

Chapter 7 **PARKING AND ENFORCEMENT PLAN**

Introduction

The Royal Borough of Kingston upon Thames published its original Parking Plan in November 1993. This was in response to the Secretary of State's Traffic Management and Parking Guidance and in readiness for its assumption in July 1994 of responsibility for the decriminalised enforcement of parking under the Road Traffic Act, 1991.

In the intervening period the Council has developed and added to its parking management and enforcement policies and practices in the light of experience, changing circumstances and policy initiatives. The underlying policies set out in the Unitary Development Plan have been reviewed and modified, the Mayor of London has published his Transport Strategy and the Parking Strategy for Kingston Town Centre has been reviewed. It is appropriate now to review the Parking and Enforcement Plan in the light of these changes. In particular, the Mayor has required the boroughs to include their Parking and Enforcement plans within their Local Implementation Plans in order to demonstrate how his strategy is being delivered.

On the ground the Council has used the freedom arising from the introduction of the Road Traffic Act to respond to residents' requests for protection from growing on-street parking pressures arising from commuter and employee parking in residential areas. The number of permit parking zones has grown from one in 1994 to eight in 2005, with two more in progress. The flexibility in scheme management has led to reviews of operating times, permit types and types of bays to meet community requirements. On-street parking management now has a direct impact on a significant proportion of the Borough's residents and businesses. This document brings together the current operating practices and guidance into a single, Council approved document and will aid public understanding of them.

This Parking and Enforcement Plan draws together those policies and practices that are currently operating in the Royal Borough. It has been offered for consultation on a wide basis and amended in the light of comments received. In its final form it stands as the operating and management policy and practice statement for parking and decriminalised enforcement services in the Borough. The final version of the Plan was approved and adopted by Executive on 26th July 2005.

Parking Strategy Statement

- 7.1 Parking is an important element of overall transport and planning strategy and is a high profile area of public/council interface. On-street parking is a matter of direct interest to all motorists and London has seen an increasing degree of parking restriction and enforcement effort in the last decade or so. The number of parking penalties has increased from just over two million in 1994-95 to nearly six million in 2004-05. Off-street parking has also undergone major policy change as local authorities have moved from requiring 'no less than' levels of parking at new developments to 'no more than'. This is summarised as a shift from minimum standards to maximum standards. The Council appreciates the linkage to the London Plan policy 3c.1 within which is envisaged "in general, supporting high trip generating development only at locations with both high levels of public transport accessibility and capacity, sufficient to meet the transport requirements of the development. Parking provision should reflect levels of public transport accessibility."
- 7.2 The Council aims to follow parking policies that contribute to and in some cases strike a balance between, a variety of transport and land-use objectives. These can be summarised as:
- Ensuring expeditious, convenient and safe movement of vehicular and other traffic
 - Providing suitable and adequate parking facilities both on and off-road, most importantly for disabled people (blue badge holders) and community transport vehicles
 - Reducing traffic congestion, with a priority to reduce delays to buses
 - Achieving modal shift and reduced reliance on car travel
 - Improving road safety and amenity of residential and shopping streets
 - Making best use of land in town centres and areas of high public transport accessibility
 - Making adequate provision for the servicing and delivery needs of business
- 7.3 The public are very interested in parking issues locally but cannot be expected to follow overall developments in parking policy. If they do not understand why the Council is following certain policies they will assume the worst, for instance that parking controls and enforcement are a very convenient revenue raiser. The Parking and Enforcement Plan aims to

demonstrate why the policies within it have been adopted and how they combine to make the greatest possible contribution to the objectives listed above.

Underlying Principles

- 7.4 There are certain key principles that need to be appreciated. First, there is a finite amount of both road space and off-street land available for parking use. That space needs to be managed for the public good and the only independent arbitrator available is the Local Authority. Secondly, the prime purpose of a road is a carriageway for movement rather than a linear car park. Parking controls and their enforcement are needed to permit the safe and reasonably unhindered movement of vehicles and pedestrians. The third principle is that a Council should not knowingly follow unsustainable transport or parking policies. These principles oblige the Council to make hard choices on parking policy and accept that there will be some interest groups or individuals who must lose in the course of the majority gaining.

Contribution to the Mayor's Transport Strategy Objectives

- 7.5 The Parking and Enforcement Plan has been written within a transport scenario that envisages less reliance on the car, and therefore provides opportunities to moderate and start to reverse the impact of parking on the Borough's land use, road network and visual appearance. The LIP emphasises the importance of travel awareness work, individual travel planning (as piloted in Surbiton), improved cycling, walking, bus and rail facilities. All these objectives are being pursued and, to the extent that they succeed, will have substantial long-term impacts on the way people choose to travel in this Borough. Policies in the Parking and Enforcement Plan are intended to complement the LIP strategy and provide the means to resolve day by day parking issues in an impartial way that maximises benefit to the community as a whole.
- 7.6 The Council's parking policies can and indeed must contribute to mode switching objectives. The on and off-street parking policies are designed to make commuter parking less easy or attractive than was the case in the past. The Council has this in mind, along with the need to reduce traffic levels, in its Park and Ride policy to establish one or more permanent Park and Ride sites.
- 7.7 With the London Plan seeking higher densities in areas with good public transport accessibility, town centre land dedicated to parking is often now

required for other uses. The Council expects to approve development on most surface level car parks in Kingston town centre, and is prepared to approve development on surface level car parks in other town centres depending on the merits of the application.

- 7.8 On the highway the policies rest on a road hierarchy based on traffic volumes and types that defines what degree of parking restrictions are needed. The strategic road network largely requires a red route or double yellow approach. Narrow streets in town centres need to be kept passable by a single or double yellow approach. The Council will monitor traffic flows by volume and timing and whenever necessary it will introduce or raise the level of control, or extend the operative hours, to prevent on street parking causing congestion or delays to buses. Enforcement of the controls will be resourced to achieve the same objectives. In particular, camera enforcement technology will be used on busy bus routes, both through roadside and on-board bus cameras.
- 7.9 Residential roads near town centres or train stations frequently require Controlled Parking Zones (CPZs) to resolve competing demands from residents and from shoppers, commuters etc. seeking free daytime parking. The Council has made very good progress already (see paragraph 7.80) and is satisfied that the CPZ policy makes a significant contribution to the Mayor's priorities on improving road safety, encouraging walking and cycling and relieving traffic congestion.
- 7.10 The hierarchy adopted for use of limited on-street parking capacity will improve the working of parking and loading arrangements for businesses and contribute to social inclusion objectives relating to disabled motorists. A package of reviews of waiting and loading arrangements on 'A' Roads and busy bus routes under the LIP Parallel Initiatives project (see LIP Chapter 5) will also improve accessibility and social inclusion since buses are the prime public transport option for non-car users making local journeys. Improved quantity and quality of cycle and Powered Two Wheeler (PTW) parking will encourage modal shift and ease congestion.
- 7.11 The Council has been involved since 2003 in developing a 20-year parking strategy for its principal town centre, Kingston, as part of a wider K+20 town centre strategy which will be formalised as the Kingston Town Centre Area Action Plan. The objective is to enable commercial and cultural activity to flourish and contribute to environmental objectives on air quality, noise, safety and the ambience of the town. Following consultation which

began in September 2004 the parking strategy was adopted in February 2005 and forms one of the building blocks of K+20.

Role of the Parking and Enforcement Plan in achieving London wide and Borough Targets

7.12 The policies in this document, and the allocation of Council resources that flow from that, will help the Council make its contribution to a series of London wide targets stated in chapter 5 of the Mayors Transport Strategy Local Implementation Guidance. In addition the Plan directly addresses Borough targets 4, 5 and 6 and the performance indicators of business satisfaction with fairness of parking and loading regulations and change in parking supply referred to in chapter 9 of the LIP. The definition of certain performance indicators, and the targets to be set, remain under development but subsequent LIP Annual Progress Reports will contain their agreed wording. The Council's parking policies are intended to be compatible with neighbouring areas and boroughs and the SWELTRAC partnership provides a valuable forum for identifying and resolving any incompatibility. On the specific issue of bus lane enforcement and the necessary degree of parking restriction along main bus routes, liaison is handled through the London Bus Priority Network. Bilateral discussion with an adjoining Borough will take place as and when necessary, especially on the parking regime and enforcement approach either side of a boundary.

Parking Policies

7.13 The Kingston town centre car parking strategy sets out policy for the part of the Borough with the greatest parking supply and demand. Where similar circumstances apply in district centres it is likely that the policies established for Kingston will prove broadly applicable. The rest of the Borough, outside the town centres, is mainly affected by two policy areas. One is on-street parking control and enforcement and the other is application of maximum car parking and minimum cycle and PTW parking standards to new developments.

UDP Policies

- 7.14 The Council has a strategic policy on sustainable transport (STR13) in the Unitary Development Plan¹ (UDP). This includes the statement “The Council will seek to reduce reliance on car travel, particularly at peak hours, through managing the availability of car parking”. A further strategic policy on the road network (STR14) defines a descending hierarchy of roads based on their function and this sets the background for the control/enforcement hierarchy adopted in the PEP
- 7.15 The UDP has a series of parking policies listed within the transport chapter. Of particular significance to the Parking and Enforcement Plan is the policy concerning on-street parking control;

Policy T27 On-Street Parking Control

The Council will carry out periodic reviews of existing on-street parking conditions and will, after appropriate consultation, introduce new or amended controls, or introduce physical measures to tailor parking provision to suit changing demands and conditions. The Council will examine the extension of the Kingston town centre and Surbiton controlled parking zones and the introduction of controlled parking zones in New Malden and other parts of the borough if appropriate. In doing so the Council will seek to provide a balance in the allocation of on-street parking to cater for various parking demands but generally giving priority to residents and the needs of local businesses and in shopping centres, to shoppers and people with disabilities.

¹ Royal Borough of Kingston First Alteration Unitary Development Plan. Adopted in 2005

- 7.16 There are three policies relating to the objective of achieving modal shift and reduced reliance on car travel, as a contribution to the Sustainable Transport Strategy stated in UDP strategic policy 13. These are:

Policy T20 Compliance with Car and Cycle Parking Standards

The Council will apply maximum car parking standards and minimum parking standards for cycles, subject to the provisions of policy T21. The Council expect a lower level of car parking provision in areas of high public transport accessibility.

Policy T21 New Development and On-Street Parking

Planning permission will not be granted for development likely to result in an increase in on-street parking where it would adversely affect traffic flows, bus movement, road safety, the amenities of local residents or the local environment unless a range of measures is included as part of the development which would satisfactorily prevent any further increase in on-street parking.

Policy T21a Provision and Management of Public Car Parking

The Council aims to ensure that the provision of adequate public car and motor cycle parking in Kingston town centre and the district centres does not conflict with policy STR13 and will monitor this requirement having regard to the following principal factors:

- capacity of the road network;
- level of public transport provision;
- availability of park and ride facilities;
- the amount and nature of development;
- availability of sites

Where public car and motor cycle parking spaces are provided in either new or existing development, the Council will seek the regulation of the opening hours, charges and availability of contract spaces through agreement with the developers/operators. The Council will seek agreements with businesses for the transfer of appropriate private off-street car parks to public use at weekends, bank holidays, in the evening and at other such times as they may not be required by the business, to serve the adjacent centre or facilities or to act as a park and ride car park for Kingston town centre or the district centres

7.17 The remaining UDP parking policies can be summarised as:

- Managing the secondary road network to maintain one clear lane in each direction for traffic use (T4),
- Managing the Local Distributor Roads to give priority to the residential environment (T5)
- Managing the Local Access Roads to give priority to accessibility with particular attention being given to pedestrians and cycle users over other traffic (T6);
- Providing for Disabled Persons Parking facilities close to public buildings and shopping centres (T13);
- Limiting overnight on-street lorry parking to industrial estates (T16);
- Continuing to seek suitable park and ride opportunities (T17);
- Requiring the majority of off-street parking in the town centres to be publicly available (T19);
- Using developers Transport Fund contributions to secure improvements to parking facilities or initiate parking controls (T22);
- Ensuring adequate off street servicing, with rear servicing where possible (T28);
- Promoting conversion of wide shopping forecourts to provide some servicing capacity, assisting replacement of on-street parking affecting traffic flow on main roads (T29);
- Ensuring good design of multi-story car parks in Kingston town centre (KTC21);
- Achieving an appropriate level of public car parking in district centres (DC5).

Parking Supply and Demand

7.18 Several forms of off-street parking space exist ranging from multi-storey parks down to single off-street spaces. The road network also provides various opportunities for parking ranging from uncontrolled areas, notably in residential streets where neither traffic flows, road safety issues or excess parking pressure justify a need for controls, to Controlled Parking Zones where the use of space is managed to achieve a desired balance in the use of available space. In addition parking is available on waiting restrictions outside of operational hours when traffic and other conditions do not require the space to be kept free. The following paragraphs state or, where necessary, estimate the capacity for legal parking in the Borough and analyse the demands there are for the use of that space.

Parking Supply

- 7.19 The Council recognises that the amount of parking provided to meet the needs of the town and district centres depends on a number of factors including the anticipated level of development, the highway network capacity and the level of public transport. Assessments were carried out in 1990 to set targets for the required weekday off-street public parking supply for each of the centres. These are shown in Table 7.1 (below) alongside an assessment of the current parking capacity, including an allowance for on-street facilities (UDP Policies DC5 & T32).
- 7.20 The Council has reviewed its Parking Strategy for Kingston Town Centre. Ultimately, the Council intends to review its parking strategies in respect of the District Centres.
- 7.21 The background studies to the Kingston Town Centre Car Parking Strategy established that for most of the year off-street capacity is more than adequate to satisfy demand. The most popular car parks are often full for

Table 7.1: Metropolitan and District Centre Parking Supply

	UDP Parking Target (1990)	Parking Supply (Sept 2004)
Kingston	7,000 spaces	7,069 spaces
New Malden	1,200 spaces	836 spaces
Surbiton*	750 spaces	468 spaces
Tolworth	400 spaces	284 spaces

*(excluding 600 space car park at Surbiton Station used for commuter parking)

parts of the day and experience queues during peak shopping hours or busy weekends whilst other car parks have many unused spaces. However, this situation is different at Christmas and New Year when demand regularly exceeds overall supply and queuing around the most favoured car parks can cause congestion in the town centre, particularly on the relief road around the John Lewis and Bentall Centre car parks.

7.22 The strategy has taken account of a substantial expected rise in demand for trips to Kingston town centre over the coming 20 years related to retail, residential, leisure and educational growth. A combination of parking and other transport measures are intended to allow all the growth in trips to be met by non-car modes in net terms. However the leisure and retail development is expected to result in longer average stays within car parks and there may be a need to increase the number of spaces available. There is always uncertainty about what development will occur but the parking strategy needs to ensure that whatever transpires supports rather than detracts from the long term parking objectives, which in turn aims to ensure the Community Plan vision of an attractive environment within a thriving town centre. The strategy for Kingston town centre concentrates on the principle that more efficient use of current capacity can and should be made. It proposes that the Council should opt for a central supply figure of 7,000 with flexibility to vary by 700 spaces (plus or minus) to leave scope for responding to different development scenarios. The strategy will be subject to periodic review through the Local Development Framework process and, potentially, through future submissions of the Local Implementation Plan.

7.23 Demand in other parts of the Borough has not yet been systematically re-assessed. Where an imbalance between supply and demand exists, this manifests itself in on street parking pressure and the Council responds as necessary using parking controls. The Council does not seek to reduce parking demand by using controls in streets where neither parking pressure nor prioritising free flow of buses and other traffic would justify controls. It relies on the other demand restraint aspects of its transport strategy such as green travel plans to make a beneficial Borough wide impact on parking demand.

Responding to Incremental Change in On-Street Demand

7.24 Over the coming years intensity of land use will increase and more people will live within the town centres. The road network is largely fixed and

off-street parking within developments will be restricted by maximum standards. For policy reasons there is a desire to agree provision at below the maximum, or even car-free where the developer is willing and this would not adversely affect traffic flows, bus movement, road safety etc. We therefore expect that residential development will generate demand for on-street parking, manifested in the form of demand for resident's CPZ permits. If unrestricted that could erode the benefits CPZs have delivered for current residents.

- 7.25 The UDP recognises this situation and makes provision in appendix 1, C3 that, within Kingston town centre and the district centres, "Legal agreements can control eligibility for parking permits". This allows the Council to conclude legal agreements with developers that limit or preclude their eligibility for parking permits within CPZs. There are nine 'active' legal agreements within Kingston Neighbourhood and a further 13 agreements await implementation. These have been arrived at case by case but the Council will now aim to develop a system of classifying CPZs based on their capacity to absorb more permits. For those classified at full capacity it will be necessary to attach a section 106 legal agreement on planning approval that occupants of new developments will not be entitled to CPZ residential permits. Such conditions would be revealed, via solicitors' searches, to potential new residents buying property within the zone.

Off-Street Spaces

- 7.26 The number of permanent and temporary public parking spaces within Council and privately operated car parks are shown in Appendix 1.
- 7.27 The largest proportion of parking space in Kingston town centre is operated by retailers, principally for use by their customers. The Bentall Centre, John Lewis, Eden Walk and Sainsburys between them provide 3,051 spaces. The Council operates the next largest proportion of nearly 2,300 off-street spaces. A 703 space car park is operated by the Council and the Bentall Centre under a joint management agreement. The balance of 1,044 spaces is provided by specialist car park operators such as NCP. At weekends a number of private parking facilities are made available to the general public to augment the available supply and help meet the peak in demand.
- 7.28 The total amount of private off-street capacity in the four centres has never been calculated because there has been no policy imperative to know this. Some components of the total have been estimated as levels set out in Table 7.2.

Table 7.2 Private Non-Residential Off-Street Parking Capacity

Location	Number	Source
Kingston town centre	1,395	Steer Davies Gleave study 2003
New Malden town centre	1,256	Survey of 50+ space car parks in 1990s
Surbiton town centre	977	Survey of 50+ space car parks in 1990s
Tolworth town centre	948	Survey of 50+ space car parks in 1990s

7.29 The total of 4,500 + spaces could easily double if all the small formal and informal car parks, garages etc. beside and below buildings were taken into account. If that is so then the amount of private supply in the Borough's town centres would broadly equal the public supply of 8,700 spaces. Outside the town centres most supply is private, though special arrangements such as the Christmas Park and Ride service rely on the temporary public use of the 900 space northern car park at Chessington World of Adventures (CWOA). Residential parking space predominates and could be very roughly estimated by subtracting uncontrolled on street parking spaces from the 69,000 vehicles owned by households in the Borough. However the Council do not propose to attempt such an estimate because these existing spaces cannot be influenced by the parking strategy. Creation of spaces in future is, and will continue to be, influenced by maximum parking standards.

7.30 The Council itself manages over 3,000 public car park spaces located in four multi-storey and ten surface car parks in the Borough. Although it is a minority supplier, particularly in Kingston, this stake in the available supply gives it some influence in managing the stock to meet its overall transport objectives for the use of parking. In addition the Council has entered into planning agreements with private sector owners to regulate the pricing and operating hours of the facilities.

7.31 The sites over which the Council has direct control and those that are subject to agreements, together with their status, are shown in Table 7.3.

Table 7.3 Parking Spaces Under Direct Council Control or Subject to Agreements

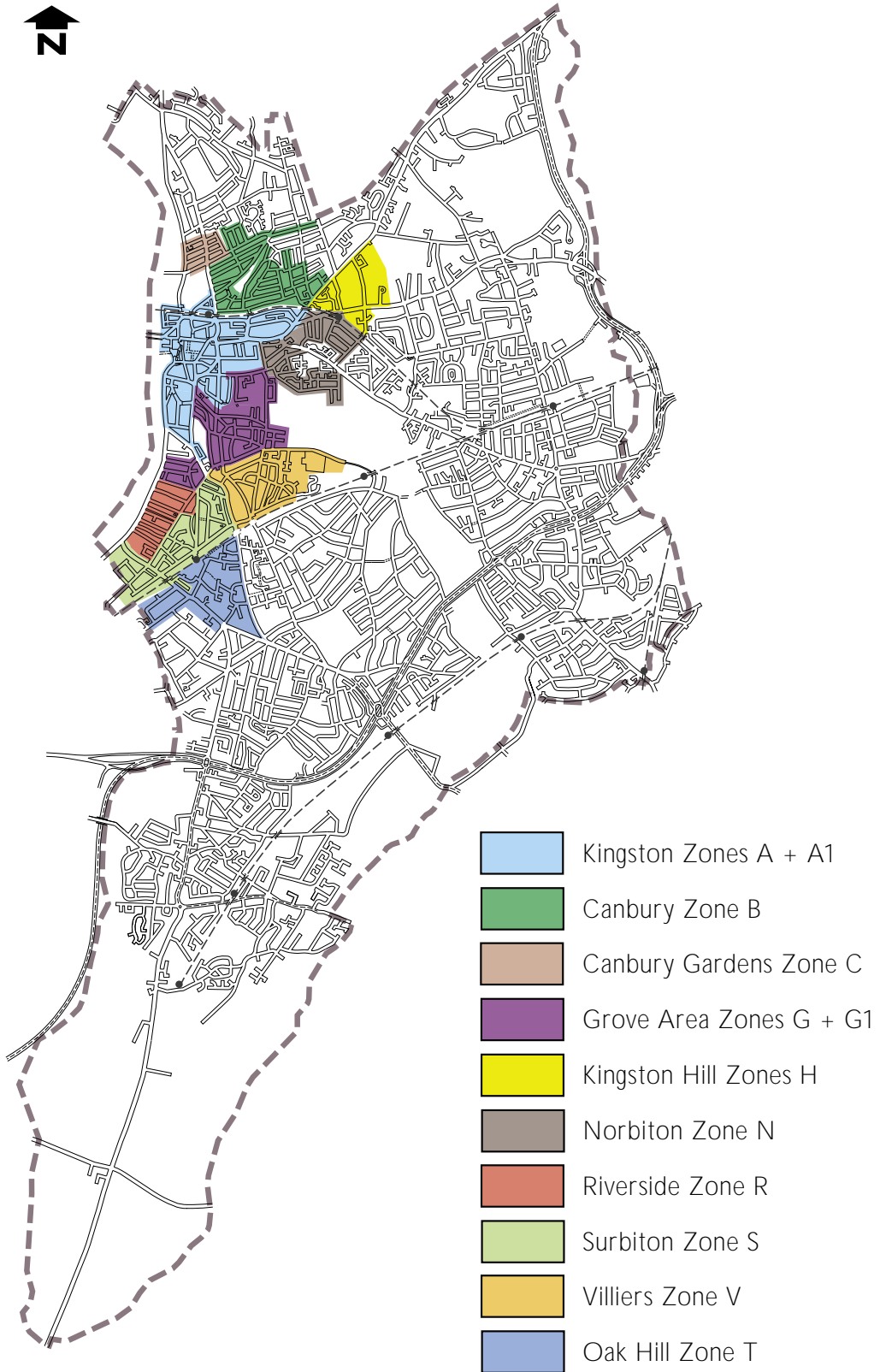
Car Park	Capacity	Degree of Control
KINGSTON		
The Bittoms MSCP	803	RBK operated. Site leased from Surrey County Council
Cattle Market Car	588	RBK operated. Ownership is freehold except Parks for section under Bus Station, which is on long lease from London Buses
Drapers MSCP	417	RBK operated. Site owned freehold by RBK
Bentall Centre Car Park (A)	585	Planning agreement requirement to operate as a public car park with charges designed to discourage commuters. Details of any changes to charges are subject to RBK approval. Opening hours required to be consistent with operation of adjacent development. The Agreement does not cover the Bentall Centre 'B' car park
John Lewis Car Park	710	Car park to be available for public use at times to be agreed with Council. Requirement to discourage visits beyond 4 hours through escalating charges. Any changes in tariffs to be subject to consultation with the Council.
Sainsbury's Car Park	421	Requirement to gain Council approval for site management covering operating hours, charges, enforcement & quality standards.
Seven Kings Car Park	703	Lease and management agreement with Council covering operating hours, charges and quality standards.
Thameside	32	RBK operated. Part owned freehold, part leased
Neville House	30	RBK operated. Site owned freehold but is subject to access rights
Caversham Road	10	RBK operated. Site owned freehold by RBK
Guildhall	61	RBK operated. Site owned freehold by RBK (Used Saturday only)
Ashdown Road	186	RBK operated. Site part owned freehold, part leased
Canbury Place	108	RBK operated. Site owned freehold by RBK

Car Park	Capacity	Degree of Control
SURBITON		
Victoria Road	210	Agreement to provide parking spaces for adjacent Hostel plus 182 public spaces. Any changes to operating hours or charges to be agreed with Council.
Waitrose Car Park	214	Agreement requiring Council approval to any change in charges
St Phillips Road	68	RBK operated. Site owned freehold but is subject to access rights
NEW MALDEN		
The Malden Centre	83	RBK operated. Site owned freehold by RBK
Blagdon Road MSCP	549	RBK operated. Site owned freehold by RBK and has granted a long leasehold interest in the whole site but has undertaken an under-lease of the Car park
Waitrose Car Park	137	Agreement to provide 137 publicly available spaces during specified hours and at specified charges. Any changes require prior approval of the Council (not to be unreasonably withheld).
TOLWORTH		
Tolworth Tower Car Park	250	Agreement to set charges "only as shall have been approved" by the Council
HOOK		
Hook Community Centre	16	RBK operated. Site owned freehold by RBK

Managed On-Street Parking Spaces

7.32 Prior to 1997 only Kingston Town centre and a few residential roads on its periphery were controlled. Recent years have seen an extensive expansion of the managed parking areas (CPZs) within the Borough and there are now 10 CPZs controlling the areas shown in Figure 7.1. In addition, time-limited pay and display parking schemes were introduced in Tolworth district centre in Spring 2003 and New Malden High Street and Burlington Road in Summer 2005.

7.33 The current total capacity now exceeds 9,700 spaces and consists of permit bays, pay & display or metered bays, shared use bays and time-limited



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Fig 7.1: Controlled Parking areas

free bays. A full breakdown of the spaces is included in Appendix 2 and a summary of the managed zones is provided in Table 7.4.

Table 7.4 On-Street Managed Parking Supply (Sept. 2005)

Parking Area	Total Capacity
Kingston Town (A)	636
Canbury (B)	2,494
Canbury Gardens (C)	371
Grove Area (G)	1,196
Kingston Hill (H)	201
Norbiton (N)	1,584
Riverside, Surbiton (R)	602
Surbiton (S)	1,268
Villiers (V)	736
Oakhill (T)	557
Tolworth	64
New Malden High Sreet	34
Burlington Road	26
TOTAL	9,769

note: excludes Disabled parking and loading bays

7.34 The number of resident and business permits issued at Sept. 2005 are shown in Table 7.5.

Table 7.5: On-Street Parking Permits (September 2005)

	Capacity of permit holder & shared-use spaces	Permits issued		Supply/Demand Ratio
		Resident	Business	
Kingston Town (A)	421	491	n/a	116%
Canbury (B)	2,457	2,118	180	97%
Canbury Gardens (C)	332	368	14	115%
Grove Area (G)	1,180	1,012	46	90%
Kingston Hill (H)	201	160	8	84%
Norbiton (N)	1,417	847	40	63%
Riverside (R)	587	567	30	102%
Surbiton (S)	1,173	860	185	89%
Villiers (V)	725	466	24	68%
Oakhill (T)	557	441	9	81%
TOTALS	9,050	74,00	536	

7.35 Clearly in the majority of CPZs, the sale of permits, and therefore the demand for on-street space, is more than satisfied by the number of bays provided. However, in those cases where demand does outstrip supply experience shows that that an over-sell has never caused any significant problems since not every permit holder wishes to park simultaneously. In situations where there is local stress caused by over-demand the Council has reviewed the available supply to maximise the amount of kerbside space available and examined alternatives, such as converting metered bays to shared-use.

Parking Services: Management and Operation

Structure and Resources

- 7.36 The Parking Services section provides day to day management and operation of the Council's public car parks and the enforcement and management of its on-street parking controls and restrictions. Scheme concept, initial design and feasibility is carried out by the Traffic and Transportation section, which are based on Neighbourhood areas of responsibility that ally to the Council's administrative structure.
- 7.37 The team structure is shown in Figure 2. Services are provided through four teams (Parking Enforcement, Appeals, Scheme Management and Car Parks). The Appeals team has recently been restructured to reflect a growth in the volume of work and a change in the contract arrangements for notice processing that is happening in 2005.
- 7.38 Services are provided through direct management and through a number of contracts. The principal contracts are listed in Table 7.6

Table 7.6 Parking Services Contracts

Contract	Contractor	Value
Parking Enforcement, Notice Processing and Customer Services	APCOA Parking UK	£1,650,000
Notice Processing IT Systems	Civica Systems Ltd	£75,000
Building and Professional Services Consultancy	NPS Property Services	£50,000
Pay & Display machine maintenance	Metric Group Ltd	£45,000

Improvement Review

- 7.39 Parking Services is currently subject to an Improvement Review that is being carried out within the general principles of a Best Value Review, with particular emphasis on outcomes and improvement. This Review covers eight main areas of work including
- Notice processing arrangements;
 - the mechanism for managing enforcement services in readiness for letting a new contract (to include consideration of neighbourhood perspectives),
 - the Council's response to new duties of bus lane and traffic management enforcement in conjunction with the CCTV Control Centre;

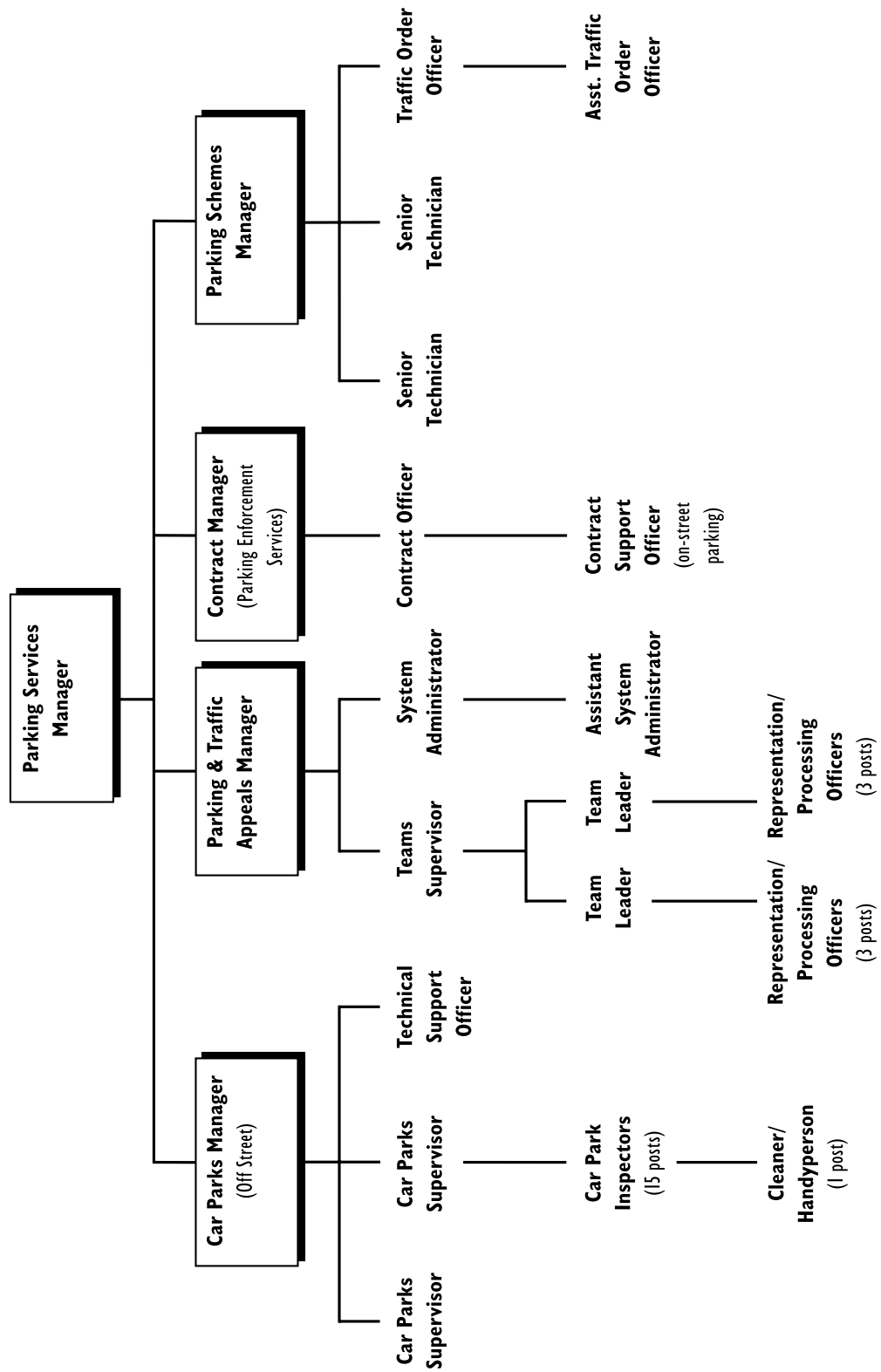


Fig. 7.2: Parking services established team structure (December 2004)

- establishment of medium term business planning to include charging strategies, asset management, safer car parks etc
- Consider options for the management and ownership of Car Parks
- Improved customer service interface and developing a better understanding of customer perceptions and expectations.

7.40 Progress resulting from the review to date can be seen in

- the letting of a new IT contract for notice processing systems that is enabling the council to integrate the service into its own financial systems, including web-based and automatic telephone payments,
- a new planned and responsive maintenance contract for on and off-street payment machines,
- the development of the parking services web site,
- commencement of CCTV enforcement of bus lane contraventions,
- late evening opening of car parks to serve the night time economy,
- Park Mark accreditation for three multi-storey car parks in Kingston,
- improved customer feedback information.

7.41 The review is on-going and will deliver further improvements for service users and stakeholders over time.

On-Street Parking Control and Regulation

Introduction

7.42 The Council has devolved its Highway and Traffic Authority functions to local Neighbourhood Committees that are required to discharge these powers in accordance with Council Policy guidance set out in this and other policy documents. The Council's Executive has the overriding responsibility for the enforcement of parking controls and for the revenue and expenditure arising from the operation and management of parking.

7.43 In order that the highway network operates safely and effectively the Council will introduce parking controls in roads as necessary to provide adequate capacity for the safe movement of traffic. In developing proposals the Council will take into account the function of the road within the highway network and the legitimate needs of frontage development.

7.44 Parking restrictions and regulations should reflect a road's position in the Borough's road hierarchy, i.e. its functional requirements, as well as local

physical and environmental conditions. The aim is to maintain capacity, accessibility and road safety for all road users. In addition consideration will also be given to the needs of bus operators by providing for the removal of obstructive parking from bus routes where this can significantly improve service reliability and the delivery and servicing needs of local businesses.

- 7.45 In essence waiting and loading restrictions aimed at securing network capacity will be concentrated on the major route network. Off main routes, the objective of parking restrictions will be to maintain road safety and adequate carriageway widths commensurate with the road's function. Restrictions in these roads should be largely self enforcing as they will reflect the local physical conditions (carriageway widths, sight lines, junctions etc.) but in certain cases local traffic management works may be employed to give added effect to the controls.
- 7.46 It is the Council's intention that its management of on-street parking should be, as a minimum, self-financing. It has therefore agreed the following guidelines for the Neighbourhood Committees to follow when considering the introduction of new parking controls:
- i. The enforcement of parking restrictions introduced for road safety reasons be funded from the Parking Revenue Account.
 - ii. Neighbourhood Committees be entitled to introduce parking restrictions for management or amenity reasons where a financial appraisal by the Director of Environmental Services demonstrates that they can be funded on a self-financing basis
 - iii. Where Neighbourhood Committees wish to introduce parking restrictions for any reason other than road safety, or seek schemes, which are not self-financing or purchase additional enforcement resources, funding must be identified from within the Neighbourhood budget.
- 7.47 Where it is considered necessary to manage the use of available parking spaces the Council will promote and enforce Parking Places Orders to designate spaces and regulate the vehicles that may use them. These will include, but not be limited to, permit parking bays, time regulated bays (with or without payment), disabled parking bays, goods vehicle loading bays, motorcycle bays, Doctor's parking bays and coach parking bays. The nature of the regulations will be dictated by local circumstances.
- 7.48 Where local conditions warrant the consideration of an area-wide approach to parking management the Council will consider the introduction of controlled parking zones. However these will only be introduced into areas

where a majority of consultation respondents have indicated a desire for such controls to be implemented.

Waiting and Loading Restrictions

7.49 Under UDP Policy STR14 "The Road Network" the Council has adopted a hierarchical approach to the road network, classifying it into four categories of declining traffic importance, Primary Roads, Secondary Roads, Local Distributor Roads and Local Roads.

Primary Roads

7.50 Primary Roads, namely the A3 Trunk Road and the A240 and A243 (south of the A3) shown in Red in Appendix 3 are part of the Transport for London Road Network (TLRN). They provide for longer orbital and radial journeys linking the Borough to the national road system, although the A3 also carries a significant level of borough traffic.

Secondary Roads and Priority Bus Routes

- 7.51 Secondary Roads are the main 'A' roads used for linking the town and district centres within the Borough to the primary road network, which is shown in yellow in Appendix 3. They consist of the A307 Richmond Road, A308 Kingston Vale, A307 Portsmouth Road, the A240 and A243 north of the A3 and the A2043, serving both local shopping areas and residential communities and are also all part of the London Bus Priority Network (LBPN).
- 7.52 On these roads the free movement of traffic is paramount during peak periods. The Council will control parking on these roads so as to achieve a minimum of one free flowing traffic lane in each direction at all times. Where conditions warrant it, and subject to the needs of frontage servicing, additional traffic lanes will be kept free of obstruction by parked vehicles and delivery vehicles during peak hours either to provide additional route capacity or to provide enhanced bus priority measures. The Borough intends to review its waiting and loading controls on these 'A' routes and busy bus routes as a Parallel Initiative project (see Chapter 5 of the Local Implementation Plan) and as part of the implementation of bus priority schemes. This will build on previous extensive work carried out as part of the Borough corridor studies and London Bus Initiative strategic route studies. The programme set out in the LIP (paragraph 5.9) envisages the completion of the initial route assessments in April 2006 in order to carry out scheme feasibility assessments and prepare financial bids by May 2007.

The reviews will follow the advice contained in the TfL advice note "Making Better Provision for Servicing and Delivery Needs of Businesses."

- 7.53 The approaches and exits to controlled junctions and intersections on the routes will be maintained free of parked vehicles so as to provide adequate reservoir capacity and, subject to the physical limits of the highway, provision will be made for turning facilities at side junctions.
- 7.54 Any parking remaining available on the routes will be prioritised for essential frontage servicing during peak periods. During off-peak periods any available parking space will be prioritised for the servicing of premises with no off-street facilities and providing short term parking for businesses, community facilities (including places of worship) and shops in commercial areas. Residents parking and long stay parking for local employees will only be provided where there is adequate road space available after the needs of traffic, bus priority measures, frontage servicing and blue badge parking have been met.
- 7.55 For the purposes of control the peak periods are defined as 7.00 -10.00 am and 4.00 - 7.00 pm. In order to provide an element of uniformity daytime restrictions on these routes should operate between 7.00 am and 7.00 pm. Where traffic or local environment conditions warrant, restrictions will operate at any time. Restrictions will apply every day unless traffic conditions are such that Monday - Saturday controls are considered to be adequate.

Local Distributor Roads

- 7.56 The purpose of local distributor roads is to distribute traffic from the secondary roads into residential, industrial and business areas or to fulfil a locally important traffic function (added to these are the principal access roads within the commercial centres which serve an important local function either for public transport or accessibility, e.g. access roads to car parks).
- 7.57 A number of local distributor roads are also busy bus routes. These include the B3363 Claremont Road, B3370 St Mark's Hill and the classified un-numbered Surbiton Crescent, the classified un-numbered Galsworthy Road and the B282 Burlington Road. These links are highlighted in blue on the Hierarchy Plan No. DTM/UNCON (Appendix 3). However, recent improvements to bus route 131 along Burlington Road have resulted in an extension of peak hour restrictions to 7 00 am - 9 30 am and

4.30 pm - 7.00 pm at certain locations. The Council will adopt this as the norm in future and extend restrictions to Sunday if traffic conditions justify a change.

- 7.58 Traffic flow conditions on these routes are an important factor in the operation of the main route network but there exists greater scope for allowing parking and servicing where it would not unduly impede traffic flows. The Council will seek to control parking on the local Distributor Roads to achieve a free flow of two-way traffic during peak periods. Approaches and exits to controlled junctions and intersections with the local and London Distributor network will be maintained sufficiently free of parked vehicles to provide adequate capacity for the safe and efficient operation of the junctions.
- 7.59 For the purposes of parking controls the traffic peak periods for the Local Distributor Roads are usually defined as 8.00 am - 9.30 am and 4.30 pm - 6.30 pm with daytime restrictions operating from 8.00 am - 6.30 pm. Where traffic or local environment conditions warrant it these restrictions may be extended to operate later in the evening and, as a general rule, will only operate Monday - Saturday.

Local Roads

- 7.60 Local roads provide access to communities or buildings and it is the Council's aim to restrict the use of these roads to traffic requiring access in the locality. Therefore, provided that vehicles can move satisfactorily, the needs of local residents and businesses will take precedence over speed or volume of traffic. Measures may be taken to discourage commuter parking (e.g. through short period waiting restrictions) to promote local road safety and to ensure essential local traffic can move freely.
- 7.61 Subject to road safety and local conditions, the Council will seek to ensure that at least a single 3.66m traffic lane with appropriate passing places is available at all times on local roads. However this limit will be reviewed in the light of the Fire Brigade's acquisition of new Mercedes tenders, which may need an increased clear passage width of 4.5 metres.
- 7.62 As a general rule the Council will seek a self-regulating system throughout the local network, relying on a reasonable standard of driver behaviour. Where appropriate white hatching and advisory limit of parking markings will be employed to provide a level of guidance to drivers. Formal parking controls will only be employed in response to safety and bus

service requirements. The required standards for accessibility are also a consideration. Controls will be geared towards local needs and, generally, restrictions will be minimised except in instances where there is excessive demand for parking places but managed, designated parking is not considered appropriate. However, account will be taken of any difficulties Blue Badge holders may have in finding parking space in the area and it may be the case that designated disabled persons bays will be provided to give them appropriate priority.

Critical Links

- 7.63 Notwithstanding the road hierarchy there are sections of road within the borough where at certain times the free movement of traffic is of paramount importance. Similarly there are locations where the presence of parked vehicle may severely prejudice road safety or reduce carriageway widths such that insufficient space is available for accessibility, e.g. at the approaches and exits to junctions. These links are to be defined as "Critical Links" and are generally already protected by waiting and loading bans operating at any time or for the greater part of the day, e.g. the Kingston town centre Relief Road and car park access roads.
- 7.64 Unauthorised parking on these critical links could severely affect the functioning of the surrounding network. On these sections of road there will be no waiting, loading or unloading allowed at times appropriate to traffic or safety conditions.

Loading on Waiting Restrictions and Parking Bays

- 7.65 The Borough's traffic regulations provide an exemption allowing vehicles to park on waiting restrictions during operational hours for the purposes of loading, unloading and completing deliveries at premises adjacent to the street. There is a maximum limit of stay of 20 minutes that applies after 11am except in the case of furniture removals from adjacent premises.
- 7.66 A similar exemption also applies in designated parking places, including Disabled parking bays. However, the 20 minute limit of stay applies during all operational hours except in the case of furniture removals from adjacent premises.
- 7.67 Case law indicates that for the exemption to apply the items being loaded/ unloaded should be bulky or heavy or the delivery should be of a nature that requires the presence of the vehicle. This provides for multiple deliveries of packages, regardless of weight. The exemption applies to

all vehicles and is not limited to goods vehicles but the exemption is not considered to apply in circumstances where the vehicle is parked in the location for the convenience of the driver.

- 7.68 Continuity of unloading/loading or absence of it is often quoted in Adjudicator reports as evidence that the exemption is applicable. However, the Council accepts that the activity should include the time taken to complete the connected paperwork or store hazardous materials but does not include secondary handling.

Controlled and Managed Parking

- 7.69 It is recognised that parking restrictions apply equally to all vehicles and, in many cases, they are not the most appropriate mechanism for managing the parking supply. In order to meet its planning, transport, and community objectives the Council will consider regulating and managing the use of kerb side parking space to meet community needs. Regulations will seek to manage the use of the available space to favour certain groups or categories of user and redress any local imbalance between the parking supply and the competing demands for space.
- 7.70 It is recognised that the introduction of regulated parking can have a wide impact on the local community. Proposals can be viewed with suspicion and the benefits or disadvantages arising from the introduction of controls are not always appreciated or understood. As a result the Council will only consider the preparation of area-wide parking management measures, such as Controlled Parking Zones, where there is an expressed majority level of recognition that there are parking problems within the area and the introduction of such measures could form an appropriate solution to local problems. The introduction of the measures will also be dependent on an expressed majority support for any draft proposals that are subsequently prepared.
- 7.71 The Council accepts that displacement parking into uncontrolled roads on the periphery of a newly managed parking area is likely to occur and may have an adverse impact for residents/businesses of those roads. However, these detrimental effects need to be viewed against the overall benefits achieved within the managed parking area.
- 7.72 Where a core area is being consulted on the possible introduction of controls, roads on the periphery will be simultaneously informed of the Council's intentions. Letters will not only be sent during the initial

consultation stages but also throughout the decision making process i.e. after Committees. Assurances will be given that any possible adverse impacts will be considered as part of the Review process

- 7.73 In town areas the available space for visitor parking will be managed to favour short term, customer parking rather than long-stay employee or commuter parking. An appropriate supply of parking will be made available for disabled persons, having regard to the concessions available for them under the Blue Badge scheme, the proximity of off-street facilities and the outcome of consultation with representative organisations of disabled people. Provision will also be made for vehicles delivering or collecting from premises.
- 7.74 In Kingston Town Centre, where demand for kerbside space is at a maximum and servicing is often impeded by Blue Badge parking on yellow line waiting restrictions, additional measures will be taken to manage all available kerbside space, either by different types of parking bay or loading restrictions. The continuing demand by Disabled Badge holders may require the Council to reconsider whether all kerbside space should be set aside for either disabled parking or loading, with able bodied motorists taking advantage of the adequate supply of off-street parking.
- 7.75 In areas adjoining town centres or railway stations, where there is strong competition for on-street parking space, the Council will consider the introduction of permit parking controls with the object of managing the available space in favour of local residents and businesses. Parking controls will, where practicable, be tailored to meet (in order of priority) the needs for:
- residents parking
 - disabled (Blue Badge) parking
 - short-term shopper parking for local facilities
 - visitor parking for residents
 - visitor parking for local businesses
 - operational parking for local businesses
 - parking for local facilities including, if appropriate, long-stay parking for local facilities.
- 7.76 Schemes will make facilities available for customers and visitors through visitor permits or by providing time-limited parking either on a shared or

dedicated basis. In practice it is envisaged that a combination of features will be required to achieve a balance appropriate to local needs and each scheme will be tailored to meet those needs.

- 7.77 The economies of local shopping parades, especially those on the edge of the Kingston Town Centre CPZ, are particularly fragile and the viability of these shops could be significantly influenced by even modest parking charges. Some provision of free time limited parking at these edge of centre localities will be considered
- 7.78 Similarly the times and days of operation will be tailored to address local circumstances. These times will be determined as part of the initial consultations, with residents and businesses being offered the opportunity to consider the most suitable days and times for the area.
- 7.79 When considering and developing proposals the Council will bear the following design and operational principles in mind:
- The times and days of control will be the minimum required to address the local issues and, where appropriate, to achieve the desired turn-round in space usage.
 - Within controlled parking zones the Council will seek uniformity between waiting restrictions and parking controls' hours of operation. Where more onerous controls are required for road safety purposes the presumption will be that these should apply at any time (double yellow lines).
 - The amount of space allocated for parking will be maximised within the constraints of maintaining road safety, visibility, free movement at junctions and access to premises.
 - Waiting restrictions will normally extend for a minimum of 10 metres into a side road from a junction. However, if traffic conditions allow, this may be reduced to 5 metres.
 - In areas of residential or mixed development facilities for casual visitors will be provided through shared-use Permit or Pay & Display parking.
 - Parking facilities for local shops or shopping parades will be provided through Pay & Display or metered parking bays. Where appropriate free, time-limited parking, subject to a maximum 30 minutes limit on duration of stay, will be provided for local community shops.
 - Limits of stay will be prescribed to achieve the objectives of the scheme in terms of the turnover of use of space and deterring certain categories of users (e.g. commuters).

- Parking places will be marked out as single, undivided bays except in circumstances where they are designated solely for Pay & Display users or are individually controlled through a parking meter.
- Special designated bays will be provided for Disabled Persons, goods vehicle loading, and Doctors subject to needs, local conditions and the outcome of consultations. Existing Disabled bays and doctors bays within new controlled zone areas will be retained unless their provision is no longer required.
- Designated parking bays will be marked to commence 1.0 metre clear of any dropped vehicle crossings or authorised vehicle entry points to premises unless there is an agreement from the affected premises for a reduced clearance. Larger clearances will not be agreed unless there are specific access and safety considerations that warrant a larger clearance.
- Where there are long sections of continuous parking bays the Council will consider the need to provide a facility for vehicles to pass by providing gaps in the parking bays.

Parking Scheme Programmes and Reviews

- 7.80 Recent years have seen an extensive programme for expansion of CPZs within the Borough. This growth has been largely community led with the predominant growth being in the residential areas to the north and east of the Kingston town centre controlled area. More recently there has been a large expansion into the residential areas adjoining Surbiton to form a controlled area that is contiguous with the Kingston zones. This area was added to in Summer 2005 with the completion of Phase 2 of the Surbiton proposals. It is likely that this will signal the end of the current phase of growth.
- 7.81 Future policy in respect of CPZs will be focused on the consolidation of existing implemented schemes, in response to the results of the ongoing review process, rather than a programme of new zones. In Kingston Town Centre changes may include the extension of current operational hours later in the evenings and on Sundays. Areas for future CPZ growth, identified through this process already include roads to the north of the existing Canbury CPZ, soon to be extended for the fourth time since its introduction in September 2002, and in Surbiton, in the vicinity of Berrylands BR station. However, it is doubtful that any schemes will be developed for these areas until the effects of the recent scheme expansions have been fully realised. Requests from residents to address parking

pressures will continue to be investigated, however, the Council will consider all available options before embarking on the introduction of a CPZ.

- 7.82 The Council will undertake a formal review of any new controlled parking measures approximately six months after its introduction. The review will take the form of an area-wide consultation and seek to identify the general level of success of the scheme in addressing the former issues, approval or comment on the operational principles of the scheme and to identify any local modifications that may be required to better meet local needs and circumstances. In appropriate circumstances the review will extend beyond the scheme boundaries to identify any displacement parking issues and offer those residents and businesses the opportunity to consider joining the scheme.
- 7.83 In addition to the formal post-implementation review the Council will respond to local issues as and when they arise. Minor scheme modifications will be incorporated into work programmes on a responsive basis. If changes in local circumstances merit a wider scale review this will be carried out on the basis of a consultation with the affected area. Particular examples include the reviews in the residential areas adjoining Kingston town centre to address issues relating to Sunday trading, the growth of the late-night economy and local reviews to amend the balance between permit and time-limited parking facilities.

Permit Parking

- 7.84 In areas where parking management measures are introduced the principle method for giving preference to priority users will be through the designation of permit parking bays. The management of the use of these spaces will be through restricting eligibility for permits. The Council will define the eligibility criteria for the entitlement to apply for permits within the governing Traffic Management Orders.
- 7.85 Permit entitlement will be restricted to Businesses and/or Residents based in the zone. However, the orders will contain a level of flexibility that will allow the Council to issue permits to persons or organisations that it considers have a valid operational need to park within the zone. This flexibility has allowed permits to be issued to non-resident carers and provided facilities for contractors engaged on long and medium-term works on resident's properties. This flexibility has also been formalised to provide permit parking facilities for staff providing health and social care services or statutory inspection service in the Borough.

- 7.86 The Council does not segregate permit holder's bays according to the type of user. This provides a greater flexibility in the use of available space and allows business users to use under-occupied bays while resident permit holders are away from home. The range of permits that are available within a zone will depend on the local demands and available parking supply. For example Business Permits are not available within the Kingston town centre zone (Zone A) as there is inadequate on-street supply to meet the additional demands this would create and there is a readily available supply of off-street parking. Conversely, in the Surbiton zones (Zones R and S) the Council has provided Business Visitor permits to meet demands from local businesses in an area where off-street parking is limited and managed to favour short-term, shopper parking.
- 7.87 Permits will be issued on the basis of periods of full months and start from the previous or next first day of the month. Permits will be available on an annual, six-month or three-month basis. In cases where refunds are available they too will be calculated from the first day of the month following surrender. This system replicates that used for Vehicle Excise Duty and so should be easily understood by permit users. This will reduce administrative costs and facilitate a simplified renewal reminder system. Furthermore it removes the need for complex calculations for daily charges or rebates when allowing for variable lengths calendar months and non-operational days such as Sundays and Bank Holidays,

Resident's Permits

- 7.88 The Borough will only issue a resident permit to a resident whose normal place of abode is within the boundary of a controlled parking zone. The permit will be valid for use in any permit bay within that zone. The eligible addresses will be scheduled within the governing Traffic Management Order. The only exception to this entitlement will be for new developments where the developer has entered into a Section 106 Agreement under the Town & Country Planning Act 1980 that limits or removes the entitlement of residents living at that development from applying for permits. These agreements may be sought in circumstances where a development provides no on-site parking or parking below the levels to meet the parking standards for new developments.
- 7.89 The test applied to determine if a resident meets the qualifying criteria of 'normal place of abode' will be that they reside (or intend to reside) at the premises for 4 nights a week for at least 13 consecutive weeks.

7.90 A resident will need to provide acceptable proof of residence such as:

- A current Council Tax document in their name.
- A formal tenancy agreement or solicitor's letter indicating the prospective purchase or leasing of the property.
- Driving license.
- Vehicle registration document in their name.
- Medical card.
- Pension or Benefit book.
- A current utility bill (gas, water, electric or land-line telephone) in their name.

7.91 Resident permits are issued to specific vehicles, which are identified on the permit by their vehicle registration number. There is a limit on the size of a vehicle for which a resident's permit may be applied for in that it must be less than 2.28 metres in height and not exceed 5.25 metres in length. Before being issued with a permit the applicant will need to provide documentary proof that the vehicle is owned or kept by them at their home address. Suitable proof would include:

- Vehicle registration document
- A long-term hire or lease agreement
- A current insurance certificate showing the vehicle's registration and confirming the insured's address within the zone.
- In the case of company-owned cars, a letter from the company secretary (or appropriate company official) confirming the applicant's address and their sole use of the vehicle together with the vehicle registration or lease documentation.

7.92 It is not possible, or desirable, to be prescriptive in the documentation required to prove entitlement to permits. The principle will be that the applicant should provide reasonable proof to establish that they are resident at a valid address in the zone and can demonstrate that the vehicle is in general use by them.

7.93 The Council places no restriction on the number of permits that can be issued to any household. However a resident may only apply for one permit for a vehicle that is owned or kept by them. This policy was confirmed by the Policy & Resources Committee in September 1999. The Borough considers that this to be a more equitable allocation system than restricting

the maximum number of permits that can be issued per household or charging higher prices for second and/or subsequent permits. Appropriate consideration will be given to family circumstances where vehicles are in a single ownership but are used by different members of the family who are resident at the same address.

Business Permits

- 7.94 The Council recognises the legitimate operational need for business to have access to on-street parking in areas where there are inadequate off-street facilities. Business permits are available in all CPZs within the Borough with the exception of Kingston Town CPZ where there is an adequate supply of off-street public parking and limit on-street capacity to meet residents and shopper needs.
- 7.95 The Borough will only issue business permits to a bona-fide business that is located at premises within the boundary of the controlled parking zone. The eligible addresses will be scheduled within the governing Traffic Management Order. The size of the vehicle should be less than 2.50 metres high, 1.85 metres wide and 5.25 metres long. As the permit is issued to meet the operational needs of the business premises it will be valid for use only in that zone.
- 7.96 The tests of eligibility for entitlement to apply for business permits will be that
- the business pays non-domestic business rates in respect of the premises.
 - the business is a tenant at premises within the zone but pays business rates through a proportion of the rent paid to a landlord. In these circumstances a letter will be required from both the applicant and the landlord confirming this arrangement together with proof of tenancy.
 - the applicant works from home and is a sole trader. The applicant will be required to establish the validity of the business operation. Evidence to support this might include:
 - copies of company accounts
 - VAT registration certificate
 - a letter of verification of the company's status from the company accountant
 - A construction industry tax certificate (CIT)
 - A vehicle registration document or lease agreement in the company name.

- 7.97 Businesses may currently apply for a maximum of two business permits. Additional permits will only be considered if a business user can put forward a case to the Borough to demonstrate that facilities for additional on-street parking are essential to meet the operational needs of the business. It is intended that the basis for the allocation of business permits will be reviewed and a number of alternative options will be explored in an attempt to find a more equitable and acceptable method of allocation.
- 7.98 Businesses can choose to have the permits made specific to a designated vehicle or left open so that they may use it to cover a number of operational vehicles. This latter option will provide a greater flexibility in use of the permit and allow improved operational capability for the business users.

Resident's Visitor Permits

- 7.99 Residents living within the boundary of any CPZ within the Borough may also apply for resident's visitor permits for use by their visitors or tradespersons working at the resident's home. The eligibility criteria for applications for these permits are the same as for Residents parking permits.
- 7.100 The permits provide an entitlement for a vehicle to use a permit-parking place and offer a better alternative to using nearby limited stay pay and display bays. This facility can be used by any vehicle and their distribution is directly managed by the residents; permits will not be issued directly to visitors or tradespersons. The Council reserves the right to remove the facility from any resident where it becomes apparent that the facility is being used for financial gain or the permits are being issued to non-visitors.
- 7.101 Resident's visitor permits are sold in books of ten scratch-off permits. Each permit covers a fixed period of 6 hours or more and requires to be validated for either the morning, mid-day, afternoon or evening periods (as appropriate to the zone). A number of permits may be displayed together to provide for all-day or longer stay visitors. Visitor permits are restricted to a maximum number of 10 books (100 permits) per household per year. This limit has been set to discourage the use or sale of the permits to commuters or employees but the Council will consider waiving the limits in appropriate circumstances.
- 7.102 There has been some criticism that the permits appear inflexible in the periods of validity they offer. This has led to the inclusion of the mid-day validation period so that lunchtime visitors do not require the use of two permits. The pre-determined periods also provide an overlap

to create a further degree of flexibility. These permits offer a low-tech, easy to understand facility to meet the requirements for visitors at a rate substantially below the price of metered parking. The Council will continue to look at methods to increase flexibility in their use without introducing unnecessary complications in their operation.

Business Visitor Permits

- 7.103 Business Visitor permits were first introduced as a feature of the Surbiton and Riverside CPZ areas when these were expanded in October 2003. The permit was designed to meet concerns raised by local businesses that the introduction of the controls would impact on their ability to operate. They were chiefly concerned that time-limitations in on-street bays and the lack of longer-stay off-street parking would deter customers from coming to their premises. The permits operate in the same way as Resident's visitor permits.
- 7.104 Eligibility to apply for these permits is restricted to businesses that would be eligible to apply for Business Permits, but there is no requirement that the business should have applied for a Business permit. There is a limit of 20 books (200 permits) per business per year.
- 7.105 These permits will also be made available in the new zones to the south of Surbiton introduced in Summer 2005. However, take-up of the permits has been very low and their future availability will be reviewed in due course. There are no plans to introduce these permits in the Canbury, Canbury Gardens, Norbiton, Hill, Grove Area or Kingston Town zones.

Time Limited and Metered Parking

- 7.106 Time limited parking will be provided in areas where it is desirable to provide a turnover in the use of space or to preclude long-stay employee or commuter parking.
- 7.107 The Council recognises the difficulties in providing effective enforcement of limited-stay parking where there is no physical indicator of how long the vehicle has been parked. It does not consider the deployment of additional Parking Attendant resources to periodically log vehicles in order to establish their durations of stay to be a cost-effective method of securing compliance and recognises that such a regime would remove resources from higher-priority areas. Therefore the presumption will be that all time-limited parking with a limit exceeding 30 minutes will be subject to physical time measurement through meter, pay & display or alternative method

of control. Tariffs will be set at levels consistent with achieving traffic objectives.

- 7.108 In town centre and local shopping areas the intention will be to provide facilities for short-stay shopper parking through 1 hour and 2-hour limited bays. Where there is an absence of off-street parking and spare on-street capacity consideration will be given to providing some medium-stay (4-hour limit) to meet local demands.
- 7.109 In residential and mixed development areas time limited parking will generally be provided as shared-use facilities within permit bays. This provides flexibility to meet local business needs and for casual visitors to residents when the turnover in space usage is not the paramount concern. Generally the time limit will be set at 4-hours, so as to deter employee and commuter parking, but longer limits may be considered where capacity is available.
- 7.110 The Council recognises the value of local shops to the community. Therefore, in areas where parking controls are being introduced, it will consider providing free of charge, 30-minute time limited bays to cater for passing trade and local customers.
- 7.111 The control of the bays is generally through Pay & Display ticket machines. These have largely replaced the single-bay parking meters originally provided in the older zones. Nevertheless there are still some individually metered bays in locations where there are a small number of spaces to control and the additional cost of a pay & display machine is not justifiable. These remaining single meters are all provided with modern electronic mechanisms which have proved reliable and, because they are performing a useful function, there are no plans to replace them.
- 7.112 A programme of replacing older pay & display machines has recently been completed. All machines have been upgraded to incorporate mobile telephone communications to allow for automatic fault reporting, which has improve response times for repairs, reduced down-time and helped in the verification of parking appeals citing machine failures. The communications also allow remote polling of the machines to obtain audit statistics.
- 7.113 New technologies are emerging that may alter thinking in respect of pay & display operations. Currently trials are being carried out in other boroughs using mobile phones to effect payments. Several potential suppliers are marketing systems but there is a lack of commonality in their products that may lead to customers having to subscribe to a variety of schemes in order

to achieve pan-London access. Given the limited number of controlled on-street bays in commercial centres the Council sees no immediate advantage in adopting any one of these systems on a sole-provider basis. It would prefer the industry to seek a common standard that allowed the suppliers to compete for customers on the basis of the services they provide rather than the boroughs in which they are operating.

Parking for Disabled Persons

- 7.114 The Council recognises that provision of parking facilities specifically for disabled persons makes a significant contribution to their ability to participate in commercial and social activities. Enforcement patrolling beats will include all designated bays within the normal patrolling pattern for the locality to ensure that facilities provided are retained for their intended use.
- 7.115 Disabled persons who are in possession of a Blue Badge issued under the Disabled Persons (Badges for Motor Vehicles) (England) Regulations, 2000 are entitled to on-street parking concessions throughout the Borough. These allow unlimited parking on time-limited bays, including free parking on metered bays and up to three hours parking on waiting restrictions (yellow lines). There is also a responsibility for the badge user to park safely and without causing obstruction. The concession does not apply where there are loading restrictions in operation or in bays specifically designated for other users (e.g. goods vehicle loading bays, doctors bays etc). However, the Council, in common with a number of other boroughs, have extended the concession locally to include free, unlimited parking in permit holder and shared-use parking bays throughout the borough. Badge holding residents who live within permit zones are also entitled to obtain a resident's parking permit for a vehicle owned by them without charge. Additionally blue badge holders may park free of charge in all Council operated off-street car parks.
- 7.116 The Blue Badge concessions allow holders to park on waiting restrictions. This is potentially obstructive to traffic and removes space that is potentially available for servicing vehicles to use for loading and deliveries. Therefore there is a strong case on transport grounds alone for providing a generous supply of designated parking capacity for use by badge holders.
- 7.117 In town centre areas, where limited mobility makes it essential for accessible parking to be provided throughout the area, the Council will continue to provide designated parking at strategic locations to provide access to shopping and other local facilities. Blue badge parking bays will also be

provided in suitable locations in local shopping areas and the peripheral areas around the district centres. Similarly, these parking bays will be provided wherever possible adjacent to libraries, day centres, hospitals and similar institutions where adequate on-site parking is not practicable and there is a high level of street parking in the area. The Council will also consider the needs of disabled residents who live in areas subject to parking congestion.

- 7.118 In Kingston town centre blue badge parking bays will be strategically located across the area but will be subject to a maximum stay of 3 hours to encourage a reasonable turnover of use and maximise the benefits they can provide. Facilities for longer stays are provided in designated bays in off-street car parks, through the Shopmobility service and the Blue Badge concession allowing un-limited stays on metered parking bays. There are currently 46 designated blue badge parking bays in Kingston town centre. The locations of these bays are shown alongside other parking facilities in the Plan included as Appendix 4.
- 7.119 The current blue badge supply in and around the district centres is shown in Table 7.7. Broadly speaking it has not been considered necessary for these bays to be subject to a maximum time limit, although it is accepted that this may be required in the future.
- 7.120 In uncontrolled residential areas, where street parking for disabled drivers is problematical and access to the home can be difficult because of parking stress, the Council has adopted a policy to provide blue badge bays for residents with severe mobility impairment. Bays provided under this scheme will operate at all times but, because of the nature of the Blue Badge scheme, will not be reserved for the exclusive use of the applicant.
- 7.121 The Council has established the following eligibility criteria that must be satisfied before a blue badge bay will be provided for a resident:
- If the applicant is under 65 years of age they should be in receipt of the higher rate mobility component of the Disability Living Allowance (DLA).
 - The applicant should be a Blue Badge Holder, who is only able to walk or propel a wheelchair for approximately 20 metres and suffers from a substantial and permanent ambulatory disability resulting in reliance on a wheelchair or in considerable difficulty in walking for more than a short distance.

- The applicant should be the principal driver of a vehicle that is normally kept at the applicant's home. (In circumstances where the applicant is not the principle driver a bay will be considered if the principal driver of the vehicle also resides at the property and the applicant requires constant attention, e.g. they cannot be left unattended while the vehicle is being parked safely elsewhere.)
- The applicant's home has no off-street parking space and it would not be practical for off-street parking to be provided.
- Parking stress in the area is such that a parking space in close proximity to the home cannot be found for the major proportion of most days
- The provision of a bay will not prejudice highway safety, limit or restrict the capacity of the road and will not unduly restrict the space available for other residents to park

Table 7.7 Blue Badge bays in District Centres & Shopping Parades (Sept. 2005)

Location	Operational Hours	No of Bays	Max stay
Dukes Avenue, New Malden	At any time	1	n/a
Blagdon Road, New Malden	8am - 6.30pm	3	2 hours
Cambridge Road, New Malden	At any time	2	n/a
High Street, New Malden	8am - 6.30pm	5	n/a
Kings Avenue	At any time	1	n/a
North Parade, Chessington	8am - 6.30pm	2	n/a
Hook Parade, Chessington	At any time	2	n/a
Malden Road, Worcester Park	10am - 4pm	1	n/a
Ewell Road, Surbiton	At any time	3	n/a
Tolworth Broadway, Surbiton	At any time	1	n/a
Tolworth Broadway, Surbiton	Mon - Fri 9.30am - Midnight Saturday 8am - Midnight	1	n/a
Tolworth Broadway, Surbiton	Mon - Fri 9.30am - 4.30pm 6.30pm - Midnight Saturday 8am - Midnight	1	n/a

- 7.122 All applications for a bay are assessed against the criteria by professional staff within the Environmental Services and Community Services Directorates. This ensures that appropriate skills are used in making the assessments.
- 7.123 It is usual practice to locate a bay directly outside of the applicant's property. However, in circumstances where this is not possible and the installation of a bay may have a direct impact on adjacent properties, all affected frontages will be asked for their views prior to commencement of the statutory consultation process. This approach lessens the likelihood of formal objections and delays in the implementation of a bay.
- 7.124 Approved applications will be batched together into a single amendment to the Traffic Management Order so that the significant costs associated with the statutory procedures are shared between a number of bays. The Council aims to progress at least two of these "batch" amendments to the Traffic Order per year providing resources and workload commitments allow.
- 7.125 Since 1995 the Council has had special approval to install blue badge parking bays of a smaller size to those specified in the Traffic Signs and General Regulations (TSRGD) 2002. This approval recognises that in particularly narrow streets where on-street parking is already at a premium it may be necessary to install bays of a width and length less than that prescribed in the Regulations. Consequently, the Council can install bays of a minimum 1.8 metres width and 5.4 metres length.
- 7.126 As a short-term solution in certain emergency cases, the Council will provide advisory blue badge parking bays, which can be provided within a matter of weeks. However, these bays have no force of law behind them and are not covered by a Traffic Order. In appropriate circumstances consideration will be given to making the bay permanent and enforceable.

Goods Vehicle Loading Bays

- 7.127 It is recognised that the economic viability of many businesses are dependent on the ability to deliver and receive goods. The Council will provide specially designated goods vehicle loading bays to facilitate deliveries to business premises in both Kingston town and the district centres. These will be provided in locations where there is strong competition for use of the available on-street space. Although, as the name suggests, they are

primarily for use by goods vehicles, any private light vehicle engaged in the delivery of heavy and bulky goods to an adjacent property may also avail themselves of these bays.

7.128 Goods Vehicle loading bays are subject to a limit of 30 minutes on maximum stay with no return within an hour. The operational hours for the bays are between 7am and 7pm throughout the week with the exception of the bay in Old London Road, which operates at any time. The location of loading bays in the Borough is shown in Table 7.8.

Table 7.8 Location of Goods Vehicle Loading Bays (Sept. 2005)

Location	No of Bays	Location	No of Bays
Kingston Town Centre		New Malden District Centre	
Bath Passage	1	Albert Road	1
Canbury Park Road	1	Burlington Road	3
Church Street	1	The Triangle	1
Clarence Street	2		
Cromwell Road	1	Surbiton District Centre	
Cowleaze Road	1	Victoria Road	1
Eden Street	1	Market Place	2
Fife Road	1		
Lady Booth Road	2	Tolworth District Centre	
Old London Road	1	Hollyfield Road	1
St James's Road	1	Lenelby Road	1
Thames Street	1		
Union Street	1	Villiers CPZ	
Wood Street	1	Cranes Park Avenue	1

Parking for Powered Two Wheelers (PTWs)

7.129 Motorcycles and other powered two-wheelers are efficient users of road and parking space. The Council considers that in many cases motorcycles provide a more sustainable private transport alternative than the car. Parking policy is intended to encourage responsible use of PTWs.

7.130 In residential areas the provision of designated motorcycle parking bays is an inefficient use of available space and locations are often not related to demand. Therefore, within managed parking areas, solo motorcycles may park free of charge and without time limit in all permit holder bays and

shared-use permit holder/pay and display bays. However, in “free” time limited bays, meter bays and pay and display only bays they must observe the maximum stay periods and, where required, pay the appropriate charge.

- 7.131 In areas where particularly high demand has been identified the Council will provide specially designated motorcycle parking bays. The current locations are given in Table 7.9. No charge is currently made for these facilities and experience elsewhere in London has shown resistance to charging. However, in a recent Resident’s Panel survey (July 2003) there was a majority opinion in favour of charging for these facilities. Although there are no current proposals to introduce charges this might be reviewed in conjunction with other features, such as providing secure anchor points.
- 7.132 The Council will consider specific requests for on-street motorcycle facilities from relevant organisations and the need for parking bays will be considered as part of comprehensive scheme design for town and district centres and local shopping areas
- 7.133 Additional facilities for the future have already been identified at various locations around the Borough and plans are currently being developed for Hook Parade, Chessington, with possible implementation in 2006. A review of on-street parking in Kingston town centre is planned for 2005-06 which will also consider the number and disposition of motorcycle facilities.

Table 7.9 Location of Motorcycle Parking Bays (September 2005)

Location	Capacity	Location	Capacity
Kingston Town Centre *		Surbiton District Centre	
Castle Street	10	Brighton Road	6
Dolphin Street	12	Victoria Road	10
Old London Road	6		
St James’s Road	3	Tolworth District Centre	
Thameside	9	Ewell Road	8
Weston Park	15		
Wood Street	8	New Malden District Centre	
(Station forecourt)		Cambridge Road	3

* The locations of these bays are indicated on the plan in Appendix 4

- 7.134 Parking facilities for motorcycles in off-street car parks is limited. The Council currently does not provide any specific facilities within its own car

parks. However there seems to be little demand for off-street facilities, although this might be a reflection of the charges that would apply. Concerns over vehicle security also rate highly with many PTW owners and the perceived benefits of parking in conspicuous on-street parking bays make car parks, particularly MSCPs, less attractive.

- 7.135 The Council considers that the most effective method of encouraging motorcyclists to use car parks would be through the provision of separate designated secured parking facilities and that surface car parks, rather than MSCPs are the most suitable locations for such facilities. To encourage more use of off-street car parks by motorcyclists the Council will explore the provision of secured bays, investigate the most appropriate physical restraint devices to deter theft and consider the matter of charges for the facilities being provided.

Parking for Coaches

- 7.136 In 1998 the Council adopted a Tourism Strategy Action Plan, which stated that the Council should “contribute to the preparation of a sub-regional policy on coach traffic and coach parking”.
- 7.137 Prior to this coach parking facilities were confined to a few bays in Cocks Crescent, New Malden. The adoption of the Tourism Policy led to a consultation with local residents, businesses and coach operators and a number of sites in Kingston town centre were identified where coaches could stop without causing problems to scheduled bus operators or disruption to other road users. The facilities provide for short stay collection and drop-off points close to centres of interest as well as longer stay holding bays away from the centre. These were introduced experimentally in September 2001 and made permanent in November 2002.
- 7.138 The overnight parking of coaches is prohibited throughout the Borough except on these designated coach parking places.
- 7.139 The current coach parking bay locations, operational hours and conditions of use are scheduled in Table 7.10. Those bays in Kingston town centre are included in the plan in Appendix 4.
- 7.140 A survey undertaken in early 2003 confirmed that local operators were aware of the special designated coach parking stops and stands in the Borough and had used them. However, although the Council regularly receives inquiries from coach/tour operators requesting detailed

Table 7.10 Location of Coach Parking Facilities (December 2004)

Location	Operating Hours	Charging Hours & Tariff	No. of Bays	Max Stay	No return period
Old London Rd, Kingston	At any time	Free	1	30 mins	1 hour
Thameside, Kingston	At any time	Free	1	30 mins	1 hour
Fairfield Road, Kingston	At any time	Free	1	1 hour	1 hour
Birkenhead Ave, Kingston	At any time	8.30am-6.30pm Mon to Sat Tariff £1.00 per hour	1	10 hours	2 hours
Downhall Road, Kingston	At any time	Mon to Sat 8.30am-6.30pm Sunday 11.00am-5.00pm Tariff £2.00 per hour	2	10 hours	2 hours
Cocks Crescent, New Malden		8.00am - 8.00pm Mon to Sat Free	5	None	None

information on the operation and location of the bays, usage surveys indicate that in practice they are underused.

7.141 To further advertise the bays the Council will ensure that a reference to their existence is added to The London Coach Parking Map when it is next amended. In addition, in response to comments made by a local operator, the Council will investigate improved directional signing.

7.142 The introduction of dedicated coach parking bays and the benefits derived from them have been useful, if somewhat limited. Therefore, although the existing bays will be retained the Council has no plans at present to increase their current number. The provision of additional facilities will of course be considered, if appropriate, in the future.

Doctor's Parking Bays

7.143 The Council will consider the installation of a designated doctor's parking bay for general practitioners and medical centres where the practices are

located in areas with limited parking and where they are likely to be called to emergencies away from their surgeries or consulting rooms on a regular basis.

- 7.144 A GP will need to prove that he or she is a qualified medical practitioner, as defined in the Medical Act 1983, and justify to the Council their need for this special parking arrangement. The provision of a bay will only be approved if the Council is satisfied that the applicant is liable to be called to emergencies away from the surgery or consulting rooms and that there are no other suitable alternative parking facilities available for them within a reasonable distance of their place of work.
- 7.145 The costs involved in providing these bays, including the costs incurred in amending the Traffic Management Orders, will be re-charged to the practice.
- 7.146 Currently permits are issued to specific doctor's vehicles and are specific to the bays. It is considered that it would be more appropriate to issue permits to the surgery that can then be issued to the practitioners. It is intended to review these operational arrangements in consultation with the current users. The review will also consider the charges made for the issue of permits.

Taxi Bays

- 7.147 There are a number of designated taxi bays in the Borough and the Council has responsibility for their marking and enforcement. Taxi bays/ranks are designated by the Public Carriage Office in liaison with the Council. The Council will monitor the effectiveness of the bays and will consult with the Public Carriage Office over future arrangements and the provision or amendment of taxi facilities.

Footway Parking

- 7.148 The parking of vehicles on the footway, verge or central reservations is prohibited throughout London under Section 15 of the Greater London Council (General Powers) Act 1974. The London Local Authorities Act 2000 further refined this definition to any vehicle parked in Greater London with one or more wheels on any part of an urban road other than a carriageway.
- 7.149 The legislation allows for Council's to declare exemptions from the ban by a resolution. This function is delegated to the Neighbourhood Committees, acting as the Highway Authority. Exemptions from the ban are considered

on the basis of local circumstances and are subject to consultation with affected frontages and the Emergency Services.

- 7.150 Prior to proposing an exemption investigations take into account a number of factors. These include the carriageway width, kerb height, remaining footway width (an absolute minimum of 1000mm as recommended by the Department for Transport's "Inclusive Mobility," 2002), type of footway surface and whether or not an adequate or alternative pedestrian route is available. The Council will also consult with the local community before introducing any exemption from the ban.
- 7.151 Exemptions are signed and lined in accordance with requirements in the TSRGD 2002. However it is not normal practice to install repeater plates within the exemption so as to reduce street clutter.
- 7.152 Exempted areas will not be marked across existing vehicle crossovers so as to avoid giving the impression that any vehicle may park there. This is a practical consideration that aims to maintain access to premises. Wherever possible exemptions will avoid statutory undertakers' plant and fire hydrants will be protected through the installation of bollards.
- 7.153 Apart from declaring the formal exemptions from the ban the borough has also issued instructions to its enforcement contractor that the ban should not be enforced in certain circumstances where a vehicle is parked on a crossover at right-angles to the kerb line and wholly within the depth of a wide grass verge. The vehicle should be parked such that it is not obstructing the width of any paved footway and is therefore not impeding pedestrian access. This is a pragmatic approach, as the alternative would be to mark and sign each crossover, which would be detrimental to the local street scene. Furthermore there are instances in the Borough where a hard-standing has been provided within a verge specifically for parking. This exemption does not apply if the vehicle is parked within the crossover but parallel to the kerb, as it would be likely that to get to this location the vehicle would have had to drive over the verge and would cause damage to it.
- 7.154 A further exemption from enforcement will be given in circumstances where parking problems have been identified and a road, or stretch of road, is being considered for the possible introduction of a footway exemption. This again is a pragmatic approach that allows for the problems to be acknowledged while consultation with adjacent premises about possible solutions is being undertaken.

Bus Stop Clearways

- 7.155 The Mayor's Transport Strategy notes that Bus Stop Clearways provide a facility for buses to pull in close to and parallel with the kerb so that all passengers (including those in wheelchairs) can board and alight with ease and in safety. The Council has adopted a policy that a Bus Stop Clearway should be installed wherever a bus stop is sited (Executive, 28 Sept 2004). The Council's programme for providing these clearways is well advanced and a programme for completing the work is included in the 2005-06 Borough Spending Plan (Bus Stop Accessibility). Subject to funding being made available the programme will be completed in 2006-07.
- 7.156 Bus stop clearways will normally operate "at any time" as most bus services now operate a 20-24 hour service, 7 days a week. Bus stops on routes where there is no Sunday service or no evening service may have less onerous hours of operation to coincide with the time the bus service operates.
- 7.157 It is recommended that a bus stop clearway should be 3 times the length of the buses calling at that stop, rounded up to the next whole odd metre. This is to provide for kerb-side access for low-floor buses and provides better access for disabled passengers. A standard bus is 12m long so a standard bus stop clearway should be 37m long. This may be reduced where mini or midi-buses exclusively serve the stop, or where the approach or exit from the stop is kept clear by other means (i.e. a side road or a pedestrian crossing zigzag marking). Longer bus stop clearways will be required at the busiest stops where there is a strong likelihood of two buses stopping at the same time.
- 7.158 A bus stop clearway marked and signed in accordance with the Traffic Signs Regulations and General Directions 2002 does not require a traffic order to make it enforceable.

School "Keep Clear" Restrictions

- 7.159 School "Keep Clear" restrictions are provided at entry points to schools so as to provide clear sight lines for both pupils and drivers. There are currently in excess of 60 School "Keep Clear" restrictions in the Borough.
- 7.160 Compliance with these controls is a major factor in improving road safety standards and the Council is keen to achieve the highest levels of compliance at these sites. However, compliance is difficult to achieve unless a Parking Attendant maintains a presence at the site. Provision of

this level of resources would not be cost effective and would detract from resources that are required elsewhere. The Council will therefore consider alternative forms of enforcement, including the use of CCTV in a bid to improve compliance levels.

- 7.161 Currently all of these controls are operational from 8.15am to 9.15am and 3.00pm to 4.00pm Monday to Friday during school term times. However, it is recognised that these hours do not suit all schools' hours, particularly where there are extra-curricula activities and nursery units. The Council will seek to review all existing Keep Clear markings and their operational times within the lifetime of this Plan and consider any amendments where appropriate to reflect the changes in school activities.

Parking Bans for Commercial Vehicles and Coaches

- 7.162 In common with a number of London boroughs the borough has prohibited the overnight parking of commercial vehicles on all borough roads. The control takes the form of a waiting restriction on all vehicles over 5 tonnes maximum gross weight and on vehicles designed for the carriage of more than 12 passengers (not including the driver). The parking ban operates from 6.30pm to 8.00am the following morning.
- 7.163 The borough has also introduced an area-wide any time waiting restriction on goods vehicles in the area bounded by Warren Drive South, The A3, the A240 and the Tolworth to Malden Manor railway line. The ban does not apply to vehicles engaged in loading or making deliveries in the area.
- 7.164 The Council will review the wording of these Orders to remove inconsistencies in definitions of the vehicles to which the restrictions apply.

Obstructive and Dangerous Parking, Including Parking at Dropped Footways

- 7.165 Under section 137 of the Highways Act 1980 any vehicle parked on the highway other than in a designated parking place may be considered to be causing an obstruction. The Police Service has powers to move obstructive and dangerously parked vehicles and, where appropriate, can prosecute motorists for the offence. The Council considers that the Police Service is the most appropriate body to deal with these serious parking offences and is better equipped to arrange for the removal of any obstructive vehicle.
- 7.166 However, the London Local Authorities and Transport for London Act 2003 gave new powers to London boroughs to issue penalty charge notices

in circumstances where a vehicle is parked adjacent to a dropped footway or kerbs when no other restriction is in force. Where the dropped footway provides vehicular access to a driveway or access to a single residential property a penalty cannot be issued unless it is requested by the occupier of the premises.

7.167 As yet the Borough has not formulated a formal enforcement policy in respect of these new powers. However, in anticipation of increased requests from residents to deal with this issue the following approach is suggested:

- all requests for enforcement by occupiers of residential premises should be in writing (including fax and e-mail) and should confirm their status as the occupier of that property.
- In all cases enforcement action will only be taken where there has been a specific request for it to be undertaken at an identified location. (i.e. the identification of these contraventions will not form a part of normal patrolling activities).
- parking attendant notes will include detailed sketches and dimensions to fix the relative positions of the vehicle and the dropped kerb. Where practical a photograph should be taken to corroborate the parking attendant's notes.
- all requests will have an action/follow-up sheet to assist with the identification of problem areas and potential "hoax" calls.

Vehicle Crossover Parking Bays

7.168 In the majority of controlled parking areas the Council has adopted the traditional approach to the provision of bays where all kerb space is provided as permitted parking where it is safe to do so and vehicle accesses and junctions are protected by yellow line waiting restrictions.

7.169 However, during preliminary consultations, the Council often receives a number of requests from residents who wish to continue the practice of parking in front of their driveways after a CPZ is introduced. Residents' concerns are usually based on a perceived lack of available space to accommodate resident's vehicles and a desire to maximise the availability of on-street parking in the area. Having considered the implications of such a feature and viewing arrangements in other London Boroughs the Council agreed to an experiment where parking bays would be extended across resident's vehicle crossovers. The experiment was limited to three streets

in Canbury zone and was subject to the resident's agreeing to participate in the experiment and accepting the inability of the Council or the Police Service to take action if their access was blocked.

- 7.170 The results of the experiment were reviewed in September 2003. The Executive noting the general success of the arrangement and lack of reported problems from residents. It agreed to allow the Neighbourhood Committees the discretion to authorise the provision of bays extending across vehicle crossovers to private, single dwelling residences subject to the following criteria:
- i. The Neighbourhood Committee should satisfy itself through consultation that the majority of residents in the area under consideration, having been advised of the potential consequences, express a preference for the provision of parking bays which extend across access crossovers;
 - ii. Prior to finalising the design of the parking zone, residents should be able to elect to have a yellow line waiting restriction across their driveway if they wish to opt out of having a crossover bay;
 - iii. Prior to designating the parking bay the resident should sign an appropriate declaration giving consent for the Council to designate the parking place across their crossover and acknowledging the Council's and the Police's limited powers to take action in any subsequent cases of obstruction of their access.
 - iv. Following introduction of the zone, residents may request a change in arrangements at their crossover, subject to them meeting the costs involved unless they are prepared to wait until the next review of that zone is implemented;
 - v. Bays extending across crossovers should be restricted to permit holder parking only (including Resident's Visitor Permits);
 - vi. White bar markings should be used to indicate the width and location of any crossovers within a designated parking bay;
 - vii. Neighbourhood Committees should include adequate Pay & Display parking within the zone to meet the needs of casual visitors to the zone who do not have access to Residents' Visitor Permits.
- 7.171 As a consequence of this decision an amendment to the Council's policy on the provision of footway crossovers was approved to the effect that:
- xi The Authority will not provide a vehicle crossover until all necessary amendments to the Traffic Regulation Orders have been made so as to provide unimpeded access to the crossover unless the

Neighbourhood Committee has agreed that parking bays may be provided across crossovers in that locality and the applicant has complied with the criteria set out in the crossover parking policy.

Vehicular Access Protection Markings

- 7.172 Vehicle Access Protection Markings (as TSRGD sign diagram 1026.1) are in use throughout the Borough outside entrances to off-street premises and private drives, where a kerb has been dropped to provide a convenient crossing place for pedestrians and in connection with crossover parking bays, to draw attention to the fact that the area should be kept clear of waiting vehicles.
- 7.173 These are advisory markings and have no validity in law. They are quite frequently used as a means of reserving a parking space for the occupier of the property. Their possible overuse, combined with their guidance-only status, has brought into question their success in ensuring right of access into premises. However, their usefulness as a traffic management tool has not been totally rejected and until such time as a Borough-wide policy has been developed requests will be considered on a case by case basis, with installation only in extreme circumstances.
- 7.174 As a result, in the majority of circumstances where obstructive parking is identified the Council's preferred approach will be to offer the introduction of physical measures, such as planters and kerb build-outs at the entrance, rather than white lines. These physical deterrents are to be maintained at the cost of the householder, although the Council may assist with the cost of installation. Experience has shown that once a householder is advised of their contribution to the cost of installation and/or maintenance the severity of the perceived problems are reduced.

Parking for Health, Social Care Workers and Other Statutory Service Providers

- 7.175 The Borough recognises the London-wide Health Emergency Badge scheme under which doctors, nurses, midwives and health visitors who are engaged in urgent or emergency health care away from their normal base are entitled to display a Health Emergency Badge (HEB).
- 7.176 The scheme is administered by the Association of London Government's Transport & Environment Committee (ALG TEC). Any general practice, trust department or clinic may apply for badges if they employ staff whose work involves visits to homes to provide emergency or urgent healthcare.

The badge is not valid for clinic visits, parking in doctors' or hospital bays, or for non-urgent or non-emergency care.

7.177 The HEB has no statutory backing. It is a concessionary scheme that provides for HEB Badge users to park in metered bays without paying and in permits bays. If no alternative parking space exists, users can park on waiting restrictions (yellow lines). However, the user must ensure they do not cause an obstruction or danger to road users and not stay longer than absolutely necessary. If the badge is used in accordance with the conditions of use the Borough has agreed that the vehicle using it will not receive a penalty notice. The scheme requires the user to identify the premises being visited so that, if the vehicle is causing a problem on-street, arrangements can be made to resolve the problem.

7.178 Further details of the Health Emergency Badge Scheme can be obtained from

ALG Transport & Environment Committee
Health Emergency Badges
New Zealand House
80 Haymarket
LONDON SW1Y 4TE
Tel: 020 7747 4749
website: www.alg.gov.uk

7.179 The HEB scheme is quite limited in its application because of its cross-London application. It does not cover paramedical services or social and domestic care workers. In order to meet the functional requirements of these other services the Council has approved an Essential Service Provider permit scheme. This scheme extends to employees or contractors working for the Local Authority or Health Service Trust who are required to use a vehicle in the course of their duties and are not covered either by statutory exemptions or HEB arrangements. The scheme also extends to employees who are engaged in statutory duties or functions on behalf of the authority.

7.180 The scheme was originally introduced in July 2003 and reviewed in March 2004 and it is now referred to as the Service Provider Permit scheme. The principles of the scheme are:

- A Service Provider Permit will be issued to entitle the employee's vehicle to park in any permit holder bay in the Borough while carrying out their duties in nearby premises.

- The permit will be issued to an individual and will carry the vehicle's registration number. It will not identify the employee or the nature of the service being provided. (Group permits may be considered where appropriate, but these will need to identify the organisation they are issued to.)
- The permit will allow parking in a designated 'Permit Holder' bay for up to two hours. The general conditions of use relating to permit parking will apply.
- The permit may only be used for the purposes of service delivery.
- The permit will be validated by the presence of a time clock disc that the employee will use to indicate their time of arrival.
- Improper use of the permit or failure to validate it through the correct use of the time clock will render the vehicle liable to a Penalty Charge Notice (PCN).
- Permits are valid for one year at a time and cost £60 per annum

7.181 The following eligibility criteria apply when considering applications:-

- The permit holder should be an employee or contractor working for the Local Authority or Health Service Trust.
- It should be a condition of the employee's employment that they provide a vehicle when carrying out their duties or are supplied with one by the Authority or Trust.
- Applications on the employee's behalf should be made by the appropriate Head of Service or, in the case of Health Service Trusts, the Director of Operations and Nursing or other appropriate officer.
- The employee should be engaged primarily in peripatetic care delivery or in a statutory inspection role.
- Group applications on behalf of service units will be accepted if those employees in the unit who are likely to use the permit meet the above criteria. Pool car applications will be considered on the same grounds.

7.182 The permit allows the holder to park in either permit holder or shared-use permit/pay and display bays for a maximum of two hours. It is not valid on yellow line waiting restrictions, in Pay and Display only bays, meter bays, free (time limited) parking bays or bus stops and does not grant any exemption from the Borough-wide footway parking ban.

Exemptions

7.183 The Borough's Traffic Orders contain a number of general exemptions from parking controls and restrictions which are tabulated below:

Picking up or setting down passengers

Any vehicle may wait on a waiting or loading restriction or in any designated parking bay for as long as may be necessary in the circumstances to allow any person to board or alight and to load or unload their personal luggage. The exemption does not apply on bus stop clearways, except for licensed taxis, or on other "No Stopping" controls including Rural Clearways, Pedestrian Crossing zigzags and School Keep Clear restrictions.

Emergency Services Vehicles

Vehicles being used operationally for Fire, Ambulance or Police purposes are exempt from all controls and restrictions while they are being used operationally.

Vehicles in the Service of the Local Authority

Vehicles being used by or on behalf of the Local Authority are exempt from designated parking bay controls, waiting restrictions and loading restrictions. The exemption only applies if the vehicle is being used in pursuance of statutory powers or duties and if, in the circumstances, it is reasonably necessary for the vehicle to wait at that location. The exemption would cover circumstances such as refuse collection or parking enforcement vehicles while issuing a PCN but does not cover occasions such as rest breaks or site visits where a suitable alternative exists.

Taking on Fuel, Oil, Water etc.

Vehicles are exempt from waiting restrictions for so long as is necessary for the taking on of fuel, water, oil or air in the circumstances where the activity cannot take place elsewhere. This exemption is to cover road-side filling stations and does not cover circumstances where a vehicle is waiting after running out of fuel etc

Disabled Persons Vehicles (Blue Badge Concessions)

Details of these exemptions are included in the section relating to disabled persons parking.

Loading and Unloading Goods

Details of the exemptions for loading are included in the section relating to loading on waiting restrictions and Parking Bays.

Breakdowns

Vehicles that are prevented from moving through breakdown or other circumstances beyond the drivers control are exempted from parking controls and restrictions.

Postal Deliveries

All vehicles actively engaged in the delivery or collection from post boxes or premises of postal packets are exempt from waiting, loading and rural clearway stopping restrictions and from designated parking bay controls.

Removals of Obstructions

Any vehicle engaged in the removal of an obstruction to the highway or to traffic flow is exempt from waiting, loading and rural clearway stopping restrictions and from designated parking bay controls. Similar exemptions apply while a vehicle is waiting while gates are opened or closed.

Building and Highway and Statutory Undertaker's Works

A vehicle being used in connection with any works on or under the highway or on building or demolition works adjacent to the highway is exempted from waiting, loading and rural clearway stopping restrictions and from designated parking bay controls. To be eligible the vehicle should be in active use as part of the works operation (e.g. mobile workshop, excavator, access platform, tractor etc.) and there should not be a suitable alternative location for the vehicle to park within a reasonable distance.

The exemption does not cover delivery vehicles, tool stores, employee vehicles etc.

Police Direction

A police officer in uniform may give permission for or may direct a vehicle to stop or wait on any parking control or restriction and thereby exempt the vehicle from the controls. A vehicle may also wait on any waiting, loading and rural clearway stopping restrictions for as long as is reasonably necessary to comply with any legal obligation (e.g. waiting at the scene of an accident).

Street Trading

A street-trader who is licensed by the Council carries an exemption from any waiting and loading restrictions which apply within the licensed pitch.

Suspensions

- 7.184 The Council will consider suspending designated parking for a variety of reasons. These might include facilitating building works, furniture removals, filming or special occasions such as weddings and funerals. Records show that 98% of suspension requests are currently received for domestic removals. When considering applications the Council will give due consideration to the local parking conditions and demands for space. The Council does not guarantee that a suspended bay will be free of vehicles but will take appropriate enforcement against any vehicle parking after the suspension is implemented.
- 7.185 The minimum amount of notice that is required for suspending a metered or pay & display parking bay is 24 hours. However a request for suspending a resident or shared-use bay will require a minimum of three-day's notice to enable the placing of advance warning signs and a letter drop to the immediate surrounding households.
- 7.186 All suspended bays will be signed with appropriate suspension notices to indicate the prohibition of waiting, loading and stopping, the area affected by the suspension and the proposed duration of the suspension. In the majority of cases the suspended area will be coned and taped-off to indicate clearly the extent of the suspension and to prevent illegal parking.
- 7.187 Charges for bay suspensions have been set and approved by the Council. The current charges are £15 per bay for one day (up to 24 hours). For suspensions of more than 24 hour duration the charge is £20 for the first day and £5 for each subsequent day. The Council will waive the charges for suspensions of less than one-day for weddings, christenings, funerals or for domestic furniture removals.
- 7.188 Where it is required that a vehicle(s) should be allowed to park within the suspended areas the applicant will need to obtain a parking dispensation for the bay.

Dispensations

- 7.189 The Council recognise that parking regulations and the exemptions contained within them cannot address all circumstances under which vehicles should be permitted to park on the highway. The borough will

therefore consider granting dispensations to specific vehicles at specific locations so that these particular needs can be met. Where appropriate the dispensation will also be limited to certain times of the day. The consideration and granting of dispensations will be undertaken as part of day-to-day parking enforcement management.

- 7.190 The Council will not issue any blanket dispensations to vehicles, individuals or organisations. Each application will be considered on its merits having regard to the nature of the request, the local road conditions and the availability of alternative measures to address the problem.
- 7.191 As a general rule a dispensation will be limited to one week's duration. This will allow the circumstances to be reviewed in the light of experience and also allow for it to be withdrawn in cases where the facility is being abused.
- 7.192 A dispensation to park on a loading restriction will only be approved where there is no other alternative parking available and it is safe for the vehicle to be there. Where appropriate, applications will be referred to the Network Manager for decision.
- 7.193 Dispensations covering parking bays will only be issued where no other alternative method of providing the parking is available, e.g. off street facilities, visitor permits or a longer-term operational permit is made available. Dispensations may also be issued to vehicles wishing to remain in a pay and display or shared-use bay beyond the maximum stay period, providing a valid ticket is displayed.
- 7.194 Requests should be made a minimum of 24 hours before the dispensation is required to allow for consideration and processing of the request. When a dispensation is granted the Council will issue a Dispensation Certificate to be displayed on the vehicle. The certificate will specify the vehicle, location and duration of the dispensation.
- 7.195 Currently no charge is levied in respect of dispensations. This is justified because the Council wishes to encourage vehicles to park considerately, safely and legally and does not wish to unnecessarily impede activities that can be accommodated within the highway.

Bus Lane Enforcement

- 7.196 The Mayor's Transport Strategy prioritises reducing congestion and delivering faster and more reliable bus services. A reduction in the amount of illegal traffic in bus lanes will improve journey times, making bus services

more reliable for existing bus passengers and encourage people to leave their cars at home in favour of the bus. For commerce and industry increased bus patronage and fewer private cars should result in less congestion and leave more road space for transporting goods and services.

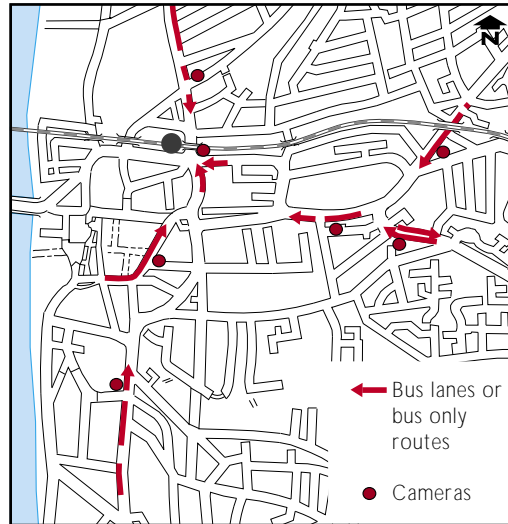
7.197 Under the London Local Authorities Act 1996 (amended in 2000) the offence of driving in a bus lane was made a civil rather than criminal offence and London boroughs were allowed to enforce bus lanes using parking attendants and cameras.

7.198 The Borough entered into a Service Level Agreement in March 2002 with Transport for London to provide increased parking attendant patrolling on key bus routes. This enabled the Council to secure funding for the installation of CCTV enforcement cameras on bus lanes on these strategic routes. This Agreement was replaced by a new Agreement in April 2005 which includes Bus Lane CCTV enforcement in addition to Parking Attendant patrolling along the routes. The Agreement provides for quarterly reviews of the effectiveness of the enforcement. Regular review meetings will be held with Transport for London to report on activities and outcomes and make appropriate modifications to resource deployments.

7.199 Seven enforcement cameras have been installed to monitor bus lanes. The locations are identified in Table 7.11 (opposite) and Figure 7.3 (above).

7.200 Signs to indicate that camera monitoring is taking place are located at conspicuous locations along each bus lane. All associated signing has also been checked and where necessary improved to ensure that it conforms to the requirements of the Traffic Signs Regulations and General Directions.

7.201 The Council will seek to introduce additional bus lanes and erect cameras where appropriate and subject to finance being available. This will assist with the delivery of the Mayor's Transport Strategy.



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Fig. 7.3: Location of Bus Lanes and Enforcement Cameras

Table 7.11 Location of Bus Lane Enforcement Cameras

Camera Ref	Location	Bus Lane Operational Hours
118	Richmond Road Junction with East Rd.	Southbound Mon - Fri 7am - 10am & 4pm - 7pm Saturday 7am - 2pm
119	Clarence Street - junction with Cromwell Rd.	At any Time
120	Eden Street - junction with Lady Booth Rd.	At any Time
121	London Road Outside No. 150	Westbound Mon - Fri 7am - 10am & 4pm - 7pm Sat - Sun 11am - 2pm
122	Cambridge Road Junction with Victoria Rd	Eastbound Mon - Fri 4pm - 7pm Westbound Mon - Fri 7am - 10am Saturday 7am - 2pm
123	Penrhyn Road Outside County Hall	Northbound Mon - Sun 7am - 7pm
124	London Road	Westbound Mon - Sun 7am - 7pm

7.202 The Council is required to keep accounts of income and expenditure from bus lane enforcement and can retain any surplus income. Use of this surplus is restricted under the legislation to the following:

- bus priority measures and improvements to bus stops
- on-street measures to promote walking
- on-street measures to promote cycling
- on-street measures to improve accessibility to the transport network
- parking and enforcement measures
- traffic reduction and traffic management measures
- road safety measures
- interchange projects

Lining, Signing and Maintenance

- 7.203 The Council as the Highway Authority is responsible for maintaining 326 kilometres of borough roads. Waiting restrictions or parking controls affect 137 kilometres of this network (approximately 42%). Current restrictions operational in the Borough range from “at any time” double yellow lines to single yellow line restrictions operational for only an hour a day.
- 7.204 Generally speaking waiting restrictions are marked at a line width of 100mm. However, in certain residential areas the Council has trialled the use of the reduced 50mm width. Although it is accepted that the use of these narrower lines helps to minimise the visual impact of a waiting restriction scheme there are concerns over their longevity, on-going maintenance requirements and ultimately their effective enforcement.
- 7.205 In the circumstances, until such time that the Council has adopted a formal cross-borough policy on this issue the Neighbourhood Committees will continue to have the discretion to opt for the installation of either the standard 100mm lines or the reduced 50mm where appropriate, to take account of particular local conditions.
- 7.206 The Council is aware of the need for a robust maintenance programme to counter deterioration and wear of highway lining and the consequent problems for enforcement when lining falls into disrepair. The first line of fault reporting is with the patrolling Parking Attendants. This information is fed through to the Council's lining contractors. However the Council has experienced a number of operational and quality problems with its lining maintenance activities and standards have, on occasions, fallen below acceptable levels. In part this is due to the nature of repair works which are predominately responsive in nature and involve small sections of lining in a large number of locations spread across the borough. It is also a relatively low-cost activity and, understandably, contractors would prefer to undertake larger area-wide schemes where economies of scale give better economic returns. The Council intends to enter a dialogue with its potential contractors to examine ways in which performance, quality and reporting can be improved. Ultimately it would be preferable to move to a planned maintenance approach with responsive works being limited to reinstatements.
- 7.207 The signing of parking controls and restrictions requires the Council to strike a balance between providing sufficient information to inform the motorist of the regulations while avoiding the street clutter that excessive

signs and posts can contribute to. This balance is often difficult to achieve and is becoming more so as greater flexibility in the use of space leads to more complex signs. There is also a poor level of understanding among motorists over parking regulations and signs, particularly in respect of Controlled Parking Zone signing, which is specifically aimed at reducing the number of signs in an area.

- 7.208 The Council will design its signage on the basis of the Traffic Signs Regulations and General Directions and the guidance contained in the Department for Transport's Traffic Signs Manual. The use of existing posts and lamp columns will be maximised and, where practical new signs on posts will be located to minimise the visual impact on the street scene. The Council is also taking advantages of the changes to signing requirements for "at any time" controls and is reducing street clutter by removing redundant plates and posts in areas subject to these restrictions.

Reviews of Controls, Restrictions and Traffic Orders

- 7.209 The existing Waiting and Loading Restriction Traffic Management Order (TMO) was last consolidated in July 1994 when the Council took over enforcement responsibility for all designated parking places in the Borough under the Road Traffic Act (RTA) 1991.
- 7.210 In the decade since this consolidation the Council has made on average 13 amendments per year to this document. As a result it has become quite a lengthy series of documents. Consequently it is intended to consolidate the current Order in 2005. It is accepted that this consolidation is long overdue and that this delay is largely attributable to the large programme of schemes and reviews that has been undertaken in the meantime.
- 7.211 All new zonal parking schemes are automatically reviewed approximately six months after initial implementation. These reviews take the form of consultation with residents and businesses to identify areas where improvements or adjustments can be made both to the parking arrangements and the operational details. Further reviews of parking schemes and zonal controls are approached on a responsive basis and are reactive to feedback from residents and businesses in the area or to concerns expressed about future development. Recent examples of responsive reviews include the extension of resident parking controls into the evening period around Kingston as a result of resident's concerns relating to the growth of night-time activities in the town centre.

7.212 The Borough will also continue with its comprehensive review and upgrading of the signing, lining and plating of parking restrictions and regulations so that controls on street accord with the traffic orders and are capable of being understood by the motorist. This upgrading also forms a vital component in improving the efficiency of enforcement, with particular implications for processing of PCN appeals. From a user viewpoint, the increased clarity of signing will reduce any confusion over the extent of restrictions and help to improve levels of compliance.

Off Street Car Parking Management and Regulation

Introduction

- 7.213 The Council has direct operational control over 3,004 spaces in 15 car park sites, including 4 multi-storey car parks. The sites, capacities, operating hours and charges are identified in the schedule of parking facilities included in Appendix 1.
- 7.214 The car parks are run on business lines and provide a service that underpins the local economy as well as providing a financial return to the Authority. Although tariffs are set principally to achieve financial targets there is an understanding that they are an important element in supply and demand management as part of the Council's overall transport strategy.
- 7.215 The car parks provide some facility for long-stay parking, which is actively deterred at the car parks operated by the retail sector. This is available to meet business needs, either through season ticket or all-day ticket parking, but is priced at a level to discourage growth. The overall transport strategy is to progressively reduce the amount of long-stay parking and current tariff structures have been successful in containing any growth in the face of the loss of previously available on-street facilities due to the introduction of controlled parking zones.
- 7.216 It is also recognised that the car parks provide a gateway to the town and district centres. Staff training programmes have been in place for several years to make operational staff aware of the value of customer service and to see their role as service providers to the public as opposed to a security and policing presence on behalf of the owners. Allied to this the Council has embarked on a programme of improvements to the facilities themselves including improved decoration, lighting, cleansing and the installation of CCTV and "Help" points.
- 7.217 Operational hours have been reviewed in the light of demands. The Blagdon Road car park now remains open to 10.00pm on weekdays to cater for adult education students and users of the Malden Centre facilities. The Cattle Market and Drapers car parks now remain open to midnight each day to provide safe and secure parking to support Kingston's growing night time economy and cultural activities.
- 7.218 As part of the Parking Services Improvement Review a MORI survey of the Residents Panel was carried out in July 2003. The survey identified areas that users felt should be improved or further developed. On the whole the

responses received back were positive; staff were considered helpful and the car parks clean and well lit. However, requests for more information on parking facilities were received and general concerns over safety in MSCPs were highlighted. In response to this the Council has improved the information available on its web site and also distributed a car parks information leaflet to all homes in the borough.

Quality Standards - Park-Mark Accreditation

- 7.219 The Safer Parking Scheme is an initiative of the Association of Chief Police Officers and the parking industry aimed at reducing crime and the fear of crime in parking facilities. It was originally conceived as the Secured Car Parks Scheme and builds on the experience gained from administering that scheme and its successors. Under this latest version of the scheme Park Mark accreditation is awarded to facilities that have undergone a risk assessment by the Police and have successfully put in place measures to deter criminal activity and anti social behaviour.
- 7.220 For the customer "Park Mark" signifies that a car parking facility provides a non-threatening environment where users can be confident that the safety of themselves and their property will be taken seriously. For the car park operator it benchmarks their car park against other similar parking facilities and, through the creation of an environment where customers feel safe, should ensure repeated custom by these users.
- 7.221 The Council had already recognised increased public concerns over safety in car parks and the quality of facilities on offer. In February 2001 it resolved to establish an improvement programme to achieve "Secured Car Park" status for the borough's multi-storey car parks, drawing on funds from the on-street parking surplus and maintenance budgets. The programme was successful in gaining the award for the three Kingston multi-storey car parks in October 2003. Following a review of the scheme these car parks were subsequently awarded the new "Park Mark Safer Parking" accreditation in November 2004.
- 7.222 The Park Mark award is reviewed on an annual basis and it is the Council's intention to retain it in all its existing Park Mark car parks whilst also gaining accreditation for Blagdon Road MSCP and the major surface car parks by the end of 2005-2006.

Maintenance Programmes and Asset Management

- 7.223 The Council is keen to protect the value of its investments in car parks and recognises that poor maintenance regimes will lead to expensive large-scale repairs and reduce the operational life of the asset.
- 7.224 The Council prepares an annual programme for maintenance and repair of its buildings. This is prepared by its Building Services Consultants who are familiar with the asset, its history and internal systems. In the case of car parks the programme covers the structure and appearance of the asset, its mechanical and electrical systems, lifts and general building services issues including pest control, drainage and landscaping maintenance. The annual programme is now funded directly from the on-street parking surplus but is still considered within the context of the Council's overall programme for property maintenance
- 7.225 The Council is currently preparing Life Care plans for each of its multi-storey car parks. The plans follow the guidelines published by the Institution of Civil Engineers and involve a thorough analysis of the structure of the buildings and their structural integrity. The information gained from these surveys and analyses will advise the future maintenance programmes for the car parks.
- 7.226 Operational equipment is also covered by planned and responsive maintenance cover. The Parking Services Improvement Review identified performance problems with the maintenance and repair of Pay and Display equipment and its potential impact on revenue. The Council has now entered into a maintenance contract with the equipment manufacturers. This has provided a speedier responsive maintenance capability and routine planned maintenance inspections. Frontline maintenance is undertaken by the Council's car park inspectors. This contract also extends to include the on-street machines, which are of a similar type
- 7.227 A programme of Pay & Display equipment replacement has also largely been completed. This has improved reliability. Furthermore all machines are now fitted with GSM telephone modules to provide remote audit capability and fault reporting, which has led to improved response times.
- 7.228 The newly introduced Pay on Foot system in the Cattle Market and Drapers MSCPs is still under warranty. The contract includes provision for a 5 year maintenance agreement with the possibility of a further five year extension.

Operating Systems

- 7.229 The Council has made an Off-Street Parking Places Order under powers contained in the Road Traffic Regulation Act, 1984. The Order prescribes the charges that apply to Pay & Display car parks and also allows spaces to be designated for disabled persons parking bay, other users and different categories of vehicles. Penalty charge notices can be issued for breaches of the regulations relating to payment or use of spaces.
- 7.230 Prior to March 2004 all of the Council's car parks were managed under the Pay & Display system. This requires a customer to pre-estimate their duration of stay and pay in advance. The system provided no means of refunding customers for under-stays and issued penalty notices for overstays. Although it is a cheap system to operate Pay & Display is not ideally suited to high-tariff transactions and its reliance on Penalty Notices lacks the level of customer friendliness that a modern business operation requires. The Council therefore commissioned a feasibility study to examine the potential for converting Drapers and Cattle Market car parks to a Pay on Foot operation. Both car parks had been originally designed as Pay & Display operations.
- 7.231 The feasibility study was positive and, following tendering, a replacement Pay on Foot system was installed in both car parks by March 2004.
- 7.232 "Pay on Foot" is a widely recognised system that has been proven to improve customer satisfaction through its ease of use and improved security. It is more user friendly as motorists need only pay for the hours they actually use rather than having to guess on arrival how long they are likely to stay. On entry to the car park drivers press a button and take a paper ticket. Prior to returning to their car drivers must present their ticket at the Pay-on-Foot station, pay the appropriate tariff, take their validated ticket, return to their vehicle and present their ticket at the exit barrier. Season ticket holders are issued a proximity card, which is presented at the entry and exit barriers each time the car park user wishes to enter or exit.
- 7.233 The system incorporates a number of anti-fraud and abuse measures and can provide detailed audits of car park usage and transaction analysis to assist in the on-going management and review of car park operations. Feedback from the public has been positive and income has improved. However, the Council has received a number of comments from disabled customers that Pay on Foot has created some barriers to independent use of the car parks that were not present under Pay & Display operation.

Many of these difficulties have been overcome through improved signage and the provision of a telephone number for the car park office to augment the button activated intercom systems.

- 7.234 As part of its ongoing improvement programme the Council will consider the introduction of "Pay on Foot" at both the Bittoms and Blagdon Road multi-storey car parks and has commissioned a feasibility study to develop proposals. Further discussions will be held with representatives of disabled persons' organisations to address any concerns they may have over accessibility under the new system.
- 7.235 The Council recognises that there is still a future for Pay & Display operations in un-staffed surface car parks.

Disabled Person's Parking

- 7.236 For several years the Council has maintained a policy of providing disabled persons parking bays in its car parks and of exempting Blue Badge holders from charges.
- 7.237 The advent of the Disability Discrimination Act (DDA) led to a review of the designated disabled parking provision in the Council's multi-storey car parks. The aim of the review was to identify the number of bays that could practically be provided as close to the requirements of the DDA, without unduly compromising the availability of the general parking supply for more able-bodied motorists. A separate review of the physical features of the car parks was undertaken to assess improvements that would be required to ease access into and throughout the car parks. These reviews were undertaken in conjunction with the Council's Access Officer. A further review of the Council's surface-level car parks will be conducted in 2005.
- 7.238 The reviews indicated that a number of improvements were required in the authority's multi-storey car parks. The improvements identified consisted of:
- creation of 44 new bays
 - resizing of 8 existing bays
 - provision of new handrails, tactile surfacing and fire door vision panels,
 - refurbishment of lifts and lift indicator panels
 - improvements to external paving and pedestrian ramps,
 - improvements to stairways
 - improvements to disabled toilets

- provision of automatic doors and
- re-siting of a bottle bank

Park and Ride

- 7.239 The Council has operated a successful Christmas and New Year Park and Ride service since 1992. The current service is based at the Chessington World of Adventures car park, to the south of the Borough, with bus links directly into Kingston town centre. The Borough has entered into a partnership arrangement to continue with this seasonal service until 2008.
- 7.240 A fully developed Park and Ride system is one of the initiatives that would contribute to this plan's strategic background in the sense of encouraging modal shift. In line with TfL's Park and Ride Assessment Framework for London there should be an associated decrease in parking capacity in the town centre. The Council would place an emphasis on reduction of all-day parking in order to maximise the use of Park and Ride sites by commuters.
- 7.241 There is a commitment during the lifetime of the LIP to establish a Park and Ride services on one or more permanent sites.

Parking Revenue

Charging Strategy

- 7.242 The Road Traffic Regulation Act makes it clear that on-street charges should not be used as a revenue raising mechanism. Charges need to be set at a level that achieves the required traffic management objectives. These might include deterring long-stay visits, securing a high level of turnover or providing cost-effective management of the space. Guidance has also indicated that charges should cover the cost of managing and enforcing the schemes and that, as a rule, on-street charges should be set at higher levels than nearby off-street facilities
- 7.243 There is no parallel requirement in respect of off-street car park charges. However Audit commission reports have indicated approval to a business approach towards charging. The Council has adopted this business approach to its off-street car parks operations and tariffs are set to meet economic targets that seek to maximise net income. Nevertheless the charges are subject to market pressures from competing providers in the retail and private operator sectors and the Council is aware of the impact charges can be perceived as having on the economic viability of the borough. In the final analysis the higher charges made by the Council help deliver both its financial goals and its transportation goals through discouraging growth in long-stay visits and making public transport a viable alternative to car usage on economic grounds.

Car Park Tariffs

- 7.244 The tariff structure for Council car parks in both Kingston Town and the District Centres plus those for the privately operated car parks is shown in Appendix 5. The tabulations show that the Council's hourly charges are generally higher than the other operators but that the rates become more closely aligned for longer stays. The Council recognises that the retail operators, who control the largest share of off-street space, see their operations as ancillary to their retail activities and are more sensitive to the impact that charges may have on their principal business. It therefore accepts that its charging strategy will tend to lead the sector but in doing so will provide an environment where the other providers will be able to follow that lead.
- 7.245 The Council has a number of contract agreements in respect of season tickets for parking facilities. These stem from its former commuted

payments policy whereby developers made financial contributions towards the provision of new public parking facilities. Season tickets are also sold to the general public and to businesses to meet business needs. The availability of season tickets is restricted to certain car parks and the numbers are managed such that they do not limit the parking supply available to short-stay shopper and customer parking in these facilities. Currently two of the six car parks where season tickets are available are fully subscribed and have waiting lists. Experience has demonstrated that the price of season tickets is a limiting factor in their up-take and their availability does not conflict with the strategic objective of reducing long-stay visits.

7.246 Season ticket charges are calculated on the maximum daily parking charge (equivalent to a 10 hour stay). This sum is then discounted according to the duration of the ticket to reflect the fact that there will be periods when the ticket is not being used. The discounts vary between 15% for a monthly ticket to 25% for an annual season ticket.

On-Street Parking Tariff Structure

7.247 In residential areas and district shopping areas on-street charges are principally a means of managing a turnover in space and reducing commuter/employee parking by providing a practical indicator over how long a vehicle has been parked and thereby limiting the duration of stay. In Kingston town centre the charges are more reflective of the off-street charges at the most popular car parks and are supported by 1 and 2 hour limits on stay

7.248 The tariff structure for the on-street managed parking areas within the Borough is shown in Table 7.12.

Table 7.12 On-Street Parking Charges (December 2004)

CPZ	Area	Tariff per hour	Max stay
Kingston Town Centre	Central Town	£1.60p	1 hour
		£0.80p	2 hour
		£0.50p	10 hour
	Central Residential	£0.80p & £0.50p	2 hour
		£0.50p	4 hour
	Outer Residential	£0.50p	1 hour
£0.50p		2 hour	
£0.50p		4 hour	
Canbury and Kingston Hill		£0.40p	4 hour

CPZ	Area	Tariff per hour	Max stay
Canbury Gardens		£0.40p	4 hour
		£0.40p	6 hour
Grove and Norbiton		£0.40p	4 hour
		£0.40p	10 hour
Riverside		£0.40p	2 hour
		£0.40p	4 hour
		£0.40p	6 hour
		£0.40p	10 hour
Surbiton	Central	£0.50p	2 hour
		£0.50p	4 hour
	Outer	£0.40p	2 hour
		£0.40p	4 hour
Tolworth Broadway		£0.40p	2 hour

On-Street Permit Pricing

7.249 Guidance to London Local Authorities states that Authorities should, “as a minimum, have a permit charge which covers the cost of operating and enforcing the permit system”. The current levels of permit charges were set in 1995. Reviews of permit charges in 1999 and 2004 indicated that permit revenues alone were not sufficient to cover the costs of enforcing a zone and administering the scheme. However, overall the Council’s on-street parking revenue account is operating at a surplus and the Guidance overlooks income from metered parking and visitor permits. On each occasion it was decided to take no action with regard to amending permit charges.

7.250 The Council has determined that it will have a common tariff structure across the Borough for permit charges. The current permit charges are set out in Table 7.13 (over).

Table 7.13 Schedule of Permit Charges (September 2005)

Permit Type	Permit Charge		
	Annual	6 month	3 month
Resident permit	£60	£35	£20
Business permit (All zones except Kingston A)			
First permit	£90	£52.50	£30
Extra permits	£150	£87.50	£50
Residents' visitors permits	£10 per book of 10 half day permits		
Business visitor permits (Surbiton S & Riverside R Zones only)	£20 per book of 10 half day permits		
Doctors Bay Permit	£45 per annum		
Service Provider Permit	£60 per annum		

The Parking and Bus Lane Enforcement Accounts

7.251 The Council maintains separate revenue accounts for its income and expenditure relating to its management of on-street parking and CCTV enforcement of Bus Lanes. These are requirements of the Road Traffic Regulation Act, 1984 and The London Local Authorities Act, 1996 (as amended). The Acts also specifically prescribe the uses to which any surplus can be directed. The Council has regularly reported the outcome of its accounts, and the uses to which any surplus revenue has been put, to the Secretary of State or, more recently, the Mayor of London. Similar requirements will apply to revenues arising from CCTV parking enforcement and the enforcement of decriminalised traffic contraventions under the Traffic Management Act, 2004.

7.252 Over the years the most significant beneficiaries from the parking surplus have been the Concessionary Fares Scheme, the seasonal Park & Ride Service and the car parks repair, maintenance and improvements programmes. Full details can be found in the Council's annual Budget outturn reports. Proposals for future spending of the accrued surpluses are incorporated within the annual budgetary process.

Enforcement Policies

General Objectives

- 7.253 The Council views its enforcement powers as a means of achieving many of its parking and traffic policy objectives, including a more efficient usage of the road network and improved road safety. To be successful the enforcement policy should be seen to be efficient, fair and effective both by the majority of "law abiding" residents and businesses and by those drivers who decide to risk an offence.
- 7.254 The Mayor's Transport Strategy states that Boroughs are to achieve improvements in compliance with parking regulations from a baseline to be agreed between the Boroughs and Transport for London. The performance indicators that will be used to assess the levels of improvement are included in Chapter 5 of the LIP Guidance and annual progress reports will show how successful the Council's enforcement is in meeting this compliance requirement.

Enforcement Levels and Patrolling Frequencies

- 7.255 Successful enforcement can be gauged through the level of compliance with parking restrictions and regulations. In order to achieve a high standard of compliance the Council needs to provide an enforcement regime in which the motorist perceives a high chance of action being taken against offenders. It is equally important that the motorist knows that any action taken will be pursued. A system therefore needs to be established in which there is physical evidence of an enforcement capability, i.e. a deterrent, and practical evidence that offenders do get caught and, when caught, cannot subsequently ignore the Penalty Notice or hope to get it cancelled through spurious claims.
- 7.256 Enforcement will need to be targeted towards those areas of the network where contraventions have the most damaging effect on road safety, access or the operational efficiency of the road network and where abuse is most prevalent. Enforcement resources need to be flexible and responsive to changes in local conditions as they arise, and resource levels need to reflect the policy priorities of the Council.
- 7.257 The Council will operate a patrol management system geared to the needs of road safety, traffic flow and accessibility which is based on the assessed likelihood of offences being committed and the likely effect that those offences may have on the network.

- 7.258 The Council will agree with the enforcement contractor a target level of patrol frequencies for the various categories of road within the road hierarchy. These targets will represent the base level of daytime patrolling required but will need to be interpreted to account for the daily, weekly and seasonal variations in conditions that can occur on-street. Furthermore there will need to be a responsive capability built into the patrolling patterns to deal with individual incidents and events. Where it is considered appropriate for an enforcement presence to be maintained the Council will also agree durations of patrolling in roads or areas.
- 7.259 During the course of the Parking Services Improvement review meetings were held with Member working groups from each of the Neighbourhood Committees to establish issues and features that each Committee would like considered for inclusion in the new enforcement contract. A number of common themes emerged which included extending the reporting role of Parking Attendants, higher enforcement profiles at schools, locally based resources and the creation of a 'rapid response' capability. All of these features have resource and cost implications. These will be evaluated as part of service specification development for the new enforcement services contract which is due to commence in March 2006.
- 7.260 Further focus to the Council's enforcement effort is given through the service level agreement it has entered with Transport for London to provide additional enforcement resources on the four LBI bus routes within the borough. Under this arrangement TfL will underwrite the net additional cost of providing this enhanced level of enforcement and, in return, will achieve reduced journey times on those routes.
- 7.261 A review of beat frequencies was undertaken with the enforcement contractor in August 2004. The review took into account operational experience, changes in working structure and views expressed by Neighbourhood Committees. The target patrolling levels that were agreed at that time are set out in Table 7.14: The table should not be seen as a definitive statement of patrolling but is included to indicate the priorities accorded to enforcement. This review concluded that the enforcement contractor would need to deploy 34 - 39 parking attendants on a daily shift basis to cover the required regime.

Table 7.14 Target Average Patrolling Frequencies (August 2004)

Location	Average Patrol Frequencies
Kingston CPZ (Town Centre area)	5 patrols a day
Surbiton CPZ (Town Centre area)	5 patrols a day
Other CPZ & managed parking areas	3 patrols a day
LBI Bus Routes	Dedicated mobile patrol
Secondary Roads	1 patrol each peak period plus 2 off-peak patrols
Local Distributor Roads	1 patrol each peak period plus 1 off peak patrols
School "Keep Clear" restrictions	Min 2 visits per month to each school on rota basis
Uncontrolled roads (footway parking)	One patrol every 6 weeks, including evening patrols
Off-Street car parks	4 visits per day

7.262 The Council has introduced a question in its CPZ review questionnaire that asks residents and businesses for their views on the current levels of parking enforcement patrolling. The responses to date indicate that the majority of respondents consider that the current patrolling frequencies were satisfactory. Of those who felt that there was too much enforcement several freely admitted that either they or their visitors had received a PCN, which they felt had been incorrectly or unjustly issued.

7.263 The Council will continue to monitor and review its patrolling regime with the aim of maintaining a balance between compliance levels, cost effectiveness and customer service standards.

Enforcement Action and Assessment Criteria

7.264 The Boroughs enforcement regime is defined by the allocation of resources to meet the required patrolling frequencies. Enforcement is not specifically targeted towards particular contraventions and there are no quotas or targets for PCN issue rates, either actual or implied, in the contractual arrangements.

7.265 The instructions given to the parking enforcement contractor is quite specific. It states that, in the course of their patrols a Parking Attendant will be expected to issue a PCN to any vehicle they observe that they have reason to believe is parked in breach of the regulations or restrictions that they are empowered to enforce. Only one PCN should be issued

per vehicle, irrespective of the number of breaches of regulations being committed at the time.

- 7.266 The Council will issue guidance and practice notes to its enforcement contractors detailing the circumstances in which action should be taken and the manner of that action. Practice notes and assessment criteria have been developed jointly between the Council and the enforcement contractor and will continue to be added to in the light of operational experience to guide all aspects of the enforcement process. Details of current Assessment Criteria are attached as Appendix 6.
- 7.267 It is to be noted that the Assessment Criteria are issued for guidance purposes and are not mandatory requirement to prove that a contravention has, or has not, occurred. A parking attendant need only have grounds to believe a contravention has occurred in order to issue a PCN; the assessment criteria can assist them in making that decision. However, the PCN is refutable on the basis of evidence provided by the motorist that a contravention did not occur. The fact that the assessment criteria have, or have not, been fully met will be considered as part of any consideration of the case but the final decision will be based on the balance of probability in the light of any evidence and the known circumstances of the case.
- 7.268 In all instances where penalty action is initiated the Council will seek to pursue that action in accordance with the procedures set out in the Road Traffic Act 1991. This will include the issuing of a Charge Certificate, registration of the debt at the County Court and subsequent recovery action through Bailiffs. Action will be terminated if correspondence or representations indicate that there are justifiable grounds for cancelling the PCN, or the Parking Adjudicators rule the PCN to be invalid.
- 7.269 In order to improve the effectiveness of its enforcement and charge recovery activities the Borough has entered into an arrangement with DVLA to report the details of any un-taxed vehicles noted by Parking Attendants, irrespective of whether they are contravening any parking regulations. In return the DVLA will provide any additional information they hold on vehicles that might help in tracing or identifying the owner. Parking Attendants will also pass on information regarding any potentially abandoned vehicles they observe while on patrol to the appropriate Council Department. These are then reported to the Police as a matter of routine procedure.

7.270 The Council recognises the usefulness of the Persistent Evader Database in providing additional information to aid both the recovery of charges and to improve compliance. Its ability to contribute to this database has been impeded by shortcomings in the reporting ability of the Notice Processing IT system. A new processing system is currently being implemented that will address these shortcomings and enable appropriated reports to be generated and passed to appropriate agencies and other Boroughs. However, the Council's remedies against persistent evaders are limited by the absence of a vehicle removal capability. This is unlikely to change in the short to medium term due to the absence of suitable vehicle pound facilities and the significant cost involved in setting up and operating a removals/ immobilisation service. It will therefore be reliant for the immediate future on data exchange between boroughs to help identify and locate addresses for persistent evaders. In this respect it welcomes the work being carried out on the Persistent Evader Project (Phase 2) by the Enforcement Task Force.

CCTV Enforcement

7.271 The Council has only recently commenced CCTV enforcement of Bus Lane contraventions. In preparation for this all signage of the bus lanes has been reviewed in consultation with TfL and consultants and amended as necessary to meet the requirements of the DfT Regulations. It is recognised that there will be a learning process while an approach is developed towards allocating resources to this enforcement and identifying the key times and locations for its monitoring activities. This enforcement activity has been included within the revised service level agreement that has been entered into with TfL.

7.272 In due course CCTV enforcement capability will be extended to the enforcement of parking regulations and for certain moving traffic contraventions that are being brought within the remit of civil enforcement under the London Local Authorities and Transport for London Act, 2003 and the Traffic Management Act 2004. The Council will work with other London Boroughs through the ALG TEC to develop best practice and training standards for these activities.

7.273 The Council has adopted a Code of Practice for Enforcing Traffic Regulations using CCTV Cameras based on the model document produced by the ALG TEC. Recordings will be viewed on a daily basis and criteria

have been set within the Code of Practice to assist with determination of whether a contravention has actually occurred and a penalty notice can be issued to the registered keeper. In order to assist in the appeals process the Council has provided a viewing facility at its Parking Shop where appellants can view the CCTV recording of the evidence upon which the Notice was issued.

Misuse of Disabled Person's Parking Badges

7.274 The Council is aware of new powers contained in the Traffic Management Act 2004 that enable Parking Attendants to inspect Blue Badges when being used by motorists. These powers will be helpful in reducing instances of fraudulent use of the Badges. The Council will consider its approach to this issue and develop an appropriate action plan in consultation with representative organisations once guidance from the Department for Transport and the ALG is available.

Penalty and Additional Charge Levels

7.275 The Penalty Charges that apply in the borough are set by the Secretary of State and are subject to the approval of the Mayor. The charges are set on a scale of bands that apply throughout London. The charges that apply in the Royal Borough of Kingston upon Thames are scheduled in Table 7.15. All charges are subject to a 50% discount if paid with 14 days of the issue of the Notice. The Council does not immobilise or remove vehicles; therefore it has not set any charges relating to vehicle release, storage or disposal.

Table 7.15 Penalty Charge Notice Bands (January 2005)

Contravention	Charge Band	Penalty Charge
Moving Contraventions in Bus Lanes (under LLA 1996)	A	£100
Moving Traffic Contraventions (under Traffic Management Act 2004)	A	£100
Designated Parking Bay Contraventions on TLRN	A	£100
Parking Contraventions on Borough Roads	B	£80
Parking Contraventions in Off-Street Parking Places	C	£60

7.276 Penalty charges are escalated by 50% following the issue of a Charge Certificate. A further £5 debt registration fee is added if the charge is registered at County Court. These further charges are prescribed in the legislation.

Appeals and Challenges Against Enforcement Action

7.277 It is recognised that an accessible system for challenging the validity of a PCN is an essential element of an enforcement service and is the hallmark of a fair and equitable service. It is readily accepted by the Council, but not always by the motorist, that not all the facts relating to an apparent contravention will be available to the enforcement officer at the time of issue. Rapid access to an appeals system will allow issues to be resolved without unnecessary escalation and provides the level of customer service that a decriminalised enforcement system can realistically offer. The Council will observe the formal appeals procedures set out in the Road Traffic Act but will, in addition, allow motorists to submit challenges to any PCN in advance of the issue of the Notice to Owner.

7.278 The Council will consider a challenge to the validity of a PCN from the time it is issued until the charge is confirmed as a debt through the issue of a Charge Certificate. Thereafter it will consider the full circumstances surrounding the case before deciding whether to investigate any out of time challenges to the validity of the PCN or Notice to Owner (NtO). Once any correspondence has been received the Council will suspend any further proceedings on the case until the correspondence has been replied to. Furthermore, if the correspondence is received within the 14 day "prompt payment discount period" the Council will re-offer the opportunity to pay at the discount rate, if it is considered that the PCN was correctly issued.

7.279 The Council operates a telephone help-line service where motorists can discuss their case and get advice on how to proceed. However, no processing action will be instigated on the basis of a phone call alone. It is a requirement that any communication formally challenging the validity of the PCN or NtO should be in written form, which would include e-mail. This provides an audit trail of the evidence presented for the appeal and is a safeguard against unauthorised or unjustified cancellations.

7.280 All correspondence relating to penalty charges will be answered by directly-employed Council staff. This separation between the enforcement contractor and the appeal staff is considered essential to the integrity of the service. It also mirrors the separation between the Council and

the independent Adjudication service that is in place for Appeals. When responding to correspondence the Council will aim to address all material points raised, give an explanation as to why a decision was reached and advise on the options available for progressing the matter. Sample surveys of correspondents were carried out in January 2004 and repeated in July 2004. Results indicate a high level of customer approval to the standards of service provided with over 75% of respondents indicating the reply they received was clear in its reasoning and informative as to the next steps available in the process. 65% agreed that the response addressed all the points made and 69% thought the reply was personal and courteous.

- 7.281 When considering correspondence or Representations the Council will consider all the evidence available to them regarding the circumstances of the case. This would include any mitigating circumstances cited by the motorist as well as the statutory grounds for cancellation of the PCN or NtO as set out in the legislation.
- 7.282 Grounds for mitigation are varied and it is impossible to be prescriptive as to the circumstances under which the Council should use of discretion to cancel a charge. It is important that all motorists are treated equitably and to recognise that the motorist has a responsibility to park legally and safely, with an implied duty to ascertain that they have done so. Therefore grounds such as a failure to understand the signing, parking because other vehicles were parked there or claiming that the vehicle was only there for a few minutes would not be considered as mitigation. The Council considers that mitigation should only be applied in cases where a contravention occurred through circumstances immediately outside of the motorist's control or so unusual as to be considered exceptional. These are likely to include illness and accident but not delays due to overrunning.
- 7.283 If having considered a challenge the Council agrees to the cancellation of the PCN or the NtO a letter of confirmation advising of this will be sent out and will include clarification of any other points raised in the challenge or Representation.
- 7.284 The Council is currently installing a new Penalty Charge Notice processing system which will significantly improve its ability to process notices and monitor performance. Customers will also benefit from the incorporation of automatic telephone payments and internet payments into the system and other potential developments including electronic appeals and applications for permits, dispensations or bay suspensions.

Debt Recovery Action

- 7.285 Once a Notice to Owner has been issued or an appeal refused and the charge remains unpaid after 28 days, the Council will issue a Charge Certificate, increasing the charge by 50%. If the charge still remains unpaid 14 days after the issue of the Charge Certificate the PCN may be registered as a debt at the Traffic Enforcement Centre (TEC), based at Northampton County Court. Before registering the debt the Council will review the details relating to the case to establish whether they are of sufficient quality to identify the debtor satisfactorily and confirm that all previous recovery documents have been correctly served. Once registered, the £5 Court fee is added to the debt.
- 7.286 Registering the debt will allow the debtor the opportunity to make a Statutory Declaration, which needs to be signed in the presence of a commissioner for oaths, an officer of the court or a magistrate and must be completed and returned to TEC within 21 days. If the Court accepts the Statutory Declaration the Council will either issue a new NtO or refer the case to the Adjudication Service for determination. The Council will not accept the making of a Statutory Declaration as a cancellation of the charge. A cancellation would only follow the consideration of any subsequent Representations or an Appeal.
- 7.287 Finally, if neither payment nor a Statutory Declaration is received in response to the debt registration the Council will, as a matter of course, apply to the Court for a Warrant of Execution authorising the Council to recover the unpaid debt using Certificated Bailiffs. In each case the Bailiff will add Court approved charges to the debt in recognition of the costs incurred. The Council has entered into practice agreements with its Bailiffs covering these additional costs to ensure that a reasonable approach is taken over their application.

Communication and Information

- 7.288 The Council believes that public information is essential and will continue to inform the public of its intentions and objectives for the parking enforcement service. Publicity produced by the Council will complement the literature and information being disseminated by other statutory bodies such as TfL and the ALG and will, it is hoped, encourage public co-operation by increasing understanding of the need for enforcement and the processes involved.
- 7.289 A MORI survey carried out as part of the Parking Services Improvement Review identified a number of areas where improvements could be focussed. The principle findings were that residents wanted more information on parking issues, they expressed a preference for free parking as opposed to paid for parking and surface car parks over multi-storey facilities. Concerns were expressed over safety, particularly in multi-storey car parks and requests were made for longer opening hours covering both early morning and late evening.
- 7.290 The MORI survey identified a need to increase public understanding of parking issues. As a result in July 2003 a leaflet entitled "Parking Tickets Explained" was produced to clarify the procedures and appeals process available to motorists who receive parking tickets. The leaflet was circulated to all reception points, libraries, Councillors, local MP's and local Citizen's Advice Bureaux. In response to findings that the heaviest concentration of dissatisfaction was recorded, within the 17-25 age group, copies were also sent to 6th Form Colleges, Kingston University and the Youth Service. Where appropriate this leaflet will continue to be included with replies to correspondence challenging penalty notices.
- 7.291 A parking enforcement survey sent to all motorists appealing against PCNs over a two week period in January 2004 indicated that 77% were satisfied that they had been given a clear explanation of the decision made in their case and that they also understood what the next stage of the process might be. Some 65% agreed that their reply answered all the points raised in their letter and 69% felt the reply was both personal and courteous. This exercise was repeated in July 2004 with similar response rates and results and the Council intends to carry out this survey biannually to ensure long term quality control maintenance.
- 7.292 A concerted effort has been made to improve the "readability" of correspondence and publications. Crystal Mark accreditation has been

gained for seven of the most commonly sent appeal letters and staff aim to apply the Plain English standards to its other letters, leaflets and application forms.

7.293 The Council currently produce information and guidance leaflets on Footway Parking, Parking Tickets Explained, Residents Parking Permits and Disabled Parking. It also makes available publicity and information leaflets from ALG TEC, Transport for London, the Department for Transport and other organisations.

7.294 Future publicity projects either in progress or under consideration include

- a “credit card” style card to explain common parking restrictions and regulations e.g. Bank Holiday and Sunday restrictions,
- the inclusion of a Kingston insert in the ALG’s London Blue Badge Parking Guide,
- A Parking Services leaflet outlining customer services including bay suspensions, dispensations, permit arrangements etc.,
- the production of Town Centre parking maps in partnership with Kingston Town Centre management to show car park locations, opening hours and capacities,
- distribution of a “Guide to Car Parking” to all households throughout the Borough in conjunction with a media publication company.

7.295 The Council has recently added a number of Parking Services related pages to its website www.kingston.gov.uk and is continuing to develop this aspect of the service. A number of features are included or are planned to be included in the near future including:

- photographs showing range of signage with descriptions e.g. footway exemptions, parking bays, suspensions etc.
- interactive maps i.e. ‘hover and see’ or with drop down menus containing information relating to car parks and bays
- parking zone maps to show CPZ boundaries (to be redesigned for web purposes)
- a news section advising of changes or new schemes with accompanying maps of areas
- lists of all draft traffic orders and statutory consultation dates
- payment of PCNs
- downloadable forms and information brochures

7.296 The web-site itself give access to the council's ISIS on-line mapping which contains full details of all parking controls and restrictions throughout the borough in map form. It is proposed to upgrade this to show locations of Pay & Display machines and improve information relating to charges and times of control. However the programme will depend on resource availability within the context of the larger ISIS development programme.

Appendix 1

Schedule of Public Car Park Capacities (December 2004)

	Operator	Weekday Capacity	Saturday Capacity	Blue badge Bays	Management System
KINGSTON TOWN CENTRE					
Permanent Supply					
Bishops Hall	Euro Car Parks	70	70	0	Pay & Display
Fairfield MSCP	N.C.P.	310	310	2	Pay on Foot
St. James's Road MSCP	N.C.P.	380	380	2	Pay on Foot
Bentall Centre MSCP	Bentall Centre	1,185	1,185	7	Pay on Foot
Seven Kings MSCP	Bentall Centre	703	703	34	Pay on Foot
John Lewis	J.L.P.	710	710	22	Pay on Foot
Bittoms MSCP	R.B.K.	303	803	17	Pay & Display
Cattle Market (surface area)	R.B.K.	113	113	7	Pay on Foot
Cattle Market (basement levels)	R.B.K.	475	475	19	Pay on Foot
Drapers MSCP	R.B.K.	417	417	18	Pay on Foot
Eden Walk MSCP	LaSalle Management	725	725	21	Pay on Foot
Thameside	R.B.K.	32	32	0	Pay & Display
Neville House	R.B.K.	30	30	0	Contract/P&D at weekends
Caversham Road	R.B.K.	10	10	0	Permit holders only
Guildhall	R.B.K.	-	61	4	Pay & Display
Kingston College	R.B.K.	-	53	0	Pay & Display
Brook Street	N.C.P.	68	100	0	Contract/Pay on Exit at weekends
Lok 'n' Store	Lok 'n' Store	32	32	0	Contract Only
Sainsbury's (Sury Basin)	Euro Car Parks	421	421	23	Pay & Display
Total Permanent Supply		5,984	6,630	186	

Schedule of Public Car Park Capacities (December 2004)

Temporary Suppl	Operator	Weekday Capacity	Saturday Capacity	Blue badge Bays	Management System
Ashdown Road	R.B.K.	186	186	0	Pay & Display
Ashdown Road No.2	Town & City Parking	92	92	0	Pay & Display
Canbury Place	R.B.K.	108	108	0	Pay & Display
Water Lane	U.S.L.	50	50		Pay Attendant
Total Temporary Supply		436	436	0	
TOTAL OFF-STREET SUPPLY		6,420	7,066	186	

The locations of these car parks are indicated on the plan in Appendix 4.

DISTRICT CENTRES

Surbiton	Operator	Weekday Capacity	Saturday Capacity	Blue badge Bays	Management System
Victoria Road	N.C.P.	210		5	Pay on Exit
Surbiton Station & Glenbuck Road	South West Trains	514		6	Pay on Entry
St. Phillips Road	R.B.K.	68		0	Pay & Display
Waitrose	Waitrose	214		12	Pay Attendant
Total		1,006		23	

New Malden	Operator	Weekday Capacity	Saturday Capacity	Blue badge Bays	Management System
The Malden Centre	R.B.K.	83		9	Pay & Display
Blagdon Road MSCP	R.B.K.	549		9	Pay & Display
Waitrose	Direct	137		8	Pay on Exit
Station	South West Trains	12		1	Pay & Display
Total		781		27	

Schedule of Public Car Park Capacities (December 2004)

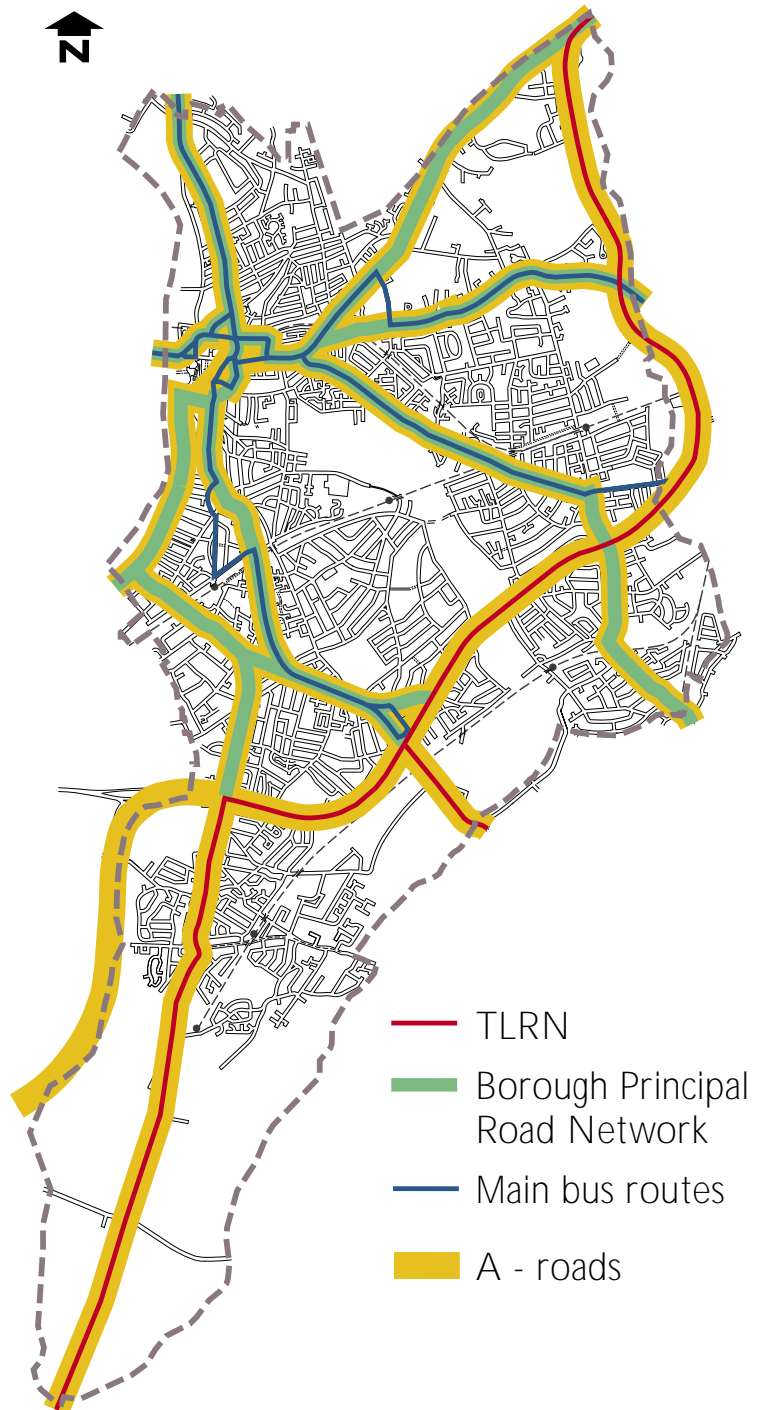
	Operator	Weekday Capacity	Saturday Capacity	Blue badge Bays	Management System
Tolworth					
Tolworth Tower	M&S	250		3	Pay on Foot
Tolworth Station	South West Trains	32		2	Pay Attendant
Total		282		5	
Other sites					
Hook Community Centre	R.B.K.	16		1	Free
Norbiton Station	South West Trains	35		1	Pay & Display
Worcester Park Station	South West Trains	87		2	Pay & Display
Malden Manor Station	South West Trains	27		2	Pay & Display
Chessington South Station	South West Trains	7		1	Pay & Display
Chessington North Station	South West Trains	17		0	Pay & Display
ASDA, Norbiton	NCP	220			Free
Budgens, Hook Parade	Budgens	18			Free

Appendix 2 Designated On-Street Parking Supply

Number of designated parking bays in managed parking areas (excluding blue badge bays)

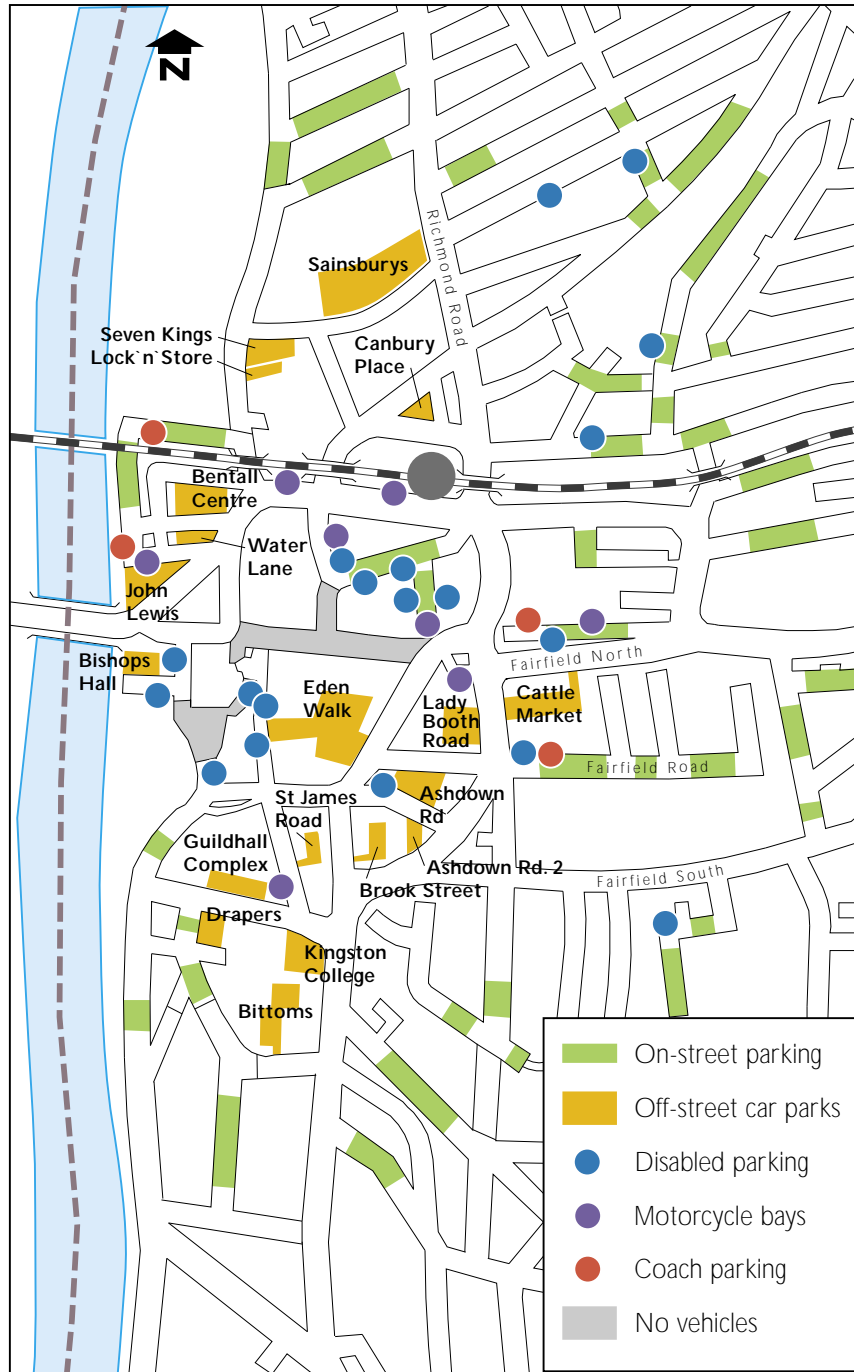
	Permit Only	Pay and Display or Meter only					Shared-use				Free time limited				Total
		1 hr	2 hr	4 hr	6 hr	10 hr	2 hr	4 hr	6 hr	10 hr	20 mins (No return within 1hr)	20 mins (No return within 2hrs)	1 hr (No return within 2hrs)		
Kingston Town	324	52	118	45	-	-	6	64	-	27	-	-	-	636	
Canbury	891	-	-	-	-	-	-	1080	-	-	48	-	-	2019	
Canbury Gdns	-	-	-	10	-	-	-	332	-	-	-	29	-	371	
Grove	936	-	-	-	-	-	-	219	-	25	-	16	-	1196	
Kingston Hill	101	-	-	-	-	-	-	100	-	-	-	-	-	201	
Norbiton	1182	-	-	164	-	-	-	164	-	55	-	3	-	1568	
Riverside	462	-	3	-	-	12	-	26	99	-	-	-	-	602	
Surbiton	736	-	95	-	-	-	-	243	-	-	-	-	-	1074	
Tolworth	-	-	64	-	-	-	-	-	-	-	-	-	-	64	
Total	4632	52	280	209	10	12	6	2228	99	107	48	19	29	7731	

Appendix 3: Route hierarchy



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Appendix 4: Location of Parking facilities in Kingston Town Centre.



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Appendix 5: Car Park's Tariff Structures (December 2004)

Car Park	Operator	Capacity	Disabled bays	Weekday tariff	Weekend tariff
Ashdown Road (North), Kingston	R.B.K.	186	0	£0.90p per 1/2 hour	As weekday
Ashdown Road (South), Kingston	Town & City Parking	92	0	Up to 1/2 hour £0.80 Up to 1hr £1.60 Up to 2hrs £3.20 Up to 3hrs £4.80 Up to 4hrs £6.40 Up to 6hrs £9.60 Up to 10hrs £16.00 Up to 24hrs £18.00	As weekday
Bentall Centre MSCP, Kingston	Bentall Centre	1185	17	Up to 1hr £1.50 Up to 2hrs £2.50 Up to 3hrs £3.50 Up to 4hrs £4.50 Up to 5hrs £6.00 Up to 6hrs £7.00 Up to 7hrs £8.00 Up to 8hrs £9.00 06.30 - 18.30hrs £11.00 18.30 - 08.00hrs £2.00	As weekday

Car Park	Operator	Capacity	Disabled bays	Weekday tariff	Weekend tariff
Bishops Hall, Kingston	Euro Car Parks	70	0	Up to 1hr £1.00 Up to 2hrs £1.80 Up to 3hrs £2.70 Up to 4hrs £3.60 Up to 5hrs £6.00 Up to 6hrs £7.50 Up to 7hrs £9.00 Up to 8hrs £11.00 Over 8hrs £14.00	As weekday
The Bittoms MSCP, Kingston	R.B.K.	803	17	£1.20 per hour	As weekday
Brook Street, Kingston	N.C.P.	100	0	Season Ticket Only	Up to 2hrs £3.50 Up to 3hrs £5.00 Up to 4hrs £6.50 Over 4hrs £8.00
Canbury Place, Walter Street, Kingston	R.B.K.	108	0	£1.20 per hour	As weekday
Cattle Market (Surface), Kingston	R.B.K.	113	7	£0.90p per 1/2 hour	As weekday
Cattle Market (Basement), Kingston	R.B.K.	475	19	£1.20 for the first hour then 60p per 1/2 hour	As weekday
Caversham Road, Kingston	R.B.K.	10		Monthly Season Ticket Local Resident £40.00 Business £142.80 Annual Season Ticket Local Resident £480.00 Business £1,512.00	

Car Park	Operator	Capacity	Disabled bays	Weekday tariff	Weekend tariff
Drapers MSCP, Kent Road, Kingston	R.B.K.	417	18	£1.20 for the first hour then 60p per 1/2 hour	As weekday
Eden Walk MSCP, Union Street, Kingston	LaSalle Management	725	21	Sunday - Friday Up to 1hr £0.80 Up to 2hrs £1.60 Up to 3hrs £2.40 Up to 4hrs £3.20 Up to 5hrs £4.00 Up to 6hrs £4.80 Up to 7hrs £8.00 Up to 8hrs £10.00 Up to 9hrs £12.00 Over 9hrs £14.00	Saturday Up to 1hr £1.00 Up to 2hrs £2.00 Up to 3hrs £3.00 Up to 4hrs £4.00 Up to 5hrs £5.00 Up to 6hrs £6.00 Up to 7hrs £7.00 Up to 8hrs £8.00 Up to 9hrs £9.00 Over 9hrs £10.00
Fairfield MSCP, Lady Booth Road, Kingston	N.C.P.	310	2	50p per 15 minutes Overnight £1.50	As weekday
Guildhall, Kingston	R.B.K.	61	4	Not available	£1.20 per hour
John Lewis MSCP, Thameside, Kingston	J.L.P.	710	22	Up to 1hr £0.80 Up to 2hrs £1.60 Up to 3hrs £2.40 Up to 4hrs £3.20 Up to 5hrs £4.00 Up to 6hrs £7.00 Up to 7hrs £10.00 Over 7hrs £13.00	As weekday

Car Park	Operator	Capacity	Disabled bays	Weekday tariff	Weekend tariff
Lock 'n' Store, Skerne Road, Kingston	Lock 'n' Store	32		£94.00 for 4 weeks	
Neville House, Eden Street, Kingston	R.B.K.	30	0	Season Ticket Only	£0.90p per 1/2 hour
St James's Road MSCP, Kingston	N.C.P.	380	2	Up to 2hrs £3.20 Up to 4hrs £4.60 Up to 6hrs £7.20 Up to 9hrs £9.90 Up to 24hrs £12.10 Overnight £4.50	As weekday
Seven Kings MSCP, Sury Basin, Kingston	Bentall Centre	703	34	Up to 1hr £1.00 Up to 2 hrs £1.60 Up to 3hrs £2.40 Up to 4hrs £3.20 Up to 5hrs £4.20 Up to 6hrs £5.40 Up to 7hrs £7.00 Up to 8hrs £9.50 Over 8hrs £13.00	As weekday
Sainsbury's, Sury Basin, Kingston	Euro Car Parks	421	23	£0.50p per 1/2 hour Max stay - 2 hours Charge refunded if £20 or more spent in store	As weekday
Thameside, Kingston	R.B.K.	32	0	£1.20 per hour	As weekday

Car Park	Operator	Capacity	Disabled bays	Weekday tariff	Weekend tariff
Water Lane, Kingston	U.S.L.	50		£1.00 per hour	As weekday
ASDA, London Road, Norbiton	N.C.P.	250		Up to 1½ hrs Free £10.00 thereafter	As weekday
St Philips Road, Surbiton	R.B.K.	68	0	£0.80p per hour	As weekday
Waitrose, Claremont Road, Surbiton	Waitrose	214		Up to 2 hrs Free £10 thereafter	As weekday
Sainsbury's, Victoria Road, Surbiton	N.C.P.	210		Sainsbury customers up to 2 hrs Free Other Users Up to 2 hrs £0.10 Up to 3 hrs £0.60 50p per hour thereafter	As weekday
Surbiton Station, Glenbuck Road, Surbiton	South West Trains	514		£6.00 per day	Free on Sunday
Blagdon Road MSCP, New Malden	R.B.K.	549	9	£0.60p per hour	As weekday
The Malden Centre, New Malden	R.B.K.	83	9	£1.00 per hour	As weekday
Waitrose, Dukes Avenue, New Malden	Waitrose	137		Waitrose customers Up to 1½ hrs Free Others Up to 2 hrs £1.00 Over 2 hrs £10.00	

Car Park	Operator	Capacity	Disabled bays	Weekday tariff	Weekend tariff
Tolworth Tower, The Broadway, Tolworth	Marks & Spencer	250		Up to 2 hrs Free Up to 3 hrs £5.00 Over 3 hrs £25.00	
Hook Community Centre, Chessington	R.B.K.	16	1	Free	Free
Chessington North Station	South West Trains	17		£2.20 per day £34.00 per month £380.00 per year	Free
Chessington South Station	South West Trains	7		£2.20 per day £34.00 per month £380.00 per year	Free
New Malden Station	South West Trains	12		£12.00 per week £46.00 per month £480.00 per year	Free
Norbiton Station	South West Trains	33		£3.00 per day £12.00 per week £46.00 per month £500 per year	£1.00 per day
Malden Manor Station	South West Trains	27		£2.70 per day £11.00 per week £42.00 per month £460.00 per year	Free

Car Park	Operator	Capacity	Disabled bays	Weekday tariff	Weekend tariff
Tolworth Station	South West Trains	2		£1.70 per day	
				£7.00 per week	
				£26 per month	
				£260.00 per year	
Worcester Park Station	South West Trains	87		£2.70 per day	Free
				£11.00 per week	
				£42.00 per month	
				£460.00 per year	

Appendix 6 Assessment Criteria for Parking Contraventions

ON STREET CONTRAVENTIONS.

Offence code: 01

Contravention: Parked in a restricted street during prescribed hours.

Suffixes: e, o

Contravention criteria: Vehicle parked and unattended on a waiting restriction (yellow line) and no loading or unloading taking place, or vehicle parked on a waiting restriction while loading but exceeding 20 minute limitation after 11.00am, or vehicle parked wholly outside a parking bay in a CPZ (suffix e)

Observation criteria: Minimum of 5 minutes continuous observation to determine if loading is taking place. Minimum of 25 minutes casual observation if loading observed after 11.00am

Period of Grace: N/A

Notes: To be used if Blue Badge user overstays 3 hour limit of stay or if Blue badge and clock are not correctly displayed (suffix o)

Offence code: 02

Contravention: Parked loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.

Suffixes: a, o

Contravention criteria: Vehicle parked on a loading restriction (kerb blips)

Observation criteria: None

Period of Grace: N/A

Notes: If vehicle is attended PA is to verify it is not stopped to pick up or set down passengers.

Offence code: 04

Contravention: Parked in a meter bay when penalty time is indicated.

Suffixes: c, s

Contravention criteria: Vehicle parked and unattended with digital display showing penalty

Observation criteria: A minimum of 5 minutes continuous observation to determine if loading is taking place, unless there is a record of an earlier observation when the meter was in credit. Minimum of 25 minutes casual observation if loading observed.

Period of Grace: Penalty time should exceed 5 minutes at time of issue of PCN.

Notes:

Offence code: 05

Contravention: Parked after the expiry of paid for time in a Pay and Display/ voucher parking bay.

Suffixes: c, p, s, v

Contravention criteria: Vehicle parked and unattended in a Pay and Display and displaying a time expired ticket or voucher.

Observation criteria: None

Period of Grace: PCN may not be issued within 5 minutes of expiry time of any P&D ticket displayed.

Notes:

Offence code: 06

Contravention: Parked without clearly displaying a valid Pay & Display ticket or voucher.

Suffixes: c, i, p, s, v

Contravention criteria: Vehicle parked and unattended in a Pay and Display bay but not displaying a valid P&D ticket.

Observation criteria: Minimum of 5 minutes continuous observation to determine if loading is taking place

Period of Grace: N/A.

Notes: To be used if a P&D ticket is obscured or upside down. If P&D ticket is obscured or upside down, PA to record details of ticket as available including location. PA must confirm that a nearby P&D machine is operational.

Offence code: 07

Contravention: Parked with additional payment made to extend the stay beyond the time initially purchased.

Suffixes: c, m, p, s

Contravention criteria: Vehicle parked in the same meter or Pay & Display parking space having made a second or subsequent payment to extend the original duration of stay. Evidence must be available to indicate that the vehicle was parked earlier and that the original time purchased would have expired by the time the PCN was issued.

Observation criteria: Record of previous observation with record of time remaining or time of expiry of original period paid for. If parked in the same location, evidence of wheel positions will also be required.

Period of Grace: N/A.

Notes:

Offence code: 15

Contravention: Parked in a residents parking space without clearly displaying a valid Residents Parking Permit.

Suffixes: t, w, x, y, z

Contravention criteria: Vehicle parked and unattended in a Resident's permit bay with no valid resident's permit or visitor's permit on display.

Observation criteria: Minimum of 5 minutes continuous observation to determine if loading is taking place. Minimum of 25 minutes casual observation if loading is observed.

Period of Grace: N/A.

Notes: PA should generally use Offence Code 16 for permit bay contraventions.

Offence code: 16

Contravention: Parked in a permit space without displaying a valid permit.

Suffixes: b, d, h, q, s, t, w

Contravention criteria: Vehicle parked and unattended in a permit bay with no valid residents, business or visitor's permit on display.

Observation criteria: Minimum of 5 minutes continuous observation to determine if loading is taking place. Minimum of 25 minutes casual observation if loading is observed.

Period of Grace: N/A.

Notes: For suffix `t` a Warning Notice may be issued according to circumstances.

Offence code: 20

Contravention: Parked in a loading gap marked by a yellow line.

Suffixes:

Contravention criteria: Vehicle parked and unattended on a waiting restriction (yellow line) between two sets of parking spaces within the same parking bay.

Observation criteria: Minimum of 5 minutes continuous observation to determine if loading is taking place. Minimum of 25 minutes casual observation if loading is observed.

Period of Grace: N/A.

Notes: Offence Code 01 should normally be used in these circumstances. Only applicable in CPZ areas. PA to record adjacent bay markings to substantiate it as a loading gap contravention.

Offence code: 21

Contravention: Parked in a suspended bay/space or part of bay/space.

Suffixes: b, c, d, f, h, l, m, p, q, r

Contravention criteria: Vehicle parked and unattended in a suspended designated parking bay.

Observation criteria: None.

Period of Grace: N/A.

Notes: PA to check for waivers or dispensations. PA to record location of any No Waiting cones nearby and suspension notice on sign or meter.

Offence code: 22

Contravention: Re-parked in the same Parking Place within 1 hour* of leaving

Suffixes: c, f, l, m, o, p, s, v

Contravention criteria: Vehicle parked in same meter, Pay & Display or other time limited parking place for a second or subsequent occasion having first been observed parked there. Evidence must be available to indicate that the vehicle was parked earlier and had left and then returned within the "no return" period*.

Observation criteria: None.

Period of Grace: N/A.

Notes: * or other specified time as defined in the Traffic Management Order and indicated on signs or meter plates. Evidence of vehicle movement required (e.g. location or tyre valves). If vehicle has not moved use Codes 07 or 30.

Offence code: 23

Contravention: Parked in a parking place not designated for the class of vehicle.

Suffixes: b, c, d, f, g, h, l, p, r, s, v,

Contravention criteria: Vehicle must be parked and unattended in a bay designated for a different class/classes of vehicle. PA to record class of vehicle and type of bay. (e.g. coach, motorcycle etc.)

Observation criteria: Where appropriate, minimum of 5 minutes continuous observation to determine if loading is taking place.

Period of Grace: N/A.

Notes:

Offence code: 24

Contravention: Not parked correctly within the markings of a bay or space.

Suffixes: b, c, d, f, h, m, p, q, r, s, v,

Contravention criteria: Vehicle parked and unattended partly outside the markings of a bay in such a way that it prevents other vehicles from using other parking facilities, or vehicle parked towards the centre of the road such that it is difficult for other road users to pass. In all cases the whole of the wheel should be located outside of the marked confines of the bay.

Observation criteria: None, but PA's to satisfy themselves that, in the circumstances, it is reasonable to issue a PCN.

Period of Grace: N/A.

Notes: All PCNs must be supported by a diagram showing measurements recorded in the pocket book showing the position of the vehicle in relation to the markings and the kerb line. Should not be used where an oversize vehicle is legitimately loading or unloading and cannot reasonably fit into the marked bay.

Offence code: 25

Contravention: Parked in a loading space during restricted hours without loading.

Suffixes:

Contravention criteria: Vehicle parked in a designated loading bay and the PA is satisfied that that legitimate loading or unloading is not taking place.

Observation criteria: To determine whether loading or unloading is taking place:

- Minimum 5 minutes continuous observation period required for small vehicles, other than vans.
- Minimum 10 minutes continuous observation for van's, large vehicles and small vehicles clearly carrying goods.

Period of Grace: N/A.

Notes: The legitimate use of a loading bay is determined by the fact of goods being delivered or collected, not by the type of vehicle.

Offence code: 26

Contravention: Vehicle parked more than 50cm from the kerb and not within a designated parking place.

Suffixes: e

Contravention criteria: The whole of the vehicle must be more than 1 metre from the kerb before any enforcement action is taken. Full pocket book notes of the circumstances will be required including a diagram and relevant measurement from the kerb to the near side of the offending vehicle. There is no exemption for disabled Blue Badge holders.

Observation criteria: 5 minutes continuous observation to determine if loading or unloading is taking place. Minimum 25 minutes casual observation if loading /unloading taking place

Period of Grace: N/A.

Notes: There is no requirement for a vehicle to be parked on the inside of the offending vehicle for the vehicle to be in contravention. If a vehicle is parked on the inside of the offending vehicle (actual double parking), full pocket book notes of the circumstances and a diagram will be necessary.

Offence code: 30

Contravention: Parked in a free parking place for longer than permitted.

Suffixes: f, o

Contravention criteria: Vehicle parked in excess of time allowed.

Observation criteria: Two or more casual observations over a period in excess of the maximum time allowed with evidence of location or from tyre valves to demonstrate vehicle remained in that parking place

Period of Grace: For limits of stay up to and including 1 hour - 5 minutes. For limits of stay in excess of 1 hour - 15 minutes.

Notes: See Code 22 for vehicles returning to bays.

Offence code: 40

Contravention: Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge.

Suffixes:

Contravention criteria: Vehicle parked and unattended in a designated disabled person's parking bay with no Blue badge clearly on view. Attendant to confirm full inspection of vehicle for evidence of Blue badge.

Observation criteria: None

Period of Grace: None.

Notes: Clocks need not be displayed. PA to issue PCN if badge obscured or illegible and record details in pocket book.

Offence code: 47

Contravention: Parked on a restricted bus stop/stand

Suffixes:

Contravention criteria: Vehicle, other than PSV, stopped on a Bus Stop Clearway or bus stand. If PSV is left unattended on a bus stop a contravention has occurred.

Observation criteria: None

Period of Grace: None.

Notes: PA to check the stop is a signed Clearway (broad yellow line). If stop is only protected by a waiting or loading restriction use code 01 or 02 as appropriate.

Offence code: 48

Contravention: Stopped in a restricted area outside a school during term time.

Suffixes:

Contravention criteria: Vehicle stopped within a marked and signed School Keep Clear zigzag marking.

Observation criteria: None.

Period of Grace: None.

Notes: PA to record operational hours from adjacent sign.

Offence code: 49

Contravention: Parked wholly or partly on a cycle track.

Suffixes:

Contravention criteria: Vehicle parked in a designated cycle track.

Observation criteria: PA to make pocket book notes and diagram showing location of vehicle in relation to the cycle track surfacing and adjacent street furniture or premises.

Period of Grace: N/A

Notes: Cycle tracks are areas of highway, usually within the footway, which are set aside for cyclists and marked as such. Cycle lanes, which are usually part of the carriageway, will be covered by waiting and loading restrictions and are to be enforced using Code 01 or 02 as appropriate.

Offence code: 55

Contravention: A commercial vehicle parking in a restricted street in contravention of the Overnight Waiting Ban.

Suffixes:

Contravention criteria: Vehicle, including passenger vehicles for more than 12 passengers, must be over 5 Tonnes maximum gross weight.

Observation criteria: PA to record plated maximum weight if visible. Minimum 5 minutes continuous observation to determine if loading is taking place.

Period of Grace: N/A

Notes: Parking ban applies between 6.30pm and 8.00am the following morning.

Offence code: 56

Contravention: Parked in contravention of a commercial vehicle waiting restriction.

Suffixes:

Contravention criteria: Vehicle must be a commercial vehicle and be over 5 Tonnes maximum gross weight.

Observation criteria: PA to record plated weight if visible. Minimum 5 minutes continuous observation to determine if loading is taking place.

Period of Grace: N/A

Notes: Ban applies in limited area of Tolworth.

Offence code: 61

Contravention: A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways.

Suffixes:

Contravention criteria: As for code 62 but vehicle must be more than 7.5 Tonnes maximum vehicle weight.

Observation criteria: PA to record plated weight if visible. Minimum 5 minutes continuous observation. PA to record number of wheels on the footway and record sketch details and dimensions in Pocket book to show extent of contravention.

Period of Grace: N/A

Notes: Do not issue PCN if loading is actively taking place and no reasonable alternative parking place is available.

Offence code: 62

Contravention: Parked one or more wheels on any part of an urban road other than the carriageway. (footway parking)

Suffixes: 1, 2, 4, c, g

Contravention criteria: Vehicle must have the whole of at least one wheel parked entirely inside the kerb edging to the footway, verge or reservation. If parked partially outside of an exempted section of footway the whole wheel should be in the non exempted area.

Observation criteria: Minimum 5 minutes continuous observation. PA to record number of wheels on the footway and record sketch details and dimensions in Pocket book to show extent of contravention.

Period of Grace: N/A

Notes: Do not issue PCN if loading is actively taking place and no reasonable alternative parking place is available. If the vehicle is partly on private land (e.g. a driveway) the PA should not enter onto the private land but may still issue the PCN.

Offence code: 99

Contravention: Stopped on a pedestrian crossing and /or crossing area marked by zigzags.

Suffixes:

Contravention criteria: Vehicle stopped within zigzag controlled area of a pedestrian crossing facility

Observation criteria: none

Period of Grace: N/A

Notes:

OFF STREET PARKING CONTRAVENTIONS

Offence code: 81

Contravention: Parked in a restricted area in a car park.

Suffixes: o

Contravention criteria: Vehicle parked in an area set aside for designated users.

Observation criteria:

Period of Grace: N/A

Notes: To be used for vehicles using contract/season ticket holder bays or in area reserved for designated vehicles. Use code 87 for Disabled parking bay contraventions.

Offence code: 82

Contravention: Parked after the expiry or time paid for in a Pay and Display car park

Suffixes:

Contravention criteria: Vehicle parked and showing an out of time Pay and Display ticket.

Observation criteria: PA to record serial number and expiry time of Pay and Display ticket.

Period of Grace: PCN may not be issued within 15 minutes of expiry time of Pay and Display ticket

Notes:

Offence code: 83

Contravention: Parked in a Pay and Display car park without clearly displaying a valid Pay and Display ticket.

Suffixes:

Contravention criteria: Vehicle parked and no Pay and Display ticket on display or ticket not clearly visible.

Observation criteria: Minimum 10 minutes casual observation if no ticket visible.

Period of Grace:

Notes: If Pay and Display ticket is obscured or upside down, PA to record details of ticket as available, including location of ticket.

Offence code: 86

Contravention: Parked beyond the bay markings.

Suffixes: p, r, s

Contravention criteria: Vehicle parked outside of marked bay such that use of adjoining bays is prevented or vehicle circulation is blocked.

Observation criteria: Full details of location, including markings and adjacent vehicles to be recorded with dimensions in pocket book.

Period of Grace: N/A

Notes: Details of any pay and display tickets on the vehicle and any adjacent vehicles to be recorded to enable relative times of arrival to be established.

Offence code: 87

Contravention: Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge.

Suffixes:

Contravention criteria: Vehicle parked in a signed disabled parking space with no badge on display.

Observation criteria: None.

Period of Grace: N/A

Notes: Clocks need not be displayed. Issue PCN if badge obscured or illegible.

Offence code: 89

Contravention: Vehicle parked exceeds maximum weight and/or height permitted in the area.

Suffixes:

Contravention criteria: Vehicle parked exceeds height limit shown at the entrance to the parking place.

Observation criteria: PA to record measured height limit shown at the entrance to the parking place.

Period of Grace: N/A

Notes: Applies in certain car parks only.

Offence code: 92

Contravention: Parked causing an obstruction.

Suffixes: o

Contravention criteria: Vehicle parked in aisle or circulation area such that vehicles are prevented from entering or leaving parking bays or moving within the car park.

Observation criteria: PA to record full details of location, including markings and adjacent vehicles with dimensions in pocket book.

Period of Grace: N/A

Notes: PA should also record details of any pay and display tickets displayed on vehicle and adjacent vehicles to enable the order of arrival to be established.

Offence code: 93

Contravention: Parked in a car park when closed.

Suffixes:

Contravention criteria: Vehicle remains in car park after closing time as indicated on signs

Observation criteria: None

Period of Grace: N/A

Notes: PCNs only to be issued for this contravention following instructions from the client.