



**DECRIMINALISED PARKING  
ENFORCEMENT**

**LOCAL COMMITTEE FOR WOKING  
14 OCTOBER 2004**

**KEY ISSUE:**

To update the Committee on the progress being made to introduce Decriminalised Parking Enforcement in Woking, to consider a request from the Member Task Group concerning the number of required Parking Attendants, the existing Controlled Parking Zone Agency Agreement, delegated powers for dealing with waiting restrictions, resources and the National Parking Adjudication Service, together with the draft Parking Management Plan for approval.

**SUMMARY:**

The Member Task Group, formed after the Committee meeting on 12 June 2003, met on 15 September 2004 to discuss the progress being made to introduce Decriminalised Parking Enforcement in Woking.

The Member Task Group resolved to write to the Surrey County Council Executive that:

- a) 4 Parking Attendants should be funded for enforcement of DPE in

Woking, in addition to 1 member of administration staff;

- b) that there be two Agency Agreements to separate Decriminalised Parking Enforcement and the existing Controlled Parking Zone.

Furthermore, the Member Task Group resolved to request delegated powers from the Local Committee to deal with any Traffic Regulation Order / waiting restriction amendments that will be required to correct the numerous anomalies in the Borough.

It was also resolved to advise the Local Committee of the additional resources that will be required to undertake the waiting restriction review and ask the Local Committee to delegate to the Chairman, the nomination of the two Councillors who will be required to attend meetings of the National Parking Adjudication Service.

In conjunction with Surrey County Council, Woking Borough Council has drafted the Woking Parking Management Plan, which will be presented to the WBC Executive for approval on 30 September 2004. As a joint document, it will need the approval of the Local Committee.

#### **CONSULTATIONS:**

**Member Task Group – County and Borough Members, in association with County and Borough Officers.**

#### **OFFICER RECOMMENDATIONS:**

**The Committee is asked to agree**

- (i) that the Member Task Group proposals are supported.**
- (ii) that the draft Woking Parking Management Plan be approved for the purposes of public consultation.**

## **INTRODUCTION and BACKGROUND**

1. The Local Committee agreed at its meeting on 12 June 2003 to the establishment of a Member Task Group, with Officer participation, to oversee the introduction of Decriminalised Parking Enforcement (DPE) in the Woking area.
2. The progress of DPE was reported at the last meeting of the Local Committee on 14 July 2004 and concentrated on the draft Agency Agreement between Surrey County Council and Woking Borough Council. In particular, the duration and period of notice of termination of the Agreement were reported, along with the issue of indemnification.
3. Although the report was withdrawn by Officers before it was presented at the Local Committee, the Woking Borough Council Executive discussed the same issues on 15 July 2004 and resolved to accept SCC's proposed term and notice periods, that SCC should indemnify WBC and that any surplus be dealt with by the Local Committee, consistent with the existing CPZ Agency Agreement.
4. Since 14 July Officers have held numerous meetings and the Member Task Group has met to discuss the outcome of those meetings. Although a number of issues have been clarified, several other issues have been raised.

## **ANALYSIS AND COMMENTARY**

### **Agency Agreement**

5. Discussions between LTS Officers and colleagues at County Hall, including a member of Legal Services, brought to light an assumption that had been made both by LTS Officers and WBC Officers. The local Officers were under the impression that the existing CPZ Agency Agreement would remain in place and that the new Agency Agreement would relate purely to DPE, ie those restrictions that cannot currently be enforced by WBC's contracted Parking Attendants. All discussions between LTS and WBC Officers and Member Task Group meetings had been based on that premise.
6. Conversely, Officers at County Hall had assumed that the local Officers were aware of the Clause in the existing CPZ Agency Agreement that entitles SCC to terminate that Agreement when DPE is introduced in the Woking area. This Clause resulted in the draft DPE Agency Agreement being worded in such a way that it incorporated and, therefore, replaced the CPZ Agency Agreement and in so doing caused some of the earlier consternation of WBC Legal and the Member Task Group.
7. Notwithstanding the above mentioned clause, at its meeting on 15 September 2004 the Member Task Group resolved to recommend to the Local Committee that due to this confusion and the length of time it could take to draft a single DPE/CPZ Agency Agreement to the satisfaction of SCC and WBC, that the existing CPZ Agency Agreement be retained and a new

Agency Agreement dealing only with DPE be drawn up. If the Local Committee so agree, the Surrey County Council Executive should be advised, in writing, of the decision. A single Agency Agreement could be progressed in the future and the 2-year review, recommended by the Surrey County Council Executive and accepted by Woking Borough Council, would provide the opportunity for this.

### **Number of Parking Attendants**

8. It has always been the opinion of Officers at County Hall that only 2 Parking Attendants could be funded from the centrally held budget for implementing DPE in Surrey. One additional member of administration staff would also be funded to deal with the increased number of Penalty Charge Notices that will need to be processed.
9. Officers and the Member Task Group have always been concerned that 2 Parking Attendants (PA's) would be insufficient to adequately enforce DPE, particularly when it is remembered that village centres will need to be enforced and not just Woking town centre. Their presence would hardly be noticed by our customers, particularly when rest days and sickness are taken into account and the enforcement regime simply could not be robust enough to have an impact on the levels of illegal parking and the congestion and potential danger that goes with it.
10. Financial modelling by Woking Borough Council's Parking Services Manager shows a significant deficit with 2 PA's in post. However, even when taking into account the extra cost of employing more PA's there is a reduction in the deficit for a 3 PA scenario and a further reduction for 4 PA's.
11. Introducing DPE with 4PA's would allow for a robust and visible enforcement presence, as stated above. However, if this results in the number of offences falling with a consequent reduction in the number of Penalty Charge Notices being issued, the number of PA's could be reduced to 3 at the 2-year review stage.
12. At its last meeting, the Member Task Group resolved to recommend to the Local Committee that 4 PA's should be employed in Woking to provide a visible presence and a robust enforcement regime. If the Local Committee so agree, the Surrey County Council Executive should be advised, in writing, of the decision.

### **Delegated powers for amending Traffic Regulation Orders**

13. Although the survey of Traffic Regulation Orders and restrictions on-street was completed a while ago, plans allowing a comparison of the two were only available to Officers shortly before the last Member Task Group meeting. It was reported to that meeting that whilst only an initial comparison between what should be on street and what is actually present had been undertaken, it is clear that there are many anomalies that will need to be corrected before DPE commences.

14. At the time of writing this report, the exact scale of the problem is unknown but it is clear that to remedy the situation, some restrictions on site will have to be altered so that they accord with the relevant Traffic Regulation Order (TRO). However, it is also apparent that in some cases what is on street, even though it may be different to the TRO, is satisfactory and may even be working better than what should be there. In such instances, the TRO should be changed. There will, therefore, be a large number of TRO amendments, which Officers will identify, that will need to be approved to be advertised and any objections to which that will need to be considered.
15. Experience in other areas where DPE has been introduced suggests that a large number of objections will be unlikely. However, the Member Task Group resolved to recommend to the Local Committee that any proposed amendments should thereafter be dealt with by the Chairman of the Member Task Group in conjunction with the Local Transportation Director.

### **National Parking Adjudication Service**

16. In conjunction with WBC, SCC has notified the National Parking Adjudication Service of the Councils' intention to use its services for appeal hearings of contested Penalty Charge Notices issued under DPE.
17. When introducing DPE and using the National Parking Adjudication Service, there is a requirement under Section 101 of the Local Government Act 1972 for two Councillors to be nominated to serve on the joint committee of the adjudication service. The joint committee does not consider appeals but appoints, employs and oversees trained and experienced lawyers as parking adjudicators.
18. The Member Task Group resolved to refer this matter to the Local Committee, asking for delegation for the Chairman to nominate the two Councillors; one County Member and one Borough Member. The names of the nominees will need to be included in the Special Parking Application that will be made to the Department for Transport.

### **Resources**

19. As mentioned above, the Member Task Group was informed that the number of amendments to the Traffic Regulation Orders and / or restrictions on street is likely to be considerable. Consequently, concern was raised about the resources available to undertake the comparison and draft a schedule of amendments. Since the meeting of the Member Task Group, Officers have spoken to colleagues at County Hall and have determined that additional members of staff will be available to help undertake the comparison and draft a list of proposed amendments. Such a list may have to be viewed by the WBC and LTS Officers who can assess it with their local knowledge and background. The team at County Hall have carried out the same exercise in other areas.

### **Woking Parking Management Plan**

20. The draft Woking Parking Management Plan is attached at Annex A. It has been produced jointly between SCC and WBC and will have been considered by the Woking Borough Council Executive on 30 September 2004. The resolution of that meeting will be reported orally to this Committee.
21. The Parking Management Plan is required as part of DPE and the SPA Application to the Department for Transport. However, even if approved, it may be subject to minor changes after consultation with key stakeholders and the final version will need to be reported back to a future meeting of this Committee.

## **FINANCIAL IMPLICATIONS**

22. The County Council's financial model for implementation and operation of DPE across the county showed no expectation of surpluses being generated following implementation of DPE. However, WBC's detailed financial models indicate that, in Woking, the deficit will be reduced by increasing the number of Parking Attendants.
23. The retention of the existing CPZ Agency Agreement will mean that, for the time being, any surpluses generated in the CPZ will be used in the Borough of Woking, their use being determined by this Committee.

## **SUSTAINABLE DEVELOPMENT IMPLICATIONS**

23. Enforcement of existing and proposed waiting restrictions should reduce congestion and the dangers from illegally stopped vehicles, bringing benefits to all highway users and the private and business communities. An increased number of Parking Attendants will ensure that this enforcement is far more visible and robust.

## **CRIME & DISORDER IMPLICATIONS**

24. Waiting and loading restrictions are provided to serve a transportation purpose on the highway network. Currently enforcement of these restrictions by the Police is limited to key areas that generate concern. DPE, enforced by a sufficient number of PA's, should encourage greater observance of the restrictions thereby minimising potential illegal behaviour.

## **EQUALITIES IMPLICATIONS**

25. The enforcement of waiting and loading restrictions should assist those with mobility problems and help manage facilities for disabled parking.

## **CONCLUSIONS AND REASONS FOR RECOMMENDATIONS**

26. The assumptions that have been made regarding the DPE Agency Agreement mean that it is unlikely that a single Agreement could be drafted to the satisfaction of both parties before DPE is introduced. The priority is to introduce DPE in Woking and this could be done by SCC and WBC signing a new Agency Agreement covering DPE, with the existing CPZ Agency

Agreement remaining in place. The two Agreements could be combined at the 2-year review stage.

27. When DPE is introduced, the enforcement presence needs to be visible and effective. It is doubtful that an additional 2 Parking Attendants could achieve this and realise the Transportation aspiration of maintaining free passage along Woking's roads. However, 4 PA's is likely to have the desired effect and if this effect is sufficient, the number of PA's could be reduced to 3 at the 2-year review stage.
28. The review of Traffic Regulation Orders and waiting restrictions will be resource hungry and likely to result in a significant number of amendments, albeit many of them being minor in effect. Additional resources can be brought in from County Hall but the large number of amendments could be tedious and time consuming for the Local Committee to deal with. They could be more efficiently dealt with by the Chairman of the Member Task Group, in conjunction with the Local Transportation Director.
29. In using the services of the National Parking Adjudication Service for dealing with appeals against Penalty Charge Notices issued under DPE, SCC / WBC are obliged to nominate two Councillors to sit on the regional joint committee.
30. As part of the DPE implementation process, a Parking Management Plan needs to be introduced. The draft plan attached at Annex A, if approved by this Committee will be consulted upon, modified as appropriate and implemented to set out the overall strategy for parking in Woking.

**Report by: Stephen Child, Local Transportation Director, Woking**

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**BACKGROUND PAPERS:**

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EXECUTIVE - 30 SEPTEMBER 2004

## **PARKING MANAGEMENT PLAN**

### **Executive Summary**

This report sets out a Draft Parking Management Plan. If approved, a number of key stakeholders will be consulted on the draft plan, and a final version will be presented to the Executive for consideration in due course.

The Parking Management Plan will be required as part of the Decriminalised Parking Enforcement submission, and will also be of value in setting overall aims for Parking Services.

It is a Plan produced jointly with Surrey County Council. Therefore it will also be considered by the Woking Local Committee of the County Council in October for approval as a draft for consultation.

The Plan is based on existing policy, set out in various reports and decisions, and brings these together for the first time in one concise plan.

### **Reasons for Decision**

To prepare for the Decriminalised Parking Enforcement submission by putting in place a Parking Management Plan.

### **Recommendations**

The Executive is requested to:

#### **RESOLVE that**

the Draft Woking Parking Management Plan be approved for the purposes of public consultation.

**The Executive has authority to determine the above recommendations.**

### **Background Papers:**

None.

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23 September 2004

**1.0 Introduction**

1.1 The purpose of the Parking Management Plan is to set out the overall strategy for parking in Woking. As such it needs to be a joint document, produced and approved by both Woking Borough Council and Surrey County Council. As a result the draft Plan set out in this report will also be considered by Surrey County Council's Local Committee for Woking on 14 October 2004.

1.2 The Parking Management Plan is a required component of the forthcoming submission of proposals for Decriminalised Parking Enforcement in Woking. It is also a required component of the Surrey Local Transport Plan. In addition to these requirements, the Plan will be valuable in setting a clear framework for the delivery of Parking Services by the Council.

1.3 This Plan is a draft for consultation. The following sections of this report summarise the Plan and set out the proposed consultation process. The full Plan is set out at Annex 1.

**2.0 Woking Parking Management Plan**

2.1 The Parking Management Plan covers all aspects of parking – on street, public off street and private off street parking, including the approach to parking provision in new developments. Therefore it should be read in conjunction with the report elsewhere on this agenda on Parking Standards.

2.2 The Plan sets out aims and key actions under the following headings:

- Parking Stock in the Town Centre
- Long and Short Stay town centre parking for non-residents
- Parking Charges
- Town Centre Controlled Parking Zones and Residents' parking
- Parking Enforcement
- Parking Provision other than in the town centre
- Park and Ride
- Parking Standards in New Developments
- Quality Parking Management
- Improving Access

2.3 The approach in the Plan generally follows existing policy, as set out in a number of sources: Service Plans, Best Value Review of Parking Services, annual reports on fees and charges, and the Woking Borough Local Plan. What it does is bring these policies together into a coherent whole.

**3.0 Consultation**

3.1 The draft Parking Management Plan presented here will be the subject of a limited consultation with a range of key stakeholders. This is an appropriate approach because the Plan generally brings together existing policy rather than setting a new direction. The following bodies will be consulted:

- Town Centre Management Initiative
- Woking Chamber of Trade and Commerce
- Residents Associations
- Neighbouring Boroughs
- Surrey County Council

3.2 Consultation material will make clear that this is a joint document produced by Woking Borough Council and Surrey County Council. A report of consultation and an amended Plan will be presented to the Executive for at a future meeting. The final version will then need to be adopted by Council.

#### **4.0 Implications**

##### Financial

4.1 Parking Services are a major source of revenue income, as well as requiring significant capital expenditure over time. Actions with financial implications will be considered by the Executive as required. This report itself has no immediate financial implications..

##### Human Resource/Training and Development

4.2 The actions set out can be accommodated within existing resources.

##### Environmental/Sustainability/Community Safety

4.3 The following themes of a Sustainable Woking are relevant to the Parking Management Plan.

- Minimising resource Use and Waste
- Minimising Pollution
- Encouraging a strong and diverse local economy
- Ensuring Personal Safety and proper security
- Providing Access to Transport that does not rely on a car.

4.4 Community Safety is addressed in particular in the Quality Parking Management

element of the Plan.

**5.0 Consultations**

5.1 Portfolio Holder.

REPORT ENDS

EXE04-154

**Draft Parking Management Plan.****Annex 1**The issues.

Car ownership in Woking is very high, and travel by private car accounts for by far the largest numbers of journeys in the area. For example:

- 85% of Woking's households have access to a car
- 40% of households have more than one car
- more than 70% of people get to work in Woking by car.

(Source 2001 census)

This reflects the perceived speed, convenience, safety and comfort which using the car provides, when compared with the alternatives of public transport, walking and cycling.

However, use of cars to this extent creates widely recognised problems, such as:

- traffic congestion, particularly in peak hours, which makes journey times longer and less reliable than they could be
- air pollution, noise and disturbance to local communities
- impact on the safety of all road users
- impact on global warming from emission of greenhouse gases
- reducing the density at which development can take place because of the large areas which have to be used for car parking.

Overall Policy Approach.

In response to these issues the main thrust of public policy, at national regional and local level is to reduce the need to travel, and seek to provide alternatives to the use of the private car. This aims to ensure that as towns like Woking continue to prosper and grow people can get about without being as reliant on the private car as at present.

This approach requires a joined up approach between planning of new developments, roads and public transport, and policies for delivery and management of car parking. The key elements in this approach are:

- encouraging development in town centres, where access by public transport, walking and cycling is better, and where people can make trips to a number of facilities on foot once they are there.
- only providing as much public and private car parking within such areas as is necessary to ensure the centre can continue to prosper, given the availability of public transport, and opportunities to walk or cycle.
- pricing public spaces in a way which doesn't make public transport seem an expensive option, particularly for those who park all day.
- Improving the quality and frequency of public transport services to make them a

more attractive option

- Improving the quality and availability of safe convenient walking and cycling routes to make these a more attractive option.

Woking is identified in regional planning guidance as a transport and development hub, where growth can take place in a sustainable way which encourages trips by non-car modes. Applying the elements set out above will be of particular importance in delivering the hub concept.

#### The Parking Management Plan.

This parking management plan shows how the parking elements of this approach will be applied in Woking. It covers:

- The amount and approach to pricing of public parking, on and off street in Woking Town centre and in other parts of the Borough
- Parking Standards to be applied to new developments
- Service Standards to be applied to the management of parking.

Responsibility for parking is shared between Woking Borough Council and Surrey County Council. As a result this is a joint plan agreed and implemented by both Councils.

The key aims and actions of the Parking Management Plan are set out below.

#### 1. Public Parking Stock in the Town Centre

Woking Town centre is the major destination in the Borough. There are currently over 5000 public off street parking spaces, mostly managed by Woking Borough Council, with one car park managed by Network Rail, as well as a limited number of on-street spaces. The provision of this level of parking is key to the commercial success of the town centre, and peak occupancy across the town centre averaged 84% during the course of 2003/2004, with higher levels of parking activity in the run up to Christmas.. However, the town centre is also the part of the Borough best served by public transport, walking and cycling, and there are opportunities to make more use of these modes for a range of journeys.

**Aim:** As the town centre grows as a commercial centre, the proportion of all journeys made to it by car will reduce. This will be achieved by:

- Maintaining the existing level of public parking in order to ensure adequate access to the town centre for car users to maintain vitality and viability of the town centre and support planned growth.
- Seeking to replace, as demand requires, the 120 parking spaces lost since 1992 in the main shoppers car parks due to revisions to circulation areas, and reuse of parts of the car parks.
- Only increasing public off street parking where it would provide for additional demand that cannot be met by alternative measures,
- Only permitting additional parking at the station where it would be the most

sustainable way to support the additional use of rail services. This means new parking should be for rail users, be part of an integrated approach to access to the station by all modes, and would not lead to an increase in car journeys from outside the Borough.

## 2. Long and short stay town centre parking for non residents.

Woking town centre car parks are used extensively by both long and short stay parkers. Approximately 50% of public spaces are used for all day parking, both by people working in the town and by commuters using the train. At present there is enough parking to meet the needs of both groups. However, the main shoppers car parks are particularly suitable for short stay shopping related parking.

**Aim:** All day parking will be encouraged in car parks further from the main shopping areas. Short stay parking will be encouraged in central car parks and on street. This will be achieved by:

- Prohibiting season ticket parking in the main Peacocks car park and maintain a limit on the number of season tickets available in other town centre car parks.
- Providing cheaper season tickets in Woking Park
- Converting town centre car parks to pay on foot on exit to make them more attractive and convenient for all, but particularly short stay users.
- Limiting on street spaces in the town centre to 1 hour parking.

The option of limiting season ticket holders to the car park closest to their point of entry into the town centre area will be considered in the future, to improve traffic management.

## 3. Parking Charges

Parking charges are reviewed annually, and are a key instrument of policy to support the overall aims of the parking management plan. In addition parking charges are a major source of revenue, which can be used to offset the extensive capital costs of regular refurbishment and updating of car parks to provide the quality of service customers expect.

**Aim:** To set charges to meet the objectives of aiming for Council owned car parks to generate a commercial rate of return, supporting the vitality and viability of the town and village centres, and contributing to sustainability objectives. This will be achieved by reviewing prices and occupancy annually and ensuring that:

- pricing for town centre short, medium and long stay are broadly comparable with Guildford and other competing centres
- the equivalent hourly rate for long stay parking is higher than for short stay
- pricing encourages around 85% occupancy at peak periods.
- pricing supports the cost of major refurbishment and modernisation to car parks.
- Pricing for on street parking is at a premium, for short stay users only.
- Considering the introduction of a climate change levy to be added to parking

charges

The impact of this approach is that long stay town centre parking charges are likely to remain higher than the equivalent cost of a journey by public transport for most long stay users. This will assist in meeting sustainability objectives by providing a financial incentive to switch modes.

#### 4. Town Centre Controlled Parking Zones and Residents' Parking

The streets in and around Woking Town Centre are covered by a Controlled Parking Zone, to ensure that those who need to park in the area are able to do so, and to provide additional short stay spaces close to the shops.

**Aim:** To enable most residents of the area in and around the town centre and their visitors, who do not have off street parking available, to park on street close to their homes throughout the day. At the same time to support the viability and vitality of the town centre commercial core and fringe commercial areas. This will be achieved by:

- maintaining a CPZ in residential areas around the town centre in which residents' permits and voucher parking is permitted
- reviewing the outer boundary of the CPZ as required to prevent long stay parking just beyond the boundary where this causes problems for local residents
- allowing short term pay and display parking on street in the commercial core and fringe commercial areas
- not issuing residents parking permits for the commercial core, but allowing residents of this area to buy permits for another part of the CPZ.

The relationship between the number of on street spaces available and the number of residents parking permits issued will be kept under review, particularly in the context of reduced parking standards in new residential developments. While there are localised problems at present this needs to be kept under wider review.

#### 5. Parking Enforcement

Parking regulations maintain highway safety for road users and pedestrians, improve the flow of traffic, and ensure that designated parking spaces are available for loading/unloading, short stay, residents, customers of local businesses and others who need to be able to park.

Any parking regulations will only work if they are backed up by adequate enforcement. On street these powers currently rest with the Surrey Police, except within parking bays in CPZ's where the Borough Council operates enforcement, as agents for Surrey County Council. This system is to be replaced by Decriminalised Parking Enforcement, where the Borough Council, as agents for Surrey county Council, takes on responsibility from the police for all enforcement of parking regulations on street.

In off street public car parks, enforcement of regulations is the responsibility of the operator. Apart from the station car parks, in Woking this is generally Woking Borough Council.

**Aim:** To ensure that the parking controls are supported by well-managed enforcement.



- **In conjunction with the County Council, seek powers for Decriminalised Parking Enforcement in order to more effectively control parking behavior.**
- **Ensure all restrictions are clearly signed.**
- **To enforce the restrictions fairly.**
- **To explain clearly to those who receive penalties why they have been issued and their rights to appeal.**
- **To take a common sense approach to issuing and enforcing penalties.**
- **To reduce the opportunity for non-compliance with restrictions.**

6. Parking provision away from the town centre.

Public parking is an important element of most village centres, for both local traders and customers. Larger surface car parks are operated in Knaphill and West Byfleet, with smaller surface car parks in a number of other centres. Parking is restricted on street in these areas to ensure free flow of traffic and safety. Controlled Parking Zones are operated in those areas where the level of all day parking on street could affect local residents. Currently this applies around the stations at West Byfleet and Brookwood.

**Aim:** to provide parking as cost effectively as possible to support the vitality and viability of the village and local centres and promote highway safety. This will be achieved by:

- Maintaining simple car parking facilities in most village centres
- To apply parking charges to these car parks where this can be justified in order to manage long stay demand or improve the quality of facilities.
- Limit long stay on street parking for non-residents in and around village centres where such parking would cause a problem to local residents or the vitality and viability of local business. Currently this applies to West Byfleet and Brookwood. Alternative long stay parking is available at the station car parks in both cases.

7. Park and Ride

Park and Ride is not currently part of Woking's parking mix.

**Aim:** The potential for Park and Ride will be kept under review. However, at present it is not thought that there is a critical mass to support a park and ride facility, and no suitable sites have currently been identified.

8. Parking Standards in New Developments

Parking standards to be applied to new developments are set out in a Supplementary Planning Document. The approach taken is in conformity with the Woking Local Plan and with national and regional planning policies.

Existing development has been permitted with a range of different levels of private parking, reflecting standards at the time. This constitutes a significant proportion of the total off street parking stock. Current parking standards are applied to any proposals for development which alter the level of parking in private development.

**Aim:** To ensure parking is provided in accordance with parking standards. In the town centre and other locations well served by public transport the Council will work towards a progressive reduction in the maximum levels of parking permitted by the standards. This will be achieved by:

- Applying the Schedule of Surrey Parking Standards across the Borough
- Applying a reduction in these maximum standards for all developments in Woking Town Centre, in accordance with the principles of the Surrey parking Strategy, at a level which reflects the quality of public transport and other alternative means of access to the centre.

#### 9. Quality Parking Management

A good quality parking service is a key component of the “offer” of the Borough and in particular the town centre. Woking’s Parking Service has a charter for its service standards, and also the secured by design award for car parks totalling over 3,000 spaces.

**Aim:** Parking Services will operate a quality service with specified standards. These standards are:

- All town centre multi-storey car parks are cleaned at least every weekday and on Saturdays
- At least 98% of all lights in the car parks are working as required at all times
- Lift emergencies will be attended within at most 3 minutes of the alarm sounding at all times when lifts are operational. Lift breakdowns will be put right by the next working day (except for major repairs)
- No ticket issuing machine will be out of order for more than 6 hours (except for major repairs)
- The charging policy which encourages short term parking and is fair to drivers requiring all-day parking is reviewed every year to ensure that it’s achieving its objectives
- Parking charges are reviewed annually to ensure that they provide value for money and are competitive with parking charges at similar car parks elsewhere
- Applications for car park season tickets are processed within 5 working days of receiving them
- Car park regulations are enforced in the interests of all car park customers
- All town centre car parks are patrolled by parking inspectors at least twice daily on all weekdays and on Saturdays / Sundays to deter crime and vandalism. Season ticket only areas are patrolled at least 8 times each day
- A 24 hour help-line is maintained at all times to enable customers to report any suspicions of criminal activity in the car parks and action taken on all calls received in less than 5 minutes of getting the call
- Car park customers are treated helpfully and courteously by our staff at all times.

Customer complaints will be dealt with in accordance with the Council's published complaints system

- Our customers are kept informed about matters affecting the car park service and are consulted regularly about service issues

#### 10. Improving Access

The provision and management of parking has to meet the needs of all sectors of the community. Specific actions are needed to deliver this.

**Aim:** The parking service shall wherever possible seek to meet the needs of all users and types of transport. This will be achieved by:

- Catering for those with mobility impairments by reserving adequate parking space in car parks for disabled badge holders and by working in partnership with Shopmobility, based in Peacocks car park.
- Catering for those with babies and young children, by providing special "mother and baby" spaces in main car parks.
- Enforcing parking regulations on and off street so that designated spaces are available for the intended users.

Additionally, the needs of motorcyclists and cyclists will be considered as part of any future development.