

Parking and Enforcement Plan



**London Borough of Richmond upon Thames
Transport Planning Services
Environment Directorate**



September 2006

London Borough of Richmond upon Thames

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PARKING AND ENFORCEMENT PLAN

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CABINET MEMBER FOREWORD

I am pleased to be able to present this Parking and Enforcement Plan (PEP).

The Plan is required as part of the Local Implementation Plan process for submission to and approval by the Mayor of London. It also serves to explain the borough's policies and practices to residents, businesses and all other users of our services and facilities.

Road space is a scarce resource. In many areas there are competing and often conflicting needs - from the parking and stopping needs of residents, disabled drivers and passengers, delivery drivers, service providers, buses, coaches, taxis, visitors to shops and businesses to the needs of moving traffic - cars, lorries, buses, motor-cyclists and cyclists. Provision of safe access to streets for emergency vehicles and for pedestrian movement and crossing points are also important.

The borough provides a number of off-street car parks and the maintenance and continued improvement of these is a priority.

Car ownership and use continue to grow. It is the borough's aim, through investment, prioritisation of road space and enforcement policies, to promote alternative and more sustainable modes of transport such as cycling, walking and public transport.

The parking and enforcement policies in this Plan aim to help deliver this balance.

A major aim of the Council is to provide fairer and more open enforcement of parking and other restrictions. Whilst parking and traffic enforcement are necessary, to allow safe, uncongested and convenient use of the highway network, our aim is that it should be proportionate, acceptable and understood by all stakeholders.

The Plan will be reviewed annually.



Councillor David Trigg
Cabinet Member for Traffic, Transport and Parking
September 2006

EXECUTIVE SUMMARY

1. Introduction

This Parking and Enforcement Plan (PEP) has been prepared as part of the Council's duty under the Greater London Authority Act 1999 to produce a Local Implementation Plan for Transport (LIP). The PEP is included as an Appendix to the LIP. However, it is also designed to be a self-standing document.

The PEP for the first time collates all the Council's policies, programmes and information regarding on- and off-street parking in a single document. It attempts to provide clarity over the Council's future direction in this very complex and sensitive area of its business.

Importantly, the PEP includes an Action Plan showing the principal actions in parking to be undertaken over the next five years.

2. Policy Framework

The Council must work within an existing policy framework. This includes national and London policy from both central government and the Mayor of London.

The Council's own policy framework is based on its Unitary Development. The LIP will in future incorporate the local transport strategy.

The Council's policies on parking are largely in line with those of national and London government. Any minor differences reflect particular local circumstances.

A key part of the Council's policies is to maintain free transport choice and promote sustainable transport.

3. Reviews of Restrictions and Signing

The Council is carrying out programmes of reviewing waiting and loading restrictions and reviewing signage as part of a Street Scene review. These are designed to ensure that waiting and loading restrictions maintain safety but do not impose unnecessary restrictions, particularly on loading activity. The Street Scene review aims to preserve and enhance the built environment of the borough by minimising signing and lining whilst ensuring that restrictions remain enforceable.

4. Controlled Parking Zones (CPZs)

Policies relating to the introduction of controlled parking zones have recently been reviewed, and are detailed in Chapter 4 of the Plan. Further CPZs will only be implemented in response to the needs of local residents and businesses, and where there is a specific/identified problem.

5. Parking Charges

These are reviewed, but not necessarily changed, annually. The last increases in CPZ and car park charges were in May 2003, and zone permit charges were increased in May 2004. No changes in charges were made in 2005. Following the change in administration in May 2006, a review of charges is under way, with a report due to be made to the Council's Cabinet in November 2006.

6. Parking Enforcement

The Council awarded a new parking enforcement contract to NCP in 2005, and this commenced in January 2006. Whilst maintaining a firm and fair enforcement regime, the focus for the future will be on improving the public's perception of parking enforcement through improved customer care, positive publicity, and being more open about our performance and objectives.

The Council made a surplus on its parking account of £2.88m in 2004/05, which was reinvested in transport projects and schemes. The Council is required to report the surplus and the use made of that surplus to the Mayor of London each year. This PEP includes the report made for the year 2004/05. A report for the year 2005/06 is due in late September 2006.

7. Action Plan

The Parking Action Plan for the next 5 years is contained in the following pages.

ACTION PLAN REVIEW FURTHER

ACTION NO	AREA OF POLICY	DESCRIPTION	DATE
1	BOROUGH ROADS	REVIEW ALL YELLOW LINES AND LOADING PROHIBITIONS AND IMPLEMENT CHANGES RESULTING THEREFROM	Ongoing
2	BOROUGH ROADS	REVIEW ALL ON STREET PARKING SIGNING, REMOVING UNNECESSARY SIGNING AND CO-ORDINATING SIGNAGE	Achieved Dec-06
3	CONTROLLED PARKING ZONES	INVESTIGATE AND IF AGREED IMPLEMENT (1) MOBILE PHONE PAYMENTS FOR ON STREET PARKING CHARGES (2) ELECTRONIC CARD REPLACEMENT FOR PARKING PERMITS	(1) May-07 (2) TBA
4	CONTROLLED PARKING ZONES	REPLACE THE PARKING VOUCHER SYSTEM	Sep-10
5	CONTROLLED PARKING ZONES	REMOVE OR REPLACE ALL SINGLE PARKING METERS	Dec-09
6	CONTROLLED PARKING ZONES	REVIEW THE NEED TO REPLACE ALL MULTI-BAY METERS	Dec-09
7	CONTROLLED PARKING ZONES	REVIEW FUTURE NEEDS FOR PAY AND DISPLAY TICKET PARKING MACHINES	Dec-09
8	CONTROLLED PARKING ZONES	INVESTIGATE ALTERNATIVE TIMES OF OPERATION OF VISITORS PERMITS	Dec-08
9	CPZs AND SUPPORT FOR BUSINESSES	INVESTIGATE THE NEED FOR SEPARATE TRADERS' PERMITS	Dec-08
10	CPZs AND SUPPORT FOR BUSINESSES	INTRODUCE BOROUGH-WIDE BUSINESS PERMIT AND DISCOUNTED PERMITS FOR ENVIRONMENTALLY-FRIENDLY VEHICLES	Mch-07
11	CONTROLLED PARKING ZONES	INTRODUCE TEACHERS' PERMITS	Achieved Sep-05
12	STRATEGIC ROADS	CARRY OUT WITH TFL A REVIEW OF PARKING AND LOADING NEEDS ON THE TLRN AND TLRN SIDE ROAD RESTRICTIONS	Apr-08
13	STRATEGIC ROADS	CARRY OUT STUDY OF PARKING AND LOADING NEEDS ON "A" ROADS AND BUSY BUS ROUTES	Sep-09
14	SUPPORT FOR BUSINESSES	ISSUE A LEAFLET ON LOADING/UNLOADING IN THE BOROUGH	Sep-07
15	DISABLED PERSON'S PARKING	ISSUE A LEAFLET ON PARKING IN THE BOROUGH FOR DISABLED PEOPLE.	Sep-07
16	DISABLED PERSON'S PARKING	IMPLEMENT PROCEDURES TO IDENTIFY AND CONTROL BLUE BADGE ABUSE IN THE BOROUGH, AND PROSECUTE OFFENDERS WHERE APPROPRIATE	Sep-08
17	DISABLED PERSON'S PARKING	REVIEW NEED FOR VEHICLE SPECIFIC PERMITS FOR DISABLED PERSON'S VEHICLES AND IMPLEMENT AS NECESSARY	Nov-06
18	MOTOR-CYCLE PARKING	INTRODUCE SECURE MOTOR-CYCLE PARKING FACILITIES IN MOST POPULAR PARKING LOCATIONS	Mch-08
19	SUPPORT OF PUBLIC TRANSPORT	COMPLETE REVIEWS OF BUS STOPS AND PRODUCE BUS STOP CLEARWAY SCHEDULE	31-Dec-06
20	COACH TRAVEL AND PARKING	CARRY OUT STUDY OF COACH TRAVEL AND PARKING NEEDS IN THE BOROUGH	Jul-08

ACTION NO	AREA OF POLICY	DESCRIPTION	IMPLEMENTATION DATE
21	CAR PARKS	COMPLETE SURFACE REMEDIAL WORKS IN MULTI-STOREY CAR PARKS	Jul-08
22	CAR PARKS	COMPLETE WORKS TO ACHIEVE COMPLIANCE WITH DISABILITY DISCRIMINATION ACT	Jul-07
23	CAR PARKS	ACHIEVE "SAFER CAR PARK" STATUS FOR 2 CAR PARKS	Achieved Jul-06
24	E-GOVERNMENT	IMPLEMENT ON-LINE AND IVR PAYMENTS	Achieved Apr-06
25	E-GOVERNMENT	INVESTIGATE SMS TEXT MESSAGE PAYMENT FOR PARKING FINES.	Dec-07
26	E-GOVERNMENT	PROVIDE ON-LINE CONSULTATION RESPONSE FACILITIES AND PUBLICATION OF RESULTS	TBA
27	E-GOVERNMENT	PROVIDE ON-LINE PARKING APPEALS RESPONSE FACILITIES	Jun-07
28	PARKING CHARGES	SEEK STAKEHOLDER VIEWS ON THE FREQUENCY OF CHANGES TO PARKING CHARGES	Sep-07
29	PARKING INCOME, EXPENDITURE AND SURPLUS REPORTS	REPORT TO CABINET EACH SEPTEMBER OR EARLIER ON THE PARKING SURPLUS AND THE USE OF THAT SURPLUS, PRIOR TO REPORTING THIS TO THE MAYOR OF LONDON	Each Sept (at latest)

1. INTRODUCTION

- 1.1 This Parking and Enforcement Plan is designed to show the borough's policies and practices in the area of parking and enforcement. With the advent of boroughs becoming involved in managing moving traffic contraventions in bus lanes through CCTV, the prospect of expanding these operations to other moving contraventions and the proposed implementation of the proposals in Part 6 of the Traffic Management Act 2004, it is an appropriate time to review policies, practices and plans.
- 1.2 Parking activities have expanded considerably since 1994 when the borough took over all enforcement of parking restrictions under the Road Traffic Act 1991. In these 12 years, car ownership has increased and the number of on-street controlled parking spaces has doubled. There has been a significant rise in parking income, but also in costs of enforcement and management. These changes mean that the need for good management of parking and enforcement operations becomes more and more important. Complaints about parking and enforcement form a large part of the borough's postbag and stories in the media. It is equally important therefore to explain the borough's activities in an open and honest way.
- 1.3 This Parking and Enforcement Plan is an integral part of and is in support of the Local Implementation Plan, which is required to be submitted to the Mayor of London. The Mayor has provided Guidance on the contents of the Plan, and this Plan provides cross-references to the Guidance and to the relevant policies and proposals in the Mayor's Transport Strategy published in 2001.
- 1.4 It is an aim of this Plan to show where the borough's policies support the Mayor's aims and also explain any differences. London is a diverse and large area and whilst there are over-arching themes and strategies applicable over the whole of London, local individualities and variations may cause local policies to vary.
- 1.5 The Mayor's Strategy and Guidance say -
- "The Parking and Enforcement Plan (PEP) will form an integral part of the borough's LIP (Local Implementation Plan) to be presented to the Mayor of London. It should set out the approach to both on- and off-street parking management, together with estimates of future parking demand and provision. It should address the need for effective enforcement of parking controls.
- 1.6 The PEP should set the context for the annual report on parking income and expenditure to the Mayor of London.
- 1.7 The PEP should fully reflect the objectives of the Mayor's Transport Strategy and, in particular:
- Be comprehensive, including consideration of parking provision, charging regimes, on-street controls and parking standards;
 - Be co-ordinated and compatible with surrounding authorities;
 - Provide a clear strategy for effective enforcement;
 - Support the economic viability of town centres, whilst reducing the overall availability of long-stay parking;
 - Ensure that the needs of disabled people, motor-cycles, buses, coaches, business and freight are taken into account, along with loading and signing issues in relation to parking; and

- Demonstrate how the provision, location, safety and security of public car parks will deliver the objectives of the strategy.
- 1.8 The Mayor's Guidance incorporates a Matrix outlining the policies and proposals from the Mayor's Transport Strategy, progress to date and what the Mayor expects from boroughs. An extract from this Matrix with notes on borough policies and actions, and cross-references to this PEP are included in this document at **Appendix A**.
- 1.9 The Mayor's Guidance also includes an appendix (Appendix E), which provides further advice on the contents of PEPs. This is included in this Plan as **Appendix B**.

2. CONSULTATION

2.1 This draft plan was approved by the Council's Cabinet on 11 January 2005 for consultation. The final Plan was approved by Cabinet in September 2006.

2.2 Consultation took place with -

Council Members
All Council Departments
Other boroughs and local authorities - particularly adjoining authorities
Association of London Government
Transport for London (TfL)
AA Foundation
RAC Foundation for Motoring
Town Centre managers
Emergency services
Bus and train operators
Confederation of Passenger Transport
Primary Care Trusts
Pedestrian, cycling and motorcycling groups
Chamber of Commerce
Borough societies, residents' groups and any other relevant groups
Disabled persons' organisations
Sureway Parking Services Ltd (the Council's former parking enforcement contractor)
National Car Parks
Major Retailers
Royal Parks
English Heritage
Freight Transport Association
Road Haulage Association
British Parking Association
Environment Agency

The deadline for responses to be received was 9 July 2005.

2.3 Comments were received from the Confederation of Passenger Transport, the British Parking Association, the British Motorcyclists Federation, the Teddington Society, Travelwatch (formerly the London Transport Users Committee), Richmond and Twickenham Primary Care Trust and Transport for London (TfL). Minor amendments have been made to the text to reflect these comments.

3. POLICY FRAMEWORK

National and Regional Policy

- 3.1 The White Paper 'The Future of Transport – A Network for 2030' (July 2004) sets out the government's objectives of a strong economy, sustainable environment and an inclusive society. In order to achieve its goals, the government considers there is a need for:
- reversing the dispersal of development;
 - improving access to jobs and services;
 - reducing the need to travel; and
 - reducing reliance on the car, i.e. providing a choice of alternative modes of transport.
- 3.2 It wishes to reduce dependence on car travel through providing genuine alternatives and promoting greater use of attractive public transport, and safer walking and cycling. These themes reflect those outlined in earlier policy documents such as Strategic Planning Guidance for London (RPG 3 1996), Planning Policy Guidance Note 6: Town Centres and Retail Developments (PPG6 1996) and Planning Policy Guidance Note 13: Transport (PPG13 1994).
- 3.3 The Government's commitment to improve air quality is included in the Environment Act 1995, and the Road Traffic Reduction Act 1997 requires local authorities to aim to reduce, or limit the growth of, traffic levels in their areas.
- 3.4 The Mayor's Transport Strategy sets the scene for transport in London, and the borough's Unitary Development Plan (UDP) and this Parking and Enforcement Plan (and the borough's Local Implementation Plan) set the scene for the future of parking and transport in the borough.
- 3.5 Transport and development are inextricably linked and this is reflected in the policies set out in the Council's UDP. The UDP First Review was adopted in March 2005.

Local Policy

UDP Transport Objectives

- 3.6 The UDP outlines the Council's key transport and development objectives as:
- a. to ensure that land use and transport policies are co-ordinated to minimise the number and length of trips
 - b. to support development conducive to the reduction of travel by private car coincident with the provision of a range of viable alternative modes of passenger transport
 - c. to aim to achieve the safe, unobstructed flow of traffic on the highway network,
 - d. to improve the safety of all users of the transport network through engineering measures, enforcement and education
 - e. to provide an integrated and accessible transport system to ensure the safe, secure and efficient movement of people and goods on the borough's road network giving due regard to the local environment.
 - f. to protect local residents and businesses from the adverse effects of commuter parking to minimise the harmful environmental effects of road traffic pollution, congestion and noise on the quality of life of local residents
 - g. to ensure the transport policies for people with disabilities and other vulnerable groups are reviewed on a regular basis.

Transport Strategy

- 3.7 To meet these key objectives and its transport and environmental targets, the Council has developed a Transport Strategy, which incorporates all modes of transport and is closely linked to land use policies. Within this Strategy, there are a number of sub-strategies of which the following are particularly relevant to this Plan:

Land use strategy – Transport and land use policies are complementary, working towards the protection and enhancement of amenity and the creation of a pleasant environment and maximising the efficient use of the transport network. The land use strategy is designed:

- to reduce the overall need to travel, both in the number and the length of journeys, by locating land uses likely to generate large numbers of journeys close to the public transport network.
- to help protect local facilities and maintain the vitality of local centres

Parking strategy – Parking policies are designed to protect the vitality of town centres and residential amenity by appropriate management of parking demand as follows:

- car parking controls will be designed to support the local economy in both major and district town centres by restricting the longer term commuter parking in favour of short term local shopper parking
- parking controls will be introduced to maintain safety and access for emergency services
- the quality of life for residents will be protected by parking controls in residential areas located near to interchanges, town centres or business areas where commuter parking is prevalent
- parking provision will be made for disabled drivers where there is a need.
- cycle parking at stations, town centres, local amenities and business areas will be provided to protect the environment and encourage cycling
- loading bays for servicing will be located in suitable areas in consultation with local businesses
- a coach parking strategy for tourist attractions will be developed for the borough

UDP Policies

- 3.8 The UDP policies relevant to this Plan are reproduced in **Appendix C**. This section of the PEP reviews the policies most relevant to this Plan and provides commentary on these.
- 3.9 **Policy TRN 4** provides details of the car and bicycle parking standards required in new developments. The standards are shown in **Appendix D**.
- 3.10 The standards are designed to allow free transport choice as far as possible, and to discourage unnecessary car travel only where possible and where realistic alternatives exist.
- 3.11 Following concerns that some parking standards were over-restrictive in the more suburban, lower density parts of the borough, maximum standards for residential development were modified in July 2005. However parking provision below the new maximum standards will continue to be appropriate in town centres, CPZs and areas well served by public transport.
- 3.12 Where off-street parking usable to the general public is provided, for example in retail developments, management of times of availability, charges and use is encouraged.

- 3.13 Forecourt parking is discouraged where it will have an adverse effect on the street scene (see also Policy BLT 28 below).
- 3.14 Minimum cycle parking standards are required in all new developments, and appropriate provision will be required for people with disabilities.
- 3.15 These standards conform to the principles of the Mayor's London Plan.

Policy TRN 6 relates to the retention of off-street parking in development control.

- 3.16 This policy reflects serious concern about pressures on, and the implications (eg on traffic flow, safety) of, on-street parking in the borough, both in town centre and residential areas.

Policy TRN 12 covers the provision of cycle parking facilities.

- 3.17 The Council has an on-going programme of providing secure, convenient and properly designed cycle parking facilities. Through publicity, the Council will continue to encourage the use of bicycles, and the provision of secure bicycle parking facilities and shower facilities in shopping and leisure centres, public transport interchanges and other public buildings.
- 3.18 **Policy TRN 13** supports public transport improvements and notes that increased reliability of bus lanes through CCTV enforcement is a priority, and that the Council will seek sites for the parking and storage of buses.
- 3.19 It also says the Council will seek to encourage the provision of limited car parking at certain stations (see also comments on Policy TRN 24 below), and the provision of facilities for taxi services.
- 3.20 **Policy TRN 16** acknowledges the importance of coach travel and that the Council will seek to improve facilities where coach parking takes place at the expense of safety to pedestrians and other highway users. New developments should provide adequate picking-up and setting-down space.
- 3.21 The Council will seek to produce a borough-wide strategy for coaches having particular regard to routing of journeys, the picking up and setting down of passengers and parked vehicles.
- 3.22 **Policy TRN 17** deals with the road hierarchy. This hierarchy will provide for the varying movement (vehicular and pedestrian), access, servicing and parking functions of each level of the network. Priority for public transport, loading and disabled drivers' needs are all recognised.

Policy TRN 22 deals with on-street parking.

- 3.23 The policy aims at pursuing the control of on-street parking where this is necessary to ensure the safe and efficient movement of motor vehicles, public transport, pedestrians, and cyclists, to maintain essential access to premises fronting the roadway, to provide loading bays to improve the local environment or to maintain the vitality of shopping centres.
- 3.24 Road space is a scarce resource. In many areas there are competing and often conflicting needs - from the parking and stopping needs of residents, disabled drivers and passengers, delivery drivers, service providers, buses, coaches, taxis, visitors to shops and businesses to the needs of moving traffic - cars, lorries, buses, motor-cyclists and cyclists. Provision of safe access to streets for emergency vehicles and for pedestrian movement and crossing points are also important. Car ownership and use continue to grow, and without careful management and control, current parking pressure will continue to grow.

- 3.25 Where parking congestion is so severe that an equitable balance between conflicting demands cannot easily be achieved, the Council will consider the introduction of Controlled Parking Zones.
- 3.26 The Council strongly supports the effective enforcement of parking regulations and will make appropriate use of its powers of enforcement provided for within the Road Traffic Act 1991. The Council will give priority to the enforcement of parking regulations in bus lanes, on the main bus routes and in the vicinity of bus stops. The Council will also seek to ensure that parking does not disrupt cycle lanes. CCTV is currently in use to reduce illegal use of bus lanes and is proposed to enforce parking contraventions.

Policy TRN 23 deals with off-street parking.

- 3.27 The Council will seek the provision in appropriate locations of further public off-street parking, priced to favour short- and medium-term users, where a need for such facilities can be demonstrated.
- 3.28 Generally the Council will only provide off-street parking for short- and medium-term parkers. An increase in short-term parking in shopping centres and district centres in particular which is well signed and publicised can help these centres remain attractive to shoppers. Long-term commuter parkers, who add to peak hour congestion, will be actively discouraged by unfavourable charging structures or the late opening of the car park in the mornings, combined with strict enforcement. Wherever possible, bays for people with disabilities will be provided near the entrances to car parks.
- 3.29 The lack of off-street short stay shoppers' car parks in a number of local centres not only creates problems of on-street parking and traffic congestion, but also detracts from the attractiveness of the centres to some local car-borne shoppers, hence some provision of small local car parks may be appropriate as part of the borough's strategies.
- 3.30 In Richmond and Twickenham town centres the current ratio of public car parking spaces to commercial floor space will be broadly maintained. Long term parking (over 4 hours) will be further discouraged by price differentials and the limited number of season tickets restricted to essential users so as to release space for additional short term parking by visitors and shoppers.
- 3.31 For new developments, where parking provision exceeds 50 spaces, consideration will be given to these spaces being made available for public use - See also comments under TRN 4 above.

Policy TRN 24 deals with station car parking.

- 3.32 This policy recognises that car parking at stations can support public transport in the specified circumstances. However, the locations where such factors will be met are limited, and generally additional parking at stations is unlikely to be supportable (see also comments on Policy TRN 13 above).

Policy TRN 25 deals with parking charges.

- 3.33 The policy notes that charges are levied at most off-street car parks, and in controlled parking zones. It also notes that charges are structured to encourage short- and medium-term parkers (under 4 hours) to support the commercial viability of the area, and that charges for long-term parkers (over 4 hours) will have regard to the need to deter commuter parking.

- 3.34 In accordance with the relevant legislation, any surpluses from the parking account will be used to provide or support other additional or improved parking places, to introduce traffic management and road safety schemes and other transport related facilities.

Policy BLT 28 deals with forecourt parking.

- 3.35 This policy is designed to minimise the deleterious effects of front garden parking on the amenity of an area and the streetscape, where this can be controlled by planning powers. Where forecourt parking is provided, layout and design should take note of guidance produced by the Council, and crossovers should be constructed in materials that match surrounding paving. A new crossover policy was introduced in September 2003, and this will be incorporated in Supplementary Planning Guidance (currently being consulted upon).
- 3.36 It is also designed to minimise interference and danger to pedestrian and vehicular traffic on a road - see also TRN 4 above.

4. REGULATION OF ON-STREET PARKING

Waiting and Loading Restrictions

- 4.1 The provision of waiting restrictions and loading/unloading prohibitions are essential tools in the management of road space. The Council's objectives for road management are -
- to optimise the existing road capacity to provide for essential needs of all moving traffic, including buses, cyclists and pedestrians
 - to reduce hazards and accident risks
 - to provide for movement and access for emergency service vehicles
 - to support all aspects of public transport provision
 - to provide access and parking for the disabled
 - to ensure access and loading/unloading space for the servicing of premises fronting the highway and without off-street provision
 - to provide for the delivery and collection of goods (where not covered by the above objective)
 - to provide for parking demand of vehicles used by businesses and other organisations with a genuine operational need to use a vehicle
 - to provide parking space for residents, visitors to residents, shops and businesses, recreation and tourist attractions, etc
- 4.2 Roads have varying functions from primarily a through traffic function to primarily an access function. A network of roads in the borough is defined in the UDP as Strategic, London Distributor, Local Distributor and Access roads.
- 4.3 A further category is introduced under the provisions of the Traffic Management Act 2004 (TMA). Under these provisions, the Government Office for London has designated borough roads on which the Greater London Authority (GLA) has powers to control any proposals affecting movement. These roads are referred to in the TMA as "Strategic Roads". [See later in this Chapter for more information on this.] The Borough opposed the designation of any borough roads as strategic roads, and opposes the designation of any further borough roads as strategic roads.
- 4.4 The way in which roads are managed, and the way in which parking controls and provisions are approached is related to the designated road function. Details of the function of each category of road are provided in the UDP. Generally, however, on the UDP Strategic and London Distributor Roads, and the new Strategic Roads under the TMA, the traffic movement and loading/unloading needs predominate. On other roads, access needs play a more important part and parking has a more important role on these roads.
- 4.5 In addition to waiting restrictions and loading/unloading prohibitions, there are number of tools available to manage parking on the road network. These include keep clear markings at schools, no waiting or no stopping restrictions at police and ambulance stations and on taxi ranks, and zig-zag markings at pedestrian crossings. Short-stay parking can be provided in stand-alone parking bays to support the needs of small shopping parades, doctors' surgeries, etc.
- 4.6 Where parking problems are widespread, a coordinated solution is the introduction of CPZs - see CPZ section below.

Reviews

Waiting and Loading Review

- 4.7 The borough undertook a comprehensive review of its Waiting and Loading restrictions before taking on decriminalised parking in 1994, in accordance with Traffic Management and Parking Guidance issued at that time. It is now undertaking a further comprehensive review, with the aim of ensuring that all restrictions in place are necessary. It is hoped that the review will remove or reduce restrictions and free up road space for parking (consistent with all other needs). The Council is particularly concerned that the loading prohibitions currently in place are necessary and do not unnecessarily restrict business activities.

ACTION 1: Review all yellow lines and loading prohibitions and implement changes resulting therefrom.

Street Scene Review

- 4.8 Associated with the above review, the borough has instituted a programme of removing unnecessary signage on its roads. At the same time dirty and graffitied signs are cleaned, misaligned signs refixed, and missing and worn-out signs replaced. A pilot exercise found numerous locations where duplicate signs could be removed, where signs on posts could be placed on lighting columns (with the removal of the posts), or where separate signs could be combined. In this pilot exercise, some 30% of signage was removed.
- 4.9 The Council has removed all of its "No Waiting at Any Time" plates on double yellow lines. Except where the restrictions apply for only part of the year, these plates are no longer required. Other signs will be removed as necessary as part of the day-to-day programme of works.
- 4.10 The Council also minimises the visual impact of its waiting restrictions by using 50mm wide lines and a deep cream colour, rather than 100mm "traffic yellow", for all new lining throughout the borough. In controlled parking zones, new parking place signs are installed where possible on low posts to minimise environmental intrusion.

ACTION 2: Review all on street parking signing, removing unnecessary signing and co-ordinating signage [Mainly Achieved - Dec 2006.]

- 4.11 As part of its policy of removing unnecessary signs and markings, the Council in its new Crossover Policy no longer provides access protection markings across dropped vehicle crossovers. These are seen as unsightly and are no longer necessary given recent changes in legislation. Where such markings currently exist, they will not be replaced as they wear away or on resurfacing. [See "Vehicle Crossovers Access Protection Markings" below.]

Controlled Parking Zones

- 4.12 In most of the borough's centres and in the older residential streets demand for parking exceeds supply. This is becoming more acute as car ownership continues to increase. The Council recognises in its UDP policies that parking controls are a useful tool that can improve the quality of life for residents and businesses, protect the vitality of town centres, ensure adequate and safe access to premises and facilitate traffic movement generally.
- 4.13 CPZs are a means of prioritising the use of kerb space amongst the various competing needs. They are introduced to overcome problems of parking stress, traffic congestion, safety and poor environment. A major objective of CPZs is to protect local residents' parking needs from other parking demands, whether from commuters or people visiting shops, businesses, leisure

attractions, etc. With the levels of car ownership and use, there is insufficient kerb-side space to accommodate all unrestrained parking needs.

- 4.14 In a CPZ, all kerb side space is marked with either a yellow line waiting restriction or marked parking spaces. Boundaries are indicated by Zone Entry signs showing the hours of control of the waiting restrictions within the zone (unless signed otherwise). Waiting restrictions in the zone are generally unsigned.
- 4.15 While much of the borough's road network remains outside CPZ control, this includes areas where parking pressures are increasing and severe enough to result in requests for the Council to investigate and solve the problems. CPZs will be only considered where they will resolve a specific or identified problem and will not lead to unacceptable displacement.
- 4.16 The Council will only implement further CPZs in response to the needs of local residents and businesses. Its consultation procedures were revised by the Council's Cabinet on 17 July 2006 to reflect this (see **Appendix I**).
- 4.17 The Borough has 19 main CPZ areas and a small number of mini- or single-street CPZs. Overall, these now cover almost 30% of the urban area of the borough. The first CPZ was introduced in Richmond town centre and Richmond Hill in 1973, and others have been introduced as shown below.

Main CPZs

Hampton Wick CPZ	May 1987
Central Twickenham CPZ	July 1989 [Ext Nov 1990]
Cole Park CPZ	Sept 1990 [Ext Oct 1999]
South Twickenham CPZ	Nov 1990 [Ext Dec 2004]
East Twickenham CPZ	Aug 1991 [Ext May 1999]
The Alberts CPZ	Aug 1991 [Ext Feb 1993]
Hampton Court CPZ	July 1992 [Ext June 1999]
Townshend CPZ	May 1994 [Ext Dec 2004]
North-East Richmond CPZ	Jan 1997 [Ext July 1997, June 1998, Feb 1999 and Nov 2000]
St Margaret's South CPZ	Feb 1997 [Ext Dec 1997 and July 1999]
North Barnes CPZ	Sept 1997 [Ext June 1998, Nov 1999 Sep 2001, Jan 2004, Oct 2005]
Hammersmith Bridge CPZ	Sept 1997
Heatham Area CPZ	Aug 1999
Central Barnes CPZ	Nov 1999 [Ext Sept 2001]
Twickenham Event CPZ	Aug 1999
Barnes Village CPZ	Sep 2001 [Ext Apr 2002, Jan 2004, Oct 2005]
East Sheen CPZ	Aug 2001 [Ext Oct 2001]
South Barnes CPZ	July 2003
Kew CPZ	March 2004 [Ext April 2004, July 2005]
South Kew CPZ	July 2005, {Ext Sept 2006]

Mini CPZs

Barnes High Street [Church Road now in Central Barnes]	Feb 1995
Teddington High Street/Broad Street	Dec 1995 [Ext March 1998]
Extended to The Causeway, Teddington	March 1998
And to the Broad Street/Park Road area,	May 2004
Vicarage Road, Teddington	July 1995
Elleray Road, Teddington	March 1998
Ferry Road, Teddington	March 1998
Bracken Gardens, Barnes	June 1999
Ham Parade	Dec 2001

Other Parking Schemes

Kew Gardens Station Area
Southfield Gardens, Teddington
North Kew (formerly Kew Green)

Jan 1995 (Entry signs removed 2006)
Sept 2004
July 2005

- 4.18 Reviews have led to expansions and changes to most CPZs since their introduction. **Appendix E** provides details of all CPZs, with their days and times of operation, numbers of spaces, types of permits and control, and charges.
- 4.19 A plan showing the borough's CPZs is shown at **Appendix F**. Details of the CPZs and a map showing the areas covered by CPZs are provided on the borough's website.
- 4.20 CPZs in the borough have been tailored to the needs of each area. The times and days of operation, the types of parking bay and method of control consequently vary in different zones. Each CPZ's characteristics have been determined after consultation with residents, businesses and other occupiers and users of an area. Over time, needs and views can change. As well as reviewing every new CPZ after the first six month's operation, each CPZ is reviewed from time to time to address new and changing issues. In recent years, controls in Richmond town centre were changed (in 2001) to overcome new pressures caused by Sunday trading, and the times of controls in two zones immediately west and east of Richmond town centre (the East Twickenham and The Alberts CPZs) were reduced from 8.30am-6.30pm to 10am-4.30pm controls as the former were considered unnecessarily long.
- 4.21 As part of the review process, the opportunity is taken to update signs providing more information to motorists. When CPZs were first installed, there was no information on the hours of control on permit parking place signs; now all new permit signs show the days and times of operation.
- 4.22 Wherever possible it is the policy of the Council to have standard types and methods of control. This assists in understanding by all concerned. Most recent CPZs operate for either 6.5 hours a day (ie 10am-4.30pm, as for example in the St Margaret's South and East Sheen zones) or for two hours a day (eg 10am-noon, as for example in Kew, Barnes and South Twickenham).
- 4.23 CPZ policies and programmes are regularly reviewed. A new review of CPZ policies was approved by the Council's Cabinet on 17 July 2006. A new CPZ programme for 2006/07 and ensuing years is to be reviewed in a report to Cabinet in October 2006. This programme will be incorporated in **Appendix G** once approved. Parking charges are currently under review and are due to be reported to Cabinet in November 2006.
- 4.24 Reviews of existing zones will be a continuing major part of the future work programme.

Design Principles

- 4.25 In designing CPZs, a number of principles have been agreed:
- There is a presumption in favour of the minimum of hours of control necessary to resolve the problems. Longer hours may, however, be needed to provide all-day turnover of spaces to support shopping and business centres.
 - On-street parking bays will be maximised, consistent with other needs. Sufficient spaces will be provided to meet local needs on an area basis. The provision of bays will be based on the

Council's parking priorities as set out in the UDP policies whilst ensuring adequate and safe access to premises and to facilitate traffic movement.

- Space will be provided for loading and unloading and delivery and collection activities, where there is a concentrated need as supported by local businesses. This will be achieved through specially designated bays where needed, or alternatively through allowing goods vehicles to park on yellow lines, which would also provide safe locations for dropping-off and picking-up passengers, and safe crossing locations for pedestrians.
- Pay and display machines, parking meters and limited free time parking will be provided to regulate short-term parking with the most appropriate method used for each location.
- Space for businesses will wherever possible be provided in shared-use parking spaces in CPZs. These can be spaces shared with resident permit holders, or additionally with pay and display or voucher parking. Occasionally, where such spaces would otherwise be constantly taken by other users, there is a need for designated stand-alone business parking permit spaces.
- Kerb-space at junctions will be marked in accordance with the Highway Code to ensure adequate visibility for both pedestrians and motorists and manoeuvring space for vehicles, including emergency and servicing vehicles. Whilst meeting the above requirements, the length of yellow lines will be minimised to ensure that as little on-street parking as possible is lost.
- Passing gaps will be created in areas where there are extensive parking bays. These can be especially important where road widths are narrow as they facilitate two-way traffic movements. These gaps can double as loading gaps. Minimum widths for emergency vehicles must be maintained. [N.B. This can result in the need for some parking on or partially on the footway.]
- Existing disabled persons' spaces within new CPZs will be removed only when no longer required. However, new bays will not usually be designated in CPZs. Blue badge holders can park free of charge in any resident's parking bays and any shared-use permit bays for an unlimited period in any of the borough's controlled parking zones. In addition, the national concessions on yellow lines and in pay and display and meter spaces also apply. There is thus considered to be no general need for specially designated disabled persons' spaces in CPZs. Each case is, however, treated on its merits as in some circumstances parking pressure can remain at a high level even when the area is the subject of a controlled zone.
- Existing waiting and loading restrictions within a proposed CPZ area will be reviewed. The introduction of a CPZ may alter the pressures that led to the original restriction being introduced. Further, conditions may well have changed over time, and restrictions may no longer be entirely appropriate for an area.
- Single-street CPZs will only be considered in circumstances where they would not have knock-on effects or where they are adjacent to existing zones. This principle also applies to small groups of streets, say two-three adjoining streets. Where provided, residents should be advised that the street may not remain an entity in itself if surrounding areas are brought under control.

Support for Businesses

- 4.26 A report to Cabinet on 27 April 2004 reviewed the provisions made for businesses in CPZs, and decided to (i) introduce discounted permits for businesses operating environmentally-friendly and permanently-liveried vehicles and (ii) introduce on a pilot basis a borough-wide business permit.

- 4.27 It is proposed to introduce a borough-wide business permit on a pilot basis during early 2007. Discounted permits are expected to be made available to businesses operating environmentally-friendly vehicles at the same time.
- 4.38 The report also recommended that where practical, more on-street business permit parking spaces be provided in new and reviewed controlled parking zones. Recent practice in new CPZs has been to make most on-street permit spaces available to all permit holders - residents and businesses. Only where this would cause an undue problem to one or other type of user, and only where possible, would designated resident-only or business-only permit spaces be provided.

See **ACTION 10** under "Business Permits".

Phone Parking

- 4.29 The 27 April 2004 Cabinet report also considered the potential for adopting mobile phone technology for paying parking fees. Such technologies are in their infancy in the UK, but have considerable potential.
- 4.30 Mobile phones can be used to pay on-street parking charges, as an alternative to having to find and use a meter or pay and display machine, leading to the potential to remove some of this equipment with consequent financial savings and improvement to the appearance of the street scene. The technology can also be used to replace conventional parking permits with electronic cards, leading potentially to considerable efficiency savings.
- 4.31 The Council is currently investigating a pilot scheme for payment of on-street parking charges using mobile phones in Richmond Town Centre.

ACTION 3: Investigate and if agreed implement (1) mobile phone payments for on street parking charges (2) electronic card replacement for parking permits.

Voucher Parking

- 4.32 The borough operates some zones using voucher parking, and others which allow vouchers to be used alongside meters and pay and display machines.
- 4.33 Vouchers are scratch-off cards bought from local shops which allow parking for set periods when displayed inside the car. They have been advantageous in allowing parking controls to be introduced without any, or with far fewer, meters/machines.
- 4.34 However, the street signs are larger, the system is less convenient and user-friendly than other options, and enforcement is more difficult.
- 4.35 It is proposed that the voucher parking system should be removed within 4 years at the maximum. This time will allow alternative arrangements to be put in place.

NB. Parking vouchers are used in the following zones -

East Sheen
East Twickenham
Hampton Court
Northeast Richmond
St Margarets
The Alberts
Townshend

- 4.36 All of these except The Alberts and the Townshend zones also have some meters and/or pay and display machines
- 4.37 A private contractor provides and distributes the parking vouchers.

ACTION 4: Replace the parking voucher system.

Meters

- 4.38 The borough still has approximately 140 parking meters. Over time, these have been considerably reduced in number, and they only remain where there are a very small number of spaces to control - typically 1 to 3.
- 4.39 To remove the remaining meters, which are prone to criminal damage and costly to maintain, a review of each location is needed and appropriate revisions to parking arrangements and to parking orders made. However, this needs to be programmed and it is recommended that the aim should be to remove all remaining single parking meters by 2008.

ACTION 5: Remove or replace all single parking meters.

Multi-Bay Meters

- 4.40 In addition to conventional meters and pay and display machines, the borough also has a number of multi-bay meters. These act like parking meters (ie they show the time bought and do not provide a ticket), but motorists must pay for parking in and park in numbered bays.
- 4.41 These have been in operation since 1996 and have been successful. They have the advantage that they can cost-effectively provide meters in locations with small numbers of (eg 2-6) spaces.
- 4.42 However, they are supplied and maintained by a small firm and it is recommended that the future of these meters be reviewed

ACTION 6: Review the need to replace all multi-bay meters.

Pay and Display Machines

- 4.43 The borough has over 150 pay and display ticket machines (including 25 in car parks). Many of these are quite old, suffer vandalism/criminal damage, and there is a continual small need for replacement and new machines.
- 4.44 All recently purchased pay and display machines are fitted with radio controlled monitoring systems. Faults can be automatically reported, thus reducing down-time. Statistics can also be obtained remotely and tariffs can be altered remotely.
- 4.45 Some machines now take credit cards (see below), and there is potential for using other types of pre-payment or account cards, including contactless cards.
- 4.46 It is recommended that a review of future needs for ticket machines be carried out within 2 years, to determine a strategy for the future. This will take account of recent work by the London Centre of Excellence's Partnerships in Parking in this area.

ACTION 7: Review further needs for facilities offered by pay and display ticket parking machines.

Event Day Zone

- 4.47 The borough has a special Event Day Zone around the Twickenham RFU stadium. This operates only on days when a match or other event, such as a concert, is taking place at the Stadium. The Zone Entry signs show the days and times of the controls on the event day and for a number of days in advance of that day.
- 4.48 This zone was introduced with capital funding provided by the RFU, and residents' permits for this zone are free of charge.
- 4.49 Visitors' permits are also available for this zone free of charge. The numbers are restricted to minimise abuse, but following a recent review, the numbers were increased from one to two per household. These permits are of a special type and are restricted for use in this zone.

Dispensations

- 4.50 Standard CPZ controls do not accommodate the needs of all vehicles wanting to park on street in a CPZ. Whilst standard exemptions deal with loading and unloading, delivering and collecting, dropping-off passengers, etc, there are a number of vehicles that need to park on yellow lines or in parking bays for special purposes. These can be vehicles involved in domestic repairs or servicing or, for example, carrying double-glazing units or damp proofing equipment and chemicals. Such vehicles need to park close to the property they are servicing.
- 4.51 Where no alternative parking is available, the Council issues "dispensations to park" for such vehicles for particular locations and for particular periods of time. These are available from one of the Parking Shops, and currently cost £15 per day or part thereof.

Suspensions

- 4.52 Occasionally, it is necessary for a parking bay to be suspended to accommodate special needs. These may be building works, removals, funerals, filming operations, etc. Suspensions require signs to be erected maintained and removed, and may involve the use of cones and/or trestles.
- 4.53 Except in the case of funerals, a charge is made for suspensions. Suspensions are arranged through one of the Parking Shops. Charges are currently £65 per day administration fee plus a variable fee of between £5 and £15 (depending on which zone it is) per parking bay. [NB. Suspensions of yellow line provisions are carried out by means of temporary traffic orders.]

Skips

- 4.54 The Council receives requests to site skips within CPZs. Traditionally these were sited on yellow lines where possible. However, given that more recent designs of CPZs have aimed at maximising parking space, skips are now authorised for siting on yellow lines or in parking bays.
- 4.55 Restrictions are put in place to ensure that skips do not take up too much time or too much space in parking places in particularly busy areas.
- 4.56 Charges for skips are made through the issue of a licence. No charges are made for the use of the parking bay except where the skip is being sited in a location where a parking suspension is required.

Permit Types and Charges

4.57 Various types of parking permit are provided for on-street parking in the Borough.

These include -

Residents' permits
Residents' visitors' permits
Business permits
Operational permits
Teachers' permits

These are designed to accommodate all regular parking needs in controlled zones.

4.58 As noted in 4.23 above, charges are currently under review. As a result of this review, the permit structure as well as charges may be changed.

Residents' Permits

4.59 Residents' permits are available to all bona-fide residents in zones. They are issued for 3, 6, 12 and 24 month periods, and show the vehicle registration number of the resident's vehicle. Each adult resident vehicle owner may apply for one permit, and this will be issued subject to satisfactory proof of residence and vehicle ownership or use. There are no restrictions on the number of permits issued to a household.

4.60 Permit prices are reviewed annually. Prices are related to the costs of administration and enforcement, and reviews take account of changes in these factors.

4.61 Permit prices are currently set at three levels. These levels reflect the differing hours of control and the degree of enforcement needed in parking zones. Permit prices are thus -

Zones	3 month permit	6 month permit	12 month permit	24 month permit
Richmond and Hampton Court	£35.00	£60.00	£100.00	£190.00
All other zones (except 2-hour zones)	£26.25	£45.00	£75.00	£142.50
All 2-hour zones	£16.00	£28.00	£45.00	£85.00

4.62 Up to 1999, there were four permit levels. These were rationalised to the three levels shown above.

Permit prices were last increased in March 2004.

4.63 Lost permits are replaced at a charge of £10. Changes of vehicle are free of charge (up to one change each year).

4.64 Permits for environmentally friendly vehicles cost 50% of the normal permit price. This concession was introduced in September 2004

4.65 Currently consideration is being given to differential permit prices according to numbers of vehicles per household, an arrangement in place in a number of other London boroughs, and relating permit prices to vehicle emissions. Restricting the numbers of permits available by street

or area is not seen as practical; nor, at present, is restricting the overall number of permits per household.

- 4.66 Checks on evidence submitted to obtain a permit were tightened up in 2002, following reports that some permits were being issued to non-residents. The additional evidence and checks now required can cause some inconvenience, but are considered essential to protect residents and to keep the designated parking spaces for their proper use. However, in the interests of customer care, this matter is again under review.

Residents' Visitors' Permits

- 4.67 Residents' visitors' permits are available to residents for use by their visitors. The permits are purchased by the resident and passed to the visitor for their use. The permits are scratch-off half-day permits bound in books of 10.
- 4.68 The permits currently cost £9 per book of 10 permits for all zones except the Richmond zone where the price is £18 per book. The cost is reduced by 50% for residents aged 60 and over. Permit prices were last increased in May 2002. These charges are currently under review.
- 4.69 Visitors' permits are also used as 'trader's' permits, for use by those working on residents' homes, and these can be bought directly by trades-persons from the Parking Shops or obtained from the resident.
- 4.70 It has been recognised that as more controlled zones operate over less than the full working day, a review of the principle of having half-day permits may be desirable. It is therefore proposed to carry out such a review over the next two years.

ACTION 8: Investigate alternative times of operation of visitors' permits.

- 4.71 It has also been recognised that it might be appropriate to issue separate traders' permits, although this is not seen as a high priority.

ACTION 9: Investigate the need for separate traders' permits.

Business Permits

- 4.72 Business permits are available to all bona-fide businesses in zones. They are issued for 3, 6 and 12 month periods, and show either the vehicle registration number of the business vehicle or the company name. Permits with the company name are transferable within the company and this is seen as a significant benefit to them. Permits are available to any 'business users' occupying premises within a zone, which can include any employee.
- 4.73 Business permits have historically been charged at four times the rate of the residents' permit for the first permit per business, with second and subsequent permits costing a further 50%. These rules have applied in all recent zones, but do not apply in five of the older zones, some of which have 'inner' and 'outer' business permits at different prices. Three of these older zones are in some of the more congested areas - Central Richmond, Central Twickenham and Hampton Wick - and here the business permit prices have been related to off-street car park prices. Changes in prices take note of this factor as well as changes in supply and demand. In the South Twickenham and Hampton Court zones, all business permits are the same price.
- 4.74 In view of the decision not to change business permit prices in February 2003 (as noted in 4.29 above), reconfirmed in April 2004, the four:one relationship with the resident permit price mentioned in the last but one paragraph does not currently apply.

- 4.75 However, it was recommended in the April 2004 report that it was considered that this relationship was soundly based and it be kept under review for re-instatement at a later date.
- 4.76 In April 2004, it was agreed to (i) introduce discounted permits for businesses operating environmentally-friendly vehicles, and (ii) introduce a borough-wide business permit. Procedures to implement these decisions are under way.
- 4.77 Business permit charges are currently under review.

ACTION 10: Introduce borough-wide business permit and discounted permits to environmentally-friendly and permanently liveried vehicles.

Operational Permits

- 4.78 There are a number of users who find they are not accommodated, or not conveniently accommodated, by the provisions made within CPZs.
- 4.79 To provide for these users, operational permits are issued. There are two types of these permits. Firstly, 'carers' permits designed for those caring for elderly or disabled residents or providing 'care in the community' services. Carer's permits are issued to Council staff for visits throughout the borough and to Primary Care Trust staff for similar purposes.
- 4.80 Secondly, there are 'non-carers' permits. These can be issued to individuals such as nannies, window cleaners, and resident car salesmen (who may drive different cars every day).

Teachers' Permits

- 4.81 The Council has recently implemented a scheme to issue permits to school-teachers who have difficulty parking near their schools. This is subject to the school having or being committed to a school travel plan. To date, 23 permits have been issued under these arrangements.

ACTION 11: Introduce teachers' permits [Action completed.]

Church and Clergy Permits

- 4.82 Members of the clergy are allowed free residents' permits to allow them to park whilst on duty in their own controlled zone. In Richmond town centre, where parking controls operate on Sundays, a limited number of free permits have been issued to churches to accommodate the needs of their flock. However, these permits are not valid after 1pm.

Red Routes [Transport for London Road Network (TLRN)]

- 4.83 Two of the major routes through the borough are "red routes". These are the A205 (South Circular Road) and A316 (Great Chertsey Road to Chiswick Bridge), and these roads are controlled and managed by Transport for London (TfL). These roads form part of the London-wide Transport for London Road Network (TLRN).
- 4.84 Red routes provide parking boxes for loading, disabled badge holder and/or parking - either at any time or during restricted times. The borough has no control over these restrictions, but can advise TfL of its views and concerns.
- 4.85 Along part of the A205, the borough provides and manages permit/voucher parking spaces on the footways, as part of the North-East Richmond CPZ.

- 4.86 Red route restrictions also extend into each side road off the A205 and A316. These side roads often provide boxes for loading and unloading, where this cannot be provided on the main route itself.
- 4.87 In November 2004, TfL decriminalised enforcement on the red routes. This places contraventions on these routes on a par with those in the rest of the borough, although the enforcement is carried out by TfL and not by the borough.
- 4.88 The borough wishes to review with TfL various aspects of the provisions on red routes and particularly on the side roads, as it sees some of these as out-of-date and not meeting the needs of the area.
- 4.89 The Mayor's Transport Strategy (MTS) requires boroughs and TfL to review parking and loading controls on the TLRN and TLRN side roads, and this will be carried out during 2007/08.

ACTION 12: Carry out with TfL a review of the parking and loading needs on the TLRN and TLRN side road restrictions.

"A" Roads and Busy Bus Routes

- 4.90 The MTS also requires boroughs to carry out a similar study (ie as proposed for the TLRN roads) on the "A" road and busy bus route network (see Map 20 in the borough's LIP). and this will be carried out in 2007 and 2008. The principles to be adopted on these roads will align with those adopted on the red routes.

ACTION 13: Carry out study of parking and loading needs on "A" roads and busy bus routes".

Loading, Unloading and Servicing Requirements

- 4.91 Providing for loading, unloading and servicing is an important and often inadequately considered function of the highway network.
- 4.92 In new developments, it is sometimes possible to provide off-street space for these functions. However, this is not the norm and most servicing takes place on the street. Where not properly provided for this can cause considerable problems - blocking through movements, blocking junctions, creating visibility problems compromising safety, parking on the pavement, etc
- 4.93 Traditionally, space for loading/unloading has been provided (in restricted areas, eg town centres) on yellow lines (without loading prohibitions). With increasing levels of servicing and increasing alternative needs for kerb-space, eg more and longer bus stops, and more demand from blue badge holders this has become less satisfactory.
- 4.94 An alternative approach is to be positive and provide designated Loading Bays. These restrict kerb-space to loading and unloading. Loading bays were first provided in the borough in 1993, and there are now 30 such bays. Most restrict loading to 20 minutes (though longer is possible with the permission of a parking attendant), but some allow one hour.
- 4.95 Loading bays in the borough allow the activity of loading/unloading and are not restricted to goods vehicles. There may be locations where this latter restriction might be desirable and this will be kept under review.
- 4.96 Delivery vehicles can cause problems, particularly in residential areas. Where this happens, it is necessary to work with the operator to reduce and if possible eliminate problems.

- 4.97 Where loading/unloading must take place where or when it is normally prohibited, the borough can issue dispensations specific to particular vehicles and/or to particular locations at specified times.
- 4.98 Reference is made elsewhere to a review of waiting and loading restrictions. There are believed to be unnecessary and some unrealistic loading prohibitions in the borough. The review will ensure that these issues are addressed. One unfortunate aspect of loading prohibitions is the need to install unsightly kerb blips, and these are particularly intrusive in conservation and other historic areas. Recently, a loading prohibition has been removed across most of Richmond Bridge to significant environmental benefit.
- 4.99 The rules for loading and unloading are not generally well known. For this reason, and following discussions with the Chamber of Commerce, the borough is producing a leaflet on this outlining the rules and facilities in this borough.

ACTION 14: Issue a leaflet on loading/unloading in the borough.

- 4.100 In addition to providing for loading/unloading, it is necessary to ensure that all servicing needs are provided for. These can range from space for a courier to park his/her cycle or motor-cycle for a few minutes to space for the photo-copy, television, gas appliance, telephone repair man, etc to park for perhaps a few hours. At present it is acknowledged that this category of customer can have difficulty in finding somewhere to legally park. This is partially addressed in the borough by the availability of residents' visitors permits (where the address is a residential one in a CPZ), and will be assisted by the proposed introduction of borough-wide business permits and business vouchers (as discussed in CPZ section above). A significant step forward in this area may well be possible through the application of mobile 'phone technology, allowing business people to obtain a dispensation or parking permit or to pay a parking fee by 'phone.

Miscellaneous Parking Bay Types

Short-Stay Parking Bays

- 4.101 Short-stay free parking bays are provided in a number of locations in the borough where controls are considered necessary, but charging inappropriate. Locations for these bays include doctors' surgeries, small shopping/business parades, schools and railway stations, and these accommodate the short stops needed by some drivers visiting these locations.

Doctors' Bays

- 4.102 Doctors' bays are provided at five locations in the borough (Ellerker Gardens and The Green, Richmond; Grove Avenue and Napoleon Road, Twickenham; and Tudor Close, Hampton Hill). These accommodate the needs of doctors who have an operational requirement to park near their surgeries.
- 4.103 Parking in doctors' bays is controlled by the issue of permits. Currently, permits cost £350 per annum. More than one permit can be issued per bay at no extra cost where this is required for operational purposes. The cost of these permits is under review.
- 4.104 NB. The needs of doctors or nurses on emergency calls are accommodated in London by the Emergency Health Badge scheme operated by the Association of London Government. These allow medical practitioners to park close to addresses they need to visit, but only in emergencies.

Taxi Bays

- 4.105 Taxi ranks are designated by the Public Carriage Office (PCO), but enforcement is carried out by the borough under the terms of a special Parking Places Order for taxi bays. Changes to taxi ranks are agreed with the PCO. In 2004, following a review with the PCO, one new taxi rank was installed in Whittaker Avenue and one existing rank in Hill Street extended. Taxi ranks in Sheen Road and Richmond Hill were removed.
- 4.106 Taxi ranks are also provided at Richmond Station and George Street, Richmond.
- 4.107 The Hill Street and Whittaker Avenue taxi ranks operate only at night, whereas all others operate at all times. A rank in Kew Road operates at all times except 7am to 10am on Mondays-Fridays. This rank is in a bus lane and operates as a feeder rank to the larger rank serving Richmond Station opposite.
- 4.108 All taxi bays have been remarked with wide yellow lines and "No Stopping" signs in accordance with the revised Traffic Signs Regulations and General Directions.

Ambulance Bays

- 4.109 Ambulance bays are provided at four locations in the borough to accommodate ambulances and similar vehicles servicing elderly persons' homes and day centres.

Vehicle Crossover Access Protection Markings

- 4.110 The Traffic Signs Regulations and General Directions 2002 (TSRGD 2002) provide for white bar markings to be provided across accesses to premises from the street. Whilst these used to be installed in the borough and remain in place in many areas, they are no longer installed and on resurfacing are removed. The markings are advisory only and cannot be enforced. Further, they were becoming too numerous, significantly affecting the street scene in some areas.
- 4.111 Under the powers in S.14 of the London Local Authorities and Transport for London Act 2003, obstructive parking of vehicle accesses ('crossovers') serving driveways to single residential properties can now be dealt with by penalty charge notice. In order not to penalise vehicles belonging to residents or their visitors, action is only taken after a complaint is received from the occupier of the premises.
- 4.112 In the Kew CPZ, introduced in April 2004, an experiment was introduced whereby parking places were taken across most crossovers serving single residential accesses without the provision of the white bar crossover protection markings or yellow lines. This allows residents and their visitors to park across their own crossovers during the controlled hours of the parking places on display of their permit. This approach also allows much-reduced street signage. Outside the controlled hours, the procedures described in the previous paragraph apply.
- 4.113 The experiment was reviewed during the course of the Kew CPZ review carried out between September 2004 and January 2005. It was established that the experiment was widely accepted by a majority of affected residents of the CPZ. Out of 487 crossovers treated in this way, only 15 were changed to the traditional yellow line following requests made.
- 4.114 The results were reported to the Transport Consultative Group on 23 February 2005 recommending that the scheme be extended to other CPZs as and when resources allow, starting with those in Barnes and Teddington should proposals for new or extended CPZs in these areas progress to implementation stage.

- 4.115 Where crossovers serving more than one residential property or commercial properties suffer from obstructive parking, alternative solutions are needed and will be sought.

Footway Parking

- 4.116 Footways are designed for pedestrian use. Parking on the footway can obstruct walking and can damage the surfacing and underground services.

- 4.117 However, where the carriageway is particularly narrow, it would not be practicable to ban all parking on the footway throughout the borough. This was recognised in London-wide legislation in 1974 ("The Greater London Council (General Powers) Act 1974"), which introduced a ban on parking on all footways in London (other than on roads subject to a speed limit of 40mph or over*) **except** where the local authority has resolved to exempt certain roads or sections of road from the ban.

* NB. The current London Local Authorities and Transport for London Bill proposes to remove this exception.

- 4.118 In the borough, some 200 roads or parts thereof have had exemptions installed. The extent of the exempted areas are marked with white lines and upright blue signs.

- 4.119 There is a presumption against installing further exemptions but with changing conditions, requests for further exemptions are received from time to time. These are individually investigated and, where appropriate and necessary, further exemptions may be approved.

- 4.120 Criteria are used to decide whether an exemption is appropriate and these include the carriageway width, the traffic volumes and the footway widths that would remain for pedestrian use if parking on or partly on the footway were to be allowed. A general minimum footway width of 1.5 metres is aimed for, but this can be reduced, eg in culs-de-sac where pedestrian and vehicular traffic is low. Exemptions are only introduced after consultation with frontagers.

- 4.121 Alternatives to providing footway parking are always considered, eg making a street one-way, restricting use by large vehicles, suggesting greater use of off-street parking (where possible).

Overnight Commercial Vehicle and other Commercial Vehicle Parking Bans

- 4.122 There is a borough-wide ban on overnight parking by commercial vehicles (lorries and buses) over 5 tonnes* maximum gross vehicle weight. The ban applies every day between 6.30pm and 8am the following morning.

- NB. The current London Local Authorities and Transport for London Bill proposes to change the 5 tonne restriction to a more sensible 7.5T tonne restriction. The Bill also proposes to do away with the need for repeater signs in every street in the borough.

- 4.123 The general effect of the ban is to prevent 2-axle goods vehicles with double rear wheels, 3 or more axle goods vehicles and coaches capable of carrying 8 or more passengers from parking overnight on the borough's roads. A similar ban applies in most London boroughs. Few large vehicles flout this ban in the borough.
- 4.124 The borough has one daytime on-street commercial vehicle parking ban. This is at Kew Green and is designed to prevent nuisance caused by coaches delivering customers to Kew Gardens parking in the narrow roads round Kew Green.

Parking for Disabled People

- 4.125 Many disabled people rely on the private car as a main mode of transport. It is important that they can park close to their home and close to their journey destinations.
- 4.126 National legislation provides for people with mobility difficulties who meet specific criteria, to obtain blue badges which offer them concessions or exemptions when parking in on-street public parking areas. These badges provide parking concessions to both disabled drivers and passengers. Details of these concessions are given in the national leaflet "The Blue Badge Scheme – Parking Concessions for Disabled and Blind People".
- 4.127 Applicants for blue badges qualify automatically if they -
- Receive the higher rate mobility component of the Disability Living Allowance (DLA)
 - Receive a War Pensioners' mobility supplement
 - Use a vehicle supplied for disabled people by a Government Health Department
 - Are registered blind
 - Have a severe disability in both upper limbs, regularly drive a motor vehicle but cannot turn the steering wheel by hand even if a turning knob is fitted to the wheel.
- 4.128 Most badges, however, are issued under a sixth criterion under which an applicant must have a permanent or substantial difficulty that means they are unable to walk or have very considerable difficulty in walking. The Council requires a statement from a GP in support of such an application. An independent assessment of mobility is offered to residents in cases where the local authority is uncertain if the resident will qualify for a badge. The borough also has a three-stage appeal process where a rejection is disputed.
- 4.129 Badges can only be issued in cases where the inability or difficulty in walking is permanent, and the disability must be of a physical rather than a psychological nature.
- 4.130 An institutional badge may be issued to institutions who regularly take out groups of people who themselves would be eligible for a badge. These badges are normally issued to institutions using minibuses or coaches and must not be on display except when the vehicle is being used to carry disabled people.
- 4.131 Blue badges are issued in the Borough by the Accessible Transport Unit. As at March 2006, 4,667 badges are on issue to borough residents. The numbers of badges issued has steadily increased over the years. For example, in 2001 only 3,866 badges were on issue. The increase reflects perhaps a number of factors - a growing elderly population with increasing numbers suffering from walking difficulties, a more affluent elderly population owning more cars, increasing areas of the borough under parking controls and the introduction of congestion charging in central

London. The increasing numbers suggest that there will be increasing demand for parking by blue badge holders, and thus increasing need for special provision for these users.

- 4.132 National concessions (applicable everywhere except Central London), allow parking by blue badge holders for up to 3 hours on yellow lines, subject to no loading prohibitions being in force (ie there are no kerb blips prohibiting loading). On yellow lines the badge and parking disc need to be displayed.
- 4.133 In addition, blue badge holders may park in meter, pay and display or parking voucher spaces on display of their badge, and without time limit. Parking is also allowed for blue badge holders in any on-street permit parking space in the borough on display of the badge. This allows both resident and non-resident blue badge holders to park in these spaces.
- 4.134 Badge holders may also park in any Council operated car park free of charge.
- 4.135 Resident blue badge holders with parking difficulties outside their home can apply for a designated disabled persons parking bay to be installed. In CPZs, individually designated disabled person's parking spaces are often unnecessary (see 4.27 above). Applications must meet a set of criteria, details of which can be supplied on request.
- 4.136 Given the increasing numbers of applications received, and the need to provide disabled parking bays as quickly as possible to those meeting the criteria, both the criteria and the procedures for implementation are currently under review. Installing bays requires the making of a traffic regulation order. Currently, these are advertised approximately every four months.
- 4.137 Disabled persons' parking bays normally apply throughout the day to give protection to users at all times. Parking bays provided in shopping locations or near public services, eg libraries tend to operate only during working hours. When identifying future needs and developing programmes, the views of disabled motorists and their representative organisations will be sought and taken into account.
- 4.138 No vehicle or person specific bays are installed in the borough.
- 4.139 Disabled persons' parking bays outside residents' homes are normally marked with the reduced width allowed for by the regulations and with a reduced length in agreement with the Department for Transport (who are kept advised of new installations). In busy and wider streets, the wider width of bay and standard length are used.
- 4.140 There are approximately 280 on-street disabled persons parking bays in the borough. Each year approximately 40 bays are installed and 20 removed.
- 4.141 In addition there are 32 bays in Council operated car parks. The two main private town centre car parks (in Richmond) have a further 12 bays.
- 4.142 As part of its publicity programme, the borough is to issue a leaflet on Parking for Disabled Badge Holders, dealing with the issues as they apply in the borough.
- 4.143 The borough is aware that the use of blue badges can be abused. It is also aware that the theft and copying of blue badges is a problem in some areas of London.
- 4.144 The borough has already agreed that audit checks on the on-street use of badges be carried out, with the aim of prosecuting those misusing badges. Other possible actions such as the issue of vehicle specific borough permits will be considered.

- 4.145 The Traffic Management Act 2004 provides that a parking attendant can ask to see the details on the reverse of any blue badge displayed on a vehicle. Failure to produce the badge for inspection will be an offence. These powers are due for implementation in late September 2006, and may well assist in controlling abuse. Clearly, action under these new powers will need to be handled sensitively.

ACTION 15: Issue a leaflet on parking in the borough for disabled people.

ACTION 16: Implement procedures to identify and control blue badge abuse in the borough, and prosecute offenders where appropriate.

ACTION 17: Review the need for vehicle specific permits for disabled persons' vehicles and implement as necessary.

Parking for Motor Cyclists

- 4.146 Motor-cycle parking areas are provided in 21 locations in the borough. These are normally in town, local shopping or business centres, or near railway stations. They are provided where there is a demand from a number of users, but requests from just a single motorcyclist are normally rejected, as continuity cannot be guaranteed.
- 4.147 The provision of motorcycle parking areas can be an efficient and effective use of road space, with up to 5 motorcycles fitting into one car space. Motorcycle and moped sales and use are growing, and the need for more parking spaces needs to be kept under constant review. Without adequate provision, motorcyclists may well use unsuitable parking spaces or take up space that a car could use.
- 4.148 On-street, motorcyclists can use any kerb-side space, including pay and display and permit parking spaces without charge or time limit. A proposal in 2003 to introduce a charge for parking in permit and pay and display spaces in CPZs was abandoned when the practical implications were considered further, ie where does a motor-cyclist display a permit or pay and display ticket?
- 4.149 The borough recognises the need to provide secure motorcycle parking, but has no secure facilities at present. Motorcycle and, particularly, moped theft is high in London, though less so in the borough. Nevertheless, secure facilities would reduce this. A bid for £25,000 funding for secure motor-cycle facilities is included in the Borough Spending Plan submission for 2007/08. Consultation will take place with bodies such as the British Motor-Cycle Federation in developing proposals.

ACTION 18: Introduce secure motorcycle parking facilities in most popular parking locations.

- 4.150 Motor-cyclists may park in any Council operated car park without charge, as long as they park in marked spaces (where provided). Spaces will be provided in all car parks, unless it is clear there is no need.

Parking for Cyclists

- 4.151 Cycle parking facilities are provided in all centres where cyclists are likely to need to park their cycles. Increasing provision has been made in recent years, including high quality stainless steel stands and shelters in prime locations.
- 4.152 More on this area of practice and policy is given in the Local Implementation Plan in Appendix E- Cycling Strategy.

- 4.153 So far, all cycle parking facilities have been provided on or adjacent to the footway. It has not been found necessary to provide cycle parking facilities on the carriageway although it is recognised that this can be done.

Support for Public Transport

- 4.154 Amongst policies aimed at providing support for public transport and which involve decisions on the allocation of kerb space and on enforcement policies are the provision of bus stop clearways and bus lanes.

Bus Stop Clearways

- 4.155 Bus Stop Clearways will generally be provided to allow buses to reach the kerbside at bus stops. The operational hours will generally be "at any time" although careful consideration will be given to the needs of the various parties involved and every effort made to avoid any loss of parking. Bus Stop Clearways will be surfaced in red to aid identification and promote self-enforcement. New bus stop clearways (and clearways on resurfaced roads) have generally not been coloured over the last four years, and it is proposed to rectify this commencing this year.
- 4.156 Traffic orders are no longer required for bus stop clearways. A schedule of all bus stops has been drawn, showing which are controlled by order and which by regulation. Any changes to locations and operational hours will be subject to consultation and decision by the Cabinet Member for Traffic, Transport and Parking where opposition to a proposal has been made.
- 4.157 To comply with the requirements of the TSRGD 2002, all bus stops without clearway markings will have to be converted to bus stop clearways or have their markings removed by 31 December 2006.

ACTION 19: Complete reviews of bus stops and produce schedule of bus stop clearways.

Bus Lanes

- 4.158 A comprehensive review of all 15 bus lanes was carried out in 2003. As a result one bus lane was removed and one had its operational hours reduced. An experiment was made to allow motor-cycles to use two bus lanes, and this has now been made permanent. A review is now taking place to consider the use of all bus lanes in the borough by motorcycles. Signing has been reviewed and this now fully complies with the regulations.
- 4.159 Use of two bus lanes by heavy goods vehicles has been proposed, but is currently in abeyance pending further consideration of the safety implications.
- 4.160 The borough carries out, and will continue to carry out, CCTV enforcement of moving offences in 6 bus lanes. This has been carried out since February 2003, has been successful in reducing unauthorised use of bus lanes - see Enforcement section for further details. Permission has been given by the ALG for the Borough to introduce parking enforcement by CCTV, but this has not yet been implemented.
- 4.161 Bus lanes have traditionally been surfaced in red to aid understanding by motorists, and this policy will now continue except in particularly sensitive locations. New bus lanes (and bus lanes in resurfaced roads) have generally not been coloured over the last four years, and it is proposed that this will be rectified as soon as resources permit.

Bus Stands and Garages

- 4.162 The Council recognises the need for standing facilities for buses at the ends of routes and will co-operate in their provision where possible and practicable. There are locations, however, where standing buses can cause nuisance to residents and businesses, and the potential for conflict needs to be resolved. Where new developments provide the opportunity for standing spaces for buses, these opportunities will be pursued, along with toilet and refreshment facilities where possible.
- 4.163 Providing garages for buses is more difficult; however, the borough will resist the loss of any garaging facilities.
- 4.164 The costs of new facilities should be met by developers and/or London Buses.

Coach Parking

- 4.165 The borough has a number of important tourist attractions, and it is important that these are accessible by coach passengers.
- 4.166 Three 24-hour coach parking spaces are provided in the Old Deer Park car park. These serve Richmond town centre, with attractions like Richmond Theatre, and provide parking for coaches to park after dropping off their passengers at more distant locations. The number of spaces was reduced from six to three in 1997, after examination of the usage of these spaces and determination that three spaces would be sufficient to accommodate the demand. The three existing spaces are used on average by only three coaches per week.
- 4.167 Coaches visiting Kew Gardens can park free of charge on the adjacent Kew Road after 10am each day.
- 4.168 Coaches visiting Hampton Court Palace can park in the private car park off the A308 at Hampton Court Green. Charges have recently been introduced at this car park for parking after 9.15am.
- 4.169 Special coach parking facilities are provided by private landowners for important sporting events (such as international rugby matches at Twickenham) and other special occasions, such as concerts and flower shows.
- 4.170 Coach parking facilities are publicised in "Coach Parking in London 2006". Details are reproduced in **Appendix H**.
- 4.171 Although coach parking in the borough is believed to be adequately catered for, given the importance of coach parking and coach travel in the borough and in line with the proposals in the Mayor's Transport Strategy, it is considered that a review of coach parking provision in the borough should be undertaken in the next 24 months. The Council is considering signing up to the TfL Coach Tourism Concordat ("Managing coach tourism in London") which aims to coordinate planning for coaches across London.

ACTION 20: Carry out a study of coach travel and parking needs in the borough.

5. OFF-STREET PARKING

Car Parks

- 5.1 The Council operates 27 car parks with approximately 2700 spaces. Details are given in **Appendices J and K**. Charges are currently under review.
- 5.2 Car parks support shops and businesses in most centres in the borough. Most car parks have charges and limits in stay in order to encourage a turnover of spaces to support the viability of these centres. As with controlled parking zone charges, a degree of standardisation has been adopted, but variations in the supply/demand equation mean that there is slightly more variation in charges than in CPZs.
- 5.3 The principles behind charging policies are dealt with below.
- 5.4 The main Council car parks are in Richmond and Twickenham town centres, with 930 and 680 spaces respectively. Richmond town centre also has two private car parks with a further 650 spaces. These numbers are in addition to the 370 on-street meter/pay and display spaces in Richmond town centre and 650 on-street meter/pay and display/shared-use spaces in Central Twickenham. Following consideration at a Unitary Development Plan inquiry, the Friars Lane, Richmond car park is due to close for redevelopment. Spare capacity is available in the town centre, particularly in the Paradise Road multi-storey car park.
- 5.5 Car park provision and use are considered as an integral part of the whole parking provision, including on-street public parking and private car parks. The aim is to ensure that balanced provision is available to customers who prefer to, or have to drive, and taking note of the alternative transport facilities available for journeys.
- 5.6 Richmond and Twickenham town centres are major employment and business centres, and it is considered important to provide some all-day parking in these areas to support businesses. However, no new public car parks are proposed for these centres, so any increase in demand for short-stay parking spaces will be met by reducing the long-stay parking allocation.
- 5.7 There has been no increase in long-stay provision in public car parks in the borough for perhaps 20 years. Tied in with the controls exercised through the introduction of CPZs, the amount of long-stay space in the borough has significantly reduced over this time and continues to reduce.
- 5.8 Regular surveys are carried out of car park usage, and trends in overall usage and parking characteristics are analysed by reference to the income and ticket machine returns.
- 5.9 These lead to changes in controls other than in charges. For example, maximum stays have been reduced in a number of car parks in recent years to discourage longer-stay parking and encourage turnover of spaces.
- 5.10 Pay-on-foot parking has recently been installed at the Council's two multi-storey car parks, with the aim of providing improved customer service - shorter queues, more methods of payment, intercom and CCTV links from all payment machines and entry and exit areas to the car park offices. These systems also provide much improved audit control of car park income.
- 5.11 Parking fees at the multi-storey car parks can now be made by credit card, and credit card payment has also been introduced at the large Old Deer Park car park, where the daily fee is £7

per day. The Old Deer Park car park now has CCTV coverage, and emergency and information Help Points have been provided.

- 5.12 Landscaping of the car parks has been significantly improved over the last few years.
- 5.13 Remedial works are required to overcome surfacing problems in both multi-storey car parks, including treatment to reduce tyre-squealing at the Arragon Road multi-storey car park.

ACTION 21: Complete remedial surfacing works at the two multi-storey car parks.

- 5.14 Reserved disabled persons' parking spaces are provided in all car parks where there is a need, and the needs are kept under continual review. Needs are analysed by reference to survey information, customer comments and staff observations.
- 5.15 Audits have been carried out of car park buildings to determine the work needed to meet the Disability Discrimination Act. A programme of work is in hand to improve doors, lifts, steps, signs and lighting, and layouts.

ACTION 22: Complete works to achieve compliance with Disability Discrimination Act.

- 5.16 Blue badge holders do not need to use pay and display machines in car parks. In the pay-on-foot car parks, all equipment is accessible by the disabled.

Safer Car Park Scheme

- 5.17 The Council has received (in 2006) Safer Parking Award (formerly the Secured Car Parks Award) accreditation for its two multi-storey car parks.
- 5.18 The Park Mark® Safer Parking Scheme is managed by the British Parking Association on behalf of the Association of Chief Police Officers. These awards allow the Council's two multi-storey car parks to be promoted and advertised under the Scheme.
- 5.19 In addition, the car parks will be listed in a fully searchable website (www.saferparking.com) where members of the public can identify Safer Car Parks by locality, type and/or destination.

ACTION 23: Achieve "Safer Parking Awards" for 2 car parks. [Achieved August 2006].

Station Parking

- 5.20 Dedicated parking is provided at a number of stations in the borough, but with the exception of Twickenham and Richmond stations, they provide very few spaces.
- 5.21 Twickenham station has 62 spaces, in a car park redesigned as part of a flagship station improvement scheme. This car park also provides dropping-off facilities for taxis and ordinary motorists.
- 5.22 In Richmond town centre, in addition to the station car park of 56 spaces, there are over 800 spaces in town centre car parks. However, these car parks have high all day charges and are not attractive to rail commuters. Surveys have shown that these car parks are not used to any significant extent by rail commuters.
- 5.23 Both of these stations have reserved disabled persons' parking spaces.

- 5.24 The borough encourages travel to stations on foot, by cycle or by bus; it does not positively support the provision of additional parking at stations except where there is local need, where there is sufficient highway capacity and where it forms part of the implementation and development of a public transport interchange, involving improvements to bus, cycle and pedestrian facilities (UDP Policy TRN 24).
- 5.25 Where parking around stations causes problems for local residents and/or businesses and the area is not already within a controlled parking zone, investigations of measures to overcome these problems will be made. This action has recently been taken in Kew and is due to recommence in Teddington.

Park and Ride

- 5.26 There are no formal park and ride facilities in the borough. There is no obvious location where such a car park could be located, where it would have significant potential for attracting drivers off the road network and then offer an attractive alternative journey by bus or train.
- 5.27 However, it is believed that subject to a facility being provided outside the borough, park and ride could offer an alternative to drivers travelling to Kingston to and from the west (ie across Kingston Bridge). This view has been made to Kingston Council in response to consultation on the Kingston Town Centre parking strategy.

6. ENFORCEMENT AND IT

Parking Enforcement

Introduction

- 6.1 Parking enforcement in Richmond is currently contracted out to National Car Parks Ltd. Penalty Charge Notices are issued to vehicles parked illegally in Richmond's Special Parking Area (SPA). The SPA is the area in which the Borough can enforce parking controls and restrictions and includes all roads and car parks within the Borough, except the Priority (Red) Route Network, which is enforced by Transport for London, and the roads in the Royal Parks.
- 6.2 The enforcement contractor employs 44 parking attendants who patrol the area to the provisions of the Road Traffic Act 1991 and the subsequent guidance.
- 6.3 The parking attendants:
- Enforce contravention on yellow lines and give a high priority to enforcing against illegal parking in bus lanes;
 - Enforce footway parking restrictions, commercial vehicle waiting restrictions, mandatory school "keep clear" markings and other contraventions;
 - Enforce restrictions in permitted parking places, including car parks;
 - Respond to suspension requests by putting out signage and cones;
 - Repair simple faults on meters and machines; forwarding to an engineer where necessary;
 - Respond to requests for additional enforcement through a publicly listed Enforcement Line.

CCTV Enforcement

- 6.4 Following a London-wide scheme to improve the flow and schedules of London buses, Richmond signed a service level agreement (SLA) with the London Bus Initiative in November 2001. As part of this agreement, Richmond agreed to provide additional enforcement of the bus lanes in the borough through additional parking attendants patrolling the bus routes on foot and on motorcycles.
- 6.5 Through the success of this, the SLA was extended to include enforcement through strategically placed CCTV cameras throughout the borough. The CCTV enforcement commenced in February 2004 with warning notices followed by payable notices being issued to vehicles travelling down the bus lanes.
- 6.6 Enforcement of parking contraventions can also be effected through CCTV and approval has been obtained from the ALG to carry out such enforcement in the borough. However, at present there is no commencement date for this. If adopted by this borough, it may initially be limited to areas covered by existing cameras, with a review after six months.
- 6.7 London authorities can also carry out enforcement of certain moving traffic contraventions, eg no right turns, one-way streets and yellow box junctions, by CCTV. A pilot scheme in some other boroughs has been completed and this can now be rolled out to other London boroughs. An initial review of these powers and the limited number of locations in the Borough where they could be enforced by CCTV, has shown that adopting them, with the result that police would no longer be able to against these contraventions, would not be appropriate.

Current Enforcement

- 6.8 Over the last three years there has been an increase in penalty charge notices (PCNs) being issued, however, over the last financial year there has consistently been a drop in the number of parking attendant penalty charge notices.
- 6.9 Current PCN levels (2005/06) are: –
- | | |
|---|-------------|
| On-street parking contraventions (excl bus lane CCTV) | 62,725 PCNs |
| CCTV Bus Lane Contraventions | 16,376 PCNs |
| Off-street parking contraventions | 9,801 PCNs |
- The payment level for 2005/06 was 74% of PCNs issued (for both parking and bus lane contraventions).
- 6.10 Approximately 0.8% of PCNs are appealed by the motorist to the Parking and Traffic Appeals Service (PATAS), with 54% upheld by the adjudicators (down from 69% in 2003/04).
- 6.11 Detailed information on parking enforcement and appeals in the borough is provided on the borough's website (see E-government below).
- 6.12 Following an investigation in to why there has been a drop in penalty charge notices the following factors have been identified as contributing causes -
- Improved compliance to the regulations (verified by an independent survey).
 - There are problems with the maintenance of traffic signs and lines.
 - An increase in additional duties. For example, CCTV camera operators and an increase in the number of suspensions the parking attendants are required to put in place. These duties reduce the number of hours the parking attendants can issue penalty charge notices.
 - Additional enforcement requests where the presence of a parking attendant improves compliance, but which takes time to enforce and where limited numbers of penalty charge notices can be issued. For example, attending the schools in the morning and afternoon.

Future Enforcement

- 6.13 A new enforcement contract was let in 2005, with commencement of operations in January 2006.
- 6.14 It is not possible to establish future enforcement requirements due to the changing requirements; mainly due to the implementation of new restrictions, CPZs, new legislation and areas where high compliance is achieved.
- 6.15 Therefore, monthly reviews of the enforcement will be carried out with an Enforcement Plan being drawn up for the following month.
- 6.16 Factors that will be monitored and reported on will be: -
- Number of employed and deployed parking attendants
 - Summary of where the parking attendants have been deployed
 - Costs for the parking attendants
 - Number of PCNs issued
 - Number of suspensions implemented
 - Position with signing and lining defects
 - Complaints and customer care matters

- Summary of any issues raised during the month and what action has been taken
- Outline of results of any improvement initiatives that were agreed in the previous Enforcement Plan.

6.17 The focus for the future is to look at improving the public's perception of parking enforcement, through improved customer care, positive publicity and being more open with our performance and objectives.

Clamping and Removal

6.18 There is currently no clamping or removal operation in Richmond except that operated on major event days at Twickenham Stadium. However, the possibility of introducing an operation will be reviewed.

E-Government

6.19 The National Strategy for Local E-Government requires 100% of government services to be e-enabled by 2005 (as measured by BVPI 157). Within this strategy, the Office of the Deputy Prime Minister (ODPM) has identified priority services and has set requirements in terms of achieving his aims in terms of "Required", "Good" and "Excellent" outcomes, with the "Required" outcome category mandatory by December 2005.

6.20 A number of outcomes in all categories affect parking, some directly and some as part of corporate initiatives.

6.21 The ODPM's "Required" outcome (R10), requires that local government provide payments on-line or by telephone for its goods and services, and that it does so in a way that engenders trust and confidence. The Council has offered payment of parking fines via a manned telephone service for some time and this currently accounts for 37% of all payments. Since April 2006, 24-hour touch-tone and on-line payment services have been provided and these currently account for 13% of all PCN payments.

ACTION 24: Implement on-line and IVR payments for parking fines. Implemented April 2006.

6.22 The ODPM further provides an "Excellent" outcome (E8) of paying parking fines using SMS text messages, which will be investigated under a corporate initiative.

ACTION 25: Investigate SMS text message payment for payment of parking fines.

6.23 For some time it has been possible to pay for parking permits by credit or debit card, by 'phone, by post or in person. Recently payment by credit card has been introduced in the multi-storey car parks and, as a trial, in the Old Deer Park car park - a large surface car park with relatively high all-day charges. These now account, overall, for more than 25% of payments at these car parks.

6.24 Under the ODPM priority area of Transport, two outcomes directly relate to parking, "Required" outcome (R15) and "Good" outcome (G13). In both of these cases Richmond is close to realising these outcomes.

6.25 R15 requires e-consultation facilities for new proposals such as CPZs, including publication of consultation results. Consultation documents and details of important proposals are already provided on the Council's website, and publication of results on the site is already possible. Further developments in this area are planned with a review of the Council's Transport web presence in 2005.

- 6.26 G13 would see an e-form for “parking contravention mitigation” made available including notification of receipt and appeals procedure. Currently Richmond provides information on appealing a parking fine on the website and the facility to download a form for completion and return.
- 6.27 Representations and views on consultations are accepted by e-mail, and parking appeals are also accepted via e-mail, with an automated response being sent confirming receipt of the appeal and information on what will happen next. More complete solutions will be implemented enabling forms to be completed on-line and integrated into the relevant case management systems (see 6.33 below).

ACTION 26: Provide on-line consultation response facilities and publication of results.

ACTION 27: Provide on-line parking appeals response facilities.

- 6.28 In relation to payments for parking acts, investigations will be made into a pilot study to allow car owners to pay for on-street parking via their mobile phones as an alternative to using meters or pay and display machines. This could also be extended to allow for paper parking permits to be replaced, subject to processes being in place to ensure eligibility to purchase or renew a permit. These developments are not necessary to achieve the ODPM outcomes - see also the section on Phone Parking above.
- 6.29 Essential to the overall e-government strategy is the provision of information to customers via all available channels and to allow where possible a self-service shop. Richmond has been successfully providing information for many years using many forms of non-electronic delivery and outlet – leaflets, notices, adverts, focus groups, libraries, Parking Shops, etc.
- 6.30 It is now putting considerable effort into upgrading its website information pages. Future initiatives from the Corporate Web team should be deliverable across other channels such as WAP enabled mobile phones, IDTV (interactive digital TV) and street kiosks.
- 6.31 The Website now boasts some 50 pages of information covering key area such as: -
- Contact Information,
 - News Page,
 - Frequently asked Questions on parking and enforcement,
 - Facts and Fiction about Parking,
 - Car Park information (location, sizes, disabled facilities, prices and times),
 - Consultations on reviews of, or new CPZs,
 - How to Appeal a Parking Fine, and what happens if you do not pay,
 - Parking Permits, prices and application procedures,
 - Download areas for all parking permit application forms, information handouts and guidance notes,
 - Useful links to other organisations associated with parking or advice (CAB, Parking and Traffic Appeals Service, RFU),
 - General information on parking for coaches, disabled drivers and motorcycles.
 - Copies of recent newspaper notices relating to proposed changes to waiting and loading restrictions, parking places and parking charges.
- 6.32 Parking information is accessed at www.richmond.gov.uk/parking on the Councils website.
- 6.33 2006/07 will see further development of the site with forms capable of being completed and submitted on-line (see ODPM G13 above), information on CCTV enforcement of bus lanes,

parking within CPZs, an interactive way to determine which CPZ you are in, maps of all CPZ (available to download) and a higher profile link for customers to report street defects with parking signs, lines and machines.

- 6.34 This will help build on the success of the site which now rates highly amongst the most visited area of the Council's website, with some 3,000 visitors a month and with eight parking related documents featuring in the top 50 downloaded Council documents.

Service Related IT Developments

- 6.35 Other service developments are planned which, while in keeping with such aims as modernising government and the Council's Customer First policies, are not directly aims of the national e-government Strategy. These include the following: -

- Investigations into smart cards for payments to the Council for a variety of services which may also include parking services.
- Implementation of a wider access to parking information via GIS both internally and to the public (following a corporate review of GIS).
- Upgrades to essential parking enforcement systems including the permit management system and parking fines case management system. Parking attendants' PCN issuing software was upgraded in January 2006.
- Web interfaces for renewing permits online (subject to receipt of confirmation of payment and satisfactory proof of continued eligibility).
- Review of CCTV operations to investigate the provision of photographic evidence on the penalty charge notice and/or enforcement notice itself.
- Enabling remote viewing by customers of CCTV evidence of parking and traffic contraventions.
- Extended remote monitoring of pay and display machines to allow greater efficiency, greater audit and security. This will allow changes to be made centrally, engineers to be automatically informed of problems/faults or security breaches.

7. CHARGING, FINANCE AND FUNDING

Charging Policies

- 7.1 The Council's corporate charging policy requires that fees and charges be reviewed annually. In proposing charges, officers and Members must consider:
- Whether there are any statutory or legal requirements that may affect the setting of fees.
 - Any service/community plan objectives directly related to fees
 - Current market conditions, i.e. competitor and/or comparator prices
 - Impact of changes on user groups.
- 7.2 Charges are designed to ensure that there is a turnover of space so that motorists requiring to park can do so without undue inconvenience and without having to search and add to traffic congestion, to encourage motorists to use off-street rather than on-street spaces, to ensure that spaces are prioritised for short-stay parkers visiting local shops and businesses, to deter all-day parkers, and to ensure that income covers costs.
- 7.3 Parking charges were last reviewed by Cabinet in February 2003, with implementation of agreed changes in May 2003. Changes were made to most car park and CPZ charges, but not permit charges, which were changed in March 2004 (see CPZ Section above). A review of charges is currently taking place.
- 7.4 Although charges are reviewed annually, the nature of many parking charges is such that it is not practical to change them at annual intervals. Meter and pay and display charges can only be practically changed using 10p increments, and it is normal practice to change these, if necessary, not more than every 2-3 years. With permits, small incremental changes could be made annually, again if necessary, but this would involve administrative and legal changes. The practice in this borough has been to change permit prices every few years.
- 7.5 However, views are to be sought on the frequency of changes, and views will be taken into account in formulating future policy.

ACTION 28: Seek stakeholders' views on the frequency of changes in parking charges.

- 7.6 Changes in charges are normally made by Notices under the powers of Ss 35C and 46A of the Road Traffic Regulation Act 1984. These powers allow changes in charges, but not changes in tariff structure or introduction of charges for the first time. The Notice procedure is an efficient and cost-effective way of making changes in charges.
- 7.7 Charges are standardised as much as possible. In all CPZs except the Richmond zone, the standard hourly charge is currently 60p in any zone using parking vouchers and 80p in most other zones (but with some 'outer' areas charged at 40p/50p per hour). In Richmond, due to the high demand, charges are £2 per hour in the Town and £1.50 per hour in the Hill.
- 7.8 In 2003, all borough Council taxpayers were issued with books of free parking vouchers allowing them to park in most on- and off-street parking places. This was seen as a means of giving something back to the residents and at the same time supporting local businesses. However, a review showed that only half of residents used the free vouchers, and the scheme was discontinued. Alternative arrangements allowing borough residents to support local businesses are being sought.

Parking Funding

- 7.9 Parking income and expenditure are recorded corporately in the Council's Budget Book.
- 7.10 In addition, the Council is required under S 55 of the Road Traffic Regulation Act 1984 (as amended) to report annually on decriminalised parking income and expenditure to the Mayor of London, and to report on the use of any surplus income. The uses to which surplus income can be put are described in S 55 of the 1984 Act. The provisions of this section (as amended for this borough) are given in **Appendix L**. [NB. This is subject to further change under the provisions of the Traffic Management Act 2004. Regulations under this Act are expected to remove most restrictions on the use of the parking surplus by "high performing" authorities.]
- 7.11 **Appendix M** reproduces the return to the Mayor of London for 2004/05. This shows that the parking surplus for this year was used primarily to fund the concessionary fares (Freedom Pass) scheme, highways improvements on borough roads and traffic management schemes. [NB. The surplus is determined after car park and on-street parking improvement and extension schemes have been funded.] [NB. The report also deals with bus lane contraventions, which require separate accounts. These accounts, and the use of any surplus, are reportable to the Secretary of State.]
- 7.12 The Council also provides summaries of income and expenditure each year to CIPFA (the Chartered Institute for Public Finance and Accountancy) and the Department for Communities and Local Government (ex ODPM).
- 7.13 The parking accounts and the use of any surplus have not, in recent years, been reported to Cabinet or other committee. Under guidance and regulations to be made under Part 6 of the Traffic Management Act (TMA) 2004, it is expected that authorities will be required to be more open about parking enforcement, income and expenditure. To accommodate this, it is recommended that a report on the income, expenditure and surplus be made to Cabinet (on a basis and within a timescale to be decided in the light of the TMA guidance recommendations) each year. Pending the TMA advice, it is recommended that this should be in each September at the latest.

ACTION 29: Report to Cabinet each year on the parking surplus and the use of that surplus, prior to reporting this to the Mayor of London.

Scheme Funding

- 7.14 Funding for the multi-storey car park pay-on-foot scheme has come from the Council's Repairs and Renewals Fund, with repayment over 5 years from the Parking Revenues Account.
- 7.15 Funding for the waiting and loading review has been financed from additionally generated parking income.

- END -

APPENDIX A

EXTRACTS FROM THE MAYOR'S TRANSPORT STRATEGY LOCAL IMPLEMENTATION PLAN GUIDANCE (JULY 2004) WITH ANNOTATED SUMMARY BOROUGH RESPONSES

[See following pages]

MTS - STRATEGIES

Ref	Priority	Policy or proposal	Current progress summary and future plans	Borough response
3.Po7		<p>Policy 3.Po7: In exercising his functions in relation to planning applications, draft Unitary Development Plans and other land use matters the Mayor will give due weight to the matters listed below. The London boroughs should also give due weight to these matters in exercising their functions in relation to planning applications and development plans, where appropriate: that development should be planned and located with the aim of providing a range of attractive and convenient travel choices, and encouraging alternatives to car use, in accordance with Planning Policy Guidance Note 13 (PPG13)6; in particular, new high density trip generating development should be located in areas that are, or will be made, accessible by public transport, taking account of public transport capacity; the management of parking; in the interim, until the London Plan (Spatial Development Strategy) is finalised, boroughs should have regard to the standards for employment generating uses (A2/B1) as set out in London Planning Guidance, RPG3 {16}, and modified by Regional Planning Guidance for the South East (RPG9)2.</p> <p>The London boroughs should also have regard to the parking standards for residential dwellings set out in the Government's Planning Policy Guidance Note 3: Housing (PPG3)17, the former London Planning Advisory Committee's policies for sustainable residential quality(12), and the possibility of applying stricter standards; the need to support and enhance the role of London's town centres by providing sustainable access through land-use planning, development and transport policies, in accordance with Planning Policy Guidance Note 6 (PPG6)18;</p>	<p>The London Plan was published February 2004, which included updated parking standards. Development plans should be in general conformity with the London Plan</p>	<p>Boroughs must demonstrate how they give due weight to these matters. In particular how they support the location of high density trip generating development in areas that have or will have both high levels of public transport accessibility and capacity, sufficient to meet the needs of development and how parking provision reflects levels of public transport accessibility. Boroughs are encouraged to include reference to the use of 'Public Transport Accessibility Levels' as a tool for assessing public transport accessibility.</p> <p>[The borough's planning policies and parking standards support this MTS policy. Planning policies favour high density developments in areas with good public transport. Parking standards are more rigorous in controlled parking zones and it is proposed to develop standards based on PTAL indices. Current standards are reproduced in Appendix D of this Plan].</p>

MTS - NATIONAL RAIL

Ref	Priority	Policy or proposal	Current progress summary and future plans	Borough response
4E.Pr14		Proposal 4E.Pr14: TfL will, in conjunction with the SRA, Network Rail, Train Operating Companies and the London boroughs, develop a framework by mid 2002 within which proposals for park-and-ride in London can be considered, particularly in outer London where the issue has the most relevance. The framework will need to encompass both National Rail and London Underground stations.	The framework sees no expansion of park-and-ride in Travelcard Zones 1-3 and expansion in Zones 4-6 only where it causes no net increase in total car kilometres. The framework will be published in summer 2004. Refer also to Proposal 4H.Pr2.	Boroughs are encouraged to set out proposals, if any, for park-and-ride. [See comments under 4H Pr2 below]
4E.Po3		Policy 4E.Po3: Railtrack (<i>Network Rail</i>), Train Operating Companies and the London boroughs should consider proposals to increase parking to ensure they achieve a net gain for sustainable modes from the car, and have regard to the local traffic, access and environmental impacts. The Mayor will have regard to these criteria in considering cases in which he has a planning remit.	See 4E.Pr14 above.	Boroughs are encouraged to include a programme for review of existing parking provision. [See comments under 4H Pr2 below]

MTS - BUS

Ref	Priority	Policy or proposal	Current progress summary and future plans	Borough response
4F.Pr3	II	Proposal 4F.Pr3: TfL, with the operators, London boroughs, and other interested parties, will ensure sufficient bus garage and standing facilities can be provided to meet the needs of the London bus network, including the requirements of the revised contracting regime and to facilitate the expansion of the network.	[Text deleted. Not relevant to LB Richmond.]	Boroughs must demonstrate their commitment to support provision of bus standing and garage facilities at agreed locations in association with London Buses, and identify projects they are implementing. This must include the development of appropriate planning policies. [The need for bus standing and garaging facilities is recognised.] [See paras 4.162-4.164 of the Plan.]
4F.Pr7	II	Proposal 4F.Pr7: All bus routes will be effectively enforced, to protect against illegal stopping and other traffic offences, using cameras wherever possible. Emergency vehicles operated by the police, London Ambulance Service or London Fire Service will be able to use bus lanes at all times. All bus stops on routes with 24-hour bus services or routes in the London Bus Initiative or London Bus Priority Network will have 24 hour bus stop clearways. At other stops there will be a general presumption in favour of 24-hour clearways, but as a minimum, there must be clearways that cover the operating hours of the bus route. (Camera enforcement by April 2002 – see Proposal 4G.Pr4. Bus stop clearways programme to be covered in boroughs' Parking and Enforcement Plans, with completion by the end of 2006 – see Proposal 4G.Pr17.)	<p>Note – this section is cross-referenced with Proposal 4G.Pr4.</p> <p>TLRN: TfL Traffic Enforcement Team is responsible for all camera enforcement of bus lanes on TLRN. Of the 419 bus lanes on the TLRN, 70% are now enforceable (all have cameras but only 70% have signs and lines). There are 52 static cameras, 939 operational bus-mounted cameras and 255 CCTV cameras operating on the TLRN. The target is 1042 bus mounted cameras.</p> <p>BOROUGH BUS LANES: Thirty London boroughs have signed Service Level Agreements (SLAs) with TfL to enable enhanced enforcement on LBI routes for static cameras (the remaining three will not have SLAs – Corporation of London is already well enforced, RBK&C has separate public services agreement with DfT, and Havering does not have sufficient LBI route within the Borough). TfL have funded 176 CCTV cameras via the SLAs on Borough roads. All bus stops on Red Routes are now 24 hour, seven day a week clearways.</p>	<p>Boroughs must include a summary or reference to the boroughs' enforcement Service Level Agreements (or equivalent) with TfL, and details of how these will be regularly reviewed and monitored. [The borough has an SLA with TfL for parking attendant enforcement of bus lanes. Seven borough bus lanes are enforced by camera. There is currently no joint arrangement enabling bus mounted camera enforcement.] [See paras 6.4 - 6.5 in the Plan.]</p> <p>Boroughs must set out the local clearways programme. [See paras 4.155 - 4.157 in the Plan.]</p>

MTS - BUS

Ref	Priority	Policy or proposal	Current progress summary and future plans	Borough response
4F.Pr21	IV	<p>Proposal 4F.Pr21: TfL will establish a partnership by the end of 2001 to review arrangements for coach parking, facilities and terminals and to look at how to manage the negative environmental impacts of coach travel. This will build on the work of existing organisations and involve relevant interested parties, including the coach industry, the London boroughs and the police.</p>	<p>TfL assumed responsibility for convening the London Coach Forum at the beginning of 2002. The first meeting was held in March 2002. The forum includes representation from the tourist and private hire coach industry and local authorities. The London Coach Parking Map has been updated with funding from TfL and was launched by the Mayor on 22 October 2002.</p> <p>A leaflet describing good practice for coach drivers to minimise the environmental impact of coaches was also published.</p> <p>[Text deleted. Not relevant to LB Richmond.]</p> <p>The London Development Agency (LDA) has recently commissioned a study into Coach Tourism in the capital.</p> <p>Coach parking was identified in the Mayor's plan for Tourism as an action for tourism product development. The study will look into parking and other issues surrounding coach tourism in Greater London.</p> <p>The GLA has been monitoring work on coach tourism and has fed comments into the study being carried out on behalf of the LDA.</p>	<p>Central London boroughs must include a commitment to produce a strategy and programme for - implementation of coach parking in cooperation with TfL.</p> <p>Other boroughs must include the issue if appropriate. [The importance of coach parking in the borough is recognised and a strategy is being developed.] [See paras 4.165 - 4.171 in the Plan.]</p>

highlighting denotes a priority area

MTS - STREETS

Ref	Priority	Policy or proposal	Current progress summary and future plans	Borough response
4G.Pr1	IV	<p>Proposal 4G.Pr1: A London Motorcycle Working Group will be established by TfL to include user groups, the police and the boroughs. This group's work will include measures to enhance and extend the provision of parking for motorcycles and mopeds, particularly in areas of high demand. Opportunities will be explored to improve road safety and reduce emissions and noise pollution. It will also review the evidence and if appropriate consider experiments to allow motorcycles and mopeds to share bus lanes.</p>	<p>The London Motorcycle Working Group was set up in October 2001 and meets quarterly.</p> <p>The Motorcycle bus lane pilot was reviewed in November 2003 and pilots are to be extended to ensure sufficient data is available to understand the benefits and disbenefits. The review is due to report in summer 2004.</p> <p>TfL commissioned the Transport Research Laboratory to undertake a parking/ demand study. This provides detailed information on parking locations and availability and will be published in 2004.</p> <p>Research examining the benefits and disbenefits of motorcycle use in London has been undertaken by DfT working in partnership with TfL and will be published in summer 2004.</p> <p>'Bikesafe-London' was developed in partnership with City Police and rider skills days started in April 2003.</p>	<p>Boroughs must include details of their strategy and programmes for implementing powered two-wheeler parking particularly in areas of high demand.</p> <p>[The need to provide secure motorcycle parking facilities is recognised and a detailed strategy and programme is to be developed. A bid has been included in the BSP for funding for 2006/07.]</p> <p>[See paras 4.146 - 4.150 in the Plan.]</p>

MTS - STREETS

Ref	Priority	Policy or proposal	Current progress summary and future plans	Borough response
4G.Pr2		Proposal 4G.Pr2: TfL will work with the Police, the Association of London Government, the boroughs, the Driver and Vehicle Licensing Agency and other relevant parties to develop and begin implementation of the Outline Enforcement Plan to deliver better traffic enforcement and vehicle registration throughout Greater London.	The Enforcement Task Force (ETF) was created to take forward the work outlined in the Enforcement Plan. The ETF consists of the ALG, TfL, Metropolitan and City Police. The purpose of the ETF is to improve coordination of Traffic Enforcement Strategy in London. The ETF established a sub group to develop ways to target known/persistent evaders, develop a London-wide Pound Strategy, improve sharing of information between authorities, and to pilot additional decriminalised powers of enforcement.	Boroughs are encouraged to work with other agencies to improve data sharing protocols, including their participation in or support of the work of the ETF. [The borough will work with other agencies to achieve these aims.]
4G.Pr3		Proposal 4G.Pr3: TfL in conjunction with the London boroughs will press the Government to introduce new legislation to allow further non-endorsable traffic offences to be enforced on all streets through the decriminalised system.	Under the London Local Authorities and TfL Act 2003, boroughs and TfL took over responsibility for enforcing a number of traffic restrictions and issuing Penalty Charge Notices to motorists for traffic offences such as U-turns and stopping in a box junction. The majority of the powers came into force on 30 December 2003, and are enforced by council parking attendants.	Boroughs are encouraged to set out any relevant plans. The borough has reviewed the enforcement of non-bus lane moving contraventions and has concluded that this is not appropriate for the borough at this time. [See para 6.7 of the Plan.]

MTS - STREETS

Ref	Priority	Policy or proposal	Current progress summary and future plans	Borough response
4G.Pr4	II	Proposal 4G.Pr4: TfL, working with the police and the London boroughs, will introduce camera enforcement on all 700 bus lanes in Greater London by April 2002.	Note – this section is cross-referenced with Proposal 4F.Pr7.TLRN: TfL Traffic Enforcement Team is responsible for all camera enforcement of bus lanes on TLRN. Of the 419 bus lanes on the TLRN, 70% are now enforceable (all have cameras but only 70% have signs and lines). There are 52 static cameras, 939 operational bus-mounted cameras and 255 CCTV cameras operating on the TLRN. The target is 1042 bus mounted cameras. BOROUGH BUS LANES:Thirty London boroughs have signed Service Level Agreements (SLAs) with TfL to enable enhanced enforcement on LBI routes for static cameras (the remaining three will not have SLAs – Corporation of London is already well enforced, RBK&C has separate public services agreement with DfT, and Havering does not have sufficient LBI route within the Borough). TfL have funded 176 CCTV cameras via the SLAs on Borough roads. All bus stops on Red Routes are now 24 hour, seven day a week clearways.	Boroughs must include a programme for bringing signage up to the standards required by the DfT. [All bus lane signing has been vetted to ensure that it meets the required standards.]
			Approximately two thirds of London's bus lanes are entirely on borough roads. Work is continuing to ensure orders, signs and lines are introduced to make all borough bus lanes enforceable. Joint Arrangements (JAs) have been agreed with 12 boroughs to enable boroughs to enforce penalties identified by TfL's bus-mounted cameras. Work is continuing to secure JAs with the remaining boroughs.	[See comments under 4F.Pr7 under "Bus" pages above.]

MTS - STREETS

Ref	Priority	Policy or proposal	Current progress summary and future plans	Borough response
4G.Po5		Policy 4G.Po5: The creation of new or extended Controlled Parking Zones will be supported, particularly in inner London, outer London town centres, and around Underground and rail stations where parking pressures and conflicts are acute.	BSP allocations of £900k in 2004/05. Other allocations made are as part of the Central London CCS Complementary measures.	Boroughs are encouraged to include in their Parking and Enforcement Plans a programme for identification, review and implementation of potential new CPZs, including funding assumptions. [See paras 4.12 - 4.24, and Appendix G in the Plan.] Boroughs are encouraged to refer to 'Parking and Enforcement Guidance for Local Authorities' contained in Appendix E of LIP Guidance. It is noted that the introduction of CPZs is subject to public consultation. [See Appendix I - "CPZ Consultation" - in the Plan.]
4G.Pr15	IV	Proposal 4G.Pr15: TfL and the boroughs will review parking and loading controls along all the TLRN, including all side roads adjoining the TLRN, including all roads designated as GLA side roads, along busy bus routes and in other key locations. The GLA will seek to ensure that appropriate lengths of the roads in the immediate vicinity of the TLRN are designated as GLA side roads. The review will build on previous work by the Traffic Director for London, TfL and the London boroughs. The aim will be to ensure that parking and loading controls protect buses and traffic whilst ensuring necessary access for local shops, community facilities and residents, particularly for disabled people. (To achieve this, all the TLRN and roads designated as GLA side roads should have appropriate parking and loading controls, with clear allocations of street space and explicit standards of enforcement by the end of 2001. These standards should be extended to cover all roads with busy bus routes by end of 2008.)	All TLRN roads are now operating as Red Routes (completed by end of 00/01). A consultant is reviewing the consistency between Red Routes, GLA side roads and Special Parking Areas (SPAs). Revised order for A1 & A503 has been made – other areas to be reviewed, but very few amendments are expected hence works are expected to be completed by 2004. They will also identify locations where existing controls need to be revised due to hazard/risk created for other vehicles. Reviews of restrictions should be completed by 2008.	Boroughs must include in their Parking and Enforcement Plans a programme for reviewing and implementing parking and loading controls on 'A' Roads and Busy Bus Routes. [See para 4.90 in the Plan.] Boroughs must demonstrate how they have taken into account the needs of disabled motorists and the servicing and delivery needs of businesses. [See paras 4.125 - 4.145 and 4.91 - 4.99 in the Plan.] Refer to 'Parking and Enforcement Guidance for Local Authorities' contained in Appendix E of this Guidance. The approach to reviewing parking and loading restrictions on 'A' Roads and Busy Bus Routes must be similar to that taken on the TLRN and help to facilitate the development of an approach as set out by MTS proposal 4G.Pr18. [Noted.]

MTS - STREETS

Ref	Priority	Policy or proposal	Current progress summary and future plans	Borough response
4G.Po6		Policy 4G.Po6: The London boroughs should use their planning powers to limit the amount of parking provided through public off-street car parks (including temporary car parks), in line with the objectives of the Transport Strategy.	London Plan was published February 2004.	Boroughs are encouraged to demonstrate how they are using their planning policies to achieve this objective. (See also 4G.Pr16). [The Council's policies - see for example TRN 23 in the UDP (paras 3.27 - 3.31 of the Plan refer), discourage long-stay public parking, but allow short-stay public parking where there is a need. Town centre parking will be strictly controlled in relation to floor space.] Boroughs must have regard to the Policy Standards (Annex 4 of the London Plan) in developing parking policies for their UDPs and in exercising their development control functions.
4G.Pr16	IV	Proposal 4G.Pr16: The London boroughs should review the provision and pricing of public off-street parking to ensure that this conforms with the objectives of the Transport Strategy. The London boroughs should ensure that charges for off-street car parking in town centres give priority to short term users. (Annual monitoring of public off-street parking to commence in 2002.)	Monitoring of off-street tariffs began in December 2002, principally via website searches. The review referred to will be requested as part of annual Borough Parking Plans, advice on the content of which is included in TfL's Parking and Enforcement Guidance for Local Authorities which is included in Appendix E of this Guidance.	Boroughs must set out a summary list of all off-street public car parks in town centres, together with the borough's charging policy. The off-street parking list must identify parking facilities for disabled customers. [See Appendices J and K in the Plan.] Boroughs must include a Parking and Enforcement plan in accordance with MTS requirements and 'Parking and Enforcement Guidance for Local Authorities' in Appendix E of this Guidance.

MTS - STREETS

Ref	Priority	Policy or proposal	Current progress summary and future plans	Borough response
4G.Pr17	IV	Proposal 4G.Pr17: Boroughs should submit Parking and Enforcement Plans as an integral part of future Local Implementation Plan. The London boroughs' Parking and Enforcement Plans must fully reflect the objectives of the Transport Strategy and, in particular: be comprehensive, including consideration of parking provision, charging regimes, on-street controls and parking standards; be co-ordinated and compatible with surrounding authorities; provide a clear strategy for effective enforcement; support the economic viability of town centres, whilst reducing the overall availability of long-stay parking; ensure that the needs of disabled people, motorcycles, buses, coaches, business and freight are taken into account, along with loading and signing issues in relation to parking; demonstrate how the provision, location, safety and security of public car parks will deliver the objectives of the Strategy.	TfL's Parking and Enforcement Guidance for Local Authorities is included in Appendix E of this Guidance.	Boroughs must include Parking and Enforcement Plans as an integral part of LIPs. Refer to 'Parking and Enforcement Guidance for Local Authorities' - Appendix E of this Guidance.
4G.Pr18	III	Proposal 4G.Pr18: The approach adopted on red routes set out in paragraphs 4G.102 - 4G.104 (including environmental improvements) should be applied to the whole of the TLRN and roads designated as GLA side roads before the end of 2004. Parallel initiatives should be applied by the London boroughs to all other 'A' Roads and busy bus routes starting in 2003. (This complements Proposal 4G.Pr15.)	<p>The whole of the TLRN has now been converted to Red Route controls.</p> <p>The provisions of the Traffic Management Act 2004 should be taken account by boroughs in preparing their plans. [NB. Text updated.]</p>	<p>Boroughs must include a plan, including a timetable, for implementing parallel initiatives on all 'A' Roads and Busy Bus Routes (as shown on the map in Appendix D) under their control. Parallel initiatives must include the following elements:</p> <ul style="list-style-type: none"> - Identification of sections of the 'A' Roads and Busy Bus routes network to review with TfL by July 2005 - Determination of the principal functions of the section of network in terms of the importance of the different road users based on the MTS with TfL by July 2005 - Assessment of the problems experienced on the section of network by road users taking account of the priorities for main roads identified above by December 2006 - Design and development of schemes to address the problems identified above by March 2011. <p>[See paras 4.83 - 4.90 of the Plan.]</p>

MTS - CAR USER

Ref	Priority	Policy or proposal	Current progress summary and future plans	Borough response
4H.Pr1		Proposal 4H.Pr1: TfL, working with the boroughs and the Government, will review options for extending real-time information on traffic problems, availability of parking and public transport options, including a review of options for managing diversion to appropriate alternative routes. (Review to be completed by March 2000).	Two information sources regarding London traffic conditions can be found on the TfL website. These are: a) 'Capital Cams' which provide real-time visual information at 45 sites in London, and b) London Traffic Information Systems (LTIS) which give information on road-based incidents and on-going events.	Boroughs are encouraged to implement schemes to provide real-time information on traffic conditions and parking and to complement TfL's initiatives in this area. [It is unlikely that the borough will provide real-time parking information in the foreseeable future.]
4H.Pr2	IV	Proposal 4H.Pr2: TfL, working with Railtrack and train operating companies, in consultation with local authorities and Regional Assemblies, will review current provision of car parking at Underground and National Rail stations, bringing forward plans to upgrade and extend provision where this will result in shortening of car journeys and an overall reduction in car use within and beyond London. A high priority will be given to accessible parking for disabled motorists. (Review to be completed by the end of 2002.)	A park-and-ride framework to assess impact of park-and-ride proposals was developed in autumn 2003. London Underground Limited (LUL) has implemented plans to upgrade and extend provision of car parking through: - Operation Hawkeye which will provide CCTV at every LUL car park - New car park contracts to deliver a range of improvements (increased signage, cleaning, enforcement etc.) - Direct investment in major resurfacing and drainage works at four sites LUL are also looking at extending provision at a number of sites. In addition LUL has given a high priority to accessible parking for disabled commuters. Twice the provision is given at step-free stations.	Boroughs must include an indication of any sites the borough considers suitable for park-and-ride, or any plans the borough has to conduct a review of potential sites in line with the criteria in 4H.Pr2. (This is particularly relevant for outer London boroughs.) [The borough sees little opportunity for park-and-ride sites within its boundaries. However, sites external to the borough with journeys to destinations in the borough or perhaps just external to it (e.g. Kingston town centre) could be supported.] Boroughs are encouraged to identify appropriate proposals for other car parking at stations. [The borough does not support additional car parking at stations, other than for the disabled, but supports journeys by alternative modes to local stations.]

highlighting denotes a priority area

MTS - CYCLING

Ref	Priority	Policy or proposal	Current progress summary and future plans	Borough response
4J.Po1		Policy 4J.Po1: TfL and the London boroughs, in consultation with cyclist user groups, will undertake and support measures to make the cycling environment safer and more convenient for users.	The London Cycling Action Plan was published in February 2004 following consultation. This sets programmes for improving the cycling environment by introducing a network of routes (LCN+), remedial safety and increased access and priority, cycle parking facilities on street, at schools and stations and routes through parks and green corridors. A Stakeholder Conference took place in June 2004 and monitoring and review group has been established to track progress.	Boroughs are encouraged to set out how they consult with cyclist user groups and undertake and support measures to make the cycling environment safer and more convenient. [See the borough's LIP.]
4J.Pr7	VII	Proposal 4J.Pr7: TfL and the boroughs, working in partnership with rail operators, businesses and educational establishments, will provide additional secure cycle parking facilities, including at shopping centres and transport interchanges. The Mayor will also encourage the provision of these and other facilities required by cyclists at workplaces and places of education, and will expect the boroughs to require developers, wherever practicable, to: provide good cycle access to the development; install secure cycle parking; provide showers and lockers and changing facilities.	<p>A checklist for assessing planning applications has been available since May 2001. Revisions to the checklist on parking for visitors and residential developments were made in Spring 2004.</p> <p>A database of on-street and other open access cycle parking is being compiled for 15 boroughs.</p> <p>Development of a comprehensive database is under consideration with boroughs at present.</p> <p>Information for the area within the Congestion Charging zone has been mapped and published.</p> <p>TfL fund on-street cycle parking through the BSP process.</p> <p>School Cycling Parking Programme: the Mayor's School Cycle Parking Programme will provide free cycle parking for schools through a £300k scheme 2003/04 and £700k 2004/05. The first tranche of 46 schools to receive the modern cycle parking facilities was announced by the Mayor and 2003 for implementation was completed in Spring 2004.</p> <p>[Text deleted - not relevant to Richmond.]</p>	Boroughs must include details of programme proposals for additional cycle access and secure cycle parking facilities. [See the 4.151 - 4.153 in the Plan, and also the borough's LIP.]

MTS - TAXIS, PRIVATE HIRE AND COMMUNITY TRANSPORT

Ref	Priority	Policy or proposal	Current progress summary and future plans	Borough response
4N.Pr1		<p>Proposal 4N.Pr1: TfL, in consultation with the taxi and private hire trade and other interested parties, is carrying out an extensive review of taxis and PHVs and will bring forward proposals, with the aim of improving personal safety for passengers, improving the supply, and enhancing passengers' travel experience. (Initial findings of the review will be reported in summer 2001, with specific short-term proposals, following consultation with the trade. There will be a continuing review of policy and further proposals are expected to be put forward in 2002.)</p>	<p>Licensing of private hire operators began in January 2001.</p> <p>Private hire driver licensing started in April 2003 and have been enforceable since 1 June 2003.</p> <p>PHV licensing started in Spring 2004.</p> <p>Temporary driver permits were introduced in December 2003.</p> <p>A contract for vehicle inspections has been signed.</p> <p>A working group has been set up to monitor and support the mobilisation process in respect of vehicle testing.</p> <p>The comparable distance for taxi journeys was raised in November 2001 from six to 12 miles. An increase in taxi fares at the same time was also successful as an incentive for drivers to work evenings, nights and weekends. Further changes to the tariff structure became effective in April 2003 to simplify fares for passengers by consolidating into basic rates the extra charges for luggage and additional passengers.</p>	<p>Boroughs are encouraged to include proposals in line with the PCO best practice guidelines, to include:</p> <ul style="list-style-type: none"> - new provision, especially at key sites of new and improved taxi ranks, for example at railways / bus stations and in town centres, and - identification of key points of contact. <p>[See paras 4.105 - 4.108 in the Plan.]</p> <p>Boroughs are encouraged to promote the Mayor's 'Safer Travel at Night' initiatives and include their own proposals for improving safety and security including for woman and vulnerable groups.</p>

MTS - ACCESSIBLE TRANSPORT

Ref	Priority	Policy or proposal	Current progress summary and future plans	Borough response
4O.Pr13	V	Proposal 4O.Pr13: Disabled parking should be provided in convenient locations, for existing and new developments, to enable easy access to activities and facilities. Existing facilities should be reviewed to ensure there is sufficient disabled parking provided at key locations.	<p>The London Plan requires all new developments to provide parking/car-based access for disabled people (Annex 4, para 35 and 36). Supplementary Planning Guidance Accessible London: Achieving an Inclusive Environment was published by the GLA April 2004.</p> <p>TfL met with the ALG and several central London boroughs in November 2002 to discuss on-street parking provision (in the light of the GLA's Access Denied report). The boroughs agreed to develop greater consistency in provision and this work is ongoing.</p>	<p>Boroughs must include plans for providing sufficient disabled parking at key locations.</p> <p>Boroughs must seek views of local disabled motorists to determine potential key locations.</p> <p>Views of disabled motorists and their representative organisations will be sought in identifying needs and developing proposals. [See paras 4.125 - 4.145 in the Plan.]</p>
	V	Proposal 4O.Pr14: TfL and the London boroughs will work with disability groups and the government to ensure the effective operation and enforcement of a reputable Blue Badge scheme and include a review of the central London disabled parking schemes. (The review is to be completed by the end of 2002.)	<p>[Text deleted. Not relevant to LB Richmond.]</p> <p>In 2003/ 04 TfL introduced a pilot Mobility Assessment Centre. Refer to Policy 4O.Po1.</p> <p>Subject to agreement with Boroughs it is intended to offer this service for all applicants to the Blue Badge scheme. TfL would like to work towards an agreed assessment and appeals processes and will be looking to pilot this for the Blue Badge scheme during 2004.</p>	<p>Boroughs must set out a programme which contributes to a robust and reputable Blue Badge scheme. [The borough has a robust procedure for the application for and issue of blue badges and has an independent assessor in cases of appeal. It has a regular programme for assessing and implementing applications for on-street disabled persons' parking bays (and removing redundant bays) and has disabled persons' bays in all car parks where these are needed.]</p>

highlighting denotes a priority area

APPENDIX B: LOCAL AUTHORITY PARKING AND ENFORCEMENT PLANS

[Extract from LIP Guidance].

1. Boroughs are required to produce a Parking and Enforcement Plan that fully reflect the objectives of the Transport Strategy, as an integral part of their LIPs.

Aims of parking controls

2. The main aims of parking controls should be to manage kerb-space effectively in order to:

- Help reduce traffic congestion
- Help bus movements
- Improve safety
- Support essential business activity and improve reliability of servicing
- Recognise and provide for special needs where these exist, particularly the needs of residents and people with disabilities
- Recognise that many streets are unsuitable for parking of large vehicles
- Complement congestion charging
- Encourage a shift from the use of private cars to more sustainable modes of transport.

Parking control measures and activities

3. The measures and activities to be considered should include:

- Introducing, strengthening or extending Controlled Parking Zones (CPZs) in areas of parking congestion
- Allocating car parking space for specific user groups and users on the basis of essential and priority needs
- Ensuring that parking space is effectively managed by time and price, providing for the essential short stay parking needs of businesses and visitors while discouraging non-essential and commuter parking and resulting in an overall reduction in demand for parking
- Reviewing levels of on-street and camera enforcement for both weekdays and weekend enforcement
- Reviewing signage at all locations
- Ensuring signage on bus lanes is adequate for TECO standards of enforcement
- Improving co-ordination between boroughs, particularly at and across borough boundaries
- Reviewing the provision of coach parking and pick up points, particularly at visitor attractions
- Reviewing the provision of parking for powered two-wheelers
- Increasing the supply of parking for bicycles
- Supporting a comprehensive approach to the management of on-street and off-street parking.

Review of existing restrictions

4. Parking restrictions, and restrictions on loading and unloading, should be reviewed to help reinforce London's road hierarchy and ensure that they reflect changing policy priorities. Restrictions should be co-ordinated across boroughs and should take into account and, wherever possible, complement other traffic management measures, such as red route controls, bus lane regulations and congestion charging. They

should also reflect the increasing demands on the road network on Sundays, Bank Holidays and at night.

5. Highway authorities should undertake or complete reviews of existing parking regulations. The aims of these reviews should be to:

- Simplify regulations
- Complement and support public transport services, bus priority measures and other traffic management measures
- Take account of controls in neighbouring areas and boroughs
- Adapt to changes in demand for parking and servicing and changing policy objectives
- Complement congestion charging
- Ensure that restrictions are adequately signed for effective enforcement
- Update and consolidate traffic regulation orders so that they are easily understood, accurate and consistent.

6. In reviewing regulations, highway authorities should seek to ensure a comprehensive and logical approach to waiting and loading restrictions. On the TLRN, this issue is addressed by a Local Plan approach recognising and balancing the needs of road users and types of frontagers. A similar approach should be adopted for other main roads.

Parking and Enforcement Plans

7. Parking and Enforcement Plans should include information on:

The supply of parking, including:

- The hierarchy of street space between different user groups by area/parking zone and the quantity and type of waiting and loading restrictions
- Details of the number of public car parks and spaces including spaces on yellow lined roads
- Details of the number of private residential and non-residential parking spaces.

The demand for parking, including:

- The type and number of parking permits issued by area/parking zone
- Levels of usage of on and off-street parking space (including historical data where recorded).

Levels of parking charges, including:

- On and off-street parking tariff structure
- Permit prices and their justification
- Current penalty charge band areas.

Compliance with parking regulations, including:

- Plans to deal with the issue of persistent evaders of traffic regulations.

It is anticipated that this information should be available from existing sources. The Plan should set out how boroughs expect parking supply to change over time and the aims of policy in influencing this development.

8. Parking and Enforcement Plans should also include the following:

- A strategy statement setting out the aims of local authority parking policy and its role in overall transport and planning strategy
 - A description of how parking policies are designed to contribute to the objectives in the Mayor's Strategies notably how they will help reduce long-stay parking, bring about improvements to bus services and maintain and enhance the economic viability of business and town centres
 - A clear strategy for effective enforcement.
 - Policies relating to the supply of parking places for people with disabilities, coaches and powered two-wheelers
 - Policies regarding the provision and review of waiting and loading restrictions.
 - Identification of any issues regarding compatibility with policies operating in neighbouring areas and boroughs, including opportunities for wider use camera technology
 - Appropriate maps (e.g. existing and proposed CPZs, off-street parking, on-street parking, roadside enforcement camera locations etc.).
9. Boroughs are currently required to produce annual declarations to TfL and the Mayor on parking income and expenditure.

APPENDIX C - UDP POLICIES

This Appendix reproduces the policies in the Council's Unitary Development Plan (UDP) [First Review: Adopted March 2005: Amended July 2005.] relevant to this Parking and Enforcement Plan. Reference should be made to the UDP document for the supporting and explanatory text.

POLICIES TOWARD DEVELOPMENT

TRN 1 LOCATION OF NEW DEVELOPMENT

The Council will:

- (a) require the provision of non-residential development at the most local level practicable to reduce the need to travel. Where facilities will attract people from beyond walking distance they must be accessible by cycle, public transport or be capable of being made so;
- (b) require the provision of non-residential development which attracts large numbers of people and higher density residential development (including those developments with limited parking provision) to be located in existing town centres or areas which are highly accessible by public transport or where public transport can be suitably enhanced.

TRN 2 TRANSPORT AND NEW DEVELOPMENTS

The Council will only permit new development, or changes of use where it can be demonstrated that the transport infrastructure can accommodate it, or be adapted to do so, without creating congestion and hazards on the road network. Transport Assessments will be required to support development proposals where there are significant transport issues to be addressed. New development should:

- (a) provide adequately for the needs of disabled people, pedestrians and cyclists;
- (b) provide links to the pedestrian and cycle network and add to and enhance it, wherever appropriate;
- (c) make provision for short, direct links to public transport and add /enhance the public transport network wherever possible;
- (d) be acceptable in terms of traffic generation and traffic impact on the road network (taking into account the cumulative effects with other existing and committed developments in the area), and in terms of the availability of public transport and its ability to meet increased demand;
- (e) adequately provide for vehicular access and servicing, having regard to the needs of safety and to ensure that limited improvements in vehicular access are only allowed where they do not increase overall highway congestion;
- (f) where possible minimise the environmental impact and amount of land used by transport facilities, including roads, parking and turning heads. Street signs and furniture should be well designed and rationalised wherever possible;
- (g) be acceptable in terms of impact on air quality and noise levels caused by traffic generated;
- (h) seek in appropriate cases the concept of planning advantages appropriate to the site and commensurate to the scale of development in accordance with the Council's transportation policies.

TRN 3 TRAVEL PLANS

The Council will require the development of travel plans for significant new non-residential developments and events.

TRN 4 CAR AND BICYCLE PARKING STANDARDS

Maximum car parking standards are set for all types of development. In Controlled Parking Zones and within 400 metres of a railway station, more restrictive standards than elsewhere in the Borough will apply as these are generally indicators of higher accessibility levels to public transport. The Council is committed to adopting a Public Transport Accessibility Level (PTAL) Model in future to determine parking standards. Appropriate provision for people with disabilities and cycle parking will be required.

TRN 6 RETENTION OF OFF-STREET PARKING

Developments, including residential extensions, which would result in the unacceptable loss of off-street parking or lock-up garages, will generally be opposed. However, where redevelopment takes place, parking provision should be provided in accordance with the Council's standards (see Appendix A (ie. in the UDP)). In some cases this will involve a reduction in the number of the car parking spaces to meet the current standards.

POLICIES TOWARD CYCLING

TRN 12 CYCLING

The Council will seek to provide practical facilities for the safe and convenient movement of cyclists, including the development of a local cycle route to complement the London Cycle Network shown on Map 8. New development must be designed to give high priority to cycle facilities and to link to the cycle route network and include secure parking in accordance with standards. It will also seek to provide and support the provision of secure parking areas for cycles in shopping and leisure centres, public transport interchanges and other public buildings.

POLICIES TOWARD PUBLIC TRANSPORT

TRN 13 PUBLIC TRANSPORT IMPROVEMENTS

The Council will support and promote proposals to make the public transport service more efficient, safe, convenient, comfortable, reliable, frequent and more accessible, particularly for those people with disability or mobility problems. It will also press operators for cleaner exhaust emissions in all bus fleets operated in this borough. In particular the Council will oppose any proposal to close any of the railway stations in the Borough or any changes which reduce the level of service of public transport. Existing transport infrastructure should normally be retained. New development which affects transport infrastructure should provide the opportunity to improve rather than detract from public transport.

TRN 15 TRANSPORT INTERCHANGES

The Council will seek to improve the interchange facilities at all rail stations and bus interchanges in the Borough, having particular regard to information

systems, cycle parking, bus and pedestrian links, safety/security, access for people with mobility difficulties and environmental improvements.

TRN 16 COACHES

The Council will seek to produce a Borough wide strategy for coaches having particular regard to routing of journeys, the picking up and setting down of passengers and parked vehicles.

POLICIES TOWARD THE ROAD NETWORK

TRN 17 ROAD HIERARCHY

Subject to the locational policies of the plan, the Council will use the hierarchy of roads as the basis for land use planning, traffic and environmental management measures. The Council will seek to ensure that safety for vulnerable road users is a priority on all roads and that environmental improvements will be promoted to enhance the amenity of adjoining areas and to improve conditions for residents. The road hierarchy is shown on Map 9 [in the Plan] and the characteristics defined in the glossary to the Plan.

POLICIES FOR PARKING

TRN 22 ON-STREET PARKING

The Council will pursue the control of on-street parking where this is necessary to ensure the safe and efficient movement of motor vehicles, public transport, pedestrians, and cyclists, to maintain essential access to premises fronting the roadway, to provide loading bays to improve the local environment or to maintain the vitality of shopping centres. Where parking congestion is so severe that an equitable balance between conflicting demands cannot be achieved, the Council will promote the introduction of Controlled Parking Zones.

TRN 23 OFF-STREET PARKING

The Council will seek the provision in appropriate locations of further public off-street parking, priced to favour short- and medium-term users, where a need for such facilities can be demonstrated. The Council will seek to provide appropriate landscaping for all surface level car parks

TRN 24 STATION CAR PARKING

The Council will support and promote the provision of some additional off-street parking spaces at railway stations in the Borough where there is local need, where there is sufficient highway capacity and where it forms part of the implementation and development of a public transport interchange, involving improvements to bus, cycle and pedestrian facilities.

TRN 25 PARKING CHARGES

The Council acknowledges the limited land and financial resources available for the provision of car parks in the Borough and parking charges will be levied

on such scales as to favour short term parking by visitors and shoppers in the centres while still being structured to discourage use by long term parkers, particularly commuters. In Richmond and Twickenham town centres, charges will be used as necessary to regulate parking and ensure sufficient parking for residents in the evenings and weekends.

POLICIES ON ENVIRONMENTAL ISSUES

BLT 28 FORECOURT PARKING

The parking of vehicles in front gardens will be discouraged, especially where this will result in the removal of architectural features such as walls, gates and paving, or of existing trees and other vegetation, and where such parking would detract from the streetscape or setting of the property or the use of the access would create a road or pedestrian safety problem. The Council will seek to restrict permitted development rights for forecourt parking through Article 4 directions, where important townscape issues exist. The Council will have regard to the impact of forecourt parking in considering proposals to extend or convert existing residential property.

APPENDIX D

LONDON BOROUGH OF RICHMOND UPON THAMES PARKING STANDARDS

NOTE: The following parking standards will apply in the Borough

- 1) All floor areas relate to the Gross Floor Area (GFA) of the development unless otherwise stated.
- 2) Operational Parking standard refers to the essential parking requirement necessary to the functioning of the development which includes visitor space and spaces for those who require the use of a car for their business.
- 3) Provision must be made for people with disabilities in accordance with the Council's "Design For Maximum Access".
- 4) All standards are maximum, developers will be encouraged to provide fewer spaces unless there would be an adverse effect on amenity, road safety and emergency access in the surrounding area.
- 5) Shared use of parking, particularly in town centres and as part of major proposals is encouraged, particularly when peak usage of facilities does not coincide.
- 6) In cases of mixed use development standards will be applied on the basis of the constituent parts.

LAND USE	VEHICLE PARKING SPACE REQUIRED		CYCLE PARKING SPACE REQUIRED
	CONTROLLED PARKING ZONES	THE REMAINDER OF THE BOROUGH	
USE CLASS A1- SHOPS			
GENERAL RETAIL (RICHMOND & TWICKENHAM TOWN CENTRES)	Operational parking standard only of 1 space per 500	N/A	1 per 100sqm (minimum)
	sqm maximum.		

GENERAL RETAIL (A) OTHER DISTRICT CENTRES - TEDDINGTON, EAST SHEEN & WHITTON	1 space per 100sqm maximum. Up to 1 space per 20m ² will be acceptable where the parking can provide for the needs of the centre as a whole.	N/A	1 per 200sqm (minimum)
(B) (ELSEWHERE)	1 space per 50sqm , maximum	N/A	
ALSO (A) & (B) (OPERATIONAL PARKING)	Operational parking standard only of 1 space per 500 sqm maximum PLUS 1 lorry space per 500 sqm.	N/A	
SUPERSTORES	For superstores (over 2500sqm) the number of car spaces will be judged on merit, but not exceeding 1 space per 20 sq m, having regard to the nature and location of the development, accessibility by public transport and its likely traffic generation. PLUS 1 lorry space per 500sqm.	N/A	1 per 200 sqm (minimum)
<hr/>			
NON FOOD RETAIL WAREHOUSES			
(a) DIY stores (b) Garden Centres	1 car space per 30 sqm maximum is given as a guide, but each site will be considered on its merits. PLUS 1 lorry space per 500sqm	as CPZ	1 per 200sqm (minimum)

USE CLASS A2**FINANCIAL AND
PROFESSIONAL
SERVICES**

1 space per 600sqm maximum

Within 400m of a rail station, 1 space per
450sqm maximum1 per 200 sqm
(minimum)Elsewhere 1 per 300sqm maximum

USE CLASS A 3**FOOD AND DRINK****(a) Restaurants & Cafes**

1 space per 16sqm of net dining floor area maximum

1 space per 8sqm of net dining floor area maximum

1 per 200sqm
(minimum)**(b) Wine Bars, Public Houses
and
Licensed Clubs**

1 space per 16sqm of public area excluding WCs maximum.

1 space per 8 sqm of public area excluding WCs maximum. 200sqm(minimum)

1 per

(c) TakeawaysOff street provision for delivery vehicles/motor cycles
/scooters

as CPZ

1 per
200sqm(minimum)**USE CLASS B1****BUSINESS**

Offices, Light Industrial High Tech Science Parks and Business Parks	1 space per 600sqm maximum	Within 400m of a rail station, 1 space per 450sqm maximum	1 per 200 sqm (minimum)
	PLUS 1 lorry parking space per 2500sqm (minimum 1per unit)	Elsewhere 1 per 200sqm maximum PLUS 1 lorry parking space per 2500sqm (minimum 1 per unit)	
USE CLASS B2			
GENERAL INDUSTRIAL	1 space per 600sqm maximum	Within 400m of a rail station, 1 space per 450sqm maximum	1 per 200sqm(minimum)
	PLUS 1 lorry parking space per 2500sqm (minimum 1per unit)	Elsewhere 1 per 200sqm maximum PLUS 1 lorry parking space per 2500sqm (minimum 1 per unit)	
<hr/>			
USE CLASS B3 - B7			
SPECIAL INDUSTRIAL	Parking requirement for use within these categories will be assessed on their merits	as CPZ	1 per 200sqm(minimum)

USE CLASS B8

STORAGE AND DISTRIBUTION

1 space per 600sqm maximum

Within 400m of a rail station, 1 space per 450sqm maximum

1 per 200sqm(minimum)

Elsewhere 1 per 200sqm maximum

PLUS 1 lorry parking space per 2500sqm (minimum 1per unit)

PLUS 1 lorry parking space per 2500sqm (minimum 1 per unit)

USE CLASS C1

HOTELS AND HOSTELS

(a) Hotels

1 space per 5 bedrooms maximum, plus allowance for other facilities available to the public based upon the relevant standards.

1 space per bedroom maximum, plus allowance for other facilities available to the public based upon the relevant standards.

1 per 2 units of staff accommodation (minimum)

1 coach parking/setting down space of 1 space per 100 bedrooms, also allowance must be made for setting down by taxis

1 coach parking/setting down space of 1space per 100 bedrooms, also allowance must be made for setting down by taxis

(b) Residential Hostels

1 space per 4-6 occupants depending on type of hostel, maximum.

as CPZ

1 per 2 occupants (minimum)

USE CLASS C2

RESIDENTIAL INSTITUTIONS

(a) Residential Care Homes or Nursing Homes	1 space per 5 residents plus 0.5 spaces per unit of staff accommodation, maximum.	as CPZ	0.5 spaces per unit of staff accommodation
(b) Hospitals	0.5-1.0 spaces per bed, maximum.	as CPZ	1 per 200sqm
(c) Residential Colleges or Educational Centres	0.5 spaces per bedroom, maximum	as CPZ	0.5 spaces per bedroom (all minimum)
	NOTE: Each case will be considered on its merits having regard to the nature of services being provided.		

USE CLASS C3

STANDARD RESIDENTIAL {Amended July 2005} In CPZs for developments consisting of 6 or more units, the number of spaces per bedroom set out below can be reduced. However whether the standards are met or not residents shall not be eligible for residents parking permits, (Blue Badge holders exempt)
There are exceptions to this rule which are detailed in Policy TRN 5.

1- 2 bedrooms	: maximum 1 space	1-2 bedroom - maximum 1 space	1 space (min)
3 bedrooms	: maximum 2 spaces	3 bedrooms - maximum 2 spaces	2 spaces (min)
4 bedrooms	: maximum 2 spaces	4 bedrooms - maximum 2 spaces	2 spaces (min)
5+ bedrooms	: maximum 2 spaces	5+ bedrooms - maximum 3 spaces	2 spaces (min)

Conversion and/or extension of	Parking will be assessed in accordance with the	As CPZ	To be assessed in
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existing residential units	maximum for each size of unit		accordance with the standards as specified above
RETIREMENT HOUSING			
Self contained units with some communal facilities, but without a resident warden	1 space per 2 dwellings (unassigned) Maximum. Subject to the future tenure and age of prospective occupants. Retired persons are considered to be over over 60 years of age.	as CPZ	Optional figure of 1 space per 4 dwellings (minimum)
SHELTERED HOUSING			
Self contained units with some communal facilities, but without a resident warden	1 space per 4 dwellings plus 1 space for resident wardens unit, maximum. All spaces except the wardens unit shall be unassigned	as CPZ	1 space for resident warden (minimum)
HOUSING ASSOCIATION DEVELOPMENT	1 space per dwelling (unassigned) maximum		1 space per dwelling (minimum)
USE CLASS D1			
NON RESIDENTIAL INSTITUTIONS	The variety of categories of use within this use are such that it is inappropriate to define standards. Each application will therefore be judged on its merits	as CPZ	To be judged on its merits

Clinics, Health Centres, Dentists /Doctors Surgeries	1 space per consulting room maximum	4 spaces per consulting room maximum	1 per consulting room (minimum)
Parent and toddler groups	1 per 4 staff plus adequate space for delivery and collection of children maximum	1 space per 4 staff maximum	1 per 3 staff (minimum)
Public Halls	1 space per 10 persons/seats maximum PLUS 1 coach space per 50 persons/seats	1 space per 5 persons/ seats maximum	1 per 20 persons/seats (minimum)
Places of Worship	1 per 10 seats	as CPZ	1 per 20 seats (minimum)
Play groups and day nurseries	1 space per 4 staff maximum. Adequate setting down areas for cars shall be provided at establishments which cater for more than 20 children	1 space per 2 staff maximum (full time equivalent)	1 per 3 staff (minimum)
Schools	1 space per 2 staff maximum Arrangements must also be made for adequate setting down areas and visitor parking spaces Adequate facilities for the setting down of coaches shall also be considered	1 space per 2 staff maximum	5 spaces per classroom depending on the nature of the school (minimum)

USE CLASS D2

ASSEMBLY AND LEISURE NOTE: The variety of facilities which may be offered are such that alternatives may be justified.

The following standards are reproduced for the guidance of developers:

(a) Places of entertainment, Theatres, Cinemas, Bingo Clubs, Dance Halls	1 space per 10 persons maximum	1 space per 5 persons maximum	1 per 50 persons (minimum)
(b) Conference Centres	1 space per 10 persons maximum PLUS 1 coach space per 150 seats	1 space per 5 persons maximum	1 per 50 seats (minimum)
(c) Exhibition Halls	1 space per 50 sqm maximum PLUS 1 coach space per 300sqm	1 space per 25 sq m maximum	1 per 200sqm (minimum)
(d) Sports and Leisure Complexes			
Leisure Centres & Swimming Pools	1 space per 50 sqm Adequate setting down and parking facilities for coaches	1 space per 25 sq m maximum	1 per 50sqm (minimum)
Tennis & Badminton Courts	1 space per court maximum	3 spaces per court maximum	2 per court (minimum)
Squash Courts	1 space per court maximum	2 spaces per court maximum	1 per court (minimum)

OTHER USES

(a) Repair Garages

Petrol Filling Stations	1 per 4 staff maximum	as CPZ	1 per 2 staff (min)
Repair Workshops	6 spaces per repair bay	as CPZ	1 per 2 staff (min)
MOT Testing Centres	6 spaces	as CPZ	1 per 2 staff (min)
Car Wash	4 Off-street queuing spaces	as CPZ	1 per 2 staff (min)
Tyre Exhaust Fitting Centres	3 spaces per bay	as CPZ	1 per 2 staff (min)

NOTE: If any of the above are combined under one management then the parking provision may be reduced by one third.

(b) Car Sales

Showrooms	1 space per 75sqm of car display area to be set aside for the parking of visitors cars maximum	as CPZ	1 per 2 staff (min)
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APPENDIX E

CONTROLLED PARKING ZONE DETAILS (as at September 2006) (NB. These charges are currently under review)

Zone/Area	Spaces (approx)	Days/Hours of Operation	Method of Control	Charges	
Richmond (Area A1 and A2)	1523	Monday-Saturday 8.30am - 6.30 pm. [Resident bays to m/night] [Part A1: Sundays and Bank Holidays 11am to 5pm]	Residents Permits [NB. Some A1 bays controlled 8.30am to midnight.] Business Permits A1 A2	£190	24 months
				£100	12 months
				£60	6 months
				£35	3 months
				£250	per quarter
				£150	per quarter
			Meters and Ticket Machines	£2.00 (A1)	per hour
				£1.50 (A2)	per hour
Hampton Wick (Zone X)	630	Monday-Saturday 8.30 am - 6.30 pm	Residents Permits	£142.50	24 months
				£75	12 months
				£45	6 months
				£26.25	3 months
			Business Permits Inner area Outer area	£180 £ 70	per quarter per quarter
			Meters and Ticket Machines	80p (inner) 60p (outer)	per hour per hour
Central Twickenham (Zone D)	1852	Monday-Saturday 8.30 am - 6.30 pm	Residents Permits	£142.50	24 months
				£75	12 months
				£45	6 months
				£26.25	3 months
			Business Permits Inner area Outer area	£225 £140	per quarter per quarter
			Meters and Ticket Machines	80p (inner) 60p (outer)	per hour per hour
North Barnes (Zone B1)	1677	Monday-Friday 10.00am - Noon	Residents Permits	£85	24 months
				£45	12 months
				£28	6 months
				£16	3 months
			Business Permits	£35	per quarter
				(first issue)	
				£52.50	per quarter
				(additional issue)	
Hammersmith Bridge (Zone B)	175	Monday-Friday 10.00 am - 6.30 pm	Residents Permits	£142.50	24 months
				£75	12 months
				£45	6 months
				£26.25	3 months
			Business Permits	£60	per quarter
				(first issue)	
				£90	per quarter
				(additional issue)	
			Meters	60p	per hour
Residents' permits also valid in Zone B1					
Central Barnes (Zone CB)	435	Monday-Saturday 8.00am - 6.30pm	Residents Permits	£142.50	24 months
				£75	12 months
				£45	6 months
				£26.25	3 months
			Business Permits	£60	per quarter
				(first issue)	
				£90	per quarter
				(additional issue)	
			Meters and Ticket Machines	60p	per hour
Businesses may purchase permits for Zone CB or Zone CB1					

Zone	Spaces	Days/Hours of Operation	Method of Control	Charges	
Bracken Gardens, Barnes (Zone Z3)	49	Monday-Saturday 8.00am - 6.30pm	Residents Permits	£142.50 £75 £45 £26.25	24 months 12 months 6 months 3 months
			Meters	60p	per hour
Barnes Village (Zone CB1)	413	Monday-Friday 10.00am-Noon	Residents Permits	£85 £45 £28 £16	24 months 12 months 6 months 3 months
			Business Permits	£35 (first issue) £52.50 (additional issue)	per quarter per quarter per quarter
The Alberts (Zone G)	521	Monday-Friday 10.00 am - 4.30 pm	Residents Permits	£142.50 £75 £45 £26.25	24 months 12 months 6 months 3 months
			Vouchers	60p	per hour
Townshend (Zone J)	204	Monday-Friday 10.00 am - 2.00 pm	Residents Permits	£85 £45 £28 £16	24 months 12 months 6 months 3 months
			Vouchers	60p	per hour
East Twickenham (Zone F)	888	Monday-Friday 10.00 am - 4.30 pm	Residents Permits	£142.50 £75 £45 £26.25	24 months 12 months 6 months 3 months
			Business Permits	£60 (first issue) £90 (additional issue)	per quarter per quarter per quarter
			Vouchers and meters	60p	per hour
Cole Park (Zone C)	411	Monday-Friday 8.30 am - 6.30 pm	Residents Permits	£142.50 £75 £45 £26.25	24 months 12 months 6 months 3 months
			Business Permits	£60 (first issue) £90 (additional issue)	per quarter per quarter per quarter
			Meters and Ticket Machines	60p	per hour
South Twickenham (Zone E)	519	Monday-Friday 8.30 am - 10.30 am	Residents Permits	£85 £45 £28 £16	24 months 12 months 6 months 3 months
			Business Permits	£35	per quarter
Hampton Court (Zone H)	49	Monday-Sunday 8.30 am - 6.30 pm	Residents Permits	£190 £100 £60 £35	24 months 12 months 6 months 3 months
			Business Permits	£80	per quarter
			Vouchers, Meters and Ticket Machines	60p	per hour
Heatham (Zone HM)	506	Monday-Saturday 9.00 am - 6.30 pm	Residents Permits	£142.50 £75 £45 £26.25	24 months 12 months 6 months 3 months
			Ticket Machines	40p	per hour

Zone	Spaces	Days/Hours of Operation	Method of Control	Charges
North-East Richmond (Zone N)	956	Monday-Saturday 10.00 am - 4.30 pm	Residents Permits	£142.50 24 months £75 12 months £45 6 months £26.25 3 months
			Business Permits	£60 per quarter (first issue) £90 per quarter (additional issue)
			Vouchers, Meters and Ticket Machines	60p per hour
St Margaret's South (Zone S)	1249	Monday-Friday 10.00 am – 4.30 pm	Residents Permits	£142.50 24 months £75 12 months £45 6 months £26.25 3 months
			Business Permits	£60 per quarter (first issue) £90 per quarter (additional issue)
			Vouchers and Meters Richmond Road and Riverside Ticket Machines	60p per hour 40p per hour
East Sheen (Zone ES)	535	Monday-Friday 10.00 am - 4.30 pm	Residents Permits	£142.50 24 months £75 12 months £45 6 months £26.25 3 months
			Business Permits	£60 per quarter (first issue) £90 per quarter (additional issue)
			Vouchers, Meters and Ticket Machines	60p per hour
Kew (Zone KA)	1629	Monday-Friday 10.00 am - Noon	Residents Permits	£85 24 months £45 12 months £28 6 months £16 3 months
			Business Permits	£35 per quarter (first issue) £52.50 per quarter (additional issue)
South Barnes (Zone CB2)	TBA	Monday-Friday 10.00 am - Noon	Residents Permits	£85 24 months £45 12 months £28 6 months £16 3 months
			Business Permits	£35 per quarter (first issue) £52.50 per quarter (additional issue)

Zone	Spaces	Days/Hours of Operation	Method of Control	Charges	
South Kew (Zone KB)	TBA	Monday-Friday 10.00 am – Noon	Residents Permits	£85	24 months
				£45	12 months
				£28	6 months
				£16	3 months
			Business Permits	£35	per quarter (first issue)
				£52.50	per quarter (additional issue)
Kew Green (Area KC)	TBA	Monday-Sunday 10.00 am – 4.30pm	Residents Permits	£142.50	24 months
				£75	12 months
				£45	6 months
				£26.25	3 months

NB. The Ferry Road, Teddington; Station Approach/Parade, Kew; Kew Green; and that part of the Richmond A2 area immediately outside Richmond Gate are not CPZs – as there are no CPZ Entry/Exit signs - but are nevertheless designated parking schemes.

Mini Zones	Spaces	Days/Hours of Operation	Method of Control	Charges
Elleray Road, Teddington (Zone Z1)	32	Monday-Saturday 8.30 am - 6.30 pm	Residents Permits	£142.50 24 months £75 12 months £45 6 months £26.25 3 months
Ferry Road, Teddington (Area Z2)	14	Monday - Sunday 8.30 am - 6.30 pm	Residents Permits	£142.50 24 months £75 12 months £45 6 months £26.25 3 months
Vicarage Road, Teddington (Zone M1)	31	Monday-Sunday 8.30 am - 6.30 pm	Residents Permits	£142.50 24 months £75 12 months £45 6 months £26.25 3 months
Barnes: High Street	30	Monday-Friday 8.00 am - 6.30 pm Saturday 8.00 am - 1.30 pm	Ticket Machines	(10p per 10 mins) 60p per hour
Teddington: High Street	42	Monday-Saturday 9.00 am – 5.00 pm	— “ —	— “ —
Broad Street, The C'seway, Park Road	30	Monday-Saturday 8.30 am - 6.30 pm		
Ham Parade	43	Monday-Saturday 10.00 am - 4.00 pm	— “ —	— “ —
Kew: North Road	6	Monday-Saturday 9.00 am - 5.00 pm	— “ —	— “ —
Station Approach/ Station Parade	30	Monday-Saturday 9.00 am - 5.00 pm	— “ —	— “ —
Sandycombe Rd	7	Monday-Saturday 9.00 am - 5.00 pm	— “ —	— “ —

Other parking schemes	Spaces	Days/Hours of Operation	Method of Control	Charges
Southfield Gardens (Area Z4)	40 (unmarked)	Monday-Friday 10.30 am - 2.30 pm	Residents Permits One hour free bays	£85 24 months £45 12 months £28 6 months £16 3 months

NB: There is also an Event Day Zone covering the area around the Twickenham Rugby Stadium, but no charges are made for permits or visitors' permits. Details are therefore not included in this table.

Permit and pay and display/meter/voucher spaces are not controlled on Sundays or bank holidays except in the central area of the Richmond A1 CPZ and in the Hampton Court CPZ.

Residents' Visitors Permits (NB. Charges under review)

Residents' visitors' permits are available for purchase by zone residents. Each household may purchase 12 books of 10 half-day permits each year. These cost:-

Richmond zone (A1/A2) - £18 per book

All other zones - £ 9 per book

Residents over 60 years of age or over can purchase permits at a 50% discount.

APPENDIX F



A1	Richmond Town
A2	Richmond Hill
B	Hammersmith Bridge
B1	North Barnes
C	Cole Park
B	Central Barnes
B1	Barnes Village
B2	South Barnes
D	Central Twickenham
E	South Twickenham
E	East Sheen
F	East Twickenham
G	The Alberts
H	Hampton Court
M	Heatham
J	Townshend
K	Kew
K	South Kew
K	North Kew
M	Vicarage Road
N	North East Richmond
N	Event Day
S	St Margaret's South
X	Hampton Wick
Z1	Elleray Road
Z2	Ferry Road
Z3	Bracken Gardens
Z4	Southfield Gardens

CAR PARKS

Ref no	Location	Time in/ft	Fee	Capacity
1	Parish Road (multi-storey)	-	Yes 341	Yes 341
2	Finis Lane	4	Yes 63	Yes 63
3	Old Deer Park	24	Yes 265	Yes 265
4	Old Deer Park extension	4	Yes 164	Yes 164
5	Richmond Riverside	2	Yes 78	Yes 78
6	Friday evenings & weekends			
7	Richmond Ponds	4	Yes 150	Yes 150
8	North Lane - west side	3	Yes 83	Yes 83
9	North Lane - east side	3	Yes 26	Yes 26
10	Cedar Road	2	Yes 22	Yes 22
11	Teddington Pool & Gym	4	Yes 44	Yes 44
12	Aggonter Road (multi-storey)	-	Yes 440	Yes 440
13	Church Lane	2	Yes 30	Yes 30
14	Holly Road	4	Yes 34	Yes 34
15	York House	2	Yes 34	Yes 34
16	St Albans's Court	-	No 30	No 30
17	Aldersburn Road	24	No 19	No 19
18	Ham Street	-	No 200	No 200
19/20	Tanley Park Ref/The Avenue	24	No 171	No 171
21	Taylor Close	2	Part Yes 40 Part No 32	Part Yes 40 Part No 32
22	Rear of Hampton Hill	2	No 45	No 45
23	Saracen Stn - High Street	3	Yes 88	Yes 88
24	Nelson Road	3	Yes 40	Yes 40
25	Shen Lane Centre	3	Yes 40	Yes 40
26	Ryde House (Saturdays only)	4	Yes 54	Yes 54
27	Old Dridge Street	2	Yes 16	Yes 16
28	Bennett's Close	4	Yes 43	Yes 43
29	Green Pastures Farmhouse	4	No 11	No 11

APPENDIX G. CURRENT CPZ PROGRAMME

A review of the CPZ programme is to be reported to the Council's Cabinet in October

APPENDIX H. COACH PARKING FACILITIES IN RICHMOND AND SURROUNDING AREA

[Source: Coach Parking in London 2006, Confederation of Passenger Transport/Transport for London]

Location	Number of Spaces	Operating Times	Charged?	Comments
Inside the Borough				
Kew Road, Kew	Up to 12		No	On-street parking
Old Deer Park car park	3		Yes – £15 per 12 hours	Pay and Display. Credit cards accepted
Hampton Court Green	Not specified	0700 - Dusk	Yes –after 9.15am	50p up to 1 hr £3 up to 6 hrs £6 for over 6 hrs (from 12 Dec 2005)
Stanley Road, Teddington	Not specified	0900-1730	Yes - £10 per day	
Outside the Borough				
Commerce Road, Brentford	Not specified	Daytime only	Not specified	Must pre-book
Hampton Court Station	Not specified		Yes - £10 per 24 hours	

For further details of operators and contact numbers, see the CPT/TfL leaflet.

The Council, as part of a greater review of its CPZ policies, agreed a new consultation framework in July 2006

The aims of this framework are to ensure that the introduction of any new CPZs is robust and firmly reflects the will of local residents and businesses.

The revised policy involves a two-stage consultation process prior to traffic order advertisement. The “1st stage” consultation establishes the initial level of support for a CPZ within the consultation area; whilst the “2nd stage” consultation establishes the level of support on detailed design proposals. The “1st stage” result will be used to inform on the decision to hold the “2nd stage” consultation.

The new approach proposes that at analysis stage of each consultation (both 1st and 2nd stage), the consultation results will be reported to the Cabinet Member, ward councillors and the Transport Consultative Group. The results will include details of correspondence and phone calls received during the consultation period. The Cabinet Member will decide on a fair way forward taking into account the response rates, the level of support among those responding in each road and within a viable area finally considered for a CPZ, and congestion and road safety conditions. There are no set numeric thresholds to be met, but a majority will always need to be in favour in a proposed zone. Where there is minimal support a CPZ will not be introduced.

The area for consultation will be defined following an analysis of the Stage 1 findings on a street-by-street basis to determine those areas where there is a significant measure of support. Should the outcome of this formal consultation determine that there is a general level of support for the proposals, the scheme will progress to implementation.

Where required, a further consultation can be carried out in order to consider expansion or removal of the parking zone as part of a review.

Criteria for prioritising CPZ Studies:

The following criteria are used to prioritise CPZ studies -

- *Evidential daytime residential parking indicators* (e.g. % in an area requesting controlled parking, % against, degree of congested parking, etc).
- *Evidential daytime commercial parking indicators* (e.g. effect of parking situation on local businesses and services, % of businesses in an area requesting controlled parking, % against, degree of congested parking in shopping and non-residential streets, etc).
- *Evidential environmentally indicators* (e.g. problems for access/movement by goods vehicles etc; effects of parking on amenity and safety, etc).
- *Evidential procedural indicators* (e.g. ease of implementation).
- *Evidence of community support for proposals* (e.g. ward councillors’ views, views of police, other emergency services and public transport operators, etc., views of the local resident and business community).

SERVICE PROVISION

The following car parks are managed by the Council:

Off-Street Car Parks - 27

Location	Total Spaces	Disabled Bays	Type of control
* Arragon Road multi-storey, Twickenham	442	5	(pay on foot)
St Richards Court, Ham	30	1	(free)
Ashburnham Road, Ham	19	1	(free)
Bennett Close, Hampton Wick	10	3 dis/permit	(pay and display)
Cedar Road, Teddington	22	0	(pay and display)
Church Lane, Twickenham	30	0	(pay and display)
+ Friars Lane, Richmond	63	0	(pay and display)
Ham Street (Riverside), Ham	200	0	(free)
* High Street, Hampton Hill	47	0	(free up to 2 hrs)
Holly Road, Twickenham	171	0	(pay and display)
* Kew Station Forecourt	10	3 dis/permit	(pay and display)
Nelson Road, Whitton	83	4	(pay and display)
North Lane West, Teddington	83	4	(pay and display)
North Lane East, Teddington	26	0	(pay and display)
* Old Bridge Street, Hampton Wick	16	0	(pay and display)
+*Old Deer Park, Richmond	285	0	(pay and display)
* Old Deer Park Extension, Richmond	164	2	(pay and display)
Paradise Road multi-storey, Richmond	341	4	(pay on foot)
* Richmond Riverside, Richmond (w/end only)	78	0	(pay and display)
Richmond 'Pools on the Park'	150	2	(pay and display)
* Ryde House, East Twickenham (Sats only)	52	1	(pay and display)
Sheen Lane, East Sheen	40	2	(pay and display)
Tangley Park Road, Hampton	64	0	(free)
Taylor Close, Hampton Hill	40	0	(pay and display)
	32	0	(free)
Teddington Pool	44	2	(pay and display)
The Avenue, Hampton	107	3	(free)
York House, Twickenham	32	3	(pay and display)
Total	2681	40	

* The car parks marked with an asterisk are operated by the Council under the terms of leasehold or other agreements.

+ The car parks marked with a cross operate with temporary planning permission.

In addition the Council receives a proportion of the income from the Waitrose, Sheen Road, Richmond car park; and sub-leases the Richmond Station (Quadrant) Richmond multi-storey car park to NCP Ltd (the Council itself leasing the car park from St Martins' Property Corporation, Network Rail's Property Management Company).

CAR PARK CHARGES**(as at 1 August 2006) [NB. These charges are currently under review]**

Site	Charges
RICHMOND	
Paradise Road multi-storey	0-1hr - £1.20
	1-2hrs - £2.40
	2-3hrs - £3.50
	3-4hrs - £4.50
	4-5hrs - £5.50
	5-6hrs - £6.50
	6-9hrs - £9.00
	Over 9hrs - £11.00
	Evenings - £1.50 (1800-2400)
	Sundays(0900-1800)
	0-2hrs £1.00
	Over 2hrs £2.00
	3 month season - £500
Friars Lane	0-1hr - £1.20
	1-2hrs - £2.40
	2-3hrs - £3.60
	3-4hrs - £4.80
	Evenings - Free
Old Deer Park	0-½hr - 50p
	½-1hr - £1.00
	1-1½hrs - £1.50
	1½-2hrs - £2.00
	2-2½hrs - £2.50
	2½-3hrs - £3.00
	3-3½hrs - £3.50
	3½-4hrs - £4.00
	4-6hrs - £5.00
	6-24hrs - £7.00
	Sundays (as above but max of £4.00)
	3 month season - £400
	Evenings - Free
	Coaches:
	Each 12 hr period - £15.00
	Charges apply every day

Site	Charges		
RICHMOND (cont)			
Old Deer Park Extension	As above, but up to 4hrs stay only. No coaches.		
Sheen Road (Waitrose)	Customers spending £10+	Non-Waitrose customers	
	0-1hr	Free	£1.20
	up to 1½hrs	Free	£1.80
	1½-2hrs	60p	£2.40
	2-3hrs	£2.40	£3.60
	Over 3 hours	£20.00	£20.00
	Lost ticket	£20.00	£20.00
The Quadrant multi-storey (NCP)	0- 1hr	-	£1.20
	1- 2hrs	-	£2.20
	2- 3hrs	-	£3.50
	3- 4hrs	-	£4.20
	4- 6hrs	-	£6.30
	6- 9hrs	-	£10.00
	9-12hrs	-	£11.00
	12-24hrs	-	£12.00
	Evenings	-	£2.70 (1800-0800)
	Sundays and Bank Holidays	-	As normal
	12 week season	-	£538.00
Richmond Riverside	Friday evening	-	£1.00
	Saturdays (up to 6pm):		
	0-1 hr	-	£1.00
	1-2 hrs	-	£2.00
	After 6pm	-	£1.00
	Sundays:		
	0-1 hr	-	£1.00
	1-2 hrs	-	£2.00
Richmond "Pools on the Park"	0-1 hr	-	80p
	1-2 hrs	-	£1.60
	2-3 hrs	-	£2.40
	3-4 hrs	-	£3.20
(Pool users are refunded charge minus 40p)			

Site	Charges		
TWICKENHAM			
Arragon Road multi-storey	0-1 hr	-	50p
	1-2 hrs	-	90p
	2-3 hrs	-	£2.00
	3-4 hrs	-	£2.70
	4-5 hrs	-	£3.50
	5-6 hrs	-	£4.50
	Over 6hrs	-	£6.50
	Evenings	-	Free (1800-M'night)
	Sundays	-	Free (0930-1630)
	3 month season - £380		
Church Lane	0-1 hr	-	60p
	1-2 hrs	-	£1.20
	Evenings	-	Free
	3 month season - £325		
Holly Road	0-1 hr	-	60p
	1-2 hrs	-	£1.20
	2-3 hrs	-	£1.80
	3-4 hrs	-	£2.40
	Evenings	-	Free
	3 month season - £325		
York House	0-½hr	-	Free
	½-1 hr	-	60p
	1-2 hrs	-	£1.20
	Evenings	-	Free
	Saturdays	-	Free

Site	Charges
TEDDINGTON	
North Lane (West side) & North Lane (East side)	0-½hr - 40p ½-1hr - 80p 1-1½ hr - £1.20 1½-2 hr - £1.50 2-2½ hr - £1.80 2½-3 hr - £2.00 Evenings - free (North Lane East only) 3 month season - £20 (resident) 3 month season - £60 (business)
Cedar Road	0-1 hr - 50p 1-2 hr - £1.00
Teddington Pool	0-1 hr - 60p 1-1½ hr - 90p 1½-2 hr - £1.20 2-2½ hr - £1.50 2½-3 hr - £1.80 3-3½ hr - £2.10 3½-4 hr - £2.40 (full refund for pool users)

SHEEN

Sheen Lane Centre	0-1hr - 70p 1-2hrs - £1.50 2-3hrs - £2.00 Evenings - Free Saturdays - Free 3 month season - £200
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WHITTON

Nelson Road	0-1hr - 30p 1-2hrs - 50p 2-3hrs - 80p Evenings - Free 3 month season - £30
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EAST TWICKENHAM

Ryde House (Saturdays only)	0-1hr - 50p 1-2hrs - £1.00 2-3hrs - £1.50 3-4hrs - £2.00 3 month season - £50
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Site	Charges		
HAMPTON HILL			
Taylor Close	0-½hr	-	15p
	½-1hr	-	30p
	1-1½ hr	-	45p
	1½-2 hr	-	60p
	2-2½ hr	-	75p
	2½-3 hr	-	90p
	3-3½ hr	-	£1.05
	3½-4 hr	-	£1.20
	Evenings	-	Free
	Saturdays	-	Free
	3 month season	-	- £20 (resident) - £40 (business)
HAMPTON WICK			
Old Bridge Street	0-½ hr	-	30p
	½-1 hr	-	60p
Bennett Close	0-1 hr	-	Free
	1-2 hrs	-	£1.00
	2-3 hrs	-	£2.00
	3-4 hrs	-	£3.00
KEW			
Station Forecourt	10p per 10 minutes (Max stay - 2 hours)		

NB. All car parks except those in Richmond, and the Arragon Road, Twickenham multi-storey car park on special event days, are free on Sundays and bank holidays.

Use of Parking Income

Much of any surplus made from our parking operations is ring-fenced by legislation. This is **all** surplus income from on-street operations, together with any resulting from decriminalised operations (ie issue of PCNs) in car parks. Surpluses are determined after taking into account expenditure on providing the services.

No other car park income, eg pay and display income, multi-storey income, is ring fenced.

“HOW THE PARKING SURPLUS CAN BE USED”

**Financial provisions relating to designation orders
(as amended for the London Borough of Richmond upon Thames)**

ROAD TRAFFIC REGULATION ACT 1984 - S.55

S.55

- (1) A local authority shall keep an account of their income and expenditure in respect of parking places for which they are the local authority and which are –
- (a) in the case of Transport for London, the Council of a London Borough and the Common Council of the City of London, parking places on the highway; and
 - (b) in the case of any other authority, designated parking places
- and of the income from additional parking charges (within the meaning of section 4(8) of the Road Traffic Act 1991) received by them in respect of vehicles found within a special parking area and the expenditure incurred by them in the discharge of functions exercisable by them in relation to a special parking area by virtue of Part II of the Road Traffic Act 1991.
- (1A) In subsection (1) above references to “a special parking area” are to an area designated as a special parking area by the Road Traffic (Special Parking Areas)(London Boroughs of Richmond upon Thames and Southwark) Order 1993.
- (2) At the end of each financial year any deficit in the account shall be made good out of the general fund or, in Wales, council fund, and (subject to subsection (3) below) any surplus shall be applied for all or any of the purposes specified in subsection (4) below and, in so far as it is not so applied, shall be appropriated to the carrying out of some specific project falling within those purposes and carried forward until applied to carrying it out.
- (3) If the local authority so determine, any amount not applied in any financial year, instead of being or remaining so appropriated, may be carried forward in the account kept under subsection (1) above to the next financial year.
- (3A) Transport for London, the Council of each London Borough and the Common Council of the City of London shall, after each financial year, report to the Mayor of London on any action taken by them, pursuant to subsection (2) or (3) above, in respect of any deficit or surplus in their account for the year.
- (3B) The report under subsection (3A) above shall be made as soon after the end of the financial year to which it relates as is reasonably possible.
- (4) The purposes referred to in subsection (2) above are the following, that is to say-
- (a) the making good to the general fund or, in Wales council fund, of any amount charged to that fund under subsection (2) above in the 4 years immediately preceding the financial year in question;

- (b) meeting all or any part of the cost of the provision and maintenance by the local authority of off-street parking accommodation, whether in the open or under cover;
- (c) the making to other local authorities, or to other persons of contributions towards the cost of the provision and maintenance by them, in the area of the local authority or elsewhere, of off-street parking accommodation, whether in the open or under cover;
- (d) if it appears to the local authority that the provision in their area of further off-street parking accommodation is unnecessary or undesirable, the following purposes-
 - (i) meeting costs incurred, whether by the local authority or by some other person, in the provision or operation of, or of facilities for, public passenger transport services,
 - (ii) the purposes of a highway or road improvement project in the local authority's area,
 - (iii) in the case of a London authority, meeting costs incurred by the authority in respect of the maintenance of roads maintained at the public expense by them,
 - (iv) the purposes of environmental improvement in the local authority's area,
 - (v) in the case of such local authorities as may be prescribed, any other purposes for which the authority may lawfully incur expenditure.
- (e) in the case of a London authority, meeting all or any part of the cost of the doing by the authority in their area of anything-
 - (i) which facilitates the implementation of the London transport strategy, and
 - (ii) which is for the time being specified in that strategy as a purpose for which a surplus may be applied by virtue of this paragraph;
- (f) in the case of a London authority, the making to any other London authority of contributions towards the cost of the doing by that other authority of anything towards the doing of which in its own area the authority making the contribution has power-
 - (i) to apply any surplus on the account required to be kept under subsection (1) above; or
 - (ii) to incur expenditure required to be brought into that account.

(4A) For the purposes of subsection (4)(d)(ii)-

- (a) a highway improvement project means a project connected with the carrying out by the appropriate highway authority (whether the local authority or not) of any operation which constitutes the improvement (within the meaning of the

Highways Act 1980) of a highway in the area of a local authority in England or Wales; and

- (b) a road improvement project means a project connected with the carrying out by the appropriate roads authority (whether the local authority or not) of any operation which constitutes the improvement (within the meaning of the Roads (Scotland) Act 1984) of a road in the area of a local authority in Scotland.
- (4B) For the purposes of subsection (4)(d)(iv) "environmental improvement" includes-
- (a) the reduction of environmental pollution (as defined in the Pollution Prevention and Control Act 1999 (c. 24); see section 1(2) and (3) of that Act);
 - (b) improving or maintaining the appearance or amenity of-
 - (i) a road or land in the vicinity of a road, or
 - (ii) open land or water to which the general public has access; and
 - (c) the provision of outdoor recreational facilities available to the general public without charge.
- (4C) Regulations for the purposes of subsection (4)(d)(v) above-
- (a) may prescribe all local authorities, particular authorities or particular descriptions of authority,
 - (b) may make provision by reference to whether the authority or authorities in question have been classified for the purposes of any other enactment as falling or not falling within a particular category, and
 - (c) may make provision for the continued application of that provision, in prescribed cases and to such extent as may be prescribed, where an authority that is prescribed or of a prescribed description ceases to be so.
- (5) [Deleted]
- (6) [Deleted]
- (7) [Deleted]
- (8) For the purpose of enabling Transport for London and any other London authorities to discharge jointly any functions conferred by virtue of subsection (4)(f) above by a joint committee established under section 101(5) of the Local Government Act 1972, sections 101(5) and 102 of that Act shall have effect as if Transport for London were a local authority.
- (9) In the application of this section in relation to Transport for London, any reference to its general fund shall be taken as a reference to the financial reserves for which provision is made under Section 85(4)(c) of the Greater London Authority Act 1999 in calculating Transport for London's component budget for the financial year in question.

(10) In this section-

“London authority” means Transport for London, a London borough council or the Common Council of the City of London;

“the London transport strategy” means the transport strategy prepared and published under Section 142 of the Greater London Authority Act 1999.

DEFINITIONS

“designation order”: s.142(1)

“local authority”: s.45(7) and subs.(7)

“London authority”: subs.(10)

“the London transport strategy: subs.(10)

REVIEW DATE: 10/2004

APPENDIX

Clause 4(e)(ii) - Specified purposes in the London transport strategy for which parking surpluses can be used.

- bus priority measures and improvements to bus stops
- other measures to improve buses
- on-street measures to promote walking
- on-street measures to promote cycling
- on-street measures to improve accessibility to the transport network
- parking and enforcement measures
- traffic reduction and traffic management measures
- road safety measures
- structural maintenance of bridges and principal roads
- Streets-for-People areas identified in the LIP
- environmental street improvement schemes in town centres
- Interchange projects
- measures to assist freight developed through Freight Quality Partnerships
- complementing congestion charging
- development of school travel plans and workplace travel plans
- vehicle emissions monitoring and enforcement.

Gordon Bell
Principal Engineer (Parking Policy)
Tel: 020 8891 7325
Fax: 020 8487 5010
E-mail: g.bell@richmond.gov.uk

Stephen Mayers.
Transport for London - Borough Funding Team
Windsor House
42-50 Victoria Street
London
SW1H 0TL

17 October 2005

Dear Mr Mayers

**ROAD TRAFFIC REGULATION ACT 1984 - SECTION 55 (AS AMENDED)
ANNUAL STATEMENT ON PARKING ACCOUNT 2004/05**

I have pleasure in enclosing for the Mayor of London the Council's annual statement for parking operations for 2004/05 as required by Section 55 of the 1984 Act (as amended). The off-street surplus incorporated in the parking figures is determined from the relevant income and expenditure from the Council's off-street parking operation, as required by the legislation. I also enclose statements relating to the Council's CCTV bus lane enforcement operations for the same year.

The form of the statement of accounts varies between the parking and CCTV bus lane operations. The former reflects the information supplied in previous years, whilst the latter provides information in accordance with the Council's standard accounting headings.

Yours sincerely

Gordon Bell
Principal Engineer
(Parking)

cc Rikki Hill
ALG Transport and Environment Committee
59 1/2 Southwark Street
London SE1 0AL

cc Angeline de Jong
David Neaves/Matthew Hill
Mick Potter
Councillor M Kreling

Table 1

London Borough of Richmond upon Thames**Parking Account [Excl CCTV Bus Lane Enforcement]****2004/05**
ACTUAL
£**On-Street Expenditure**

Parking management staff/ In-house "processing " staff	770,335
Parking contractor	1,409,724
IT equipment	56,314
ALG-TEC costs	57,939 (1)
Parking Enforcement Centre (PEC) costs	43,886 (1)
Repair and maintenance of equipment	179,365
New parking equipment	
Zone extensions	285,891
Other costs/charges	124,917
Central Departments SLA	183,734
Transport Planning	50,000
	<hr/>
	3,161,906

On-Street Income

Ticket Machines	1,362,236
Parking Meters	513,302
Parking Permits	1,466,790
Business Permits	161,001
Parking Vouchers	76,886
Road Traffic Act Income	2,382,948
Bay Suspension	55,120
Other Income	2,147
	<hr/>
	6,020,429

On-Street Parking Surplus

2,858,324**Off-Street Surplus**

25,100

Total Net Surplus

2,883,424

Notes:

(1) This year these amounts have been split between the on-street parking, on-street CCTV bus lane and off-street accounts.

Table 2**London Borough of Richmond upon Thames****CCTV Bus Lane Enforcement Account****2004/05****ACTUAL****£****Expenditure**

Employee Costs	10,587
Premises Related Expenditure	0
Manager's Fees	126,461
Supplies and Services	43,508
Agency and Contracted Services	18,003
Departmental	247,069
Central	5,215
	<hr/>
	450,842

Income

Penalty Charges	740,418
Grants and Contributions	10,000
	<hr/>
	750,418

Surplus

299,576

Table 3
London Borough of Richmond upon Thames

Statement of Use of Parking Surplus

Parking Contraventions	<u>2004/05</u>
<u>Used to provide finance for</u>	<u>ACTUAL</u>
	<u>£</u>
Transport and Traffic Management	1,089,928
Highways Improvements etc - Borough Roads	1,793,695
Contribution to Concessionary Fares	0
	<u>2,883,623</u>

Table 4

Statement of Use of Parking Surplus

<u>Bus Lane Contraventions</u>	<u>2004/05</u>
<u>[London Local Authorities Act 1996]</u>	<u>ACTUAL</u>
<u>Used to provide finance for</u>	<u>£</u>
Transport and Traffic Management	0
Highways Improvements etc - Borough Roads	100,228
Contribution to Concessionary Fares	199,348
	<u>299,576</u>