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Bromley's Parking Strategy

1. Introduction

- 1.1 The London Borough of Bromley has a unique transport geography that influences travel patterns within and beyond the Borough. Good accessibility to Bromley for workers and visitors is important for the local economy. Well thought-out parking policies and effective enforcement can influence travel patterns, sustain the local economy, balance competing demands for road space, relieve congestion and contribute to sustainable outcomes.
- 1.2 Conversely, parking which is not properly regulated can exacerbate congestion on the road network, reduce the reliability of public transport, impact adversely on the local economy and create road safety problems. Car parking provides a highly visible service to residents, local businesses and visitors. This service needs to be seen as fair, effective and proportionate if it is to retain public support.
- 1.3 This Parking Strategy outlines the Council's parking policy as well as providing local solutions for parking problems in the area. It sets out how parking issues are currently dealt with, identifies the priorities for enforcement and for future investment, and explains how they will be taken forward in future years. This Strategy will build on existing best practice undertaken within the Borough and refine it to meet the challenges identified within it.

2. The Parking Strategy in Context

- 2.1 Bromley's geographic location as an outer London borough situated close to the M25 and to the counties of Kent & Surrey gives rise to a number of challenges:
 - Rail commuters drive into the Borough to park before they catch trains (this process is known as "railheading") ; and
 - Car- borne commuters drive through the Borough to destinations in central and southeast London.
 - The availability of a very large out-of town shopping centre at Bluewater, accessible via the M25, and which currently offers free parking, generates conflict with Bromley's role as a Metropolitan town centre.
- 2.2 The size, geography and the nature of development within the Borough dictate travel patterns:
 - Bromley is geographically the largest of all 33 Boroughs in London, and consequently many journeys are quite long. The London Travel Demand Survey for 2005-2008 indicates that the average journey length at 12.8 miles/ 20.6 km is the longest in London.
 - The Borough can be divided into three distinct areas. In the north of the Borough, the development is mainly Victorian terraced properties and the lack of off-street parking creates demand for on-street parking for residents

as well as visitors. Much of the rest of the Borough can be described as suburbia, with the majority of properties having adequate off-street parking, while the south of the Borough is rural in character and similar to the adjoining parts of Kent and Surrey.

- Bromley Town Centre is a Metropolitan shopping centre and major employment centre with a catchment area that covers a significant part of south-east London and north Kent. In addition, the Borough has a number of other shopping centres and retail parks that cater for local shopping needs and which generate their own travel patterns.

2.3 The availability, frequency and reliability of public transport also influences the way people travel:

- The rail network provides good access to central London and other destinations. However, many residents do not have local access to a railway station as the railway lines are concentrated along certain transport corridors, and the rail network does not cater well for orbital journeys around London as it connects mostly with destinations in central London.
- Many parts of the Borough are poorly served by public transport this is not just a problem in rural areas such as Downe but many residential estates also have a restricted service. Major destinations such as the Princess Royal University Hospital in Farnborough are currently poorly connected to the public transport network. As a result of public transport not being readily available in certain areas, there is a higher dependency on car transport for mobility needs.
- Increases in traffic congestion and its impact on journey times for buses and general traffic will reduce the attractiveness of Bromley as an employment location and will have an adverse impact on the environment.

Car Ownership in Bromley

2.4 Bromley has the third highest car ownership level in London. Only the boroughs of Harrow and Hillingdon have fewer households without a car. The 2001 Census indicated that car ownership in Bromley is 0.496 cars per person, compared with a figure for Greater London of 0.365 cars per person. 31% of Bromley households have two or more cars and on average there are 16% more vehicles than households. Bromley currently awaits updated figures on car ownership from the Census 2011.

Car Use

2.5 The London Area Travel Survey indicates that between 2006/07 and 2008/09, 52% of trips per day in Bromley were made by car, compared to an overall average for Greater London of 39%. Trips by mode include the second highest rail use at 5%, yet the lowest bus share at 9%. Walking represents 28% of trips which is roughly average, with cycling at 1%. (London Travel Demand Survey 2010)

- 2.6 As well as a general rise in car ownership, changes in population and the number of households in the borough will affect the number of vehicles parking locally. It is forecast that in Bromley by 2016 the number of households will have risen to 139,000 and to 149,000 in 2026. All this will generate additional parking within the borough.
- 2.7 A large proportion of households in the Borough include older people who have access to free travel on public transport through the “Freedom Pass” (The estimated proportion of 50-80 year-olds in Bromley in 2006 was 16.3% compared with a London average of 12.4%). However, many live in areas that are not well served by public transport and therefore rely on the private car for their mobility needs. In addition, as this group is likely to have more acute health problems than younger members of the community they have a higher reliance on the car for their transport needs. As such, the number of vehicle journeys and the requirement for parking at destinations, particularly health facilities, is disproportionately high when compared with other areas in Greater London.
- 2.8 The main demand for both on-street and off street parking within the Borough’s town centres occurs from Monday to Saturday across the working day between 8am and 6:30pm, and on Sundays during the retailing hours of 10am to 5pm. The night-time economy, based around pubs, club and restaurants in commercial centres places greater pressure on residential kerbside parking at later hours than has previously been the case and this is an issue that will continue to be reviewed in light of changes in local economies.
- 2.9 The majority of drivers seeking long stay parking in the Borough travel at peak periods when traffic levels are at their highest. Conversely, many drivers seeking short stay parking are shoppers, and tend to avoid travelling in peak periods.

Parking Policies

- 2.10 The Council’s parking policies are set in the context of the Council’s overall transport policies. While these are currently under review, the Council’s 2011 Local Implementation Plan or LIP, which sets out how Bromley intends to implement the Mayor of London’s Transport Strategy or MTS, includes the following objectives:
- B1. To reduce congestion on the road and public transport networks.
 - B2. To maintain and enhance the economic and social vitality of Bromley’s town centres, and in particular to support the implementation of the Bromley Town Centre Area Action Plan over the next fifteen years.
 - B3. To enable a genuine choice of travel mode for all journeys, appropriate to the purpose and length of the journey being made.
 - B4. To promote the safe use of cycling, walking and public transport to improve access to services, facilities and employment, reduce peak time congestion, improve journey times, and limit emissions.
 - B5. To improve in-borough and orbital connectivity, and to secure extensions of the Docklands Light Railway and Tramlink into the borough.
 - B6. To enable multimodal journeys by improving integration and interchange.

- B7. To ensure that Bromley's streets and other public places are accessible, safe, clean, uncluttered and comfortable spaces for people.
- B8. To improve accessibility to all forms of transport for people whose mobility is impaired for any reason.
- B9. To reduce the number and severity of road casualties, with particular focus on collisions that lead to death or serious injury.
- B10. To improve the environment and reduce air and noise pollution.
- B11. To maintain the borough's transport assets in a safe and serviceable condition.
- 2.11 The availability and price of parking will have a direct or indirect impact on most of these objectives.
- 2.12 Both the **Mayor's Transport Strategy** (May 2010) and the **London Plan**, which was published in July 2011, contain Londonwide policies on parking, to which the Council must have regard. In particular, the London Plan sets out a framework of standards for the provision of off-street parking in new developments, including standards for cycle parking, disabled parking, and the provision of parking for electric vehicles.
- 2.13 The Council's second statutory **Unitary Development Plan** (UDP) was adopted in July 2006. It is currently in the process of being replaced by a **Local Development Framework** or LDF. The UDP/LDF is the main vehicle for ensuring that the requirements of national planning policy and of the London Plan are consistently applied in Bromley. However, the publication of the London Plan and the Government's announcement of its intention to introduce a new National Planning Policy Framework mean that the UDP's transport policies are in need of substantial revision as part of the development of the LDF.
- 2.14 In addition to the above, the adopted **Bromley Town Centre Area Action Plan** (BTCAAP), which is an LDF document, contains a specific parking policy (Policy BTC25) as follows:
- *Parking provision for non-residential development will be provided in the form of publicly available paid parking. A high standard of build quality and operational design (both for vehicles and pedestrians) will be expected for new car parks in the town centre, including personal security requirements.*
 - *The Council will seek to reduce existing non residential parking provision where this is linked to the implementation of an approved Travel Plan. The levels of non residential parking should be consistent with the targets to reduce the level of single car occupancy journeys contained within the approved Travel Plan.*
 - *The Council will further develop and expand the Controlled Parking Zones around the town centre to mitigate the impacts of commuter and shopper parking. The Council will prioritise the use of on-street parking for shorter*

stays. Residents within opportunity sites will not be eligible to acquire Resident's Parking Permits to park on-street.

- *The Council will encourage Park & Ride operations to be developed. A robust assessment of potential Park & Ride sites will be carried out by the Council and implementation of an initial Saturdays-only Park & Ride will be investigated, based on the Christmas Park & Ride operation.*
- *The Council will support a full-time Park & Ride service, triggered by development in Phase Three*, subject to further study, including identification of an acceptable permanent site with adequate environmental safeguards and a viable business case.*

* Phase 3 of the Area Action Plan

Objectives for the Parking Strategy

2.15 The structured use of parking controls, both on- and off-street is a key tool in restraining non-essential traffic, encouraging modal shift towards more sustainable modes of travel, and in helping to balance competing demands for road space, while at the same time meeting essential local needs.

2.16 The objectives listed below set the context for the operation and development of the parking service, have been developed from the objectives originally listed in the 2007 PEP and from additional objectives agreed by a Member-level Parking Working Group which met on a number of occasions in 2008-09 to consider Bromley's parking strategy, operational policy and charging structure.

Policy objectives

- To improve the safety of all road users.
- To provide sufficient affordable parking spaces in appropriate locations to promote and enhance the local economy.
- To assist in providing a choice of travel mode, and enable motorists to switch from unnecessary car journeys, to reduce traffic congestion and pollution.
- To ensure effective loading/unloading for local businesses.
- To provide the right balance between long, medium and short stay spaces in particular locations
- To provide a turnover of available parking space in areas of high demand.
- To assist the smooth flow of traffic and reduce traffic congestion.
- To enable residents to park near their homes.
- To assist users with special requirements, such as the disabled.

Operational objectives

- To set a level of charges which balances demand and supply for parking spaces across the borough.
- To provide an efficient service which offers Best Value.
- To control the budget within prescribed limits.
- To be seen as fair and responsive to customer needs.

3. Bromley's Parking Policies in Action

- 3.1 The Council's overall approach to parking and enforcement is to work with residents and other stakeholders to identify local problems and develop appropriate and proportional local solutions which support and complement the Council's wider policies and strategies. These solutions include the prohibition of parking where this would compromise safety and the free flow of traffic, providing convenient on-street parking for residents, visitors and businesses, and providing off-street parking (car parks) in areas where demand is greater than can reasonably be accommodated by the kerbside.

Waiting Restrictions (Red and Yellow Lines)

- 3.2 The majority of yellow-line waiting restrictions in Bromley are on strategic and distributor roads and have been introduced largely to promote safety, assist buses, enable servicing and aid efficient movement of traffic. Where practicable, short-stay parking bays are also provided on these roads. Red-line waiting restrictions on the Transport for London Road Network (TLRN) are the responsibility of TfL, but aim to meet similar objectives on London's busiest roads.
- 3.3 Elsewhere, waiting restrictions have been introduced to remove obstructive or unsafe parking at locations such as close to junctions, on bends, outside schools and where the visibility of other motorists is obstructed. In addition, restrictions are often placed in narrow streets where parking would otherwise take place on both sides, to assist the emergency services in obtaining access.
- 3.4 Waiting restrictions across the Borough apply over many different time bands, although many restrictions were introduced several years ago covering a standard working day from 8.30am to 6.30pm. In the last 15-20 years, with increasing traffic flows and congestion, more flexible working arrangements and evening and Sunday trading, peak traffic periods have spread. In the wake of this process, the peak times for parking demand have also changed.
- 3.5 To address this process of change, the Council regularly reviews restriction time bands as part of a wider process by which waiting restrictions are regularly reviewed and amended in order to improve safety, to continue meeting local needs, and to rationalise provision in order to reduce ambiguity or confusion for drivers.
- 3.6 The Council sees the introduction of restrictions into residential streets as a last resort, and this only takes place where safety is compromised by dangerous or obstructive parking, or where the bulk of the demand for kerbside parking is from people from outside the local area and is detrimental to residential and community activities.
- 3.7 The views of residents and other frontagers are given a significant weight in deciding whether controls should be introduced.

On-street Parking

- 3.8 Throughout Bromley, on-street visitor parking within areas of controlled parking is managed by the use of Pay and Display (P&D), which requires a valid ticket or permit to be displayed in the windscreen of the vehicle parked in a defined bay. Payment by mobile phone is also possible and is an increasingly popular method of payment.
- 3.9 The main areas of parking control also have bays reserved for local residents, or bays shared between residents and paying visitors. In some places there are also bays reserved for motorcycles, businesses, disabled people, doctors and loading.
- 3.10 The changing nature of shopping and business opening hours has resulted in very similar, and sometimes higher, levels of parking on Sundays and Bank Holidays than on “normal” weekdays or Saturdays. For this reason, parking controls apply on Sundays in Bromley town centre and parking controls throughout the borough operate on Bank Holidays (except Christmas Day and Boxing Day) to prevent obstruction and congestion.

Controlled Parking Zones

- 3.11 There are a number of formal Controlled Parking Zones (CPZs) in the borough as well as other areas where some controlled parking operates without being formal CPZs. The distinguishing feature of a formal CPZ is that the hours of operation of the restrictions are displayed on signs at the entrances to the area. The hours of control that apply to single yellow lines and to permitted parking bays are usually the same, and it is not necessary to provide signs at each separate length of yellow line.
- 3.12 The main exceptions to the uniform time restriction within a CPZ are double yellow lines, which prohibit parking “at any time” (i.e. 24 hours a day, every day) and do not require signs in addition to the lines themselves. Any other exceptions have to be specifically signed as having different hours of control to the general hours of the scheme in question.
- 3.13 The borough’s main Controlled Parking Zone (CPZ) is in Bromley Town Centre. It spans an area of 1.8 square miles and consists of an inner and two outer zones. The full list of the Council’s CPZs is set out below:
- Beckenham
 - Bromley Town Centre
 - Burnt Ash Lane North
 - Clock House, Beckenham
 - Copers Cope, Beckenham
 - Elms Estate
 - Walnuts Estate, Orpington

Town Centres

- 3.14 The borough’s main commercial centres are:
- | | |
|--------------|---|
| Bromley | Metropolitan Centre (as defined in the London Plan) |
| Orpington | Major Town Centre |
| Beckenham | District Centre |
| Penge | District Centre |
| Petts Wood | District Centre |
| West Wickham | District Centre |

- 3.15 Each of these centres has a rail connection and is well served by buses. Beckenham is also on the Tramlink network.
- 3.16 In addition to the above, the Council has designated Biggin Hill, Chislehurst, Hayes, Locksbottom and Mottingham as Local Centres. There are also more than 70 smaller centres and shopping parades serving local communities.
- 3.17 Within the larger town centres, the Council's aim has been to provide adequate off-street parking (i.e. car parks) to complement on-street parking and to accommodate those who wish to visit the area for shopping, business and leisure activities. The tariffs at these cars parks are normally set so as to favour short and medium stay parking over all-day parking, and more generally it is the Council's policy to favour short-stay and medium-stay parking over long-stay parking both on and off the street. It is, however, recognised that some long stay parking is need in town centres to support the local economy.

Orpington Restricted Zone

- 3.18 A new-style restricted parking zone has been introduced in Orpington High Street where motorists are permitted only to park in marked bays. The High Street does not have traditional yellow lines and drivers who do not park in marked bays risk receiving a Penalty Charge Notice (PCN).
- 3.19 The restricted parking zone complements the recent improvement of Orpington High Street, as fewer intrusive road markings are required. The zone itself is in operation "at any time" but charges for parking only apply during the working day, Monday to Saturday. Parking bays are marked out with time restriction signs showing motorists how long and when they can park. There are also dedicated loading bays for commercial vehicles. These are clearly marked with appropriate signs and motorists should not park in them.
- 3.20 Because Restricted Zones remain quite unusual, motorists can encounter some initial difficulties in understanding the difference between them and more conventional controls based on yellow lines. Nevertheless, Restricted Zones offer benefits in terms of reduced street clutter, and they may also be of use when controls are introduced to streets which have surfaces which are unsuitable for conventional markings. A Restricted Zone is under consideration for Bromley North Village, although no final decision has been taken. Any further use of Restricted Zones will be considered on a case-by-case basis.

Smaller Areas of Parking Control

- 3.21 In the smaller town centres and other controlled parking areas, mixed parking controls have been introduced to meet particular local needs and circumstances. These circumstances include:
- The need to control all day parking by commuters and railheaders to protect kerbside space for local usage;
 - The need to reduce long term parking around railway stations; and
 - The need to protect kerbside space for short term parkers/shoppers near to shopping centres.

The measures used include:

- The introduction of time-limited waiting restrictions to deter all-day parking and to encourage a turnover of space to support local businesses;
- Short stay free parking bays with a “no return” period;
- Provision of local car parks;
- Paid pay and display and mobile phone parking; and
- Permit areas as above.

3.22 To ensure that parking provision and availability continue to support the needs of users and the local economy, the Council is committed to reviewing these restrictions regularly.

Parking Permits

3.23 The introduction of paid parking often encourages drivers to seek free on-street parking in nearby streets. In order to preserve local parking for residents (and in a few locations, businesses), non-CPZ permit schemes have been introduced in:

- Burnt Ash Lane South
- Camden Grove, Chislehurst
- Chatterton Village, Bromley
- Farnborough Village
- Ledrington Road, Anerley
- Locksbottom
- Locksbottom business zone
- Maple Road, Penge
- Orpington
- Petts Wood

Residents' Parking Permits

3.24 The Council will issue a resident's permit on request to those people who:

- Permanently reside at an address within the Permit Parking Area and are able to provide evidence of this;
- Own a passenger or goods carrying vehicle the overall length of which does not exceed 5.25 metres, a motor cycle over 49cc, or an invalid carriage. (Mopeds 49cc and below are exempt); and
- Pay the appropriate fee.

Non-residents are not eligible for a Parking Permit.

3.25 The full criteria for issuing residents' permits are set out in **Appendix A**.

Visitor Permits

3.26 To accommodate residents' visitors in areas of controlled parking, a system of visitor permits has been developed. These permits may only be purchased by persons who permanently reside at an address within a Permit Parking Area and who are able to provide evidence of this. No more than four books of visitors' vouchers (15 vouchers per book) may be issued to each eligible applicant per year.

3.27 Residents aged 60 years or over can claim up to two books of visitor vouchers free of charge each year.

3.28 Visitors' vouchers can be purchased by residents in all zones except D

(Anerley) and LB (Locksbottom business zone) to enable friends and family to park whilst visiting.

3.29 The full criteria for issuing visitor permits are set out in **Appendix A**.

Business Permits

3.30 Business parking permits will be issued on request to qualifying organisations which:

- Have an address in the area of the parking zone where business parking permits apply;
- Are able to show that they permanently employ more than one person;
- Own a passenger or goods carrying vehicle, the overall length of which does not exceed 5.25 metres, a motor cycle over 49cc, or an invalid carriage. (Mopeds 49cc, or below are exempt).
- Provide evidence that they are either registered as a business at companies house, vat registered or pay business rates for the premise within the zone specified where business permits apply;
- Do not already hold four current business permits; and
- Pay the appropriate fee.

In addition, qualifying business users are entitled to 10 books of 15 one-day parking vouchers per year.

3.31 There is a separate business permit zone in Locksbottom and business permits are also available in Bromley zones B and C.

3.32 The full criteria for issuing business permits are set out in **Appendix A**.

General Considerations Applying to Permits

3.33 Possession of a permit issued under one of the above schemes allows the holder of the permit to park within a designated number of streets, indicated by a zone number shown on the permit. A permit does not guarantee the holder a dedicated space outside an individual address, nor is it a guarantee that there will be sufficient kerbside parking space available to cater for all those who may have permits to park in any particular road or zone at any one point in time.

Permit Prices

3.34 Permit prices are based on the cost of administration and also the cost of enforcing residents' parking controls. The differential in price reflects the different hours of control which apply in different areas.

3.35 A review of charging in April 2011 concluded that the permit charges for future resident permit schemes should be standardised at £35 where enforcement is in place for no more than four hours a day, and at £75 where enforcement is for more than four hours. The charge for future business permits was standardised at £150. These changes were not retrospectively applied to existing schemes, and some variation in charging remains.

3.36 The total numbers of resident and business permits and visitor vouchers issued between 1st April 2009 and 31st March 2010 are shown in **Appendix B**.

Shared Use Parking

3.37 In order to allow short stay paid parking for visitors in predominantly residential areas, some residents' bays have been converted to shared use. This system allows both residents with permits and visitors who park in the area for various reasons to make use of the parking space vacated by residents who take their cars out of the area during the day.

Mobile Phone Parking

3.38 After successful trials in Orpington, which started in 2006, mobile phone payment using a debit/credit card was rolled out throughout the Borough in May 2010. This service is now accessible in all Council owned pay and display parking areas, including all on-street pay and display bays and car parks (with the exception of the multi-storey car parks in Bromley Town Centre where motorists can pay by debit/credit card at the machines at the end of their stay). The contract to operate the service has been awarded to RingGo.

3.39 Paying for parking using a mobile phone has many benefits, including:

- No need to find coins.
- Avoidance of penalty charges due to lost or poorly displayed tickets.
- Motorists receive as a reminder a text message when their time is due to expire
- Reduced need for more pay and displays machines, reducing clutter and potential vandalism and crime.
- Charges are calculated by the minute, so motorists do not need to guess an estimated length of stay and only pay for the time they use.
- Motorists do not need to return to their vehicles to extended parking time.
- Accurate payment records to assist in dealing with appeals against PCNs.

Disabled Parking

3.40 There is a national scheme for issuing "Blue Badges" to disabled people, who meet national criteria. Eligibility for a Blue badge is either passported by the receipt of one of a range of benefits, or is determined locally by local authorities who assess applicants' level of mobility. The scheme allows holders of Blue Badges a range of parking concessions to improve their accessibility. These concessions include dispensations from paid on-street parking, and also allow parking in restricted areas (on yellow lines) for up to 3 hours. However, some of the on-street concessions do not apply fully in central London.

3.41 The badge is issued to the individual, not to the vehicle and can be used in any vehicle so long as the holder is travelling in it.

3.42 Legislation allows the introduction of marked on-street disabled parking bays, in which the holders of Blue Badges are entitled to park if their permit is displayed in the windscreen of the vehicle which they are using. Non-holders of a Blue Badge who park in one of these bays are liable to enforcement action through the issue of a PCN.

- 3.43 The use of disabled badges and the above concessions are only permitted if the disabled person, to whom the badge has been issued, is a driver or passenger in a vehicle at the time at which parking takes place. Any misuse of badges is an offence, and in such cases the concessionary badge may be withdrawn from the disabled person.
- 3.44 Theft and fraudulent use of badges are important issues, and the Council is actively taking measures to reduce this area of criminal abuse. These measures include a publicity campaign involving stakeholder organisations of disabled people, additional checking of blue badges where misuse is suspected, withdrawal of badges, and prosecution where there is evidence of fraudulent intent. There is a “hot line” and a page on the Council’s website where members of the public can report suspected misuse.

Provision of On-street Disabled Bays

- 3.45 Consideration is always given to the incorporation of new or additional dedicated disabled bays, based on an assessment of need, when new parking schemes are designed or existing arrangements are reviewed.
- 3.46 Outside controlled areas, on-street disabled bays are often provided near locations such as stations and health centres where there is proven demand. The Council will normally give positive consideration to the provision of marked on-street bays near residents’ homes, if requested to do so by either the disabled person or a representative who is responsible for their mobility. This process is subject to an assessment of the site for suitability (including safety considerations) and to the normal traffic order-making process which allows objections to be made, for example by neighbours or other road users. There are nearly 500 disabled bays marked on street.
- 3.47 Although the application for a disabled bay is made by an individual the bay is not specific to that person. Any holder of a “Blue Badge” is permitted to park in these bays if space is available.
- 3.48 The Council’s criteria for considering disabled bays and a summary of current on-street provision are set out at **Appendix C**.

Off-street Disabled Parking

- 3.50 The Council provides 126 dedicated disabled parking bays in all of its car parks. A detailed indication of disabled spaces by individual car park is given at **Appendix E**.
- 3.51 The Council also places requirements on developers through the planning process to provide stipulated numbers of dedicated off-street parking places for disabled staff and visitors in new developments. The UDP sets out standards for disabled parking provision in new developments, and more generally the Council applies the standards for disabled parking in developments as set out in the current London Plan, which was published in July 2011. The UDP also informs the levels of disabled parking provided in the Council’s own car parks.

Motorcycle Parking

- 3.52 In Bromley, motorcyclists can park in standard on-street parking bays by paying and displaying (or paying by phone) in the same way as a car user. However, displaying a ticket is difficult as it cannot be fastened to a secure or sealed area and the ticket can be easily lost, stolen or even blown away by the wind. Furthermore, because motorbikes take up relatively little space, other vehicles, (either another motorbike or a car) may attempt to park in the same bay and this can risk a penalty charge notice being issued to both parties.
- 3.53 The Council has also provided a number of marked, dedicated, on-street motorcycle parking bays which are well utilised. There is no charge for these on street bays, and the bays are mainly located in and around town centre locations. On street motor cycle bays can be found in the following locations across the borough:
- Ravensbourne Road, Bromley
 - Churchill Way Bromley
 - Park Road, Bromley
 - Ringers Road Bromley
 - Station Approach Hayes
 - Hayes Street Hayes
 - Berwick Way, Orpington
 - High Street Orpington
 - Homefield Rise Orpington
 - Walnuts Road Orpington
 - Beckenham Road, Beckenham
 - Petts Wood Road, Petts Wood
- 3.54 Following a review of motorcycle parking across the borough in 2010, dedicated motor cycle bays have now been provided in every Council car park.
- 3.55 Dedicated motor cycle bays are provided in every Council car park. There are 47 available over 28 car parks borough wide. There are no charges associated with these bays.
- 3.56 When introducing new parking controls or reviewing any parking scheme, the Council will always look to provide designated motor cycle bays. This process also includes a review of the siting of motorcycle bays with the aim of ensuring that the bays are not obscure or isolated, in order to improve the security of this type of parking.

Commercial Vehicles, Deliveries and Servicing

- 3.57 To ensure that businesses can continue to thrive and service their operations, stopping on yellow lines for the purpose of loading and unloading goods is normally permitted. This provision allows for up to 20 minutes for this action, so long as there is a continuous loading or unloading process taking place. However, uncontrolled loading during peak traffic periods can lead to traffic congestion and endanger pedestrians, and it is therefore often necessary to prohibit loading and unloading at times of high traffic flow. These restrictions are indicated by signs and yellow kerb “stripes”.

3.58 To assist businesses, loading bays are often provided in side streets adjacent to busy main roads so that deliveries can take place in peak time and then be trolleyed short distances to businesses in main thoroughfares.

Overnight Parking Restrictions on Commercial Vehicles

3.59 In 1985, the former Greater London Council introduced restrictions on the overnight parking, on street, of heavy goods vehicles and coaches on all roads in the Greater London area, unless a special exemption had been introduced. The regulations prohibit vehicles of a maximum gross weight which exceeds 5 tonnes from parking in any restricted street, between the hours of 6.30pm on any one day and 8am on the following day, in the whole of the Greater London Area.

3.60 While the Council provides some off-street lorry parking, there remains a problem with violation of the ban.

Lorry and Coach Parking

3.61 Because overnight on-street parking by heavy vehicles is prohibited, the Council provides three off-street lorry and/or coach parks at the following locations:

- Cotmandene Crescent, St Pauls Cray
- St Georges Road, Beckenham
- Churchill Way, Bromley (coaches).

Footway Parking

3.62 The Greater London Council (General Powers) Act 1974 introduced a ban on parking on the footway, or on footway verges, in all roads in London. This is intended to prevent damage to the footway and to provide clear passage for pedestrians, the visually impaired and wheelchair users. The ban is now a decriminalised offence under the Road Traffic Act, 1991.

3.63 Within the context of the Londonwide ban, borough Councils can introduce exemptions to prevent obstruction of the carriageway, as long as the Council's criteria regarding carriageway widths and prevention of obstruction of the footway are met. These exemptions aim to assist in reducing traffic congestion and improve community safety by reducing obstruction of emergency vehicles in residential areas.

3.64 The Council's the criteria for footway parking are set out in **Appendix D**.

Taxi Ranks

3.65 There are 23 taxi ranks in the Borough. The purpose of a taxi rank is to provide residents and visitors with a set location where they can hire a licensed taxi. Ranks are located in places where people most need a taxi, for example, railway stations and busy shopping areas. The ranks are the only places where a taxi may wait for business in a stationary position. It is an offence for any other vehicle to park in a taxi rank.

Doctors' Bays

3.66 Bromley provides, where requested, marked on-street doctor bays, at no cost to the applicant. The majority of healthcare premises within the Borough have off street parking provision for doctors. The number of on-street bays is low when compared with other London authorities, currently being four, at the following locations:

- Anerley Rd, Penge;
- Penge High Street
- St. James's Avenue, Beckenham; and
- Woodside, Chelsfield.

3.67 Doctors who use these bays display the Health Emergency Badge (see below). If it becomes apparent that there is increased demand for these bays in Bromley, then consideration could be given to the introduction of specific Doctor Permits. In the meantime, the Council will continue to respond to requests for such bays as required.

Health Emergency Badge Holders

3.68 The Londonwide Health Emergency Badge (HEB) scheme is administered by London Councils on behalf of the London Boroughs. The HEB scheme is intended to identify doctors' vehicles (and those of other qualifying health professionals) when being used on emergencies. The badge provides no immunity from parking regulations, but if a vehicle otherwise parked illegally is observed to be displaying a badge, Civil Enforcement Officers have a checklist to run through before deciding whether or not to issue a Penalty Charge Notice (PCN). If a PCN is issued, any challenge must be individually contested using the normal process.

3.69 In Bromley holders of these badges are allowed to park on yellow lines for 30 minutes, or in paid parking bays without payment for 30 minutes after the paid time has expired in the bay.

3.70 The badge must show the address being visited by the holder and be correctly displayed at all times. The dispensation does not apply if the vehicle is causing serious obstruction, left for an excessive length of time (over an hour) in the same position, or regularly seen in the same place.

3.71 The exemption does not apply in the vicinity of the holder's place of work (except in a doctor's bay as above). A vehicle displaying an HEB will not normally be penalised without an attempt made to contact the driver at the address shown on the badge.

Cycle Parking

3.72 As part of its commitment to and providing a range of travel choices within the Borough, the Council believes the provision of cycle parking plays an important role in encouraging potential users to see cycling as a practical alternative. There is a continuing programme of providing on-street cycle parking facilities in its town centres. In addition to this, off-street provision is made at health

centres, railway stations, new developments, areas of green space and other places where there is demonstrable demand.

- 3.73 Schools within the borough are also targeted for improved cycle parking facilities. Lack of appropriate facilities at individual schools are highlighted as part of the School Travel Plan process.
- 3.74 The planning process ensures that all new developments have adequate cycle parking for residents, workers and visitors, and employers who engage with our workplace travel planning process are also encouraged to improve cycle parking.

Car Clubs

- 3.75 Bromley currently has two on-street car club spaces (at Bromley North and Orpington High Street). Both have been secured through the planning process with free membership for residents of the associated development for the first year.
- 3.76 Car club growth in the borough has largely been encouraged through the development control process. Although car club growth has not been a priority for the London Borough of Bromley to date, efforts are under way to investigate potential on-street sites and develop a sustainable growth strategy over the coming years. This will be subject to Member approval and will largely be integrated into the Council's controlled parking zone reviews, and Bromley Town Centre Area Action Plan.

Electric Vehicles

- 3.77 The Council is generally supportive of the Mayor of London's proposal to improve the availability of electric vehicle charging points across London. However, the Mayor's strategy suggests that publicly available charging points should be no more than 1km (0.62 miles) apart, and it is not considered that this will be appropriate or achievable in practical terms in some of the more rural areas of the Borough.
- 3.78 Bromley currently has two publicly accessible charging points in the car park of The Glades shopping centre in Bromley town centre. Discussions with The Glades indicate that these spaces currently only receive use about once a month, and on no single occasion have both charging points been used simultaneously.
- 3.79 The Council's focus will be to concentrate initially on providing charging points in its car parks situated in the main town centres of Bromley, Orpington, Beckenham, Penge and West Wickham. This will be combined with a programme of promotion and advertising to residents within the borough to ensure people are aware of the facilities available to them.

Off-street Parking (Car Parks)

- 3.80 Public car parks in the Borough are operated both by the Council and by private operators. Car parks are the only way of providing substantial numbers of parking spaces in areas of high demand. They generally offer the opportunity to

park for longer than nearby on-street space and often offer a cheaper tariff and visible security measures.

- 3.81 A summary of the Council's off-street parking supply is given in **Appendix A**, together with information on car parks which are run by other operators. The total Council off-street parking stock in the Borough is 4,162 spaces on weekdays, increasing to 4,542 on Saturdays and 4,459 on Sundays.
- 3.82 In order to create a balance between supply and demand, various charging regimes are in place. These are set out in full at **Appendix E**. The Council carries out a review of all its off-street parking charges from time to time, as well as out a wider review of pricing policies in line with local, Londonwide and national transport priorities. This review is linked to the continuous development of a comprehensive approach to management of both off-street and on-street parking. The most recent review of off-street pricing was undertaken in 2007.

The Council's own car parks

- 3.83 At the Council's larger car parks, control is by the "pay on foot" method which allows visitors to take as long as is necessary for their visit without having to worry about whether their parking fee has expired. Payment machines at these car parks accept credit and debit cards. At smaller car parks, Pay and Display and parking is used, with the option of paying by mobile phone.

Park Mark - the Safer Parking Award

- 3.84 Park Mark is an initiative of the Association of the Chief of Police Officers (ACPO) designed to reduce crime, and more importantly the fear of crime in car parks. The award is managed by the British Parking Association and supported by the Home Office, and all the Police Forces within the UK.
- 3.85 The scheme requires car park operators to adopt an active management strategy to ensure a minimal occurrence of crime. The Park Mark is awarded to facilities that have on assessment achieved appropriate standards in the following categories:
- Surveillance
 - Lighting
 - Signage
 - Cleanliness
- 3.86 To date 33 of the 35 Council controlled car parks within Bromley borough as a whole have been awarded the Park Mark. An on-street facility in Crofton Road, Locksbottom has also received this award. A full list of car parks with a Park Mark award is set out in **Appendix E**.

Other Parking Services

- 3.87 In addition to the mainstream activities of controlling on-street parking through waiting and loading restrictions and designated parking bays, the Council provides a complementary range of associated services that regulate parking, promote safety and assist with the flow of traffic. These are detailed below.

Access Bars

3.88 The Council regularly receives requests from either business or residents to introduce short sections of yellow line to prevent drivers from parking across vehicular accesses, which prevents access to or from premises. However, the introduction of short sections of yellow line may not be practicable, as resources for the enforcement of waiting restrictions are limited. Nevertheless, the Council is aware of the distress that irresponsible parking can cause, and the effects that it can have on business operation.

3.89 The Traffic Signs Regulations and General Directions 1994 allow the provision of white access bars (carriageway markings to diagram 1026.1) across driveways where there is the potential for obstruction. The markings are to indicate to drivers that there is a vehicle access or crossover present and that they should not park. However, these markings are advisory.

3.90 The Council makes limited use of these markings, in the circumstances listed below:

- Across access/service roads giving access to multiple garages etc;
- Access to blocks of flats etc;
- Registered disabled drivers' driveways where there is no on-street disabled bay; and
- Access to businesses / public halls / libraries etc.

3.91 There have been changes in legislation that may decrease the number of requests for such markings. The London Local Authorities and Transport for London Act 2003 (section 14) allows the Council to issue Penalty Charge Notices to or remove vehicles parked across dropped footways both within and outside Controlled Parking Zones.

3.92 However, the Act makes it clear that, in cases where the driveway is for residential premises and not shared by other premises, and the dropped footway is there to provide access to the driveway, then enforcement action can only be taken when the occupier of the premises requests the local authority to do so. This means that it is not an offence for a residential occupier to park across his or her own driveway.

Dispensations and suspensions

3.93 Dispensations are issued by the Council's Parking Enforcement section to permit a vehicle to park on yellow lines or within marked bays for a specific period and specified purpose where no alternative parking is reasonably available. This often happens when building works are required to take place to a property. The cost of this is currently set at £12.50: however, this is per occurrence rather than on a daily basis. In addition, where a marked parking bay is suspended this is currently charged on the basis of £25 per week. These costs represent an administrative charge rather than the full economic cost of the service or the loss of income to the Council.

3.94 Statutory undertakers are permitted to park any vehicles associated with works being carried out on the highway within the area required for the works to be carried out. This area has to be delineated by cones and/or barriers.

Special Event Parking

3.95 The Council makes use of orders under the Road Traffic Regulation Act 1984, Section 16A, for the introduction of temporary parking restrictions in association with special events such as the former Biggin Hill Air Fair. These orders are subject to the relevant statutory consultation requirement.

Procedure for introducing on-street parking schemes

3.96 As required by the provisions of the Road Traffic Regulation Act 1984, all restrictions on kerbside parking have to be introduced by making a Traffic Management Order. As part of the order-making process, local authorities are required to carry out statutory consultation with defined stakeholders. These include:

- The emergency services;
- Adjoining authorities, if affected;
- Representatives of freight transport operators; and
- Other known stakeholders who would be materially affected by measures.

3.97 In advance of the statutory order-making consultation, the Council always undertakes informal consultation with residents, frontagers and elected Ward Members. In some cases it may be appropriate to consult over a wider area before moving on to the statutory phase. Depending on the circumstances, and the scale of the proposal, consultees can also include:

- Nearby schools
- Bus operators
- Relevant residents' associations
- Disability organisations
- Bromley road safety panel
- Bromley Association of British Drivers
- Rail operators
- Business groups
- Community organisations
- Transport interest groups

3.98 A recent innovation has seen consultation available on different media such as social networking sites. This format of correspondence has allowed a greater flexibility in reaching and responding to consultees and potentially appeals to a broader spectrum of the population. Through this process, stakeholders in the community play a part in developing schemes that provide solutions which address specific local issues.

3.99 Under the Road Traffic Regulation Act 1984, authorities can either introduce experimental orders or permanent orders. The Council makes considerable use of experimental orders, as this process allows the Council the flexibility to change or modify the restrictions that have been introduced to take account of changes in circumstances before making them permanent. This process has been used for the introduction of Controlled Parking Zones borough-wide, as it allows the parking displacement to be monitored and additional roads to be added and the zones in question extended if necessary.

4. Parking Charges

- 4.1 There is a tendency for motorists to seek to park on the street as a matter of first preference. Even when an on-street space is farther from a destination than a car park, on-street parking is sometimes seen as more convenient. In order to encourage people to make use of off-street facilities, and to encourage a high turnover of customers for short-stay parking close to shops, charges in off-street car parks are generally set lower than on-street parking charges in the surrounding area.
- 4.2 The aims of the charging regime are:
- To establish and maintain parking charges which are appropriate and effective throughout the Borough.
 - To maintain the economic vitality of the Borough of Bromley.
 - To limit excessive demand for commuter and other all-day parking in places where this restricts access for other user groups in need.
 - To redistribute demand from locations where there is significant over - demand and queuing, to locations where there is spare parking capacity.
 - To achieve a good level of compliance with the regulations as an aid to fair and consistent enforcement.
 - To achieve and maintain a quality parking experience in Council-owned car parks.
 - To meet the costs of the service including progressive improvements.
 - To maintain price competitiveness with other shopping / business centres. and
 - To maintain price competitiveness with comparable privately-operated car parks.
- 4.3 **Appendices E and F** give details of the charging regimes for off-street and on-street parking respectively.
- 4.4 From time to time, the Council reviews its parking charges in line with policy priorities, environmental, economic and transport objectives, and the need to maintain an adequate level of investment in the service.

Penalty Charge Bands

- 4.5 Penalty charges are set on a Londonwide basis, and are applied according to location and the nature of the contravention. In general terms, a penalty will be in the “lower” or “less serious” category if it relates to a place where parking is normally allowed, and in the “higher” or “more serious” category if it relates to a place where parking is prohibited.
- 4.6 The penalty charges which apply in Bromley are as follows:

	More serious contraventions	Less serious contraventions
Band A (All streets in Bromley Controlled Parking Zones A, B and C)	£130	£80
Band B (Applies to streets in the remainder of the Borough)	£110	£60
Car Parks – all zones	£110	£60
Bus lane enforcement	£130	N/A

There is a discount of 50% if a Penalty Charge Notice issued by a CEO (“warden”) is paid within 14 days. The period is 21 days if the notice is issued by CCTV.

5. Parking Enforcement

- 5.1 The Council recognises that a practical, common sense approach is needed to carry out its parking enforcement responsibilities. However, lack of knowledge or deliberate abuse of the rules by the public is unfortunately common. Contraventions of parking restrictions lead to traffic congestion and have adverse implications for road safety. While many people consider that a breach of the rules only involves a few minutes, they do not appreciate the cumulative effect of such parking on road safety, congestion or traffic flow.
- 5.2 Parking contraventions are dealt with by the issue of a Penalty Charge Notice (PCN) and, in appropriate circumstances, by towing away of the vehicle. In certain circumstances, warning notices may be issued instead of PCNs. The offences for which PCNs can be issued are detailed in the list of offence codes issued by London Councils, as set out in **Appendix G**.

Enforcement Services

- 5.3 The Council has contracted its enforcement services to Vinci Park Services UK Limited, and their operatives patrol and undertake on street enforcement services. The current parking enforcement contract came into operation on 1st October 2006 and currently runs till 2016.
- 5.4 Our parking contractor aims to deploy an average of 23 Civil Enforcement Officers (CEOs, but commonly known as “wardens”) each day. The hours of enforcement are primarily between 8.30am and 6.30pm, when most restrictions apply. However, enforcement at other times is also undertaken to ensure a comprehensive service is provided. Wardens use up- to-date technology to issue Penalty Charge Notices (PCNs) and record photographic images of contraventions.
- 5.5 The Council has implemented Geographical Positioning System (GPS) technology for its wardens. The benefits include:

- security to wardens when working alone: an officer at a location for a unusual length of time can be identified and if necessary assistance can be arranged very quickly;
- an improved enforcement strategy based on the data being gathered;
- clearer records of enforcement in specific areas;
- the ability to deploy wardens quickly.

5.6 Before undertaking their duties, all the Council's wardens undergo rigorous and thorough training to cover both national and local enforcement policies. Stringent checks, including Criminal Records Bureau (CRB) checks are routinely carried out on our wardens to ensure quality standards are maintained and training given where necessary.

Frequency of enforcement

5.7 The aim of the enforcement regime is to secure compliance with the regulations. The Council has developed a prioritised approach to the enforcement of on-street waiting and loading restrictions through the use of wardens, mobile patrols and CCTV cameras. Enforcement is targeted on a hierarchical basis as follows:

- Strategic roads
- Busy bus routes
- Residential permit areas
- Town centres
- Areas of congestion
- Local shopping parades
- Schools
- Elsewhere

The frequency of visits to any given street is based on experience, and is adjusted where compliance is poor, or where safety and traffic flow considerations demand additional enforcement.

Static Closed Circuit Television (CCTV) enforcement

5.8 The London Local Authorities Act 2000 made it possible to enforce parking contraventions on the basis of information provided by the use of a CCTV camera. There are a number of CCTV cameras within Bromley which are used for Traffic enforcement. For parking enforcement purposes, Bromley makes use of camera installations provided through CCTV networks that already cover parts of the Borough. Using cameras, qualified operators are able to remotely monitor traffic offences, whilst recording the evidence at the same time as being observed by the operator.

Mobile CCTV

5.9 In 2007, enforcement trials began using a specially adapted car fitted with CCTV recording equipment. This method of enforcement discourages drivers from parking dangerously and compromising the safety of children and pedestrians outside schools. Such was the success of enforcement through this method that three further CCTV vehicles have been introduced. All vehicles are

now used for other parking enforcement, including pedestrian crossing zig-zags and bus stops.

- 5.10 Some of the vehicles are fitted with Automatic Number Plate Recognition (ANPR), which enables the operator to record contraventions from a considerable distance. The technology is also sufficiently advanced to recognize vehicles parked in residents' bays without a valid permit.

CCTV Enforcement of Bus Lanes

- 5.11 The London Local Authorities Acts 1996 and 2000 decriminalised traffic contraventions in bus lanes, making it possible for enforcement to be carried out using CCTV equipment with penalty charge notices being served by post to the registered keeper of the vehicle. A consistent, fair and sustained level of bus lane enforcement helps to improve the reliability and punctuality of public transport, making its use a more viable alternative to individual car use, factors which combine to help reduce traffic levels, congestion and pollution from existing levels.

- 5.12 Currently 12 bus lane enforcement cameras are used to enforce 7 bus lanes within the Borough.

- 5.13 Enforcement officers, who are BTEC qualified, use CCTV images to record the registration numbers of vehicles that are seen to be illegally using these lanes. Secure digital recordings are used as evidence of the contravention. Where required, all equipment used is of a type approved for the purpose by the Secretary of State.

Body worn video

- 5.14 Wardens in Bromley are equipped with body worn video devices that can be attached to headwear, epaulettes or chest pockets. This is a development of the "head cams", which Bromley was one of the first local authorities to use in February 2009. Wardens in Bromley use these devices to record the details of parking contraventions. Body worn video complements more traditional methods of recording details, such as pocket book notes and photographs. The footage has proven to be a very useful tool in establishing training requirements for wardens, which in turn, has improved communication with motorists and the general public. The footage provides the Council with more details of a parking contravention and as a result, we are better prepared to assure fairness, transparency and accountability in the appeal process and in dealing with complaints. The footage can also be used to provide evidence of physical assaults and verbal abuse to officers.

Outcomes

- 5.15 Enforcement outcomes are monitored on a monthly basis. The table below shows the number of PCNs issued, both on and off street, over the last four years.

Method of PCN issue									
	warden		CCTV (bus lanes)		CCTV (static)		CCTV (mobile unit)		PCNs issued
Year	Total	%	Total	%	Total	%	Total	%	Total
2007-08	67,943	83%	7,136	9%	6,840	8%	280	≤1%	82,379
2008-09	64,323	80%	5,119	6%	8,509	11%	2,505	3%	80,456
2009-10	60,400	79%	5,631	7%	8,080	11%	2,068	3%	76,179
2010-11	72,581	81%	4,573	5%	9813	10%	2289	3%	89,256

For 2010/11,

- 76,809 PCNs were issued on-street (kerbside)
- 12,447 PCNs were issued off-street (car parks)80
- 59,221 PCNs were issued at the higher charging level
- 30,035 PCNs were issued at the lower charging level

Vehicle removal and wheel clamping

5.16 The Council does not wheel clamp illegally parked vehicles (although it retains the ability to do so in exceptional circumstances), and does not usually remove illegally parked cars unless it believes that the driver of the vehicle is a “persistent evader”, who has a number of penalty charge notices that have not been paid.

5.17 A “persistent evader” is defined by the Council as a vehicle with three or more outstanding PCNs. An outstanding penalty charge is defined as ‘a Penalty Charge Notice that has progressed to the charge certificate stage and is therefore not subject to appeal, or a notice where no keeper details are available from DVLA.

5.18 A list of persistent evaders is downloaded into the wardens’ hand held computers the day before the contractor’s removal truck is brought in to attempt to remove the vehicle. When a warden encounters an offending vehicle and enters a vehicle registration number, and the vehicle has three or more unpaid PCNs, it will flag up a message which may result in the vehicle being removed.

Challenging a Penalty Charge Notice

5.19 Because bus lane and parking enforcement using CCTV is currently covered by separate legislation from enforcement by a warden, a PCN may be issued in one of the following ways:

- In person by a Civil Enforcement Officer (CEO or “warden”) for a parking contravention. These PCNs are traditionally issued to the windscreen of the vehicle or handed to the driver (Regulation 9).
- By post using CCTV for a parking contravention (Regulation 10).
- By post using CCTV for a bus lane contravention (Regulation 10).

- 5.20 CCTV PCNs are issued by a qualified CCTV Operator using equipment to capture the bus lane contravention as it happens.
- 5.21 Except for a PCN issued by CCTV for a parking contravention, motorists can challenge the issue of a PCN by stating their case in writing. If the challenge is unsuccessful, or when a PCN issued by CCTV for a parking contravention, a formal Representation may be made in writing. There are eight statutory grounds for making a Representation, but in practice the Council will consider every Representation even if it does not fall within the prescribed grounds.
- 5.22 If a Representation is rejected, and the motorist is not satisfied with the decision, a written appeal may be made to the Parking and Traffic Appeals Service (PATAS or the “Parking Adjudicator”). The appellant may request a personal hearing.
- 5.23 The Council has a duty to comply with any direction issued by the Adjudicator.
- 5.24 More information on Representations, debt collection and payments can be found in **Appendix H**.

6. Future Challenges

- 6.1 The challenges that the Council’s parking service will have to face in future years come both from within the Borough and from outside it. Among the known factors which will contribute to the challenge are:
- The continuing national growth in the number of cars owned and used;
 - The planned expansion in capacity of Bromley Town Centre;
 - A rise in the number of single householders; and
 - Ensuring that parking from new developments does not worsen on-street conditions.
- 6.2 All these issues will, to a greater or lesser degree, have an impact extending beyond the Borough’s boundaries. The Council expects to work with its partners in neighbouring boroughs, in TfL and at London Councils to develop common approaches to these challenges which nevertheless retain the flexibility to accommodate local priorities.
- 6.3 Improved and more secure public transport, measures to encourage walking and cycling, travel awareness campaigns, and better travel information will all have a role to play in managing the increased demand. Nevertheless, the expected changes mean that the direct demand for both on-street and off-street parking in the Borough is likely to increase.
- 6.4 The general underlying increase in demand will be reinforced by additional pressures at particular localities. Careful management will be required to ensure that new parking provision and new controls create an optimum balance which is closely aligned with the Council’s economic, social, planning and transportation priorities.
- 6.5 Among the measures which the Council will need to consider are:

- Extending existing controlled parking areas;
 - The introduction of new controlled parking zones;
 - The extension of hours of operation of controlled parking;
 - The introduction of new types of permits to allow the provision of services to the public ; and
 - Increased tailoring of parking controls to local needs.
- 6.6 It is often the detailed way in which parking policies are applied at the very local, street-by-street, level which requires the most careful consideration and generates most debate.
- 6.7 As well as the “what” of changes to parking regulations and to the physical manifestations of on- and off-street parking, the Council also needs to consider the “how” of the way the parking service is delivered. There is a parallel challenge of developing the operational face of the parking service so that it is, and is seen to be by its customers, fair, efficient, effective and responsive to change.

A Developing Service

- 6.8 Residents and businesses throughout Bromley have high expectations of the Borough’s parking services, both in terms of enforcement and the development of services to meet their aspirations. It is not possible to meet all of these aspirations at one point in time, and therefore prioritisation needs to take place.
- 6.9 On a long-term basis, it will be necessary to ensure that sufficient funding is available to ensure that the Council’s parking service is able fully to meet the community’s needs. In the current context of public spending restraint, there is competition for allocation of the Council’s scarce resources, and it will be important that the correct level of funding is set for future investment in the parking services and enforcement.
- 6.10 The need to continue to deliver the existing enforcement service in a cost-effective manner will sit alongside the need to invest for the future to address:
- Accurate PCN issue, handling of representations and debt recovery;
 - Providing information and “self service”, including permit applications, appeals and the payment of penalties, through the Council’s website;
 - Taking advantage of technological developments as they emerge.
- 6.11 In the context of these challenges, it will be important that this Strategy remains a “living” document which adapts to emerging issues and provides a flexible approach within the context of the Council’s overall transport policies and objectives.