

**Review of Parking Management and Civil Parking Enforcement****Q1: Traffic Regulation Order for on-street parking management (paragraphs 4.4 – 4.8 of the report)**

*Cllr Beavan*

- (a) How many of these dispensations apply in areas which are still waiting for a residents' permit parking scheme?
- (b) The issue of a dispensation permit for such residents to use time limited on street parking spaces is welcome, but how can we help people who have no time limited parking nearby?
- (c) Is it an equality impact issue that the elderly and infirm are still having to park a long way away from their residence or even fear to move their car in case they lose their parking space, increasing social isolation and reducing independence?

*Cllr Cloke*

I support wholeheartedly the introduction of CPE, there has been too much unmanaged parking in our town for too long, however

- (d) How can a TRO and application for residents' parking permits / exemptions be arranged, potentially for a group of elderly Alms-house residents?
- (e) What instructions have the wardens been given about vehicles on pavements? There seems to be a lack of consistency, for example, a business van parked on a pub forecourt, within the curtilage of the pub, gets a ticket; but not one vehicle parked on the pavement at the Butter Cross was ticketed.
- (f) How are abuses of the blue badge system managed, specifically about a vehicle parked all day and the dial of the badge being moved on? Several tickets have been issued, but how is this enforced?

*Cllr Deacon*

- (g) Is there any discussion between the Parking Management team and the Police regarding on street parking problems?
- (h) How long would it normally take to respond to residents' queries?

**A1:**

- (a) Dispensations are regulation specific, not area. However, only the 'Resident Exemption' (dispensation type) might be an indicator for places where a parking management scheme for the benefit of residents. As advised in paragraph 5.6 of the Scrutiny report, a new tool for requesting parking management schemes will be available at the time of the Scrutiny committee.
- (b) It always remains the driver's responsibility to park legally and considerately. It is not a local authority duty to provide individual parking solutions for residents. However, individuals who choose to own a motor car to satisfy their travel needs and choose a residence without its own off-street parking provision, may choose to use one of the Council's off-street parking places for their parking solution.
- (c) Difficult as those circumstances are, the district council is not able to provide individual solutions to car storage for local residents.
- (d) As advised in paragraph 5.6 of the Scrutiny report, a new tool for requesting parking management schemes will be available at the time of the Scrutiny committee.
- (e) This question includes specific examples and further detail is required to answer the quoted cases. However, more generally, the examples relate to two very different circumstances. The first appears to relate to private land. Owners of private property may choose to enforce against inappropriate parking practices on their land, or not. ESC does not administer CPE on private property, but it is known there are some private operators in the district providing services protecting private property. Regarding 'public' "pavement parking", every attempt is made to enforce these consistently within the East Suffolk area, information is available on ESC's 'Nuisance parking' webpage, but for ease of reference the content is provided below.

*"It is imperative all drivers comply with the [rules and laws of the highway](#) regardless of whether or not kerb-space management regulations are installed. Dangerous, obstructive, and generally inconsiderate parking practices are not acceptable, and:*

- parking on a footway or verge either two or four wheels up is inappropriate because it can damage electrical, gas and other services running under, as well as be an obstruction for pedestrians. Drivers tend to consider obstruction of a carriageway for other vehicles and park on the footway because they rarely consider their vehicle causes an obstruction for pedestrians. Additionally, driving on a footway is an offence enforceable by the police.*
- some kerb-space management regulations apply from the centreline of the carriageway to the highway boundary, which is typically the boundary of the adjacent property. Such regulations include 'No waiting' (yellow line) regulations and drivers risk receiving a parking fine should they choose to park on the footway or verge 'behind' such regulations.*

- *parking on verges during wet weather will damage the verge and dirty the highway making it unsafe for all highway users, and the churned verge will be increasingly unsightly and detract from the pleasantness of the street-scene."*

Please note, some regulations apply to the carriageway part of the highway only, therefore CPE cannot be administered for footways and verges in these scenarios, or where there are no kerb-space management regulations at all.

- (f) CEOs patrol and start an 'observation period' within their patrol system. The parking management software system available to the officers on their hand-held devices reminds them of the observation so they can patrol again to ensure the vehicle has been moved. A PCN is served if the vehicle remains on the regulated area in contravention of the rules of the Blue Badge Scheme exemptions.
- (g) Yes. ESC's Parking Services team and officers from Suffolk Police liaise as and when necessary. Suffolk Police with SCC and all the districts discussed web content and 'contact centre scripts' enabling callers to be assisted appropriately. There have regrettably been a few instances where callers have received inaccurate information, but the necessary parties are working together to resolve such errors.
- (h) Ten working days. This is ESC's stated response time for all its services.

## **Q2: Carers parking in residents' only areas (Paragraph 5.2)**

*Cllr Beavan*

Carers have been using Covid-19 passes in areas that do not yet have a parking scheme.

- (a) What will replace these passes when they are discontinued?
- (b) Will a resident be able to use a residents parking space for carers rather than their own use?

## **A2:**

- (a) All drivers, including those delivering care in the community, must park their vehicles in accordance with highway law. However, paragraphs 4.4 and 4.5 of the Scrutiny report provides the options for registered carers when administering care in residential streets with 'Permit holder only' regulations for the benefit of residents (resident permit schemes). Members will note that permits are available for carers at a price of just £8 per year. Further information is available via the 'Permits, exemptions and dispensations' web page available via [www.eastsuffolk.gov.uk/parking](http://www.eastsuffolk.gov.uk/parking).
- (b) Residents may choose to use their Visitor Voucher allocation for any vehicle visiting their residence; however, the 'Health and social care permit' is the appropriate parking solution for carers.

**Q3: General***Cllr Beavan*

Disabled bays and residents' parking would greatly improve the lives of elderly and disabled residents, especially in holiday towns. This would allow them to access the sensible measures that have been introduced by ESC.

- (a) Can the process of designation of bays and schemes be speeded up and acted upon by ESC before the end of 2021?

This is a mammoth task to sort out parking in our District.

- (b) Would it be better for the Cabinet to invest more resources to set up this system, rather than fire-fighting problems as they arise?

*Cllr Gooch*

- (c) RING-GO: how was this contract awarded as a tendering process? I ask only because I wish to understand how large this 'market' is and why this App?

- (d) Fines and appeals: how many have cited a failure to be able to use the App or a failure in their technology/ownership of mobile phones?

- (e) Comparable towns and outlying districts by size and selling points - was any kind of study made of e.g. Great Yarmouth, Paignton, Bridlington etc., to ascertain how parking works in these areas to arrive at a more equitable model?

- (f) Covid-19 and the rejuvenation of the 'high street': will parking costs be revisited given the extreme economic pressure that retailers will be under during the next year?

*Cllr Deacon*

- (g) I firmly believe that there should be a "root and branch" review of all on street parking restrictions across the District, double, single yellow lines, and limited parking areas. May I please hear the Parking Management team's views?

**A3:**

- (a) Kerb-space management schemes were scheduled to be progressed from Autumn 2020. Resources will need to be allowed time to carry out the work on making these changes.
- (b) The highway authority has chosen to manage many streets forming the highway network in many areas, including towns. Achieving compliance of the regulations has taken and continues to take priority via the Parking Services team comprising twenty-eight officers. There is only one officer with the skills and experience to design kerb-space management schemes and write Traffic Regulation Orders (TROs), and some of his time will be allocated to scheme development.
- (c) A number of factors were considered when selecting the Ringo system. ESC was already in contract with Ringo, and the termination period in the contract was eighteen months. CPE administration was to commence within that period and it was necessary to have a 'cashless' option as part of the roll out of the programme. Options for testing the market were considered, including procurement Frameworks, however, given the length of time required to exit the RingGo contract, it was appropriate to work in partnership with the supplier to deliver the best possible service. That said, RingGo:
- provides intelligent integrated mobility services;
  - uses a mobile phone app providing parking and electric vehicle charging services and is developing usage for in-vehicle technology in preparation for autonomous vehicles;
  - operates in approximately 500 towns and cities with more than 17 million registered users (70 million worldwide);
  - operates with open application programming interface (API) providing longevity of solution with the Council's other operating systems; and
  - has re-configured all tariffs efficiently and effectively, provided social media images, more than 300 zone code signs, and a number of machine covers to assist in raising the profile of the cashless parking service.
- Whilst there are many benefits in partnering with RingGo at this time, the service will be reviewed and the market re-tested to ensure the Council's cashless parking service remains efficient and effective in service delivery.
- (d) None. It is worth remembering the CEOs also use mobile phone technology in the same locations to be able to enforce; and the pay-and-display machines also use the mobile phone networks to communicate with central servers. Other officers have also tested the RingGo service, and there was nearly 145,000 successful parking transactions during June, July, August and September.
- (e) A formal comparison was not carried out in this way, partly because of the diversity of types of town in East Suffolk. Anecdotally, however, we do know that parking in East Suffolk represents good value in comparison with other towns – for example, the cost of seafront parking in Great Yarmouth starts at £4, regardless of the length of session. The cost of an hour's parking in East Suffolk is less than £1 per hour, taken as an average.

- (f) No. with reference to paragraphs 3.4 and 3.5 of the Scrutiny report, the fees are set in the contexts of revitalising town centres and parking management. The offer of the trip attractor remains the reason for the visit and not the offer of 'free-parking'; although there is much free-parking in many towns already. As above – parking in East Suffolk, at an average cost of less than £1 per hour, represents good value, and more so since Cabinet agreed on the introduction of a free half hour parking session in the majority of Town Centre car parks.
- (g) It is acknowledged that some kerb-space parking does not 'balance parking demand' for all users, but these are small in number. Anyone may request a review of TRO installations with the Highway Authority, but an area by area review is the most efficient way to conduct reviews. The table below details those areas with more than twenty regulated streets, and strategic reviews could be undertaken once Members have accepted the CPE operation thus far.

Zone	No. of streets
LOWESTOFT	327
FELIXSTOWE	286
BECCLES	65
WOODBIDGE	51
SOUTHWOLD	47
LEISTON	40
BUNGAY	39
ALDEBURGH	36
SAXMUNDHAM	28
HALESWORTH	25
FRAMLINGHAM	24
MELTON	22

**Q4: Customer service/service improvement/promotion of car parks**

*Cllr Green*

- (a) I have requested that the East Suffolk Council website includes a Glossary of Terms and FAQs for CPE. I have made this request at CPE briefings for Councillors (two), at a Full Council meeting and to Councillor Norman Brooks when he provided a transport briefing at a scrutiny meeting. When will this be available on the website, please?

(b) Also, is there confirmation that all our car parks are on Google Maps and that any information has been reviewed and/or updated?

**A4:**

- (a) Suffolk was one of the last Counties nationally to adopt CPE. ESC has benefitted from nearly 30-years of experience and technology in the implementation of its CPE administration service. Advantage is taken from linking ESC's web pages to those of the Department for Transport (DfT), the British Parking Association (BPA), Parking and Traffic Regulations Outside London (PATROL), and others. ESC's pages point to: the [BPA](#) website for information and videos about the PCN process; [PATROL](#)'s website and its [FAQs](#) for CPE; and SCC's website which provides FAQs on its '[Parking enforcement and regulations](#)' page. We will review the layout of the webpage to make sure that the FAQs have greater prominence.
- (b) RingGo service has a mapping feature through which drivers can navigate to the Council's car parks, and more than 15,000 across the country; and the 'Parking places' web page has a link to 'Find my nearest' via which all the Council's designated parking places can be seen.

**Q5: Signage and charges**

*Cllr Cloke*

- (a) Nethergate Street car park is supposed to be a charged car park now. The notices are up, but no machine. What is happening here?
- (b) Priory Lane has two car parks, one on either side of the road – why is there only one machine? People who park in the disabled bays on the north side cannot buy a ticket unless they walk (or get back in the car and drive – which may not be easy) to the other side of the road. Can this be rectified?
- (c) The notices displayed are very small print, I have been told people do not find the charges clear. When the cash machine is not working, people do not want to use RING GO - it is not clear there is no charge for this (and I understand some people have been charged – for paying and for getting a reminder text ). Can this be clearer to read and for users to action?
- (d) The increase in charges for an annual ticket, from £150 to £650 is really very high and a shock for those who subscribe. I do not dispute £650 is value for money, but it is a huge increase all at once. Will this charge be revised downwards and a more graduated rise be introduced? How can the differential between the annual on street residents' parking of £50 vs £650 for a car park be justified?

(e) The free half hour parking is available just once a day. Parents cannot deliver their children to and collect from St Edmund's Primary School without paying potentially £5 per week - I do not think many parents can afford this. What is the solution? Many people do not understand there is no free half hour in Scales Street which there is in the other car parks – again the information is not clear. Can this be rectified? The response at paragraph 5.3 of the report does not adequately address this. I understand there is a need to keep traffic moving and to stop people 'nipping out' every 30 minutes to put on a free ticket, but surely there is a better way to help parents?

**A5:**

- (a) A machine is to be moved from another location and this work is scheduled to take place in the coming weeks. The machine is already upgraded with an alphanumeric keypad and the applicable tariff will be sent to it via the mobile phone network once it is moved.
- (b) Priory Lane is one off-street parking place and its total size requires only one machine for the reasons detailed in paragraphs 4.10 and 4.12 of the February 2020 Cabinet report referred to in paragraphs 3.1 to 3.7 of the Scrutiny report.
- (c) The new signing is much simplified and clearer. Appendix A of the Scrutiny report shows a typical installation of the three 'standard' sign types.  
Image 1 of this appendix is the ticket fees and the digital screen with instructions, and these are the same as is widely used elsewhere in the Country and considered to be clear.  
The cash machines are robust and while they do occasionally go wrong or may be vandalised, such occasions are rare. In such circumstances drivers can use RingGo as a backup. They can of course choose not to, but this will mean that they will need to park elsewhere if they are to avoid a PCN.  
Image 2 of this appendix shows the RingGo sign clearly states "Optional reminder texts cost 10p each." These can be set accordingly from the 'Account' tab within the RingGo app by selecting 'Notifications'. Image 3 illustrates.
- (d) The pricing of resident's permits is calculated differently to the pricing of a season ticket, and to a large extent, the two ticket types serve a different purpose. Paragraph 5.1 of the Scrutiny report discusses this, and the travel demand element should be noted, and paragraph 5.5 provides specific information in answer to this question.
- (e) The council has provided a free half hour ticket for most town centre car parks, and parents dropping children off at school can take advantage of this. The difficulty is how to configure this for a specific group of users (such as parents at school X) and specific car parks. It would be difficult – probably impossible in practise – to restrict the use of the two half hour slots to this individual group, without it becoming general practise that in one car park, two half hour slots are available. If this occurred, then other locations may well ask for the same relaxation of the regulation. We will monitor and review.



Image 1: Pay-and-display machine tariff insert and digital screen display

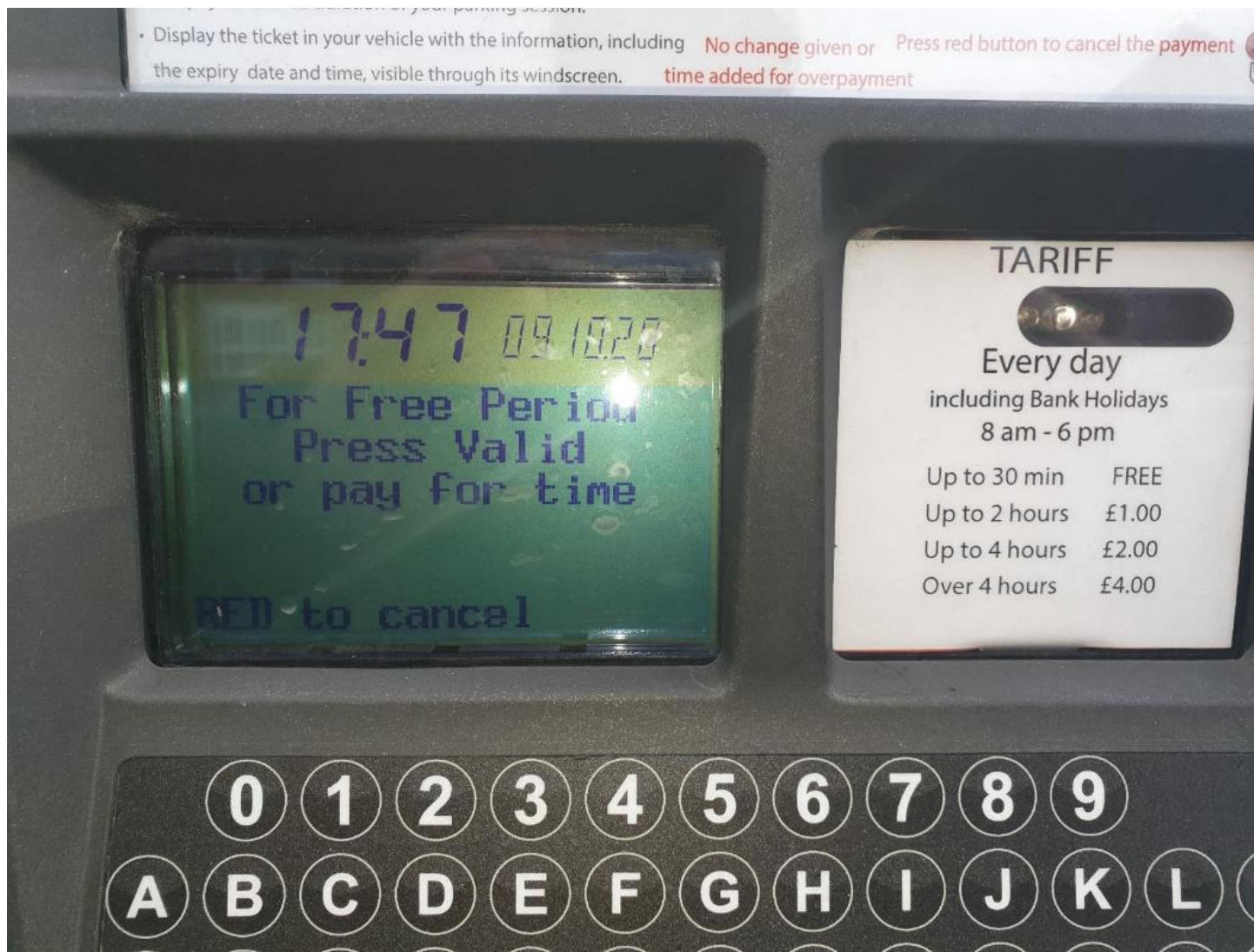


Image 2: RingGo sign

**RingGo**

**[ Pay to park ]**  
with your phone

**Use the RingGo app**  
and pay by credit or debit card  
**It's quick and easy!**

Or call 020 3046 0010  
There is no need to display a ticket  
Optional reminder texts cost 10p each  
Calls will be charged at your normal airtime rate  
For VAT receipts, business parking etc see [RingGo.co.uk](http://RingGo.co.uk)

This location is  
**4450**

**EASTSUFFOLK**  
COUNCIL

Image 3: RingGo app – Account - Notifications

