

## How does parking enforcement work?

Civil Enforcement Officers (CEOs) now enforce off-street car parks owned by district councils, pay and display parking, residents' parking schemes, double yellow lines and other parking restrictions. They check whether cars are parked appropriately; if not they can issue penalty charge notices (PCNs).

However, CEOs are not only there to issue PCNs – they can also give directions, advise motorists on where to park legally, and act as the 'eyes & ears' for local authorities for a range of services; including maintaining parking meters/machines and reporting broken signs and worn road markings.

### Where you can park

- On-street pay & display spaces with a valid ticket
- Off-street car parks with a valid ticket
- In a residents' parking scheme area if you have a valid resident or visitor permit
- In a street where there are no restrictions or signing to tell you that there are restrictions

### Where you can't park

- On double yellow lines at any time
- In a bus lane or at a bus stop at any time
- On zig zag markings (eg outside a school) and pedestrian crossings
- In a loading bay during restricted hours
- On a taxi rank
- In a designated disabled space without a valid badge

**Essentially, knowing your Highway Code will help you know where to park.**

# KNOW PARKING

For more information go to the Devon County Council website which has full details of CPE including the appeals system:

**[www.devon.gov.uk/parkingenforcement](http://www.devon.gov.uk/parkingenforcement)**  
or you can contact your district council directly.



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# KNOW PARKING

**Keep up to date with the changes  
in Parking Enforcement**

**[www.devon.gov.uk/parkingenforcement](http://www.devon.gov.uk/parkingenforcement)**

## What is Civil Parking Enforcement?

Civil Parking Enforcement (CPE) is the name given to the transfer of powers for enforcing parking offences from the Police to local authorities.

From 5th May 2008, responsibility for parking enforcement switched from traffic wardens working for the Police, to Civil Enforcement Officers (CEOs) working for district councils in Devon.

This transfer allows the Police to focus on tackling more serious crimes. It also allows the eight district councils, in partnership with Devon County Council, to link parking enforcement in car parks and on-street with their other transport priorities: reducing congestion and promoting road safety.

## What are the reasons for the changes?

**Legitimacy** This means that enforcement is for the right reasons: improving road safety and reducing congestion. The new regulations make it clear that CPE should not be used for generating income.

**Transparency** Local authorities must be open about what they are doing. All authorities must produce an annual report showing how many fines have been issued, the number of tickets that have been cancelled, the amount of money raised and how any surplus income has been used to benefit local transport.

**Fairness** The new two-tier system of fines is fairer for motorists as it links the level of penalty with the seriousness of the offence.



Higher parking fine

## What are the new levels of fines?

Previously, all vehicles breaking parking rules would be given a fine for the same amount regardless of the offence. The new two-tier penalty system is much fairer and the fines of £50 or £70 are issued depending on how serious the parking offence is.

For example, a lesser offence of overstaying a car parking ticket would receive the lower level fine; while a more serious offence like parking on double yellow lines would receive the higher level fine.

There is a prompt payment discount period of 14 days and so if the fine is paid within that time, the cost of the fine is reduced by half, to £25 or £35.



Lower parking fine

## What is the money raised from fines used for?

Parking enforcement is **not** about making profits for councils. Contrary to popular belief, there **aren't** quotas or targets for the number of Penalty Charge Notices (PCNs) issued and making money is not an objective of the scheme. However running an effective parking enforcement service can be costly for councils and all money raised from PCNs **must** be reinvested in the service so that it pays for itself.

In addition, the government has stated that any extra money **must** be used to fund local transport improvements.

## How can I appeal?

If you believe that your PCN was wrongly issued and you want to challenge it you should:

- hold off paying the charge
- write (as soon as possible) to the address on your PCN explaining why it should not have been given to you.

**All enquiries and challenges must be made in writing. You cannot challenge your PCN by telephone or by visiting any of the Council's offices.**

We will then consider your case and will send you a letter of our decision. If your challenge is successful we will cancel your PCN.

If your challenge is rejected, you will be given a further opportunity to pay your PCN at the discounted rate of £25/£35 as long as payment is received within 14 days of you receiving the letter of rejection, and providing you had sent your challenge within 14 days of receiving your PCN.

If you still wish to dispute a PCN after having your challenge rejected you can do so by completing the 'Notice of Appeal' form which will be included in your letter of rejection. For more information on appeals, look at the web page: [www.devon.gov.uk/pcnpay](http://www.devon.gov.uk/pcnpay)