display specific details in the windscreen.  It is recommended that the respondent contacts the parking service to discuss what is required.
<b>23rd Respondent – Devon &amp; Somerset Fire &amp; Rescue Service</b>	
Would like emergency service vehicles to continue to receive appropriate dispensation, including officers on response duty	Ambulance, coastguard, fire & police vehicles are exempt from all parking restrictions when they are involved in an emergency or in pursuit of duties
Can a permit scheme be considered for firefighters on call?	This is an area of dispensation that will need further investigation as part of a review of permit allocation. This request will be considered as part of this future review.
<b>24th Respondent – Resident, Bideford</b>	
Would like to be able to purchase visitor permits in books of 10 as 30 is too many.	Issuing smaller books of visitor permits will increase costs and administration. It is considered that books of 30 permits is reasonable considering that unused permits do not expire.
Suggests the 3 residents parking schemes in Bideford be combined	It is a long term goal of the Bideford Traffic Management Plan to review the residents parking scheme in the town.

DCC & councils should discuss if car parks could be used to ease the pressure on parking	This falls outside the remit of this TRO and jurisdiction of the highway authority. Ultimately, it is up to the district council to decide if they will allow their car parks to be used by residents permit holders. However as part of our commitment to manage the network effectively we regularly liaise with the districts with the aim of better balancing overall parking stock.
<b>25th Respondent – Salcombe Town Council</b>	
Concern that contractors and landlords will be able to obtain an annual dispensation permit. Understands that permit is only valid whilst the driver is working at the property but who would enforce?	Permits must be displayed with additional information which can be checked by enforcement officers where necessary.
Also concerned about proposal to allow disabled blue badge holders to park in residents parking spaces. Has been advised that in most other counties, blue badge holders can park in residents parking places but in Salcombe this would compound the problem for residents with those on holiday being able to park in their spaces.	The comments are noted regarding Salcombe's individual concerns, it is recognised that parking is at a premium within the town, however the county council is progressing a scheme that best fits with the overall needs of the county, and the mobility impaired.
There is very limited residents parking in Salcombe and Town Council has previously contacted DCC about concerns which have been ignored.	In line with the county councils approach to reviewing parking at a community by community basis, it is the councils aim to undertake a traffic management review of the town to consider how parking stock is best allocated to best serve the towns needs.
This is a totally urban policy aimed for larger towns/cities with plenty of alternative parking. In Salcombe this proposal would impact tourism as builders can continue to monopolise parking.	
The proposal aims to limit residents to one permit per property but at present it is two.	The restrictions on permits have been reworded but not changed.  When the scheme was introduced, existing residents were eligible for two permits & new residents would be limited to one.  Those that already have two permits will be allowed to continue to renew those permits for as long as they reside at the address.
Second home owners were only able to apply for a permit between 1 November and 31 March but they are obtaining these permits outside of this time with some vehicles displaying permits from two counties	Second home owners can apply for a permit at any time but the permit is only valid for parking between 1 November and 31 March.  These permits are issued to those properties identified as second homes. It is possible that our records may be out of date and would welcome any queries from the Town Council to identify second homes.
The County Council's website specifies that vehicles must be registered to a property to be eligible for a permit but there are at least four vehicles that are not.	Any permits that are believed to have been issued in error should be reported to the Parking Services team to investigate.  Whilst it is generally expected that a vehicle is registered to the eligible property. It is accepted that in some cases this will not be possible where exemptions are granted, for example where that property is a second home.

There is also no time limit on a permit but it should just be working hours	Time restrictions would not be appropriate as landlords and contractors can work at any time of the day.
At present builders park on pavements and do not get tickets	There is no power for our enforcement team to enforce pavement parking utilising civil parking enforcement powers.  Where such parking occurs adjacent to yellow line restrictions this can be reported to our team. Elsewhere, the police may deal with the vehicle if it is causing an obstruction.
The £5 permit allows parking on double yellow lines which infers they are not necessary	The dispensation notice permit is issued at precise locations. An exemption to park on yellow lines will only be granted for as short as possible where there is no alternative.
Dartmouth Town Council were not aware of the consultation and they have requested an extension to the consultation period. Salcombe Town Council requests an extension so that others can be made aware of this proposal.	The Traffic Order has been properly and legally advertised.  This product has been designed to best fit the needs of permit holders on a countywide basis. It is understood that the impact of the introduction of the product may trigger concerns of differing effects on communities, but it is not anticipated that the introduction of the new products will have any significant adverse effect. However, we will be monitoring the situation and should any individual unexpected adverse effects become apparent they will be considered and dealt with accordingly.
<b>26th Respondent – Resident, Exeter</b>	
Strongly objects to the proposed amendments to dispensation permits.	Objection noted.
DCC states that these amendments will “provide greater flexibility and reduce the need to book for each site” but this will do no such thing for those living in affected areas.	Those vehicles eligible for dispensation permits have always had exemption to park in residents parking areas. The original dispensation scheme and the revised scheme is formalising that arrangement by recognising legitimate users.
The existing system allows flexibility to fit in with weather conditions and timetable of contractors.	The changes are proposed as a result of feedback from service users that say the current system is not working for them which is why alternative options are being provided.  Where working in areas of residents parking or limited waiting the annual or short stay permits offers complete flexibility as there is no need for prior booking. Applications for a notice permit can be made close to the intended start date (at least one full working day should be allowed), ensuring clarity over whether the works will commence as planned.
Resident only needs to apply for a permit when expecting a contractor to work on the property.	It will be the responsibility of the contractor to purchase the permits.
The new system will force residents to pay in advance for time which may not be needed for work that cannot be avoided.	See above.
Residents are being penalised because of where they live not because they own cars themselves.	See above.

This is a money-making scheme and if you need to cover administration costs then charge £5 to residents that apply.	See above. Permits are priced at a level to cover the costs incurred by the county council to administer and enforce the dispensation scheme.
<b>27th Respondent – Resident, Salcombe</b>	
Objects to the proposed changes as they are not appropriate for Salcombe.	The comments are noted regarding Salcombe's individual concerns, it is recognised that parking is at a premium within the town, however the county council is progressing a scheme that best fits with the overall needs of the county.  In line with the county councils approach to reviewing parking at a community by community basis, it is the councils aim to undertake a traffic management review of the town to consider how parking stock is best allocated to best serve the town's needs.
In Fore Street there are 9 spaces and these will all be taken up by builders.	
The population increases from 2,000 to 30,000 between Winter and Summer which generates a lot of traffic including deliveries.	
Enforcement is haphazard and vehicles frequently park on pavements forcing passing traffic to mount the pavement to get past, causing danger to pedestrians	
There is widespread abuse of blue badges which goes unchecked	
DCC have issued a lot of permits to people that are not entitled to use them.	
<b>28th Respondent – Plumber, Exeter</b>	
As an emergency plumber, the current system of leaving a note works well.	Noted. The process for emergency parking is not changing.
Would the proposed annual permit be city wide or specific to a zone?	Annual & short stay permits are valid in all residents zones. A notice permit is only valid for the location/zone specified on the permit.
If city wide, would be happy to pay £45 for a permit.	Noted.
The short stay & notice permits would be at significant cost resulting in putting prices up for customers.	The permits form a package of options available as part of the dispensation scheme.
Believes it is beneficial to residents and tradesmen to park near a property for free	The dispensation scheme was introduced to resolve the issues being caused by the previous informal approach. Permits are priced at a level to cover the costs incurred by the county council to administer and enforce the dispensation scheme.