

Parking Strategy

2016 - 2021

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FOREWORD

by **Clr Brian Little**
Cabinet Member for
Transport & Highways



I am pleased to introduce this new Parking Strategy for Thurrock. It represents a significant step in delivering the Council's commitment of value for money services and the creation of a safe and inclusive environment for Thurrock residents and businesses.

This new strategy represents a refresh of policies and practices for the operation and enforcement of parking regulations. Parking is a contentious issue, and therefore clarity and transparency are vital.

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1. Introduction

The Thurrock Parking Strategy sets out the Council's policies and strategies for parking within the borough over the next five years.

The strategy is set out in a clear format.

This **Introduction** focuses on the achievements since the previous Parking Strategy was published in 2007. This document also relates to the wider corporate objectives of the Council and its Aims, Visions and Priorities.

A representation of public **Parking Capacity** in Thurrock and the Council's **Parking Service Operation** is set out.

The main section of the document is the **Parking Policies**, with accompanying explanatory text.

The policies are thereafter distilled into an **Action Plan**, which the Council and its partners will implement over the next five years, subject to regular review.

2. Aims, Vision & Priorities

Council priorities

Our vision

Thurrock: A place of opportunity, enterprise and excellence, where individuals, communities and businesses flourish.

Our aim

Our aim is to become a confident, well managed and influential council regarded by residents, peers and partners as ambitious for the people of Thurrock and totally focused on meeting their current and future aspirations.

Five strategic priorities to achieve our vision:

- **Create** a great place for learning and opportunity;
- **Encourage** and promote job creation and economic prosperity;
- **Build** pride, responsibility and respect;
- **Improve** health and well-being;
- **Promote** and protect our clean and green environment.

3. Achievements since 2007

The following achievements have been implemented:

- Implementation of residential parking schemes in Stanford-le-Hope, South Ockendon, Badgers Dene Grays and Seabrooke Rise;
- Introduction of Controlled Parking Zones (CPZ) in Stanford, South Ockendon and the extension of the CPZ within Grays (including Commuter Zones);
- Introducing new Civil Enforcement Officer's equipment (hand helds);
- The continuation of enforcement of Morrison's Car Park. Morrisons currently contract the enforcement of this car park to the Council;
- Implementation of upgrading car park pay & display machines;
- Annual review of car parking charges;
- Implementation of new staff for evening shifts to prioritise HGV illegal parking.

4. Decriminalised Parking Enforcement (DPE)

From the 1 April 2005 Thurrock Council took over the responsibility for enforcing parking, loading and waiting restrictions in the Borough from Essex Police.

Parking offences then become 'contraventions' and are no longer classified as criminal offences. Consequently there is no recourse to the Magistrate Court System, but to Independent Adjudicators. Any unpaid debts can be pursued through a streamlined County Court system culminating in bailiff action.

DPE has benefited the community by:

- Enabling the police to concentrate on other crimes and endorsable traffic offences;
- Improved enforcement as resources are allocated for the sole purpose of parking contraventions;
- Improved congestion and safety;
- Encouraging sensible and safer parking;
- Enhancing efficiency in the use of on-street car parking (by increasing turnover and maximising use of facilities);
- Single responsibility for parking means greater clarity and simpler perception to the general public.

Decriminalisation has supported town centre needs by encouraging commuters and other drivers to use long stay car parks freeing up short stay spaces. It also allows buses and service vehicles to operate more effectively, improves the general environment and enables the Council to control and manage parking as part of its integrated transport strategy.

DPE compliments and supports Thurrock Council's vision for a safe and integrated transport system that is accessible to all.

Statutory process for the issuing and resolution of Penalty Charge Notices

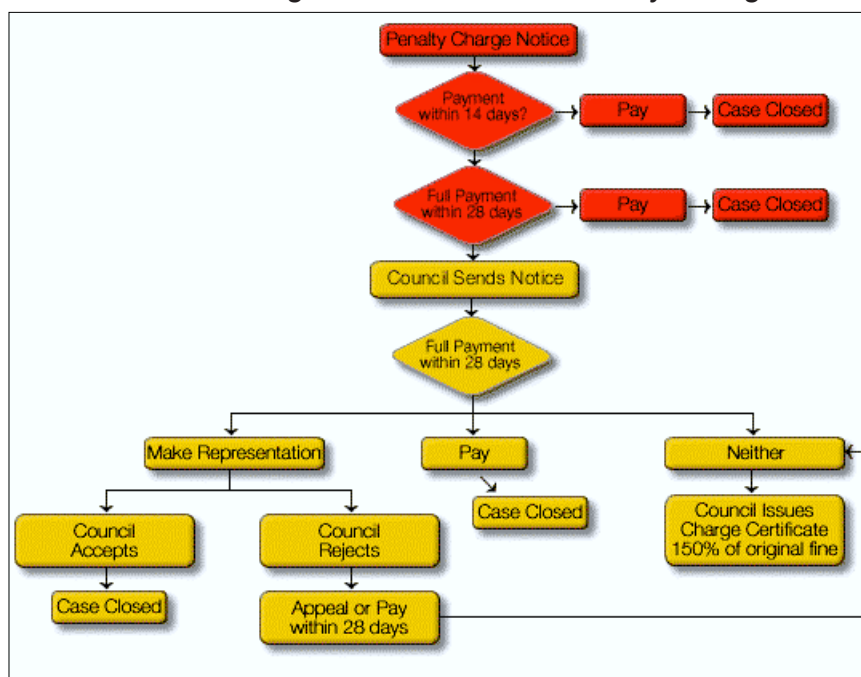


Figure 1. Statutory Process for issuing & resolution of PCNs

4.1. Implementation of DPE

A number of key actions were required prior to implementation as detailed below.

- Full review of Traffic orders, signs and lines including a review of all existing parking schemes and borough wide waiting restrictions;
- Introduction of working with the strategic partner to deliver the service;
- Successful transfer of staff from Essex Police;
- Implementation of new IT including the introduction of new hand held equipment for Civil Enforcement Officers and an interface to the DVLA;
- Implementation of new process and procedures in line with the statutory process (Figure 1 above);
- Issuing Penalty Charge Notices (PCNs) instead of Excess Charge Notices (ECNs);
- Introduction of photographic evidence;
- Recruitment of additional Parking Attendants and one Parking Co-ordinator;
- Full training for all staff;
- New uniforms for Civil Enforcement Officers;
- The hire of two vehicles to allow adequate coverage of the Borough and also to respond to customer requests;
- Extend working hours including out of hours enforcement when required.

There is a further overriding priority of

- Delivering excellence and achieving value for money.

The Parking Strategy is a sub-strategy to the Thurrock Local Transport Plan, and contributes to the Council objectives of delivering a Safer Environment for residents in the Borough through its impact upon mode choice for journeys and obstruction to flow of traffic, cyclists and pedestrians.

5. Thurrock Local Transport Plan 2013-2026

The Thurrock Transport Strategy describes Thurrock Council's transport strategy for the period 2013 to 2026. Based on a robust evidence base and feedback from residents and key stakeholders, it sets out the aims, objectives and a series of policies for delivering transport improvements in Thurrock. As such, this document comprises the required strategy element of the third Local Transport Plan (LTP3) for Thurrock. In addition to a transport strategy, local highway authorities are also required to develop and submit any implementation plans alongside their strategy, and these implementation plans support the delivery of this strategy.

Thurrock Transport Strategy 2013-2026 can be found at:

<https://www.thurrock.gov.uk/travel-strategies/travel-and-transport-strategies>

6. Freight Quality Partnership and Freight Strategy

6.1. Freight Quality Partnership

Due to the significant importance of the logistics industry to the borough, the Council has sought to actively engage with the industry. Following an award of funding from central government, Thurrock Council, alongside their appointment consultants TTR, has established the Thurrock Freight Quality Partnership. A Freight Quality Partnership (FQP) is a roundtable forum which enables meaningful two-way engagement between stakeholders in the freight industry, business and the local authority. Having been established in 2010, the FQP hosts at least one engagement meeting scheduled each year.

Actions and issues discussed at previous FQP

- Impact on air quality by freight vehicles;
- Publicising routes suitable for freight vehicles around Thurrock;
- Current availability and future plans for freight vehicle parking;
- Informing partners of future changes/improvements to the road network;
- Feedback and engagement with the freight industry;
- Promoting driver training and best industry practice.

6.2. Freight Strategy

Thurrock Council is planning to issue further details of freight issues in a new Freight Strategy, due for publication in early 2017. The strategy will discuss in further details issues regarding all aspects of freight within Thurrock, including issues and opportunities, as well as publication of an updated freight route map.

The Freight Strategy and Transport Plan will be inter-linked to improve and maintain the free-flow of traffic in the borough.

7. Traffic Management Act 2004

Part 6 of the Traffic Management Act enables the consolidation, by making regulations, of civil traffic enforcement legislation covering parking, bus stands and school keep clears.

The Act extends the scope for local authorities to take over enforcement of traffic contraventions from the police, and be granted civil enforcement powers to cover a number of parking offences.

The Act enables extension to authorities outside London of the ability to issue parking penalty charge notices by post, use of cameras to detect parking contraventions, and issue penalty charges for parking within the area of a pedestrian crossing. The Act also creates specific offences to deal with double parking and parking at dropped footways within a local authority civil enforcement area.

Regulations to be made under the Act enable authorities to challenge the validity of statutory declarations so they cannot be used as a way of avoiding payment of parking penalty charges.

Section 87 of the Act enables the Secretary of State and the National Assembly for Wales to publish statutory guidance to local authorities about any matter relating to their civil traffic enforcement functions, which may be conferred on them under Part 6 of the Act. In exercising those functions authorities must have regard to any such guidance. This is particularly important to ensure that enforcement is carried out in a fair and reasonable manner.

To reduce abuse of the Blue Badge scheme, which gives parking concessions to disabled people, Section 94 of the Act gives local authority Civil Enforcement Officers the power to inspect Blue Badges. The inspection Powers were introduced in September 2006 and updated in 2014 whereby the badges can be confiscated if deemed to be used fraudulently.

Section 95 of the Act gives local authorities the additional freedom to spend surpluses from the on street parking account on local environmental improvements as well as parking facilities, road improvements and provision of public passenger transport services. This came into effect in October 2004.

8. Parking Stock & Operations

8.1. Public parking capacity

The council enforces both on and off street parking places throughout the Borough. The table 1 below detail the council's off-street car parks within the borough. The table 2 below details the locations of the on-street pay and display areas within Grays town centre.

Table 1. Off-street car parks

| Name and Location | No. Of Spaces | Type | Category |
|-------------------------|---------------|-----------------|------------|
| Crown Road | 96 | Pay and Display | Long Stay |
| Cromwell Road | 60 | | Long Stay |
| Argent Street | 42 | | Long Stay |
| Darnley Road | 30 | | Short Stay |
| Lodge Lane | 56 | Free | - |
| Cornwall House | 100 | Pay and Display | Long Stay |
| Thames Road Grays Beach | 162 | Pay and Display | Long Stay |
| Canterbury Parade | 100 | Pay and Display | Long Stay |
| Gordon Road (Police St) | 53 | Free | - |
| Gordon Road (Petrol St) | 112 | Free | - |
| Giffords Cross | 78 | Free | - |

Table 2. On-street car pay and display areas

| Name and Location | Category |
|---|--------------------------------------|
| Brooke Road (West) Clarence Road (North West) Cromwell Road (East) Dell Road High Street | Quick Stop (Maximum stay 1 hour) |
| Bedford Road Bradbourne Road Brooke Road Clarence Road Cromwell Road Derby Road Grange Road London Road Milton Road Orsett Road Quarry Hill | Short stay (Maximum stay 4 hours) |
| Thames Road | Long Stay (Maximum stay 9 hours) |

These car parks and areas all include a number of disabled bays and the Council also offers residential, visitors and business permits. All of these details can be found in the Annual Parking Report at:

<https://www.thurrock.gov.uk/parking-enforcement/parking-documents-reports-and-auditing>

8.2. Parking Service Operations

There are currently ten Civil Enforcement Officers enforcing within the borough. This provision is reviewed annually.

Grays is enforced on daily basis (excluding Sundays) with other town centres and commuter areas being enforced on a 2 – 3 times on a weekly basis. Other areas are visited on a rota basis or following feedback from the public. The Council aims to enforce a different school every day in term time.

Two vehicles are used to visit areas outside of Grays and for visiting schools. This enables quick responses to feedback.

The Council has no jurisdiction to enforce the following:

- Roads not covered by a restriction;
- Private land;
- Obstructions (enforced by the Police);
- Moving traffic offences (enforced by the Police).

9. Parking Policies

9.1. Parking Provision

The Council's priorities for parking provision are regularly reviewed for relevance and efficiency.

9.2. Parking at Railway Stations

Parking at railway stations is a contentious issue. The use of rail for journeys that might otherwise be undertaken by car is encouraged.

Insufficient car parking can lead to inappropriate parking in the vicinity of stations. However increasing station car parking capacity can discourage the use of sustainable modes for the initial journey. The ease of access and facilities for public transport, cycling and walking can assist these sustainable modes..

The Council will consider parking provision at stations on a case-by-case basis, taking into account local circumstances and the promotion of travel using public transport, walking and cycling.

9.3. Cycle and Motorcycle Parking

The Council will review the overall parking provision within the Borough at appropriate intervals including the provision for cycles and motorcycles.

9.4. Restrictions

The Council regularly receives requests from residents, Members and local organisations for changes to parking restrictions. Restrictions are also considered for the efficient operation of the highway network and to manage the effect of changes such as new developments.

These changes are considered in a fair and transparent way taking into consideration the sometimes conflicting needs of residents, commerce, road users and the environment before decisions are taken.

The Council's Traffic Section will maintain a list of parking-related requests and prioritise these in order of importance in accordance with the policy set out in table 3 below.

Table 3. Parking Requests Priorities Rating

| PRIORITY | In the interest of, or to address: |
|-----------------|--|
| A | Child safety or proven accident problem |
| B | Disabled bay requests |
| C | Improving the needs of local businesses |
| D | Improving traffic flows and visibility |
| E | Changes to highway network |
| F | Perceived danger to road users and requests |

9.5. Parking Restriction Criteria

The provision standards below will be used for new restrictions and also as a guide for the design and renewal standard for existing restrictions.

Junction Protection (A, D & F)

Double yellow lines will be provided around junctions with visibility problems as defined by Traffic Regulations.

Junction protection will be provided in situations where there is either a proven accident problem or where vehicles are parking and causing a problem at junctions joining a main route.

Resident Permit Bays or Controlled Parking Zones (F)

Permit schemes or Parking Zones will be considered where parking from commuters and town centre's cause persistent problems for resident parking. The permit schemes should cover a sufficiently large area to warrant the implementation of the scheme.

The Council will investigate the need implementation for further restrictions to control the parking of vehicles over 3.5 tonne.

School Keep Clears (A)

'Keep Clear' markings will be provided outside all school entrances/exits.

Limited Waiting/Pay & Display (C)

Restrictions will be implemented where parking is taking place throughout the day that prevents a regular turnover of vehicles.

Disabled Bay Requests (B)

Residential areas - Bays will be implemented subject to approval by the Social Service Occupational Therapy Department, and where the applicant does not have rear vehicular access or sufficient depth to the front of the property to allow parking off the highway (subject to the necessary consents).

Town centre/car parks - Appropriate provision will be made in all town centres and car parks.

Double Yellow Line Requests (A, D, E & F)

Double lines will be implemented where there is a demonstrable safety issue or where there is a need to improve flow of traffic and visibility.

Careful consideration will be given to whether the location of the restriction and its importance warrants the level of enforcement that would ensure a reasonable level of compliance.

Single Yellow Line Requests (A, C, D, E & F)

A single line will be implemented where there is a demonstrable safety issue or where there is a need to improve flow of traffic and visibility, where it is required at certain times.

Careful consideration will be given to whether the location of the restriction and its importance warrants the level of enforcement that would ensure a reasonable level of compliance.

Loading/Unloading Requests (C)

This type of restriction will be implemented where there is demonstrable need to provide a loading and unloading facility and where the existing provision of yellow lines is not sufficient.

Additionally, the loading and unloading facility must not unreasonably prejudice the provision of other higher priority restrictions or compromise road safety.

Loading/Unloading Bans (A, D & E)

Bans will be implemented on the main road network where no parking at any time is required and where flows of traffic must be maintained.

9.6. Loading Bays

All existing loading bays within the borough are signed and Traffic Regulation Orders (TROs) are in place.

Evidence suggests that disabled drivers are increasingly using loading bays. Disabled drivers are afforded alternative parking provision provided they have a blue badge. This does not include parking within loading bays at any time.

The Council receives ad-hoc requests for additional loading bays to be considered. These requests will be considered in accordance with the instructions below.

The Council will use their discretion for commercial vehicles seen to be loading or unloading however if the vehicle is vacant with no activity then a penalty charge notice will be issued.

Disabled drivers parked in loading bays will be issued with a Penalty Charge Notice (PCN). An initial PCN will be waived under the consideration guidelines as a first offence, upon written notification being received by the Parking Team by the offender. The offender will be reminded of the rules of the Blue badge Scheme which are highlighted in the booklet issued with their badge.

9.7. HGV Parking

An overnight HGV ban has already been introduced in some areas of the borough.

HGV parking is currently causing considerable community and traffic safety problems in the Borough and this is increasing due to the regeneration of the area. Thurrock has a higher than average ratio of HGVs due to its further industrial base, including the accessibility to the strategic road network (M25 and A13).

Developments such as DP World to the east of the borough and a logistics park at the Shell Haven site will add further impetus for resolving issues in accommodating large flows of HGVs and overnight provision.

A joint approach to problems of HGV parking will be introduced in partnership with Essex Police. Civil Enforcement Officers on evening shifts will enforce HGV 'hotspots' in response to any increase in HGV illegal parking.

HGV and general enforcement for parking is linked to the Thurrock Transport Strategy 2013-2026 (available at: <https://www.thurrock.gov.uk/travel-strategies/travel-and-transport-strategies>) and will also be included as part of the Council's Freight Quality Partnership (FQP) and the future Freight Strategy to be implemented in 2017.

9.8. Disabled Parking Provision

The Council currently provides a number of on-street disabled bays within the Borough. The policy for the provision of bays remains unchanged as follows:

The provision of disabled bays is assessed against requests.

A number of criteria have to be met before a disabled person's parking bay is implemented. These are as follows:

- An application in writing has to be made to the Social Services Department for their approval and support.
- If the bay falls on the Public Highway then an application is made to the Traffic section via the Occupational Therapy Team for consideration.
- Should funds be available, a bay will be provided only if;
 - a) The client is in possession of a valid disabled person Blue Badge.
 - b) The client resides in a dwelling that cannot facilitate off-street parking.
 - c) The on-street parking conditions have been observed to be severe on a regular basis.

Should the above criteria be met, the council's Traffic Section will consider the road safety implications of the proposal.

At present a vehicle displaying a valid European Blue Disabled Person Badge is allowed to park on single or double yellow lines for up to 3 hours provided no loading restrictions are in place. This is in line with the Blue badge guidance booklet. However, Thurrock Council currently offers a dispensation on this criterion to allow unrestricted time for Blue badges on street and within council car parks. This is subject to annual review and a change will require a full consultation process.

All vehicles that receive a Penalty Charge Notice whilst parked in contravention will have the PCN cancelled as a 1st offence providing that they have challenged the PCN in writing to the Parking Section. The Parking Section will provide a full and concise response and include the relevant extract of the European Blue Badge Scheme policy with all cancellations.

9.9. Verges

It is clear that there are a number of problem areas where parking spaces are at a premium and people maximise these by using grass verges. This causes damage to the verge and makes the area look unsightly.

Hardening the verges reduces the damage but it does mean that there is a loss of green areas in residential areas. Grass verges will not be hardened to provide parking areas if off-street parking can be provided within residents curtilage.

Where residents require additional parking then subject to planning considerations, the council therefore prefers that residents to create off-street parking areas in their own property. This can either be through the creation of a parking space in the front garden or rear garden via a rear access road. In this instance it is for the resident to meet the cost of the works required – including those in the highway.

Grass verges should not be hardened where parking restrictions are in force. They should also not be hardened where the parking of a vehicle would mean that vehicles park in such a manner as to cause an obstruction to either cars or pedestrians.

Grass verges will not be hardened where this will encourage people to park in contravention of a Traffic Regulation Order or where it will encourage people to park in such a manner as to obstruct either vehicles or pedestrians.

The views of affected residents will be obtained on any proposal to convert grassed areas to parking places.

Consideration will be given to materials used to harden verges, such as 'grasscrete', and opportunities for tree pits or similar landscaping features.

Requests will be evaluated against the following criteria:

- Views of Frontages & Ward Members;
- Road safety implications;
- Environmental impact of the scheme;
- Cost effectiveness of the scheme (cost per parking place).

This will be developed into a priority list to be agreed by the Cabinet Member for Highways and Transport each year.

It is important to note that where off street parking is provided this is exclusive to the resident. If verges are hardened then these will be available for general parking as they cannot be reserved for a particular person.

10. Permits

10.1. CPZ Residents Permits

Residents are able to apply for a permit for each vehicle they own, upon proof that their main residence is within the parking scheme boundary. The permit does not guarantee space availability at the time required, nor does it guarantee a space outside their residence.

The current cost of resident's permits are reviewed annually and published in the Council's fees and charges document as per the link mentioned previously.

Resident permits will be limited to 3 per residence.

10.2. CPZ Visitors

Visitor's permits are currently available for purchase by those living in the residential permit areas. Residents are currently permitted to purchase the permits (five strips of 20 visits in any one month). The current costs are listed in the fees and charges document.

10.3. CPZ Business Permits

Business users are allowed to purchase business permits within resident bays in CPZs at a cost which is reviewed annually. Purchase of business permits to be limited to 5 per business.

10.4. Operational

Operational permits allow Council employees to carry out essential duties where it is imperative to park close to a particular site. Internal charges are reviewed annually as part of the fees and charges.

10.5. Health

Health permits enable essential health workers to park in resident bays. They have an annual expiry date. The health workers are only eligible to stay up to a maximum of three hours. The costs of these permits are reviewed annually and are in the fees and charges booklet.

11. Civil Enforcement Officers

11.1. Enforcement Hours and Days of Operation

Seven of the Council's Civil Enforcement Officers currently operates a two week rota system of working Monday to Thursday 8.00am to 16.30pm and 8.00am to 16.00pm on a Friday and the following week Tuesday to Friday 9.30am to

18.00pm and 8.00am to 16.00pm on a Saturday. An evening shift which is primarily aimed at the HGV issues work Mondays to Thursdays 13.30pm to 22.00pm and 13.30pm to 21.30 on a Friday.

Out of hours enforcement is carried out to target issues in specific areas as required.

The current hours of operation address the key times that enforcement is needed within the Borough. A review will be undertaken to ascertain any benefit from more regular enforcement on Sundays and or Bank Holidays.

Regular review will also be undertaken to ensure that the capacity within the enforcement team is adequate to meet the objectives of the Council and in particular this strategy.

11.2. Observation Times

Council Civil Enforcement Officers are generally to give each vehicle a five minute observation period before enforcement action unless there is a safety or congestion problem arising from the contravention.

The Council issues instant Penalty Charge Notices if a vehicle is parked where loading/unloading is restricted, pay and display ticket (ten minute observations under guidance from government) has expired and also in some special circumstances such as areas with acknowledged safety problems.

The five-minute observation period will not apply to vehicles parked on double yellow lines. It is clear in the Highway Code that vehicles throughout Great Britain are not allowed to park on double yellow lines. Penalty Charge Notices are therefore issued instantly.

The five-minute observation time for other contraventions will continue to be observed. The observation period will be reviewed on a regular basis, as it is occasionally open to abuse.

Meter feeding, when a motorist prolongs the initial stay by inserting further monies/or makes a further payment, will be an offence resulting in a PCN being issued.

12. Enforcement

12.1. Bus Lanes / Taxi Ranks

The council does not have a full Traffic Regulation Order (TRO) in place for enforcing restrictions in bus lanes.

TROs are in place for taxi ranks.

The council will consider the need for TROs for any bus lanes, and investigate camera enforcement of bus lanes.

12.2. School Parking

Enforcement is instant for any vehicle parked on a keep clear crossing. A 5 minute observation period is used on single yellow lines. This is reviewed annually and could be altered to instant PCNs being issued if required.

12.3. Footways

The Police presently enforce footway parking as obstruction, unless there are restrictions in the road which can be dealt with by the Civil Enforcement Officers.

13. Parking Charges

13.1. Fees & Charges

The fees and charges are updated on the Council's website annually. The information can be found at:

<https://www.thurrock.gov.uk/council-finances-and-accounts/fees-and-charges>

The charges are reviewed annually. Any changes to permit charges will be subject to consultation with residents affected.

13.2. Funerals

There is an informal policy that the enforcement team use under their discretionary powers. With advance notice, Civil Enforcement Officers can adopt a more flexible approach to reasonable requests. No charge is made for this service.

14. New innovations

14.1. Car Park Ticket Machines

Thurrock's car park ticket machines have become obsolete and unreliable. A programme is in place to prioritise their replacement with more reliable and dependable solar powered machines.

14.2. Cashless Payments

The implementation of the use of both cash and over the phone/credit card payments for car parking charges will be investigated as an option when we consider future ticket machine replacement.

14.3. New Permits

The possibility of introducing season tickets for users, including commuters and staff has been requested. These will also be a part of a future parking payment review.

14.4. Equipment

Civil Enforcement Officers currently use hand held computers (HHC) to issue Penalty Charge Notices. Further improvements to their technology could simplify the procedure of issuing a notice. Real time download of the information will enable office staff to be able to discuss the PCN with the user. Currently the equipment has to be downloaded at the end of the shift.

14.5. Resurfacing of Car Parks

The Car Parks as council assets require maintenance to maintain safety and service provision. An asset management programme of the works required is under preparation.

15. Action Plan

The action plan below details those projects that are required to be implemented or considered as detailed within this document. It also details key activities that will be undertaken over the next 2 years. This is all subject to funding provision.

| Project | How | Who | Timing |
|--|--|---|---------------------------------------|
| Review provision of new Car Parking Zones, Parking Permit areas, signs and lines | Investigate each request on merit and implement subject to funding | Traffic Section/Parking Services | Subject to requests |
| Review the provision of on and off street disabled bays | Conduct a survey when requests are received to see if viable. | Traffic Section / Parking Services | Annually subject to requests |
| Review the need for Sunday enforcement | Monitor the number of requests for out of hours enforcement. Conduct a survey of key areas to see if viable. | Highways & Transportation Services/Parking Co-ordinator | Annually subject to requests |
| Have an input in the new Freight Strategy | Strategy discussions ongoing | All of Highways & Transportation Teams | Ongoing and to be finalised 2017/2018 |
| Review car park upgrades and replacement of equipment such as car park machines, lighting etc. | Conduct investigations on a regular basis | Traffic Section/Parking Services | Ongoing |

| Project | How | Who | Timing |
|---|--|---|--------------------------------|
| Review parking charges annually and Permits | Review charges in line with inflation and costs Investigate possibility of introducing season tickets for residents and staff | Finance / Parking Services | Annually |
| Cashless Pay | Investigation into the possibility of implementing new car parking machines which accept both cash and pay by phone/credit card payments | Highways & Transportation Services/Parking Co-ordinator | 2017/2018 |
| Review capacity of enforcement team to ensure adequacy | Investigation of operations against service aims and objectives | Highways & Transportation Services/Parking Co-ordinator | Annually in time for budgeting |
| | | | |
| Implement changes to permits | Make required changes to documentation including in fees & charges | Highways & Transportation Services/Parking Co-ordinator | Reviewed Annually |
| Introduce charges to Health Permits | Investigate possibility of charging for health permits | Highways & Transportation Services/Parking Co-ordinator | 2017/18 |
| To improve collection rates by continuing use of Bailiff companies | Work with Debt Recovery Team and continue using foreign recovery debts | Parking Services Team/Debt Recovery Team | Annually |
| Review private arrangements (such as Morrison's supermarket) with a view to enforce private areas | Work with private companies to see if Service Level Agreements can be achieved | Highways & Transportation Services/Parking Co-ordinator | As and when requested |
| Training for Civil Enforcement Officers | Implementation of training subject to new legislation and guidelines in line with government regulations | Parking Services | As and when required |
| Review new equipment to improve service | Review current services via procurement process to see if issuing of penalty charge notices can be carried out via phone application | Highways & Transportation Services/Parking Co-ordinator | 2017/2018 |

16. Glossary

CPZ Controlled Parking Zone

DPE Decriminalised Parking Enforcement

ECN Excess Charge Notice

HGV Heavy Goods Vehicle

IT Information Technology

LTP Local Transport Plan

PCN Penalty Charge Notice

SPA Special Parking Area

TMA Traffic Management Act (2004)

TPS Thurrock Parking Strategy

TRO Traffic Regulation Order

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