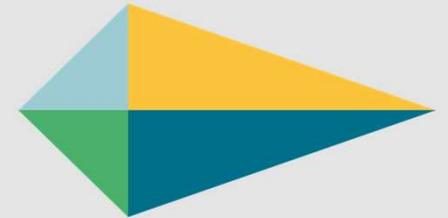


# Parking Services and CPE administration

Lewis Boudville

Transport, Infrastructure & Parking Services Manager



**EASTSUFFOLK**  
COUNCIL

# Agenda

- Introductions
- Civil Parking Enforcement and the reason for it
- The last year for Parking Services
- Parking Services delivery and systems
  - The scope of a parking services operation
  - Taranto
  - RingGo
  - Flowbird
- Travel planning and transport management
- Summary
- Question and answer session

# Civil Parking Enforcement and the reason for it

- A Highway Authority manages the highway using the [Road Traffic Regulation Act 1984](#) – this is Law!
- The law applies for speed limits, permitted manoeuvres, weight and height limits, and parking management
- The law is used for addressing road user safety and traffic movement issues, and balancing parking demand
- All highway laws apply whether or not they enforced, and:
  - a 30mph speed limit applies even when a police officer is not there to enforce it
  - yellow lines apply when a Civil Enforcement Officer is not there to enforce it
- The Suffolk Constabulary was not able to adequately resource enforcing parking management law, and with Suffolk County Council, sought civil enforcement powers from Government
- The district and borough councils now enforce the RTRA law regarding parking, which is provided by a piece of legislation called 'The Civil Enforcement of Parking Contraventions Designation Order 2020'

# Civil Parking Enforcement and the reason for it

## Applicable legislation

- [Traffic Management Act 2004](#)
- [SI 362: The Traffic Signs Regulations and General Directions 2016](#)
  - [Traffic Signs Manual](#)
- [SI 14: The Civil Enforcement of Parking Contraventions Designation Order 2020](#)
- [SI 3482: The Civil Enforcement of Parking Contraventions \(England\) Representations and Appeals Regulations 2007](#)
- [SI 3483: The Civil Enforcement of Parking Contraventions \(England\) General Regulations 2007](#)
- [SI 3487: The Civil Enforcement of Parking Contraventions \(Guidelines on Levels of Charges\) \(England\) Order 2007](#)
- [SI 2489: The Local Authorities' Traffic Orders \(Procedure\) \(England and Wales\) Regulations 1996](#)
- [Statutory guidance: Guidance for local authorities on enforcing parking restrictions](#)

## The last year for Parking Services

- Partnership work with SCC, Suffolk Police, Ipswich Borough Council, and West Suffolk Council, and liaison with the Department for Transport to make The Civil Enforcement of Parking Contraventions Designation Order 2020 and agreements
- Employed and trained twenty-seven parking services staff
- Procured parking fine and permit management systems
- Raised awareness of ESC's RingGo service
- Patrolled 182,000 streets and off-street parking places
- Started nearly 69,000 observations
- Detected more than 20,000 illegal parking practices
- Processed more than 3,000 'appeals' (11,000 pieces of correspondence)
- Processed and issued more than 2,500 permit and exemption applications
- Simplified and levelled-up tariffs and Made a CPE compliant off-street parking places Order
- Upgraded nearly 100 pay-and-display machines
- Installed more than 1,100 new signs in ESC's off-street parking places communicating clearly the rules for each

# The last year for Parking Services

From



To



# Parking Services delivery and systems

## The scope of a parking services operation

- Parking Services teams:
  - provide customers with the correct advice for highway and parking related enquiries
  - undertake the legislative process for the serving and processing of Penalty Charge Notices (PCNs) (parking fines)
  - administer applications for permits, exemptions and dispensations
  - ensure all PCN challenges and representations are dealt with in a fair, reasonable and consistent manner considering the relevant facts, evidence, and mitigating circumstances where applicable
  - understand how customers perceive the quality of advice and instructions in accordance with relevant legislation

# Parking Services delivery and systems

In accordance with the Strategic Plan, service delivery is via digital solutions

- **Web:** [www.eastsuffolk.gov.uk/parking](http://www.eastsuffolk.gov.uk/parking)
- **Taranto:** PCN administration and permit management
  - Configured with 1,157 streets in the district comprising 7,280 regulations for patrol; and 75 demand managed off-street parking places
- **RingGo:** Navigation to 75 demand managed parking places and contactless payment of fees
- **Flowbird:** Pay-and-display ticket machines

\*(Supported by other service channels where appropriate)

# Parking Services delivery and systems

## Taranto

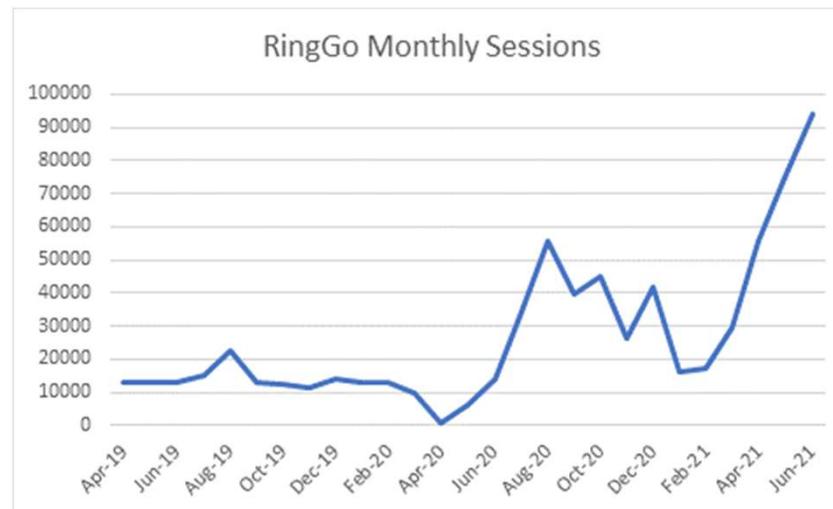
- Experienced: We have been working in the parking sector since 2000
- Support: 50+ people based in Liverpool and London
- Widely used: 60+ clients: Nottingham, Stoke-on-Trent, Manchester, Edinburgh, York, Sheffield, South Lakeland, Blackpool, Camden, Islington
- Flexible: DFFC, MGP; London Congestion Charge; DVLA Tax Evasion. We don't do "one size fits all" - Taranto is configured for your use
- Established: 1,000s back-office users and 9million+ PCNs issued annually
- Proven: 2018 (14 contracts) 2019 (7 new contracts) 2020 (4 contracts) British Parking Award winners



# Parking Services delivery and systems

## RingGo

- Available in Suffolk Coastal and Waveney since 2012 but been promoted in East Suffolk from 2020
- 2019: 150,000 parking sessions – 3.5% of all sessions
- 2020: 300,000 parking sessions – 46.6% of all sessions
- Q1 of 2021/22: 200,000 parking sessions

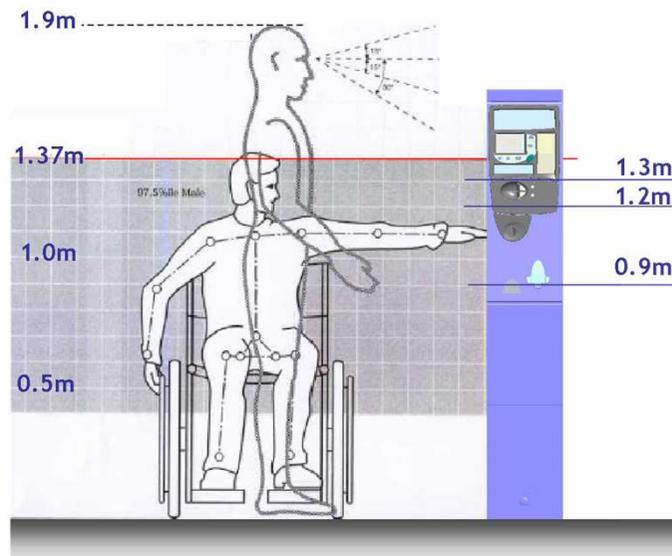


# Parking Services delivery and systems

## Flowbird

- Parkeon Strada used in the district since April 2016
- Flowbird has 300,000 machines deployed worldwide - 35,000 of them in the UK
- The Strada meets the requirements of the disability discrimination act (1995), Equalities Act (2010), and all EU directives and complies with accessibility standards (EN15291/ADA/DDA standards) which includes the location of all interfaces (controls, display... )
- The Strada is 'Smart City' capable to help achieve ESC's Smart Towns objectives and facilitate potential aspirations for mobility and transportation

# Parking Services delivery and systems



# Travel planning and transport management

(1)

- Car is not the only way travel, and the Parking Services operation encompasses parking management for cycles, motorcycles, buses and coaches, cars, campervans, and commercial vehicles including HGVs
- 'Car parks' is a redundant service and the newly formed 'Parking Services' encompasses understanding of 'trip purpose' related to mobility, accessibility, and connectivity through environmentally sustainable travel and evolving transport management thinking
- ESC's climate emergency declaration and its ambition to become a carbon neutral council by 2030 provides the mandate for transitioning its policies and strategies

# Travel planning and transport management

(2)

- Government, regional and local Highway Authority policy and strategy require district councils to support and facilitate in this way:
  - [Reducing emissions from road transport: Road to Zero Strategy - GOV.UK](#)
  - [The ten point plan for a green industrial revolution - GOV.UK](#)
  - [Transport-East-Decarbonisation-Evidence-Base-and-Strategic-Recommendations-Report](#)
  - [SCC – Local Transport Plan 2011 - 2031](#)
- The Economic Development and Regeneration teams and the community partnerships also speak about mobility, accessibility, and connectivity related to health, housing, social isolation and other topics
- All the community partnerships prioritise active and sustainable transport solutions
- ‘People & Places: Revitalising town centres’ surveys revealed 22% to 68% of respondents did not travel into town by car

# Summary

(food for thought 1)

- CPE is administered in accordance with law
- The customer experience is simple for buying on-street permits and off-street tickets
- A lot of legislation and thought has gone into enabling drivers to park their vehicles legally and considerately:
  - Off-street parking places - park between two lines and obtain a ticket (digital or paper)
  - On-street regulated kerb-space - park in a bay and obey the sign
- Parking management is a support service for access to healthcare, education, work, retail and leisure – it is not parking for parking sake

# Summary

(food for thought 2)

- The cost of parking will influence driver behaviour
  - Free parking = lots of car use (including congestion, noise, and carbon emissions)
  - £50 for 30-minutes = serious consideration about car use, especially walkable and cyclable distances
- Not properly considered car parking management will undermine Government, regional, local, and community partnership objectives
- Travel planning is about selecting the right way to travel for the trip purpose and distance, and the number of people completing that particular trip

[www.eastsuffolk.gov.uk/parking](http://www.eastsuffolk.gov.uk/parking)

Questions

