

## HIGHLAND COUNCIL

**Committee:** Redesign Board  
**Date:** 1 May 2018  
**Report Title:** Council Redesign: Review of Car Parking  
**Report By:** Inverness City Area Manager (Review Team Leader)

### 1. Purpose / Executive Summary

1.1 As part of The Highland Council's Redesign Programme, a comprehensive and inclusive peer review of Car Parking has been undertaken. **Appendix1** contains a copy of the main report and details findings which support the development of Car Park Services to formulate an all-inclusive policy to enhance the ability to manage the Parking Estate and deliver on Localism.

### 2. Recommendations

2.1 Members are invited to:

- i. Note the findings set out in the Car Parking redesign report (as circulated within your Committee papers); and
- ii. Agree the recommendations of the Car Park Redesign review team (the Review Team) as contained with the main report within **Appendix 1**.

### 3. Background

3.1 As part of The Highland Council's Redesign Programme, the Redesign Board commissioned a report on the review of Car Parking across the Highlands within the control of the Council in September 2017.

3.2 This report summarises of the review and seeks the Board's approval to the review team's recommendations contained within the main report attached within **Appendix 1**.

### 4. Car Park Service

4.1 The Car Park service is delivered by The Highland Council (THC) through a team based within Community Services.

The Highland Council adopted road network is approximately 6,745km miles long within a land mass of 26,484 square kilometres. There are around 5,000 named streets in Highland, of which many are subject to traffic regulation including waiting and loading restrictions.

The Council's Car Park Service also maintains 136 sets of traffic signals, carries out traffic counts and monitors in the region of 3,500-5,000 abnormal road traffic movements each year. The team is also going through a data gathering process for named roads in Highland documenting existing lining and signing. Map based traffic

order schedules are now used making it clearer for the public. The schedule currently covers the Inverness and Fort William areas for on-street parking and will eventually cover the whole of the Highlands. A similar record for off-street parking is essentially complete for the Highlands.

Other infrastructure responsibilities, including the maintenance of Car Parks, are undertaken by local teams, led by the local Roads Operations Manager.

## **5. Report Content Summary**

The report details the how the Council currently administers car parking, analyses opportunities from improvement and options for delivering for localism under the following chapters:

Chapter 1 – Introduction

Chapter 2 – Car Parking Vision

Chapter 3 – Current Administration Process

Chapter 4 – Financial Management & Business Planning

Chapter 5 – Council’s Parking Estate - Identifying Additional Parking Opportunities

Chapter 6 – Stakeholder & Staff Views

Chapter 7 – Parking Revenue & Commercialism Opportunities

Chapter 8 – Delivering On Localism

Chapter 9 – Recommended Pricing Strategies & Business Processes

Chapter 10 – Conclusions

## **6. Timetable**

If the recommendations were agreed, and received the support of Council, it is anticipated that the policy and report template could be in place for use at the start of financial year 2019/20. This will account for the time needed to assess anticipated levels of income from the car park estate and allow the Council to make a fully informed decision when setting the budget for 2019/20.

This timeframe will give communities the opportunity to be engaged so that local committees are in a position to consider application of the new policy with all relevant facts available.

## **7. Implications**

### **7.1 Resource**

Resource implications are detailed within the report.

### **7.2 Legal**

None.

### **7.3 Community (Equality, Poverty and Rural)**

In designing the new policy, consideration will be given to the implications for communities across the Highlands.

### **7.4 Climate Change/Carbon Clever**

The new policy will act to help integrate the Car Park Service with other community transport partners and act to enhance active travel.

7.5 **Risk**  
Failure to implement coherent car parking and traffic management regimes, including appropriate consultation with communities, could lead to reputational risk to the Council.

7.6 **Gaelic**  
The Council's policies relating to signage and other forms of communication will be adhered to.

Designation: Inverness City Area Manager

Date: 1 May 2018

Authors:

- David Haas, Chief Executives
- Alasdair Bruce, Corporate Resources
- Robbie Bain, Chief Executives

# Car Parking Redesign Review

Highland Parking  
With Purpose

Final Report

1 May 2018

**The Highland Council**

**Redesign Board: Car Parking**

**1 May 2018**

**Report by Inverness: City Area Manager (Review Team Leader)**

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**Appendices:**

Appendix 1 - Pre-existing Car Parking Policy

Appendix 2 - Parking Enforcement Protocol

Appendix 3 – Parking Estate

Appendix 4 - Citizens Panel Enquires

## **Chapter 1 – Introduction**

This report sets out the findings of the car parking redesign review. This review was undertaken by a peer review team comprising of:

- Andrew Baxter, Councillor
- Bill Boyd, Councillor
- David Haas, Chief Executives
- Alasdair Bruce, Corporate Resources
- Robbie Bain, Chief Executives
- Paul MacPherson, GMB

The peer review team were supported by Stuart Black, Tracey Urry and Shane Manning.

The review was undertaken in close consultation with the Car Park Service in Community Services.

The review sets out a series of recommendations to help shape how the Council manages car parking in the short, medium and long term.

### **Scope of the Review**

Following the handover of responsibility for Parking Enforcement from the Police to the Council, the Car Park Service, which provides management of the Council's associated duties, is in the process of being fully rolled out.

The key objectives of car parking are:

- To ensure consistent traffic management through car parking.
- To recognise the effect car parking charges can have in our cities, towns and villages.
- To be cost effective.
- To manage long-term and short-term parking opportunities.
- To raise public awareness, consider the needs of all users and encourage behavioural change where appropriate.

An overall vision on how off-street parking and on-street parking should deliver the objectives above will assist the Council and help deliver a formal parking policy.

There are presently a range of tariffs and parking arrangement across the Highlands with 18 off-street car parks charging for use.

The scope of the review was to:

1. Assist the Service set out a vision for car parking – both off-street and on-street parking.
2. Guide the Service in the component parts which should be contained within the vision to achieve consistent traffic management.
3. Appraise current financial management and business planning.
4. Review current administrative processes.

5. Consider the available information on the Council's parking estate and help the Service identify additional parking opportunities.
6. Consider the views of stakeholders and staff.
7. Look at the relationship between car parking and public transport, e-cars and cycling and help the Service identify any opportunities for changing behaviours.
8. Consider the Re-design board's 10 options for service delivery.
9. Consider how car parking is viewed by visitors to the Highlands and assist the Service to identify where enhancements can be made.
10. Assist the Service in identifying opportunities for commercialism.
11. Include recommended pricing strategies and business processes within the detailed options appraisal.
12. Recommend preferred options which take into account the Council's localism agenda.

## Chapter 2 – Car Parking Vision

### Context

The car parking review seeks to establish a clear vision for parking in support of a vibrant Highland economy.

#### **Our Vision is that Parking should:**

- **Contribute significantly to good traffic management.**
- **Be a key component of the Council’s strategy for integrated transport and active travel.**
- **Promote growth in the local economy.**
- **Provide opportunities that meet the aspirations of users.**
- **Allow key decisions to be taken locally.**
- **Ensure that good local data is available to decision-makers.**
- **Be based on transparent rules which are applied consistently and fairly across Highland.**
- **Ensure that parking revenue contributes to local infrastructure improvement, including expansion of the parking estate and sustainable travel.**
- **Ensure that pricing strategies are adopted which differentiate the market and support behavioural change.**
- **Be delivered in a cost-effective way.**

The objectives of this report are founded on the Council’s priority themes which highlight the importance of;

- A place to live
- A place to learn
- A place to thrive
- A welcoming place
- A redesigned Council

Many communities do not have sustainable public transport links to centres of employment or to retail hubs and car ownership is often seen as essential. As a consequence, parking is a service used by a high proportion of Highland residents as well as visitors to the area. It is important to recognise that private enterprises also contribute to the overall parking options in many communities.

As a Council we haven’t explained how much we spend on managing parking and what we do with money received from parking charges and fines. There would be advantages in a more explicit link between income and benefit to each community.



Parking is split into the following categories;

- On-street metered parking
- On-street permit parking
- Off-street metered parking
- Off-street permit parking
- On-street unrestricted parking
- Off-street unrestricted parking

The introduction of parking charges is viewed as deeply unpopular. This includes the perception that there will be a detrimental effect on local businesses leading to a relocation of economic activity from town centres to out-of-town retail outlets. However there are wider local and community benefits from good parking management such as:

- Enabling local traffic management
- Supporting local economic activity
- Enhanced visitor / tourist access provision
- Improved access to local services

The following link to the Peak District parking information page <http://www.peakdistrict.gov.uk/visiting/parking> highlights the benefits associated with a structured charging regime.

## Findings

- It is clear that effective parking policies could be transformational for the Highland economy.
- The Council's existing policy relating to Car Parking is attached as **Appendix 1**. It addresses the need to apply funds in line with legal requirements. This policy pre-dates the introduction of Decriminalised Parking Enforcement and needs to be updated. A policy review in line with the recommendations of this report will assist the communities whom we serve.
- Our roads and streets are increasingly clogged by traffic and parked vehicles. The effects are everywhere throughout our region but nowhere more obvious than in centres of population or where tourism is prevalent.
- Some stakeholders envisage a future with less traffic that would allow more space for people to enjoy the amenities and services. Local residents and visitors alike are seeking a safer, cleaner, healthier, more pleasant environment with improved air quality and reduced noise.
- There is a need to improve provision in country areas especially near tourist hotspots.
- Parking is an unintended by-product of journeys. Few people travel for the pleasure of parking. To quantify the optimum number of parking spaces in each locality, we need to know more about the journeys people make. At present there is insufficient accessible data about the sources, destinations and numbers of Highland journeys. An initiative is envisaged which will encourage research to

obtain more factual information about travel undertaken by residents and visitors, probably in conjunction with UHI and HIE.

- Our Highland town (and city) centres are compact. Town-centre congestion could be reduced by minimising on-street parking and increasing the availability of off-street car-park spaces. This measure would significantly improve pedestrian safety, facilitate active travel and allow for appropriate disabled access. Consideration should be given to the needs of households with no dedicated parking allocation.
- Highland residents and visitors undertake travel for a variety of reasons including work, pleasure, education, schools, university, theatre, hospitals, shopping and for onward travel by air, rail, bus and ship. Holidaymakers and tourists need transport to and from our places of special interest and or sightseeing.
- The introduction of a Community Transport Policy which highlights the above and integrates solutions with good parking management, bringing benefits both Highland-wide and locally, can only be good for the status of the Highlands and the wellbeing of the people who live here. The potential for a Quality Bus Partnership should be investigated to support local needs. Communication is key, including the use of social media and new technology.
- Bus operators should be encouraged in their efforts to replace diesel engines with environmentally preferable electric motors as some companies are already doing. Residents who choose to use cars for transport to town centres for work could be offered incentives to share cars with others. It may be appropriate to use licencing mechanisms to encourage taxi operators to adopt low emission vehicles.
- Parking Standards are set through the Council's 2013 [Roads and Transport Guidelines for New Developments](#) which the Transport Planning team and Community Services jointly oversee and implement, and this should be taken into consideration. Documents such as town centre action plans (for Tain, Fort William and Nairn) where the retention of parking areas, the potential for improvements, and the need to avoid/minimise charging, were highlighted as important for the vibrancy of these centres. A report was also taken to the December 2015 City of Inverness Area Committee prepared by Transport Planning which outlined a parking action plan for Inverness City Centre ([Inverness City Centre Parking Report & Action Plan](#) ) This report is a good example of how Integration should work in relation to the priorities identified above.

## Recommendations

Ref	Detail
2/01	Prepare a report for Committee / Council proposing a revised policy for the management of car parking across the Highlands. Allocation of parking revenue should take account of local needs.

2/02	The Council should encourage operators to offer end-to-end journeys rather than separate buses, trains and planes.
2/03	Ensure car parking arrangements across the Highlands are integrated with development plans.
2/04	Draw on the experience of other mixed rural and urban Regions to understand how to predict future changes in behaviour; in particular the impact of the change to electric vehicles
2/05	Ensure integration of car park provision and charging regimes to encourage growth and investment in our tourist based economy
2/06	Roll out the benefits of the new policy across the Highlands utilising local committees and community partnerships
2/07	Work with national government and partner agencies such as Hi Trans and HIE to meet the challenges and maximise the opportunities of changes in behaviour.
2/08	There is a need to promote local and community benefits of effective traffic management for residents, visitors and the local economy.

## Chapter 3 – Current Administration Process

### Context

#### Responsibilities

The Highland Council adopted road network is approximately 6,745km miles long within a land mass of 26,484 square kilometres. There are around 5,000 named streets in Highland, of which many are subject to traffic regulation including waiting and loading restrictions.

The Council's Car Park Service also maintains 136 sets of traffic signals, carries out traffic counts and monitors in the region of 3,500-5,000 abnormal road traffic movements each year. The team is also going through a data gathering process for named roads in Highland documenting existing lining and signing. Map based traffic order schedules are now used making it clearer for the public. The schedule currently covers the Inverness and Fort William areas for on-street parking and will eventually cover the whole of the Highlands. A similar record for off-street parking is essentially complete.

Other infrastructure responsibilities, including the maintenance of car parks, are undertaken by local teams, led by the local Roads Operations Manager.

#### Car Parks & On-Street Parking – Numbers and Management

There are currently 228 off street car parks with approximately 10,000 off street bays available for use.

The Council's decision to follow the current enforcement policy was approved in August 2014 - [Community Services Committee - August 2014](#)

The Council has operated a Decriminalised Parking Enforcement service since October 2016 and is now responsible for enforcing all on-street parking controls instead of Police Scotland. This is in addition to off-street parking enforcement.

The current live paid car park locations are:

Locality	Number
Inverness	8
Fort William	7
Skye	2
Badenoch	1
<b>Total</b>	<b>18</b>

In addition, there are 13 pay & display streets in Inverness and 3 additional car parks in Inverness where use is restricted to permit holders only.

A proposal to implement charging in 14 additional car parks was agreed by Members as part of 2018/19 budget setting process on 15 February 2018.

Parking Enforcement Officers (PEOs) work to an enforcement protocol which sets out what they do and how they deliver their role (**Appendix 2**). PEOs are not set targets to issue specific numbers of Penalty Charge Notices (PCN) (parking tickets)

when undertaking their duties. Income generated is used to fund the scheme's operational costs. Under Road Traffic legislation, the application of any surplus funds from parking and enforcement is limited to meeting the cost of providing and maintaining parking facilities, road improvement schemes and public passenger transport services. The "Parking Account" is reported to the Scottish Government annually.

Whilst the team patrols and issues Penalty Charge Notices (PCN), administration and recovery of these are out-sourced through a Service Level Agreement (SLA) with City of Edinburgh Council and NSL who are a private sector company which provides regulated services to central government, local government and NHS. This arrangement was approved in principal at the Community Services Committee in November 2014 – see [Report to Community Services Committee - November 2014](#).

The back office system used manages the progress of all tickets issued. This system integrates with the Council's website to allow customers to log into view, pay or challenge their PCN.

The Council offers an informal challenge process for all PCNs with an independent body - The Parking & Bus Lane Tribunal for Scotland - hearing formal appeals.

Cash collections in Fort William and Skye are currently made by G4S. This arrangement has been problematic at times with machines not working following collection. However Attendants are now in place to rectify such instances. The G4S contract costs £48,000 annually.

The Council operates its own audited cash collection process in Inverness and the intention is for this to be rolled out throughout the Highlands, replacing the G4S service.

Car Parking Permit Schemes are also provided in residential areas where streets are being used by commuter traffic to park and access Inverness city centre or where business parking is having an impact on residential streets. Improvements to the current permit scheme are required to simplify permits and extend permit services to the public. As part of the SLA with the City of Edinburgh Council, the Service has secured a self-service permit scheme which will be rolled out in Inverness in 2018 and may be considered for Highland-wide use.

The Council offers extensive guidance on parking enforcement and on good parking practice on its website at [www.highland.gov.uk/parking](http://www.highland.gov.uk/parking)

## **Findings**

- Any increase in workload (both direct and indirect) will need to be scoped so that a sufficient staff resource is in place to carry out any additional duties, including further development of information support tools.
- The current arrangements do not provide for the sharing of knowledge within the Council. The Car Park Service holds a great deal of knowledge within their individual team remits.

- Consideration should be given to strengthening the current links between the Car Park Service and Community Transport colleagues.
- At present the Car Park Service is managed as an operational team through the Head of Roads & Transport. Line management for day to day operations should remain. However, the link to resource planning and service improvement could be made through the Principal Traffic Officer working with the Head of Performance & Resources.
- The current service delivery arrangements arose out of the need to deliver Decriminalised Parking Enforcement. It is a small team that addresses traffic management needs across Highland. This is a dedicated Highland-wide team; however there is scope for enhanced integration with Roads Operations and Transport Planning.
- Following suitable integration and roll-out of DPE across Highlands, a LEAN review should be considered in 2019/20 which may result in more streamline processes.
- The expansion in the number of car parks subject to charging will also need a review of payment collection procedures. The use of cashless payment systems and contactless payments should be considered at all locations as this will greatly enhance both usage monitoring and enhance cash collection procedures.

### Recommendations

Ref	Details
3/01	Consider a LEAN Review in 2019/20 into car parking service delivery arrangements and related Services.
3/02	Develop an information analysis tool-set inclusive of modelling and enhanced data collection processes.
3/03	Ensure that the parking strategy has a higher profile in the Community Service's Service Plan with key performance information being developed for regular reporting and scrutiny purposes, including links with Service priorities

## **Chapter 4 – Financial Management & Business Planning**

### **Context**

#### **Current Arrangements**

Historically, income from car parking has arisen largely from charges made for existing facilities such as Rose Street multi-storey car park in Inverness. In consequence, the budget has largely been designed around the expected income and expenditure for these established sites. Until recently, little work had been done on assessing the potential impact on resources, of extending charging for this service across Highland.

There were previous unsuccessful attempts to increase charges, without in-depth modelling, for example at Rose Street multi-storey car park, Inverness. This highlights the need to apply clear and consistent policy based on an understanding of public perceptions and associated impact.

It has recently been accepted that parking charges need to be set on a different basis, with all car parking arrangements being considered including site locations and their primary use, ensuring that tariffs are compatible with traffic management requirements and are also affordable and sustainable.

The Service has been working on a process which allows forward financial planning. This takes the form of extensive car park modelling based on multiple factors. Further development is required in order to turn this into a management tool which provides enhanced analysis.

The present model is currently focussed on predicting parking revenue and predicting impacts of tariff changes and changes in use. The model is also used to assess the viability of applying tariffs where none existed previously. This would include the establishment of new car parks. Further development of the model would enhance its ability to also research behavioural change for scenario planning purposes.

Car park maintenance costs are currently not clearly defined and some of these costs fall to local Community Services budgets. Neither is it clear that all costs currently allocated to parking relate to parking provision *per-se* (e.g. water charges).

### **Finance**

As well as income budgets, there are costs associated with staffing, transport, repairs & maintenance costs as well as supplies & services and these are summarised below.

In 2015/16, the gross revenue (excluding permits and fines) from the charging car parks in Aviemore, Fort Augustus, Fort William, Inverness and Portree totalled £1.37M.

Charging currently exists in some areas but not all and revenue raised where charges are applied is subsidising costs incurred for car parking elsewhere. Any new policy must enable local context to be considered and local decisions to be made. The Table below sets out the 2017/18 income and expenditure budgets. Costs of delivering Decriminalised Parking Enforcement have been included. However the expenditure budget does not include all maintenance costs.

Area	Income Budget	Expenditure Budget
Inverness	- £1,011,200	£423,543
Badenoch & Strathspey	- £20,000	£800
Sutherland	£0	£13,300
Skye	- £64,600	£12,900
Lochaber	- £363,890	£75,200
Ross & Cromarty	£0	£44,500
Caithness	£0	£13,500
Nairn	£0	£13,800
Network Costs	- £675,000	£683,456
Transportation Team	£0	£174,029
<b>Total</b>	<b>- £2,134,690</b>	<b>£1,455,028</b>

**Notes 1** The Network line includes income from Parking Permits and Parking Fines across the Highlands. Network costs, includes satellite offices and Council-wide enforcement. **2.** General expenditure, including maintaining the structure of each car park, is not shown as it is met from the Roads Maintenance budget, also within Community Services **3.** The table doesn't include maintenance costs liability and this is explored further in the table below.

There has been a lack of clarity in the budgetary planning and recording of expenditure and there is an opportunity to improve transparency and to enable Member scrutiny and oversight as part of the proposals within this report.

Underlying maintenance costs relating to car parks, such as amenity, waste, lighting etc do not currently appear in the Car Parking Service budget lines. These costs are substantial and over a 40 year life cycle are summarised in the following table:

40 year Lifetime	Lifetime Cost	Annual Cost	Annual Cost	Lifetime Cost	Annual Cost	Lifetime Cost	Annual	Lifetime
Maintenance Costs 23.2.18	Price per Bay	Price per Bay	50 bay Car Park	50 bay Car Park	10,000 Bays	10,000 Bays	Income	income (40 years)
Bay Surface (5m x 2.5m per bay)	£438	£11	£547	£21,875	£109,375	£4,375,000	Income at £800 per bay per year	Income at £800 per bay per year
Running surface	£481	£12	£602	£24,063	£120,313	£4,812,500		
Lining (8m per bay)	£80	£2	£100	£4,000	£20,000	£800,000		
Waste (2x 80l Bins)	£416	£10	£520	£20,800	£104,000	£4,160,000		
Lighting (4 Lamps)	£300	£8	£375	£15,000	£75,000	£3,000,000		
Amenity (misc)	£416	£10	£520	£20,800	£104,000	£4,160,000		
	<b>£2,131</b>	<b>£53</b>	<b>£2,663</b>	<b>£106,538</b>	<b>£532,688</b>	<b>£21,307,500</b>		
					<b>Income from 10000 Bays (100%)</b>		<b>£8,000,000</b>	<b>£320,000,000</b>
					<b>Income from 5000 Bays (50%)</b>		<b>£4,000,000</b>	<b>£160,000,000</b>
					<b>New Income 2500 Bays (25%)</b>		<b>£2,000,000</b>	<b>£80,000,000</b>

This evidences the level of liability to Roads budgets but it also highlights the opportunity for the car park infrastructure to be maintained without burdening Roads budgets. Indeed the additional revenue will allow investment in infrastructure, including roads maintenance. The figures indicate a lifetime cost of £21M to provide and maintain the current parking infrastructure irrespective of whether parking charges are applied. However the introduction of nominal charging at 50% of the



current sites could generate £1.8M per year additional revenue or £72.5M lifetime income.

Whilst the difference in income between rural and urban areas largely reflects the extent of usage, there is an opportunity to invest in car parking provision for tourism which has not been fully utilised to date.

## Findings

- Developing the model is necessary to help the Council transition from implementing charges at longstanding sites to providing a template for charging to be extended across other potential sites. This model could be coupled with the new policy referred to above and provide a useful basis upon which local committees could make informed decisions when considering proposals within their locality.
- The pricing structure needs to be developed in conjunction with Transport Planning & Development Management colleagues.
- The budget and management structure of the Car Park Service has been influenced by a necessary focus on the transition to decriminalised parking but, moving forward, should be redirected towards implementing the wider objectives of the car parking policy. Examples exist where rural car parking has been managed effectively. The Aonach Mòr Car Park near Fort William has recently introduced a simple flat £3 charge for private cars.
- The Forestry Commission in the Highlands charge £3 for all day parking whereas in the New Forest it is £10. It is widely believed that tourists expect to pay a reasonable charge for parking. A good example can be found in the Peak District - <http://www.peakdistrict.gov.uk/visiting/parking>
- There may be other opportunities for car parks to contribute to local economic activity subject to regulations being adhered to e.g. advertising and tourist information points.
- There is a potential for increased income generation by providing electric vehicle charging points in off-street parking locations.
- The application of charges in rural areas could contribute to the cost of additional services such as village officers and the provision of public toilets.
- Data collection per car park is required to enable Member scrutiny and to allow the development of a business case to evaluate proposals for revenue collection and car park usage.
- Impact on nearby residential roads will need to be considered in locations where new charges are introduced for car parks.
- Evaluate new methods of cash collection and the use of cashless payment and contactless payments.
- The potential to include car parking income through disaggregated budgets would increase transparency and allow for increased scrutiny whilst also providing opportunity to identify income surpluses. This will allow for more flexibility in developing maintenance and investment programmes and the possibility of reducing future costs.
- There needs to be a phased roll-out of the new policy. Whilst aspects of local decisions on roll out will need to be implemented in the current financial year, given the existing financial settlement for 2018/19, full implementation of revenue through the disaggregated budget will not occur until 2019/20.

## Recommendations

Ref	Details
4/01	Develop the present model in support of transport planning.
4/02	Prepare a business case to ensure that the best solution is found for revenue collection and recovery of data on car park usage.
4/03	Incorporate the Service's policy work to date into the new policy on car park management.
4/04	Recognise the distinct nature of parking income and the restrictions on what any surpluses can be spent on. Ensure an appropriate coding structure is in place to record detailed income & expenditure to support analysis.
4/05	Investigate additional revenue generating opportunities from the parking estate.

## **Chapter 5 – Council’s Parking Estate - Identifying Additional Parking Opportunities**

### **Context**

A coherent approach to planning for traffic management, provision of parking and parking enforcement requires accurate information on the extent and condition of the Council’s parking estate.

There needs to be a clear definition of the extent of Council ownership and control of the available parking estate (both on and off-street).

There needs to be a better understanding of the current condition of the parking estate, the existing costs of maintaining the parking estate and the likely costs of bringing the estate into suitable condition to maximise its potential.

### **Extent of the Parking Estate**

The Council’s parking estate is made up of off-street car parks and on-street parking. The Car Parking Service’s database contains a total of 223 sites, representing approximately 10,000 individual parking bays. This total does not include on-street sites where no formalised parking regime is in force. Of the 223 sites, 18 are currently under a charging regime, with a further five sites where permit schemes operate.

The Council’s property database has improved greatly in recent years, but still aligns poorly to Community Service’s database of car parks. The parking database makes no distinction between Council assets and those owned and managed under Common Good arrangements.

There are a number of sites held under Common Good title. There is a duty on Councillors as “trustees” of the Common Good Fund to obtain best value from Common Good assets and this may include making charges for use of the asset.

In many instances, the optimum position is to enter into a lease arrangement, allowing the relevant Common Good Fund to receive a regular income and the Council, as Roads Authority, to administer the car park in accordance with their strategy.

Many of the spaces used for off-street parking and some of our on-street parking have arisen through use, rather than through purchase of land specifically for parking, hence it is not always clear that the Council has title to the parking assets that are in use.

Equally there may be private parking areas that are located on Council-owned land. At some locations, roadside verges are heavily used for parking and for informal uses related to local businesses. Properly managed, these areas could contribute towards formalised parking arrangements and/or land leases to the businesses concerned.

Some tourist viewpoints and informal tourist car-parks are not included in the Council’s Property Database nor the parking database, yet may see significant use

both for day-time visits or overnight camper van stays. These potentially represent an opportunity for controlled use and better visitor management.

While both databases provide good starting points, the incomplete status of our knowledge of the Parking Estate limits our ability to identify additional parking opportunities.

Examples of the gaps in our current knowledge are shown in **Appendix 3**.

### Condition of the Parking Estate

As stated earlier, work needs to be undertaken to establish base-line information on the current condition of the Parking Estate. At present, most maintenance costs are met from the Area Roads Budgets, however given the pressure on these budgets, maintenance of car parks is seldom a high priority.

The table below gives estimates for basic car park refurbishment / upgrade costs:

Number of Spaces	Car Park Size			Surface Dress	Overlay	Deep Inlay	Lining	Signage
	L (m)	W (m)	Area (m <sup>2</sup> )	£5/m <sup>2</sup>	£22.50/m <sup>2</sup>	£40/m <sup>2</sup>		
20	50	12	600	£3,000	£13,500	£24,000	£150	£200
60	50	27	1350	£6,750	£30,375	£54,000	£400	£250
100	50	50	2500	£12,500	£56,250	£100,000	£1,000	£500

Given that there are currently 223 sites on the Community Services list of car parks it is clear that assessing the condition of all of these is a large task. It would seem logical that the Council might prioritise those sites where an existing charging regime is in place. The Car Park Service has identified a list of around 100 additional sites where the introduction of charges might be investigated and a rolling programme of condition monitoring and confirmation of legal title could form part of the process of developing a business case for these sites.

### Conclusions

It is suggested that a portion of parking revenue should be committed to verifying both the legal status and condition of the Parking Estate and, where necessary, ensuring registration of legal Title.

Identification of the current parking resource and opportunities for expansion of the resource is a task that needs informed local input. It is suggested that this should be

taken forward as a strategic exercise, working with local Members and officers in a similar way to the Council's earlier process of strategic area property reviews.

It is also suggested that a portion of parking revenue should be committed to a rolling programme of car park maintenance and upgrading as part of a planned investment in the estate.

## Findings

- There is a need to look at the estate and management implications as part of any review.
- The current property database provides a good basis on which to build.
- The legal status of land ownership needs to be verified.
- Tourist viewpoints are often under the management of the Development & Infrastructure Service but may not appear on the property register.
- Car parks may appear on our database without confirmation of ownership.
- A rolling programme of capital investment would help create a consistent standard.
- Opportunities exist to improve traffic management on private roads, including footpaths and verges, by means of the Council's powers as Roads Authority to implement traffic orders.
- More information on maintenance costs is required prior to the introduction of charging in order to aid Members' decisions.
- The Service should prioritise potential car parks for investment across Highland in conjunction with local committees.
- Identify land that we own and maintain that could be turned into parking should this fit with policy.

## Recommendations

Ref	Details
5/01	Resource the development of a database to show all land currently under the control/ownership of the Council used for car parking.
5/02	Identify additional land which could be used for car parking.
5/03	Identify sites currently used for car parking and audit the income and use against the potential for them to be sold or developed as a site for Housing or commercial use.
5/04	Seek actual costs to bring priority car parks to a standard suitable for introducing charging.
5/05	Develop an investment programme based on car park use and importance to the local community.
5/06	Link potential income to the upgrade costs required using the revised modelling formula.

5/07	Agree a car park maintenance programme in conjunction with Local committees as part of cyclical roads maintenance.
5/08	Consider establishing quality Park & Ride schemes in conjunction with other transport providers.

## Chapter 6 – Stakeholder & Staff Views

### Context

Public support for parking regulation is critical. We must ensure adequate communication is incorporated into any roll-out, especially in relation to the business community.

Charging for the provision of car parking within the Highlands has been a difficult area. This is partly because the reasons and benefits have not always been made clear. A revised parking policy will help.

The Citizens Panel have conducted enquires and these have been summerised at **Appendix 4**;

### Findings

- There is growing acceptance that so long as the charges imposed assist the local economy, they would be broadly accepted.
- Success will be dependent on clear and consistent communication. This will be helped by a revised parking policy especially if it includes the ability of local committees to agree charging regimes locally. This should include consultation with stakeholders, including local businesses, with an element of the income received being potentially available for spending on local qualifying priorities.
- The Council should evaluate the implications of introducing car parking charges in locations adjacent to Council buildings and any associated impact on staff, including discussion with Trade Unions. Any charge could be made in exchange for an individual staff car park permit. Payment for these permits could be discounted to encourage car sharing. The introduction of a payment scheme for staff parking would encourage active travel and use of public transport.

### Recommendations

Ref	Details
6/01	Agree a Communications Plan as part of the process to be followed when applying the revised policy to include consultation with local bodies including business representatives.
6/02	Engage local committees in identifying qualifying local expenditure to which an element of the locally sourced income from car parking can be put.
6/03	Build in feedback on use of car parks into future survey work and link to improvement in wellbeing, including the use of active travel options.
6/04	Link survey work into the benefits that income generated from car parks could bring.

6/05

Evaluate the implications of introducing car parking charges in locations adjacent to council buildings and any associated impact on staff, including discussion with Trade Unions.



## **Chapter 7 – Parking Revenue & Commercialism Opportunities**

A car park database has been established which also models car park occupancy (stay-periods) based on real world examples wherever possible. The model takes into account the car park's location and primary function to calculate outcomes from imposing tariffs. The model also takes cognisance of the parking charges levied by private operators in the Highlands and by local authorities of a similar geography and make-up to Highland Council. The model classifies car parking facilities into five types according to primary usage:

- No charge
- Rural / local amenity parking
- Visitor / tourist parking
- Short stay urban retail
- Long stay urban visitor

The use of this model allows the Service to better understand the use and management of the car parking resource. It has also provided a basis on which to investigate the revenue opportunities to be gained from changes in current tariffs or the introduction of new charges.

It should be noted that Parking Enforcement Officers (PEO) are not set targets in issuing a specific number of Penalty Charge Notices (PCN) when undertaking their duties. Income generated is used to fund the scheme's operational costs. Under Road Traffic legislation, the application of any surplus funds from on street parking is limited to meeting the cost of providing and maintaining parking facilities, road improvement schemes and public passenger transport services. The Parking Accounts are reported to central government annually.

### **Context**

- There are 223 car parks, a number of which generate revenue. The Service considers that there are approximately a further 100 sites where there is a possibility of introducing charging.
- The Council has recently developed a high degree of knowledge and skill in understanding the processes required to apply a car park management regime within the Highlands.
- There are currently 18 car parks with disparate tariff ranges that are inconsistent in pricing and range. Better definition is required to achieve traffic management objectives through parking.
- The Highlands is dependent on tourism and the success of the North Coast 500 demonstrates how transport infrastructure can be quickly overloaded. Noting the Scottish Government's focus on developing initiatives to support infrastructure in these circumstances, there is an opportunity to rapidly develop charging models for heavily used rural car parks.
- It is envisaged that communities may be encouraged to develop some of the existing unmanaged off-street car-parks where appropriate for local needs. The available Highland Council simulation models, car-park plans, charging mechanisms and administrative systems should be offered to communities to

help facilitate such developments. This could create local jobs during construction and operational phases.

- New and existing off street car parks could be upgraded where appropriate to include adequate services for residents and tourists. These services, which could be self-financing, might include toilets, electric vehicle charging, advertising and bus locations. Journey statistics may be gathered using a new generation of parking ticket machines. Like other council buildings, car-park buildings could be used to generate sun and wind renewable energy.
- The Highlands has a number of car parks currently not under Council management. Consideration should be given to scaling operations to enable an offer to be made to manage these on behalf of their current operators / owners.

## Findings

- The policy will enable roll-out of the opportunities detailed.
- Consideration should be given to extending the number of chargeable sites across the Highlands.
- Consideration should be given to increasing the overall number of sites where charges apply.
- Consideration should be given to expanding the service to include partner organisations.

## Recommendations

Ref	Details
7/01	Consider a 'Highland Rover' ticket aimed at the tourist market.
7/02	Offer combined ticketing (Highland Rover) in conjunction with car hire companies.
7/03	Consider 'seasonal parking tickets' with attractive pricing options. The benefit is that the money is paid up front regardless of the level of use.
7/04	Consult with staff and unions on the implications of introducing car parking charges in locations adjacent to council buildings and any associated impact.
7/05	Evaluate the opportunities to provide car park management services to owners of other public sector or privately managed car parks.
7/06	Ensure appropriate minimum standards are maintained, maximising the number of spaces available within car parks.
7/07	Consider expansion of lorry parks, mobile homes and coach parking facilities and applying a charge for use.

## **Chapter 8 – Delivering on Localism**

### **Decisions Already Made**

In deciding the 2018/19 budget, the Council agreed the savings measures applied to Charging for Parking & Services which included:

- Tariff Review
- Car Park Roll Out
- New Services & Uplifts

It was agreed by Members at Council on 15 February 2018 that the above measures would realise £1.410M to be used to meet the Council's budget gap and therefore this sum is not available for localism.

Members also agreed that charges would be rolled out to 14 new car park locations identified by Community Services.

### **Opportunities For Local Benefit**

The car park modelling has highlighted approximately a further 100 sites where there is a possibility of introducing charging and which could be considered for future charging roll-out. It is estimated that a minimum period of 5 years would be required to deliver this extensive programme subject to resources.

In order to roll-out to new locations, or to make changes to existing tariffs, there needs to be dialogue with local committees on which specific car parks to include and how to construct a rational approach to a charging regime which supports local needs.

The policy to be agreed will act to support proposals which will be backed up by modelling and which would be included within a consistent report format. This report format will include the impact of any proposals and all outcomes from local engagement. Prior to this happening, early discussion with local Members at a Ward level should take place to clarify which of the car parks identified by Community Services for charging are promoted. The dialogue will include charging hours, charging seasons and tariff ranges. This will identify future income levels which should be taken forward to disaggregated budgets. There are already examples in Lochaber where this has been implemented successfully.

By accurately disaggregating car park income and expenditure for each local committee, Members and local communities will be able to see how much their own locality is contributing to the Council's expenditure. By identifying the expected revenue from local car parking arrangements, we can then allow income achieved (or a proportion thereof) over and above budgeted sums within the relevant financial year from those arrangements to be retained for local use through the governance of

the local committee. This additional income will then be available for the relevant local committee to apply to other local Community Service's budgets.

Method - If this was assessed on a retrospective basis, the Council could allocate the Community Service's budget for the next financial year in the knowledge of the additional income available from the previous financial year so as to monitor sums available for distribution by local committees. Qualifying projects could include additional roads maintenance, winter maintenance, the provision of village officers, added value public toilet provision etc. Local community transport initiatives in support of parking implementation could also be considered through this route.

Flexibility - This could include allowing local committees to change local tariff levels based on modelling which shows that, for example, by increasing tariffs in one car park and reducing them in another, whilst local needs would be served, budgeted income levels would also not be prejudiced. A standard reporting template could be developed which highlights the impact of any proposed changes locally.

Community Engagement – Provide clarity on the local budget, coupled with a plan to apply the income option described above, and an explanation as what the additional income could be used for (all within the new car parking policy), should help ease the concerns raised by communities.

Familiarity – Disaggregated budgets are already used for Winter Maintenance and for Grounds Maintenance.

A review should take place after the first year of operation when the actual income and expenditure levels will be known. It is anticipated that parking revenue surpluses should be included in the Community Services disaggregated budget commencing 2019/20. This would allow the Council to set the budget based on actual outturns (real time information). Reserving income for corporate allocation would allow for strategic investment in tourism infrastructure which benefits all Highland communities by making the Highlands an even more attractive place to visit.

We would recommend that the parking revenue and area spend is reviewed thereafter on a 5 year cycle.

### **Scheme of Delegation**

Parking is regulated by various Acts and Regulations, including the Road Traffic Regulation Act 1984 and the Road Traffic Act 1991. Implementation by Highland Council is by means of Traffic Regulation Orders (TROs).

Under the Highland Council Scheme of Delegation parking generally is delegated to the Environment, Development and Infrastructure Committee under Section 2.2 of the EDI chapter of the Scheme, while the specific sections of the 1984 and 1991 Acts relating to Parking and Enforcement are delegated to Officers. TROs are listed among the functions delegated to City or Local Committees.

At present however there is no explicit link in the Scheme of Delegation between powers delegated to EDI on the generality of Parking Enforcement and Management and those to City or Local Committees on TROs.

Review of charges generally is delegated to EDI committee, while “variations within local budgets between individual functional areas” is delegated to local committees.

## Findings

- Local Members currently make allocation decisions on £27M of Community Services expenditure, through the Community Services disaggregated budget. In order to allow Members to allocate a portion of locally generated parking revenue to local projects, it is suggested that surplus parking revenue be included in the disaggregated budget. This revenue line would work one year in arrears, allowing clarity on sums available. Revenue would be available for Members to transfer into any of the other qualifying expenditure lines within the Community Services disaggregated budgets. Where income is derived from on-street parking, expenditure is prescribed by statute. However income derived from off-street parking is much more discretionary but must still be reported to central government. Therefore it is conceded that the money be spent on transport related projects.
- Qualifying projects could include additional roads maintenance, winter maintenance, the provision of village officers, added value public toilet provision, enhanced public transport etc.
- All city, town and village car parks, including those adjacent to council offices, should be considered for charges, in accordance with the revised charging model and under the new policy.
- Reserving income for corporate allocation would allow for strategic investment in tourism infrastructure which benefits all Highland communities by making the Highlands an even more attractive place to visit.
- The Scheme of delegation should be reviewed to ensure that the relevant statutory functions relating to parking are adequately captured. This will reinforce ensure that the Council has robust governance procedures in place.
- In order to facilitate local decision-making, the Scheme of Delegation should be adapted to provide City and Local Committees with the ability to:
  - designate and manage car parks within area;
  - ensure suitable TROs are in place;
  - set and vary parking charges locally;
  - allocate parking revenue to appropriate expenditure budgets within the Community Services disaggregated budget;
  - Ward member views should be taken into account where local committees cover large geographies.
- The Scheme of Delegation should be amended to reflect the split between the Parking functions delegated to EDI Committee and those delegated to City and Local Committees.

## Recommendations

Ref	Details
8/01	Include parking revenue within the Community Services' budget, disaggregated to each local committee.
8/02	Develop a standard reporting template which highlights the impact of any proposed changes on the locality.
8/03	After the first year, the council should set the corporate budget based on actual outturns (real time information).
8/04	The council should authorise local committees to utilise the additional income against qualifying heads of expenditure within the Community Services disaggregated budgets.
8/05	Local committees should be authorised to alter tariff levels within their locality as long as the overall income levels are achieved and there are no adverse traffic management implications.
8/06	Identify a Communication Plan which engages communities effectively, highlighting the benefits whilst also accounting for any concerns.
8/07	Parking revenue and area spend should be reviewed thereafter on a 5 year cycle, sharing good practice, all in line with agreed policy.
8/08	Review the Scheme of Delegation to ensure that the relevant statutory functions relating to parking are adequately captured.
8/09	To facilitate local decision-making, review the Scheme of Delegation to provide City and Local Committees with the ability to: <ul style="list-style-type: none"> <li>• designate and manage car parks within area;</li> <li>• ensure suitable TROs are in place;</li> <li>• set and vary parking charges locally;</li> <li>• allocate parking revenue to appropriate expenditure budgets within the Community Services disaggregated budget</li> </ul>
8/10	The Scheme of Delegation should be amended to reflect the split between the Parking functions delegated to EDI Committee and those delegated to City and Local Committees.
8/11	Ward member views should be taken into account where local committees cover large geographies.

## **Chapter 9 – Recommended Pricing Strategies & Business Processes**

### **Background**

A car park database has been established which also models car park occupancy (stay-periods) based on real world examples wherever possible and this is referred to as the Charging Model. The model takes into account the car park's location and primary function to calculate outcomes from imposing tariffs. Please refer to Chapter 7 for more details.

### **Pricing Strategy**

- Pricing requires to be informed through a clearer understanding of how the public use car parks. The revised policy will help along with the implementation of measures to remotely collect data. Improved links between the Council's Car Park Services and other internal and external transportation services will also help.
- Investment in parking infrastructure such as smart ticketing machines, greatly improves customer accessibility and payment choices as well as the improved quality of data available to the council.
- This means the Charging Model will be continually refined as higher quality data becomes available and, providing an excellent basis upon which to develop a long-term parking strategy and effective traffic management and transport planning across the Highlands.
- Working with the Council's Car Park Services and other stakeholders, the council could evaluate other initiatives undertaken by local authorities with similar parking issues e.g. Lake District National Park.
- Pricing at individual car parks will be developed in accordance with available data and to support its principal use.
- There should be consistency with any pricing strategy to ensure differentiation between short-stay and long-stay parking.

### **Business Processes – Future Development**

The council has made considerable investment in establishing Car Park Services within the Roads & Transport section of Community Services to deliver enforcement and parking management Highland wide since 2016. However the following future developments have been identified as part of this review:

- Establish the criteria for future roll-out of car park charging.
- Improve car park management technology.
- Simplify and expand public access to parking services.
- Improve transparency of parking related decisions and procedures.
- Develop website content to better promote the council's car parking strategy.
- Ensure workforce planning considers resourcing implications as the parking strategy rolls out and enforcement activity increases.
- Further integration of Car Park Services to provide a one-stop shop for consumers.

## Findings

- The existing customer provision is disparate across the Highlands, varying in scope, scale and quality and does not support the Service's ambitions.
- There is capacity to build on the current managed parking provision.
- There is also an opportunity to build on the work already undertaken by the recently established Car Park Service.
- Evidence from other local authorities demonstrates potential for further development of parking provision.
- The introduction of enforcement to date has improved parking compliance.
- There is a need to ensure effective communications in all future developments.

## Recommendations

Ref	Details
9/01	Improve available data used to assess parking needs.
9/02	Invest in parking infrastructure.
9/03	Evaluate other initiatives undertaken by local authorities with similar parking issues.
9/04	Develop pricing at individual car parks in accordance with available data and to support its principal use.
9/05	Ensure consistency with any pricing strategy to differentiate between short-stay and long-stay parking.
9/06	Establish the criteria for future roll-out of car park charging.
9/07	Improve car park management technology.
9/08	Simplify and expand public access to parking services.
9/09	Improve transparency of parking related decisions and procedures.
9/10	Develop website content to better promote the council's car parking strategy.
9/11	Ensure workforce planning considers resourcing implications as the parking strategy rolls out and enforcement activity increases.
9/12	Further integrate Car Park Services to provide a one-stop shop for consumers.
9/13	Ensure effective communication in all future developments.



## Chapter 10 – Conclusions

In the preparation of this Report we have established that;

- The council has focused on resolving the challenge of rolling out Decriminalised Parking Enforcement (DPE) and has not accounted for the need to integrate the new Car Park Service into existing management structures applicable to the administration of car parks at the same time.
- This has been reflected in budget management. Accounts have been prepared in compliance with the requirement to produce an annual return to Scottish Government. However, the current budget does not provide clear information on the true costs and benefits as a number of costs have been omitted such as car park roads maintenance.
- This has negatively impacted the understanding within the community of the value of good parking controls which actively manage the resource.
- Good work has been achieved to date in the implementation of DPE and the team are ready to roll-out effective car park management regimes across the Highlands.

### Findings

- The council has excellent levels of expertise, to the extent that there are opportunities to engage additional work within the private and public sector.
- The revised policy will help unlock this potential along with allowing for the effective roll-out of a sustainable Car Park Service regime across the Highlands.
- Investment in equipment will be required, however the Car Park Service has shown they have the skills to deliver through the existing roll-out and the modelling prepared to date.

### Recommendations

Ref	Details
10/01	Prepare the revised policy at pace and seek approval by Council.
10/02	Develop a template report which can be taken to local committees setting out the benefits and consequences of applying charges to car parks, using the revised model to show the likely impact.
10/03	Ensure that the Car Park Service is fully integrated into the mainstream administration of Roads & Community Works and links in with others in the transport planning sector.

## APPENDIX A

**Transport Environmental and Community Services****Parking Policy****1. Background**

- 1.1. Parking Policy should be determined as an integral and essential part of transport and traffic management policy and within the planning framework provided by structure plans and local plans.
- 1.2. The objectives of local parking policies should be clearly identified and may include those objectives which contribute to wider transport policies, such as traffic restraint or accident prevention.
- 1.3. Parking policies can be particularly effective in helping to achieve traffic restraint whilst at the same time, providing adequate parking spaces for residents and customers to local shops
- 1.4. The total amount and balance of parking spaces in an area should be considered in devising appropriate parking proposals. On-street parking and off-street parking, including private parking, should be considered together, as complementary parts of the total parking available.
- 1.5. In dense urban areas, where demand for spaces at peak parking periods is likely to exceed the supply, proposals are needed on the allocation of the available space amongst the various categories of potential users and the charging regime required to achieve this.

**2. Objectives**

- 2.1. The key objectives of parking policy are:
  - to aid traffic management
  - to encourage and support business and shopping activities in all city, town and village areas.
  - to be cost effective
  - to reduce demand for long term parking while increasing short term parking opportunities
  - to support alternative modes of transport and relieve congestion
  - to direct the public's view and perception of parking charges such that they are not viewed as pernicious charges but as good traffic management.

### **3. Proposed Parking Policies**

- 3.1 Parking should consider the needs of all users including shoppers, residents, business users, disabled vehicle users, tourist and foreign visitors, motorcycles and pedal cycles.
- 3.2 Parking should be considered on an area wide basis taking account of all parking facilities including off-street parking, on-street parking, and private parking.
- 3.3 Infrastructure enhancements should be promoted to make parking attractive and user friendly by upgrading facilities and equipment considering the needs of people with mobility impairment. Efforts should be made to improve safety and personal security standards in parking areas.
- 3.4 Enforcement should be provided to improve turnover of parking spaces whilst adopting a customer friendly style by allowing a 10 min period of grace at the start of any parking period.
- 3.5 Charging should be determined by traffic management needs to ration excess demand for available spaces in areas where there is insufficient parking.
- 3.6 Alterations to a charging regime or new charging should only be considered following a full parking survey which will assess the extent of any traffic problem and allow assessment of charging options.
- 3.7 Charges should be levied and time limits imposed so as to maximize the use of space available. Where demand for parking exceeds supply, demand can be regulated and reduced by raising the level of parking charges. However, care should be taken not to raise charges to levels which might discourage vehicle users from visiting an area. Charging should be set to ensure that there are always around 15% empty spaces available.
- 3.8 Charging for parking should not undermine the viability of business areas or adversely affect local roads or the environment.
- 3.9 Alterations to parking management arrangements should not be made without adequate public consultation.
- 3.10 Short term parking should have priority over long term parking.
- 3.11 Parking arrangements should make due allowance for disabled vehicles, motor cycles and pedal cycles and pedestrian movements.

# **The Highland Council**

## **Parking Operations**

### **Decriminalised Parking Services**

#### **Appendix 5a**

# **PARKING ENFORCEMENT PROTOCOL**

Issue v 1.4 – 28<sup>th</sup> June 2017

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<b>3</b>	<b>Residents Parking Bays</b>	
<b>4</b>	<b>Shared Use Parking Bays</b>	
<b>5</b>	<b>Other Designated Parking Bays</b>	
<b>6</b>	<b>Parking Outside Schools</b>	
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<b>12</b>	<b>Appendices</b> <ul style="list-style-type: none"><li>• <b>1)Dispensation and Suspension procedures</b></li><li>• <b>2)Summary of Parking Permits</b></li><li>• <b>3)Removal Priorities list</b></li><li>• <b>4)Guidelines For Parking Out with Bay Markings</b></li></ul>	

# INTRODUCTION

This document details the parking enforcement procedures in the Highland Council. The purpose of the Enforcement Protocol document is to:

- ensure that enforcement requirements and policies are clear to members of the public, Parking Enforcement Officers and all members of the Parking Operations team;
- have a centrally held document where enforcement policy is documented and can be easily updated when necessary; and
- have a single point of reference for the Highland Council, any parking enforcement operatives, and members of the general public.

Each type of parking restriction is covered by a separate section which clarifies the associated restrictions and also lists each of the exemptions to enforcement (e.g. Section 1 covers yellow lines). Each section also includes a graphical representation, showing how the restrictions are indicated on the streets of Highland.

## **Exemption Notes**

The exemptions listed in this document will not be applied to vehicles which are considered to be persistent evaders of Penalty Charge Notices (i.e. vehicles which have five or more unpaid Penalty Charge Notices outstanding).

Parking Enforcement Officers will issue a Penalty Charge Notice (PCN) to any broken down vehicles which are parked in contravention of the regulations, however the PCN may then be cancelled upon appeal to the Council if proof of the breakdown is provided.


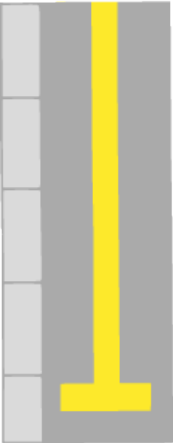
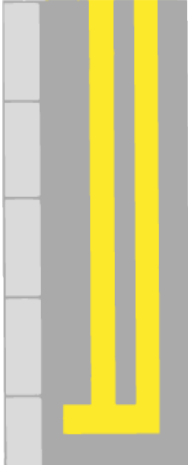
No Penalty Charge Notices should be issued until the parking restrictions have been in force for a full five minutes. i.e. no Penalty Charge Notice should be issued prior to 08:05 if the restriction starts at 08:00.

Any vehicle issued with a Penalty Charge Notice can be removed to the Council's car pound. Section 10 of this document outlines the relevant procedures and exemptions.

The only days on which parking restrictions will not be enforced are Christmas Day, Boxing Day\*, New Years Day and Easter Monday.

\*The Boxing Day holiday will carry over to 27<sup>th</sup> December should 26 December fall on a Sunday.

# Section 1 – YELLOW LINES


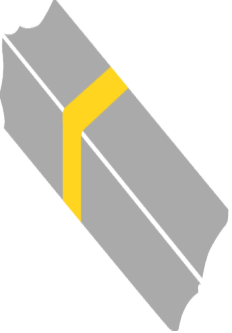


Restrictions	Enforcement Protocols
<p>fig 1 – syl</p>  	<p><b>1) Yellow Line areas outwith any loading restrictions</b></p> <p><b>PCN Code 01 On Street, PCN Code 81 Off Street</b>            ‘Parked in a restricted street during prescribed hours’            ‘Parked in a restricted area in a car park’</p> <p><b>Single Yellow Line (syl)</b> (fig 1)</p> <ul style="list-style-type: none"> <li>No waiting during the restricted hours (as displayed on the associated time plate)</li> </ul> <p><b>Double Yellow Line (dyl)</b> (fig 2)</p> <ul style="list-style-type: none"> <li>No waiting at any time</li> <li>Time plates are not required at double yellow line areas with no loading restrictions</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Loading / Unloading of a vehicle is permitted for periods of up to 30 minutes provided it is necessary for the vehicle to be waiting at the location</li> <li>Vehicles can be granted longer periods to carry out loading and unloading activities by applying for a dispensation (see Appendix 1)</li> <li>Parking Enforcement Officers will observe a private vehicle on a yellow line for a full TEN minutes, or a marked goods vehicle for a full TEN minutes, to check for loading activity before issuing a Penalty Charge Notice (PCN)</li> <li>Vehicles should be moved on by a Parking Enforcement Officer if the driver is present and no loading/unloading is witnessed. If the driver is not present, or if the driver refuses to move, the Parking Enforcement Officer will issue Penalty Charge Notice after TEN minutes constant observation</li> <li>Vehicles are not permitted to return to a location to load and unload again until 30 minutes have elapsed since the termination of the last period of waiting</li> <li>Goods should not be deposited on the carriageway, except immediately at the rear of the vehicle, and no goods should be permitted to remain on the carriageway before the arrival or after the departure of the vehicle</li> </ul> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>vehicles while being used for fire and rescue, ambulance or police force purposes</li> <li>vehicles, not being passenger vehicles, while being used in the service of the local roads authority in pursuance of statutory powers or duties: provided that in all the circumstances it is reasonably necessary in the exercise of such powers or duties or the performance of such duties for the vehicle to wait or stop at the place in which it is either waiting or stopped.</li> <li>taxis while:               <ol style="list-style-type: none"> <li>waiting upon a duly authorised taxi stance;</li> <li>and the driver is within the vehicle;</li> <li>and the vehicle is available for immediate hire.</li> </ol> </li> <li>invalid carriages or motor vehicles which are being driven or used by disabled persons and which conspicuously display, so as to be clearly visible from the front of the vehicle, a valid disabled persons badge</li> <li>vehicles waiting while goods are being sold or offered for sale by a</li> </ol>
<p>fig 2 – dyl</p> 	

# Section 1 – YELLOW LINES

Restrictions	Enforcement Protocols
	<p>person who is licensed by the Council to sell goods from a stationary vehicle on an approved pitch and which is waiting for such purpose on a pitch</p> <p>(6) to enable a vehicle in actual use or materially necessary for such purposes, provided that the said vehicle cannot conveniently be used for the same purpose either in any other road not being a restricted road or outwith the prohibited hours, to be used, in or adjacent to that or any other restricted road in connection with any:</p> <ul style="list-style-type: none"> <li>a. building operation; or</li> <li>b. demolition; or</li> <li>c. laying, erection, alteration or repair of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any electronic communications apparatus; or</li> <li>d. excavation,</li> </ul> <p>provided that, in the case of any of the operations described in subparagraphs (iii) and (iv), the said operation, or operations, are to be conducted within the extents of the road.</p> <p>(7) to enable a vehicle in actual use or materially necessary for such purposes, provided that the said vehicle cannot conveniently be used for the same purpose either in any other road not being a restricted road or outwith the prohibited hours, to be used in connection with any:</p> <ul style="list-style-type: none"> <li>a. cleansing or lighting of any restricted road; or</li> <li>b. removal of any obstruction to traffic on any restricted road; or</li> <li>c. maintenance or improvement or reconstruction of any restricted road; or</li> <li>d. placing, maintenance or removal of any traffic sign or parking meter on any restricted road.</li> </ul> <p>(8) to enable a person to board or alight from the vehicle or to load thereon or unload therefrom his personal luggage: Provided that no vehicle shall so wait or stop in any such road described in Schedule 1 or 2 during the prohibited hours for longer than two minutes;</p> <p>(9) when the person in control of the vehicle is:</p> <ul style="list-style-type: none"> <li>a. required by law to stop; or</li> <li>b. is obliged to stop in order to avoid an accident; or</li> <li>c. is prevented from proceeding by any circumstances beyond their control, where the said circumstance relates directly to the movement, or otherwise, of traffic on the road;</li> </ul> <p>(10) if the vehicle is in actual use in connection with a funeral undertaking;</p> <p>(11) if the vehicle is in the service of, or is being employed by, a security company and is in actual use while currency or other valuables:</p> <ul style="list-style-type: none"> <li>a. are being unloaded from the vehicle; or</li> <li>b. having been unloaded from the said vehicle, are being delivered; or</li> <li>c. are being collected from premises adjacent to that road for loading onto the vehicle; or</li> <li>d. having been collected from the said premises, are being loaded onto the vehicle.</li> </ul> <p>(12) if the vehicle, being a liveried vehicle, is in the service of, or is being employed by, a universal service provider and is in actual use while postal packets:</p> <ul style="list-style-type: none"> <li>a. addressed to premises adjacent to that road are being unloaded from the vehicle; or</li> <li>b. addressed to premises adjacent to that road having been unloaded from the said vehicle, are being delivered; or</li> <li>c. are being collected from postal boxes or premises adjacent to that road for loading onto the vehicle: or</li> <li>d. are being loaded onto the vehicle.</li> </ul>








## Section 1 – YELLOW LINES

Restrictions	Enforcement Protocols
<p>fig 1 – skm</p>  	<p><b>2) Yellow Line areas with loading restrictions</b></p> <p><b>PCN Code 02 –</b> ‘Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force’</p> <p><b>Single Kerb Marking (skm) (fig1)</b></p> <ul style="list-style-type: none"> <li>• No loading / waiting during hours of loading prohibition (as displayed on time plate)</li> <li>• Loading restrictions are usually found on main traffic routes or near to schools, prohibiting drivers from waiting at the roadside during hours of peak traffic flow</li> </ul> <p><b>Double Kerb Marking (dkm) (fig2)</b></p> <ul style="list-style-type: none"> <li>• No loading / waiting at any time (as displayed on time plate)</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>• Parking Enforcement Officers will issue an <b>instant</b> Penalty Charge Notice to any vehicle parked at a yellow line during a loading prohibition</li> <li>• Vehicles should be moved on if the driver is present. If the driver is not present, or if the driver refuses to move, the Parking Enforcement Officer will issue an <b>instant</b> Penalty Charge Notice</li> </ul>
<p>fig 2 – dkm</p>  	<p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>(1) to enable a vehicle in actual use or materially necessary for such purposes, provided that the said vehicle cannot conveniently be used for the same purpose either in any other road not being a restricted road or outwith the prohibited hours, to be used, in or adjacent to that or any other restricted road in connection with any:             <ol style="list-style-type: none"> <li>a. building operation; or</li> <li>b. demolition; or</li> <li>c. laying, erection, alteration or repair of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any electronic communications apparatus; or</li> <li>d. excavation,</li> </ol>             provided that, in the case of any of the operations described in subparagraphs (iii) and (iv), the said operation, or operations, are to be conducted within the extents of the road.           </li> <li>(2) to enable a vehicle in actual use or materially necessary for such purposes, provided that the said vehicle cannot conveniently be used for the same purpose either in any other road not being a restricted road or outwith the prohibited hours, to be used in connection with any:             <ol style="list-style-type: none"> <li>a. cleansing or lighting of any restricted road; or</li> <li>b. removal of any obstruction to traffic on any restricted road; or</li> <li>c. maintenance or improvement or reconstruction of any restricted road; or</li> <li>d. placing, maintenance or removal of any traffic sign or parking meter on any restricted road.</li> </ol> </li> <li>(3) to enable a person to board or alight from the vehicle or to load thereon or unload therefrom his personal luggage: Provided that no vehicle shall so wait or stop in any such road described in Schedule 1 or 2 during the prohibited hours for longer than two minutes;</li> <li>(4) when the person in control of the vehicle is:             <ol style="list-style-type: none"> <li>a. required by law to stop; or</li> <li>b. is obliged to stop in order to avoid an accident; or</li> <li>c. is prevented from proceeding by any circumstances beyond their control, where the said circumstance relates directly to the</li> </ol> </li> </ol>

## Section 1 – YELLOW LINES

Restrictions	Enforcement Protocols
	<p style="text-align: center;">movement, or otherwise, of traffic on the road;</p> <p>(5) if the vehicle is in actual use in connection with a funeral undertaking;</p> <p>(6) if the vehicle is in the service of, or is being employed by, a security company and is in actual use while currency or other valuables:</p> <ul style="list-style-type: none"> <li>a. are being unloaded from the vehicle; or</li> <li>b. having been unloaded from the said vehicle, are being delivered; or</li> <li>c. are being collected from premises adjacent to that road for loading onto the vehicle; or</li> <li>d. having been collected from the said premises, are being loaded onto the vehicle.</li> </ul> <p>(7) if the vehicle, being a liveried vehicle, is in the service of, or is being employed by, a universal service provider and is in actual use while postal packets:</p> <ul style="list-style-type: none"> <li>a. addressed to premises adjacent to that road are being unloaded from the vehicle; or</li> <li>b. addressed to premises adjacent to that road having been unloaded from the said vehicle, are being delivered; or</li> <li>c. are being collected from postal boxes or premises adjacent to that road for loading onto the vehicle: or</li> <li>d. are being loaded onto the vehicle.</li> </ul>

## Section 2 – PUBLIC PARKING BAYS

Restrictions	Enforcement Protocols
 <p>Example plates:</p>    	<p><b>1) Pay and Display</b></p> <p><b>PCN Code 05 On Street, PCN Code 82 Off Street</b>  <b>‘Parked after the expiry of paid time’</b></p> <ul style="list-style-type: none"> <li>In the case of a vehicle displaying an expired pay and display voucher, or having an expired cashless parking session, a Parking Enforcement Officer will wait until TEN minutes after the printed expiry time on the voucher before issuing an <b>instant</b> Penalty Charge Notice (PCN)</li> </ul> <p><b>PCN Code 11 On Street, PCN Code 73 Off Street</b>  <b>‘Parked without payment of the parking charge’</b></p> <ul style="list-style-type: none"> <li>If a vehicle is not clearly displaying a valid pay and display voucher or other permitted identifier/permit and does not have a valid cashless parking session, then a Parking Enforcement Officer will observe the vehicle for a full TEN minutes before issuing a Penalty Charge Notice (PCN). This TEN minutes observation is used to determine whether or not the driver is in the process of purchasing a voucher from a nearby ticket machine</li> <li>If a vehicle is displaying a valid residents’ permit for the zone but has no valid pay and display voucher or cashless parking session, then a Parking Enforcement Officer will issue a PCN but the vehicle should not be authorised for removal</li> <li>If a vehicle is displaying an obscured pay &amp; display voucher, or if the voucher is face down, the Parking Enforcement Officer should issue an <b>instant</b> PCN but should not authorise the vehicle for removal. A Parking Enforcement Officer should not issue a PCN if the pay &amp; display voucher is slightly obscured but the relevant details can still be verified</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Parking is permitted during the hours of restriction provided the vehicle is displaying a valid pay and display voucher, purchased from an appropriate ticket issuing machine, has an other permitted identifier/permit or has a valid cashless parking session</li> <li>A Parking Enforcement Officer can issue an <b>instant</b> Penalty Charge Notice to any vehicle which is not parked wholly within the set markings of the place or individual bay, has returned to the same parking place within an hour of leaving, or has purchased additional parking time in order to extend the stay beyond the maximum stay period of that place</li> <li>Should a motorist find a ticket issuing machine to be faulty and therefore be unable to purchase a valid pay and display voucher for their vehicle, the onus would remain with the motorist to purchase a voucher from a nearby machine with the same tariff or to move their vehicle to another public parking place with a fully functioning ticket machine</li> <li>If the vehicle is displaying a valid pay and display voucher - In general, a pay and display ticket purchased from a ticket issuing machine in the immediate vicinity (e.g. opposite side of the road), providing tariff and maximum stay are identical</li> <li>If the vehicle is an invalid carriage or motor vehicle which is displaying a valid disabled blue badge and is not causing an obstruction</li> <li>Motorcycles are exempt from payment of charges in pay and display parking places. Specific, motorcycle only, parking bays are provided</li> </ul>



## Section 2 – PUBLIC PARKING BAYS

Restrictions	Enforcement Protocols
	<p data-bbox="472 338 826 371"><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li data-bbox="520 398 1353 479">(1) the vehicle is waiting for a period not exceeding two minutes, or such longer period as a Parking Enforcement Officer may approve, to enable a person to board or alight from the vehicle;</li> <li data-bbox="520 506 1331 645">(2) the vehicle is waiting owing to the driver being:             <ol style="list-style-type: none"> <li data-bbox="616 533 1166 562">a. obliged to stop in order to avoid an accident; or</li> <li data-bbox="616 562 1331 645">b. prevented from proceeding by any circumstances beyond their control, where the said circumstance relates directly to the movement, or otherwise, of traffic on the road;</li> </ol> </li> <li data-bbox="520 672 1310 730">(3) the vehicle is being used for fire and rescue, ambulance or police purposes;</li> <li data-bbox="520 757 1369 891">(4) the vehicle, not being a passenger vehicle, is being used in the service of a local authority in pursuance of statutory powers or duties: Provided that in all the circumstances it is reasonably necessary in the exercise of such powers or in the performance of such duties for the vehicle to wait at the place in which it is waiting;</li> <li data-bbox="520 918 1369 976">(5) the vehicle is waiting only for so long as may be necessary to enable it to be used in connection with the removal of any obstruction to traffic;</li> <li data-bbox="520 1003 1362 1279">(6) if the vehicle, being a liveried vehicle, is in the service of, or is being employed by, a universal service provider and is in actual use, in the place within which the vehicle is waiting, while postal packets:             <ol style="list-style-type: none"> <li data-bbox="616 1084 1294 1137">a. addressed to premises adjacent to the said place are being unloaded from the vehicle; or</li> <li data-bbox="616 1137 1326 1191">b. addressed to premises adjacent to the said place having been unloaded from the said vehicle, are being delivered; or</li> <li data-bbox="616 1191 1362 1245">c. are being collected from postal boxes or premises adjacent to the said place for loading onto the vehicle; or</li> <li data-bbox="616 1245 1023 1279">d. are being loaded onto the vehicle.</li> </ol> </li> <li data-bbox="520 1305 1362 1827">(7) the vehicle, not being a passenger vehicle, and where the said vehicle is integral to the work being undertaken, is waiting only for so long as may be reasonably necessary to enable it to be used for the purpose of:             <ol style="list-style-type: none"> <li data-bbox="616 1413 1353 1467">a. any building operation, demolition or excavation in or adjacent to the parking place;</li> <li data-bbox="616 1467 1331 1520">b. the maintenance, improvement or reconstruction of the parking place; or</li> <li data-bbox="616 1520 1353 1632">c. the laying, erection, alteration, removal or repair in or adjacent to the parking place of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any telecommunication apparatus; or</li> <li data-bbox="616 1632 1353 1686">d. the placing, maintenance or removal of any traffic sign or parking meter.</li> </ol> <p data-bbox="616 1686 1369 1827">provided that, in all cases, the vehicle or vehicles are in actual use in connection with the work being undertaken and that, in the case of any of the operations described in sub-paragraphs (iii) and (iv) above, the said operation or operations are to be conducted within the extents of the road.</p> </li> <li data-bbox="520 1854 1294 1966">(8) the vehicle, not being a passenger vehicle, is in actual use in connection with the removal of furniture to or from one office or dwelling house adjacent to the place from or to another office or dwelling house;</li> <li data-bbox="520 1993 1331 2022">(9) the vehicle is in actual use in connection with a funeral undertaking;</li> <li data-bbox="520 2049 1331 2072">(10) the vehicle is waiting if goods are being sold or offered for sale from</li> </ol>

## Section 2 – PUBLIC PARKING BAYS

Restrictions	Enforcement Protocols
	<p>the vehicle by a person who is licensed by the Council to sell goods from a stationary vehicle situated in the place;</p> <p>(11) if the vehicle, being a security vehicle, is in actual use while currency, or other valuables:</p> <ul style="list-style-type: none"><li>a. are being unloaded from the vehicle; or</li><li>b. having been unloaded from the said vehicle, are being delivered; or</li><li>c. are being collected from premises adjacent to that road for loading onto the vehicle; or</li><li>d. having been collected from the said premises, are being loaded onto the vehicle.</li></ul>



# Section 3 – PERMIT PARKING BAYS

Restrictions	Enforcement Protocols
 <p>Example plates:</p> 	<p><b>1) Permit Parking Places</b></p> <p><b>PCN Code 16 On Street, PCN Code 85 Off Street</b>  <b>'Parked in a permit space or zone without clearly displaying a valid permit'</b></p> <ul style="list-style-type: none"> <li>Permit parking places can be identified by white road markings with an associated legend stating 'PERMIT HOLDERS ONLY' and may also have a related time plate indicating the permit zone</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>A vehicle may be parked in a permit parking place provided it is clearly displaying a valid residents' permit, business permit or visitor permit, trade permit for the zone in which it is parked</li> <li>Parking Enforcement Officers will issue a Penalty Charge Notice to any vehicles parked in a permit parking place which are not displaying a valid permit after observing the vehicle for TEN minutes.</li> <li>A Parking Enforcement Officer can issue an <b>instant</b> Penalty Charge Notice to any vehicle which is not parked wholly within the set markings of the parking place. If a vehicle is displaying a valid pay and display voucher for the street in which it is parked then the vehicle should be issued with an <b>instant</b> PCN but the vehicle should not be authorised for removal.</li> <li>When a Parking Enforcement Officer is instructed by the Council to take enforcement action as a result of a permit being altered, the vehicle can be issued with an <b>instant</b> PCN and authorised for removal. Details of this action must be forwarded to the Council's Fraud Prevention Officer at the earliest opportunity</li> <li>In instances where the vehicle is displaying an expired permit for the zone in which it is parked, the Parking Enforcement Officer should only issue a PCN if the permit has expired by FOURTEEN days or more. The vehicle can be removed if the permit has been expired for over 1(one) month.</li> </ul> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>the vehicle is waiting for a period not exceeding two minutes, or such longer period as a Parking Enforcement Officer may approve, to enable a person to board or alight from the vehicle;</li> <li>the vehicle is waiting owing to the driver being:             <ol style="list-style-type: none"> <li>obliged to stop in order to avoid an accident; or</li> <li>prevented from proceeding by any circumstances beyond their control, where the said circumstance relates directly to the movement, or otherwise, of traffic on the road;</li> </ol> </li> <li>the vehicle is being used for fire and rescue, ambulance or police purposes;</li> <li>the vehicle, not being a passenger vehicle, is being used in the service of a local authority in pursuance of statutory powers or duties: Provided that in all the circumstances it is reasonably necessary in the exercise of such powers or in the performance of such duties for the vehicle to wait at the place in which it is waiting;</li> <li>the vehicle is waiting only for so long as may be necessary to enable it to be used in connection with the removal of any obstruction to traffic;</li> </ol>

## Section 3 –PERMIT PARKING BAYS

Restrictions	Enforcement Protocols
	<p>(6) if the vehicle, being a liveried vehicle, is in the service of, or is being employed by, a universal service provider and is in actual use, in the place within which the vehicle is waiting, while postal packets:</p> <ol style="list-style-type: none"> <li>a. addressed to premises adjacent to the said place are being unloaded from the vehicle; or</li> <li>b. addressed to premises adjacent to the said place having been unloaded from the said vehicle, are being delivered; or</li> <li>c. are being collected from postal boxes or premises adjacent to the said place for loading onto the vehicle; or</li> <li>d. are being loaded onto the vehicle.</li> </ol> <p>(7) the vehicle, not being a passenger vehicle, and where the said vehicle is integral to the work being undertaken, is waiting only for so long as may be reasonably necessary to enable it to be used for the purpose of:</p> <ol style="list-style-type: none"> <li>a. any building operation, demolition or excavation in or adjacent to the parking place;</li> <li>b. the maintenance, improvement or reconstruction of the parking place; or</li> <li>c. the laying, erection, alteration, removal or repair in or adjacent to the parking place of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any telecommunication apparatus; or</li> <li>d. the placing, maintenance or removal of any traffic sign or parking meter.</li> </ol> <p>provided that, in all cases, the vehicle or vehicles are in actual use in connection with the work being undertaken and that, in the case of any of the operations described in sub-paragraphs (iii) and (iv) above, the said operation or operations are to be conducted within the extents of the road.</p> <p>(8) the vehicle, not being a passenger vehicle, is in actual use in connection with the removal of furniture to or from one office or dwelling house adjacent to the place from or to another office or dwelling house;</p> <p>(9) the vehicle is in actual use in connection with a funeral undertaking;</p> <p>(10) the vehicle is waiting if goods are being sold or offered for sale from the vehicle by a person who is licensed by the Council to sell goods from a stationary vehicle situated in the place;</p> <p>(11) if the vehicle, being a security vehicle, is in actual use while currency, or other valuables:</p> <ol style="list-style-type: none"> <li>a. are being unloaded from the vehicle; or</li> <li>b. having been unloaded from the said vehicle, are being delivered; or</li> <li>c. are being collected from premises adjacent to that road for loading onto the vehicle; or</li> <li>d. having been collected from the said premises, are being loaded onto the vehicle.</li> </ol> <p>(12) where the vehicle is a goods vehicle in actual use for the purpose of delivering or collecting goods or merchandise or while loading or unloading the goods vehicle at premises adjoining the road in which the place is located: Provided that no such goods vehicle engaged in delivering or collecting goods or merchandise or being loaded or unloaded shall so wait for a period of more than thirty minutes in the same place or, if a period of less than thirty minutes has elapsed since the termination of the last period of waiting (if any) of the vehicle outside the same premises.</p>

# Section 4 – SHARED USE PARKING BAYS

Restrictions	Enforcement Protocols
 <p data-bbox="188 1021 375 1055">Example plate</p> 	<p data-bbox="469 344 847 378"><b>1) Shared Use Parking Places</b></p> <p data-bbox="469 407 1078 468"><b>PCN Code 05 On Street, PCN Code 82 Off Street</b> <b>‘Parked after the expiry of paid time’</b></p> <ul data-bbox="517 472 1353 591" style="list-style-type: none"> <li>• In the case of a vehicle displaying an expired pay and display voucher, or having an expired cashless parking session, a Parking Enforcement Officer will issue an <b>instant</b> Penalty Charge Notice (PCN)</li> </ul> <p data-bbox="469 595 1078 656"><b>PCN Code 11 On Street, PCN Code 73 Off Street</b> <b>‘Parked without payment of the parking charge’</b></p> <ul data-bbox="517 660 1375 1115" style="list-style-type: none"> <li>• If a vehicle is not clearly displaying a valid parking permit or visitor permit for the zone in which it is parked, or is not displaying a valid pay and display voucher and does not have a valid cashless parking session, a Parking Enforcement Officer will observe the vehicle for a full TEN minutes before issuing a Penalty Charge Notice. This TEN minutes observation is used to determine whether or not the driver is in the process of purchasing a voucher from a nearby ticket machine</li> <li>• If a vehicle is displaying an obscured permit or pay &amp; display voucher, or if the voucher is face down, the Parking Enforcement Officer should issue an <b>instant</b> Penalty Charge Notice but should not authorise the vehicle for removal. A Parking Enforcement Officer should not issue a Penalty Charge Notice if the permit or pay &amp; display voucher is slightly obscured but the relevant details can still be verified</li> </ul> <p data-bbox="469 1144 564 1171"><b>NOTES</b></p> <ul data-bbox="517 1176 1375 2065" style="list-style-type: none"> <li>• Parking is permitted during the hours of restriction provided the vehicle is displaying a valid pay and display voucher (purchased from an appropriate ticket issuing machine), a valid cashless parking session, or a valid parking permit, issued for the zone in which it is parked</li> <li>• A Parking Enforcement Officer can issue an <b>instant</b> Penalty Charge Notice to any vehicle which is not parked wholly within the set markings of the parking place, has returned to the same parking place within an hour of leaving, or has purchased additional parking time in order to extend the stay beyond the maximum stay period of that parking place</li> <li>• Should a motorist find a ticket issuing machine to be faulty and therefore be unable to purchase a valid pay and display voucher for their vehicle, the onus would remain with the motorist to purchase a voucher from a nearby machine with the same charge or to move their vehicle to another parking place with a fully functioning ticket machine</li> <li>• In instances where the vehicle is displaying an expired permit for the zone in which it is parked and has no other payment for parking, the Parking Enforcement Officer should only issue a PCN if the permit has expired by fifteen days or more. The vehicle can be removed if the permit has been expired for over 1 month.</li> <li>• If the vehicle is displaying a valid pay and display voucher - In general, a pay and display ticket purchased from a ticket issuing machine in the immediate vicinity (e.g. opposite side of the road), providing the charge and maximum stay are identical;</li> <li>• If the vehicle is an invalid carriage or motor vehicle which is displaying a valid disabled blue badge and is not causing an obstruction;</li> </ul>



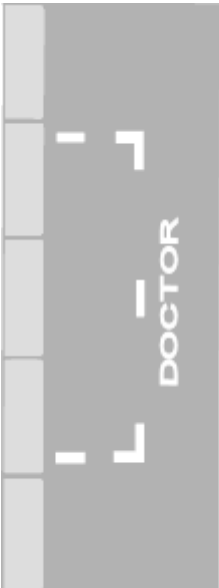
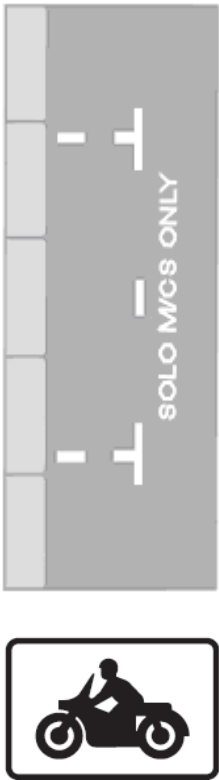
## Section 4 – SHARED USE PARKING BAYS

Restrictions	Enforcement Protocols
	<p data-bbox="470 309 826 342"><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li data-bbox="518 365 1353 454">(1) the vehicle is waiting for a period not exceeding two minutes, or such longer period as a Parking Enforcement Officer may approve, to enable a person to board or alight from the vehicle;</li> <li data-bbox="518 477 1332 611">(2) the vehicle is waiting owing to the driver being:               <ol style="list-style-type: none"> <li data-bbox="614 499 1165 533">a. obliged to stop in order to avoid an accident; or</li> <li data-bbox="614 533 1332 611">b. prevented from proceeding by any circumstances beyond their control, where the said circumstance relates directly to the movement, or otherwise, of traffic on the road;</li> </ol> </li> <li data-bbox="518 633 1308 701">(3) the vehicle is being used for fire and rescue, ambulance or police purposes;</li> <li data-bbox="518 723 1369 857">(4) the vehicle, not being a passenger vehicle, is being used in the service of a local authority in pursuance of statutory powers or duties: Provided that in all the circumstances it is reasonably necessary in the exercise of such powers or in the performance of such duties for the vehicle to wait at the place in which it is waiting;</li> <li data-bbox="518 880 1369 947">(5) the vehicle is waiting only for so long as may be necessary to enable it to be used in connection with the removal of any obstruction to traffic;</li> <li data-bbox="518 969 1369 1249">(6) if the vehicle, being a liveried vehicle, is in the service of, or is being employed by, a universal service provider and is in actual use, in the place within which the vehicle is waiting, while postal packets:               <ol style="list-style-type: none"> <li data-bbox="614 1059 1297 1115">a. addressed to premises adjacent to the said place are being unloaded from the vehicle; or</li> <li data-bbox="614 1115 1329 1171">b. addressed to premises adjacent to the said place having been unloaded from the said vehicle, are being delivered; or</li> <li data-bbox="614 1171 1369 1227">c. are being collected from postal boxes or premises adjacent to the said place for loading onto the vehicle; or</li> <li data-bbox="614 1227 1026 1249">d. are being loaded onto the vehicle.</li> </ol> </li> <li data-bbox="518 1272 1369 1798">(7) the vehicle, not being a passenger vehicle, and where the said vehicle is integral to the work being undertaken, is waiting only for so long as may be reasonably necessary to enable it to be used for the purpose of:               <ol style="list-style-type: none"> <li data-bbox="614 1384 1353 1440">a. any building operation, demolition or excavation in or adjacent to the parking place;</li> <li data-bbox="614 1440 1337 1496">b. the maintenance, improvement or reconstruction of the parking place; or</li> <li data-bbox="614 1496 1353 1608">c. the laying, erection, alteration, removal or repair in or adjacent to the parking place of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any telecommunication apparatus; or</li> <li data-bbox="614 1608 1356 1664">d. the placing, maintenance or removal of any traffic sign or parking meter.</li> </ol> <p data-bbox="614 1664 1369 1798">provided that, in all cases, the vehicle or vehicles are in actual use in connection with the work being undertaken and that, in the case of any of the operations described in sub-paragraphs (iii) and (iv) above, the said operation or operations are to be conducted within the extents of the road.</p> </li> <li data-bbox="518 1821 1297 1933">(8) the vehicle, not being a passenger vehicle, is in actual use in connection with the removal of furniture to or from one office or dwelling house adjacent to the place from or to another office or dwelling house;</li> <li data-bbox="518 1955 1337 1989">(9) the vehicle is in actual use in connection with a funeral undertaking;</li> <li data-bbox="518 2011 1337 2067">(10) the vehicle is waiting if goods are being sold or offered for sale from the vehicle by a person who is licensed by the Council to sell goods</li> </ol>




## Section 4 – SHARED USE PARKING BAYS

Restrictions	Enforcement Protocols
	<p>from a stationary vehicle situated in the place;</p> <p>(11) if the vehicle, being a security vehicle, is in actual use while currency, or other valuables:</p> <ul style="list-style-type: none"> <li>a. are being unloaded from the vehicle; or</li> <li>b. having been unloaded from the said vehicle, are being delivered; or</li> <li>c. are being collected from premises adjacent to that road for loading onto the vehicle; or</li> <li>d. having been collected from the said premises, are being loaded onto the vehicle.</li> </ul> <p>(12) where the vehicle is a goods vehicle in actual use for the purpose of delivering or collecting goods or merchandise or while loading or unloading the goods vehicle at premises adjoining the road in which the place is located: Provided that no such goods vehicle engaged in delivering or collecting goods or merchandise or being loaded or unloaded shall so wait for a period of more than thirty minutes in the same place or, if a period of less than thirty minutes has elapsed since the termination of the last period of waiting (if any) of the vehicle outside the same premises.</p>




# Section 5 – OTHER DESIGNATED PARKING PLACES

Restrictions	Enforcement Protocols
	<p><b>1) Doctors' Parking Places</b></p> <p><b>PCN Code 16 On Street, PCN Code 85 Off Street</b>  <b>'Parked in a permit space without displaying a valid permit'</b></p> <ul style="list-style-type: none"> <li>Doctors parking places can be identified by white bay markings with an associated road legend stating 'DOCTOR' and also a related time plate</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Parking is permitted provided the vehicle is clearly displaying a valid doctors' permit for the place in which the vehicle is parked</li> <li>Parking Enforcement Officers will issue an <b>instant</b> Penalty Charge Notice to any vehicle parked in a doctors parking place which is not displaying a valid doctors permit for that bay</li> </ul>
	<p><b>2) Solo Motorcycle Parking Places</b></p> <p><b>PCN Code 23 On Street, PCN Code 91 Off Street</b>  <b>'Parked in a parking place not designated for that class of vehicle'</b></p> <ul style="list-style-type: none"> <li>Solo Motorcycle parking places can be identified by white bay markings with an associated road legend stating 'SOLO M/Cs ONLY' or 'SOLO M/Cs'</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Parking is permitted for any bicycle which is propelled by mechanical power (without a sidecar attachment)</li> <li>Parking Enforcement Officers will issue an <b>instant</b> Penalty Charge Notice to any vehicle parked in a solo motorcycle parking place which is not a solo motorcycle</li> <li>A Parking Enforcement Officer can issue an <b>instant</b> Penalty Charge Notice to any vehicle which is not parked wholly within the set markings of the bay</li> </ul>


# Section 5 – OTHER DESIGNATED PARKING PLACES

Restrictions	Enforcement Protocols
	<p><b>3) Car Club Parking Places</b></p> <p><b>PCN Code 23 On Street, PCN Code 91 Off Street</b>  <b>'Parked in a parking place not designated for that class of vehicle'</b></p> <ul style="list-style-type: none"> <li>Car Club parking places can be identified by white bay markings with an associated road legend stating 'CAR CLUB and also a related time plate</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Parking Enforcement Officers will issue an <b>instant</b> Penalty Charge Notice to any vehicle parked in a Car Club place which is not owned (and clearly liveried) by the Car Club</li> <li>A Parking Enforcement Officer can issue an <b>instant</b> Penalty Charge Notice to any vehicle which is not parked wholly within the set markings of the bay</li> <li>Parking Enforcement Officers may authorise a vehicle for immediate removal unless the vehicle is displaying a Blue Badge.</li> </ul>
 <p>Example plates:</p> 	<p><b>4) Loading Place</b></p> <p><b>PCN Code 25 On Street, PCN Code 70 Off Street</b>  <b>'Vehicle waiting in a loading place without loading taking place'</b></p> <ul style="list-style-type: none"> <li>Loading places can be identified by white bay markings with an associated road legend stating 'LOADING ONLY' and also a related time plate</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Loading / Unloading of a vehicle is permitted for periods of up to 30 minutes in a loading place</li> <li>Parking Enforcement Officers will observe a private vehicle in a loading place for a full TEN minutes, or a marked goods vehicle for a full ten minutes, to check for loading activity before issuing a Penalty Charge Notice (PCN)</li> <li>Vehicles should be moved on by a Parking Enforcement Officer if the driver is present and no loading/unloading is witnessed. If the driver is not present, or if the driver refuses to move, the Parking Enforcement Officer will issue Penalty Charge Notice after TEN minutes constant observation</li> <li>A Parking Enforcement Officer can issue an <b>instant</b> Penalty Charge Notice to any vehicle which is not parked wholly within the set markings of the bay</li> <li><u>Disabled Badge Holders are subject to the same restrictions in Loading Bays as all other users.</u></li> </ul>

# Section 5 – OTHER DESIGNATED PARKING PLACES

Restrictions	Enforcement Protocols
 <p>Example plate:</p> 	<p><b>4) Disabled Parking Place</b></p> <p><b>PCN Code 40 On Street, PCN Code 87 Off Street</b>  <b>'parked in a designated disabled persons' parking place without displaying a valid disabled persons' parking badge'</b></p> <ul style="list-style-type: none"> <li>Disabled parking places can be identified by white bay markings with an associated road legend stating 'DISABLED' and also an associated time plate</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Parking is permitted provided the vehicle is clearly displaying a valid blue disabled badge</li> <li>Parking Enforcement Officers will issue an <b>instant</b> Penalty Charge Notice to any vehicle not displaying a valid blue disabled badge</li> <li>A Parking Enforcement Officer can issue an <b>instant</b> Penalty Charge Notice to any vehicle which is not parked wholly within the set markings of the bay</li> <li>Any vehicles displaying an altered blue disabled badge should be issued with an <b>instant</b> PCN and be authorised for removal. Details of this action must be forwarded to the Council's Fraud Prevention Officer at the earliest opportunity or Police Scotland contacted at time of observation.</li> </ul>
<p>Example Plate:</p> 	<p><b>5) Electric Vehicle recharging point bay</b></p> <p><b>PCN Code 23 On Street, PCN Code 71 Off Street</b>  <b>'Parked in a parking place designated for electric vehicles'</b></p> <ul style="list-style-type: none"> <li><b>Electric Vehicle recharging point</b> parking places can be identified by white bay markings with an associated road legend stating 'ELECTRIC' and also an associated time plate</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Parking Enforcement Officers will observe a vehicle in an Electric Vehicle recharging point bay for a full FIVE minutes, to check for charging activity before issuing a Penalty Charge Notice (PCN)</li> <li>Parking Enforcement Officers will not authorise a vehicle for removal unless a period of 1 hour has elapsed without charging taking place.</li> </ul>

## Section 5 – OTHER DESIGNATED PARKING PLACES

Restrictions	Enforcement Protocols
	<p data-bbox="469 398 778 427"><b>6) Police Parking Places</b></p> <p data-bbox="469 459 1198 517"><b>PCN Code 42 On Street, PCN Code 94 Off Street</b> <b>'Parked in a parking place designated for Police vehicles'</b></p> <ul data-bbox="517 555 1369 645" style="list-style-type: none"> <li>• Police parking places can be identified by white bay markings with an associated road legend stating 'POLICE' and also an associated time plate</li> </ul> <p data-bbox="469 674 564 703"><b>NOTES</b></p> <ul data-bbox="517 707 1358 797" style="list-style-type: none"> <li>• Parking Enforcement Officers will issue an <b>instant</b> Penalty Charge Notice to any vehicle which is not a clearly marked Police car or is not displaying a recognised Police identifier</li> </ul>

## Section 5 – OTHER DESIGNATED PARKING PLACES



	<u>Exemptions to Enforcement</u>
	<p>(1) the vehicle is waiting for a period not exceeding two minutes, or such longer period as a Parking Enforcement Officer may approve, to enable a person to board or alight from the vehicle;</p> <p>(2) the vehicle is waiting owing to the driver being:</p> <ol style="list-style-type: none"> <li>a. obliged to stop in order to avoid an accident; or</li> <li>b. prevented from proceeding by any circumstances beyond their control, where the said circumstance relates directly to the movement, or otherwise, of traffic on the road;</li> </ol> <p>(3) the vehicle is being used for fire and rescue, ambulance or police purposes;</p> <p>(4) the vehicle, not being a passenger vehicle, is being used in the service of a local authority in pursuance of statutory powers or duties: Provided that in all the circumstances it is reasonably necessary in the exercise of such powers or in the performance of such duties for the vehicle to wait at the place in which it is waiting;</p> <p>(5) the vehicle is waiting only for so long as may be necessary to enable it to be used in connection with the removal of any obstruction to traffic;</p> <p>(6) if the vehicle, being a liveried vehicle, is in the service of, or is being employed by, a universal service provider and is in actual use, in the place within which the vehicle is waiting, while postal packets:</p> <ol style="list-style-type: none"> <li>a. addressed to premises adjacent to the said place are being unloaded from the vehicle; or</li> <li>b. addressed to premises adjacent to the said place having been unloaded from the said vehicle, are being delivered; or</li> <li>c. are being collected from postal boxes or premises adjacent to the said place for loading onto the vehicle; or</li> <li>d. are being loaded onto the vehicle.</li> </ol> <p>(7) the vehicle, not being a passenger vehicle, and where the said vehicle is integral to the work being undertaken, is waiting only for so long as may be reasonably necessary to enable it to be used for the purpose of:</p> <ol style="list-style-type: none"> <li>a. any building operation, demolition or excavation in or adjacent to the parking place;</li> <li>b. the maintenance, improvement or reconstruction of the parking place; or</li> <li>c. the laying, erection, alteration, removal or repair in or adjacent to the parking place of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any telecommunication apparatus; or</li> <li>d. the placing, maintenance or removal of any traffic sign or parking meter.</li> </ol> <p>provided that, in all cases, the vehicle or vehicles are in actual use in connection with the work being undertaken and that, in the case of any of the operations described in sub-paragraphs</p>

## Section 5 – OTHER DESIGNATED PARKING PLACES

	<b><u>Exemptions to Enforcement</u></b>
	<p>(iii) and (iv) above, the said operation or operations are to be conducted within the extents of the road.</p> <p>(8) the vehicle, not being a passenger vehicle, is in actual use in connection with the removal of furniture to or from one office or dwelling house adjacent to the place from or to another office or dwelling house;</p> <p>(9) the vehicle is in actual use in connection with a funeral undertaking;</p> <p>(10) the vehicle is waiting if goods are being sold or offered for sale from the vehicle by a person who is licensed by the Council to sell goods from a stationary vehicle situated in the place;</p> <p>(11) if the vehicle, being a security vehicle, is in actual use while currency, or other valuables:</p> <ol style="list-style-type: none"> <li>a. are being unloaded from the vehicle; or</li> <li>b. having been unloaded from the said vehicle, are being delivered; or</li> <li>c. are being collected from premises adjacent to that road for loading onto the vehicle; or</li> <li>d. having been collected from the said premises, are being loaded onto the vehicle.</li> </ol>



# Section 6 – PARKING OUTSIDE SCHOOLS

Restrictions	Enforcement Protocols
 <p>Example plate:</p> 	<p><b>1) School Keep Clear Markings</b></p> <p><b>PCN Code 02 –</b>  <b>'Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force'</b></p> <ul style="list-style-type: none"> <li>School keep clear markings can be identified by a single yellow line along the roadside, the road legend 'SCHOOL KEEP CLEAR' (as shown in fig 1) and also an associated time plate indicating the hours of restriction</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>Parking Enforcement Officers will issue an <b>instant</b> Penalty Charge Notice to any vehicle parked at school keep clear markings</li> <li>Vehicles should be moved on if the driver is present. If the driver is not present, or if the driver refuses to move, the Parking Enforcement Officer will issue an <b>instant</b> Penalty Charge Notice</li> </ul> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>to enable the vehicle, if it cannot conveniently be used for such purpose in any other road to be used in connection with any building operations or demolition, the removal of any obstruction to traffic, the maintenance, improvement or reconstruction of any of the lengths of road so referred to, or the execution in any of the said lengths of road of road works as defined in the New Roads and Street Works Act 1991;</li> <li>to enable the vehicle, if it cannot conveniently be used for such purposes in any other road to be used in pursuance of statutory powers and duties;</li> <li>to enable the vehicle to be used for fire brigade, ambulance or police force purposes; or</li> <li>to enable the vehicle to be used as a contractual bus.</li> </ol>



# Section 7 – BUS STOP CLEARWAYS

Restrictions	Enforcement Protocols
<div data-bbox="236 365 392 936" data-label="Image"> </div> <p data-bbox="209 981 416 1014">Example plates:</p> <div data-bbox="236 1021 392 1167" data-label="Image"> </div> <div data-bbox="236 1173 392 1319" data-label="Image"> </div>	<p data-bbox="472 331 759 365"><b>1) Bus Stop Clearways</b></p> <p data-bbox="472 389 847 450"><b>PCN Code 47 – 'Parked on a restricted Bus Stop'</b></p> <ul data-bbox="520 479 1342 696" style="list-style-type: none"> <li>• Bus Stop Clearways can be identified by yellow bus stop bay markings, a thick (150mm) single yellow line through the bus stop and also an associated road legend stating 'bus stop'. There will also be a time plate at the location stating 'no stopping except buses'</li> <li>• Bus Stop Clearways are in operation 24 hours a day, 365 days a year unless the time plate states otherwise</li> </ul> <p data-bbox="472 725 560 759"><b>NOTES</b></p> <ul data-bbox="520 759 1358 909" style="list-style-type: none"> <li>• Parking Enforcement Officers will issue an <b>instant</b> Penalty Charge Notice to any vehicle parked at a Bus Stop Clearway</li> <li>• Vehicles should be moved on if the driver is present. If the driver is not present, or if the driver refuses to move, the Parking Enforcement Officer will issue an <b>instant</b> Penalty Charge Notice</li> </ul> <p data-bbox="472 943 823 976"><b><u>Exemptions to Enforcement</u></b></p> <ol data-bbox="496 1003 1375 2018" style="list-style-type: none"> <li>(1) the driver of a bus being used in the provision of a local service who causes the bus to stop within the clearway for so long as may be necessary:             <ol style="list-style-type: none"> <li>a. to maintain the published timetable for the service (provided, in the case of a bus stop clearway, the bus is not stopped within the clearway for a period exceeding two minutes);</li> <li>b. to enable passengers to board or alight from the bus; or</li> <li>c. to enable the crew of the bus to be changed.</li> </ol> </li> <li>(2) the driver of a bus being used in the provision of a local service who causes the bus to stop within the clearway for so long as may be necessary             <ol style="list-style-type: none"> <li>a. to maintain the published timetable for the service (provided, in the case of a bus stop clearway, the bus is not stopped within the clearway for a period exceeding two minutes);</li> <li>b. to enable passengers to board or alight from the bus; or</li> <li>c. to enable the crew of the bus to be changed.</li> </ol> </li> <li>(3) a vehicle being used for fire brigade, ambulance or police purposes;</li> <li>(4) anything done with the permission or at the direction of:             <ol style="list-style-type: none"> <li>a. a constable in uniform;</li> <li>b. a traffic warden; or</li> <li>c. where the clearway is in a special parking area designated under Part II of the Road Traffic Act 1991 or Schedule 3 to that Act, a Parking Enforcement Officer appointed under section 63A of the 1984 Act(1);</li> </ol> </li> <li>(5) a vehicle which is prevented from proceeding by circumstances beyond the driver's control or which has to be stopped in order to avoid injury or damage to persons or property;</li> <li>(6) a taxi which is stationary only for so long as may be reasonably necessary for a passenger to board or alight and to load or unload any luggage of the passenger;</li> <li>(7) a marked vehicle which, whilst used by a universal service provider in the course of the provision of a universal postal service, is stationary only for so long as may be reasonably necessary for postal packets to be collected;</li> </ol>

## Section 7 – BUS STOP CLEARWAYS

Restrictions	Enforcement Protocols
	<p>(8) a vehicle driven by a person whilst being trained to drive a bus operating local services who, as part of his training, stops the vehicle within a clearway for no longer than necessary to simulate the stopping of a bus at a bus stop for the purpose of picking up and setting down passengers;</p> <p>(9) a vehicle which is stationary in order that it may be used for one or more of the purposes specified below and which cannot be used for such a purpose without stopping in the clearway.</p> <ul style="list-style-type: none"> <li>a. any operation involving building, demolition or excavation;</li> <li>b. the removal of any obstruction to traffic;</li> <li>c. the maintenance, improvement or reconstruction of a road;</li> <li>d. constructing, improving, maintaining or cleaning any street furniture including bus stop infrastructure; or</li> <li>e. the laying, erection, alteration, repair or cleaning of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity, or of any telecommunications apparatus kept installed for the purposes of a telecommunications code system or of any other telecommunications apparatus lawfully kept installed in any position.</li> </ul>



# Section 8 – RESTRICTED ZONES

Restrictions	Enforcement Protocols
 	<p><b>1) Restricted Zone</b></p> <p><b>PCN Code 02 –</b>  <b>‘Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force’</b></p> <ul style="list-style-type: none"> <li>• Restricted Zones are identified by Entry signs indicating the start of the Zone and the restrictions that apply.</li> <li>• A Restricted Zone prevents all vehicles from parking out with signed bays without the need for yellow lines and loading restrictions.</li> <li>• Restricted Zones can be in operation 24 hours a day, 365 days a year unless the time plate states otherwise</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>• Parking Enforcement Officers will issue an <b>instant</b> Penalty Charge Notice to any vehicle parked out with a bay in a Restricted Zone.</li> <li>• Vehicles should be moved on if the driver is present. If the driver is not present, or if the driver refuses to move, the Parking Enforcement Officer will issue an <b>instant</b> Penalty Charge Notice</li> </ul> <p><b><u>Exemptions to Enforcement</u></b></p> <ol style="list-style-type: none"> <li>(1) vehicles while being used for fire and rescue, ambulance or police force purposes</li> <li>(2) vehicles, not being passenger vehicles, while being used in the service of the local roads authority in pursuance of statutory powers or duties: provided that in all the circumstances it is reasonably necessary in the exercise of such powers or duties or the performance of such duties for the vehicle to wait or stop at the place in which it is either waiting or stopped.</li> <li>(3) taxis while:             <ol style="list-style-type: none"> <li>a. waiting upon a duly authorised taxi stance;</li> <li>b. and the driver is within the vehicle;</li> <li>c. and the vehicle is available for immediate hire.</li> </ol> </li> <li>(4) vehicles waiting while goods are being sold or offered for sale by a person who is licensed by the Council to sell goods from a stationary vehicle on an approved pitch and which is waiting for such purpose on a pitch</li> <li>(5) to enable a vehicle in actual use or materially necessary for such purposes, provided that the said vehicle cannot conveniently be used for the same purpose either in any other road not being a restricted road or out with the prohibited hours, to be used, in or adjacent to that or any other restricted road in connection with any:             <ol style="list-style-type: none"> <li>a. building operation; or</li> <li>b. demolition; or</li> <li>c. laying, erection, alteration or repair of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any electronic communications apparatus; or</li> <li>d. excavation, provided that, in the case of any of the operations described in subparagraphs (iii) and (iv), the said operation, or operations, are to be conducted within the extents of the road.</li> </ol> </li> <li>(6) to enable a vehicle in actual use or materially necessary for such purposes, provided that the said vehicle cannot conveniently be used for the same purpose either in any other road not being a restricted road or out with the prohibited hours, to be used in connection with any:             <ol style="list-style-type: none"> <li>a. cleansing or lighting of any restricted road; or</li> <li>b. removal of any obstruction to traffic on any restricted road; or</li> </ol> </li> </ol>




## Section 8 – RESTRICTED ZONES

Restrictions	Enforcement Protocols
	<ul style="list-style-type: none"> <li>c. maintenance or improvement or reconstruction of any restricted road; or</li> <li>d. placing, maintenance or removal of any traffic sign or parking meter on any restricted road.</li> </ul> <p>(7) to enable a person to board or alight from the vehicle or to load thereon or unload therefrom his personal luggage: Provided that no vehicle shall so wait or stop in any such road described in Schedule 1 or 2 during the prohibited hours for longer than two minutes;</p> <p>(8) when the person in control of the vehicle is:</p> <ul style="list-style-type: none"> <li>a. required by law to stop; or</li> <li>b. is obliged to stop in order to avoid an accident; or</li> <li>c. is prevented from proceeding by any circumstances beyond their control, where the said circumstance relates directly to the movement, or otherwise, of traffic on the road;</li> </ul> <p>(9) if the vehicle is in actual use in connection with a funeral undertaking;</p> <p>(10) if the vehicle is in the service of, or is being employed by, a security company and is in actual use while currency or other valuables:</p> <ul style="list-style-type: none"> <li>a. are being unloaded from the vehicle; or</li> <li>b. having been unloaded from the said vehicle, are being delivered; or</li> <li>c. are being collected from premises adjacent to that road for loading onto the vehicle; or</li> <li>d. having been collected from the said premises, are being loaded onto the vehicle.</li> </ul> <p>(11) if the vehicle, being a liveried vehicle, is in the service of, or is being employed by, a universal service provider and is in actual use while postal packets:</p> <ul style="list-style-type: none"> <li>a. addressed to premises adjacent to that road are being unloaded from the vehicle; or</li> <li>b. addressed to premises adjacent to that road having been unloaded from the said vehicle, are being delivered; or</li> <li>c. are being collected from postal boxes or premises adjacent to that road for loading onto the vehicle: or</li> <li>d. are being loaded onto the vehicle.</li> </ul>

# Section 9 – SUSPENDED PARKING BAYS

Restrictions	Enforcement Protocols
<p>fig 1</p>  <p>fig 2</p> 	<p><b>SUSPENDED PARKING PLACES</b></p> <p><b>PCN Code 21 –</b>  <b>‘Parked in a suspended bay or space or part of bay or space’</b></p> <ul style="list-style-type: none"> <li>• Bay suspensions are denoted by bay suspension signs (fig 1) located along the length of the suspension, no parking cones (fig 2) positioned in each of the suspended bays</li> <li>• No loading / waiting is permitted during hours of loading prohibition (as displayed on suspension sign – (fig 1))</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>• If a vehicle was parked in a suspended place prior to the suspension coming into effect then the Parking Enforcement Officer will issue a Warning Notice and authorise the vehicle for relocation in order to clear the suspended place</li> <li>• Parking Enforcement Officers will issue an <b>instant</b> Penalty Charge Notice to any vehicle which parks in a suspended parking place after the suspension has come into effect</li> <li>• Vehicles should be moved on if the driver is present. If the driver is not present, or the driver refuses to move, the Parking Enforcement Officer will issue an <b>instant</b> Penalty Charge Notice</li> </ul> <p><b><u>Acceptable reasons for suspending parking places (and exemptions to enforcement)</u></b></p> <ol style="list-style-type: none"> <li>(1) for the purpose of facilitating the movement of traffic or promoting its safety;</li> <li>(2) for the purpose of:             <ol style="list-style-type: none"> <li>a. any building operation, demolition or excavation in or adjacent to the place;</li> <li>b. the maintenance, improvement or reconstruction of the road in or adjacent to the place; or</li> <li>c. the maintenance or cleansing of gullies in or adjacent to the place;</li> <li>d. the laying, erection, alteration, removal or repair in or adjacent to the place of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any tele-communication apparatus; or</li> <li>e. the placing, maintenance or removal of any traffic sign or parking meter;</li> </ol> </li> <li>(3) for the convenience of occupiers of premises adjacent to the place on the occasion of the removal of furniture from one office or dwelling house to another or the removal of furniture from such premises to a depository or to such premises from a depository;</li> <li>(4) on any occasion on which it is likely by reason of some special attraction that any street will be thronged or obstructed; or</li> <li>(5) for the convenience of occupiers of premises adjacent to the place at times of funerals or on other special occasions.</li> </ol>

# Section 10 – TEMPORARY TRAFFIC REGULATION ORDERS

Restrictions	Enforcement Protocols
<p>fig 1</p>  <p>fig 2</p>  <p>fig 3</p> 	<p><b>TEMPORARY TRAFFIC REGULATION ORDERS</b></p> <p><b>PCN Code 01 –</b> <b>'Parked in a restricted street during prescribed hours'</b></p> <p><b>PCN Code 02 –</b> <b>'Parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force'</b></p> <ul style="list-style-type: none"> <li>• Temporary Traffic Regulation Orders (TTROs) are indicated by street bills (fig 1), corex suspension signs (fig 2) and no parking cones (fig 3) positioned along the length of the TTRO</li> <li>• No loading and/or waiting is generally permitted during hours of the Temporary Traffic Regulation Order as denoted on the associated street bills located along the length of the TTRO (fig 1). Some TTROs allow for vehicles to load and unload.</li> </ul> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>• If a vehicle was parked in an area affected by a TTRO prior to the TTRO coming into effect then the Parking Enforcement Officer will issue a Warning Notice and authorise the vehicle for relocation in order to clear the TTRO</li> <li>• Parking Enforcement Officers will issue a Penalty Charge Notice as appropriate to any vehicle which parks in an area affected by the TTRO after it has come into effect</li> <li>• Vehicles should be moved on if the driver is present. If the driver is not present, or if the driver refuses to move, the Parking Enforcement Officer will issue an <b>instant</b> Penalty Charge Notice</li> </ul> <p><b><u>Acceptable reasons for suspending parking places (and exemptions to enforcement)</u></b></p> <ol style="list-style-type: none"> <li>(1) for the purpose of facilitating the movement of traffic or promoting its safety;</li> <li>(2) for the purpose of:             <ol style="list-style-type: none"> <li>a. any building operation, demolition or excavation in or adjacent to the place;</li> <li>b. the maintenance, improvement or reconstruction of the road in or adjacent to the place;</li> <li>c. the maintenance or cleansing of gullies in or adjacent to the place;</li> <li>d. the laying, erection, alteration, removal or repair in or adjacent to the place of any sewer or of any main, pipe or apparatus for the supply of gas, water or electricity or of any tele-communication apparatus; or</li> <li>e. the placing, maintenance or removal of any traffic sign or parking meter;</li> </ol> </li> <li>(3) for the convenience of occupiers of premises adjacent to the place on the occasion of the removal of furniture</li> </ol>

## Section 10 – TEMPORARY TRAFFIC REGULATION ORDERS

Restrictions	Enforcement Protocols
	<p>from one office or dwelling house to another or the removal of furniture from such premises to a depository or to such premises from a depository;</p> <p>(4) on any occasion on which it is likely by reason of some special attraction that any street will be thronged or obstructed; or</p> <p>(5) for the convenience of occupiers of premises adjacent to the place at times of funerals or on other special occasions.</p>



# Section 11 – VEHICLE REMOVALS AND CLAMPING

## VEHICLE REMOVALS AND RELOCATIONS

- Any vehicle may be authorised for removal after the issue of a Penalty Charge Notice.
- The Council prioritises the removal of certain contraventions over others. The removal priorities are outlined in Appendix 3.
- In certain cases, the vehicle will be left in position, or possibly relocated to a nearby area if it is deemed to be causing an obstruction, rather than be removed to the car pound; for example:
  - If the vehicle is displaying a valid disabled badge
  - If the vehicle is displaying a valid Parking Permit
  - If the vehicle is parked in a pay and display parking place and displaying a valid permit for the zone in which it is parked
- Any vehicles displaying an altered blue disabled badge should be issued with an **instant** PCN and be authorised for removal. Details of this action must be forwarded to the Council's Fraud Prevention Officer at the earliest opportunity
- Should a vehicle which has been authorised for removal be deemed to large to be lifted by a Council removal truck, then arrangements may be made to have the offending vehicle towed to the car pound through a private contractor.

## PERSISTENT EVADERS

- Any vehicle which has five or more outstanding parking tickets (parking tickets which have not been paid), is considered to be a Persistent Evader.
- Vehicles classed as Persistent Evaders are deemed to be high priority removals after being issued with a Penalty Charge Notice.
- Persistent Evader vehicles which have high levels of debt (above £500) are classed as High Value Debtors.
- Vehicles classed as Persistent Evaders and High Value Debtors are not entitled to the standard observation periods, with **instant** Penalty Charge Notices issued in most circumstances.

## CLAMPING

- Any vehicle which is classed as a Persistent Evader or High Value Debtor and has more than 20 Penalty Charge Notices outstanding may also be clamped.
- Vehicle owners must provide the Council with current address details and pay the clamp release fee in order to have their vehicle unclamped.
- Any vehicle which remains clamped through the day will be removed or towed to the car pound. In such cases the clamping fee will be waived and the higher removal fee will become payable.

# APPENDIX 1 - DISPENSATION AND SUSPENSION PROCEDURES

## DISPENSATIONS

- Motorists requiring longer periods for loading/unloading can apply for dispensation
- Dispensation is an extension of the half-hour loading/unloading period that is permitted on a single yellow line
- Dispensation does not permit a vehicle to wait for extended periods whilst carrying out works within adjacent premises. Vehicle must be required as part of the activity e.g. vehicle has a generator on board
- Except in emergency situations the details of vehicles requiring dispensation must be provided to the Councils Central Parking Service, at least 48 hours in advance of work commencing
- The Dispensation Policy may vary from time to time and is available separately on request.

## SUSPENSIONS

- If a vehicle is essential to works being undertaken and it would be helpful to park outside a property for an extended period of time then it is possible to arrange for a number of public or permit parking bays to be suspended
- There may be a charge for this service and where possible at least 7 days' notice should be given when applying for a permit bay suspension and two days notice for the suspension of public parking bays
- Should a suspension request involve over 1% of the permit parking bays within a parking zone or over 20% of the permit bays in any street and the suspension is to last for a period of time greater or equal to three days then the Council will grant a parking dispensation to allow any resident's immediately affected by the suspension to park in nearby public parking places

In the case of either a dispensation or suspension, the request should be lodged with the Council's Central Parking Service. The telephone number for dispensations and parking bay suspensions is **01463 239786**. Email [car.parks@highland.gov.uk](mailto:car.parks@highland.gov.uk) website [www.highland.gov.uk/parking](http://www.highland.gov.uk/parking)

## APPENDIX 2 – PARKING PERMIT SCHEMES

All Permits issued by the Highland Council will be subject to review annually at which time tariffs will be updated and published by notice.

Permits may take the form of printed vouchers, printed tickets to the approved standard of the Highland Council. Permits may also be Virtual permits (data stored electronically against the Vehicle Registration Mark).

### Residents Parking Permit Scheme

- Residents parking permits are available to any resident residing at a qualifying address.
- Residents parking permits allow residents to park within permit holders or shared use parking place within their street or zone.
- Residents must supply proof of residence and a copy of the vehicle registration document showing that the vehicle is owned by them. If the vehicle is not registered in the applicants name then the applicant must produce:
  - A letter from the registered keeper declaring that they are the main user and keeper of the vehicle
  - The insurance certificate detailing their name, address, postcode and vehicle registration or a recent letter from the insurance company verifying the vehicle is usually kept by them at an address within the Permit Zone
  - If the vehicle is owned by a leasing or hire company, the applicant must provide a written declaration from the hirer or leaser of the vehicle advising that the vehicle is for the applicant's sole use.
- Charges for resident parking permits are currently flat rate.  
*In the future charges for residents parking permits may be based on either the vehicle CO2 emissions (g/km) or engine size (cc). The first permit will be issued at the standard price (Permit 1 charge) additional permits will incur a surcharge (Permit 2 charge).*
- A maximum of two permits can be issued to a household; however each person is only eligible for a single permit.
- Blue badge holders and motorcyclists are entitled to an exempt (free) first residents parking permit.
- Trailers, vehicle carrying more than 12 passengers and vehicles over 2.5m in height are not eligible for residents parking permits.
- **Residents parking permits do not guarantee the resident a parking place, however, it does give them priority over people without permits during the operating hours.**

### “Trade” Parking Permit Scheme (not live as at 2/2/17)

- Trades permits are available to qualifying medical practitioners, carers and tradespeople such as plumbers, joiners, roofers etc.
- Trades parking permits allow the vehicle to park in a pay and display parking place at all times and in permit holders parking places during the bay operational hours. Trades permits can also be used in residential permit area purely for the delivery of their prescribed service.
- Applicants must sign a declaration confirming that their vehicle is fully liveried and essential for business use or they qualify for a “trade” permit as a medical practitioner or carer.
- The applicant must supply a copy of the vehicle registration document/hire or lease agreement and a copy of their insurance document proving that the vehicle is insured for

## **APPENDIX 2 – PARKING PERMIT SCHEMES**

business use. The business rates bill should be provided if available.

- There is no limit to the number of permits that a business can apply for and no limit to the number of vehicles that can be registered to use a “trade” parking permit. All vehicles must meet the requirements of the scheme.
- Permits cannot be used for storage of the vehicle on-street, ie when not undertaking the approved “trade” related activity.
- “Trade” permits are issued solely at the discretion of the Highland Council and are subject to immediate withdrawal in the event of misuse as adjudged by the Highland Council.
- The decision on issue or withdrawal of “trade” permits is without appeal and users will be refunded on a pro rata basis subject to the proportion of the annual usage that has been used.

### **Business Parking Permit Scheme**

- Business parking permits allow the vehicle to park in permit holders or shared use parking places within the street or zone in which the business is located.
- The business must be carrying out a class 2 business activity as specified by the Town & Country Planning (Use Classes Scotland) Order 1997.
- The applicant must supply a copy of the vehicle registration document/hire or lease agreement and a copy of their insurance document proving that the vehicle is insured for business use. The business rates bill should be provided if available.
- Applicants must declare the vehicle is essential for business use. There is no requirement for the vehicle to be liveried.
- There is a maximum of 2 permits permitted per business, with a maximum of 1 vehicles per permit.
- The permit will display the registration numbers of the registered vehicles

### **Visitors Parking Permit Scheme**

- Residents residing in permit street/zone are entitled to purchase visitors parking permits.
- Visitors parking permits can be used to park in permit holders or shared use parking places within the appropriate street/zone.

### **Temporary Residents Parking Permit Scheme (not live as at 2/2/17)**

- A temporary residents parking permit is available to residents when they have a temporary vehicle, for example a courtesy vehicle or to a resident when they are moving home.
- The temporary permit allows a resident the same concessions as an ordinary permit holder.
- Temporary permits are issued free of charge for 14 day periods.
- In order to obtain a temporary residents permit the customer must already be in possession of a valid residents parking permit and will have met the eligibility criteria in order to obtain said permit.
- The permit holder must produce proof that a temporary permit is required, for example proof that repairs are to be carried out on the existing vehicle etc.

## **APPENDIX 2 – PARKING PERMIT SCHEMES**

### **Virtual Parking Permits (not live as at 2/2/17)**

- A virtual permit allows a driver the same concessions as an ordinary permit without having to display a physical permit.
- The virtual permit reduces the problems associated with displaying a residents parking permit as all the relevant details are recorded in the Parking Enforcement Officer's handheld computer.
- Virtual permits greatly reduce the risk of fraudulent misuse.
- The Highland Council will be offering standard permits (except visitors) as Virtual Permits during 2017/18

## APPENDIX 3 – VEHICLE REMOVAL PRIORITIES

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### VEHICLE REMOVALS PRIORITIES

Vehicles can be removed if they are parked in contravention of the regulations, irrespective of the actual contravention committed. The Council does, however, prioritise vehicles for removal in the following order:

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Priority	Manner of Parking
HIGH	Where the vehicle presents a risk to safety and/or is obstructing traffic flow, such as Greenways and Bus Stop Clearways.
	<b>Persistent Evaders</b> Applies to all vehicles with 5 or more open tickets on the High Value Debtor list. <b>For all persistent evaders with a monetary value of £500 or more awaiting payment</b> , in such circumstances, there is no restriction on the number of times a vehicle can be impounded. <b>This should continue until the monetary value is reduced to £150 or until otherwise advised by Parking Services.</b>
	<b>Foreign Vehicles</b> Applies to all foreign vehicles with 5 or more open tickets on the High Value Debtor list
	Where the vehicle is parked in a disabled bay without displaying a valid blue badge
MEDIUM	Where the vehicle is parked in a permit parking bay (e.g. residents' or doctors bay), without displaying a valid permit * ( <b>see note below</b> )
	Where the vehicle is parked on a double yellow line when loading or unloading is prohibited ** ( <b>see note below</b> )
	Where the vehicle is parked on a single yellow line when loading or unloading is prohibited ** ( <b>see note below</b> )
	Where the vehicle is parked in a bay for which it is not designed or approved, e.g. motor cycle or City Car Club bays
	Where a vehicle is parked on a length of street where loading and unloading is prohibited due to a Temporary Traffic Regulation Order (TTRO) and Suspended Bays
	Where a vehicle is parked on a double yellow line, outwith any loading prohibition (arrangements must be made to remove the offending vehicle on the same day the PCN is issued)
	Where the vehicle is parked in a public parking bay and upon issue of the 2 <sup>nd</sup> PCN for the same contravention.
LOW	Where the vehicle is parked on a waiting restriction (single yellow line where loading is permitted but the vehicle is <b>not</b> being loaded or unloaded). The vehicle should not be removed until 1 hour has elapsed since the issue of the PCN.

\* Where a vehicle is parked in a residents' bay, solo motorcycle bay or on a waiting restriction, but is also displaying a valid voucher, it should not be removed until 15 minutes after the voucher has expired (**unless the vehicle belongs to a persistent offender**).

Non City Car Club vehicles parked in a City Car Club Bays should be removed regardless of the fact that it may be displaying a valid voucher.

\*\* For vehicles issued with a PCN for an O2, arrangements to be made to remove the offending vehicle prior to the offence changing to a O1 offence

JFS  
20/07/11

**APPENDIX 4 – Additional Off Street Contraventions and Guidelines For Parking Out with Bay Markings**

**PCN Code 74 Off Street**

Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited – Instant Ticket

**PCN Code 80 Off Street**

Parked for longer than permitted – Instant Ticket

**PCN Code 82 Off Street**

Parked after the expiry of paid for time – Instant Ticket

**PCN Code 83 Off Street**

Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock – 10 minute observation

**PCN Code 84 Off Street**

Parked with payment made to extend the stay beyond initial time – Instant Ticket

**PCN Code 89 Off Street**

Vehicle parked exceeds maximum weight or height or length permitted – Instant Ticket

**PCN Code 90 Off Street**

Re-parked in the same car park within one hour after leaving – Instant Ticket

**PCN Code 92 Off Street**

Parked causing an obstruction – Instant Ticket

**PCN Code 93 Off Street**

Parked in car park when closed – Instant Ticket

**PCN Code 24 On Street, PCN Code 86 Off Street**

Vehicles will be classed as parked out with marked bays if at least two wheels of the vehicle are outside the bay without touching the bay markings.

NOTES: Parking Enforcement Officers will issue an **instant** Penalty Charge.

**Traffic Management & Control Team**

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Roads & Community Works  
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Block A, 2<sup>nd</sup> Floor  
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IV3 5NX



## APPENDIX 3

### 1. Car Parks missing from the list:

Case Study: Francis Street, Dornie.



While the Service has created a list of identified car-parks across Highland, it is inevitable that there will be some locations that may have been missed. It is important that the Council understands its full estate and work should be conducted at the local level to identify any gaps in the existing known network. Some of these locations may be where ownership is uncertainty and review of titles may be necessary.

### 2. Car Parks of uncertain status

Case Study: Dingwall Town Centre Car Parks



Dingwall South Car Park is an example of a Car Park where the extent of Council ownership and control is uncertain. While the Council's Property database shows the Car Park extending into a number of smaller car-parks that are entered from the main car-park, it is by no means clear that these are within the Council's control.

It is recommended that a standardised process of due-diligence be established for each car-park at an early stage of any proposals to introduce parking controls, this would include confirmation of title (and any title conditions) along with an understanding of current use(s).

### 3. On-street parking of uncertain status

Case Study: Pier Road, Kyle of Lochalsh



Pier Road in Kyle is an example of an area of on-street parking, where informal use of road-side verges has arisen in a location where formal parking opportunities are in short supply. A proportion of the parking is business use by local companies. In situations such as this, ownership and control of the road verges needs to be clarified and options for controlled parking investigated. In some locations better management of these informal parking places for longer-stay may enable better parking management for short-stay users in village centres.

### 4. Tourist hot-spot parking

Case Study: Eilean Donan Castle Viewpoint, Dornie Hall Car Park.



Increasing numbers of car-based tourists has resulted in formal tourist car-parks being full, with overspill to other car-parks locally. In some circumstances it may be appropriate to introduce parking controls in support of wider visitor management arrangements. Overnight parking in locations such as this can give rise to local concerns but could also be a revenue opportunity. Close working between Highland Council, local communities and local businesses is needed, to ensure that arrangements are chosen which best meet the needs of users and providers.

## 5. Overnight parking opportunities

Case Study: “Crevasse” Car Park, A832, Loch Maree.



Across Highland there are many popular overnight stops used by Camper Vans. Many of these are in stunning locations and contribute to the special nature of the Highland tourist experience. Not all users are sensitive to the Highland environment and problems of litter and waste can occur. It is possible that a network of overnight stops could be created at suitable locations, with revenues created to meet associated costs.

## Appendix 4

### Citizens Panel Enquires

- Weekend charging for the use of the HQ car park

The majority of respondents across all three surveys reported that it was a change that would not affect them, could be coped with or viewed it as a positive for both them individually or for the wider community. It was one of the proposals that caused least concern across all those considered.

- Introduce Sunday charging in car parks

- *Citizens' Panel – representative views*

Panel members were divided on the impact of this proposal on them and their family. 35% of Panel respondents noted this proposal could cause some difficulty to them, a further 30% indicated however that this was a change that could be coped with. Just under half reported that the change was one which could cause some difficulty to the wider community.

- *Communities Panel – community groups*

53% of groups indicated that this proposal would make no difference to them but 49% that it could cause some difficulty to the wider community.

- *Website Survey – others choosing to respond*

Respondents were divided on the impact of this proposal both to them individually and the wider community. 36% reported it was a change that could be coped with for them individually but 31% that it could cause some difficulty. 40% noted that it could cause some difficulty for the wider community but 36% that it was a change that could be coped with.

In 2012 research was undertaken as part of the Budget Consultation process.

Key points were;

- *Car parking:* Opinion was divided over increasing car parking charges above inflation, with 50% of respondents in favour of it.
- *Parking permits:* Respondents were mainly in favour of increasing charges for parking permits above inflation, with 62% of Citizens' Panel respondents expressing this view.

In response, the Council increased a range of charges by 4%. The increase was applied to car parking, parking permits and burials and cremations.

Looking further back to the 2010 budget consultation - no specific question asked about Car Parking was asked however:

- Car parking charges were proposed as one of the income streams for the then Transport Environmental and Community Services.
- It was felt that charges could be made or increased related to car parking and parking permits
- Concerns about negative impacts on traffic warden time if new car parking charges were introduced.

Specific suggestions included:

- *Turn Castle Street Car Park in Inverness into a public car park – “use this to generate short stay parking for the old town shops.”*
- Others ideas focused on charging Council employees for car parking (including proposing salary deduction for payment).