



# Surrey Transport Plan: Parking Strategy

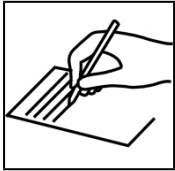
January 2020

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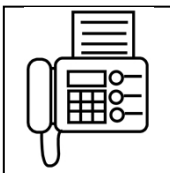
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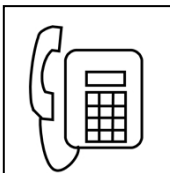
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# Surrey Transport Plan, 2011-2026

## Parking Strategy

January 2020 Update

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## Executive Summary

This is the Parking Strategy, one of the components of the Surrey Transport Plan.

Surrey has a high level of car ownership and use, relative to other counties in England, therefore it follows that the car is of huge significance to Surrey's residents. Certain towns in Surrey also suffer from severe congestion, which is an issue that can be influenced by parking provision and regulation. Consequently, the management of residential and town centre parking is an important function of the county council.

Surrey County Council's responsibilities in respect of parking include on street parking provision, civil parking enforcement, residential parking, Park & Ride in Guildford and parking demand management.

This strategy is designed to help shape, manage and deliver the county council's vision for parking:

*"Provide parking where appropriate, control parking where necessary"*

The objectives of the Parking Strategy are:

- Reduce congestion caused by parked vehicles
- Help enable greener and more sustainable travel choices
- Make best use of the parking space available
- Enforce parking regulations fairly and efficiently
- Provide appropriate parking where needed

To achieve these objectives and realise the vision for parking, work will be channelled through three main areas:

- Manage on street parking space to ensure optimum use through our parking review process
- Operation of civil parking enforcement – fair and cost effective with greater use of technology to achieve compliance
- Promotion of parking controls that can help improve sustainable and greener transport and communities. At the same time, the policies are intended to help achieve other objectives of the council, such as improving journey times, sustaining and enhancing the vitality of town centres and contributing to a reduction in carbon emissions.

## 1 Introduction

### 1.1 This Parking Strategy and the Surrey Transport Plan

This is the Parking Strategy, one of the components that makes up the Surrey Transport Plan.

### 1.2 The Surrey Transport Plan

Surrey's third local transport plan (LTP3) is called the Surrey Transport Plan. The plan came into effect in April 2011 and looks ahead to 2026.

The relationship between national and local policies, the overarching vision and objectives of the Surrey Transport Plan and the core strategies are summarised in a technical note which is available on the [County Council's website](#).

## 2 Background

The number of cars on Britain's roads and the number of households with regular use of one or more cars continues to rise, with the South-East of England leading the way in terms of multiple car ownership. In the whole of Great Britain in the late 1950s 75% of households had no regular access to a car and just 2% of households had two cars. By the late 2000s, the figure for households without a car had dropped by a third to 25%, whereas the figure for households with two cars had risen to 26%, with 6% of households having regular access to 3 or more. In the South-East by this time just 17% had no car (among the lowest in the country by region) while 40% had 2 or more cars (the highest regional figure). This rise in vehicle numbers is reflected by an ever-increasing pressure on, and demand for use of, the limited amount of parking space available.

It is therefore increasingly important and necessary for Surrey to control the use the finite amount of parking space in the county. In broad terms this means encouraging motorists to park in certain places while prohibiting them from parking in others. In this way we can limit congestion caused by parked vehicles, so helping traffic to flow and all road users to go about their business.

### **3 Management of on street parking**

#### **3.1 Problems, Challenges and Opportunities**

The management of parking, in particular in built up areas, has become increasingly important for local authorities, as the number of vehicles on the roads increases. There are a number of regular issues raised by residents, businesses and road users. These tend to concern either a lack of available parking space or inconsiderate parking, or a combination of the two. Increasing the amount of on street parking space is rarely possible and so the council has to try and find ways to make best use of the limited space, providing parking for those that most need it while not ignoring the broader requirements of all road users. By restricting parking where demand exceeds supply, and providing alternative means of access to such areas, the pressure on the space available can be better controlled.

This section looks at the more common problems that arise and some of the ways of addressing those problems, as well as considering the demands on the available parking space and means of reducing that demand.

#### **3.2 Options**

##### **3.2.1 Curfew Parking**

Very often on street parking congestion is caused by all day parking by non-residents. Near railway stations or transport hubs, this is usually "commuter parking" by people driving to the station and then taking the train to travel to their place of work. In town centres it is likely to include shop and office staff who use their car as the means of travelling to and from work. The resultant congestion can very often be eliminated by introducing short term parking restrictions of an hour or two duration.

However, such curfew parking cannot be considered in isolation. Firstly there is the problem of displacement. Many drivers will continue to drive and park and move to the nearest alternative location. The curfew parking does not then eliminate the problem, but simply shifts it. Consideration also must be given to the need for the vehicles to be parked somewhere. Although parking restrictions can be a catalyst to changing behaviour and encouraging a shift away from cars and to public transport, in some cases the car is a person's only viable means of travelling to and from work.

Displacement can be countered in two ways. Either the area covered by the curfew parking is large enough that the people who were parking and causing the congestion, change their behaviour. For example, where there is commuter parking near a railway station, there is a limit how far people are prepared to park and walk to the station.



If the curfew parking extends beyond that limit, it is likely that people will either find another way to get to the station, or park somewhere else nearby, such as in a car park, or they will find a different station to use near where they can park for free. This leads on to the other means of countering the problem of displacement, which is making sure that there is an adequate provision of suitable alternative parking. In most cases this would mean off street parking in either council or private car parks. It may also be possible to retain some parking provision within the controlled curfew area to minimise the effects of displacement or counter the lack of alternative parking arrangements.

### 3.2.2 Resident permit schemes and controlled parking zones

Although curfew parking can help deal with the problem of commuter parking, the restrictions apply to all road users, including local residents, who are unable to park in their road for a short period each day. Unless they have sufficient off-street space, this would clearly bring new problems of its own. If it is the case that residents need to be able to park throughout the day, the county council would consider introducing a permit scheme for residents. This would allow them to park in designated areas during the restricted times, provided their cars are displaying a valid permit. In this way the commuter parking problem can be solved without having an adverse effect on residents. Such a scheme would also generally contain provision for permits for residents' visitors, for medical personnel that need to make house calls and for people who are housebound and rely on carers.

In some cases, it may be necessary to consider a larger area as a whole, in which it is necessary to introduce parking controls in a number of streets. This is likely where there are other people, apart from residents, who need to park during the restricted times, for example to do some shopping. In this case the county council would consider putting in place a controlled parking zone (CPZ), which is an area, indicated by zone entry signs, in which all the kerb space is subject to some form of control.

In certain limited cases, it may be necessary to consider issuing permits to businesses that operate in CPZs. The number of these should be very small, if any, and they should only be for vehicles that are essential for the operation of the business and for which no alternative parking (either on street or off street) is available. They should not be issued to allow staff to park all day while at work, and to this end it is best if their use is time limited during the course of the operational hours of the zone.

We will implement residents permits parking schemes (and other parking management schemes) as part of local transport and parking strategies (subject to consultation) otherwise requests for residents parking schemes (permit parking schemes including parking management schemes) will only begin to be considered where there is sufficient demonstrated support and there is no detrimental impact on surrounding roads.

### 3.2.3 School Run Parking

School run parking is an issue close to many schools across Surrey, where problems are generated by parents dropping off or picking up their children. Although in many instances the schools do all they can to encourage parents to park lawfully and considerately, it is clear that very often this does not happen. There is however only a limited amount that can be achieved by the introduction of parking restrictions, as there are exemptions to most restrictions that allow stopping for a short time to drop off or pick up passengers. In addition as all the children tend to arrive and leave at the same time and parents try and park as close as possible to the school, it is a concentrated problem for a relatively short period of time.

This is a problem that requires a broad approach and the county council's Safer Travel Team works with schools across the county to produce School Travel Plans which are designed to promote sustainable travel and reduce the reliance on the use of cars for the school run. The police are also sometimes involved through their community policing teams, as problems are often caused not so much by illegally parked cars but by cars that are parked in such a way that they are causing a danger or obstruction. The Safer Travel team may also carry out assessments in line with our Safety Outside Schools Policy which may recommend changes to parking restrictions.

Any restrictions designed to tackle parking problems near schools will require careful analysis. They should only be installed if certain to achieve the desired result and satisfy expectations.

Further policy will be developed on the enforcement of School Keep Clear markings following trials during 2020.

### 3.2.4 Footway parking

Vehicles parking on footways are an issue at many locations across the county. They can cause damage to the footway itself, whether churning up grass verges or breaking paving stones, as well as to underground infrastructure, such as gas pipes or electricity cables. In addition they can obstruct the footway and so deny pedestrians access to that part of the highway – this can particularly affect people in wheelchairs or those pushing prams.

Under current legislation, taking action against vehicles parking on the footway is not straightforward. Although the police can take action if a vehicle is causing an obstruction, the county council could only take action if it first made a traffic regulation order and then erected signs where the order applied. The implication of introducing a restriction on footway parking throughout the county is clearly that it would necessitate the erection of a vast number of signs.

In addition there are certain locations where vehicles have traditionally parked partly on the footway in order to maintain a wide enough thoroughfare on the carriageway, and although the county council does not condone the activity, for the reasons

mentioned above, it is understandable why it happens. Another option in such cases could be to reinforce and possibly widen the footway, so that it was able to accommodate formal parking bays, and hence legitimise the practice. In many cases however the roads are not suitable for this type of action, often being too narrow to allow it. It is also a very costly measure.

The county council therefore looks at the issue of footway parking, whether to legitimise it or take steps to curb it, at a local level depending on the particular circumstances. We also support proposals to decriminalise footway obstruction so that it can be enforced by civil enforcement officers, as the police do not have sufficient resources to carry out as much enforcement as residents and other road users would like.

### **3.2.5 Serving of businesses, loading and unloading**

It is in busier locations that parking tends to become a problem and controls are often introduced in town centres or where there are many shops and other small businesses. Although the controls are often designed to help local residents, it is important that the needs of businesses are not forgotten. This does not just mean making sure that their customers have somewhere to park but also that their suppliers can properly serve them. Introducing time limited parking bays near shops can improve customer access, but is hard to enforce efficiently and so is often abused, but this could be improved by also introducing on street charging at such locations. At the same time it is vital that there is provision made so that there is somewhere for suppliers to make deliveries and load or unload goods.

### **3.2.6 Red routes**

Vehicles stopping even briefly, especially on busier roads, can very quickly cause congestion and the build-up of traffic. Following changes to the legislation and regulations, the use of red routes, where stopping is prohibited in almost all circumstances, is now available to all highway authorities. The county council should therefore consider their implementation, in line with available guidance, where they could help ensure the free flow of traffic.

### **3.2.7 Integrated parking approach**

The county council has no direct control over the provision of off-street parking as this is primarily a matter for the districts and boroughs, nevertheless the county and districts work together to try and ensure that on street and off street parking provision complement each other. In most circumstances, the purpose of this should be to encourage motorists to park off street, particularly when parking for a long time. Where there is charging for parking, this can be achieved by having a higher tariff for parking at the prime locations, usually on street and closest to the motorists' likely destinations.

### 3.2.8 Other measures to help ease demand for on street parking

Car clubs – although these may not be so suitable for more rural areas, car clubs can be a considerable benefit in urban areas. As well as providing a financial benefit to its members, who do not have the ongoing costs involved with running a car, it also means that there are fewer cars on the road. The county council is working with a car club operator and a network of car club parking bays has gradually been introduced, and continues to expand, in the larger towns in the county. More details are available on the [Car Clubs](#) page on the county council's website.

Car sharing - a lot of people make the same journey as each other every day, such as travelling to work, or doing the school run. In most cases they each take their own car and each have to find somewhere to park at their destination. By simply sharing their car with other people making the same journey, the number of vehicles looking to park is reduced. The county council promotes this through the Surrey Liftshare scheme, details of which are available on the [Lift sharing](#) page on the county council's website.

Motorcycle parking - there is currently no great demand for parking bays exclusively for motorcycles (and other powered two wheelers) but use of these vehicles has increased in recent years. Not only can motorcycles help reduce traffic and parking congestion but they can also help contribute towards a reduction of carbon dioxide emissions. The county council will therefore consider the introduction of motorcycle parking bays in suitable locations, in order to accommodate the needs of existing and potential future users.

Park and Ride - by providing space to park in an area where it is freely available and then providing a means to transport the motorists to their destination, an authority can limit the on street congestion, where parking is more limited. Park and Ride is in operation within the Guildford area and it will be developed across the county as needs, resources and priorities permit.

Information technology - providing information to motorists about parking availability not only directs them to places where an authority wants them to park, but also stops them having to drive around in order to try and find somewhere to park. It therefore serves to help control parking and to reduce traffic congestion. Although this sort of technology is currently mainly used in relation to off street car parks, it is not inconceivable to see it also being used in relation to on street. This is particularly true given the rise in the use of in-car satellite navigation systems and smartphone apps, which are able to provide real time information. Using such systems would also obviate the need to install relatively expensive roadside displays.

Business travel plans - parking by business employees is often a contributory factor to parking congestion, particularly in town centres. The county council, through its Community Travel Team, works with businesses to develop travel plans in order to try and reduce the number of its employees that need to use their cars to commute to work. This may be through such initiatives as car sharing or by encouraging alternative means of travel, such as cycling or using public transport.

Varied parking bays – a vehicle's size obviously dictates how much kerb space it takes up when it parks. Providing shorter parking bays and restricting the length of vehicles that can park in them, would enable more vehicles to park in a particular stretch of road. In general smaller cars produce fewer carbon dioxide emissions and so encouraging the use of smaller vehicles would also assist other aims of the transport plan.

### **3.3 Appraisal of Options**

These potential solutions have been assessed using a simple appraisal framework considering the interventions against the following criteria:

- policy compatibility, by assessing the contribution interventions will make to meeting policy objectives and statutory duties and to meeting the objectives of the Surrey Transport Plan itself, including impacts in relation to climate change and air quality;
- cost of implementation and requirement for future maintenance/operation taking into account potential funding opportunities;
- deliverability and risk, considering the likelihood of being able to implement interventions successfully within the life of the Surrey Transport Plan.

This analysis has helped to inform the preferred strategy.

### **3.4 Preferred Strategy**

The county council should:

- introduce parking controls where necessary to make best use of the space available
- encourage the use of off street parking
- work closely with schools and other agencies to ensure the development and implementation of robust and effective school travel plans
- ensure adequate loading and unloading and disabled driver parking provision in all new parking schemes
- consider sustainable travel measures to reduce demand for on street parking, particularly in busy town centres
- consider ways to improve access to retail businesses
- consider the use of red routes to improve traffic flow

### **3.5 Delivery of Preferred Strategy**

The county council makes changes to parking controls and restrictions, and introduces new ones, by way of regular reviews of parking in each borough and district. This is an established and reasonably well understood process which also

serves to save time and money by dealing with multiple locations together rather than individual locations in isolation. Nonetheless the statutory requirement to advertise changes in a newspaper and costs involved with implementation means that they come at a cost.

Funding sources for the delivery of the preferred strategy will be drawn from:

- LTP capital funding;
- Revenue funding; and,
- Other funding sources, including surplus on the parking account, development funding and potential opportunities presented by future central Government grants or challenge competitions.

The county council will work with partners, including the boroughs and districts, to seek to secure funding to deliver this strategy.

The following will be of particular importance:

- Aim to achieve as much as possible through engagement and education, particularly with regard to school and business travel plans, discouraging inconsiderate parking and promoting sustainable travel.
- Introduction of new parking controls relies on local committees allocating funding for parking initiatives – but there are many calls on the limited funding available to them. Alternatively funding for new parking controls could be made available through the Community Infrastructure Levy.
- In each borough and district there is an on street parking account, which balances income and expenditure from on street parking management (see section 5 for more information). Any surplus on this account can be used to help fund parking reviews.
- Where there is no parking surplus or other income, new proposals should only include restrictions that maintain road safety, prevent serious obstruction or improve essential access to facilities.
- Local and Joint Committees should look to introduce on-street parking charging to help improve access to retail businesses.

## **4 Operating civil parking enforcement efficiently, effectively and economically**

### **4.1 Problems, Challenges and Opportunities**

In the Secretary of State's statutory guidance, published under section 87 of the Traffic Management Act 2004 (TMA), it says that enforcement authorities should run their civil parking enforcement (CPE) operations "efficiently, effectively and economically". It goes on to say that it is a sensible aim to make the operation self-financing as soon as possible, and that if it is not self-financing, it should be affordable from within existing funding, and that neither national or local taxpayers should meet any deficit.

For the first few years that CPE was operational in Surrey, it ran at a financial deficit, and, as there was no specific alternative source of funding, the deficit was being met indirectly by the taxpayer. However in recent years, through close working with the borough and district councils, who manage on street parking on behalf of the county council through a series of agency agreements, CPE has been managed more efficiently and it now operates at no cost to the county council.

Going forward, particularly in the face of the considerable funding challenges facing local government, it is important that CPE continues to operate at no financial cost to the council. This can be done by increasing income or reducing expenditure, or a combination of the two.

The income to the parking account comes essentially from charges that are made in connection with parking – these are charges for parking permits, charges for other on street parking (eg pay and display or meters) or penalty charges, when motorists contravene the parking regulations and receive a parking ticket. Expenditure on the account is essentially to cover the costs involved with carrying out enforcement and administration and maintenance and upkeep of equipment and software systems.

The aim of a successful CPE operation is for 100% compliance, where all motorists park according to the regulations and therefore incur no penalty charges. So, although realistically total compliance is unlikely, income from penalty charges should not be counted on when seeking to provide a no cost service, as it will reduce as the operation improves. The county council would need to look at its income from other parking charges, offset against the costs of providing an on street parking management service when balancing the books. The council should also continue to work with the districts and boroughs to achieve operational efficiencies.

In addition the guidance from the Secretary of State stressed the need for local authorities to operate civil parking enforcement fairly, effectively and openly. This section will therefore look at ways of delivering civil parking enforcement which satisfy all the requirements of the guidance.

## 4.2 Options

### 4.2.1 Residents' parking permits

In 2011, the county council introduced a standard countywide minimum charge for residents' parking permits. Prior to this, there had been a large discrepancy in the cost of permits in different areas, with some having remained the same since the permit schemes had been introduced over 20 years before. As the costs were in some places so low, it meant that the income from permit charges did not cover the cost of administering and enforcing the scheme and so contributed to the CPE deficit. The county council's aim is for permit schemes to be self-financing and funded by those that benefit from them rather than the general taxpayer. So in order to provide a fairer system, and have less of a postcode lottery, the charging was harmonised. In order to ensure that a similar situation does not occur again, the council is committed to periodically review the charges.

The allocation of residents' permits in Surrey is done on a per household basis, with the number allowed being reduced dependant on the amount of off street parking available to members of the household. This limit on the number of permits issued if there is adequate off street parking available to the residents of a particular household, ensures that the use of off street parking is maximised.

In the past in many permit schemes, there was a limit of a maximum of two permits being issued to a household, regardless of the number of car owners/users living in the property. In most new schemes there is no maximum, and so the only limit is determined by the amount of off street parking available to members of the household.

Such an approach can potentially lead to a situation where there are more permits issued than spaces available. However as residents' permit schemes should only be introduced when parking by non-residents means that the available space is heavily oversubscribed, residents still have more space available than before the introduction of the scheme.

There may be circumstances where a tighter limit on the number of permits issued per household is still required, particularly where resident permit schemes already exist and the limit maintains the optimum balance between the needs of residents and those of the wider community.

The council will also consider introducing other variables to its permit charges in order to help address other objectives, such as reducing carbon emissions and controlling the number of vehicles on the roads. This could be achieved for example by increasing the cost of the second, and any subsequent, permits issued to one household.

### 4.2.2 Residents' visitors' permits

In most residents' parking schemes, residents are able to buy in advance permits that they can give to their visitors to allow them to park in the residents' permit bays for up to a day. These take the form of a piece of card, on which the details of the visitor's vehicle and the appropriate date are indicated. As with residents' permits,



the cost of these was standardised countywide in 2011 and the council is committed to periodically review the charge to keep it at a realistic level. In addition the county council should explore options for more flexibility in the provision of visitors' permits, both in terms of the cost and the length of stay that they allow.

There is a limit on the number issued to a household in one year in order to reduce the likelihood that they might be misused and/or sold on for profit, and to ensure that their overuse does not impact unduly on residents' ability to find parking space. However there can be particular circumstances where a resident uses up their allocation early and has a valid reason for needing extra permits. Although the issue and use of the permits needs to be monitored and controlled, there should be discretion for the issuing authority to issue more/fewer visitor permits as particular circumstances allow.

It is important to always make it clear that the permits remain the property of the council, and that if abuse of the scheme is believed to be taking place, the permits are invalidated.

#### **4.2.3 Business parking permits**

As mentioned previously in this strategy, there may on rare occasions be a case for issuing permits to businesses, but their issue and use should be tightly controlled. Such a permit should only be issued where commercial necessity is shown, and as such it is reasonable for the charge for a permit to reflect a rate more comparable to other commercial parking provision, such as car park season tickets. Again the council is committed to periodically review the charge to ensure it is at an appropriate level.

#### **4.2.4 Child care permits**

As the number of permit parking schemes has increased the demand for a permit for people providing regular child care has increased. As this is an increasingly common situation, the county council should consider options around the introduction of a permit for residents who have regular childcare needs.

#### **4.2.5 On street parking charges**

Time-limited on street parking is a good way of ensuring turnover of parking provision, which is particularly useful in and near shopping streets. Although this can be achieved by limiting the amount of time a vehicle can be parked and then prohibiting its return for a set amount of time, this is time-consuming and labour intensive to monitor for compliance and enforce. These issues contribute to non-compliance.

On street charging can also be used as a means of helping control the number of vehicles parked on street, when it is dovetailed with off street parking provision. In many parts of Surrey there is a charge for parking in off street car parks, while parking on street remains free of charge. This has led to an increased demand for on street spaces which could be better controlled by the introduction of on street charging.

In addition, monitoring the compliance of and enforcing paid for parking is more straightforward and therefore more cost-effective and efficient. Where parking is free an enforcement officer has to note the vehicle registration number of all the cars and the time and then return after the maximum time allowed and see whether any of cars are still there. If they are, the officer can take action, but only if he/she can be sure that the car has been there the whole time. (If the maximum parking time is 2 hours with return prohibited within 1 hour, the officer would need to be sure that the car had not left shortly after the first observation and returned over an hour later and happened to find the same space free to park in again). Also it is possible that when the officer first recorded the registration numbers of all the cars, any number of those cars could have already been parked for a considerable time, but the officer has no way of knowing how long that may have been.

If parking is paid for, an enforcement officer has the means on the first visit of knowing if each car is legitimately parked or whether it has overstayed, because there is some form of indicator which shows when the car is due to leave or have left the parking place.

The county council will consider options for on street charging in areas requiring turnover of vehicles or that have regular commuter parking. There would be some start up costs, not least of which would be the provision of pay and display machines, but advances in technology would allow the county council to minimise the initial outlay.

Modern pay and display machines are battery operated or solar powered so avoiding the expense involved with linking them to existing electrical power sources, although this should remain as an option. There are also many methods of cashless payment for on street parking, such as using a mobile phone or a debit/credit card, which mean fewer pay and display machines need to be installed.

#### **4.2.6 Waivers and suspensions**

In all our TROs there is provision made for the issue of waivers (also called waiver certificates or dispensations) to allow vehicles to park when they would not normally be allowed to do so, eg on yellow lines or in restricted parking bays, and also for parking bays to be suspended. There are a number of reasons that a waiver might be issued or a bay suspended, such as ensuring removal lorries can park outside the relevant house, or facilitating the work of a film crew, or assisting parking for vehicles involved in building works.

There is legislation (The Local Authorities (Transport Charges) Regulations 1998) which allows local authorities to levy a charge for waivers and suspensions in order to cover the administrative cost, and most authorities do so. There is considerably more work involved in suspending a bay than in issuing a waiver certificate, as it requires advanced warning notices to be put up, and then replaced with signs advising that the bay is suspended, which need removing once the suspension is completed.

Administration of waivers and suspensions is carried out on behalf of the county council by borough and district parking teams and there is an agreed charging regime in place, which, as with other charges, needs regular review.

#### 4.2.7 Paper-free permits

In most areas in the county, permits, waivers and paid for parking all involve the display of a physical document of some shape and size in the vehicle. Technology exists which makes this unnecessary and the county council, working with its partners, should be looking to phase out physical permits as soon as reasonably possible. Not only would this reduce waste and be more sustainable but also improve convenience and save time, as permits or waivers could be issued and be valid instantly.

#### 4.2.8 Civil enforcement officers

The regular on street presence of civil enforcement officers (CEOs) is a significant tool in ensuring that motorists comply with parking regulations. Conversely, where motorists believe that the attendance of a CEO is unlikely they are more likely to park in contravention. Although there needs to be a balance between the costs involved in employing CEOs and the benefits gained, there must be a suitable number of CEOs patrolling in order for enforcement to be an effective means of encouraging compliance with the regulations.

#### 4.2.9 New enforcement initiatives

The civil enforcement officer patrolling the streets and, if necessary, issuing parking tickets is still the predominant image and commonest form of the enforcement of parking regulations. There are other options of enforcement used by many authorities to enhance the standard on street capability.

The potential receipt of a parking ticket is often a significant enough threat to ensure motorists comply with parking regulations, although this is not always the case. There is a significant minority of drivers who fail to register their vehicles with DVLA, or register incorrectly. In this way it is very difficult for enforcement authorities to pursue payment of outstanding parking tickets and these drivers persistently evade payment. There are other motorists who see the cost of parking tickets as a mere inconvenience and who therefore persistently offend and fail to comply with parking regulations.

Legislation allows for the clamping and removal of vehicles that park illegally, and although in the past other authorities have been accused of being over zealous in their use of these sanctions, properly targeted use of clamping and removal can not only provide a stronger deterrent but can also have popular support. Providing a removal capability requires a significant initial outlay as there is the need for the removal lorries as well as a secure pound in which to store removed vehicles. Clamping does provide a much more readily available capability, with significantly lower overheads and start up costs and the council will consider this as an option to target persistent evaders and persistent offenders.

Although CCTV cameras can no longer be used for the enforcement of most parking contraventions, it is still allowed in certain cases, in particular those where there is a prohibition on stopping, rather than waiting (such as on Keep Clear markings outside schools and on bus stop clearways), or for contraventions in bus lanes, where traditional enforcement by CEO is less effective. Although initial costs can be high, the use of cameras in these cases can significantly improve compliance, and the county council will explore possibilities for using them.

#### 4.2.10 Cancellation policy

The guidance produced under the TMA 2004 encourages a transparent approach to parking enforcement and authorities are encouraged to publicise their policies and procedures. In consultation with the districts and boroughs, the county council has developed a policy outlining the reasons why a penalty charge notice may be cancelled. This is shown as *Appendix 1: Penalty Charge Cancellation Policy*.

#### 4.2.11 Targets for on street compliance

There is little compliance monitoring carried out in Surrey by either the county council or the borough/district councils. This makes it very difficult to evaluate the effectiveness of the parking enforcement operation and to recognise any changing trends in driver behaviour. The simplest method to check compliance is to carry out regular surveys of parked vehicles, although this is labour intensive and time consuming. Demonstrating compliance, and the associated benefits in terms of turnover and availability of parking space, can be an important tool in promoting public acceptance of civil parking enforcement, and so the council should look to increase its monitoring regime.

### 4.3 Appraisal of Options

These potential solutions have been assessed using a simple appraisal framework considering the interventions against the following criteria:

- policy compatibility, by assessing the contribution interventions will make to meeting policy objectives and statutory duties and to meeting the objectives of the Surrey Transport Plan itself, including impacts in relation to climate change and air quality;
- cost of implementation and requirement for future maintenance/operation taking into account potential funding opportunities;
- deliverability and risk, considering the likelihood of being able to implement interventions successfully within the life of the Surrey Transport Plan.

This analysis has helped to inform the preferred strategy.

#### 4.4 Preferred Strategy

The county council should:

- run its civil parking enforcement operation in line with government guidance
- consider options for encouraging more sustainable travel options
- introduce on street charging for short and long term parking where demand is highest
- explore all enforcement options with a view to providing the most efficient regime possible
- monitor the enforcement regime and its effectiveness
- embrace technological advances in payment processes, including paying by phone or app
- phase out paper permits and waivers
- regularly review all on street parking charges and fees to ensure that they are set at the appropriate level

#### 4.5 Delivery of Preferred Strategy

Funding sources for the delivery of the preferred strategy will be drawn from:

- LTP capital funding;
- Revenue funding; and,
- Other funding sources, including surplus on the parking account, development funding and potential opportunities presented by future central Government grants or challenge competitions.

The county council will work with partners, including the boroughs and districts, to seek to secure funding to deliver this strategy.

The following will be of particular importance:

- The county council will continuously look at ways to deliver a more efficient and cost effective on street parking management operation.

## 5 Parking provision and policies

### 5.1 Problems, Challenges and Opportunities

With the ever increasing numbers of vehicles on the road and consequent demand for parking space, the county council is mindful of the need to manage the use of the highway for parking. The provision and management of off street parking space is largely the domain of the borough and district councils, but there are two areas where the county has some influence. These are when new developments are built, both residential and business, and where new residents permit schemes are being introduced.

With regard to on street parking provision there are some further controls that the county council can use, some of which are more discretionary in nature. These are considered in this section

### 5.2 Options

#### 5.2.1 Parking spaces for new developments

Although the borough and district councils have responsibility for planning applications and decisions, the county council produces guidance about how much parking should be provided when new developments are being built. This guidance, entitled Vehicular and Cycle Parking Guidance, is available on the [Parking Strategy](#) page on the Surrey County Council website.

#### 5.2.2 Off street spaces in resident permit schemes

As mentioned earlier, where there is a resident permit scheme, there should still be a limit on the number of permits issued if off street parking is available, in order to ensure that the use of off street parking is maximised. However many garages and off street spaces were built or installed at a time when cars were generally smaller than they are today and they are no longer large enough to be considered a usable parking space. It is therefore necessary to define the necessary dimensions for garages, hard standings and driveways to be considered large enough to count as an off street parking space. This is detailed in Appendix 2.

#### 5.2.3 Access protection markings

Access protection markings (APMs) are white elongated 'H' shaped lines that are painted onto the road to draw attention to a driveway or access. There is a common misconception that they are intended to stop parking which is not the case as they are only advisory markings and have no legal standing. In line with government guidance, which suggests that they should only be used sparingly, as overuse can compromise their impact and effectiveness, the council's current policy is to only install them if the presence or extent of an access is not clear (for example where the footway's kerb is very low making it difficult to notice the difference between the raised and dropped areas) or when there is an access within a parking bay marked out on the road.

Nonetheless the council receives a large number of request for APMs when the presence of a driveway is perfectly clear, but people choose to park inconsiderately, which can make use of the drive difficult. On some occasions the installation of an APM can help encourage more considerate parking but it cannot be guaranteed to do so. As an APM is of potential benefit only to the resident who applied for it, it is reasonable that the cost of implementing it should not be borne by the general taxpayer, and so the county council will introduce a charge for assessing an application and a charge for installation of an APM, in the event of a positive assessment.

#### **5.2.4 Disabled parking bays**

Wherever on street parking is controlled, disabled bays should be provided for the use of blue badge holders. The Department for Transport provides guidelines on the location of such bays (in Traffic Advisory Leaflet 5/95), but in summary they should be provided within 50 metres of the likely destinations (e.g. bank, post office, larger shops). It is also essential that these bays are regularly patrolled by enforcement officers in order to ensure that they are not misused by those who do not need them.

As well as providing disabled parking bays in areas where parking is controlled, there are a number of bays in areas where parking is unrestricted, in order to make it easier for disabled people to park close to their home. Although these bays have no legal standing, they are in general respected by other drivers and left for the use of those that need them. In order for us to consider installing a bay, there must be a blue badge holder living at the property and the car that the blue badge holder uses has to be registered at the address. We will not install a bay if there is suitable off street parking or if the road is not wide enough to accommodate the bay and still allow the free flow of traffic (including larger vehicles). In all cases we carry out a site check before approving an application for a bay and we will only install one if we think it is necessary and the road conditions allow it (for instance we would not put a bay within 10 metres of a junction or where a vehicle parked in it could cause a potential danger to other drivers). Following recent changes in road marking regulations, the county council should review its policy in relation to the provision of these bays.

#### **5.2.5 Discretionary road markings**

Road markings and road signs are prescribed by the Department for Transport (DfT) in the Traffic Signs Regulations and General Directions 2016 (TSRGD), and guidance on their use is provided in the Traffic Signs Manuals. The reason for the signs and road markings being prescribed is so that they are applied consistently nationwide, in order to reduce the chance of confusion or misunderstanding by motorists.

There are some variations, contained in the TSRGD, such as specifying which sort of permit holder may use a particular bay, but these variants are also prescribed. Where signs are needed that do not appear in the TSRGD, an application can be made to the DfT for special authorisation to use a non-prescribed sign. This is quite a lengthy process and the department will only grant authorisation if it is satisfied that

the meaning of the sign is clear. However, the DfT is not keen on permitting non-prescribed signs to be used and will only do so with solid justification.

Similarly with road markings, there are some variations contained in the TSRGD, such as for the width of parking bays, in order to allow some accommodation of particular local circumstances, but the bays still have to conform to prescribed maximum and minimum dimensions. The widths of the lines used for bay markings should normally be 50 millimetres, although they can be 75mm if greater emphasis is needed, or 100mm in very specific circumstances in block-paved areas. Apart from a few specific types of bay, such as a taxi rank, all the road markings for parking bays are white.

There are three prescribed widths for yellow lines. They should normally be 75mm in roads with a speed limit of 40mph or less and 100 mm in roads with a higher speed limit. They may however be only 50mm wide in roads "in areas regarded as environmentally sensitive".

The colour of the yellow for these lines is also prescribed with standard yellow being used on all occasions, except in environmentally sensitive areas, where paler yellow (so called 'primrose lines') may be used if the standard colour is considered too obtrusive.

The thinner 50mm wide lines and paler colours must be restricted to areas which are environmentally sensitive, which are conservation areas, designated areas of outstanding natural beauty or sites of special scientific interest. Even in such locations it is not essential to use these variations, but they could be used if deemed appropriate. The lines should not be used excessively or in inappropriate locations, as it would lessen their effectiveness and they tend to need repainting more often so increasing maintenance costs.

### 5.3 Appraisal of Options

These potential solutions have been assessed using a simple appraisal framework considering the interventions against the following criteria:

- policy compatibility, by assessing the contribution interventions will make to meeting policy objectives and statutory duties and to meeting the objectives of the Surrey Transport Plan itself, including impacts in relation to climate change and air quality;
- cost of implementation and requirement for future maintenance/operation taking into account potential funding opportunities;
- deliverability and risk, considering the likelihood of being able to implement interventions successfully within the life of the Surrey Transport Plan.

This analysis has helped to inform the preferred strategy.



## 5.4 Preferred Strategy

The county council should:

- encourage the provision of suitable amounts of off street parking on new developments
- encourage the maximum use of off street parking by residents and businesses
- provide disabled parking bays and access protection markings where appropriate
- only use discretionary road signs and markings sparingly and in accordance with the relevant guidelines

## 5.5 Delivery of Preferred Strategy

Funding sources for the delivery of the preferred strategy will be drawn from:

- LTP capital funding;
- Revenue funding; and,
- Other funding sources, including surplus on the parking account, development funding and potential opportunities presented by future central Government grants or challenge competitions.

The county council will work with partners, including the boroughs and districts, to seek to secure funding to deliver this strategy.

The following will be of particular importance:

- Control of the use of discretionary road markings to guard against over use
- Engagement with borough and districts and developers with regard to parking provision on new developments

## 6 Strategy Toolkit

Measures and interventions related to the <b>Parking Strategy</b>	<b>Contribution to Objectives</b>				<b>Strategy which is the main promoter of the measure</b>
	<b>Eff</b>	<b>Rel</b>	<b>Saf</b>	<b>Sus</b>	
<b>Infrastructure Measures</b>					
Park and Ride	✓	✓			Local Bus
<b>Management of Infrastructure</b>					
Curfew parking	✓			✓	Parking
Parking/loading restrictions	✓	✓	✓		Parking
Controlled Parking Zones (CPZs)	✓		✓		Parking
School run parking – restrictions			✓		Parking
Minimum disabled bay provision	✓		✓		Parking
Loading/unloading bay provision	✓	✓	✓		Parking
Discretionary road markings	✓		✓		Parking
Waivers and suspensions	✓		✓		Parking
Civil parking enforcement officers	✓				Parking
CCTV parking enforcement	✓				Parking
<b>Promotional and Behavioural Measures</b>					
School travel planning	✓	✓	✓	✓	Travel Planning
Car clubs	✓			✓	Travel Planning
EV Charging Policy	✓	✓		✓	Travel Planning
Car share database	✓			✓	Travel Planning
Workplace travel planning	✓	✓	✓	✓	Travel Planning
<b>Information Provision</b>					
On-street parking Variable Message Signs	✓	✓			Parking
Off-street parking Variable Message Signs	✓	✓			Parking
<b>Pricing Measures</b>					
Pay and Display	✓			✓	Parking
'Pay by Phone'	✓			✓	Parking
Visitors' parking permits	✓			✓	Parking
Resident parking permit scheme	✓			✓	Parking
Differential parking charges	✓			✓	Parking
<b>Other Measures (including Land Use Measures)</b>					
Integrated approach to on/off street parking	✓	✓	✓	✓	Parking
Parking standards guidance for new developments	✓			✓	Parking

## Appendices

### Appendix 1: Penalty Charge Cancellation Policy

The guidance produced under the TMA 2004 encourages a transparent approach to parking enforcement and authorities are encouraged to publicise their policies and procedures. With its agents, the county council has developed the following policy outlining the reasons why a penalty charge notice may be cancelled.

## On-street Penalty Charge Notices

Please refer to the chart below that gives an explanation of the contravention code and indicates circumstances where cancellation will be considered, it is important to note that this information is for guidance and that each case will be considered on its individual merits

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### Circumstances in which the cancellation of a Penalty Charge Notice (PCN) will be considered (marked ✓)

## Contravention Code

Blue badge holders	Loading/unloading	Vehicle broken down	Vehicle stolen	Pay & display (P&D)	Permits
No badge and or clock displayed - fallen from windscreen, displayed incorrectly (details face down) or obscured - PCN will normally be cancelled on the first occasion if proof of a valid Blue Badge is provided	Information is needed to show that the vehicle was loading or unloading and goods were bulky or pre-ordered	Supporting information is normally needed to show that the vehicle was broken down and could not move	Supporting information is normally needed to show the vehicle was taken without consent and it was not in the owner's control	Ticket fallen down, not correctly displayed or obscured - PCN will normally be cancelled on the first occasion if there is proof that driver was in possession of a valid P&D ticket	Fallen down, obscured, not correctly displayed, or not validated - PCN will normally be cancelled on the first occasion if there is proof the driver was in possession of a valid permit

## DRAFT

1	Parked in a restricted street during prescribed hours (parked on single/double yellow lines when restrictions are in force)	✓	✓	✓	✓		
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force (parked on single/double yellow lines when loading restrictions, marked by yellow kerb 'blips', are in force)			✓	✓		
4	Parked in a meter bay when penalty time is indicated						
5	Parked after the expiry of paid for time in a P&D only bay (parked after the displayed P&D ticket has expired)	✓	✓	✓	✓	✓	
6	Parked without clearly displaying a valid P&D ticket in a P&D only bay (the P&D ticket is not visible, obscured or invalid)	✓	✓	✓	✓	✓	
7	Parked with additional payment made to extend the stay beyond the expiry of the time initially purchased (meter feeding)						
8	Parked at an out-of-order meter during controlled						

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	hours						
9	Parked displaying multiple pay & display tickets where prohibited						
10	Parked without clearly displaying two valid pay and display tickets when required						
11	Parked without payment of the parking charge						
12	Parked in a residents' or shared use (permit holder/P&D) parking place without clearly displaying either a permit, voucher or P&D ticket issued for that place (permit or P&D ticket is not visible, obscured or not valid for that parking place - e.g. a P&D ticket displayed in a resident permit holder only bay)	✓	✓	✓	✓	✓	✓
14	Parked in an electric vehicles' charging place during restricted hours without charging						
16	Parked in a permit space without clearly displaying a valid permit (permit is not visible, obscured or invalid)	✓	✓	✓	✓		✓

## DRAFT

18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited						
19	Parked in a residents' or shared use (permit holder/P&D) parking place displaying an invalid permit, an invalid P&D ticket or an invalid voucher	✓		✓	✓	✓	✓
20	Parked in a loading gap						
21	Parked in a suspended bay/space or part of bay/space			✓	✓		
22	Re-parked in the same parking place within one hour (or other specified period) of leaving (applies to pay and display visitors and users of free parking bays only)	✓	✓	✓	✓		
23	Parked in a parking place not designated for that class of vehicle (e.g. a car parked in an ambulance bay)		✓	✓	✓		
24	Not parked correctly within the markings of a bay or space		✓	✓	✓		
25	Parked in a loading place during restricted hours without loading		✓	✓	✓		

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26	Vehicle parked more than 50cm from the edge of the carriageway and not within a designated parking place (double parking)		✓	✓	✓		
27	Parked adjacent to a dropped footway (parked in front of access to a driveway or a dropped kerb at a junction)			✓	✓		
30	Parked for longer than permitted	✓	✓	✓	✓		
35	Parked in a disc parking place without clearly displaying a valid disc						
36	Parked in a disc parking place for longer than permitted						
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's parking badge (badge is not displayed, obscured or invalid)	✓	✓	✓	✓		
41	Parked in a parking place designated for diplomatic vehicles						
42	Parked in a parking place designated for police vehicles						

## DRAFT

45	Parked on a taxi rank			✓	✓		
46	Stopped where prohibited (on a red route or clearway)						
47	Parked on a restricted bus stop or stand			✓	✓		
48	Parked on a restricted area outside a school during termtime (parked on the 'School Keep Clear' markings when the restriction is in force)			✓	✓		
49	Parked wholly or partly on a cycle track						
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban (applies to vehicles heavier than the maximum weight specified on signs)		✓	✓	✓		
56	Parked in contravention of a commercial vehicle waiting restriction						
57	Parked in contravention of a coach ban						
61 62	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)						



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99	Stopped on a pedestrian crossing and/or area marked by zig-zags			✓	✓		
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Please note that greyed out Contravention Codes are not generally enforced in Surrey Districts

## Appendix 2: Size of off-street parking spaces in relation to on-street permit schemes

These measurements are guidelines and like the parking standards in Appendix 2, there should be some flexibility in their application depending on the local circumstances. For example if a resident has a very small car, they would be expected to use an off street parking space if it were possible to do so, even if it was smaller than the sizes discussed below.

It is also important to note that these guidelines relate only to existing off street spaces, where a resident permit scheme is in operation or about to be introduced, and they have no link to the dimensions required for a new vehicle cross over, which are judged using different criteria.

A standard car parking space is 4.8 metres long by 2.4 metres wide, and is a starting point for consideration. The average length of a car today is about 4.5m with a width of about 1.8m, with larger family cars being about 4.8m long. A garage length of 5.0m should therefore be able to comfortably accommodate the vast majority of cars on the road. The width of cars varies less than the length and although 2.4m would be a sufficient width to be able to park a car in a garage, an extra width of 20 centimetres should be allowed to allow the driver to get in or out of the vehicle. This therefore gives a minimum size for a garage of 5.0m long by 2.6 m wide.

For hard standings and driveways, the standard space size of 4.8m by 2.4m should be sufficient as a minimum, where the space is unobstructed on at least two non-parallel sides. If however there is a structure (e.g. a wall, fence or cultivated hedge) on both sides, the minimum width should be the same 2.6m as for a garage. If the space is accessed through gates, the minimum length should be extended to accommodate the opening and closing of the gates.

Where there are two off street spaces in a line, the minimum length should be extended to 10m to allow some clearance between the two vehicles. If there are two off street spaces in parallel with each other, width should be extended to 5.0 metres if there is a structure on one side and to 5.2 metres if there is a structure on both sides of the spaces.